

To Uber Executive Management & To whom it may concern,

Independent contractors for Uber have repeatedly requested attention be given to the unfair rating system and lack of tip option. These requests and opinions have been verbally as well as through emails, forums, media, courts and guest articles.

Uber has proven they do not listen or care about what the independent drivers want or need! For the last several years drivers have requested a new fair rating system and a tip option. There has been no response other than a video and a no tip option. Sounds like an employer to me!

Drivers are devastated over this rating system. It seems to be the number one issue for the drivers.

1. Passengers don't have to rate their last ride until they order another. By then they have received their bill and they will reflect on that more than the driver in my humble opinion. Rate your experience includes rate Uber and your rate! The drunk people will be sober and may not even remember the drive so will just select anything especially lower if their bill was higher than they expected.

2. The drivers have been requesting a rating system with options for the customer to explain the low rating. Then everybody can learn. Some reasons for low ratings could be racism, gender-bias, age, looks, shy non-talking driver or one that's dangerous or disrespectful. Everyone makes mistakes but correcting it should account for something. From the hundreds of blogs I read, drivers are saying to tell the customer you could get fired for under 5 star rating and some are putting signs in their vehicles or making passengers rate them before leaving the ride.

A woman customer said when she was exiting the vehicle on her last ride the driver asked her, "Would you do me a big favor? Please give me five stars or I could be fired." The woman said she really felt after he said that she should give him a one star for asking for five but he was almost in tears. I explained to her about the rating system and how UBER uses that to keep drivers terrorized and in line and that the driver could be fired for a 4.6 rating and below. She said, "That's just wrong." Now she is worried about the driver losing his job because of her actions rating him a three star. She said she doesn't think she will use Uber again because it's just plain sick to do put anyone through that.

That's all bad and forcing a driver to be unprofessional. Worrying about rating is unsafe!

3. I think this rating system is dangerous to the driver and passengers. I was a road and bridge licensed Traffic Control Supervisor here in Colorado. I worked the roads for over 5 years until I almost got run over by a semi truck and after I lost my husband I left the industry in good standing. As a safety manager I was required to spot unsafe practices on job sites. One of the main problems causing accidents on the job was stressed out employees not paying attention. Some of the comments I have read from drivers shows a non-stop worry over unfair ratings that could get them fired, disrespect from passengers

and upset because Uber doesn't care about driver health and well being. This could lead to mental problems, which some posts suggest and even say they are going postal. To me that's serious and would be unsafe for everyone including Uber staff. I know the majority of the drivers try to always do their very best but the ongoing thought of being fired over unfair ratings through no fault of their own leaves undue stress and much doubt about their future..

4. I think reasons should be listed for a low rating like rude behavior or unsafe driving or RATE too high. I think these negatives need to be explained and addressed for the benefit of all. Then the customer might go back and change their rating if they have to explain a low rating. Night drivers have to deal with very drunk people and sometimes they can be rude, angry or just plain mean when they give a driver a low rating. One woman driver told me she turns down at least two date offers a night and though she tries to be professional she is sure these men are punishing her with a bad rating. They don't care if this is the driver's livelihood and one bad week of bad rating could destroy a family and put them on the streets if a driver is fired. I care!

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Most important, when a Customer is asked to rate their Uber experience, they are rating Uber as well. They will take into consideration the fee and that will be in their mind when rating their "experience." So when a driver has a bad rating it could not be them who is rated, it could be Uber experience.

I have seen where Drivers request an investigation of these negative rating to find out what they are doing wrong or right or if these rating are about fare fees. They would like a chance to defend themselves against these poor ratings. They say they have a hard time believing that they drove or acted so bad that they and have fallen below the acceptable rating that they could be fired any day.

Most all Independent Driver have requested a Tip option! Uber says NO they don't want to pay the driver anymore after all the tip is included in the fare which they keep and the driver has not seen. Sounds illegal and like an Employer!

To most everyone anything above a 4 star rating is great knowing a 5 star is perfect. Nobody is perfect all the time!