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**Chloe Eudaly** Commissioner **Chris Warner** Director

## TNC Driver's Committee Meeting – November 30, 2020

### EXHIBIT A

Revised for Committee Consideration

*The proposed language below may appear in a new section of code if recommended by the committee and approved by the Bureau Director and City Council.*

#### **Topic: Deactivated or Lost Access to Drivers (Ombuds and TNC Investigation Process)**

A. Permitted TNC companies must cooperate with the Ombuds program to resolve disputes with drivers, support and foster the goodwill and trust between our community, the TNC drivers and the Transportation Network Companies.

B. Within seven calendar days permitted TNC companies will provide documentation requested by the Ombuds office to investigate driver complaints. Documentation may include but not be limited to:

1. Complaints filed by riders related to the driver
2. All documents, statements or evidence provided by the riders
3. Copies of all correspondence between the TNC and the rider(s) and drivers
4. The complete investigatory file from TNC, including all information used in arriving at the decision to sanction the driver

C. Unless necessary to the investigation, all personal information concerning the riders will be redacted by the Ombuds program from all documentation shared with the driver. If the rider complaint involved allegation of threat or physical harm, the Ombuds and TNC will discuss how to ensure the rider's identifying information is protected. All investigation materials will remain with the Ombuds office, and shall not be placed into the public record.

D. On request, the TNC company will review additional information provided by the Ombuds during the complaint process, re-interview drivers if appropriate, and consider reversal of prior decision by TNC company.

E. When requested by the Ombuds office, the TNC rep(s) must meet and discuss documents and complaints. Meeting requests shall be submitted via email and shall occur within ten calendar days from the date of the request, unless both parties agree to a mutual date.

F. Permitted TNC companies may enter into a non-disclosure agreement with Ombuds team and supply the Ombuds team with documentation related to the internal decision-making

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process or reasoning, including any algorithms, presumptions or standards that were applied in determining whether a driver would be notified of a rider complaint or low rider rating, or removed from (deactivated) from the driver platform.