

Submitter: Ivy Hutchinson

On Behalf Of:

Committee: Senate Committee On Rules

Measure, Appointment or Topic: SB1166

Dear Chair Jama, Vice-Chair Bonham, and members of the committee,

I'm a non-custodial parent with multiple health issues. I onboarded with Uber initially because I wanted to be able to pay my bills and maintain the flexibility to take time for my health and my child when needed.

Unfortunately, that opportunity has become less and less appealing. In November 2023, my mom passed away and my dad had a stroke. It was a very painful transition because of the lack of PTO or even FMLA protection. My mental health and the mental health of my spouse suffered. It put a strain on our marriage.

Without health insurance to help us, we slogged through it as best we could. Then in August 2024, I was in a no-citation accident. Uber's lack of transparency left me ill-prepared for the consequences of a totaled car. Their insurance company took 2 weeks to even make contact and then deducted the storage fees from my payout in addition to the \$2,000 deductible.

Uber's insurance left me without a vehicle, any compensation for lost wages, or the ability to onboard a rental car. In fact, when I whipped up a miracle and got financed for a new car (still upside down on the one totaled in August), I was not able to onboard for a month and a half after driving the car off the lot.

Apparently Uber turned our driver-side support over to bots, which they forgot to program with dealer trip permits. As such, my registration was denied over 22 times, even when I submitted the Registration application which the policy said was acceptable as well. I could not speak with a human being to explain the situation.

A lot of the driver app features appear to be available until you try to use them:

Like renting a car

Or making an appointment

Or even the EV purchasing market

These don't work for rural drivers.

Uber needs to stop catering to the shareholders and actually make sure they have adequate support for drivers and passengers both, without whom they would not have a business or profits to report.

We need greater transparency, we need better protections and more consistent pay.

Thank you,

Ivy Hutchison

Lyft and Uber driver