

Chair Barker and members of the Business and Labor Committee,

My name is Lori Hules, and I have been driving for Uber and Lyft for 3.5 years. I started driving as a part-time extra money to take care my foster baby, it later became full-time job when I was laid off for the 3rd time in 6 years. As of now I am a full-time rideshare driver and I have a number of concerns I would like to see addressed. I'm writing to tell you about my experiences as a driver for Transportation Network Companies and to urge you to vote no on HB 3023.

I ask that as you consider state level legislation, please keep in mind that at a city level we have unique needs and more avenues to resolve the issues drivers face. TNCs have are not done cleaning up messes from within their own apps, please don't pass state level rules allowing them to bypass my rights and protections. Thank you for taking the time to read my testimony and considering the many issues I've listed below to vote no on HB 3023.

Since Uber and Lyft started operating in Portland, we have continued to see rates lower. As you may know from Uber's history, they originally hit the market touting the tip is in the fare, which has always been less than that of a taxi's fare. However, when New Yorker drivers figured out the % paid to the Uber app included part of the driver's tip, Uber chose to drop the included tip, without telling the drivers or customers, instead telling drivers they could not ask for tips. To maintain or grow the market share Uber tried several tactics to increase their volume, including "temporarily" lowering their rates, to never raise them back. Furthermore, recent flat rates do nothing to compensate or take into consideration any factors such as inflation, maintenance cost increases, gas prices, cleaning fees or other expenses from the wear and tear of driving our original cars. In fact, cleaning fees now require that you not clean you customers mess immediately, but instead leave it, get an estimate from a cleaner, submit the estimate and get it cleaned much later, during which time income is lost to never be recovered in the compensation for the cleaning fees.

In the past years I have always had trouble with the app calling me to a location far away, in fact, recently I was called to a location across the early commuter traffic to get someone who needed to come back to where I was just at. The rider in that case was late for work because it took me a long time to get to them. Over the past 3.5 years I've communicated to the TNCs that going 8 to 15 minutes to get someone is too far to travel for a regular rate, and special compensation should be given. Uber offers a "premium" credit if the ride takes 15 minutes to get there. Once you accept the ride the time estimated changes and may actually be less than the quoted premium qualifying ride. There is also the reverse, if you miss a turn, you are penalized for giving up the ride (cancelling) and not paid if you keep the ride for the extra travel time it takes you to get the ride.

Cancellation fees continue to be an issue for TNC apps and drivers. For drivers it is clearly when we get a wrong location when we get to an empty lot, a house in the middle of the night with no lights, and locations without drivable conditions. We are not able to cancel these rides and be compensated, instead we are required to sit in jeopardizing situations until 2 to 5 minutes have passed to only get \$4. We are not fairly compensated for our time, gas or other expenses that we lose when rides are cancelled.

These challenges point out what drivers must navigate with no clear fair rules leading the way, and rogue companies seeking to change workforce dynamics in their profiting favor to manipulate at will. I'm asking

for regulation, and accountability not on a state level for all things. Disputes like these should have a place where they can be heard and addressed. I used to be able to rely on the labor board for review, but since I'm removed from being an employee, I'm not allowed those citizen services. I'd have to pay a lawyer, which in my pay by these rideshares I could not afford. Thank you for your time and I urge you to vote no on HB 3023.