

# TRANSPORTATION NETWORK OPERATORS

## A Guide for TNC Drivers in Maryland



Provided by the  
Maryland Public Service Commission



### What is a Transportation Network Operator?

Also referred to as a TNO, is an individual who has been issued a Transportation Network Operator's License or a Passenger for Hire License by the Maryland Public Service Commission and who provides Transportation Network Service.

### What is a Transportation Network Company?

Also referred to as a TNC, is a company that has been issued a permit by the Commission and operates in the State of Maryland using a digital network to connect passengers to TNOs for Transportation Network Services.

**IMPORTANT:** A TNO may not provide Transportation Network Services, in the state of Maryland, unless the TNO is operating on a provisional basis (has completed and successfully passed the TNC's background check process) or has been issued a valid temporary or permanent TNO license to provide Transportation Network Services, as defined by Maryland law. Unless waived by the Commission, after December 15, 2016, all TNOs will be required to provide a fingerprint-supported state and FBI background investigators record check.

### To get started as a Transportation Network Operator (TNO), you must:

- Possess a valid driver's license;
- Be at least 18 years of age, and have at least six months of licensed (unrestricted) driving experience;
- Pass the TNC's driver history check and a criminal background check that includes a check of state and federal sex offender registries;
- Comply with all [vehicle inspection](#) and [insurance requirements of Maryland law](#);
- Obtain TNC identification (trade dress) from the TNC, which is required to be displayed on your vehicle whenever you are providing services for the TNC and,
- Apply for a TNO License and vehicle permit through a Maryland-authorized TNC.

## What about my vehicle?

A TNO Vehicle shall:

- Have a permit from the Commission authorizing its operation;
- Have a manufacturer's rated seating capacity of no more than eight passengers including the driver;
- Not exceed more than 10 model years age, except as provided in the Code of Maryland Regulations;
- Comply with all required insurance, equipment and minimum safety standards;
- At all times while engaged on the TNC platform, display a TNC identification conforming to the Code of Maryland Regulations.

**Note:** A TNO whose application is pending before the Commission is authorized to operate their TNO vehicle on a provisional basis until the Commission makes a decision on the application.

## Operating Requirements:

Never transport passengers unless the ride was requested through the TNC's app. Street hails are not permitted.

Only accept payment of fares through the TNC app.

Obey all traffic laws and only use the app in a manner consistent with the law.

Comply with all applicable laws regarding nondiscrimination against passengers or potential passengers.

You must notify your TNC immediately if you refuse to transport a passenger after accepting the ride request.

Comply with all applicable laws relating to accessibility.

Do not solicit an individual at Baltimore Washington International/ Thurgood Marshall Airport unless authorized.

Immediately notify each TNC for which you drive of any event that may disqualify you from service, including a change in your vehicle's registration status; the revocation, cancellation, suspension, or restriction of your driver's license; a change in your vehicle's insurance coverage; a moving violation; or a criminal arrest, plea or conviction.

## QUESTIONS?

For all questions please contact the Transportation Division of the Maryland Public Service Commission at **410-767-8128**.

Please refer to the Public Utilities Article Title 10 and the Code of Maryland Regulations 20.95 for all laws and regulations pertaining to "operating a vehicle for hire" in Maryland.



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