

LIMOUSINE, TAXICAB, AND TRANSPORTATION NETWORK COMPANY ACT (EXCERPT)
Act 345 of 2016

257.2139 Zero-tolerance policy.

Sec. 39. (1) A limousine carrier, taxicab carrier, or transportation network company shall develop and implement a zero-tolerance policy regarding a limousine, taxicab, or transportation network company driver's activities while providing transportation services or accessing the transportation network company's digital network. The zero-tolerance policy required under this subsection shall address the use of drugs or alcohol while a driver is providing transportation services or a transportation network company prearranged ride or is logged in to a transportation network company's digital network and available to receive a transportation request.

(2) A limousine carrier, taxicab carrier, or transportation network company, or the parent company if the limousine carrier, taxicab carrier, or transportation network company does not have a website, shall provide notice of the zero-tolerance policy required under subsection (1) on its website, and shall also provide on its website a procedure for a passenger to report a complaint about a driver who the passenger reasonably suspects was under the influence of drugs or alcohol during a trip or a transportation network company prearranged ride.

(3) Upon receipt of a complaint described in subsection (2), a limousine carrier, taxicab carrier, or transportation network company shall immediately suspend the driver and, if applicable, the driver's access to the transportation network company's digital network, and shall investigate the incident. The driver's suspension shall last for the duration of the investigation.

(4) A limousine carrier, taxicab carrier, or transportation network company shall maintain records of a passenger complaint for at least 2 years after the date the complaint was received by the limousine carrier, taxicab carrier, or transportation network company.

History: 2016, Act 345, Eff. Mar. 21, 2017.