

**Transportation Network Company (“TNC”)
Drivers Advisory Committee (“DAC”), City of Portland, Oregon
19th Quarterly Ombudsperson Report
Prepared on November 27, 2023
TNC Drivers Advisory Committee Meeting December 11, 2023**

Executive Summary

New Complaints. No new complaints were filed and presented to the Ombuds this Quarter.

Open /Pending Complaints. Seven complaints are classified by Ombuds’ as “inactive” in the event the City implements the DAC’s recommended Administrative Rule -- and additional materials and mediation opportunities are available to the Ombuds.

Recommendations. No new recommendations are made in this report.

Introduction

Status of complaints for all reporting periods, Quarters 1 through 19 (October 2019 through December 2023):

Total Complaints by Category:

- Compensation: 28 (18%)
- Covid-19 PPE / Safety: 5 (3%)
- Damage to Personal Vehicle: 4 (2%)
- Deactivation / Suspension: 91 (58%)
- Fraudulent Account Activity: 4 (3%)
- Insurance: 3 (2%)
- “Other” Complaints: 16 (10%)
- Technology Issues: 5 (3%)
- Violation of User Service Agreement: 1 (1%)
- **TOTAL: 157 (100%)**

Total Complaint Resolutions:

- Complaints resolved as driver requested / in favor of driver & TNC: 55
- Complaints open / pending: 0
- Complaints unresolved / neutral / closed: 46
- Complaints referred to outside source: 49
- Complaints closed and classified as “inactive”: 7
- **TOTAL: 157**

TNC Ombuds Team:

Sally LaJoie, LaJoie Mediation, Arbitration and Consulting, LLC
sally@lajoiemediation.com
971-361-9875

Richard Myers, Attorney at Bennett Hartman, LLP
richard@bennetthartman.com
503-227-4600

Leah Bazzani, Paralegal at Bennett Hartman, LLP
leah@bennetthartman.com
503-227-4600

Appendix 1

Ombuds Recommendations by Quarter

Quarter 1: January 13, 2019 Recommendations

Recommendation 1:

Timeline for Compensation Review by TNCs

Recommendation 2:

Uber Compensation made by TNC in Responses to Complaint treated as Settled

Recommendation 3:

Procedural Due Process in Suspension and Deactivation of Drivers

Quarter 2: June 30, 2020 Recommendations

Recommendation 1:

Procedural Due Process in Suspension and Deactivation of Drivers

Recommendation 2:

Service Animal Policy Protections for Drivers and Riders Under the ADA

Quarter 3: September 14, 2020 Recommendations

Recommendation 1:

Procedural Due Process in Suspension and Deactivation of Drivers

Recommendation 2:

Transparency of Lyft Platform and Service Fees

Recommendation 3:

Dash Cameras Available to Drivers at Reduced or No-Cost

Recommendation 4:

24 Hour TNC Customer Service Line for Drivers Experiencing Fraud and Other Urgent Matters

Quarter 4: November 30, 2020 Recommendations

Recommendations were the same as prior months.

Quarter 5: February 8, 2021 Recommendations

No additional recommendations.

Quarter 6: June 14, 2021 Recommendations

No additional recommendations.

Quarter 7: October 11, 2021 Recommendations

No additional recommendations.

Quarter 8: February 14, 2022 Recommendations

No additional recommendations.

Quarter 9: April 11, 2022 Recommendations

No additional recommendations.

Quarter 10: June 13, 2022 Recommendations

No additional recommendations.

Quarter 11: August 8, 2022 Recommendations

No additional recommendations.

Quarter 12: October 10, 2022 Recommendations

No additional recommendations.

Quarter 13: December 12, 2022 Recommendations

Ombuds recommends drivers be reminded in PBOT Communications of the importance of obtaining and maintaining in-automobile cameras (dashcams).

Quarter 14: February 13, 2023 Recommendations – MEETING POSTPONED

No additional recommendations.

Quarter 15: April 10, 2023 Recommendations

No additional recommendations.

Quarter 16: June 12, 2023 Recommendations

No additional recommendations.

Quarter 17: August 14, 2023 Recommendations

No additional recommendations.

Quarter 18: October 9, 2023 Recommendations

No additional recommendations.

Quarter 19: November 27, 2023 Recommendations

No additional recommendations.