

Welcome and Introductions

Introduction of new Committee Members

Committee members offered their names and a brief explanation of their goals for joining the Committee.

Roll Call

Advisory Committee Member	Affiliation	Voting Member	October 2024
Phil Berger	Vice Chair, TNC Driver (3-years)	Yes	X
Keenan Browe	Chair, TNC Driver (2-years)	Yes	
W Scott Floyd	TNC Driver (2-years)	Yes	X
Erica Raviart	TNC Driver (3-years)	Yes	X
Steven Dalton	TNC Driver (3-years)	Yes	X
Joe Jackson	TNC Driver (2-years)	Yes	
Kelly Kelvin	At Large member of the Public (3-year)	Yes	X
Nichole Kohn	At Large Member of the Public (2-years)	Yes	
Benjamin Clardy	At Large Member of the Public (2-years)	Yes	X

Advisory Panel and City Staff:

Anna Richter Taylor (Uber)
Karyssa Jackson (Lyft)
Marshall Runkel (Lyft)
Sally LaJoie (LaJoie Mediation & Arbitration)
April Murchinson (PDX)
Raechell Chapman (PDX)
Joshua Lynch (PBOT)
Jacob Sherman (PBOT)
Kristin Hull (PBOT)

Members of the public:

Kelly Harwin
Nathaniel Hudson-Hartman
Craig Bethel

Announcements from Committee Members

Erika Raviart – reported changes to Uber/Lyft Terms updates, announced Opt-Out arbitration organized by Drivers United

Phil Berger – Announced changes to Uber terms related to Upfront Pricing which may allow drivers to offer lower prices to win a ride.

- Optional pin verification in Uber
- Oct meeting marks 1 year of Phil and Keenan taking the role of Vice Chair and Chair respectively

- Reflected on where the DAC has come

Approval of August 12th Meeting Summary

Advisory Committee Member	October 2024
Phil Berger	X
W Scott Floyd	X
Erica Raviart	X
Steven Dalton	Seconded
Kelly Kelvin	Motioned
Benjamin Clardy	X
	UNANIMOUS

General Updates from the Technical Advisory Panel

Updated Statistics on Rider account deactivations

Uber – 15,000 riders deactivated in September, not localized to Portland

Lyft – Was unable to provide rider deactivation number. Explained the process for deactivating a rider: Rider violated of the terms of service or community guidelines; rider has a rating of 3 or lower.

Rider Verification Details

Uber – Define current program and does it include rider photos

Rider verification – Uber provides validation through third party to ensure rider says they are who they claim to be.

If a fake name is found – there are methods to report to Uber.

Photos are not currently provided to drivers when riders have one on file.

Erika Raviart - Asked if the selfie in the app is required “in real time” or if any image can be used by the rider. Uber answered that if the third party validation company can’t identify the rider with current details, they would need the rider to use the app to take a selfie.

Lyft – Define current program and when it may enter the Portland market

More info can be found at Lyft blog post: <https://www.lyft.com/safety/rider-verification>

Currently live in 9 cities, Portland is not one of them

After pilot review, Lyft will determine how to extend the program

Rider verification confirms rider name and phone number are real and valid. If they can’t be verified, they are asked to provide a photo of government ID.

Riders are encouraged to add photos to their own profile, which is not directly tied to verification program.

Craig Bethel - Would like to have an option to opt-out of third-party rides without a PIN

Steven Dalton – Shared anecdote about riders being cancelled on due to lack of personal information in

app.

ACTION: Add to the agenda for next meeting to discuss a recommendation to PBOT to require reports for driver and rider deactivations be provided to PBOT as function of their regulatory authority.

Ombuds Report

PBOT Statistics:

TNC Complaints
21 in Total

Since August:
9 Submitted since August

3 Resolved internally

- One was a test
- One was due to driver receiving multiple speeding tickets, which resulted in exceeding PBOT ticket thresholds
- One was not actionable due to lack of information, invited driver to resubmit with updated details

4 Sent to TNC for follow up

- One was complaining about Lyft company policies and was not related to deactivation
- One was related to issues with cashing out
- One was related to problems with the Lyft App
- One was related to offboarding issue with no details

2 Pending review by Regulatory Staff

ACTION: Make recommendation to PBOT to require TNCs to provide PBOT Ombuds process in the notification of a driver being deactivated.

Public Comments

Craig Bethel – More coverage and support at transportation center at the airport to provide drivers with resources when in operation.

Phil Berger – Reports that many cars don't pull to the curb at the Port.

Kerry Harwin – UW study found that 80% of drivers receiving representation from the Drivers Union were able to get back on the road. Report can be found here: <https://osf.io/preprints/socarxiv/w6z8e>

April Murchinson – Responding to issues reported at the Port: SP Global staff monitors commercial road ways in the transportation plaza. Parking Control reps monitor road ways "upstairs". Port Police may monitor as well. April mentioned that there is a way to receive CCTV records: requires a public records request form and video release request form.

Rider Photos

Phil Berger – provided high-level overview of the topic and recommended a subcommittee form to prepare recommendations to the Committee at a future date.

Volunteers to participate:

- Craig Bethel
- Kelly Kelvin
- Erica Raviart

Distracted Driving / Trip Requests while in motion

Nathaniel Hudson-Hartman – Presented the discussion by talking about trip destinations for all drivers with Uber.

Ben Clardy – Talked about driver hours and getting more data on the amount of work drivers were operating.

Phil Berger – Proposes to forward the contents of Nathaniel Hudson-Hartman’s Topic Submission forward as an Action Item (to be voted on as a recommendation to PBOT).

Advisory Committee Member	October 2024
Phil Berger	X
W Scott Floyd	Motioned
Erica Raviart	Abstained
Steven Dalton	X
Kelly Kelvin	Seconded
Benjamin Clardy	X
	Motion Passes

Unaccompanied Minors

Phil Berger recommended to pull together a subcommittee to discuss a recommendation related to Unaccompanied Minors to be presented to the Committee at a future date.

Volunteers to participate:

- Craig Bethel
- Nathaniel Hudson-Hartman
- Kelly Kelvin

Meeting Adjourned at 5:05 PM