



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

PRIVATE-FOR-HIRE TRANSPORTATION ADVISORY COMMITTEE MEETING SUMMARY FINAL DRAFT

September 26, 2022 • 1:00 PM—2:30 PM

Zoom Call

Advisory Committee Members	Position	Affiliation	Present
Darin Campbell, Chair	Taxi Company	Radio Cab	Yes
Abubakar Ahmed	Taxi Driver	Flat Cab	Yes
Nickole Cheron	City of Portland, ADA Title II and Disability Equity Manager	Office of Equity and Human Rights	Yes
Teresa Leatham	LPT Company	Executive Towncar	No
Dan Mark, Vice Chair	LPT Driver	Mark Car Service LLC	Yes
Jen Armbruster	Representative of People with Disabilities	Member-at-Large	Yes
Jemal Abdi	NEMT Company	JB Medical Transport, LLC	Yes
Ed Kelly	Shuttle Company	ecoShuttle	No
David Duncan	Tour Bus Company	Grey Line of Portland	No
Margo Moore	TriMet	TriMet—Accessible Transportation	No
April Murchinson	Technical Advisory Panel	Port of Portland	No
Guy Auker	TNC Driver	Lyft	Yes
Allison Ford	TNC Company	Uber	Yes
Carrie Mckowen	Ground Transportation Contracts Administrator	Port of Portland	Yes
Dan Lenzen	Riding Public	Business Owner	Yes
Mark Williams	PBOT (non-voting member)	Regulatory Division Manager	Yes
Gabby Sanchez	PBOT	Regulatory Division, Office Support Specialist II	No
Dave Benson	PBOT	Group Director, Parking and Regulatory Services	No
Matthew Erickson	PBOT	PFHT Program Manager	No
Camerina Galván	Notetaker	Galván Consulting LLC	Yes



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Advisory Committee Members	Position	Affiliation	Present
Tracy M. Smith	Facilitator	Inhance LLC	Yes
Vacant	At-Large Community Member, Disability		N/A
Vacant	NEMT Driver		N/A
Vacant	Limousine or Party Bus		N/A
Vacant	Shuttle Driver		N/A
Vacant	Tourism Industry		N/A
Vacant	Pedicab Company		N/A

Other Attendees: Bobby Schueller; Strategy360, Lyft; Steve Hext, member of the public; Lori Hules, Uber Driver; Bob Cassinelli, Metro Cab; Margo Moore, TRIMET LIFT

OPENING: DARIN CAMPBELL, CHAIR

- Darin Campbell called the meeting to order at 1:06 pm.
- A quorum was met.

REVIEW ACTION ITEMS: CAMERINA GALVAN, NOTETAKER

- Action Item 8 was not completed. Guy Auker will complete the action item.
 - **ACTION ITEM:** Guy Auker will submit a topic submission to discuss making an amendment to City Code that specifies first aid kit and fire extinguisher size and type.
- The City Code does not indicate that the dress and color scheme for shuttles needs to be affixed. A recommendation can be made if the Private for-Hire Transportation Advisory Committee wants this changed.

APPROVAL OF 03/28/2022 MEETING SUMMARY: DARIN CAMPBELL, CHAIR

- Approved: Final draft July 25, 2022, Meeting Summary.



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PFHT PROGRAM STAFF REPORT: MARK WILLIAMS, PBOT

- **Learning Management System (LMS) Update:** The City of Portland was developing a new testing application and changed the City Code. Drivers must complete training within 30 days of any new test the City of Portland launches. The beta test is out, and LMS will be launched in November 2022. Those that would like to participate in the beta test can contact Mark Williams.
- **Driver Etiquette Training:** This new approach will appear in LMS. Most complaints are about the interaction between the driver and the passenger. The training includes short videos between 3-5 minutes that offer drivers tools to avoid and redirect conversations to neutral topics. Complaints are across all sectors of the industry. The Ombuds shared with Mark Williams that most of their complaints are about driver/passenger interactions and not transporting guide animals for people with disabilities. The Ombuds believes many of these issues could be resolved if the driver had a camera in their car.

PUBLIC COMMENT: DARIN CAMPBELL, CHAIR

- Bob Cassinelli shared concerns about airport drop-offs occurring three lanes from the curb. The cones for drop-off are moved repeatedly, which can lead to an accident. Carrie McKowen responded that changes are happening to the islands.
 - **ACTION ITEM:** Carrie McKowen will email Bob Cassinelli to share airport island changes.

FEES AND FARES SUBCOMMITTEE UPDATE: DARIN CAMPBELL, CHAIR

- The Fees & Fares Subcommittee continues to work on the TNC driver survey and will bring recommendations to this committee to discuss.

CONSIDERATION: TOPIC SUBMISSION: PROPER INSURANCE DISCLOSURE: MARK WILLIAMS, PBOT

- In City Code, every driver must carry a paper copy of the company insurance policy if they are involved in a crash while working for the company. TNC drivers can purchase a rider share insurance policy on top of their existing policy to provide commercial activity using their vehicle. The requirement for the TNC driver to present the company policy is missing from City Code. Mark Williams presented considerations for modifying City Code: A TNC Driver carries both rider and company insurance policies.
- Dan Mark mentioned that insurance requirements are not the same across the industry, and TNC drivers are required to carry less insurance than he does—which can potentially be a liability for the city. He asks that private-for-hire driver insurance mirror TNC drivers' insurance.
- Mark Williams clarified City Code. Automobile liability coverage is set at \$500,000 for every industry except Uber and Lyft. In Periods 1 and 2, Uber and Lyft's requirement is \$1 million. All industries carry more than \$1 million in liability because of work conducted at the Port of Portland.



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- Approved: The committee will continue discussing proper insurance disclosure for Private For-Hire drivers.

ACTION ITEM: DRIVING FOR MULTIPLE COMPANIES/PLATFORMS: DAN MARK, PBOT

- Dan Mark would like to address how drivers drive for multiple companies and exceed a 12-hour shift across different platforms. The 12-hour shift is calculated differently across the industry. Uber calculates 12 hours only when a passenger is in the car, while the taxi industry starts a shift at a specific time.
- Guy Auker agrees there should be a rule in City Code, such as a TNC driver can only work for one ride-share platform.
- Dan Mark feels TNC Drivers don't have to be limited to one TNC if the maximum is a 12-hour shift.
- Mark Williams agrees with the safety purpose and recommends the committee find another way to do it. Drivers work for multiple companies to make ends meet. Every driver in the city has a unique permit number. One possibility is to find a way for TNCs to record hours worked and link the record with the driver's permit number.
- Darrin Campbell asked if Dan Mark is correct in saying that Uber tracks time worked only when a passenger is in the car. Allison Ford shared Uber tracks Periods 1, 2, and 3. Period 1 is the shopping session and is only tracked if the vehicle moves.
- Darrin Campbell asked if Uber considers a driver in Period 1 not working. Uber has no way of knowing in Period 1 if a driver is on the road or on their couch.
- Darrin Campbell asked if Uber would not hold drivers responsible for the time they're on the app. Uber calculates a 12-hour shift as road usage time.
- Darrin Campbell reiterated the taxi drivers waiting for a fare to arrive is calculated within the 12-hour shift. Allison Ford said her understanding of the policy being discussed is that there's a 12-hour limit for how long you drive. For Uber, that is tracked on the road while driving for periods 2 and 3, and 1 if the vehicle is moving.
- Dan Mark summarized that the time an Uber and Lyft driver is parked waiting for a ride does not count, while for taxi drivers, that time does count. He reiterated that this needs to be addressed.
- Mark William encourages the committee not to take action today. He called attention to the City Code that states, "maximum number of hours: no person shall provide private for-hire service after driving." If there are concerns about the definition, the committee should recommend revising the definition of driving for more than 12 hours in 24 hours. As written, it doesn't say waiting or standby—City Code calls out driving specifically.



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- Guy Auker asked how Lyft calculates hours worked. Bobby Schueller was standing in for someone and was not familiar with the policy.
 - **ACTION ITEM:** Bobby Schueller will investigate how Lyft calculates hours worked and will follow up with a response to Tracy M Smith and Camerina Galvan.
 - Darrin Campbell proposed the creation of a subcommittee to address this issue.
 - **ACTION ITEM:** Mark Williams and Darrin Campbell will work to develop a subcommittee committee and will bring more information to the next meeting
 - **ACTION ITEM:** Committee members interested in serving on the subcommittee should email Camerina Galvan and Tracy M Smith.
 - Dan Mark is interested in serving on the subcommittee.
 - No action was taken.

ANNOUNCEMENTS

- The PFHTAC will be moving to a monthly meeting starting in January 2023.
- Conversations are taking place about combining the TNC and PFHTAC committees.
- Dan Mark asked for an enforcement report at the next meeting.

CHAIR ADJOURNED THE BUSINESS MEETING AT 2:02 pm.

NEXT MEETING: The next meeting will be Monday, November 28, 2022, from 1:00 pm—2:30 pm.

Submitted by Camerina Galván, Notetaker, Galván Consulting LLC.