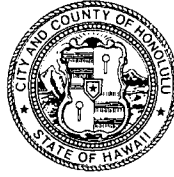


DEPARTMENT OF CUSTOMER SERVICES
CITY AND COUNTY OF HONOLULU

MISSION MEMORIAL BUILDING
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KIRK CALDWELL
MAYOR



SHERI T. KAJIWARA
DIRECTOR

RANDY M. LEONG
DEPUTY DIRECTOR

June 29, 2020

The Honorable Rosalyn H. Baker, Chair
and Members of the Committee on Commerce, Consumer Protection, and Health
The Honorable Donovan M. Dela Cruz, Chair
and Members of the Committee on Ways and Means
The State Senate
State Capitol, Auditorium
415 South Beretania Street
Honolulu, Hawaii 96813

Dear Chair Baker and Members of the Committee on Commerce, Consumer Protection,
and Health

Dear Chair Dela Cruz and Members of the Committee on Ways and Means:

SUBJECT: H.B. No. 2002, H.D. 2
Relating to Transportation Network Companies

The City Department of Customer Services **SUPPORTS H. B. 2002, H.D. 2**. As the entity that currently has operational oversight of both Taxicab and Transportation Network Companies on Oahu only, we recognize the need for more cohesive and consistent governance through statewide regulation.

The City's attempt to apply umbrella rules that cover both taxi operations and transportation network companies were challenging, and resulted in fractured and inconsistent operations, especially in the areas of insurance requirements, fee transparency and applicable caps, trade dress, and digital vs metered operations.

Taxi companies operate locally and the application of individual county rules are clear. TNCs operate with the same system on all islands, yet the rules on each island differ, which is confusing for the public as they traverse from island to island.

H.B. No. 2002, H.D. 2 attempts to address these major concerns, creates uniform rules, and strengthens the management of the industry.

Thank you for this opportunity to provide testimony in support of the intent of H.B. No. 2002, H.D. 2.

Sincerely,

Handwritten signature of Sheri T. Kajiwara in black ink.

Sheri T. Kajiwara

Testimony of Robert Toyofuku, on behalf of Uber Technologies, Inc., in Support of HB 2002, HD 2 SD 1

June 30, 2020

To: Chair Rosalyn Baker and Members of the Senate Committee on Commerce, Consumer Protection and Health and Chair Donovan Dela Cruz and the Members of the Senate Committee on Ways and Means:

My name is Bob Toyofuku and I am the Government Affairs Consultant for Uber Technologies, Inc. (“Uber”) in Hawaii. I am submitting this testimony on behalf of Uber in support of the SD 1 version of HB 2002 HD 2 SD 1 relating to Transportation Network Companies. Uber has always supported the original version in HB 2002 and the original SB 2808 as well as the modified SB 2808 SD 1 which is the same provisions in the SD 1 of this bill before your committees. HB 2002 HD 2 SD 1 contains the basic and necessary provisions for Uber and other TNCs to operate statewide.

The Uber app facilitates Transportation Network Company (TNC) services. This provides flexible earnings opportunities for thousands of small business owners across Oahu, Maui, Big Island, and Kauai. Uber’s technology platform connects local, independent drivers, with Hawaii residents and visitors. These independent drivers complete millions of trips every year throughout Hawaii, via the Uber platform. The provisions of HB 2002 SD 1 would provide uniform regulations for TNC operations throughout all of Hawaii. TNC driver screening and other operating requirements are currently only mandated for Honolulu County, under ROH Chapter 12. Further, TNC insurance regulations are mandated by HRS 431:10C-703 and TNC airport operations are subject to HAR Title 19, Chapter 20.1.

The SD 1 version of HB 2002 would ensure TNC driver screening and other operating requirements are mandated for all islands throughout Hawaii and not only the City and County of Honolulu. The provisions of HB 2002 SD 1 are very similar to the current requirements of Honolulu ROH Chapter 12 and mandate background screenings for all drivers. These screenings include criminal background checks on all potential drivers. These checks must search federal, state, and local databases as well as the Sex Offender Public Registry Website. Driver Motor Vehicle Record (MVR) checks are also included. Various other TNC operating requirements are also addressed, including operating permits, fare transparency, driver and vehicle identification, receipt requirements, non-discrimination and accessibility policies, record retention, and audit provisions.

In summary Uber requests that the provisions of HB 2002 HD 2 SD 1 be passed by your two committees as the basis for statewide regulation of TNCs in Hawaii.

I thank the Committees for the opportunity to provide this testimony.

LATE

Support for HB 2002 HD2 SD1

Kathleen Sicard (Maui), Rideshare driver

Aloha to the committees holding this public hearing on HB2002 HD2 SD1 on regulating Transportation Network Companies. Again, I am happy to see that the legislation is being picked back up during this session, as rideshare will continue to be a main way for me to earn -- and now more than ever we are facing such a challenging economic environment. That is why I am supporting the current HB 2002 HD2 SD1. As a 60-year-old entrepreneur, I value the ability to maintain a flexible and independent schedule, while making this my own. I am going to continue my studies at the University of Hawaii as a proud student of Interdisciplinary Studies, yes, as an older student -- all the while, I can balance my life and drive around competing priorities. I plan to create my own programs and write books about this great Hawaiian language and culture to bring understanding to this paradise and beautiful people; rideshare allows me to chase that dream. Also, six years ago I was severely injured in an accident. I went from a wheelchair, to a walker, to a cane and now can walk again. However, for six years I was unable to do business or office work given certain manual labor aspects. This has been a wonderful transition for me and I will continue to be an advocate within the community for how this can positively impact our lives. From a resident of Maui, please consider my story when making this policy and legislating rideshare. I would encourage the committee to ensure that the regulations are uniform across the islands so that all drivers and passengers can have the same efficient experience.

John Phillips (Oahu), Rideshare driver

Aloha, representatives of the Ways and Means and Commerce, Consumer Protection, and Health committees. I hope you and your families are doing well during this challenging time. I want to add my testimony in full support of the amended HB 2002 HD2 SD1. This beautiful state we live in is worth exploring and sharing, and with rideshare, I have had the opportunity to do that every day by ensuring that residents and tourists alike get to their destinations safely. I am supporting the community by offering a great service. As an Air Force veteran and someone who currently works for the government as my primary job, I am a public servant through and through. Granted, the current situation has changed the landscape for Hawaii economically, and soon enough residents will once again be able to get back out there and earn additional income for their families; rideshare will be a great way to do so. To that end, ensuring uniform regulations across the state will be critical to extend the opportunity to all potential drivers that want to contribute to their family and community. I know this has worked for me and thank you for picking up this discussion to ensure that it works for others as well. Mahalo!

Veronica Vilorio (Kauai), Rideshare driver

Aloha and thank you for reading my letter in support of HB 2002 HD2 SD1. As a Kauai Island resident, I am among the many who dabble in multiple jobs and industries to make ends meet. I love that about the islands and it provides a sense of community and togetherness. Many of my neighbors and friends are in the same boat, leading me to support HB 2002 HD 2 SD 1. Despite these challenging times, I am aware that we will all soon need to be creative and work hard to figure out how to earn that additional income. With Lyft and Uber, I have that opportunity to get on the road and earn on my time. This has been a hugely added benefit not only for the tourists that are visiting, but the locals who are able to get around efficiently and safely, and those that are driving to ensure they can provide for their families. Having driven since rideshare came to this island, I'll be the first to tell you that we should continue to offer the service and grow its capabilities and increase access. I know that it will be a community effort to rebound from this pandemic, so thank you for addressing the needs in providing this opportunity for all.

Christian Neira (Kauai), Rideshare driver

Aloha! Thank you for taking the time to hear my bit about rideshare and to express my support for HB 2002 HD2 SD1. Not only is rideshare an amazing, reliable and affordable option for the residents on the island and the tourists visiting, but it is an incredible way for me to supplement my income on the side. During this difficult time, I've valued the opportunity to help essential workers get to work and to learn more from passengers about what they're experiencing. I love to connect with people. Rideshare allows me to share the beauty of the island, and also network with folks to share my craft. First and foremost, I am a fire dancer and an artist. During this trying time, driving with Lyft allows me to earn more, so I can focus on my craft. I love to perform and entertain as a way to connect people. It's a true passion of mine. I go from island to island and am traveling frequently to various venues to engage an array of audiences. Lyft is a gig that I can pick up in the down time when I'm not training or performing. It's the flexibility I need to earn a bit of extra money on the side. I encourage people to use rideshare - as a driver you get to connect with new people, and as a rider it's a convenient way to get around. I support rideshare and HB 2002 HD2 SD1 and how it has impacted my life along with many others. Mahalo.

Robert Vlach (Big Island), Rideshare driver

Aloha! Thank you for considering HB 2002 HD2 SD1. I support this bill as it creates uniform requirements and permitting across the island for better standardization. I drive for Lyft part-time while in retirement. It allows me to earn extra income while allowing me to choose when I work. While we're in a difficult time, when tourists are here, driving allows me to meet different people and act as a tour guide, giving people an overview of the culture that they're stepping into. Please consider supporting rideshare through the passage of HB 2002 HD1 SD1. Mahalo

LATE

**HB 2002 HD2 SD1: WRITTEN TESTIMONY OF TRACI LEE OF LYFT
H.B. No. 2002, HD2 SD1 RELATING TO TRANSPORTATION NETWORK COMPANIES**

**Senate Commerce, Consumer Protection and Health and Ways & Means Committees
Tues., June 30, 2020, 10 a.m. Auditorium - State Capitol**

Dear Chairs Baker and Dela Cruz, Vice Chairs Chang and Keith-Agaran, and Committee Members,

My name is Traci Lee, and I am a Senior Public Policy Manager for Lyft, responsible for Lyft's policy and government relations in Hawai'i. This testimony is to express Lyft's **support for House Bill 2002 HD2 SD1**, which creates a statewide regulatory structure for ridesharing that will allow Lyft to expand throughout Hawai'i.

Lyft was founded in 2012 with the mission of reconnecting communities through better transportation and making our cities more livable. Lyft is an online ride-sharing application that connects people with efficient, friendly and safe drivers in their community. At a basic level, Lyft was created as an alternative to personal car ownership, and we make it easier for people to offer their neighbors a ride and help people carpool more efficiently.

In Hawai'i, Lyft has been a transportation option on Oahu since June 2014, and available on Big Island, Maui, and Kauai since March 2017. We currently operate at six airports across the four islands, as well as at Honolulu Harbor. Lyft service enhances transportation options for locals and tourists alike provides people another transportation choice. As of this year, 46 states across the country have passed statewide rideshare legislation, like HB 2002 HD2, that regulates Lyft in a safe and comprehensive manner. Most recently, Vermont and Louisiana were the 45th and 46th states, respectively, to pass such legislation regulating transportation network companies ("TNCs"). We hope that Hawai'i can join other states in allowing consumers to have the ability of choosing Lyft across the islands.

We believe it is valuable that students at UH Manoa or Kapiolani Community College, or any of the many universities on the islands can get safe rides home, that seniors can continue to have the freedom that they once had when they were able to drive themselves around, with the same level of service and regulatory requirements from Waikiki to Kapolei, from Hilo to Kona, or any of the more than 350 major cities across the nation where they can open the app and request a ride. Lyft provides a transportation option for communities that are traditionally underserved by other forms of transit, as demonstrated by the fact that 51% of rides in Hawai'i start in low-income areas. People like the service because they know they are going to get seamless, affordable, and reliable transportation.

Lyft also contributes to safer streets by significantly reducing the instances of impaired driving. In Hawai'i, 56% of Lyft passengers are less likely to drive substance impaired to the availability of Lyft.

But what really distinguishes Lyft is how we utilize technology to serve as a transportation planning partner. Across North America, we recognize that first- and last-mile connections to transit, late-night service and suburban circulator services are among the most challenging

services for agencies to efficiently operate. To help address these needs, Lyft has partnered with 70+ cities and transit agencies to deliver innovative on-demand mobility programs that are closing first/last-mile gaps to regional transit, extending transit coverage, and improving access. From late-night jobs access service in Washington, DC to suburban transit connection services in Monrovia, CA, Lyft has worked with civic partners to build programs that improve access to transit and tackle transportation equity barriers head-on.

We are proud that Lyft is more than just a ridesharing application-- it is also a unique and flexible economic opportunity that allows anyone with a car to be an entrepreneur who can set a schedule according to their terms. In fact, almost 94% percent of Lyft drivers in Hawai'i drive less than 20 hours per week. The Lyft driver community is made up of retirees, single parents, students, folks trying to get around, and families looking to earn extra income. In Hawai'i, Lyft drivers span a diverse cross-section of the community-- 21% of drivers are veterans, 26% are over the age of 50, 22% are female, and 13% are students.

Along with these community and economic benefits, we believe that Lyft is contributing to a more sustainable Hawai'i. Indeed, over 80% of cars on the road have only one occupant. 25% of Lyft take public transit at least once a week, and 66% of non-car owners say that Lyft has impacted their decision not to own or lease a personal vehicle. By taking a Lyft instead of driving their cars, Hawaiians are not just saving time, they are reducing congestion, freeing up parking, making more efficient use of existing roads, and supporting sustainable transportation infrastructure.

And just last week, Lyft took a major step in the fight against climate change by committing to reach 100% electric vehicles (EVs) on the Lyft platform by 2030, in collaboration with the Environmental Defense Fund. Lyft's transition to zero emissions on the platform is expected to result in:

- 16 million metric tons of GHG emission reductions;
- 60 billion electric vehicle miles traveled over the next decade; and
- Up to \$10 billion in savings for drivers from reduced vehicle operating expenses.

Switching to electric vehicles is not just good for the planet; it's good for riders, drivers, and the communities we serve. By helping to eliminate one of the biggest contributors to climate change, we can help improve communities most heavily impacted by smog and asthma. Rideshare drivers directly benefit from choosing EVs, which have lower vehicle operating and maintenance costs, so this change will put more money in their pockets.

Statewide legislation is a path towards providing consumers, drivers and visitors a consistent experience with Lyft. Through HB 2002 HD2 SD1, we urge this committee to support establishing the clear, workable regulatory framework that can be applied to all ridesharing companies regardless of size and cities of operation to ensure that safe, reliable and affordable rides are available for all in Hawai'i.

Lyft does have one amendment that is respectfully requested to HB 2002 HD2 SD1, which is attached. Thank you for your consideration of Lyft's testimony in support of this bill.

Lyft Suggested Amendments to HB 2002 HD2 SD1

Lyft offers the following suggestions for changes to HB 2002 HD2 SD1:

- In Section 11, Lyft suggests an amendment to allow audits to be conducted electronically.

