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TNC Topic Submission

TOPIC SUBMITTER: Nathaniel Hudson-Hartman

SUBMISSION DATE/TIME: 06/13/24 6:14 PM

ORGANIZATION/AFFILIATION: Independent Contractor/Drivers Union-Oregon

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TOPIC OR DESCRIPTION OF ISSUE:

Driver Safety Issue-Trip Destination Details

HOW IS THIS IMPACTING THE INDUSTRY:

Lyft shows drivers a detailed map and locations of both pickup & drop-off before accepting every trip. Uber refuses to provide this vital information to drivers.

Instead Uber invented and maintains a point-based "reward" system full of colors, symbols, and precious metals designed to coerce drivers into thinking they are being granted some perks, while accepting trips they shouldn't take. In this system, drivers have to complete upwards of 300 trips each quarter, while accepting 85% of their trips and only cancelling 4%.

The "reward" in question? A mere estimate of where the trip will go. (ex. 25 min East, NW, etc.) From there it is a guessing game if East is Gresham, Camas, Washougal, Vancouver, or somewhere else entirely.

This has created a dangerous gambling and gaming mentality for drivers where they have to make a snap decision, often while already on another trip. Not only does this take our focus off of driving safely, it also causes undo mental anxiety, stress and unwellness. And we may unknowingly be taken to an area that we do not feel safe in, especially for our most vulnerable drivers.

Drivers that operate their business properly and only accept trips that keep them safe and profitable, but are hovering close to the 85/4 threshold, start having to accept trips they wouldn't normally take just to keep this "reward." We are literally gambling with our lives, especially with crimes against gig workers on the rise, particularly when operating in areas where dangerous & illegal activity is higher.

REASON FOR CONSIDERATION OR CHANGE TO THE REGULATIONS:

This is simultaneously one of the biggest threats to the safety, and one of the biggest systems of control Uber has in place for its driver workforce.

All classification debating aside, as an Independent Contractor, it is our RIGHT to know every detail of the jobs we are contracted to do. An electrician or plumber would not be kept in the dark as to where their gig would take place. But even if we were employees we would know EXACTLY where our work would be done!

Uber refuses to take the necessary steps to help keep their workforce safe, so we need help from the City of Portland to empower us to make the safest decisions for ourselves and our families. We need the City of Portland to ensure not just Uber & Lyft, but all TNCs that come after to provide a detailed map/route, complete with pinpoint locations of where each trip will begin and end on EVERY trip request before we accept.

Uber has the technology to provide this information to us! They show the destinations in just about every other city, and they do in the Portland-Metro area currently but only on reserved trips and food deliveries on Uber Eats. You would also see those details on DoorDash and Grubhub. How does it make sense that a food delivery driver can get that information, but a rideshare driver can't?!

WHAT IS THE PROPOSED SOLUTION:

City of Portland amends TNC city code to mandate all TNCs to provide (in the app) a detailed map/route, complete with pinpoint locations of where each trip will begin and end on EVERY trip request we receive before we accept it.

The wording would also include language that prohibits the TNCs from requiring maintaining any acceptance, cancellation or "star rating (ex. 4.9 or higher), minimum number of trips to be completed, vehicle type, or any other stipulation for them to be able to withhold trip destination information from ANY driver for any reason.

WAS A FILE/IMAGE UPLOADED WITH THIS SUBMISSION? Yes

THIS IS AN AUTOMATED NOTICE OF SUBMISSION. ANY ATTACHMENTS SUBMITTED MUST BE REQUESTED AS THEY MUST BE VERIFIED AS A LEGIT SUBMISSION AND PROCESSED TO REMOVE ANY UNINTENTIONAL MALICIOUS SOFTWARE ADDITIONS BEFORE DISTRIBUTION.