

Submitter: Jennifer Hoffman  
On Behalf Of:  
Committee: Senate Committee On Rules  
Measure, Appointment or Topic: SB1166  
Chair Jama, Vice-Chair Bonham, and members of the committee:

I am writing to ask you to support Senate Bill 1166.

I think it's really unfair how Uber and Lyft will just put any price they want on any ride based on whatever they feel like. There's no consistency, and there's no way to track if the ride was even priced accurately. All too often I get ride offers that are about 10 minutes or more for not even five dollars. It doesn't make any sense that if the company is putting a coupon or a discount on a ride, that the drivers are the ones having to pay for it. We didn't offer that coupon or discount, yet it's taken from our pay. Both Uber and Lyft have their own criteria for how much of what the customer paid you actually receive, and neither of them follow up with their own rules. On Lyft it says you get 70% of the ride. I'd say more than 90% of my rides, I'm only getting 30 to 40% of what the customer paid, even though there's that promise right there on the screen saying up to 70%. I've yet never once gotten this reimbursement or correction added. I feel like I'm constantly calling support to fix pricing on rides for Lyft and Uber 10 times a day, and every time I do, I am worried that they're going to deactivate me, because there's absolutely no security in the job itself. Customers could lie and say awful things about you that aren't true, and that will cause the company to release you — and you don't even have a fighting chance.

Minimum wage is set in Oregon for a reason: because people deserve to have a livable wage. And when you're doing this type of a career of rideshare that doesn't compensate you for gas or maintenance on your vehicle, that needs to be reflected in the pay. It's just unethical.

And for how long these two businesses have been around, I've seen a dramatic change since I started even in December. Whether there's a lot of drivers or a few drivers, or a lot of riders or a few riders, the cost that it takes to do this job stays the same for us, of what we have to put into it.

I truly am loving this job and enjoying it, but every day seems harder to stay in this career path. I do have lots of information I've been collecting that I feel is extremely unjust that I would love to share to try and help this situation of making our pay more equal and earning a livable wage.

Please support SB 1166.

Thank you,

Jennifer Hoffman  
Lyft, Uber driver