

**TNC DRIVERS ADVISORY COMMITTEE****FINAL DRAFT MEETING SUMMARY****October 19, 2020 • 3:30 PM – 5:00 PM**

Via Zoom Call

<b>Advisory Committee Members</b>	<b>Organization</b>	<b>Present</b>
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
Vacant	TNC Driver	
Duane Hanson, Chair	TNC Driver	Yes
Alan Doud	TNC Driver	No
Orlando Lopez Bautista	TNC Driver	Yes
Mario Salazar	TNC Driver	No
Stephanie Strahan	TNC Driver	No
Hank Kaplan	Ombuds Team, Bennett Hartman Attorneys at Law, LLP	Yes
Sally LaJoie	Ombuds Team, LaJoie Mediation and Consulting	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	No
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:** Jonathan Alexander; Dango; Chad Derrington; Rachel K, Lyft; Owen Christofferson, Uber/Lyft; Hallie Dominick; Terry D; Melissa Clah; Colleen; Mohamed Bah, Uber/Lyft; Sam Mohammadinezhad.

**WELCOME AND INTRODUCTIONS:** TRACY M. SMITH, FACILITATOR

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

**NEW COMMITTEE INTRODUCTION:** DUANE HANSON, CHAIR

- Jeremiah Renfrow welcomed to the TNC Drivers Advisory Committee.
  - He said, I've been a part of the transportation business on and off for about 28 years and currently drive with Uber. Uber was my first time driving with passengers as before it was Less than Truck Load (LTL) or small package work.

**ANNOUNCEMENTS FROM COMMITTEE MEMBERS:** TRACY M. SMITH, FACILITATOR

- No announcements from Committee members.

**APPROVAL of 09/14/2020 MEETING SUMMARIES:** DUANE HANSON, CHAIR

- No revisions or objections were made to the September 14, 2020, Meeting Summary.

**VOTE:** Unanimous approval.

**ACTION:** No action taken.

**TECHNICAL ADVISORY PANEL & PUBLIC COMMENT:** DUANE HANSON, CHAIR

- Caleb Weaver: From the start of the Ombuds process, Uber has been in full support and has been working to make that process workable and helpful for Portland drivers. We remain committed even when we don't always agree with the drivers' complaints and have tried to be very responsive to the requests of the Ombuds team within a matter of days. However, there is a concern with the written language that may cause unintended problems. First, our main concern is the confidentiality of a complainant in a file that would be required to turn over to the Ombuds team. Especially issues related to sexual assault, complaints are not made with any understanding that they'll be turned over to a regulatory or government agency. It's an understanding of the commitment that any information provided to us is confidential. Even with language about redacting personal information, everyone knows that blacking out a name doesn't mean the person can't be identified. Particularly, a full investigatory file with detailed information of allegations, our team has serious concerns about retaliation if documents are shared with the driver. This impact brings harm to not just the individual, but also the overall safety of the process. We'd like to further discuss how Uber can provide documents in a way that doesn't create that risk of retaliation or be shared publicly. The safety report last year reported 50% of the complaints were from drivers about passengers. Therefore, it's important for everyone to feel they can send in complaints so the company can respond appropriately. Riders can also lose access and be removed for things that are prohibited by the community guidelines and we want to

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ensure the overall safety system is maintained. We want to support the process, but not so in a way that undermines the safety of the platform.

Our second concern is regarding compensation transparency. I cannot speak for Lyft, but for the Uber app, drivers can access their rates any time and it's listed in both the individual trip receipts and trip records. There's also a list of rates in the driver web portal, including the minimum fare for every product that the driver has on the app. Our concern on the proposed language is around surge and incentives. Currently, the written language is unclear as to whether or not we need to provide a notice of every surge rate, which amounts change daily based on the driving conditions. It's also a critical element of how rideshare works by sending those price signals, so drivers know where there's demand. There is simply no way the company can publish surge rates 30 days in advance because we often can't forecast hours and days in advance. Additionally, rates in Portland haven't changed for well over 18 months and is not something that commonly happens. We want to make sure what's being asked to provide notice for is the base time and distance rates at any minimum fare rates.

Our last concern is when new products are launched, they often have different rates than the products already out there. Uber Comfort launched about 18 months ago, making Portland one of the first groups with access to Uber Comfort which has higher rates. We want to clarify that the goal is not to delay any future products coming to Portland. Again, we're open to further discussion and don't want to raise those as potentially problematic implications of the language.

- Duane Hanson: The Ombuds team did a good job outlining their needs as far as when a complainant is in jeopardy and worried about a physical threat from the driver. Their language was specific and could easily include verbiage about sexual misdeeds if there's a need for further clarification. But there was verbiage about shielding people moving forward if there was a safety issue, so I'm not sure how to further clarify.
- Caleb Weaver: Based on our team's review, there were concerns about the way the Ombudsperson has worked in the past where we've shared documents that were given to the driver. So, as it's written, we have to assume anything we turn over will be given to the drivers. However, it can change as it's a topic we'd like to further discuss. Also, regarding the removal of personally identifiable information, that even when a name is omitted a driver could remember that place of work or where they reside creating that risk we're concerned about.
- Hank Kaplan: The proposal calls for redacted information to be supplied to the driver but I am trying to understand Caleb's comments. I can see the occurrences where a passenger claims the driver kicked my dog and the driver had a dashcam they'd like to use to rebut those allegations. Well, we need a process for that and cannot tell a driver we're not going to supply any information for them to use to defend themselves. The logical workaround would be to identify a period that includes the time in question and ask the driver for their footage, if they have a dashcam, without disclosing sufficient details to the driver. However, the Ombuds team needs that information to get further in the investigation process. It comes to a question of minimal due process, notice and opportunity to be heard, and notice requires the individual to be notified of what they've been alleged to have done wrong. I understand the concern that it could, in theory, provide a driver with enough identifying information to know who complained

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about them but that's often the part of due process. The possibility that the driver may be able to identify the accuser should not be a disqualifying factor.

- Caleb Weaver: Our interest is to have a further conversation in managing those risks. And there's nothing, as it's written right now, that sets up the type of process you just outlined. Our concern is to make sure it's set up in a way that we can achieve that. Unfortunately, we have seen retaliation happen for things as low as a perceived low rating and we know riders are often unwilling to share information when they're afraid the driver could come back and retaliate. We'd love to have a further conversation to go the direction you were talking about.
- Duane Hanson: The other side comes down to the drivers needing more transparency of the TNC companies.
- Chuck Coleman: I don't think the issue is publishing the surge rate 30 days in advance since you can't predict that. However, it's the base rates or even policy changes that are being requested. Before a driver can begin their day, they're told you must agree to this change to drive and this is what it's trying to stop.
  - Caleb Weaver: The written definition is broader than changes to the base rates, which is what we were responding to. We wouldn't have said anything along those lines if it mentioned that. If looking for changes to the base rates, then we'd have fewer concerns about it.
  - Chuck Coleman: It's the spirit that you don't want drivers to log onto the app, see policies change, but if you don't agree to it, you cannot work and make money. I'm all about protecting the driver and a lot of drivers do this as a living and are practically forced to accept anything that pops up so they can drive. Let's give drivers time to read and research changes.
  - Caleb Weaver: I was raising concerns about how it was written and the implications it could have.
  - Duane Hanson: We're looking for clarification that we don't need the surge prices.
- Chuck Coleman: I have quite a few issues on this topic that need to be discussed. Can we add this to the next meeting agenda?
  - Tracy M. Smith: Yes, it is on the agenda for today, but if you'd like more discussion, we can add it to the next meeting.
- Alma Raya: Can you restate the new products coming out and the delay on them related to the rates?
  - Caleb Weaver: When we launch new products, they often have different rates. So, we launched Uber Comfort and it has slightly higher rates than Uber X. It seems unclear as to whether those rates would need to be that 30-day notice period. My understanding from these conversations is that's not the issue they're trying to get at; people can always choose not to opt in to a new product.
  - Duane Hanson: Squelching the launch of new products is not what we're after.

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- Sally LaJoie: Our last quarterly report addressed a lot of this and the drafted recommendations which currently is a voluntary process. We're grateful to the companies and their representatives for engaging as the momentum has been growing. However, this would help keep that momentum without the ability to opt-out, so we can keep what we have written but add to it. In deactivation cases, which are the biggest issues, when getting the information, we're stuck because all we have is what the driver said, and all the company has is what the rider said. In those cases, they get dismissed because there's limited information, and the stories are different. We appreciate the participation we've had so far, but to fully engage and help the drivers with some resolution we need more information. I'm hoping to find a way to protect the rider as well as protecting personal information.

**PBOT PROGRAM UPDATES: MARK WILLIAMS, PBOT**

- The Truepic software is now live and PBOT is working out a few glitches. For the most part, the software is functioning. The virtual inspection software allows PBOT to continue field enforcement inspections while maintaining social distancing.
  - Duane Hanson: Is this different from a picture of a driver in a mask showing they're adhering to policies?
  - Mark Williams: Yes, the software will walk a driver through a predetermined process of images and videos that the driver will need to capture live and cannot stop once they've started. It'll ask to take a picture of their driver's license or take a picture of the license plate showing both tail lights. It's customizable and smart enough to know if someone is taking a picture off of the computer.
  - Jeremiah Renfrow: Is it the same process for every driver, or does it have a series of choices that the program chooses from?
  - Mark Williams: It is the same for every driver, but it is customizable for the different industries.

**BENEFITS AND COMPENSATION SURVEY: ALMA RAYA, VICE CHAIR**

- We've discussed this survey quite a bit and it'll be sent to drivers on 11/9/2020. I want to highlight some important dates. The pre-notification postcards were sent out today to Printing and Distribution and will start going out in the next few days. Drivers should be on the lookout for a postcard in the mail notifying them of the survey. Since the beginning of this Committee, there's been lots of discussion about rates. I encourage drivers to participate. We must have accurate information so make sure to share this information with fellow drivers as well. After the postcard, there will be a pre-notification email sent on 11/2/2020, followed by the emailed survey on 11/9/2020. There will be a one-week reminder to complete the survey on 11/16/2020 and the deadline to complete the survey will be 11/23/2020.
  - Mark Williams: And a reminder that the survey is published in 10 different languages. PBOT will randomly be giving out 25 Amazon gift cards worth \$25 to participants.

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**DISCUSSION ITEM: DRIVER COMPLAINT DEACTIVATIONS- OMBUDS TNC PROCESS: SALLY LAJOIE, OMBUDSPERSON**

- Again, there's nothing to add to the draft language as we've gone over this, but to be clear, we don't believe we've ever sent any rider identifying information to a driver. We've been conscientious about that. I can't think of a time where we've had that issue. We've received written responses from Lyft and agreed to paraphrase and restate what Lyft said to the driver. Therefore, not sending any confidential proprietary information. However, sometimes we leave the driver feeling not entirely satisfied with the process.
  - Tracy M. Smith: Relating to the Ombuds and TNC Investigation process, to clarify, this is the first discussion on this topic? And the next step will be to vote and take action on this at a future meeting.
  - Sally LaJoie: Correct, that is my understanding that due to the delayed posting and through the rules this is a general topic discussion today.
  - Tracy M. Smith: The documents can be found via the email sent to the Committee, as well as the meeting invite, and action will be taken at the next Committee meeting. `

**UPDATES ON PENDING COMPLAINTS AND RESOLUTIONS: SALLY LAJOIE, OMBUDSPERSON**

- Since the last meeting, five complaints have been resolved, three were Lyft, and two with Uber. The first Lyft complaint was about a deactivation after a rider complaint, where the driver was shortly placed back on the platform. However, the driver asked to be reimbursed for missed rides. This is the first time our team has seen a driver be put back on the platform however, that complaint was closed since the company would not reimburse them. The second closed complaint was a Lyft driver's concern about compensation transparency where they were confused about their compensation. The driver was in an accident and needed to prove their lost earnings in a separate lawsuit and while going through their documents felt they didn't sync up and were confused. We dug deeper and ended up making a recommendation in the last Committee meeting on how drivers should be paid. Third, was a rider complaint about behavior, but it was dismissed due to the company saying the rider complaint was accurate and were not willing to lift the deactivation. That complaint was closed and they were referred to either arbitration or Small Claims court. The fourth complaint turned into a Topic Submission being dissatisfied with how drivers were paid different rates based on when they signed up and had them submit a Topic Submission forum. And lastly, a complaint about a driver not being paid a surge pricing that was promised, but it was resolved, they were paid, and it was closed.

Since the last Committee meeting, 11 complaints have been filed and we've noticed an increase of complaints when the City notices are sent to the drivers. Five complaints are in the City's court with Regulatory issues such as permitting, a knowledge test, expired permits, and the Bureau's authority to operate. To start, those were sent to the City and if we need to, we will loop in the companies or work from the Regulatory side. Two complaints were for compensation, the first was for vehicle damage reimbursement with Lyft where the driver could not get the damages fixed within 24 hours and the Lyft team would not reimburse them because it exceeded the 24 hours to get the damage reimbursement. This was the first damage complaint like that and are unsure of what that was. The second

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compensation complaint was with Uber's surge pricing, where the driver believed the algorithm hadn't been updated with Covid and saying their ride requests weren't as effective as before and are having to drive further. This is a broader question, but they believe there's a problem with the programming within the company. On Thursday, the Ombuds team will meet with Uber to discuss the open complaints. Two complaints were for deactivations, the first being with Lyft and a deactivation possibly being triggered by criminal charges that were dismissed and there was no conviction. The second deactivation complaint is against both Lyft and Uber from 2014, where the driver was deactivated from both companies and is unclear why. The driver must've received the City notice and filed a complaint, so we're curious as these are older complaints. Mark, do City notices get sent out go to former drivers or only current drivers?

- Mark Williams: There's a possibility that former drivers could be on that list, but PBOT updates about every quarter, every three months.
- Sally LaJoie: They tried to reapply to drive again and were unsuccessful. I'm assuming they heard about the Ombuds program and sent in complaints.
- Leah Bazzani: There were extenuating circumstances on why they took a break and didn't pursue the issue.
- Chuck Coleman: Regarding the Lyft driver that was put back on the platform, but didn't receive compensation, how long was it?
  - Sally LaJoie: I believe it was over the weekend and they were back on the platform end of Monday or Tuesday.
  - Leah Bazzani: The driver said they missed out on hours of rides and was reactivated within a day or so.
  - Chuck Coleman: Great job to Lyft for moving quickly with this because that's what we like to see rather than taking time investigating those types of things.
- Duane Hanson: So, the driver put in a request based on their average earnings for the lost time when they were deactivated, is that correct?
  - Sally LaJoie: They did not give a dollar amount but wanted to be reimbursed for the rides they would've had if not deactivated. We didn't get to talk about a dollar amount because the company was quick to put the driver back on the platform, and they were clear they were not going to pay for the missed hours and drives.
- Jeremiah Renfrow: Are the complaints that go to the Ombuds team available to the Committee or do we just get the play by play?
  - Sally LaJoie: We've just given the play-by-play but should ask Mark how the forms are processed.
  - Mark Williams: The online database goes to the Ombuds team and they handle them there.
- Rachel K: I'm a three-year Lyft driver on the Lyft Driver Advisory Council and the minimum charge of the Portland area and get Lyft driver's feedback. I'm a huge believer in feedback and communication to make services user friendly and want to be a part of making service as good as it can be. I was unaware

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you could file a complaint or give feedback to PBOT about things like that. For example, I sat for an hour at a location getting a promotion that would add \$8 to my next ride and lost access because I wasn't given a previous warning about providing a document I needed to share. I didn't get reactivated until the next day, lost out on money, and submitted a complaint to Lyft but didn't realize there were other avenues for complaints.

- Mark Williams: Make sure your email with Lyft is accurate because PBOT sends this notice multiple times about how to file a complaint with the Ombuds service.
  - Rachel K: It was more of a lack of understanding of what the Ombuds service was.

**DISCUSSION ITEM: REVISED SERVICE AGREEMENT LEADING TO DIMINISHED COMPENSATION: DUANE HANSON, CHAIR**

- When picking Topic Submissions, we try to pick the most relevant for the largest amount of people. I follow the California Assembly Bill 5 (AB 5) fight, in California, to establish Lyft/Uber workers as employees and not independent contractors. That goes into the current campaign of Proposition 22, where organized labors are putting \$15 million to fight that misinformation campaign. The TNC's including Lyft, Uber, and DoorDash spent \$200 million in seeing that go through, which would effectively erase what's been upheld by the highest court in the state of California with AB 5. The Seattle City Council shared two reports figuring out what's going on with drivers, compensation for drivers, hiring caps, and mandatory minimum wages. It turns out the issue of driver flexibility is the standard bearer for Lyft and Uber, but it doesn't add up for drivers because they aren't even making minimum wage. Right now, we're working on transparency especially with deactivations while being kicked out of your only source of income and not having a voice. Regarding the service agreements, you turn on the app to begin work and are forced to agree to new terms, not realizing you just accepted a 10% cut in your pay. When Uber first came to Portland, five years ago, it was \$1.50 per mile, but now there have been significant pay cuts and I found out in retrospect that it happened. Drivers find themselves in a dilemma being an independent contractor but not being able to establish their driving rates.
- Chad Derrington: I'd like to go back to Caleb's comment about protecting the passengers. When there's a complaint against the driver, a dashcam is the most important thing a driver should have next to their license and insurance. However, to protect passengers from any retaliation from a driver would be to have the driver provide a large window of time from their dashcam to defend themselves. Let's say a driver is accused of kicking a rider's dog on Saturday, then the driver should be asked by the TNC company to provide video footage from 9 am to 2 pm on Saturday to defend themselves. It should then be sent to the Ombuds team or someone to be a buffer between rider and driver. This is a good way to protect both rider and driver, but it does come back to technology and being able to afford a dashcam. Also, can Uber provide drivers, maybe through the TNC Committee, updates on corporate changes? In the spring, the Uber Greenlight Hub closed for COVID-19, and drivers were not informed of the closure. Then, yesterday I learned that Uber Greenlight Hub is now open with regular hours and drivers are not being informed.
  - Caleb Weaver: I'll look into the closure but do apologize as my understanding was that notices did go out. Regarding the opening, it's been a challenge getting staff to come back to work, so we're in

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a soft opening. We did not want to send notice until the Greenlight Hub was ready, and a notice will go out soon, but unfortunately, things get out ahead of us.

- Chad Derrington: I have a question regarding the TNC permit process the companies are supposed to submit. I have been expired for a year and every so often receives a letter from PBOT saying your permit is expired. Will drivers with expired TNC permits get fined by the police since Uber/Lyft hasn't submitted the paperwork? Is there a way to inform Uber/Lyft that their paperwork hasn't been submitted?
  - Mark Williams: I'll look into your permit in the morning, but there have been instances where drivers did not receive their permits in our system because the system thinks it has expired. However, we do get a list of current drivers that are certified and recertified from Uber/Lyft every day, but a driver can get missed.
  - Caleb Weaver: I encourage using the support channels available through the app because it's the best way to raise concerns internally and it can be routed to the right person. Once the Greenlight Hub is reopened you may use that but until then please use the support channels.
  - Duane Hanson: Did workers not want to return due to COVID-19?
  - Caleb Weaver: Yes, there was a mix of factors, fear of COVID-19 being one of the biggest and we had significant layoffs due to the reduction in our business. It was challenging getting staff back on time to reopen on the timeline we wanted.
- Chad Derrington: The last question, does it make sense to have a PBOT TNC Committee or Uber/Lyft representation in the local social media groups? Facebook has Portland or region-specific groups for Uber/Lyft.
  - Duane Hanson: Do you mean someone from the voluntary board made up of drivers or someone from Lyft should be fielding questions?
  - Chad Derrington: An employee would get all the negative flack and anger, so a volunteer would be best.
- Duane Hanson: This has been brought up before. it was a dicey legal situation to ask to include a dashcam along with your fire extinguisher and first aid kit. If the dashcam didn't work properly, then the TNC Company could be liable for providing it. What if the companies bought a significant amount of fairly cheap cameras and supplied to drivers at a discounted rate, so that everyone had them, but companies would be off the hook since the driver purchased the dashcam? Caleb, would that ever be feasible?
  - Caleb Weaver: We've looked into this topic and have run programs to see how to make it work but have yet to figure that out. We do recognize in some circumstances it can be helpful, but it is not a silver bullet. it's something we'll continue to look into and welcome any ideas.
- Jeremiah Renfrow: Does Uber/Lyft intend to provide supplemental help in purchasing a dashcam? having a dashcam in the car is as important as having car insurance and a fire extinguisher. What about partnering with Best Buy or somewhere to provide a discount or coupons because there are too many drivers without dashcams, and it could solve a lot of these complaints.

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- Jonathan Alexander: Via Chat wrote 5G cloud-based cameras are coming and this will be great.
- Melissa Clah: Regarding permits, I used to receive two permits for both Lyft and Uber. And recently I've been receiving one, should I be getting one or two permits?
  - Mark Williams: You should be getting two permits, one for each company. They're usually on their anniversary dates, so it may not be at the same.
- Melissa Clah: I have a concern about the optional insurance you can opt into through Uber for medical and it says they take out cents from every earning. However, Uber claims we keep 100% of our tips but the insurance gets taken out whenever I receive a tip and I'm unsure if that's correct.
  - Caleb Weaver: Please reach out to Support because my understanding is the Occupational Accident Coverage is on a per-mile basis and should not be impacted by the tips.
- Rachel K: I've driven for three years and just got my dashcam. I agree there should be some partnership. As a Driver Advisory Council member for Lyft, I'm going to share information from today and about the cameras. My biggest barrier with the PBOT licensing is not remembering what my business license is and not knowing Lyft was supposed to submit paperwork. It'd be great to get more information about what steps to go through and where to get certain pieces of information. Also, I volunteer as an Advisory Council member to give feedback to the social media platform.
- Mohamed Bah: I've been a Lyft Driver for five years with 35, 200 rides, and over 2,000 rides with Uber. I know Lyft very well and something serious to discuss should be the pay. I used to drive 40 hours a week and would be able to spend time with my family, but now I drive 70 hours a week and don't make anything close to what I used to. Every ride with Lyft normally has the option to see how much you're getting and how much the customer pays. Yesterday, my passenger paid \$18 and I received \$7, with Lyft making \$11 and that's not fair. As a driver, we deal with the customer, cleaning and sanitizing the car, and making sure everything is right, but we're not getting paid right and that's my biggest issue.
  - Duane Hanson: Earlier we discussed the introduction of rideshare in Portland and how the job paid \$1.50 per mile but has devolved in five years to \$.50 a mile, is that correct Caleb?
  - Caleb Weaver: I believe it's higher, but I'd have to double-check.
  - Duane Hanson: If TNC's are providing the same benefits to our community at \$.50 a mile, and with this current trend, where will that wage will be in two short years?
  - Caleb Weaver: I want to note the rates in Portland have not been adjusted in years and emphasize this is public knowledge that these were brand new companies in a brand-new market and were losing billions of dollars. Long-term this was not sustainable. We are working to find a way to make this long term sustainable to work for drivers and how to make this a business for the TNCs to operate. We welcome this feedback and want this to be a job people want to do and we're going to continue to get there.
  - Duane Hanson: You said 18 months a minute ago.

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- Duane Hanson: Mark Williams sent the service agreements from both Uber and Lyft. I asked the Committee to find what the drivers were making and no one could find the rate.
  - Caleb Weaver: For Uber, if you log into the drivers account at drivers.uber.com, there's a drop-down, and select either rates or fares, and it will show your rates of the products you drive for.
  - Duane Hanson: This says a lot for the contracts and how complicated these agreements are.
- Owen Christofferson: I'm a long time TNC driver that drove with the original rates back in 2015. I want to bring up another part of surge transparency for passengers, as well as drivers. The TNC regulation 16.40.240 (D)(2) states All TNC fare rates shall be made available clearly and transparently to the TNC passenger on the TNC app before the TNC passenger accepting a ride. I welcome clarification but don't believe TNC companies are following that and as a passenger, it's difficult to tell what my upfront quoted fare is. Whether they're normal rates, above rates, is it surging, is it not surging and making sure whether they correspond to the per mile and per minute rate that the driver would be paid for that respective ride. I wanted to raise this issue of transparency for passengers as well as drivers. Just making sure that passengers know their rate at a particular time or place and is displayed and if there's a notification if it's above the standard rate or not, where sometimes it's unclear if there's a surge or not.
- Duane Hanson: There's a need for more transparency for riders and drivers as well.

**CHAIR ADJOURNED THE BUSINESS MEETING AT 5:01 PM.**

**NEXT MEETING:** Mark Williams will let everyone know the date and location of the next meeting.

Submitted by, Jamie Lynne K. Souza, Recorder