



COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF PUBLIC UTILITIES
TRANSPORTATION NETWORK COMPANY DIVISION

D.P.U. 23-33

April 19, 2023

Notice of Inquiry by the Transportation Network Company Division on its own Motion into enhanced procedures for reporting by Transportation Network Companies of Complaints by Drivers and Riders pursuant to Massachusetts General Laws c. 159A½, § 3 and 220 CMR 274.12(3).

NOTICE OF INQUIRY AND REQUEST FOR COMMENTS

On April 19, 2023, the Transportation Network Company Division (“Division”) of the Department of Public Utilities (“Department”) issued an Order opening an inquiry that examines procedural enhancements to the complaint reporting by Transportation Network Companies (“TNCs”) permitted by the Division pursuant to Massachusetts General Laws c. 159A½, § 3. This inquiry was docketed as D.P.U. 23-33.

This inquiry will seek to establish, among other things: (1) whether uniform policies, procedures, and controls are necessary regarding TNCs’ reporting of Driver¹ and Rider complaints to the Division; (2) whether the Division should establish standardized categories that TNCs must use every month when reporting Driver and Rider complaints; (3) the nature and adequacy of TNCs current methods of investigation of Driver and Rider complaints.

The Division invites all interested parties to submit written comments on this matter **within sixty days of the date of this Notice**. The Division encourages interested persons to present consensus positions and submit comments jointly, when possible. The Division specifically seeks joint comments by the TNCs, especially on all matters in agreement. The Division will determine the appropriate next steps for this proceeding after completing our review of the initial comments.

All documents submitted to the Division pursuant to this Notice should be submitted only in **PDF format** by email attachment to dpu.efiling@mass.gov and

¹ Any terms not defined herein shall have the meaning ascribed to such terms in 220 CMR 274.02.

caroline.obrien@mass.gov. The text of the e-mail must specify: (1) the docket number of the proceeding (D.P.U. 23-33); (2) the name of the person or company submitting the filing; and (3) brief descriptive title of the document.

All documents submitted in electronic format will be posted on the Department's website as soon as practicable at <http://www.mass.gov/dpu>. The e-mail must also include the name, title, and telephone number of a person to contact in the event of questions about the filing. To the extent a person or entity wishes to submit comments in accordance with this Notice, electronic submission, as detailed above, is sufficient. To request materials in accessible formats (Braille, large print, electronic files, audio format), contact the Department's ADA Coordinator at Gabriella.Knight@mass.gov.

If necessary, documents containing trade secret, confidential, or proprietary information shall be filed directly with the Division and labeled "CONFIDENTIAL." A copy of the documents, with only so much of the comments redacted as is necessary to protect confidentiality, shall be filed and marked "REDACTED" for the public docket.

All documents submitted to the Division and/or issued by the Division will be available on the Department's website as soon as is practicable at <https://eeaonline.eea.state.ma.us/DPU/Fileroom/dockets/bynumber> (enter "23-33"). A paper copy of the Division's Order will not be available for public viewing at the Department's office. For further information regarding this Notice, please contact Caroline O'Brien, Hearing Officer, Department of Public Utilities, at caroline.obrien@mass.gov.

This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.

Este es un aviso importante. Sirvase mandarlo traducir.

Avis important. Veuillez traduire immédiatement.

Questa è un'informazione importante, si prega di tradurla.

Это очень важное сообщение. Пожалуйста, попросите чтобы вам его перевели.

Đây là một thông báo quan trọng. Xin vui lòng dịch thông báo này.

此为重要通知。请加以翻译。