



February 2023

To: Senate Business, Labor & Technology Committee

Re: SB23-098—Gig Work Transparency

Dear Committee Members,

The American Association of University Women (AAUW) is one of the oldest women's organizations in the country, empowering women since 1881. The mission of AAUW is to advance equity for women and girls through advocacy, education and research.

AAUW recognizes that many families are headed by women who have been especially hard hit by the COVID pandemic and its after effects. Now, instead of returning to their old jobs that required long hours and little flexibility, many women have joined the gig economy, working for such companies as Uber and Lyft. This type of work offers the flexibility they need to care for their families. Women represent around 46% of the independent contracting workforce, up from 33% in May 2017, according to the [American Action Forum](#). Yet, even in this new economy, they are still paid 10-15% less than men.

AAUW of Colorado believes Senate Bill 98 will be a step forward in helping women take advantage of the flexibility of gig work without sacrificing the ability to support their families. We believe this bill will add transparency and accountability requirements that will encourage a more open and fair environment for women.

For these reasons, AAUW of Colorado strongly supports Senate Bill 98 and requests your AYE vote in committee and throughout the process of becoming law.

Thank you for your consideration,

A handwritten signature in blue ink that reads "Su Ryden".

Su Ryden
AAUW Colorado Public Policy Co-Director

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303.898.5797
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American Association of University Women--AAUW is a top-rated 501(c)3 charitable organization whose mission is to advance gender equity for women and girls through research, education, and advocacy.

February 12, 2023

Dear _____,

I urge you to reconsider Bill 23-098. I believe that the bill would cause harm to myself and many other drivers. The bill would impact the way I support myself as a Dasher on the DoorDash app.

As a college student, my schedule is very busy all the time. I use the DoorDash app in between my classes and studies in order to make rent payments and to have enough spending money. I love the flexibility the DoorDash app offers, it truly allows me to focus on school without having to worry about accommodating a job with an extremely rigid schedule.

Being a full-time student can make holding another job incredibly difficult, but DoorDash has made it very easy, and accessible for me. As a college student, the flexibility offered by Dashing is something that I need due to my busy schedule. The bill would reduce the rewards and incentives that DoorDash offers when I have high acceptance rates.

Thank you for taking the time to read my letter. I appreciate you allowing me to voice my concerns as I believe this bill would negatively affect myself and many users of the DoorDash platform. I really hope the committee can understand how provisions in the bill would negatively impact myself and so many others.

Thank you,

Eduardo Olivera
Grand Junction, CO

Senate Business, Labor, & Technology

02/14/2023 02:00 PM

SB23-098 Gig Work Transparency

Typed Text of Testimony Submitted

Name, Position, Representing	Typed Text of Testimony
Kathryn Montoya Amend themselves	<p data-bbox="565 506 862 537">Dear Senate Committee:</p> <p data-bbox="565 625 1463 846">I began as a delivery driver three years ago for DoorDash, as I needed new ways to support not only myself but also my family. I am proud to say that I have become one of the Top Dashers for the app. I have thoroughly enjoyed all the benefits that have come with being a Top Dasher, such as expanded earning opportunities and a more flexible schedule - two things that matter to me.</p> <p data-bbox="565 936 1463 1119">Although I just started a new full-time job, I still like to dash to earn extra money on the side. It has also allowed me to stay on my feet in times that I have not had a job and have needed an income to support my family. Overall, the program serves my specific needs, and allows me to take care of myself and my family at all times.</p> <p data-bbox="565 1209 1463 1392">Achieving my Top Dasher status has been incredibly rewarding - I gain more earning opportunities, and increased flexibility in my schedule. The best part of this experience is that I answer to myself, and I am responsible only to myself. That may change because of Bill 23-098, which would prevent platforms like DoorDash from offering rewards like Top Dasher.</p> <p data-bbox="565 1482 1463 1665">When I heard about Bill 23-098 I knew I needed to speak up and voice my concerns. The impact of this bill is far-reaching and could negatively affect the earning opportunities, and flexible schedules for dashers. The bill would directly affect these companies' ability to offer the very rewards and advantages that help me earn a living.</p> <p data-bbox="565 1755 1463 1896">While I understand that committee's desire to support legislation that seemingly helps app-based workers, I would ask that you investigate the impacts of this bill further. I urge the committee to consider the opinions and concerns of workers like me before making any decisions.</p>

	<p>Thank you for taking the time to listen to my testimony, I appreciate your work.</p> <p>Sincerely,</p> <p>Kathryn Montoya Littleton, CO</p>
<p>Veronica Leal Amend themselves</p>	<p>February 14, 2023</p> <p>Dear Committee:</p> <p>Dashing is a unique experience that does not compare to other traditional lines of work. I knew I wanted a job that allowed me to remain active and earn income for my family. DoorDash provided a perfect opportunity to do both.</p> <p>I have been a Dasher for the past 2 years, and I continue to appreciate the earning opportunities, the flexibility, and the overall ease of working for myself. When I first started dashing I would take my daughter with me, and it was so much fun to have time together in the car - hanging out, but also earning income to provide for us both. It was such a fruitful experience. The other aspect of dashing which I love, is that it fits easily with my other full-time job. The ability to earn income during hours when I'm not at my full-time job has been such a benefit.</p> <p>Dashing fits seamlessly into my life, allowing me to spend quality time with my family and daughter, and giving me the chance to be an active parent, while also allowing me to be a financial provider. I would not be able to do both without DoorDash and for that I am grateful.</p> <p>When I first started dashing, I wasn't sure what I was getting myself into, but now I can't get enough. The more I dashed, the more I saw the value in it and now I am proud to say I'm part of the Top Dasher program.</p>

	<p>Being a part of the Top Dasher programs gives me the opportunities to maximize my earnings while also spending time with my kids. That may change because of Bill 23-098, which would prevent platforms like DoorDash from offering rewards like Top Dasher. This would diminish my access to earnings opportunities and negatively impact how I work on the platform.</p> <p>I appreciate the committee’s desire to introduce legislation that supports transparency and deactivation protections, but I don’t believe the bill should prevent platforms from rewarding drivers like me.</p> <p>Thank you for taking the time to consider this issue. I appreciate your time, and look forward to the committee’s discussion.</p> <p>Veronica Leal Littleton, CO</p>
<p>Omar Perez Amend themselves</p>	<p>Dear Business, Labor & Technology Committee</p> <p>I started as a delivery driver for DoorDash when I was a full-time graduate student, because I needed new ways to support myself. Over the years I have come to also value the flexibility, the earning opportunities, and the connections I can make through my experience on the platform.</p> <p>With this job, I am my own manager, and boss - I answer to myself and fit work around my daily needs. When I was a full time accounting graduate student, I required a flexible job that fit my already hectic schedule. I started dashing to generate an income for myself to allow me to live a more full life and have learned it is the only way I could work and focus on school.</p> <p>The Top Dasher program has been a great opportunity for me to maximize my time, my earnings, and my experience on the app by getting the most out of it. I have worked incredibly hard to achieve and maintain my top dasher status, and the rewards have been worthwhile. Unfortunately Bill 23-098 threatens all of this.</p>

	<p>The legislation being discussed today would negatively impact the way I work, by reducing my access to earning opportunities and I feel compelled to express my concern with you today. I understand the committee’s desire to pursue legislation that supports transparency and deactivation protections, but the impacts of this legislation is far-reaching. I urge the committee to study the impacts of this legislation, and the reality of dashing for workers like me before pursuing this bill.</p> <p>Bill 23-098 will inhibit my ability to access the DoorDash Top Dasher program and the incentives which accompany it, thereby limiting my earning potential. I began Dashing because the world changed a lot during COVID and I needed a new source of income to make a living. It concerns me that this bill could send me all the way back to square one. I cannot support legislation that prohibits DoorDash from rewarding hard-working Dashers like me.</p> <p>As the committee considers this bill, I ask you to work alongside platforms like DoorDash who are providing alternative earning opportunities for people like me and find an outcome that helps us all.</p> <p>Sincerely,</p> <p>Omar Perez Lakewood, CO</p>
<p>Dominick Mccray Amend themselves</p>	<p>Dear Business, Labor & Technology Committee</p> <p>Dashing is a staple in my life, and the key source of my income. I rely on it as a means to support myself, and I’ve grown to recognize the value dashing brings me apart from the financial means.</p> <p>I have spent time in a variety of careers, and at this stage in my life I require dashing as my primary earning opportunity. I started in the military, then I moved to construction. Unfortunately, construction led to a serious injury that blew out both of my knees. It is difficult to stay in a typical 9-5 based on the nature of the work, and thankfully I found DoorDash at the right time. I value independence, and discipline and I knew I did not want to forfeit either just because of an injury. Thankfully, DoorDash has allowed me to hold onto both.</p>

	<p>As a part of the Top Dasher program with DoorDash I spend at least 25 hours a week working on the app. Achieving my Top Dasher status has been incredibly rewarding - I gain more earning opportunities, and increased flexibility in my schedule. The best part of this experience is that I answer to myself, and I am responsible only to myself. Dashing allows me to create my own schedule, and the Top Dasher program motivates me to stick to it and exceed my own expectations. that may change because of Bill 23-098, which would prevent platforms like DoorDash from offering rewards like Top Dasher.</p> <p>When I heard about Bill 23-098 I knew I needed to speak up and voice my concerns. The impact of this bill is far-reaching and could negatively affect the earning opportunities, and flexible schedules for dashers. The bill would directly affect these companies' ability to offer the very rewards and advantages that help me earn a living.</p> <p>While I understand that committee's desire to support legislation that seemingly helps app-based workers, I would ask that you investigate the impacts of this bill further. I urge the committee to consider the opinions and concerns of workers like me before making any decisions.</p> <p>Thank you for taking the time to listen to my testimony, I appreciate your work.</p> <p>Sincerely,</p> <p>Dominick Mccray Grand Junction, CO</p>
<p>David Lattimer Amend themselves</p>	<p>Dear Business, Labor & Technology Committee</p> <p>Dashing is a unique experience that does not compare to other traditional lines of work. I spent years working at Coors Light, and when it came time to retire I knew I wanted to remain active and earn income for my family. DoorDash provided a perfect opportunity to do both.</p>

	<p>My son introduced me to DoorDash, and initially I knew it would be a great way to get out of the house, and spend time doing something productive. However, Dashing has been better than I imagined. Dashing fits seamlessly into my life, allowing me to spend quality time with my family and kids, and giving me the chance to be an active parent, while also allowing me to be a financial provider. I would not be able to do both without DoorDash and for that I am grateful.</p> <p>When I first started dashing, I wasn't sure what I was getting myself into, but now I can't get enough. The more I dashed, the more I saw the value in it and now I am proud to say I'm part of the Top Dasher program. Typically I dash anywhere from 25 to 30 hours a week, and fit those hours around my schedule as a parent which can often be chaotic.</p> <p>Being a part of the Top Dasher programs gives me the opportunities to maximize my earnings while also spending time with my kids. That may change because of Bill 23-098, which would prevent platforms like DoorDash from offering rewards like Top Dasher. This would diminish my access to earnings opportunities and negatively impact how I work on the platform.</p> <p>I appreciate the committee's desire to introduce legislation that supports transparency and deactivation protections, but I don't believe the bill should prevent platforms from rewarding drivers like me.</p> <p>Thank you for taking the time to consider this issue. I appreciate your time, and look forward to the committee's discussion.</p> <p>Sincerely,</p> <p>David Lattimer</p> <p>Denver, CO</p>
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Support SB23-098: Gig Work Transparency

Hello Committee Members, and thank you for being here today. My name is Christian Smith, my pronouns are She/They and I am the Rocky Mountain Outreach Coordinator at Young Invincibles. I am here today to share my gig experience with you and ask you to take action so that no one else has to endure what I did.

After surviving an emotionally abusive relationship that had me question my will and ability to live in this world. I left the home I shared with my former partner who violated my privacy and regularly tore me down. Thankfully, I had a mother who would allow me, her 26 year old child to move back in and recover my sense of self. Part of my recovery was building up my funds in order to live on my own once more. Working at a restaurant as a server didn't pay enough for me to get ahead so I decided to add Lyft driver to my resume.

I didn't have a car that qualified for driving per Lyft's standards so I enrolled in their rental program. In this program, a driver could rent a car from a Hertz rental agency and if they met a set criteria of rides at specific times, Prime Time, the cost of the rental would be covered by Lyft. I would start my days at 4 or 5 a.m., hoping to catch a ride out to the airport so that I could get a ride back and have some lucrative rides under my belt before the sun came up.

Prime Time hours were the most important to meet my quota, these were high volume times like holidays, morning commutes, nights, and weekends. My first day, started with more training on how to use the Lyft app than on what to do in case of unexpected situations, was on Opening Day at Rockies Stadium. I drove downtown, anticipating that I would be able to make some much needed money and accumulate the Prime Time rides I needed in order to not pay the over \$300 in weekly rental fees that would be due if I did not meet the requirement.

The first rider I picked up, hopped into my car and said while slurring, "I shouldn't have taken that last shot". I helped her roll down the window and shortly after, she vomited what I can only describe as a poorly chewed Tex-Mex meal complete with perfectly diced chunks of tomato and onion, down the inside of the car door, into the window well, and on the floor. My scant training didn't train me for this. I kept my customer service face on, honed over a decade in the hospitality industry, and drove her home. I woke her up, and as she stumbled out of the car I called out to remind her of the sweater she left behind and waited until I saw her enter her house to drive away.

I spent the next 90 minutes cleaning out the rental car after giving her a 1 star rating in the app. After I had finished, I got a message from Lyft asking for photos. I hadn't been trained to take photos when there was an incident. I just wanted desperately to get back on the road and get more Prime Time rides. Because of this, I missed out on the \$200 cleaning fee awarded to drivers in these situations.

Despite that incident I went out and drove every night that week. I was harassed by a drunk male passenger who insisted on riding in the front seat who laid his body across mine as I was

taking him home. I was forced to accept rides that took me out past Idaho Springs from Downtown Denver, and ended up paying me less than the price of gas by the time I returned to town. I waited for 3 hours in a queue at DIA just hoping to get a rider heading out from the airport to boost my income, only to leave because I was missing Prime Time hours. After all of this, I still didn't meet the criteria to cover my rental and because of that I made just over \$100 for a traumatic week of difficult work.

I never knew how much I would make when I set out for a work session. If I rejected rides my favorability would decrease and I'd be less likely to get rides. No matter how much I tried, I was never able to make working for Lyft work for me. It cost me more to work than it would've if I never had. We work jobs to be able to afford to live and thrive. Gig jobs prey on marginalized people who feel they have no option but to roll the dice and hope that this completely unprotected, unregulated labor works out for them. You have the power to protect people like me who want to utilize gig work to build up their finances so that they can be empowered to thrive. Please vote yes on SB23-098 so that we can say to companies like Lyft, Uber, and DoorDash, that the people who bring you your profits should profit too, and that Colorado protects its workers.