

TNC BENEFITS & COMPENSATION SUBCOMMITTEE

FINAL MEETING SUMMARY

October 1, 2020 • 3:30 PM – 4:30 PM

Zoom Conference Call

Advisory Committee Members	Organization	Present
Mark Williams	Regulatory Division Manager, PBOT	Yes
Alma Raya, Chair	At Large Member of the Public	No
Duane Hanson	TNC Driver	Yes
John Horvick	DHM Research	Yes
Saffy Chan	PBOT	Yes
Tracy M. Smith, Facilitator	Inhance LLC	Yes
Jamie Lynne K. Souza, Recorder	Inhance LLC	Yes

Meeting began: 3:30 pm

- Mark Williams: We're here to confirm any last updates with the survey before it gets sent to Verbio for translation. Let's confirm the final English version and test it before translating to the 10 Safe Harbor Languages. We need to discuss a launch date and how long we want the survey to be open.
- John Horvick: There is a v9 survey available and hope others have had a chance to test.
 - Tracy M. Smith: The v9 survey has only been sent to the people on this call, but not to the rest of the TNC Drivers Advisory Committee. Unsure if Duane and Mark wanted the Committee to test.
 - Mark Williams: That's up to Duane and Alma. However, there may be value in having the Committee review and ask any questions, but it is time to finalize and launch it.
- Duane Hanson: I reviewed it for typos and beta-tested it for inconsistencies. I don't see anything wrong with having the Committee review in a beta-test situation before the official launch. I suggest changing the launch date because it seems the presidential election may be longer than expected. Instead of the following Friday, how about 14 days after? The survey can be open for two weeks with a one-week reminder email.
 - John Horvick: The election may be longer than expected, but Oregon counts its ballots very fast and it shouldn't be an issue in the state.
- Tracy M. Smith: Duane, you originally wanted to launch on 11/6/2020, but the issue with pushing it back to 11/20/2020 is being closer to the holidays.
- Duane Hanson: I want to support the democratic cause and not get caught up in any misinformation of fraud.
 - John Horvick: Yes, 14 days is standard, but the likelihood of the survey and election impacting each other is very small. If that's a concern, that is a decision for you and your Committee.
 - Duane Hanson: Let's keep the date on 11/6/2020.

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- John Horvick: Friday is not the best day to launch a survey. Suggest Monday, 11/9/2020.
- Tracy M. Smith: Survey will be launched on 11/9/2020, be open through the 23rd for two weeks with a one-week reminder on 11/16/2020.
- Jamie Souza: At the last meeting, Alma asked if the Committee could have another opportunity to take the survey.
 - Duane Hanson: Let's send v9 to the Committee today, so they have a chance to be on the same page before it launches.
- Mark Williams: May I suggest they have until Monday, 10/5/2020, noon, for any feedback. By Monday, PBOT wants Duane and Alma to help finish the postcard so Saffy can work with Printing & Distribution (P&D) to get them printed. Postcard notifications should go out at least a couple of weeks before the launch. And it'll take P&D three days to get them printed and, in the mail, to be sent by 10/19/2020 or 10/20/2020.
 - October 19-20th: Send pre-notification postcards
 - November 2nd: Send email pre-notification reminder
 - November 9th: Launch survey
 - November 16th: a one-week reminder
 - November 23rd: Survey closes and pulled offline
- Saffy Chan: Will the survey be posted online as well?
- Mark Williams: Yes, but we'll have to discuss logistics. John, is it 10 different surveys or one survey and they select the language?
 - John Horvick: It'll be easier to have them as separate instruments and the email that sends the invitation would have English, Spanish, etc. and people would click on the appropriate language. Programming the survey with 10 different branches makes me nervous there will be errors.
 - Mark Williams: Let's do a little bit of both, where we have it on the website and every week will be included in the GOV delivery as well. If lost, then they can go to the PBOT website to find it.
- Tracy M. Smith: Do we need a deadline time?
 - John Horvick: Having a deadline is important, but no need for a specific time. A full two weeks is 11/23/2020, so I would pull the data on 11/24/2020.
- John Horvick: I'm concerned that opening it up to the Committee means more edits, so being specific on what we're looking for is important.
 - Tracy M. Smith: We don't anticipate a lot of feedback.
- Mark Williams: We want to give the Committee a chance to contribute any thoughts and will send a final copy to the TNC Drivers Advisory Committee at the 10/19/2020 meeting and we'll be done.

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- Tracy M. Smith: All meeting documents are in the meeting invite, so will this also go to the Technical Advisory Panel (TAP)?
 - Mark Williams: Yes, we want the Committee members to test it, but at the 10/19/2020 meeting we want the entire team including the TAP to have a final chance to view and make comments. We don't have to change anything from their comments; however, we want to hear them out. We're allowing the public and anyone else to make comments or suggestions, therefore no one can argue we didn't put the survey out there for all to review. At the meeting, we'll present the final survey and if something big needs to be changed then we'll push the launch date, but I don't think that'll be the case.
- Tracy M. Smith: I'll send the survey link to the Committee today and provide the feedback to you on Monday, 10/5/2020.
 - John Horvick: Assuming light feedback, I'll make changes Tuesday, 10/6/2020, and send it to Verbio by end of the day Tuesday.
- Tracy M. Smith: Duane, would you like to lead the Benefits & Compensation portion for the next meeting? I'm asking since Alma is not present, but we can discuss it further at next week's meeting.
 - Duane Hanson: I'm okay doing that, but I'd like to give Alma the option to do it first.
- Mark Williams: Reminder that even though we're doing a survey we are not establishing or making recommendations for public policy. Being open and sharing with the Committee and the TAP is a courtesy. After we see the results, you may decide to make a recommendation, but that's a different ball game. This does not have to follow the public comment process, but we're trying not to give anyone reason to argue.
- Duane Hanson: Amazon wasn't built in a day and this will take time, so right now we're gathering information and I feel we finally have a viable survey.
- Jamie Souza: Did we confirm the number of postcards being printed with P&D?
 - Mark Williams: Yes, 10,000 copies which take three business days and they will mail as they print. Saffy and I will wrap up the postcard by next week Tuesday, 10/6/2020, or Wednesday, 10/7/2020. We're about done and I want to get it to our Communication team to sign off on it and we'll go to print.

REVIEWING SURVEY v9

- No comments on Questions 1-6
- Tracy M. Smith: Duane, did you have any response to Uber's comments last Wednesday, regarding the end of the Xchange leasing program?
 - Duane Hanson: No, the question we asked was, do you lease cars, not what's the program called? All we want to know is how much people pay in a leasing program.
- Tracy M. Smith: John, I'm concerned with the use of italics. This doesn't need to be changed, but from my consulting experience, I have an awareness of italics may be difficult for people to read.

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- John Horvick: Thank you for bringing that up and if there are further comments on visibility, I do appreciate that support. Research says people pay more attention to italics, but it doesn't mean they comprehend it better. If underline is preferred or there's feedback, I can make the change.
- Duane Hanson: Question 14 will be a guesstimate.
- John Horvick: This next section is screenshots I had, but if anything is wrong or different please send me a screenshot or point me to a current one.
 - Duane Hanson: They look good, nothing is glaring or noticeably wrong.
- Mark Williams: How far back can you view your rides in the app?
 - Duane Hanson: You can go back one week at a time to the very beginning and calculate what you made.
- Mark Williams: For Question 16, I could be wrong but were we looking at a specific week, pre-COVID?
 - John Horvick: If not clear, we can change. "In the last week", was the original language.
 - Mark Williams: Duane, what do you think if we ask to look up a week in February 2020?
 - Duane Hanson: Drivers could access it, but I doubt anyone would go that far. The number of people on the road has increased where the industry is down 80% on-demand, not 95%. Let's keep it the way it is and people driving now will give last week's information and the ones going back to 2019 should know what they made based on taxes from the year.
- No comments on Question 16-22
- Duane Hanson: There's a similar situation we didn't cover with Question 23 where you can get shut down for hours, not days.
 - John Horvick: The question is specific to losing access due to complaints or low ratings.
- Duane Hanson: I'm excited to get data about the leasing program because those programs are getting the most from people with the least amount of money and maybe not the best credit ratings.
- Mark Williams: John, for Question 24, what if we said lease/rent to not confuse people?
 - John Horvick: My instinct is if you're a participant in these programs it will not be confusing.
- Duane Hanson: The last email from Caleb Weaver said they were no longer leasing, yet referred drivers to car rentals, but in reality, there's a partnership there.
- Mark Williams: From the argument, Caleb tried to make, we know they're in partnership together. Leasing a vehicle to provide service for Lyft, implies I went to Lyft, they have a program, and I'm leasing it from them. So, if you go through Hertz, we want to capture that.
 - John Horvick: We are trying to capture who leases a vehicle through the Lyft or Uber program and I want it to be clear and specific.
 - Duane Hanson: Most people lease a car to work and the ones we're trying to capture are leasing through a weekly or monthly period. They are the most impacted financially.

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- Mark Williams: Do you lease or rent a vehicle from Lyft or one of their partners? (e.g., Hertz)
 - John Horvick: Are we sure Hertz is a partner?
 - Mark Williams: Uber has partnered with Hertz and Avis. Let's use the same language because Lyft has used Hertz in the past.
 - Revised Question 24: Do you lease or rent a vehicle from Lyft or one of their partners? (e.g., Hertz or Avis)
- Tracy M. Smith: Any questions about the demographic questions?
 - Mark Williams: No, this section came from the Office of Civic and Community Life.
- John Horvick: Are there examples of the business numbers or information on how it's structured? I can put in a rule to make sure we're getting real business numbers.
 - Mark Williams: Originally, I wanted the business license to verify drivers, but the Department of Revenue did not transfer the old business licenses to the new system. I don't believe we'll have a high rate of fraud plus SurveyMonkey only lets you take a survey once. Should we ask for a driver's license number?
 - John Horvick: It's a trade-off and it may be questioned why that information is needed.
- Mark Williams: For Question 37: For verification purposes, please enter the email address in which you received this invitation to complete this survey. This implies, we already have it, but let's make sure you're the person who's taking this survey.
 - Saffy Chan: Does that mean we won't post to the website?
 - Mark Williams: I think we post the links to the website, but the survey will arrive via email. If they lose the postcard and the email reminders, then the information will be on the website.
- John Horvick: I will make changes to both the Word document and the survey link as v10. These are quick changes, but you'll receive a new link to share with the Committee.
- Tracy M. Smith: Thank you and I'll send it to the Committee to test today.

Date	Action Item	Responsible	Deadline
10/03/2020	Edit v10 survey; email to Tracy	John Horvick	Completed
10/03/2020	Send v10 to Committee to test	Tracy M. Smith	Completed
10/05/2020	Send Committee's edits to John	Tracy M. Smith	Completed
10/05/2020	Finalize postcard with Duane & Alma	Mark Williams	In progress
10/06/2020	Send a postcard to the Communications team to review the survey	Mark Williams	In progress

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10/06/2020	Finalize v10 edits; Send Final English survey to Verbio	John Horvick	In progress
10/07/2020	Send to P&D with finalized postcard	Saffy Chan	

Submitted by, Jamie Lynne K. Souza, Recorder