

City of Portland, Oregon, TNC Drivers Advisory Committee (“DAC”)
Quarterly Ombudsperson Report: May 27, 2022
Prepared for TNC Drivers Committee Meeting June 13, 2022

Executive Summary

One New Complaint Filed. The Ombuds now processes only complaints filed by drivers that were offboarded/deactivated. PBOT assists drivers with the remaining complaints filed including deactivations addressed by State law or City Code.

Status of Open Complaints. Four complaints remain open and in pending status; all relate to deactivations or suspensions. The Ombuds Team has placed these four complaints in pending status in the event the Committee’s recommendation is adopted, after which time they will be reopened.

Recommendations. The Ombuds has two proposed changes submitted by a driver this Quarter, see page 2.

Introduction

In the 10th Quarter, one new complaint was filed due to deactivation/suspension. ***However, the complaint was reassigned as a neutral matter as there was no deactivation issue to resolve.***

Status of all complaints in current reporting period (QR9):

- Complaints resolved as driver requested / in favor of driver & TNC: 0
- Complaints open / pending: 4
- Complaints unresolved / neutral / closed: 1
- Complaints referred to outside source: 0

Detail of Complaints in Current Reporting Period

Update on Closure of Pending/Open Complaints in the Tenth Quarterly Report (May 2022).

No new complaints were filed for the Ninth Quarterly Report submitted on March 13, 2022. Of the five open and pending prior submitted complaints, four are still currently open.

- 19105-00. Driver's son filed the complaint via PBOT on behalf of his father whose first language is not English. Ombuds discovered there was no current deactivation issue with Lyft or Uber. Driver did inform Ombuds of a few concerns, including proposed changes related to rider accounts and a permit question which was forwarded to PBOT. Complaint closed and categorized as a neutral resolution.

Proposed Changes and Topics Submitted by Drivers

Drivers Lack Access to Complaints Filed Against Riders

- Drivers should have access to a rider's profile to view existing complaints filed by other drivers.

Stop Allowing Ride Requests on Behalf of Others

- Uber and Lyft should stop allowing riders to request trips for anyone but themselves. Allowing riders to request trips on behalf of other people allows the actual passenger to remain completely anonymous.

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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.