

Submitter: Jose Guido
On Behalf Of:
Committee: Senate Committee On Rules
Measure, Appointment or Topic: SB1166

Chair Jama, Vice-Chair Bonham, and members of the committee,

My name is Jose, and I've been a 5-star driver for over 5 years, and I've given about 17k rides. I love being an essential rideshare worker. I love the conversations, and I love being of service to the community. I love people, and I like to think that after 17k rides, they love me too.

Which is part of the reason I can't fathom why I deserve to be deactivated by Uber. The other part is that Uber isn't being transparent about the details. They're being really vague and saying I have complaints about my driving based on their telematics data. But it doesn't tell the whole story, and neither does Uber. I have dashcamera footage and driving data of my own, and that on top of my driving record proves I am a responsible driver. But Uber is not willing to work with me, accept my proof, or communicate with me like a human being. This process isn't fair, and it is really one-sided.

They treat us like we are dispensable and they are flooding the market with so many drivers to serve their needs, but they don't care about us very much. Just use us and cast us out when they are done with us. If the roles were reversed, I am sure they would want to be treated better than they treat us drivers.

We need better deactivation processes that are more supportive, responsive and less punitive. Please, we need legislation that gives us protection and fairness. Pass SB 1166.

Thanks,

Jose Guido