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April 2, 2026

The Honorable Marc Korman, Chair
The Honorable Michele Guyton, Vice Chair
House Environment and Transportation Committee
Taylor House Office Building, Annapolis, Maryland 21401

RE: SB 0740 – Transportation Network Companies - Deactivation of Operators – FAVORABLE WITH AMENDMENTS

Dear Chair Korman, Vice Chair Guyton, and Members of the Environment & Transportation Committee,

On behalf of Uber Technologies, Inc. ("Uber"), thank you for the opportunity to provide testimony in support of SB 0740. We extend our continued and sincere appreciation to Senator Kramer for his collaboration with our team and his constituents to develop these meaningful amendments. We have reviewed the amended language from the bill and respectfully submit minor technical amendments for consideration.

At Uber, we are committed to providing a transparent and fair experience for the operators who use our platform. To provide clarity for both the platform and the operators, it is essential that "deactivation" is defined as a permanent change in status. This prevents confusion between permanent removal and temporary account holds such as those implemented for document renewals or safety investigations. We propose:

*(A) IN THIS SECTION, "DEACTIVATE" OR "DEACTIVATION" MEANS AN ACTION BY A TRANSPORTATION NETWORK COMPANY TO PERMANENTLY CHANGE AN OPERATOR'S ACCOUNT STATUS FROM ELIGIBLE TO PROVIDE TRANSPORTATION NETWORK SERVICES **ON THE TRANSPORTATION NETWORK COMPANY'S PLATFORM** TO INELIGIBLE TO PROVIDE TRANSPORTATION NETWORK SERVICES **ON THE TRANSPORTATION NETWORK COMPANY'S PLATFORM**.*

Uber has a zero-tolerance policy for discrimination. However, in certain instances, physical constraints—such as the dimensions of a mobility aid or being too large for a vehicle's trunk—may render accommodation technically or practically infeasible.

To ensure operators are not penalized for circumstances beyond their control, particularly where physical limitations or federal requirements take precedence, we

propose the following language which ensures a "refusal" is only actionable if it constitutes an **apparent violation** of law:

*(I) REFUSAL TO PROVIDE TRANSPORTATION NETWORK SERVICES FOR ANY REASON RELATED TO A POTENTIAL PASSENGER'S DISABILITY, INCLUDING THE USE OF A MOBILITY AID OR TRAVEL WITH A SERVICE ANIMAL **THAT WOULD CONSTITUTE AN APPARENT VIOLATION OF FEDERAL OR STATE LAW;** AND*

(II) ANY OTHER CONDUCT THAT WOULD CONSTITUTE AN ACT OF APPARENT DISCRIMINATION UNDER FEDERAL OR STATE LAW;

We are confident these technical refinements will not only strengthen SB740 but also protect both passengers and operators while also respecting the functional realities and operational constraints of the TNC industry.

Thank you for your consideration. We look forward to continuing this dialogue with the Committee.

Sincerely,

LaVita Gardner
Manager, Public Policy
Uber Technologies, Inc.