

By Senator Smith

17-00057-26

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A bill to be entitled
An act relating to deactivation from transportation
network company digital networks; amending s. 627.748,
F.S.; defining the term "deactivation"; specifying
circumstances under which deactivation may occur;
requiring a transportation network company (TNC) to
establish and maintain a deactivation policy;
specifying requirements for such policy; requiring
TNCs to contract with a nonprofit organization for a
specified purpose; requiring TNCs to review an appeal
and make a determination on the appeal within a
certain timeframe; requiring TNCs to make a certain
assessment when making such determination; authorizing
deactivated drivers to appeal deactivation before a
specified third-party arbitrator; specifying the
manner of selecting the arbitrator if a TNC and a
deactivated driver cannot agree; providing
construction; providing an effective date.

Be It Enacted by the Legislature of the State of Florida:

Section 1. Present paragraphs (a) through (h) of subsection
(1) of section 627.748, Florida Statutes, are redesignated as
paragraphs (b) through (i), respectively, a new paragraph (a) is
added to that subsection, and subsection (19) is added to that
section, to read:

627.748 Transportation network companies.—

(1) DEFINITIONS.—As used in this section, the term:

(a) "Deactivation" means a process by which a TNC driver is

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no longer authorized to accept rides through the digital network and has his or her access to the TNC digital network revoked.

(19) DEACTIVATION.—Deactivation may occur when a TNC driver receives poor rider ratings, violates the TNC’s safety or other policies, or fails to meet vehicle or insurance requirements. A TNC must establish and maintain a clear, written deactivation policy. This policy must provide TNC drivers with the opportunity to appeal deactivation. The TNC must contract with a nonprofit organization that has experience working with diverse populations to assist drivers in navigating the appeals process. The TNC must review any appeal by the TNC driver and issue a determination on deactivation within 30 days after receiving the appeal. In making this determination, the TNC must assess whether the evidence supports the determination that the driver violated the TNC’s policies. Deactivated drivers may appeal any deactivation before a mutually agreed upon third-party arbitrator who is a member in good standing of the American Arbitration Association (AAA) or its successor. If the TNC and the deactivated driver cannot agree on an arbitrator, the parties must obtain a list of five arbitrators recommended by the AAA. To select the arbitrator, the TNC and the deactivated driver shall alternate striking one name from the list until only one remains, who will serve as the arbitrator. This subsection does not preclude a TNC driver from bringing a cause of action against the TNC in a court of competent jurisdiction regarding the circumstances of a deactivation.

Section 2. This act shall take effect July 1, 2026.