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TNC DRIVERS ADVISORY COMMITTEE MEETING SUMMARY DRAFT FINAL

June 12, 2023 • 3:30 PM – 5:00 PM

Zoom Meeting Call

Advisory Committee Members	Organization	Present
Chad Derrington	TNC Driver, Acting Chair	Yes
Keenan Browe	TNC Driver	Yes
Richard Rohrich	TNC Driver	Yes
Phil Berger	TNC Driver	Yes
Rachel Keller	TNC Driver	No
Annadiana Johnson	At Large Member of the Public - Representative of People with Disabilities	Yes
Kris Meagher	At Large Member of the Public – Representative of People with Disabilities	Yes
Mark Williams	Interim Parking and Regulatory Group Director	No
Matt Erickson	PBOT Regulatory Division, Interim Manager	Yes
Gabby Sanchez	PBOT Regulatory Division, Office Support Specialist II	No
Sally LaJoie	Ombuds Team, LaJoie Mediation and Consulting, LLC	Yes
Leah Bazzani	Ombuds Team, Bennett Hartman Attorneys at Law, LLP	No
Julie Reading	Ombuds Team, Bennett Hartman Attorneys at Law, LLP	No
Eliot Rose	Technical Advisory Panel, Metro	No
Ken Puckett	Technical Advisory Panel, Providence Park/Portland Timbers	No
April Murchinson	Technical Advisory Panel, Port of Portland	No
Anna Richter Taylor	Technical Advisory Panel, Uber	Yes
Richard Fedesco	Technical Advisory Panel, Moda Center/Trailblazers	No
Tracy M. Smith, Facilitator	Inhance LLC	Yes
Camerina Galván, Notetaker	Galvan Consulting LLC (Inhance LLC)	Yes
Vacant	At Large Member of the Public	N/A

Other Attendees: Kyle Endert, Portland Trail Blazers; Darin Campbell, Chair, Private for-Hire Transportation Advisory Committee, and Radio Cab; Karyssa Jackson, Lyft Community Engagement; Daniel.

INTRODUCTIONS: TRACY M. SMITH, FACILITATOR

- Chad Derrington called the meeting to order at 3:32 pm.

ANNOUNCEMENTS FROM COMMITTEE MEMBERS: CHAD DERRINGTON, ACTING CHAIR

- No announcements.

APPROVAL OF 04/10/2023 MEETING SUMMARY: CHAD DERRINGTON, ACTING CHAIR

- No action items.
- Approved: No revisions or objections to the Draft Final April 10, 2023, Meeting Summary.

GENERAL UPDATES FROM TECHNICAL ADVISORY PANEL & PUBLIC COMMENTS: CHAD DERRINGTON, ACTING CHAIR, AND MATT ERICKSON, PBOT

- **Fees and Fares Subcommittee:** Two topic submissions, third-party rides, and TNC driver compensation, were returned to the Fees and Fares Subcommittee. After further deliberation at the next subcommittee meeting, the subcommittee will return the topic submissions to the TNC Advisory Committee with recommendations.
 - Richard Rohrich asks for greater transparency from TNCs.
 - Keenan Browe feels a fee for picking up a third-party ride is reasonable.

PBOT PROGRAM UPDATES: MATTHEW ERICKSON, PBOT

- **Positions Update:** Matthew Erickson introduced himself to the committee. He will attend the meetings instead of Mark Williams, who has transitioned into the Interim Parking and Regulatory Group Director.
- **Safe Ride Home:** Safe Ride Home was relaunched for Cinco de Mayo. The program seeks to limit the number of intoxicated drivers for holidays and city celebrations.
- **Enforcement Report:** Enforcement is preparing for the uptick of unpermitted and uninsured tourist companies that emerge during summer.

DISCUSSION: TOPIC SUBMISSION: PHOTO ID: CHAD DERRINGTON, ACTING CHAIR

- The topic submission requires passengers to have a legitimate photo and name to ensure passengers can be identified for driver safety, prevent drivers from picking up unaccompanied minors, and benefit third-party rides.
- Uber is clearing fake names on the platform as an ongoing practice.
 - **ACTION ITEM:** Anna Richter Taylor will obtain the number of riders cleared from the platform using a fake name.
- The pin code is not available on the Uber platform in Portland. It remains active in other countries and states.
- Richard Rohrich and Keenan Browe liked the pin code system. It added security without requiring a passenger photo. Phil Berger would like the pin code system and the passenger photo to be used for security.
 - **ACTION ITEM:** Anna Richter Taylor will investigate why the Uber pin code system was discontinued and the possibility of re-initializing it.
- The pin system may be an optional feature the passenger can activate on their account.
- The TNC drivers would like the pin code system implemented by default and as security on top of confirming a passenger's name. At a minimum, they would like the system activated during the bar hours.

- Karyssa Jackson shared that Lyft doesn't have a pin code system in place at this time. Lyft encourages passengers to upload a photo to their profile. Phil Berger shared that passengers cannot change their profile photo and name after the initial sign-up.
 - **ACTION ITEM:** Karyssa Jackson will confirm if anything akin to a pin code system has been considered or implemented at Lyft.
- Karyssa Jackson shared the [link](#) to how a passenger can edit their profile.
- The Portland Lyft Hub is no longer open. It is only utilized for Express Drive. Karyssa Jackson shared the [Portland hub hours and locations](#).

DISCUSSION: TOPIC SUBMISSION: TNC DRIVER INSURANCE: PHIL BERGER, COMMITTEE MEMBER, AND MATT ERICKSON, PBOT

- The topic submission was withdrawn.

DISCUSSION: OMBUDS QUARTERLY REPORT: SALLY LAJOIE, OMBUDSPERSON

- Sally LaJoie shared the [6-2023 Ombuds Report](#). Three new complaints were filed this quarter. The highlights include:
 - OMBUDS has seven complaints that weren't resolved to the driver's liking. Sally LaJoie feels they could have done additional work but had to come to a stopping point with the information that they had available and different versions of the events. These complaints are kept open/pending should OMBUDS ever receive additional information.
 - Two new deactivations have since been reactivated. The drivers have returned to the Uber platform.
 - A driver was deactivated after a rider accused them of assault. The driver had cellphone footage and filed a complaint with Washington's Driver Union and Washington OMBUDS.
 - A driver was deactivated after a disagreement about whether or not the rider was vaping in the vehicle. They did not have dashcam footage.
 - An Uber driver was defrauded by an individual posing as a Uber customer service agent. All their earnings were stolen from their account. Uber reimbursed the driver.
 - One deactivation remains open. Lyft has notified the driver that they will not be reactivated after receiving various complaints in the past for similar behavior. There is no footage. OMBUDS will contact the driver to see if they can provide additional support.
- Washington Drivers can join and sign up for email updates from the Washington Drivers Union. They have a regulatory arm under that State law in Washington and work with the advocacy center.
- Phil Berger wants TNC drivers in Washington to be notified about the Washington Drivers Union when they sign up to become drivers.
- Matt Erickson clarified that rates, rights, and regulations for Washington don't apply if a Washington resident driver conducts a pickup in Oregon. The ride has to originate in Washington for the state laws to apply.
- Sally LaJoie shared the [Know Your Rights](#) from the Washington Drivers Union. She can give an overview of the Drivers Union, Washington law, and overlap at the next Ombuds report as an addendum.

DISCUSSION: LYFT AND UBER INSPECTIONS: PHIL BERGER, COMMITTEE MEMBER

- Phil Berger visited on June 1, 2023, the authorized service center, Gills Point S Tire & Auto, to complete the Lyft inspection. The mechanic asked Phil a series of questions, had him fill out a form, did not inspect the vehicle except for checking the tire threads, and charged Phil Berger a fee of \$27.00.

- Matt Erickson will follow up with Gills Point S Tire & Auto since they are out of compliance.
- Phil Berger would like Lyft and Uber to cover the cost of inspections. Chad Derrington said this could be discussed at a future meeting and clarified that taxi drivers are expected to pay for their inspections and other services as a cost of doing business.

CHAIR ADJOURNED THE BUSINESS MEETING AT 4:31 pm.

NEXT MEETING: The next meeting will be Monday, August 14, 2022, 3:30 pm—5:00 pm.

Submitted by Camerina Galván, Notetaker, Galvan Consulting LLC.