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TNC DRIVERS ADVISORY COMMITTEE MEETING SUMMARY DRAFT FINAL

February 12, 2023 • 3:30 PM – 5:00 PM

Hybrid Meeting: Zoom Meeting & The Portland Building Rm. 203

Advisory Committee Members	Organization	Present
Keenan Browe	TNC Drive, Chair	Yes
Richard Rohrich	TNC Driver	Yes
Phil Berger	TNC Driver, Vice Chair	Yes
Kris Meagher	At Large Member of the Public – Representative of People with Disabilities	Yes
W Scott Floyd	TNC Driver (2-year term)	No
Erica Raviart	TNC Driver (3-year term)	Yes
Steven Dalton	TNC Driver (3-year term)	Yes
Mark Williams	Interim Parking and Regulatory Group Director	No
Josh Lynch	PBOT Regulatory Division, Interim Manager	Yes
Matt Erickson	PBOT Regulatory Division	No
Gabby Sanchez	PBOT Regulatory Division, Office Support Specialist II	Yes
Sally LaJoie	Ombuds Team, LaJoie Mediation, Arbitration and Consulting, LLC	Yes
Leah Bazzani	Ombuds Team, Bennett Hartman Attorneys at Law, LLP	Yes
Richard Myers	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 - Representative of People with Disabilities	N/A

Vacant	At Large Member of the Public	N/A
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Other Attendees: Steven Koester, Parking Systems Manager, Port of Portland; Ryan; Mary Everson; Ian Sargent; Scott Burge; Lore Hules Bailey Davis; Jasherman; Mr. Nanda; Christopher; Kerrie W; Jacob Sherman, PBOT; Stephanie King; Clint; Shoshana Cohen, PBOT; Karyssa Jackson, Lyft.

INTRODUCTIONS: TRACY M. SMITH, FACILITATOR

- Tracy M. Smith called the meeting to order at 3:54 pm instead of 3 pm due to technical issues.
- The quorum was met.

ANNOUNCEMENTS FROM COMMITTEE MEMBERS: KEENAN BROWE, CHAIR

- **Port of Portland: Deploying Signage:** Keenan Browe thanked the Port of Portland for setting up signage.
- **Welcome New Committee Members:** Keenan Browe welcomed three new committee members—W Scott Floyd, Erica Raviart, and Steven Dalton. W Scott Flyod was not in attendance.
- Phil Berger wanted to discuss motions made at the previous meeting. The motions are for the TNC Drivers Advisory Committee not to merge with the Private for-Hire Transportation Advisory Committee (PFHTAC), to allow the chair and vice chair to extend the length of the committee meeting, and to make available budget for a facilitator and notetaker to participate in longer meetings.
 - Phil Berger shared that extending the length of committee meetings was not approved during the agenda-setting meeting. He asked this be a point of discussion in today’s meeting and have people raise their hands if they recommend to the chair to lengthen meetings. He doesn’t think it’s up to the chair to decide the length of the meetings.
 - Josh Lynch shared that the chair and vice-chair set the meeting agenda. He recommended that the proposal to extend meeting lengths should be a topic submission. The availability of PBOT staff, the facilitator, and the notetaker need to be considered. PBOT wants to ensure there is adequate time to address the topics.
 - Josh Lynch, Keenan Browe, and Phil Berger can work together on crafting future agendas so committee meeting discussions are productive and clear. This will allow for the discussions to occur within the allotted time frame.
 - Erica Raviart shared in the chat, “I would be willing to come more frequently. The length is fine for me.”
 - **ACTION ITEM:** Josh Lynch, Keenan Browe, and Phil Berger will discuss meeting length and productive committee discussions outside of today’s meeting.

APPROVAL OF 12/11/2024 MEETING SUMMARY: KEENAN BROWE, CHAIR

- Richard Rohrich motioned to approve the Draft Final on December 11, 2024, Meeting Summary. Erica Raviart seconded it.
 - Approved: The Draft Final December 11, 2024, Meeting Summaries were approved.

GENERAL UPDATES FROM TECHNICAL ADVISORY PANEL & PUBLIC COMMENTS: KEENAN BROWE, CHAIR

- **Anna Richter Taylor, Uber:** Anna Richter Taylor reported on two items:
 - **Enhanced Rider Verification Efforts:** Anna Richter Taylor shared a link about the new rider verification program, which will roll out in Spring 2024. The new program encourages riders to upload their picture to the app to give drivers an image and understand who they pick up. Drivers won’t be forced to pick up an unverified rider. Drivers will have the ability to decline without penalties. Uber is routinely reviewing rider profile names. Riders with fake names are deactivated. Anna Richter Taylor will follow up with more information as it becomes available.

- **Deactivations:** The Uber app’s new feature allows drivers to request an appeal if deactivated. A person will help them through that process. If drivers have issues locating the new feature or have any questions, they can contact Anna Richter Taylor.
- Keenan Browe updated the committee that Uber is unwilling to provide deactivation data.
- **Karyssa Jackson, Lyft:** Karyssa Jackson shared three updates:
 - **New Deactivation Processes:** There is a new deactivation in-app process. It allows drivers to appeal deactivation directly through the app. Drivers will receive direct support from a person.
 - **Lyft’s Earning Commitment:** She shared a [blog post](#) explaining Lyft’s new commitment that drivers will earn 70% or more of rider payments.
 - **Driver Appreciation Event:** She encouraged drivers to attend the Port of Portland’s driver appreciation event on February 13, 2024, 10:00 a.m.-12:00 p.m.

PUBLIC COMMENTS: KEENAN BROWE, CHAIR

- Craig Bethell advocated for fair pay and to make the pay rate in Portland comparable to that of Washington.
- Nathaniel Hudson-Hartman advocated for greater transparency from Uber, including rider destination.
- Harminder Singh Mavi advocated for fair pay.
- Joe Jackson asked for a longer public comment period.
- Valentin Bulgac shared several grievances, including the differences and changes in pricing, not seeing the surge price upfront, changes to the app interfaces, and not knowing the distance of rides.
- Comment cards with written testimony are attached to the end of the meeting summary.

DISCUSSION: 2024 LIST OF TOPICS: KEENAN BROWE, CHAIR

- Keenan Browe proposed setting the committee's priority topics for 2024. The goal is to establish a timeline for the committee's main discussion points through the end of the year. The committee discussed the following list of topics:
 - **Compensation:** Mile and minute rates. TNC commission rate caps, driver expenses. This is outside PBOT's purview, so any committee deliverables would go to the TNCs or other city officials, for which there isn't an established procedure.
 - **Deactivations:** Review why drivers are deactivated, their ability to appeal their deactivation, and the amount of due process afforded to drivers, and make recommendations to city and TNCs for improvement. This dovetails with compensation, safety, employment classification, ratings, and feedback.
 - **Safety:** Reviewing the potential safety threats experienced by drivers and riders, such as anonymous 3rd-party riders, road dangers, unverified rider accounts, vehicle integrity, et al.
 - **Employment Classification:** The benefits and drawbacks of drivers' classification as independent contractors vs. employees. This touches on all other topics. The city couldn't change either direction, but it would be an opportunity to hear drivers' concerns, discuss other states' experiences, and publish an opinion.
 - **Accessibility:** Recognizing the frequency of trip cancellations due to riders needing assistance from equipment, a driver, or a service animal and making recommendations to ensure all communities are served.
 - **Driver & Rider Ratings & Feedback:** Critiquing the feedback options and process for drivers and riders to ensure feedback is clear, relevant, and actionable. Feedback for drivers is often too vague to inform them how they might improve their service, and feedback for riders is similarly hampered.

- **Fare Transparency:** Addressing the obfuscation of pricing and earnings. Drivers are unaware of what their riders are paying, and riders are unaware of what their drivers are earning. This influences both sides' choice of service.
- Richard Rohrich made a motion to approve the order of priorities:
 1. Compensation
 2. Deactivation
 3. Safety
 4. Fare Transparency
 5. Employment Classification
 6. Accessibility
 7. Driver & Rider Ratings & Feedback
- Erica Raviart seconded it.
 - Approved. The order of priority topics for 2024 was approved unanimously.

DISCUSSION: SUBCOMMITTEE CREATION: KEENAN BROWE, CHAIR

- Keenan Browe and Phil Berger asked volunteers to collect information about drivers' experiences outside the meetings. The subcommittees will be informal and have a maximum of two committee members collecting information at a time.
- Steven Dalton volunteered to gather information from the public and asked for a committee email to receive stories from the public.
 - Keenan Browe clarified the PBOT website has a comment form for drivers to submit comments. The comments are sent to the chair and vice-chair.
 - **ACTION ITEM:** Josh Lynch will modify the comment form to send the submissions to all the committee members.
- Five non-members volunteered to research the topic areas. A sign-up sheet was passed along in the in-person meeting room.
- Josh Lynch shared that PBOT recognizes limited time for public comments in any meeting. Gathering more public feedback is a direct action that the committee members can take to have deeper discussions.
 - **ACTION ITEM:** The informal subcommittees will organize themselves outside the meeting.
- The committee has nine seats. Two rider seats are vacant; one is for a representative of people with disabilities.
- Anna Richter Taylor volunteered to work on driver identification.

DISCUSSION AND PUBLIC COMMENT: OMBUDS QUARTERLY REPORT: SALLY LAJOIE, OMBUDSPERSON AND JOSH LYNCH, PBOT

- Sally LaJoie reported one complaint regarding the driver's inappropriate conduct. The complaint was referred to the Washington Drivers Union because the ride originated in Washington, and the driver lives in Washington.
- The Ombuds handles the more serious deactivations. PBOT handles regulatory issues.
- The [TNC Driver Complaint Form](#) is on the PBOT website. The PBOT website has been adjusted to highlight the form and make it easier to locate in a search.

- Josh Lynch reported that since December 11, 2023, thirty-four complaints have been from twenty-seven individuals.
 - Three were unactionable.
 - Nine were due to off-boarding.
 - Eleven were marked as other.
 - One was due to an error in the app.
 - Five were due to compensation.
- Of the twenty-seven complaints, twenty-six were handled by PBOT staff in coordination with TNC staff. Many were due to code issues that made drivers ineligible to drive. The TNCs often did not update driver information in their system. PBOT worked with the TNCs to update the drivers' information. Some of the compensation complaints were related to pay issues in the app.
- Sally LaJoie inquired about the types of offboarding complaints that were addressed. Josh Lynch shared that details on the type of off-boarding complaints cannot be provided. Offboarding is synonymous with deactivation and is tracked in the system as a general category.
- Mark Williams reported the recommendation regarding moving violations will go before the director. The recommendation came from the Private for-Hire Transportation Advisory Committee.

PUBLIC COMMENTS: KEENAN BROWE, CHAIR

- Nicholas Bolin shared that as a single parent, working for Uber allows them to have a flexible schedule. Supporting their family can be challenging because they sometimes make approximately \$9 an hour.
- Haimindeu Singh Mavi shared Lyft has a good rating system. Uber does not.
- Bryan Dance and another public member tried to apply to serve on the committee but did not get a response.
 - Josh Lynch shares that all driver seats on the committee are full.
 - Brian Dance would like to see people who look like him on the committee.
 - **ACTION ITEM:** Josh Lynch will reach out to applicants once a driver seat on the committee opens.
- The meetings are hybrid.
- Phil Berger encouraged drivers to remain engaged in the committee. Keenan Browe is happy to see people participate in person.

CHAIR ADJOURNED THE BUSINESS MEETING AT 4:59 p.m.

NEXT MEETING: The next meeting will be on Monday, March 11, 2024, 3:30 p.m.-5:00 p.m.

Submitted by Camerina Galván, Notetaker, Galvan Consulting LLC.