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February 24, 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: HB 480 – 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, thank you for the opportunity to testify in support of HB 480. We extend our sincere appreciation to Delegate Fennell for her collaborative efforts in working with us and her constituents to develop these meaningful amendments. While we are still awaiting the final review of the amendment language from the bill drafters, we are encouraged by the progress and suggest a Favorable with Amendments report.

The proposed legislation, as amended, outlines a balanced framework for the deactivation of Transportation Network Company (TNC) operators, promoting transparency, while maintaining high standards for passenger safety. As amended, the bill codifies the requirement for TNCs to maintain a written, plain-language deactivation policy available through the digital application. The bill ensures that deactivated operators have the opportunity to withdraw accrued earnings. The only exception is if there is a reasonable belief the earnings are connected to criminal or fraudulent conduct. It also ensures drivers always receive a notice of deactivation and the specific reasons for it at the time of the action, or within three days in cases of serious misconduct.

This legislation also reinforces Uber's commitment to safe transportation by ensuring that safety violations are handled with appropriate gravity. For instance, in general, customer reports must be submitted within 14 days of an incident if they will be the sole basis for deactivation – however, reports involving road safety, interpersonal safety, or violations of federal/state law can be considered regardless of when they are received.

We encourage a Favorable with Amendments report on HB 480.

Respectfully submitted,

LáVita Gardner
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