

Minnesota Driver Deactivation Policy

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Purpose

- UZURV maintains this policy in compliance with Minnesota Statute Chapter 181C. Transportation Network Companies, section 181C.04 Deactivation.
- This document shall provide drivers with a reasonable understanding of the circumstances that constitute a violation that may warrant deactivation under the deactivation policy, the associated consequences, and the driver's rights under this policy.

Scope

This policy applies to drivers operating in Minnesota on UZURV's platform.

This policy addresses:

- The circumstances that constitute a violation that may warrant deactivation under the deactivation policy and known consequences, including the specific number of days or range of days for a deactivation;
- fair and reasonable procedures for notifying a driver of a deactivation and the reason for the deactivation;
- fair, objective, and reasonable procedures and eligibility criteria for the reconsideration of a deactivation decision and the process by which a driver may request a deactivation appeal with UZURV; and
- circumstances that constitute serious misconduct.

Definitions

- **Appeal** – formal process by which a driver may contest non-serious deactivations in an effort for reinstatement to the UZURV platform
- **Deactivation** – removal of access to UZURV's platform for a specified or indefinite period.
- **Driver** – a person willing to drive to destinations of individuals or entities seeking transportation and who uses a Personal Vehicle to provide Transportation Service for Riders matched through the UZURV's Digital Network.
- **Duration** – the length of time a deactivation is effective
- **Non-serious violation** – circumstance in which a driver has breached a UZURV policy or experienced a lapse in compliance with driver requirements that once remedied, pose no irreversible harm to regulation, UZURV policy or terms of service, or public safety.



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- **Permanent** – a deactivation for serious misconduct by a driver that shall not be considered for reactivation
- **Reasonable compensation** - compensation for each day the driver was deactivated using the driver's daily average in earnings from UZURV for the 90 days prior to the deactivation.
- **Serious Misconduct / Violation** – circumstance in which a driver's actions pose irreversible harm by breaching a regulation, UZURV policy or terms of service, or threatens public safety.
- **UZURV Platform** – digital platform where persons or entities acting on behalf of individuals who seek transportation to certain destinations (Riders) can be matched with persons willing to drive to those destinations (Drivers) and includes the driving services provided by Drivers to Riders that are matched through the digital platform. This term refers to the UZURV website, Driver Application, Rider Application, and WAV Application, collectively.
- **Violation** - circumstances that may warrant deactivation under this policy.

Roles and Responsibilities

Department	Responsibility
Compliance	● Maintain this policy ● Monitor driver deactivations for compliance with policy and Minnesota Statute ● Notify a driver of a deactivation and reason for deactivation
Engineering	● Configure deactivation settings in platform
Operations	● Notify a driver of a deactivation and reason for deactivation ● Review and decide outcome of driver appeals ● Notify a driver of a deactivation and reason for deactivation

Circumstances Subject to Deactivation and Consequences

- Appendix A details the deactivation reasons and duration.
- Where a deactivation is listed as temporary, the deactivation will automatically lift once the duration ends.
- For deactivation reasons indicated as Permanent, the deactivation will remain in force.

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Driver Notification of Deactivation

- A System deactivation occurs when a compliance alert is triggered in the System, and Drivers who do not meet current program requirements or configured criteria, are automatically and immediately suspended.
- A Manual deactivation occurs when UZURV has obtained information about a driver that potentially violates regulations, UZURV policies and terms of service, or public safety.
- Drivers receive notification of a deactivation via email regardless of the method of the deactivation.

Written Notice and Warning

- Notice of system generated deactivations are provided to the driver immediately at the time of the deactivation.
- Notice of serious misconduct deactivations generally require an investigation; therefore, notice is provided to the driver at the conclusion of the investigation, but no later than three business days from the date of deactivation.
- System generated and serious misconduct deactivation notices are emailed to the driver and include:
 - the reason for deactivation;
 - anticipated length of the deactivation, if known;
 - what day the deactivation started;
 - an explanation of whether the deactivation can be reversed and clear steps for the driver to take to reverse a deactivation;
 - instructions for a driver to challenge the deactivation and information on their rights under the appeals process; and
 - a notice that the driver has a right to assistance and information on how to contact a driver advocacy group to assist in the deactivation appeal process, including the telephone number and website information for one or more driver advocacy groups.
 - a warning to a driver if the driver's behavior could result in a future deactivation.

Deactivation Appeals

- Right to Appeal and Response Time
 - Upon receipt of a deactivation notice for a non-serious violation, the driver shall have an opportunity to provide information to support a reinstatement request.
 - **Note:** deactivations with a defined duration do not require an appeal for reinstatement as these are automatically lifted once the duration has passed.
 - The driver shall have 30 days from the date the notice was provided to appeal the deactivation.



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- Unless UZURV or the driver makes a request in writing for an additional 15 days for review, UZURV shall review and make a final decision on the appeal within 15 days from the receipt of the requested appeal and information to support the request.
 - Only one 15-day review extension shall be granted when requested.
- When an unintentional deactivation of an individual driver occurs due to a purely technical issue and is not caused by any action or fault of the driver, the driver, upon request, shall be provided reasonable compensation for the period the driver was not able to accept rides through UZURV, capped at a maximum of 21 days.

Right to Seek Counsel

- The driver has the right to seek the support of an advocate or attorney to assist with the appeal request.
- UZURV reserves the right to use a third party to assist with appeals.

Driver Advocacy Organization

- UZURV shall partner with a driver's advocacy organization to provide services to drivers to assist with:
 - deactivation appeals;
 - education and outreach to drivers regarding the drivers' rights and remedies available to them under the law; and
 - other technical or legal assistance on issues related to providing services for the TNC and riders.
- These services shall be provided at no cost to the drivers.
- UZURV has no control or influence over driver advocacy organization.

Review Process

- UZURV shall consider any information presented by the driver under the appeal process.
- A deactivation will be upheld when there is evidence under the totality of the circumstances that more likely than not - the driver committed a rule violation subjecting them to deactivation.
- **Note:** This section does not apply to deactivations for economic reasons or during a public state of emergency that are not targeted at a particular driver or drivers.

Serious Misconduct not Subject to Reinstatement

- Deactivation reasons in Appendix A indicated as Permanent: Yes, will remain in force as these are serious violations to regulations, UZURV policies and terms of service, or public safety.



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- UZURV does not provide a warning to drivers for behavior that constitutes serious misconduct.

Compliance and Enforcement

This deactivation policy is enforceable as a term of UZURV's contract with a driver.

Drivers are required to review and sign UZURV's Terms of Service as a condition of operating on the platform. The Terms of Services provide drivers with their rights and obligations regarding the use of UZURV's Platform, including any state-specific terms of service.

The Terms of Service also outlines enforcement of those terms and what happens if the terms are violated.

Exceptions

UZURV shall not deactivate a driver for:

- a violation not reasonably understood as part of UZURV's written deactivation policy;
- a driver's ability to work a minimum number of hours;
- a driver's acceptance or rejection of a ride, if the acceptance or rejection is not for a discriminatory purpose;
- a driver's good faith statement regarding compensation or working conditions made publicly or privately; or
- a driver asserting their legal rights under any local, state, or federal law.

Policy Website

UZURV xxx

Reference

Minnesota Statute Chapter 181C, Transportation Network Companies, section 181C.04
Deactivation: <https://www.revisor.mn.gov/statutes/cite/181C.04>

Available Languages

This policy is also available in Amharic, Arabic, Hmong, Oromo, Somali, and Spanish.

Approval and Revision History

Updates or changes to this policy are provided to drivers at least 48 hours before they go into effect.



Minnesota Driver Deactivation Policy, continued

Date	Version Number	Description of Changes
08/25/2025	1.0	Initial policy issued



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Appendix A: Deactivation Reasons and Duration Table

The following **confirmed violations** result in immediate, **non-appealable** permanent deactivation:

1. Alcohol or Drug Use: Driving under the influence of alcohol, illegal drugs, or impairing prescription medication.
2. Account Renting or Sharing: Allowing another individual to use the driver's UZURV account.
3. Failure to maintain driver and vehicle documentation in good standing.
4. Failure to meet or maintain screening requirements.
5. Failure to Report Incidents: Failing to report accidents, safety incidents, or other critical issues involving a rider or vehicle.
6. Fraudulent acts.
7. Public safety violations.
8. Severe Rider Complaints: Validated complaints involving misconduct, harassment, discrimination, or unsafe behavior.
9. Transporting Unapproved Individuals: Transporting non-riders, personal companions, or unauthorized third parties.
10. Use of Unauthorized Vehicles: Operating a vehicle not registered, approved, or insured under the driver's profile.
11. Violations of UZURV policy, program requirements, or the law

The following **violations** may result in temporary loss of access to the platform and are, **appealable**:

1. Driver performance violations
2. On-time performance
3. Late cancellations
4. Driver no-shows
5. First or second rider complaint
6. Initial screening results, pending final review and verification