

Gig Worker Deactivation

How Seattle can lead the way to stop
unwarranted deactivations

What is deactivation?

- Widespread issue across apps
- Workers deactivated with **no warning**
- Deactivations take place through **algorithmic** systems
- Often little or **no explanation**

Hi [REDACTED]

Your account has been deactivated due to a violation of our terms.

You will no longer be able to use the Postmates Fleet app as this is a violation of the Fleet Agreement.

You will receive a deposit with your outstanding earnings in the next seven (7) days.

The Postmates Team

Reasons workers can be deactivated:

- Submitting a login photo that isn't recognized by AI face recognition
- Falling below a specific **“rating”**
- Uninvestigated customer **complaints**
- Apps like TaskRabbit & Rover suspecting off-app **customer relationships**
- Arriving **late for pre-scheduled** “blocks”/shifts
- **Dropping shifts** due to sickness or emergencies
- **Slow/late completion** of orders
- Automated **background check** reports
- **Contacting app support** to request pay correction or for other issues
- Generic “violation of terms of service”

Workers often have no path to appeal deactivations.

amazon FLEX

Hello,

Thank you for contacting Amazon Flex about the termination of the Amazon Flex Independent Contractor Terms of Service ("Terms of Service") and for providing additional information. We reviewed the information you provided; however, our original determination has not changed. We will not be reinstating your access to Amazon Flex.

- Difficult to **get a review** or response
- Some workers send **dozens of emails**
- Support staff may send template responses or say **they can't discuss details**



Donovan Steele (Support)

to Me

5/21/2021, 11:22 AM

www.instacart.com



##- Please type your reply above this line -##

Hi Brian,

We reviewed your appeal to our ID verification decision. Shopper safety and account security are very important and failure to adhere to these policies are in violation of the [Full-Service Shopper Account Access Guidelines](#) and your Independent Contractor Agreement.

Unfortunately, there wasn't enough evidence to verify your identity so your Instacart shopper account will remain deactivated.

Thank you,



Me

to Support

5/21/2021, 3:42 PM



What do you need? It's me. Did you get the picture I sent? I took it last night. I chatted with support and there should be a record of that as well.



Refrain from Messaging



Tony B. (Support)

to Me

7/7/2021, 2:56 PM

www.instacart.com



##- Please type your reply above this line -##

Hi Brian,

We have upheld our decision regarding your deactivated account after determining that there was a violation of the [Full-Service Account Access Guidelines](#) and your [Independent Contractor Agreement](#). We will no longer respond to any more of your requests on this topic and we request that you discontinue sending additional communications.

Best,

Tony B.

Instacart, Trust and Safety

Policy designed to put responsibility on gig companies



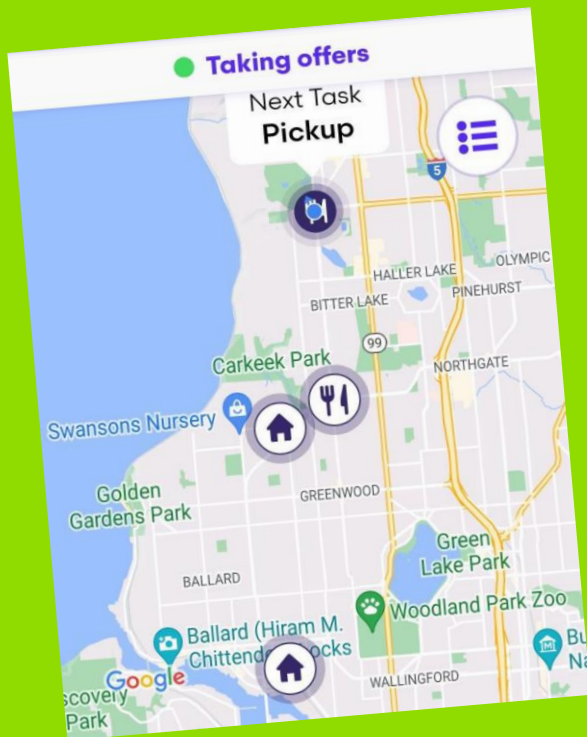
- **Apps must provide specific cause** for all deactivations
- **No deactivations for unwarranted causes**
- **Right to appeal** & required response from app
- **Apps must reinstate & compensate** workers if erroneously deactivated

Time to move forward

The proposed policy focuses on **shifting incentives** for apps.

- Apps don't have an interest in **deactivating** — but there's no incentive *against* mass algorithmic deactivation now
- Policy could **prevent** most unwarranted deactivations
- Create **financial incentive for** — **apps** to reduce & correct deactivations

Carmen's story



✕ Violations

! Violation requires attention
Once you acknowledge the violation, you can take new offers again.

Current violations



Slow delivery times

Received: June 25, 2022

Expires: September 23, 2022



! Slow delivery times

Received: July 5, 2022

Expires: October 3, 2022



Once a violation expires, it'll be removed from your account. Each violation has its own expiration date.

Please note: If you have 3 current violations, your account will be blocked and you may be terminated.

Deactivated due to “violations” that were unavoidable

GRUBHUB FOR DRIVERS

Your Grubhub account is blocked because you have 3 current violations. Your 3rd violation is as follows:

High number of reassignments

We had to reassign a high number of orders between Aug 4, 2022 - Aug 11, 2022.

This is your 3rd violation. You will be unable to toggle on to continue delivering with Grubhub. Keep in mind, this behavior impacts the entire delivery experience, from restaurants and diners to other drivers.

Appeal your blocked account

If you have additional information to clarify your case or think your account was compromised and wish to appeal your blocked account, please reply to this email with a detailed explanation. When the review process is complete, we'll send you an email with the status of your Grubhub account.

Impossible to submit an appeal

GRUBHUB™

Hello (Carmen,

Thanks for reaching out to the Grubhub Team!

For assistance, please select the option that most closely describes the issue you are encountering on this form: <https://driver-support.grubhub.com/hc/en-us/requests/new>.
Please note: this inbox is no longer being monitored. You will no longer receive a response by emailing deliverypartners@grubhub.com.

[ub for Drivers](#) > Submit a request

Submit a request

Please choose your issue below

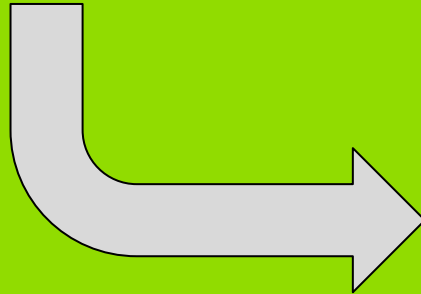
Delivery Partners Request Form

Termination Appeals for State of California

Report Discrimination or Sexual Harassment

Driver Support Pay

Vaccine Subsidy Request Form



Impacts on workers

- **Sudden loss of income**
- Need to keep a “backup” app
- App deactivation policies **undermine flexibility**
- Force workers to accept orders and keep shifts they don't want
- **Already living on the edge** — deactivations create major instability