

TNC BENEFITS & COMPENSATION SUBCOMMITTEE

FINAL MEETING SUMMARY

August 20, 2020 • 11:00 AM – 12:00 PM

Zoom Conference Call

Advisory Committee Members	Organization	Present
Mark Williams	Regulatory Division Manager, PBOT (non-voting member)	Yes
Alma Raya, Vice Chair	At Large Member of the Public	Yes
Duane Hanson, Chair	TNC Driver	Yes
John Horvick	DHM Research	Yes
Saffy Chan	PBOT Regulatory Division	Yes
Tracy M. Smith, Facilitator	Inhance LLC	Yes
Jamie Lynne K. Souza, Recorder	Inhance LLC	Yes

Meeting began: 11:00 am

- Mark introduced Saffy Chan to the Subcommittee.
- Mark Williams: PBOT is waiting for the final DHM contract, but as soon as the contract is executed, Mark will send a copy to John Horvick. Previously, the Subcommittee was going to take a final look at the survey and explore survey platforms to distribute the survey. The Subcommittee needs to determine when the survey will be finalized.
- Tracy M. Smith: The survey was approved in March 2020 by the TNC Drivers Advisory Committee. The survey platform was going to be explored and finalized.
- Mark Williams: Can John Horvick share any platforms he'd recommend?
 - John Horvick: DHM uses two survey platforms. They use a professional version of SurveyMonkey, which is a good-looking platform that offers the ability to have unique URLs. For more complex surveys Softube is a more robust platform used with complicated samples, different question types, and complicated programming. However, John recommends SurveyMonkey which is probably the best tool.
 - Mark Williams: PBOT has SurveyMonkey with the City. His concern is if it can handle the section with the picture of the wages.
 - John Horvick: Yes, pictures can be displayed in SurveyMonkey.
- Tracy M. Smith: Does SurveyMonkey cover different languages?
 - John Horvick: No, SurveyMonkey doesn't provide translation services. The questionnaire would need to be translated and then programmed individually. It could be set up where the skip logic would branch to one version or another, whereas the individual would choose the version they want to use to take the survey.
 - Mark Williams: John, are there individuals that DHM can work with to translate the survey in SurveyMonkey?

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- John Horvick: DHM typically works with a firm called Verbio. Has the Subcommittee finalized the languages it wants to use in the survey?
- Mark Williams: There are 10 Safe Harbor languages that the City uses for translation.
- Mark Williams: The first survey question would ask what language and when selected the logic would send the individual to their selected language format. John, can DHM pull data from the different subsections and merge to get the data PBOT needs?
- John Horvick: Yes. There will be different structures on the backend of the survey for each language. There's a variable that identifies languages, but the instruments will be identical. There are some areas to think through the programming, but that won't be the hurdle; it would be the translation.
- Mark Williams: PBOT will work with John to work on an English version of the survey. Once the English version is tested and the Subcommittee agrees that it works, then PBOT can start translating the survey into the Safe Harbor languages.
- John Horvick: Typically, DHM puts together a Word document. When a questionnaire is transferred from a Word document to a program edits are made to the document. Therefore, he will take our current instrument, program it, have people pre-test it, make edits if needed, and have people sign off on it. The final programmed English version will be translated into a clean Word version that can then be translated into the 10 Safe Harbor languages.
 - Mark Williams: What kind of timeline is that? From the first version of the survey to testing it, then back to a Word version, and then translated.
 - John Horvick: For the instrument we have, it would take three to four hours of focused attention. However, people would have to provide feedback and that could be days. Presuming we have a final questionnaire, the final edits would take an hour or two. To get something translated in standard time could take about a week unless rushed, but a rush can be expensive.
 - Mark Williams: PBOT has translation services, but I'd like to explore the option of working with someone DHM works with and if needed we can set up a purchase order with a company, so this is more streamlined and moves faster.
 - John Horvick: I highly recommend Verbio. I will send them the Safe Harbor list to confirm the languages they can or cannot translate.
- Mark Williams: Saffy will send to everyone the Safe Harbor List. In the next two weeks, we could have an English version ready to be sent out to the Committee members to start testing and make edits to the survey. Then spend another two weeks with the translation services to get it into a format that works with the 10 Safe Harbor languages.
 - John Horvick: Those are conservative timelines, but the English version could be programmed by next week and then another week for the English version to be translated. He's uncertain about the translation part as he doesn't work in that area.
 - Mark Williams: It could be three to four weeks that we have a survey ready for the Committee to launch at that time?
 - John Horvick: Yes, this is a responsible timeline.

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- Mark Williams: Duane and Alma, could you write a paragraph introducing yourselves, explaining the survey, encourage participation that can be sent out before the survey?
 - John Horvick: A pre-notification is helpful to increase response rates and sending it out four days to a week before the survey launches. It'll be important to mention what the results will help when the survey will launch, and how long it'll be open. He will help Alma and Duane draft the language of that paragraph. Also, the pre-notification needs to be translated into the 10 Safe Harbor languages.
 - Mark Williams: He suggests the pre-notification be sent on a postcard that will be mailed and emailed to drivers.
 - John Horvick: DHM has done similar workaround policing where people have the opportunity to complete both a paper and an online version. DHM has sent four different invitations, a pre-notification postcard, a letter with the survey instrument, and a return envelope, a follow-up reminder postcard, and a reminder survey. DHM provides survey-takers with a unique ID number so the survey can't be submitted more than once. However, it's important to understand the downside; some drivers may worry it's not anonymous with an ID number.
- Saffy Chan: Would the TNC companies be able to send a text to their drivers?
 - Mark Williams: They could send a message, but they may want to have more input, but this may impact the timeline. PBOT can ask this question.
 - Tracy M. Smith: Is there a perception that the survey will not be confidential if it is sent via Uber/Lyft? If we're trying to get a high completion rate this is an important consideration.
 - Duane Hanson: PBOT has a current list of all drivers, correct? Send the first version to Alma and I and we'll look through it for any changes and then PBOT can broadcast it to drivers.
 - Mark Williams: Once we have the survey translated, PBOT will send the pre-notification postcard and email. A week later, the survey can be launched with the survey link. PBOT can generate a unique ID or have drivers input their permit number.
 - John Horvick: That would be easier to manage. The only issue, again, is if drivers will be concerned about the perception of lack of confidentiality. This may suppress some drivers from taking the survey.
 - Duane Hanson: We'll express that we aren't sharing their information and drivers can login with their unique ID number from PBOT and we'll see who will complete it.
- Alma Raya: She has concerns if TNC companies are sending the survey. This started because TNCs were not giving accurate information to the drivers to determine their actual earnings. TNCs send the survey would be a conflict. She would like to flag that drivers' wages are not accurate now and could also be pushed back. If we present something on what the drivers are making, then we could get responses like, we're in a pandemic. Should we ask drivers what their wages were at the beginning of the year and would drivers have a record of that?
 - John Horvick: This is also on his mind. He's unsure of this answer. From an outside perspective, this is the life we're living in today. He doesn't know when it's going to change. The economics are much different now than they were in March 2020 and it is something to consider.

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- John Horvick: The current survey is asking drivers to look at their app and report that information. Can we ask them to go into a particular weekend in March 2020 or February 2020? Is that information available and easily accessible?
 - Duane Hanson: No, drivers can only go back a week. He likes the before March 2020 verbiage. Right now, ride requests are down 90% due to COVID, and this survey has to be taken with the understanding that drivers are talking about the period before March 2020.
 - John Horvick: That's not the way the survey is structured now. We asked drivers to look at their most recent full week. We could ask a more qualitative follow-up question, "Compared to March, are you making twice as much or less?" Drivers could give us a sense of how much their wages have changed.
- Tracy M. Smith: Duane, if they can't retrieve data before March 2020, does it make sense to ask the question if they can't retrieve that data?
 - Duane Hanson: We're in unique times and may need drivers to think pre-COVID.
- John Horvick: Duane, I hear you want drivers to answer questions with a pre-COVID mindset, but the survey is not designed that way. If we want to do that, then it's a big shift and we'll have reviewed the survey. Here's a fundamental question, "Are we asking drivers to respond to today or what they earned in the past?"
 - Alma Raya: Am I hearing that we could ask what drivers earned before March 2020 and have a follow-up question with how much their earnings changed and if they're still driving?
 - John Horvick: To get the most accurate information, I'd ask, "What do you make now compared to in March?"
 - Alma Raya: I don't recall the questions, but can we get how much drivers earn an hour even if they're driving fewer hours now?
- John Horvick: This is a good conversation, but we'll have to look at the survey and determine what works and what doesn't. He's coming from the outside, so the Subcommittee can reject his idea. He's unsure if it makes sense to ask drivers about March 2020 because that's the default this isn't changing. We're already six months into the pandemic.
 - Duane Hanson: He feels drivers will be affected by the pandemic for another year, at least.
 - John Horvick: If we expect another year, wouldn't that suggest asking drivers what their current conditions are?
- Mark Williams: He sees the value in both questions and feels it's important considering where we were when we started to design the survey. Especially since there have been other TNC issues come up nationally such as drivers not having access to unemployment. We need to look at the survey and see how we can revise some questions pre-COVID and maybe include questions for drivers now in this crisis. He suggested taking a copy of the survey, rescheduling another meeting, and reviewing it again to determine if the questions are impacted by the pandemic.

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- John Horvick: When reviewing, please keep the survey length in mind. Right now it is a reasonable length to expect drivers to complete. If we're adding content, you may want to prioritize and cut other areas if needed.
 - Tracy M. Smith: Lets schedule the next survey review meeting for Tuesday, 8/25/2020, at 2 pm.
 - Mark Williams: Duane and Alma, we have a writer on contract and will start working on the pre-notification, so we can keep things moving.
 - John Horvick: Mark, your postcard mentality is good. Make sure it's something brief and lets drivers know it's coming and to look out for it.
 - Mark Williams: We also need to decide if we want a TNC Committee meeting in September. I want to find out your thoughts and see if we have anything for the agenda.
 - Tracy M. Smith: 9/14/2020, 3:30-5 pm is scheduled on the calendar.
 - Mark Williams: Do we want to have that meeting?
 - Duane Hanson/Alma Raya: Yes
 - Mark Williams: Okay, we'll reach out to Sally and her team for any agenda items and plan a meeting to briefly discuss an agenda.
 - Tracy M. Smith: The agenda needs to be posted a week before the meeting, so let's schedule 8/27/2020, 3 pm for a half-hour. Jamie and I will get the agenda filled out, post on SharePoint, and email Mark and Saffy when the draft is completed.

Deadline	Action Item	Responsible	Status
TBD	Get John Horvick copy of DHM new contract	Mark Williams	
08/20/2020	Email John Horvick Safe Harbor List	Saffy Chan	Completed
08/20/2020	Email 10 Safe Harbor Languages List to Verbio to confirm translations possible	John Horvick	Completed
TBD	Write a paragraph for pre-notification notice; Alma and Duane to work with John	Alma Raya	
08/20/2020	Send Survey Review Mtg Invite 08/25/2020	Tracy M. Smith	Completed
08/20/2020	Send Agenda Review Mtg Invite 08/27/2020	Tracy M. Smith	Completed

Submitted by, Jamie Lynne K. Souza, Recorder