

Good Afternoon,

Members of the House Economic Matters Committee, thank you for taking the time to hear from us drivers who depend on rideshare to earn a living.

My name is Al –hassan Mohammed Ibrahim and live in Gaithersburg, Montgomery County MD.

I have been a ride share driver for Uber and Lyft for 9 years Seven Months.

Between Uber and Lyft, I have provided service to 31,076 riders.

Specifically since I started driving, I have provided 27,132 rides and 517 deliveries for Uber. And for Lyft 3427.

I have a 4.93 driver rating on Uber and 5.0 driver rating on Lyft.

However as speak to you this afternoon my account with Uber is deactivated. I got deactivated on October 11 2024 and reason is that I rider has reported me for unsafe driving.

Mr. Chairman, I know a driver who had a car note for Uber Black, and had gone through all the processes with the Public service commission PSC. Just three months after he started driving, his account was deactivated. Because Uber accused him of prolonged ride fraud. Which was false because Uber was aware that the rider changed their destination on the up and the rider was dropped off at exactly the destination they wanted and the ride ended there and then. Now he saddled with debt of 42,000 Dollars and a car he did not need for luxury.

The sad point here is that, when they accused falsely and deactivate your account you don't have any remedy. You don't have any response from them. They have NO laydown appeal procedure. They are their own judges and jury. Whatever a riders says about you the driver; to them is the gospel for you to be literarily hung. And for this reason as a driver sometimes for fear of being deactivated, when a

rider abuse you, or does something inappropriate like smoking in your car or refused to wear seatbelt, you are unable to advise them because when they report to Uber your account may be deactivated.

In conclusion, we of DMV drivers Alliance would want to thank you for this House Bill 1030 (HB1030) as it will help curb the arbitrarily and capricious practice of deactivating drivers account under a false excuse. We pray for a favorable report on HB1030.

Thank you for your time.