

## **TNC Driver's Advisory Committee August 12, 2024**

**Keenan Browe, Phil Berger, Steven Dalton, W Scott Floyd, Kelly Kelvin, Ben Clardy, Karyssa Jackson, Anna Richter-Taylor, Sally Lajoie, Joshua Lynch, Gabby Sanchez**

### **Other Attendees:**

Darrin Campbell, Noah, Nathaniel Hudson-Hartman (at beginning then left), Raechell C, Commissioner Mingus Mapps

### **Introductions:**

- Kennan Browe Called Meeting to Order at 3:38pm
- Quorum Met at 3:46pm

### **Announcements from Committee Members:**

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### **Approval of Meeting Summary:**

- Keenan motioned to approve meeting summary from June 10, 2024, Steven seconded motion.
  - Approved: The Draft Final June 10, 2024, Meeting Summaries were approved.

### **Public Comments:**

- Nathaniel: Thanks TNCAC – Speaks about items voted on to be recommended to PBOT.
- Commissioner Mapps addresses Phil's ask about wanting to see commissioners/mayor in the committees/more answers to recommendations they make.
- Steven Dalton – Lyft is increasing pricing of rental program.
- Phil Berger: Welcomes new members – Kelly Kelvin, Ben Clardy, Nicole Cohen.

### **General Updates from Technical Advisory panel:**

- No Updates from Uber
  - Phil asks about Riders cleared from platform using fake names.  
Action Item – Response to this outstanding action items.
  - Anna Richter-Taylor: Believes they did respond, says it is ongoing process and if they want another request she can get an updated request with time frame.
  - Kelly Kelvin – The ride that was accepted by her husband was from an account that had a fake name.
- No Updates from Lyft

### **PBOT Program Updates:**

- Josh Lynch:
  - Monthly Newsletters - Intend for newsletter to go out soon. Waiting on driver safety workshop that is being put together. Was supposed to be 8/7 realized not enough

notice, moved to 8/28. Ask for feedback on what drivers may want to hear things about specifically.

- Driver Permits: FAQ is being worked on. Have made some changes to permit notification.
- PBOT has gone through re-organization recently.

#### **Ombuds Report:**

- Sally Lajoie:
  - A driver complaint that was deactivated rider complaint about inappropriate conduct.
  - Closed because driver was not consistently responding to requests for information.
- Josh PBOT TNC driver complaints:
  - Has not received many complaints.
  - Looking into why PBOT isn't getting more complaints.
    - Phil asks if cards/posters can be at airport.
    - W Scott Floyd – says submitted complaint hasn't received response.

#### **Action Item Recap**

- Keenan: What can committee do to make changes on these topics, come up with more information around these items. Committee wants to continue to talk about these they just need to be drafted up with more information.
  - Rider Photos (Real photos as opposed to any photo)
  - Trip Requests while in motion (distracted on phone while driving another customer)
  - Teen Rides / Unaccompanied minors (Phil and Steven brought this topic up as unaccompanied minors not teen rides)
  - Driver Training (waiting on further discussion points – driver workshop is being provided this month)
  - **Josh Action Item: looking into TNC requirements.**

#### **Discussion - Driver Time Limit:**

- 12 hours a day on each platform
- Steven Dalton: PFHT code no person should drive more than 12 hours in any given 24 hours period. Does Not represent the TNC model well.
  - No defined rest periods. TNC interprets 12hours online reset period, but sessions can be staggered.
  - Reason 12 hours on one platform and then 12 hours on another platform is possible is because it is not reported to regulators.
  - Recommends that data be gathered by regulators.
    - W Scott Floyd – what can PBOT employ to get that information from the TNC's?
      - Steven says he's been talking to Josh about how this would get to PBOT. TNC's have the data.  
Josh – Code would need to be adjusted to require this information get to PBOT.
      - Keenan Browe – Would there be confusion between Portland and Suburbs

- Steven – Believes cities around Portland should adopt Portland’s City Code if this were to be put in code.
- Phil Berger – Supports required reporting the data to PBOT. Supports some of the breakdown but thinks some of it needs to work through a little more.
- Kelly Kelvin - If hours get cut back then compensation needs to be increased.
- Kennan Browe – Only so many people willing to do this work. If you take full time drivers out TNC’s will be forced to make the work more attractive.
- Ben Clardy - What percent of hours are over the requirement? If it’s not a meaningful percentage, things won’t change.
- Darrin Campbell – isn’t solely a TNC topic. They are concerned that Taxi drivers work their 12 hours and then move over to TNC for the other 12 hours. It is a topic PFHT Advisory Committee will be discussing this topic.
- Phil Berger - Asks if they can re start the fees and fares subcommittee. Darrin thinks they can look into it.

**Topic Submission: Destination Filters**

- Nathaniel not in attendance to present his Topic Submission  
Keenan - Lyft shows driver detailed map before accepting trips, Uber refuses to implement same style.  
All TNC’s to provide detailed map with beginning and end of a ride.
- Phil Motions to make it a discussion item. W Scott Floyd Seconds.
  - Roll Call – Motion Passes.

CHAIR ADJOURNED THE MEETING AT 5:02pm

NEXT MEETING: The next meeting will be on Monday, October 14, 3:30 p.m.-5:00 p.m