



Private for-Hire Transportation Training Study Guide

After you have applied through your company to be a private for-hire driver and have been certified by the City of Portland, you will have 30 days to complete approved driver training and testing.

To ensure the safety and reliability of for hire transportation services as a matter of public concern, The City of Portland has the authority, delegated by ORS 221.495, to license, control and regulate privately owned vehicles for hire operating within the City of Portland.

Your company may provide this training/testing, or they may require you to take a computer training offered by PBOT. Training for the driver permit is available on the PBOT website or you may come to the City of Portland Regulatory Office to use a computer in the lobby.

www.TransportationPermit.com -> Take Driver Test

Choose the industry you will be driving for: Taxi, Shuttle, LPT, NEMT (Non-Emergency Medical Transport), Pedicab or Quadricycle.

Test Overview

Portland city code requires all private for-hire drivers to be tested and/or trained in the following areas:

- **City Code Requirements Portland Area Locations and Attractions**
- **Vision Zero**
- **Customer Service**

City Code Requirements

Drivers are responsible to know PCC 16.40 as it relates to the private for-hire industry. The study guide is not comprehensive and is not meant to use as an answer guide for each question on the driver test.

Drivers may need to refer to Portland City Code Chapter 16.40 to review City Code as it relates to the section of industry they are driving for. Other applicable laws include Oregon statutes ORS 811.260, ORS 814.400, ORS 814.440 and ORS 811.028. This is not a complete list and drivers may need to refer to other ORS if necessary.



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Please take the time to review this guide and the Portland City Code Chapter 16.40 prior to taking the test. PCC Chapter 16.40 can be found at either [TransportationPermit.com](http://www.portlandonline.com/auditor/) or <http://www.portlandonline.com/auditor/>

Portland City Code requires that private for-hire drivers are required to report any of the following events to the Director and to all affiliated Companies within 24 hours of its occurrence:

1. Any arrest, charge, or conviction of the driver for any criminal offense, or any traffic violation;
2. Any arrest, charge or conviction of the driver for any criminal offense involving theft, robbery, burglary, assault, sex crimes, drugs, or prostitution;
3. Any vehicle crash required to be reported to the State of Oregon involving any vehicle operated as PFHT by the driver; and
4. Any restriction, suspension, or revocation of the driver's motor vehicle driver's license.

Discussion: The City of Portland is committed to safe for-hire transportation for consumers and drivers. Part of this safety relies on the City monitoring driver behavior, which is part of the reason we are requiring drivers to report when the police take enforcement action against them. This does not mean that driver permits will be suspended or revoked. Each situation is unique and will be carefully evaluated by the Portland Bureau of Transportation.

Portland City Code requires that requests for service from a passenger accompanied by a service animal may not be refused.

Discussion: Persons who utilize service animals deserve equal access to transportation. That is why the City of Portland enforces laws requiring that all for-hire providers accept service animals in their vehicles, and drivers by law cannot ask for proof that an animal is licensed as a service animal.

Portland City Code has established a rule that affords taxis an exclusive right to park in taxi zones.



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Drivers shall submit to compliance audits and enforcement actions upon request by the Director, any authorized city personnel, or law enforcement officers pursuant to Chapter 16.40

Discussion: The purpose of field compliance audits is to make certain that drivers and their vehicles are in compliance with all requirements to help insure safe transportation of consumers. Inspectors will identify themselves with valid identification and police officers will be in uniform and use official identification. Drivers will need to provide documentation as required by the City Code and allow the inspector to examine their vehicle to identify any safety violations. Generally, these inspections will take up to ten minutes.

Private for-hire drivers cannot smoke in their vehicles or allow others to smoke in their vehicles, regardless of the substance. This includes both traditional and non-traditional methods of smoking, including vaping.

Discussion: The purpose of this rule is to promote a safe and healthy environment for both passengers and drivers in private for-hire vehicles. Even when both passengers and drivers are smokers, the next passenger entering the vehicle may be offended if the vehicle has a smoke odor.

All private for-hire drivers are required to renew their operating permits once each year. Each company they drive for must certify the driver PRIOR to operating in the City.

Discussion: Before operating for a licensed company in the City of Portland, drivers must be certified by the company. Even if you have a valid permit, your permit must be re-certified by the new company. Very year, your permit must be re-certified by each company you drive for, prior to permit expiration date. A criminal background check, sex offender record search and driving record search will be completed yearly.

Private for-hire drivers may drive not more than 12 hours in a 24-hour period.

Discussion: The City of Portland is committed to making certain that private for-hire drivers are rested and ready to deliver safe, efficient service to consumers.



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In addition, drivers who work excessively long hours are more inclined to be in traffic crashes resulting in the potential injury of passengers and damage to property.

If using cellular phones including smart phones, electronic apps or other electronic devices, hands free devices must be used.

Discussion: Smartphones have become valuable tools for private for-hire drivers across the country. However, drivers must be aware that the use of these devices can be a distraction and must only be used with hands-free devices or other equipment specifically designed to minimize the distractions while operating a motor vehicle.

Companies can charge different prices depending on the time of day, day of the week or in conjunction with special events or holidays. This practice is called dynamic or surge pricing and allows companies to charge more when the demand is greatest.

Discussion: Portland City Council felt strongly that the market should allow private for-hire companies to change pricing as demand increases. The greater the demand for private for-hire vehicles, the higher the price. As a result, private for-hire operators can receive greater compensation during periods of surge or dynamic pricing.

Private for-hire drivers cannot switch credentials from one driver to another or from one vehicle to another.

Discussion: Private for-hire drivers cannot let another person use their permit or their certification to operate a private for-hire vehicle. Drivers cannot operate a vehicle that has not been certified by the City as a private for-hire vehicle; even temporarily while the regular vehicle is being repaired.

Private for-hire drivers are held to higher standards and are required to maintain a good driving record and be free from most criminal convictions. Drivers are encouraged to become familiar with the section of the Code that applies to their segment of the industry and to ask the Regulatory Program if there are any questions.



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Discussion: Private for-hire drivers must have driving and criminal records relatively free from traffic infractions and criminal convictions. As an example, drivers with two or more convictions in a 12-month period will be suspended until they can pass the requirement of a for-hire driver again. Drivers are encouraged to study this section of the Code and ask a member of the Regulatory Program if there are any questions.

Vision Zero Vehicle Safety

DRIVING SAFELY IN PORTLAND

People use Portland's streets in many ways. There are people biking, walking, skateboarding, running, playing and more. As a driver, you play a big role in keeping everyone safe. This short guide will help you keep yourself, your passengers and the citizens of Portland safe while driving in Portland.

PEOPLE BIKING

You have probably noticed many people biking on Portland's streets. As you share the streets with people biking, remember:

- **Open doors carefully:** At the end of a trip, remind your customers to look for people biking before opening their door. People who are biking often crash into open car doors.
- **Look before turning:** One of the most common crashes occurs when drivers make right turns and collide with people biking. Left turn crashes are less common, but result in more serious injuries.
- **People bike everywhere:** People often bike on sidewalks. Some people bike on busy, high traffic streets. People also bike on quiet neighborhood streets. Wherever you drive, expect to share the road with people biking.
- **Pedal Powered drivers** must give the right of way to pedestrians entering a lane you are traveling in, adjacent to or turning into.
- **Pedicabs** are responsible for damage and injury caused by collision when operating on a shared pedestrian path or trail.





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- **No pedicab** may be operated on a public sidewalk unless it is allowed to do so pursuant to either city, county or state bicycle and tricycle traffic laws.
- **Pedal Powered** drivers are required to know standard hand signals. **ORS 811.395**

PEOPLE WALKING

Portland encourages people to walk by building sidewalks and crosswalks. But there may also be people walking outside of crosswalks, in bike lanes or other places you do not expect. Always expect there to be people walking nearby.



- **When not sure, slow down:** If you are approaching an intersection and are not sure whether a person is trying to cross the road, do the following: (1) slow down, (2) make eye contact, and (3) stop if the person shows intent to cross. Remain stopped until the person has cleared your lane plus one lane on either side of you.

- **Flashing lights?** Slow down. Some crosswalks allow people to activate flashing yellow lights. These lights warn people driving that someone is crossing. If you see yellow flashing lights, you should (1) slow down, (2) look for people crossing, and (3) stop if a person shows intent to cross.



- **Stop, look, turn:** Some traffic signals allow people driving to turn right on red. When turning right on red, stop *before* the crosswalk, look *both* ways, and proceed *slowly* if no people are crossing.

SIGNS AND PAVEMENT MARKINGS

Portland uses a variety of signs and pavement markings to help people drive safely. Here are a few to watch for:

- **Bike symbols:** Some roads have this bike symbol painted in the travel lane. As a person driving, these symbols indicate that you should expect to go slowly, and be extra alert for people biking in the road.



- **Green paint:** Portland uses green pavement to highlight areas where people biking and driving may conflict. These green areas are often at intersections and driveways. People driving and biking should go slowly and be extra alert in these areas.





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- **Every intersection is a crosswalk:** People driving must yield to people walking wherever streets meet. There may also be crosswalks between intersections.

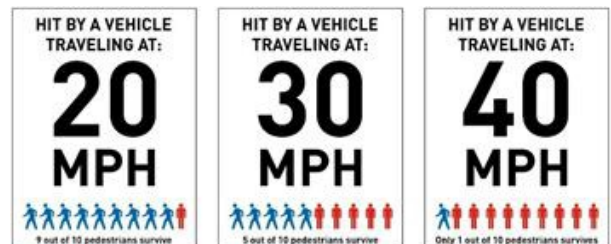
Crosswalks may be marked with white stripes or with two lines extending across the roadway, or they may be unmarked.



SPEED & DISTRACTIONS

Driving at moderate speeds and driving alert are the best ways to stay safe. Traveling at 25 miles per hour or less is the law on many Portland streets. Faster speeds, and use of phones while driving, greatly increase your chance of seriously injuring or killing someone.

- **Faster speeds save little time:** Driving 35 mph instead of 25 mph saves just 3 minutes for an average Portland car trip.
- **Faster speeds are *much* more dangerous:** Driving 35 mph instead of 25 mph—and crashing into a person—increases the likelihood that the person will die by eight times. More than 5 in 10 people hit at 35 mph die.



- **Phones are risky:** You are at a greater risk of crashing when you use a phone while driving. Even hands-free devices are a distraction and increase your risk of crashing. If you must use a phone, it is best to do so while pulled over.
- **Lastly, when picking up and dropping off passengers:** Find a safe place to pull over. Stopping in a travel lane, even just for a moment, can put you, your passengers and other people at risk.



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Portland Area Locations and Attractions

People that visit Portland often have questions about our city. While you are providing private for-hire services you may find yourself facing a number of frequently asked questions. We encourage you to educate yourself so that you are better prepared to answer questions about Oregon and the City of Portland. We have listed some of the most frequently asked questions below:

1. Is it always this rainy/gray? Just 8 months of the year, but we like it that way.
2. Is it really like the show “Portlandia” here? Yes.
3. What’s the average cost of a house? About \$300,000 (according to Zillow)
4. What’s the population of Portland? About 650,000 in Portland, over 2 million in the metro area
5. Shows/movies recently filmed in Portland: Portlandia, Grimm, 50 Shades of Grey

BEING POSITIVE: Regardless of the question, the answer should be framed in a positive manner. Remember you are a Portland Ambassador. Put on your customer service “cap” and help sell our beautiful city.

More and more visitors seek to come to Portland to “live like a local” and are staying in non-traditional tourist destinations like local neighborhoods, but most stay in the central city. These visitors seek transportation options that will get them out and about for dining, attractions and events. Please look at our local magazine and visitors guides to become familiar with popular trip itineraries and events. Also the website, www.travelportland.com is regularly updated with events, content and trending visitor campaigns.

When’s the best time to visit Portland? Right now. Tomorrow. Ten days from now. Because every second of every day, something is happening here that isn’t happening anywhere else. Visitors can learn more about our city by visiting one of our two Visitor Information Centers, located at Pioneer





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Courthouse Square or the Oregon Convention Center.

Looking for hotels in Portland, Oregon? Whether you prefer boutique lodging, upscale suites or alternative accommodations, our visitors can find some of them not too far from the PDX Airport. Portland's highest concentration of hotels is found downtown, alongside restaurants, museums, shopping and entertainment. There you will find hotels like the Portland Hilton & Executive Tower and The Benson Hotel.



Within easy walking distance of downtown hotels, you'll find everything from budget lunch options at dozens of food carts to fine dining at acclaimed restaurants — nearly all emphasizing local, seasonal ingredients. Want to explore more unique dining not far from the Central City Core? You will find a variety of unique cuisine in other districts such as SE Division, Mississippi, the Pearl District and Nob Hill.



In addition to basketball (where the Portland Trail Blazers Play) and hockey, the Moda Center hosts a wide variety of events such as concerts, family shows and other sporting events. In addition to basketball and hockey, the Moda Center hosts a wide variety of events such as family friendly shows, and other sporting events.

