

TNC BENEFITS & COMPENSATION SUBCOMMITTEE

FINAL MEETING SUMMARY

August 25, 2020 • 2:00 PM – 3:00 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: 2:00 pm

LANDING PAGE

- Tracy M. Smith: The survey from March 2020 Meeting Summary had a few overlooked revisions, however, all subcommittee members now have the updated version.
- Mark Williams: Seattle completed their survey for TNC drivers and have compiled their results. Seattle is slowly considering a minimum wage requirement. He'll email Tracy for distribution to the Committee.
- Tracy M. Smith: For Question 1, English was added to the 10 Safe Harbor languages.
 - John Horvick: Confirmed Verbio can translate all those languages and has an existing contract with the City for translation services.

RIDESHARE SERVICES

- Duane Hanson: For Question 2, are we losing, F. Not currently driving with a rideshare service [Terminate]?
 - Tracy M. Smith: I believe [Terminate] has to do with the programming.
 - John Horvick: Yes, the language in brackets is the programming language. In this case, it means you're not a TNC driver and therefore not eligible for the survey. Something to consider would be putting a time frame rather than using the word, currently. We may lose people who aren't driving through COVID-19.
 - Mark Williams: For Question 2, suggest, Not currently driving as of COVID-19.

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- John Horvick: Would those drivers be eligible for the survey?
- Mark Williams: Yes they would be eligible. When we get to the income questions we'll want to think about how we frame the questions since drivers can't go back far in their apps.
- John Horvick: Would like to keep some version of the original language because someone could've stopped driving independent of COVID-19 and I want to separate those two groups. Please note Question 2 to remind me to wordsmith later.
- Duane Hanson: Numbers were up for drivers, whereas 80% are not driving now. Unsure if we want to exclude everyone that's not driving due to COVID-19 because that would only leave 20% of drivers to take the survey.
- John Horvick: Yes we'll include those drivers, but will capture who they are to consider how to evaluate their responses in the analysis.
- Mark Williams: Agreed.
- John Horvick: For Question 3, is there anything I need to know about Uber Eats?
 - Mark Williams: Originally it was there to see how many drivers were not only driving rideshare but also participating in Uber Eats.
 - John Horvick: Is there a mileage log with Uber Eats?
 - Mark Williams: I don't think so.

RIDESHARE HISTORY

- Tracy M. Smith: Is Question 6 impacted by the pandemic?
 - Mark Williams: Could we consider framing the questions around the tax year 2019?
 - Duane Hanson: Agreed makes more sense.
 - John Horvick: Asking about a tax year is standard survey practice.
 - Tracy M. Smith: Additional language added in bold to the landing page, Answer questions based on the tax year 2019.
- Duane Hanson: Regarding the landing page, it reads, "Your participation will help the City of Portland the TNC Committee better understand...". For clarification, are we just a segment of the TNC Committee?
 - Mark Williams: Replace City of Portland with TNC Drivers Advisory Committee because this is the Committee's work and it should be clear who will be launching the survey.

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- John Horvick: That information would be in the pre-notification, but does an average driver know what the TNC Drivers Advisory Committee is?
- Mark Williams: We'll input Uber/Lyft in parenthesis behind TNC.
- Duane Hanson: It's important for those receiving the emails to identify whose behind this survey.
- Mark Williams: For Question 7, is this relevant since Duane mentioned they can only view back a week on the app?
 - Duane Hanson: Unfortunately, it seems that Questions 8 through 12 would have to be revised and I don't know how to rectify that.

RIDESHARE EARNINGS

- Mark Williams: Under Rideshare Earnings add, considering the earnings from the tax year 2019, how much earnings did you report driving for Uber or Lyft?
 - John Horvick: Going forward with the analysis, we need to keep in mind what we're talking about when we think data and how it's going to be used. Assuming drivers were driving then, we're asking people to go back nine months and how meaningful, accurate, and valuable is that information?
 - Mark Williams: Let's say we conduct a survey and include months we've been in this pandemic and make a recommendation on that data. If I were a TNC company, I'd argue its not good data because we're in the COVID-19 crisis and these aren't normal driver circumstances. I think if we try to use data collected during the crisis someone may reject it.
 - Tracy M. Smith: Clarifying data would be more valid before March 2020.
 - Mark Williams: Yes, I understand assuming drivers were driving in 2019, however per driver data, I believe 75% of drivers were driving pre-COVID-19 and there haven't been many new drivers after March. We can either take the entire calendar year when viewing a tax return or we can pick months before COVID-19 which may not be easy to get.
 - Duane Hanson: I'm assuming people will look at their taxes while answering because I would.
 - Mark Williams: If they did it right, assuming people filed their income taxes, they would have records of how much they made for that year, not including mileage and hours. Unsure of the correct language, but let's ask for the total income revenue they made while driving with Uber and Lyft.
 - John Horvick: Earnings would be a better fit than revenue. Let's add a follow-up drop down with how many months in 2019 were you driving. We want to calculate in some standardized way by month.

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- John Horvick: Questions 8-11 all need to be referenced to the tax year 2019. Are these answerable questions?
 - Mark Williams: If they're claiming their miles on their taxes, Question 11 should be answerable.
 - John Horvick: Either in the instruction or the question itself it needs to be framed with, for Uber and Lyft in 2019.
- Alma Raya: For Question 10, rather than removing the entire question we could have an average of how many rides were completed a week, drop down before the pandemic, or during the pandemic.
 - Tracy M. Smith: Does the logic of that get skewed if we're looking at 2019?
 - Duane Hanson: 2019 would be a better source of information and would be more accurate as opposed to what's happening today.
 - Tracy M. Smith: Confirmed removing Question 10, How many trips did you complete this week?
- Tracy M. Smith: Confirming question, How many miles did you drive for Uber and Lyft in 2019?
 - John Horvick: Yes, we will be able to get the relevant income in 2019.
- Tracy M. Smith: In the previous survey version, there were additional bullet point questions. Are these still relevant as of now?
 - John Horvick: It was an attempt to capture miles somewhere else, but I believe we're capturing all of those questions looking at 2019. Delete those additional questions.
- Tracy M. Smith: Question 11, How many hours and minutes were online this week?
 - John Horvick: I don't think we can capture this anymore. Delete question.
- Tracy M. Smith: Are they redundant based on the questions already asked?
 - Mark Williams: Question 13 is relevant, but suggests moving it up after Question 9. What percentage of your earnings were from Uber and Lyft? If willing to answer that, it would show how much a driver relies on this income and if this is the only source of income or a part-time job and gives us an idea of how often a person is driving.
 - John Horvick: That makes sense, delete Questions 11, 12, and the instructions above. Add in 2019 and replace rideshare with Uber and Lyft.
- John Horvick: If people have strong feelings about combining questions let me know and if not I can work through the programming that makes the most sense.

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DEACTIVATION

- Duane Hanson: Questions 18 and 19 should be one question.
- Mark Williams: We were asking one question and the driver would choose if it applied to Uber or Lyft or both. It would read, please check all that apply. Then ask, have you ever been deactivated by the TNC company you drive for?
- John Horvick: Are we making these changes because it'll be easier for the participant or is there data difference in what we're collecting? I want to ask for flexibility with the programming unless there's something about the way the question is being asked.
- Mark Williams: At the time we were trying to shorten the number of questions, but we can leave the questions the way they are.
- John Horvick: Let's leave it for now, so I can play with the programming and make the survey as efficient as possible. I want to make sure I'm not committing to doing something that doesn't work when we try to program. Leave the two bullet points so I remember what the goal is.
- Mark Williams: Suggests to Duane and Alma may want to add, my case is still being reviewed as an option to get an idea if they have an open case for deactivation that hasn't been resolved yet.
 - Duane Hanson: That would be five out of 3,000 people, so not relevant to make that notation.

LEASE PROGRAMS

- Tracy M. Smith: The following bullet points were all questions.
- John Horvick: These seem to be the same as the previous question, but my understanding is making it as efficient as possible and I'll remember when programming. The Hertz rental car program and Xchange leasing is a new language to me, but I'm assuming it's the names of the Uber/Lyfts lease programs.
 - Tracy M. Smith: Correct
 - Duane Hanson: Can we ask, how much their payments are to the lease program?
 - John Horvick: Would it work as an open-ended question or is there a range?
 - Duane Hanson: It's \$400- \$600 a week.
 - John Horvick: To be consistent across respondents for data analysis, do people pay per week or pay per month?
 - Duane Hanson: Yes some do.

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- Tracy M. Smith: I'll note, capture how much their lease payments are per week.
- Tracy M. Smith: Question 19, would hourly be relevant? Hourly seems like an odd calculation.
 - Duane Hanson: It won't be hourly. It'll be daily, weekly, or monthly. They charge a lot for people who can't use their car.

FOLLOW UP

- Tracy M. Smith: Alma and Duane, do you still want this follow up?
 - Duane Hanson: Yes
- Tracy M. Smith: Demographics are okay with everyone.
- Duane Hanson: I'd like to encourage this Committee to read my book, Rideshare Confessions, for free on Amazon Kindle.
- Tracy M. Smith: Schedule an action item list with John and Mark. August 31st at 1:30 pm.

Meeting ended: 3:00 pm.

Deadline	Action Item	Responsible	Status
08/25/2020	Send a copy of Seattle's survey to Tracy to forward to members	Mark Williams	Completed
08/26/2020	Send Seattle's Report to Committee	Tracy M. Smith	Completed

Submitted by, Jamie Lynne K. Souza, Recorder