

BENEFITS & COMPENSATION SUBCOMMITTEE

FINAL MEETING SUMMARY

March 20, 2020 • 11:00 AM – 12:00 PM

GoToMeeting

Advisory Committee Members	Organization	Present
Mark Williams	TNC Program Manager, PBOT	Yes
Alma Raya, Vice Chair	At Large Member of the Public	Yes
Duane Hanson, Chair	TNC Driver	Yes
Alan Doud	TNC Driver	No
Mario Salazar	TNC Driver	No
Orlando Lopez Bautista	TNC Driver	No
Stephanie Strahan	TNC Driver	No
Erika Nebel	City Policy Advisor, PBOT	Yes
Hank Kaplan	Bennett Hartman Attorneys at Law LLP	No
Tracy M. Smith, Facilitator	Inhance LLC	Yes
Jamie Lynne K. Souza	Inhance LLC	No

BENEFITS & COMPENSATION SUBCOMMITTEE PURPOSE: The Subcommittee convened as a result of the October 10, 2019, TNC Drivers Advisory Committee meeting. The purpose of the survey kick-off meeting was to review survey questions from John Horvick, Director of Client Relations and Political Research at DHM to create legally defensible survey questions.

SUBCOMMITTEE DISCUSSION

Meeting began at 11:00 am.

Review of Survey

Narrative: Thank you for taking time to complete this survey. Your participation will help the City of Portland the TNC Committee better understand how much people earn from rideshare driving. The results will help inform policy and program development to better support drivers.

Please know that your participation in this survey is voluntary and that your individual answers will remain confidential.

- No changes.
- Mark Williams: PBOT's Communications Director will review the survey language.

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1. **Question 1:** In which language would you prefer to complete the survey?

- a. English
- b. Spanish
- c. Vietnamese
- d. Chinese
- e. Russian
- f. Korean
- g. Ukrainian
- h. Japanese
- i. Arabic
- j. Romanian
- k. Tagalog
- l. Somali
- m. Mon-Khmer, Cambodian
- n. Nepali
- o. Persian
- p. Laotian
- q. Other **[open]**

- Alma Raya: Is it still an option to use these languages?
- Mark Williams: Yes. PBOT will use the City's most common Safe Harbor languages. PBOT will work with DHM Research (DHM) to find the best platform to launch the survey that has these language options.
- Erika Nebel: Will send the list of Safe Harbor languages to A. Raya, D. Hanson, and T. Smith.
- Alma Raya: Are the Safe Harbor languages listed on the survey?
- Mark Williams: Some, not all. John Horvick of DHM pulled the languages from a survey he previously used.
- Erika Nebel: May not need to translate all of the languages, for example, Japanese. She'll review this and get back to the Subcommittee.
- Alma Raya: Agrees.

Question 2: Please select the services you currently drive for? **[select all that apply]**

- a. Uber
- b. Lyft
- c. Wingz
- d. Taxi service
- e. Other
- f. Not currently driving with a rideshare service **[Terminate]**

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- No changes.

Question 3: [if Uber driver]

What is the highest level of uber service you drive for Uber?

- uberX
- uberXL
- uberSELECT
- uberSUV
- uberBLACK
- uberLUX
- UberEats

- No changes.

Question 4: [if Lyft]

What is the highest level of service you drive for Lyft?

- Lyft
- Lyft XL
- Lyft Lux
- Lyft Black Lux

- No changes.

[Ask all]

Question 5: Is driving for rideshare your only job?

- Yes, this is my only job
- I drive in addition to other work

- No changes.

Question 6: Considering all your current sources of income, how much comes from your rideshare earnings? Enter number between 1% and 100%. Your best estimate is okay. **[open, enter whole number]**

- No changes.

Question 7: For about how long have you been a rideshare driver?

- Less than 1 year
- 1-2 years
- 2-3 years

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- d. 3-4 years
- e. 4-5 years
- f. More than 5 years

- Alma Raya: Is More than 5 years an option?
- Duane Hanson: It's only been 5 years.
- Alma Raya: Delete F.

Narrative: Take a look at the “Earnings” page on your apps. Scroll to find your most recent full week of work, from Sunday through Saturday. We are going to ask you some questions about this week of driving.

- No changes.

THIS WEEK	
\$400.83	
Base Fare	\$65.25
Distance	\$298.15
Time	\$111.72
Min Fare Supplement	\$2.35
Cancellation	\$5.00
Tip	\$16.26
Wait Time	\$2.67
Toll	\$20.76
Total Earnings	\$400.83

TIME ONLINE	COMPLETED TRIPS
14 hr, 1 min	28

Weekly summary Sep 2-Sep 8, 2019
Generated September 12, 2019, 02:36 PM PDT

Freida Gough
SSN: xxx-xx-0000

\$780.29
Net earnings

Driving totals		
76 Rides	614.59 Booked miles	
28 hr Booked time	35 hr 19 min Online time	

Your earnings	\$781.79
Ride Earnings	\$650.32
Tips	\$48.60
Ride Adjustments	\$6.25
Bonuses	\$71.62
Cancel Earnings	\$5.00

Your deductions	-\$1.50
Express Pay Fees	-\$1.50

Continued on next page

Lyft
185 Berry Street Suite 5000
San Francisco CA 94107

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This isn't a tax document. Visit Tax Information from your dashboard for details on taxes.

Narrative: Please enter the total amounts from all your rideshare apps. If you drive for multiple rideshare companies, add the amounts and enter the totals.

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- Alma Raya: If people drive for Uber and Lyft would they be combining their earnings and entering it into the survey?
- Duane Hanson: Yes.
- Alma Raya: Aren't they different? One says "Ride Earnings" and "Tips", for example.
- Duane Hanson: It's easy to determine the total from both.
- Alma Raya: Would that be accurate? Does it matter that the apps are different?
- Duane Hanson: It will be pretty accurate.
- No changes.

According to your apps...

Question 8. What were your total earnings for this week? [open, require whole dollar amount]

- No changes.

Question 9. How much did you earn from tips? [open, require whole dollar amount]

- No changes.

Question 10. How many trips did you complete this week? [open, require whole number]

- No changes.

Question 11. How many miles did you drive this week? [open, require whole number]

- Alma Raya: We talked about Question 11. We said it's not going to be accurate because the information will come mainly from a driver's app and that is the only time a driver is with a passenger. As long as this is clear for everyone and there aren't assumptions, for example, if wages aren't determined using how many miles, they have on their app. This needs to be clear.
- Tracy M. Smith: Do you want to add additional language to Question 11?
- Alma Raya: What if How many miles did you drive this week with a passenger on? Would people understand this as the same thing when looking at their app?
- Duane Hanson: This will be hard to determine because they know they were driving with the app on. It's hard to determine how many miles they drove to get the passenger and how many miles the passenger was in the car. This would be unfair and inaccurate reporting.
- Alma Raya: Leave the question as it is?
- Duane Hanson: Yes. It tells me how many miles did you drive, not with the app on, but this week for the job.
- Alma Raya: People will be looking at their app with this question. The screen will say look at your app. Question 11 looks at the app.
- Duane Hanson: Since the language says "According to your apps..." it should be fine.

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- Alma Raya: We talked about another question, Do you keep track of this information using a third-party app or your notes (or something like that)? After people fill it out and answer the questions according to their app, they can answer if they keep track of their mileage separately from the app?
- Duane Hanson: May want to add a Part B that says, In your estimation how many miles did you put on your vehicle performing ride shares this week?
- Alma Raya: We could do this, but we also talked about drivers that keep track separately. We would follow-up with them to get the most accurate information. Could ask drivers to now start tracking miles separately and they will be asked later for detailed information. Mark, you said this in a previous meeting, right? You previously mentioned we could follow-up with drivers to get detailed information on how drivers track expenses and mileage separately from the Uber and Lyft apps.
- Mark Williams: Yes, and then do another survey—that was his original thought. This survey might have to target some drivers across the spectrum and then PBOT will invite them to take an additional survey. They would be instructed to track the exact information for a specific time. PBOT may be able to provide an incentive, pending approval, for taking the additional survey.
- Alma Raya: She likes this idea.
- Tracy M. Smith: Duane, what number would your additional content be?
- Duane Hanson: 11 A or 11 B.
- Alma Raya: Is part 11 A and 11 B would be Do you keep track separately? If so, How much did you drive?
- Duane Hanson: Perfect.
- Alma Raya: A follow-up to How many miles did you drive this week?, would be Do you use a separate way to keep track of your miles driven? If so, How many miles did you drive overall?
- Tracy M. Smith: This comes after Question 11?
- Alma Raya: Yes.
- Duane Hanson: As a Part B.
- Mark Williams: This seems to be in reverse order; shouldn't it be the other way around. Question 11 says How many miles did you drive this week? They'll enter their mileage. Then we're going to say Do you use a separate app to track your mileage? If yes, How many total miles did you drive? This is confusing.
- Duane Hanson: We should remind them we're talking about miles in the app. So, How many miles did you drive this week according to the app? Followed by Part B, what we discussed. Does this sound right?
- Mark Williams: This would be helpful. Part B would say, Do you utilize a separate app to track your total mileage? If yes, for the week, enter that number here. You'll get total miles for the same week in Question 11. You'll get total miles for the same week for mileage that's not captured in the app. Is this just Period 3?
- Duane Hanson: It's a lot of Periods. Only mileage with a passenger is tracked. Period 3.
- Mark Williams: Select a week and for this particular week you selected, How many miles does the app say you drove? Part B, Do you use a separate app that captures total mileage when providing private-for-hire services. If yes, Enter that total number for the week here.
- Alma Ray: Yes.
- Tracy M. Smith: Is there 11, 11 A, and 11 B.

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- Mark Williams: It's only 11 A. There will be logic entered. If they say Yes, a window opens and says Enter the total mileage here. A suggestion, for the drivers that complete the question for the extra app, those would be the drivers to invite to take a focused survey on miles traveled and expenses.
- Alma Raya: Great idea. Can we ask for their names and information? How would we know their names?
- Mark Williams: We can have additional logic. A window opens that says "Would you be interested in participating in a focused survey regarding these expenses and miles driven? Put your name and email here."
- Alma Raya: Would this be a part of Question 11 or the end of the survey?
- Mark Williams: It would be easier to have this logic after Question 11—either way, it will be somewhere. They don't have to enter their name if they don't want to participate.
- Alma Raya: There would be 11 B, additional logic, asking drivers if they want to participate in another survey.
- Duane Hanson: Agrees.

Question 12. How many hours and minutes were online this week? [open, hours, minutes]

- Alma Raya: Thought the Subcommittee previously discussed that Uber has time online and Lyft has two different times?
- Duane Hanson: On the Lyft side, there will be weekly totals on how many trips completed, how many hours online, and how much were your gross earnings? This comes in an email on Monday or Tuesday of every week.
- Duane Hanson: The toughest number to determine will be Question 11. People will have to figure out how many actual miles in total that they put on the vehicle each week. This is usually determined when you get to the gas station and write down your mileage. That's how he does it. Everyone does this differently.

Narrative: You can now close out of your app. The next two questions are about your total earning in the past 12 months from driving. Please consider only the income earned from driving and no other sources.

- No changes.

Question 13. What were your total earnings for the past 12 months? Your best estimate is okay. [open dollar amount, require whole dollar amount]

- No changes.

Question 14. How much of your total earnings in the past 12 months came from tips? [open, require whole dollar amount]

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- No changes.

Question 15. Considering all your current sources of income, how much comes from your rideshare earnings? Enter number between 1% and 100%. Your best estimate is okay. **[open, enter whole number]**

- No changes.

Question 16. Do you use any other apps or tools that are not provided by rideshare companies to track your hours, miles, or earnings from driving?

- a. Yes
- b. No

- Mark Williams: Sounds like Question 11.
- Alma Raya: This should be Question 11 B.
- Delete.

Question 17: Do you agree or disagree with the following statement: Before I accept a ride, it is clear to me how much money I will make from that ride.

- a. Strongly agree
- b. Somewhat agree
- c. Somewhat disagree
- d. Strongly disagree
- e. I'm not sure

- No changes.

Question 18: Have you ever been deactivated by Uber?

- a. No, I don't drive for Uber
- b. No, never
- c. Yes, temporarily
- d. Yes, permanently

- Alma Raya: Have you been deactivated due to a complaint or low rating?
- Mark Williams: This is what Caleb Weaver was trying to explain.
- Alma Raya: An email with a revision was sent to John Horvick to edit. Note: An email wasn't sent to John Horvick. This revision will be outlined in the draft survey.

Question 19: **[If "yes, temporarily"]** How long were you deactivated from Uber?

- a. 1-3 days

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- b. 4-7 days
 - c. 1-2 weeks
 - d. More than 2 weeks
-
- Alma Raya: Not sure why this question is highlighted. It's a few days, but I've never heard a couple of weeks.
 - Tracy M. Smith: John Horvick wanted the Subcommittee to define the ranges.
 - Duane Hanson: Two days to two weeks.
 - Mark Williams: Logic can be applied to Questions 18 and 19. If yes, to Question 19, the logic can incorporate the ranges into one question. PBOT can determine this later.
 - Alma Raya: Agrees.

Question 20: Have you ever been deactivated by Lyft?

- a. No, I don't drive for Lyft
 - b. No, never
 - c. Yes, temporarily
 - d. Yes, permanently
-
- Tracy M. Smith: Questions 20 and 21 are for Lyft. Do you want to do the same that was done for Questions 18 and 19?
 - Alma Raya: Yes.
 - Mark Williams & Duane Hanson: Yes. Would flip these questions. Have you ever been deactivated by your rideshare company? The choices would be Uber and Lyft. If the box for one of them is checked, only the relevant subsequent boxes would come up. PBOT will figure out how to use logic so the appearance of the number of questions is less, but the same result of what the Subcommittee is looking for. The option would be to select all that apply. If so, How many days and weeks?, for example.

Take Questions 18 – 21 and incorporate the logic on these questions to look like one question. Will explain this to John Horvick.

Question 21: [If "yes, temporarily"] How long were you deactivated from Lyft?

- a. 1-3 days
 - b. 4-7 days
 - c. 1-2 weeks
 - d. More than 2 weeks
-
- See comments under Question 20.

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Question 22: Do you lease a vehicle from Uber?

- a. Yes
- b. No

- Alma Raya: Can do the same for Questions 22 and 23 and incorporate the logic.
- Mark Williams: PBOT will incorporate the logic and ask the same questions. We should specifically call out each program name that Lyft and Uber use to ensure there is no confusion about purchasing a car versus renting a car. For example, Do you lease a vehicle from Lyft (the Hertz Rental Car Program)? Do the same for Uber.
- Alma Raya: Agrees.

Question 23: [If yes] How do you pay for the vehicle that you lease from Uber?

- a. Hourly
- b. Weekly

- Alma Raya: Thought the Subcommittee was asking how much they pay and how they pay for it?
- Mark Williams: Not familiar with the program. Lyft uses Hertz and Uber uses Xchange Leasing. Not sure if this refers to the lease programs. Thought Uber and Lyft had a car purchasing program. Is this question asking about their temporary rental or a long term purchase option?
- Alma Raya: She's sure they were trying to get temporary rental programs. The important question is How much do they pay?
- Duane Hanson: Believe it is \$400 a week and it's taken off the top before earnings are received.

Question 24: Do you lease a vehicle from Lyft?

- a. Yes
- b. No

- See comments under Questions 22 and 23.

Question 25: [If yes] How do you pay for the vehicle that you lease from Lyft?

- a. Hourly
- b. Weekly

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- See comments under Questions 22 and 23.

Narrative: The Portland TNC Committee is interested in having follow up conversations with drivers about their expenses. Understanding how much drivers are paying for gas, insurance, maintenance and other expenses, will help the TNC Committee assess drivers true earnings.

- No changes.

Question 26: Would you be willing to have a follow up conversation with the TNC Committee about your expenses?

- a. Yes
- b. No

- Duane Hanson: No changes; straightforward.
- Alma Raya: This is similar to Question 11, but we want to make sure those that are keeping track of their mileage are asked this question. While this question is broader, we can call drivers to see if they keep track separately.
- No changes.

Question 27: [If yes] Please enter your contact information:

- a. Email
- b. Phone number

- No changes.

Narrative: Thank you.

These last questions are about your personal background. We are asking them to ensure that we hear from a representative group of rideshare drivers. Again, your individual answers will remain confidential.

- No changes.

Question 28: In what year were you born? **[Open]**

- No changes.

Question 29: With which of the following gender identities do you identify? Check all that apply.

- a. Male

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- b. Female
- c. Non-binary or gender non-conforming
- d. Trans
- e. Other

- No changes.

Question 30: With which of the following races and ethnicities do you identify? Check all that apply.

- a. African
- b. Asian or Pacific Islander
- c. Black or African American
- d. Hispanic or Latino
- e. Middle Eastern or North African
- f. Native American or American Indian
- g. White or Caucasian
- h. Other

- No changes.

Question 31: What is the highest level of education you have completed?

- a. Less than high school diploma
- b. High school diploma
- c. 2-year degree/some college/trade
- d. 4-year degree
- e. Graduate degree

- Alma Raya: The Subcommittee has gone back and forth about including demographic questions. It was brought up last time, however, to ensure people weren't being discriminated against based on race or gender—not getting enough rides and low ratings. Drivers can skip the demographic questions.
- No changes.

Question 32: What was your total household income in 2019?

(For this question, please consider the people in your household for tax purposes. Typically this is the immediate family members who you live with.)

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- a. Less than \$25,000
- b. \$25,000—\$49,999
- c. \$50,000—\$74,999
- d. \$75,000—\$99,999
- e. \$100,000—\$149,999
- f. \$150,000 or more

- No changes.

Next Steps

- Alma Raya: What are the next steps?
- Mark Williams: The next step is for PBOT to meet with DHM and look for a platform to best launch this survey. The survey should be on the platform in a draft format and the Subcommittee should test it to ensure its functioning properly. When this is done the launch date is up to the Subcommittee after you are satisfied with the beta testing. We need to review what the results will look like, so the results of the data can be understood. Is this the best time to launch the survey since drivers aren't working a lot? Do we wait until the crisis is over? It is up to the Subcommittee to identify a launch date, but we must go through the beta testing first.
- Alma Raya: This sounds good.
- Tracy M. Smith: The Meeting Summary will be sent Monday, 3/23/2020, late afternoon. Review the Meeting Summary as quickly as possible, and subsequently, the survey revisions and Meeting Summary will be sent to John Horvick.
- Alma Ray: Agrees.