



PBOT

PORTLAND BUREAU OF TRANSPORTATION

1120 SW Fifth Ave, Suite 1331, Portland OR 97204

Main: 503-823-5185 TTY: 503-823-6868 Fax: 503-823-7576 Portland.gov/Transportation

Jo Ann Hardesty Commissioner Chris Warner Director

TNC DRIVERS ADVISORY COMMITTEE MEETING SUMMARY FINAL DRAFT

February 08, 2021 • 3:30 PM – 5:15 PM

Zoom Call

Advisory Committee Members	Organization	Present
Mark Williams	Regulatory Division Mgr., PBOT (non-voting member)	Yes
Alma Raya, Vice Chair	At Large Member of the Public	Yes
Jeremiah Renfrow	At Large Member of the Public	Yes
Chuck Coleman	At Large Member of the Public	Yes
Mario Salazar	TNC Driver	No
Alan Doud	TNC Driver	Yes
Sally LaJoie	Ombuds Team, LaJoie Mediation and Consulting, LLC	Yes
Hank Kaplan	Ombuds Team, Bennett Hartman Attorneys at Law, LLP	Yes
Leah Bazzani	Ombuds Team, Bennett Hartman Attorneys at Law, LLP Intakes	Yes
Eliot Rose	Technical Advisory Panel, Metro	No
Debbie Brooks	Technical Advisory Panel, Port of Portland	No
Caleb Weaver	Technical Advisory Panel, Uber	Yes
Anna Richter Taylor	Technical Advisory Panel, Uber	Yes
Richard Fedesco	Technical Advisory Panel, Moda Center/Trailblazers	Yes
Ken Puckett	Technical Advisory Panel, Providence Park/Portland Timbers	No
Dave Benson	PBOT Parking Group Manager	Yes
Saffy Chan	PBOT Regulatory Division	Yes
Matthew Erickson	Private for-Hire Program Manager	No
Tracy M. Smith, Facilitator	Inhance LLC	Yes
Jamie Lynne K. Souza, Recorder	Inhance LLC	Yes



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Other Attendees: John Horvick, DHM Research; Chad Derrington, Driver; Owen Christofferson, Uber/Lyft; Michael Wise, Driver; Terry Dotson, Driver; Tom; Hallie Dominick, Uber; Richard Rohrich, TNC Driver; Khalid, Uber/Lyft Driver; Matthew Pacio, Driver; Lori; Amy Ruiz, 360 Strategies/Lyft; 1971***817; KE.

WELCOME AND INTRODUCTIONS: TRACY M. SMITH, FACILITATOR

- Tracy called the meeting to order at 3:30 PM

ANNOUNCEMENTS FROM COMMITTEE MEMBERS: TRACY M. SMITH, FACILITATOR

- Alma Raya: In November 2020, the Committee discussed an important topic, Deactivated or Lost Access to Drivers (Ombuds and TNC Investigation Process), but have not moved it forward. This action item was scheduled to be discussed on the agenda but it will be postponed until the next meeting. This topic is a priority, and we will be able to have a deeper discussion about it.

APPROVAL OF 11/30/2020 MEETING SUMMARIES: ALMA RAYA, VICE CHAIR

- No revisions or objections were made to the November 30, 2020, Meeting Summary.

VOTE: Unanimous approval.

ACTION: No action taken.

TECHNICAL ADVISORY PANEL & PUBLIC COMMENT: ALMA RAYA, VICE CHAIR

- Caleb Weaver: I would like to share a couple of slides related to the TNC survey. There was a discussion with the staff that I'd be able to present and can share after John Horwick's presentation.
 - Tracy M. Smith: The Technical Advisory Panel is welcomed to discuss topics at their designated time on the agenda. Since Caleb's comments are regarding the TNC survey he will share his slides after John presents the survey results.

PBOT PROGRAM UPDATES: MARK WILLIAMS, PBOT

- PBOT is in the process of recruiting new Committee members and have confirmed three of the four applicants who have accepted the role. As soon as they are appointed by the Bureau Director, they will be joining the Private for-Hire Transportation (PFHT), TNC Drivers Advisory Committee team. We hope to have four members by the next meeting.
- The joint Fees and Fares Subcommittee has met once and has chosen to not look at permit fees associated with drivers, companies, and vehicles to the industry except TNCs. They will follow up and



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review those fees at a later time. The Subcommittee will focus on minimum fares and fare transparency, and we're unsure when they'll have a recommendation. When they do, they will take it to their respective Committee. The Subcommittee's name has been changed to the Fees and Fares Subcommittee.

- Regulatory will be doing field enforcements beginning the week of February 15, 2021. Since COVID, we haven't done much enforcement to keep people safe and socially distant. These inspections will be curbside through the driver's window where staff will be identified in full PPE, gloves, and masks. They will be checking the credentials of drivers and completing inspections without entering the vehicle.
 - Khalid: Does the inspection include the City permit and what's part of the inspection?
 - Mark Williams: In the initial inspection, PBOT looked at the driver's credentials, which include the City permit, a copy of the company insurance, as well as personal insurance. We check vehicle registrations, valid driver's license, and conduct external vehicle inspections where we look for cracked headlights or taillights, cracked windshields, and having the proper treads on tires. Inspectors may ask to confirm the driver has their fire extinguisher, a hands-free device and they're wearing a mask.
 - Chad Derrington: There are delays in getting the permanent City permits. I've had two temporary permits that expired four months ago. Do we let the companies know drivers don't have permits? How will it be handled?
 - Mark Williams: PBOT discovered a couple of new things. Firstly, we're working through technical issues with Uber and Lyft regarding the automation we built-in. We're unsure why it's only affecting some people, but quite a few TNC permits have been sent off. Secondly, we discovered the post office may not deliver permits when two address lines are listed and not in the order required by the post office. He's unsure when this change was made, but PBOT will go into their system and reverse those two fields before printing permits. Hopefully, this will resolve those issues. For drivers that do not have permits, please email our Customer Service to let them know you have received the temporary, but not the permanent permit. We will continue to find the system glitch.
 - Terry Dotson: Are virtual inspections happening or just the physical inspections?
 - Mark Williams: The virtual inspections stopped over a month ago. We will do the physical inspections through the driver's window.

BENEFITS AND COMPENSATION SURVEY: JOHN HORVICK, DHM RESEARCH



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- John Horvick: Thank you for the opportunity to work with members of the TNC Drivers Advisory Committee in the development of this questionnaire and to present this data. DHM Research is an independent, non-partisan, public opinion, and policy firm. I have opportunities to give thoughts and presentations, sometimes do the analysis, interpretation, and make recommendations. However, today my job is to report what we've heard. I will do my best to answer any clarifying questions on how the data was collected and calculated. Today my role is to be a reporter rather than an analyst and prepare the Committee with this data and information to figure out what the next steps and recommendations will be.

Members from the TNC Drivers Advisory Committee designed this survey with the partnership of DHM Research, who programmed the online survey for people to access it on their laptops, smartphones, or tablets. Invitations were sent to all drivers in the TNC database and were available from November 9-23, 2020. Drivers received a pre-notification postcard and multiple email reminders to take the survey. It was available in English and the ten Safe Harbor languages, which are the most common languages spoken in the Portland Metropolitan area. There were 498 participants, but not all participants answered all of the questions. The number of responses to each question is on each slide and the survey was broken into two parts, questions pre-COVID 2019 and the most recent week in 2020.

COMMENTS/QUESTIONS

- Alma Raya: This data is the starting point for the Committee, as the Subcommittee tried to develop the best survey, and later realizing we were asking questions that did not reflect the whole picture. It did not include Period 1, when a driver is circling downtown waiting for a ride, or Period 2, which is the time it takes driving from Southeast Portland to Northwest Portland, for example, to pick up the passenger. And it only includes Period 3 when a passenger is in the car. We did have a follow-up question to see if more drivers had specific data on their rides, such as writing the mileage down when they start driving and writing it down when they stop. This will be important and helpful information to have the full number of miles driven and will significantly change the median wages worth for drivers. Another important note is drivers that were not currently driving with Uber or Lyft, depending on how they answered, the survey automatically ended after the first few questions. Therefore, drivers were not able to answer questions regarding deactivation, although we know the Ombuds team has been hearing many of those cases. Only drivers that returned to work and were currently driving were able to answer all questions.
 - John Horvick: We also asked participants if they'd be willing to have follow-up conversations with the TNC Drivers Advisory Committee and those that agreed have been passed along to Mark. I believe 70 or 100 participants agreed to have that follow-up conversation, so people are eager to share more.



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- Chad Derrington: John, with thousands of drivers in Portland, is the data not skewed by having such a small response base?
 - John Horvick: That is a possibility and Mark can speak more to the number of people in the driver's database. We can only be sure about the responses of those who participate when it comes to any research project. We can't know what the experiences were like for those that don't participate. I can share the basic demographics, but I'm unsure if this is reflective of the driver pool:
 - 11% reported they were 21-24 years old
 - 45% were 35-54 years old
 - 44% said they were 55 years and older
 - The driver's gender was heavily male drivers at 74% and 25% female
 - 74% were white
 - 42% reported having a college degree or more.
 - Regarding income distribution, which includes their entire household income:
 - 12% reported less than \$25k
 - 35% reported \$25-\$50k
 - 23% reported \$50-\$75k
 - 15% reported \$75-\$100k
 - 12% reported \$100-\$150k
 - 3% reported \$150k or more.
 - This may not directly answer Chad's question, but it's some context as to why we can't say how these participants differed from those that did not participate.
 - I would've loved a higher response rate, but we made personal and physical invitations to drivers, gave multiple electronic chances to take the survey, and even provided the survey in multiple languages for drivers.
 - KE: Would the survey include the drivers who lost access to their app because they applied for unemployment?
 - John Horvick: If they were not a current driver for Uber or Lyft, then they would have only answered the first few questions, and then the survey ended. If they were on the list of TNC drivers who were invited and responded they were a TNC driver, then they would have been included. If they were not on the list or responded not currently driving, they were not included.
 - Sally LaJoie: On pages six and seven, it says 7 in 10 drive for Lyft and 7 in 10 drive for Uber. Is that a 3% gap between the drivers that drive for both companies? How does it break down?



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- John Horvick: The majority of drivers were driving for Uber and Lyft, but some were not. More drivers were driving for Lyft than Uber and some that drove for Uber, but not Lyft.
 - Sally LaJoie: Did drivers drive for other entities?
 - John Horvick: They could have also selected Wingz, taxi service, Uber Eats, and others.
 - Mark Williams: PBOT sent two sets of postcards, two reminder emails, a final reminder before the survey went out, and a reminder the week before the survey ended to allow everyone time to complete it. The survey was sent out to more than 10,000 drivers, so everyone that was permitted in our system, at the time we pulled the data, should have received an email and/or a postcard. Sometimes addresses aren't right in the system and postcards could have been sent back to PBOT. However, every driver should have received an email.
 - Jeremiah Renfrow: What was the total number of respondents?
 - John Horvick: On pages three and five, it shows 498 participants, and each slide shows the N, which stat references the number of responses for that question.
 - Jeremiah Renfrow: What was the percent response rate out of the 10,000 drivers?
 - John Horvick: About 5% initially took the survey, but if they were not currently driving, they were not asked follow up questions.
 - Owen Christofferson: Why are Periods 1 and Period 2 miles excluded from the expense's calculation since they are tax-deductible, direct expenses that drivers don't have much of a choice and knowing its majority of drivers only source of income? I don't understand the value without those miles.
 - John Horvick: When doing survey research, you're reliant on a verified source of information or asking people to recall information that may not be written down. So, for questions in 2019, we asked drivers to pull information directly from their app, which is the highest level of accuracy.

ADDITIONAL PRESENTATION

- Caleb Weaver: Thank you John for the presentation and your work with the Committee to come up with this survey, which provided a starting point for research and discussion. Other cities have also spent a good amount of time researching this complicated topic and no one entity has full visibility. Uber looks forward to being helpful with the Committee as this effort continues in the future.

However, I want to flag a couple of things that have been a struggle. Obviously, expenses are important to understand true earnings. The IRS rate is one of the reasons it's been a challenge because people used to look at expenses associated with driving. However, it's not a good proxy for understanding what a driver's actual expenses are. It may be important for tax perspectives, but the IRS rate is a one size fits



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all. It's designed to include a fleet, which is not TNC driver's vehicles, and specifically includes vans, pickups, and panel trucks. It's set up for a different purpose and a bit opaque on how they calculate this number and how it updates on an ongoing basis. TNC drivers typically use more efficient vehicles, make different uses of the vehicles, and the fixed cost of ownership calculations doesn't tend to work. Here are two examples of other places that also did surveys. First, the Industrial and Labor Relations School at Cornell University looked at expenses focusing on fuel depreciation and maintenance. They looked at what vehicles' drivers used, depreciation to understand what that meant, fuel costs over time and the actual miles driven. All while trying to figure out what those expenses were, and they came up with \$.19 a mile.

On the other end of the spectrum, a study in New York City came up with \$.58 a mile in 2018. This number included the cost of commercial insurance because every driver in New York has a commercial driver's license. Unlike Portland and most cities in the United States, where Uber pays for the commercial insurance from the time a driver logs into the app and any time they're driving. Drivers in New York have to purchase commercial insurance, which can run between \$4,000- \$5,000 plus a year. This rate includes commercial insurance and the licensing requirements for the taxi and limousine commissions. Every registered driver in New York has to get a Taxi and Limousine Commission (TLC) commercial license and registration. New York City drivers are commercial vehicles, which takes the full cost of the vehicle into account. It assumes it is not used for personal use, which is not the case for most drivers in this TNC survey. It's unclear if the TNC survey was a perfect representation of the driver base, but it is clear there's a significant number of people driving on a part-time basis. Where the driver's vehicle is being used for Rideshare, which is an additional depreciation cost as opposed to the full cost of a commercial vehicle that's only used for business. These are the two ends of the spectrum and there have been several other efforts to drill down these costs. Others have researched and landed in the middle such as the Rideshare person, who has done several surveys, and Prop 22 in California, at \$.30 a mile, again sort of in the middle.

Lastly, one of the slides looked at per-mile earning calculations and it indicated about 40% of responders earning less than a dollar a mile. I want to flag it's functionally impossible given the rates that drivers are paid and we're unsure with those numbers, the miles that were reported. It didn't reconcile with the actual rates. Lastly, Uber does not have a vehicle lease program.

- Alma Raya: I was not aware you had a presentation, but glad you brought up the Cornell study as this is the reason, we decided to conduct this TNC survey. Many drivers claim there's no transparency with TNC companies. I know Cornell's study was funded by TNCs, who have the funds to do so. Therefore, we wanted to see what drivers are making, even though it excludes Period 1 and Period 2, which can significantly change everything. Also, when drivers check their app, they only have access to the information that Uber and Lyft provide to them.



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- Caleb Weaver: I encourage everyone to look at the Cornell and New York studies, which make it clear these are not academics friendly to Uber. These studies are complicated, difficult to figure out, and are 100 plus pages. Drivers are different, have different vehicles, and drive at different times. Some drivers use both apps at the same time, while others may only drive for one platform. How do you count the time that drivers are on one app and then the other? It's not a simple process and the most respected academics in the labor sphere have looked at this and had different conclusions on what these numbers are. Again, we are fully supportive and happy to work with cities and others to try and answer these questions.

OMBUDSPERSON QUARTERLY REPORT: SALLY LAJOIE, OMBUDSPERSON

- This is the fifth Quarterly Report with 13 new complaints that were somewhat similar. Nine were Uber driver complaints, three were Lyft driver complaints, and one complaint was both. Seven complaints were regarding deactivations, not necessarily meaning rider deactivation or complaint deactivation, but maybe for City code, driving record, or downgrading from a CDL. Since this report was filed, four complaints were resolved and favorable, meaning both company and driver walked away satisfied with the result. Three complaints were neutral, where we provided the drivers with information from the company. One complaint was referred to the DMV and four complaints remain open. Since the last report, there's a new program at Uber called the 7x7 program, where drivers take an educational course with an outside vendor to improve their driving. The program costs \$49 where current drivers, drivers with low ratings, and even deactivated drivers can take the course and possibly reapply. I'm unsure under all circumstances when that would be successful, but if someone had a safety complaint, they would not want to take the 7x7 course to get reinstated, but it is a new option nonetheless.
 - Caleb Weaver: To clarify, this course has been in place for a while, but the specifics of the company we use may have changed. This program is for drivers that struggle with low ratings and go through a training course. For serious safety matters or similar, this would not be a solution. However, for issues around ratings or similar, this is an option.
- Sally LaJoie: We now have this within our materials to provide drivers when they contact our Ombuds team that their ratings are dropping and believe this will be satisfying. Lyft does not have a formal program but is willing to look at situations where the driver has concerns about their ratings. We did not include new recommendations about policy changes or things for the Committee to study since there were recommendations over the last few quarters and we've referred to those materials.

Since the last report, here are highlights that were either open or pending since last November 2020. We had an Uber driver with an expired license who was not allowed to drive due to a glitch within the system, even with the Governor's emergency order that allowed people to operate vehicles with expired



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licenses due to the DMV closures. The driver was successfully reinstated and agreed on an inconvenience fee. Another similar complaint was a suspended driver that didn't have a knowledge test completion through PBOT. My understanding is it was resolved, which is why we may not have heard from the driver—we'll confirm that. We had another complaint about a driver not receiving a promotion, but with clarification from the company the driver did receive it, but it was split into two payments. We had a driver downgrade from a CDL, which often triggers drivers to get suspended or taken off of active driver status, but this was resolved as well. There's a DMV issue that Mark can explain since we tend to see these complaints a lot. One complaint was notable, where a driver completed a \$25 incentive promotion where they completed five rides in a row without declining any requests. The driver believed they didn't miss any requests and showed us their series of accepted requests. However, in Lyft's app, it looked like the driver missed a ride that could have been one to three minutes after the last and then picked another ride up. This could not be resolved, and the driver was not paid or satisfied with the result.

On page 5, there were three complaints by drivers that were either deactivated or suspended due to PBOT regulations, such as someone with a DMV issue or potential changes with how business licenses are renewed with PBOT and the Revenue Bureau, which is still open. We had a complaint about a suspended driver's license and referred them to the DMV. Usually, these complaints are non-controversial as far as getting the information to process the complaints.

We had three complaints from different drivers for deactivations after rider complaints, which are the meatiest of complaints and require an in-depth review of information. One complaint was a Lyft driver's account was deactivated due to safety concerns, which is the most information drivers receive. In this case, Lyft reviewed the situation, reinstated the driver, and said it warranted a warning instead. Some of these are driver reports that don't necessarily have a counterpart from the company. Second, an Uber driver was deactivated due to multiple complaints, and this file is still open and pending. We're still discussing how to share information in a safe way, which is the biggest issue on how to operate with information from both rider and driver to balance everyone's interest. And the third complaint is an Uber driver that's suspended pending investigation, so this complaint is still open.

Since the report was filed, there were three new complaints. Two were Uber complaints about deactivations, one alleging discrimination and the other about safety complaints. There was also a Lyft complaint where the driver said there were reports about them not wearing a mask, so we're investigating as they have dashcam footage. Since we submitted this report, three complaints were neutral and closed. On page six, an Uber driver was accused of using the GPS location incorrectly and fraudulently at the airport. As a result, the file was closed, and Uber allowed the driver to drive again at the airport.



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There were a couple of complaints regarding compensation. First, the most interesting complaint was a driver asking to be reimbursed for their return from Eugene. The driver was unaware of how long the ride would be and drove over 100 miles to Eugene from Portland. The driver accepted the ride, made the passage, dropped the rider, but was not able to take a rider back from Eugene unaware there were limitations. There's an individual situation which we weren't able to resolve because the company was not willing to pay that return cost. However, the bigger picture is, do drivers know how far the ride is beforehand, and do drivers get notified that they can't drive outside of an area? The company stated drivers are notified and told at the TNC Greenlight Hub that they must be authorized to drive and pick up in places, like Eugene. With COVID, patterns have changed where drivers are taking long drives outside their areas and this is triggering things that haven't been considered as much before. Second, we had a complaint where the driver asked to be compensated for a promotion, which was 50 trips for a bonus of \$250. This was resolved, Uber paid the driver as a courtesy, and the file was closed.

One complaint was for damages where a driver asked an underage rider to exit the vehicle and the rider allegedly vandalized the outside of the driver's car. The driver called the police, and the file is open and pending. The driver filed a complaint because there's a \$1,000 deductible that the driver will have to pay, and this triggered other things as what happens when a rider commits potential crimes. Who covers it, and who's liable for the cost?

We filed one complaint under technology, where the driver was logged out of the app and declined three rides in a row. The driver was kicked out of the navigation system and expressed that it was an unsafe situation. Later, this driver had overall general suggestions about safety. A driver believed City code allowed TNC cars that were 10 or 15 years old. They thought the companies would allow driving an older vehicle than PBOT regulations, but the regulations are consistent. We confirmed the car needs to be no greater than 10 years old, so information was provided to the driver and the file was closed. We had another similar closure, where the driver thought their acceptance rate was dropping incorrectly, so we gave the driver information from the company and closed the file.

Proposed changes by the drivers included concerns about being required to touch their phone screen to accept or decline rides while driving and believe that's not safe. However, if they don't, then they miss opportunities. They didn't suggest ideas on how to handle it and we're unsure if they thought of giving a delay in the time allowed to respond. We wanted to include this as drivers may have ideas that we did not, and it also states that it violates the Oregon Distracted Driving Law. Another proposed change was giving the driver more information about a ride before they accept it. Drivers want more specifics and more information about the jurisdictional limits. If drivers aren't allowed to drive there, then have a way to notify the driver that they can't return or pick-up passengers, for example, within 30 miles or 100 miles. Overall, more information ahead of time is provided to drivers to avoid a surprise factor. The last proposed change is about long pickup premiums. The driver complained they were not being paid



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consistently and a message saying pickup premium likely, which doesn't guarantee they'll be paid the premium.

QUESTIONS/COMMENTS

- KE: I have an issue and was unsure how to handle it but hearing these issues have been encouraging. Uber deactivated my app on March 25, 2020, because I filed for unemployment. They said I needed to verify my IDs. I was afraid if I filed a complaint it would affect my driving with Lyft. I have not been able to activate my Uber account even with my five-star rating and have been driving for over five years. I've sent Uber my social security number and driver's license. They needed a background check that took three months. In January 2021, I got an okay from the background check, but Uber wants me to check my background again. So, I'm unsure what they are doing.
 - Sally LaJoie: Yes, file a complaint either through the link on the meeting notice or on PBOT's website. It's a general form and we'll follow up with you.
- Jeremiah Renfrow: Regarding the last two proposed changes, I've also had problems with that long pickup premium. Uber says their long pickup threshold is 540 seconds or nine minutes and I wonder if that's nine minutes from accepting the ride until their destination or does Uber believe it should only take nine minutes?
 - Sally LaJoie: That's a good question, but I don't have that answer.
 - Jeremiah Renfrow: We dealt with a lot of that in my industry, where people back East said it's only 48 miles and shouldn't take an hour and a half. However, it does because it's a one-lane road with hills and mountains. Now regarding the distance proposed change, knowing where you're going before a pick-up is very important. So, if you can't work in another jurisdiction, does Uber have the ability to direct only those people that can operate in both jurisdictions. Can people operate in both jurisdictions, and if so what's the process? We're going to have this situation over and over unless people know if they can pick up a ride when returning.
 - Caleb Weaver: I confirmed it is the actual pick-up time for the long pickup fee, not the estimated time. Drivers can complete the registration process to be in multiple jurisdictions. This is one of the reasons we advocated for a state-wide regulatory structure to remove this issue and for a variety of reasons has not happened. Oregon, Washington, and two other states are still a City-based approach which creates unfortunate situations where drivers are frequently leaving their jurisdiction.
 - Jeremiah Renfrow: Are drivers informed if they take a ride that they will not be able to come back? If not, why are rides being offered to them? Essentially, it feels like drivers are being tricked into



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Zoom Call

taking rides because the company knows they can't come back, but the driver is being taken advantage of in that situation.

- Caleb Weaver: This is not a unique issue and is a challenge worldwide. We have tried to make it very clear when a driver registers that you are only allowed to pick up within your jurisdiction and your home area is designated. Drivers receive a lot of information when they initially sign up, so it may get lost in the volume of information and it's a challenge. We are happy to figure out how to make that clear. It will become diminished when we're able to have a regulatory structure that covers the entire state, but for a variety of political reasons, has not happened yet. I want to thank Sally and her team, for the number of things we were glad to resolve any issues that were brought to our attention to fix such as that CDL issue, which we can ensure doesn't happen anymore. We appreciate the partnership with the Ombuds office and working together to help solve things that are valuable to us as well. We know it's certainly painful for the first person that brings it up but having Sally and Leah to work with has been extremely helpful.
- Michael Wise: I live in Corvallis, but I primarily drive in Portland because it's a bigger pool of people to drive. When I signed up in Portland it allowed me to drive anywhere in the state except Eugene, which has its City jurisdiction, and the coast. So, when someone drives down to Eugene from Portland once they hit a certain point, they cannot pick up riders going back. Even when I've driven people to the airport the apps will shut me out until eight miles south of Corvallis and then both apps will turn on.
- Chuck Coleman: Since I've been on this Committee, Checkr has been mentioned a few times. When something as simple as downgrading from a CDL causes a driver to lose access, then something is wrong and Checkr is a problem. Unsure if Uber can, but they are big enough to go to Checkr and get this resolved. It's unacceptable that people can't drive because they can't get it straight.
- Alma Raya: Thank you for the report, Sally. It shows a good point of how drivers have no option whether they deny the ride and risk getting deactivated or accepting the ride and not getting paid on a return that is far away. I want to remind the Committee if they have comments that are not on the agenda that they should be shared at the beginning of the meeting and to also respect the times where members and the public are allowed to have questions or comments. We want to make sure this is a space for drivers to feel safe and have a voice.

CHAIR ADJOURNED THE BUSINESS MEETING AT 5:14 PM.

NEXT MEETING: The next meeting will be Monday, April 12, 2021.

Submitted by, Jamie Lynne K. Souza, Recorder