

TNC Driver's Advisory Committee June 10, 2024

Keenan Browe, Phil Berger, Joe Jackson, Steven Dalton, W Scott Floyd, April Murchinson, Karyssa Jackson, Anna Richter-Taylor, Erica Raviart, Sally Lajoie, Joshua Lynch, Gabby Sanchez

Other Attendees:

Darin Campbell, Terry D, Ahmed, Kerry Harwin, Nathaniel Hudson-Hartman, Raechell C, Bob

Introductions:

- Kennan Browe Called Meeting to Order at 3:30pm
- Quorum Met at 3:32pm

Approval of Meeting Summary:

- Scott motioned to approved meeting summary from April 8, 2024, Joe Jackson seconded motion.
 - Approved: The Draft Final April 8, 2024, Meeting Summaries were approved.

Announcements from Committee Members:

- Keenan Browe, Chair – Brief news in the rideshare industry mentions Townhall Meetings and that two dates still need to be posted online.
- Phil Berger went to an event where he says the county commissioner and state senator pledged their support to enact legislation at the state level.
- Joe Jackson: Lyft Earnings app has started to give weekly breakdown of their take and driver take from passenger earnings. Lyft has been adjusting to meet the 70 percent commitment.
- Phil Berger discusses uncomfortable interaction with customer in which he was verbally attacked. Mentions that he wants to hear from PBOT their concerns for drivers.
- Bob: Panic Mode option mentioned regarding Phil's story. Safety Issues.
- Joe Jackson: Can't talk to Uber over the phone about Safety Concerns
- Steven Dalton: Comment about mitigating risk for safety issues, mentions mandatory dash cams. And discussing these in subcommittee
- Karyssa Jackson: Lyft does have ADT features in app during ride and has option to discreetly notify during a ride.

General Announcements from Technical Advisory panel:

- Anna Richter Taylor: recommendations about Denying a rider when not on a teen trip. Would decline and report it as unaccompanied minor and not through teen program. If has issues with behavior reported as any other inappropriate behavior complaints.
 - Phil asks about unaccompanied minor rides. Joe Jackson: does teen program have separate coverage or is it the wide insurance coverage over everything.
 - Anna Richter Taylor will get more detailed information about teen rider/unaccompanied minor and insurance coverage.
- April Murchinson has posted flyers or recruitment of TNC Driver's Advisory Committee, explained where they were posted.

- Karyssa Jackson: Mentions that it can take time to get answers to the questions posed in this committee and asks committee to speak respectfully to the member of the meeting.

Public Comments: Bob: Asking for a civilian review board.

- Darin Campbell: Last week an acquaintance of his (Uber Driver) was murdered in a shooting incident. Mentions Uber's lack of response. Only thing the victim's wife has heard from Uber is their statement from news. Talks about her wanting to be more involved in getting things to be safer for drivers. Wanting to connect her with the TNC Driver's Advisory Committee
- Phil Berger: In response, is it possible to arrange a more formal presentation to higher level members in PBOT/City. Mention of asking news to attend.
- Josh Lynch: Needs information to know what event will entail to get things on people's calendars.
- Kerry (Driver's Union) – They (Driver's Union) have been in contact with the wife of the Uber driver that was murdered.

PBOT Program Updates:

- Josh Lynch: Published responses for the recommendations
 - Gaps in email list for last quarterly newsletter, we will be updating emailing list.
 - Lyft is meeting criteria for having open office. Language in code states that there is a "local agent". Agent of record for people operating in Portland and are required to have a phone number where a voicemail can be left, and a call returned.
 - Steven Dalton: Asks about Uber's office. And mentions that you cannot find a number or address for Lyft on google. Asks Josh to look up minimum requirements and what original intent of code was and is the intent being fulfilled.
- Keenan Browe motions to get response from previous April 2021 resolutions, regarding tnc compliance with ombuds office. Joe Jackson Seconds. Roll Call Motion passes.
 - Josh will research.
- Sally Lajoie Ombuds report: One complaint that has been open for 6 weeks, waiting for information from driver. Giving one more notice and then closing.
- Josh Lynch: received 9 complaints since we updated complaint process. 8 have been forwarded to TNC companies (5 resolved 4 pending resolution). Phil asks if they can receive information about what the results are.

Compensation and Deactivation:

- Phil Berger: gives most of his time to Nathaniel and Kerry. Hourly pay, talks about how to get there and that what they are asking for is guidelines for driver's pay, gives examples. Says the topic is beyond the scope of the committee, believes it is also probably a housing issue.
 - Kerry: Says he didn't know responses were posted, will need to look at it more clearly. Talks about setting a minimum pay standard.
 - Nathaniel: does not give input on minimum pay standard. Mentions GoFundMe for Josh Kelvin

- Keenan Browe: Disappointed by PBOT's response, was expecting more of a working dialogue, surprised to find that compensation response seemed so final.
- Keenan Browe: Comments on the summary for townhall meetings.
 - Key language he wants to highlight; drivers shouldn't make less than in neighboring communities.
 - Doesn't understand what made Kerry/Driver's Union say that the Ombud's office does not have capacity to handle the complaints, and that he believes the issue to be that the complaint process isn't reaching the drivers.
- Kerry: Says that Keenan Browe is correct in case that drivers are not reaching the ombuds process and if they were the ombuds office would not be able to handle number of complaints.

Rider Photos:

- Kennan Browe: Introduces discussion on riders being required to add a photo on the app
- Phil Berger: Talks about this being a safety issue, and safety issue should be as important as privacy issues.
- Keenan Browe asking what the question is, and who is this question specifically addressed to.
- Joe Jackson: Says Lyft already does this so it would mostly be aimed towards Uber. Mentions how this is a way to help them feel safer.
- Phil Berger: comments he believes would also reduce third party rides.
- Bob: Comments that he believes Uber should be able to make a good effort to make this happen because Lyft already has this in effect.
- Erica Raviart: Comments that as an organizer and hearing from a lot of people, they know that this is a topic that is often brought up. Understands that it is difficult to feel like things don't get done, and that things are slow moving, but believes that things are moving along.
- Josh Lynch: Reminds them this is discussion and if they want to move it along they can move it to an action item.
Steven Dalton: brings up the topic of trafficking regarding this topic because he drives often at night, and how this may help reduce the risk.
- Joe Jackson: Motions to make the topic an action item. Send a recommendation to make rider photos a requirement, Phil Berger seconds motion. Roll Call, motion passes
- Phil Berger: informal request to Uber and Lyft. Lyft – kudos for having voluntarily implemented the rider photo, request for Lyft is to send the app blast reminders to upload photos that include their face. Comment to Uber – Committee appreciates that Lyft is doing this already and perhaps there are several drivers that don't drive with Uber because they do not have this requirement. Anna Richter Taylor asks if riders photos even show up because she knows she has uploaded a photo as a rider. Joe Jackson verifies that it does not show up for driver.
- Karyssa Jackson – Believes there is currently a reminder prompt in Lyft, but will verify.

Driving Time Limit:

Steven Dalton: submitted draft of document and does not believe anybody has been able to review it.
Point person for drafting document

Keenan Browe: Driving Limits are not strict enough right now.

Steven Dalton: Recommends to Uber/Lyft, that it is to the benefit of the companies to send driving time data to PBOT.

Joe Jackson: Talks about how time doesn't add up if they are just sitting there and not moving, which means they would be online longer than the 12 hour time limit. Believes driving time should be online time.

Erica Raviart: Main thing that should be addressed, is predatory nature of the apps, believes this topic becomes moot if compensation issues are addressed.

Josh Lynch: Still an Action Item to discuss and review.

Steven Dalton/Joe Jackson: Item will still be on next meetings agenda.

Topic Submission: Trip Requests while in motion

- Keenan Browe: Safety hazard, identifies point people. Phil would like to delegate to someone else, Steven Dalton volunteers to become point person.

Safety Concern:

- Teen Rides: Keenan Browe, wants to assign point person.
 - Steven Dalton volunteers to be point person on Teen Rides.
 - Joe Jackson motions to discuss teen rides further. Seconded by Scott
 - Phil Berger: point of clarification will it be teen rides or unaccompanied minors?
 - Teen Rides is the name of a TNC program discussion is regarding unaccompanied minor rides.

Driver Training:

- Scott is point person.
 - Wants to discuss developing program for driver training.

CHAIR ADJOURNED THE BUSINESS MEETING AT 5:02p.m

NEXT MEETING: The next meeting will be on Monday, August 12, 2024, 3:30 p.m.-5:00 p.m