



# MARYLAND STATE & D.C. AFL-CIO

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**SB 747 - Transportation Network Companies - Deactivation of Operators - Policy and  
Appeal Procedure  
Senate Finance Committee  
March 5, 2025**

**SUPPORT**

**Donna S. Edwards  
President  
Maryland State and DC AFL-CIO**

Madame Chair and members of the Committee, thank you for the opportunity to submit testimony in support of SB 747. My name is Donna S. Edwards, and I am the President of the Maryland State and District of Columbia AFL-CIO. On behalf of Maryland's 300,000 union members, I offer the following comments.

SB 747 enhances transparency and fairness within our transportation network companies (TNCs) by requiring these companies to establish easy-to-understand deactivation policies and appeal processes for when they wish to restrict an operator.

TNC operators connect passengers to their destinations safely and efficiently, providing an essential service that many of our residents rely on for their everyday transportation needs. Under current law, when companies make deactivation decisions, operators face a lack of due process and a sudden loss of income with no ability to dispute the decision. Similar to a number of states including Colorado, Minnesota, Washington and Virginia, this legislation enacts a number of measures that address these concerns to prevent discrimination, enhance transparency, and create a fair and equitable misconduct procedure.

First, it requires TNCs to provide timely notice and justification for the deactivation of an operator while mandating a thorough investigation be conducted prior to deactivation. This ensures that there is a plausible reason for removal and prevents unjust actions due to unclear or unjustified claims. Second, this bill requires TNCs to establish an appeals process, allowing operators to challenge deactivations and argue their case to reinstate their ability to drive passengers. This process, which is required to be comprehensive, timely and easily accessible,

provides operators with an opportunity to dispute deactivation and understand their rights within that process.

This legislation is a necessary step forward in strengthening protections for TNC operators while promoting fairness and transparency in the industry. For these reasons, we urge a favorable vote on SB 747.