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Chloe Eudaly Commissioner **Chris Warner** Director

TNC Driver's Committee Meeting – October 19, 2020

The proposed language below may appear in a new section of code if recommended by the committee and approved by the Bureau Director and City Council.

Re: Top Submission - Deactivated or Lost Access to Drivers

Ombuds and TNC Investigation Process

- A. Permitted TNC companies must cooperate with the Ombuds program to resolve disputes with drivers, support and foster the goodwill and trust between our community, the TNC drivers and the Transportation Network Companies.
- B. Within seven calendar days permitted TNC companies will provide documentation requested by the Ombuds office to investigate driver complaints. Documentation may include but not be limited to:
 1. Complaints filed by riders related to the driver
 2. All documents, statements or evidence provided by the riders (identifying information redacted)
 3. Copies of all correspondence between the TNC and the rider(s) and drivers
 4. The complete investigatory file from TNC, including all information used in arriving at the decision to sanction the driver
- C. Unless the riders agree to release identifying information, all personal information concerning the riders must be redacted from all documentation. If the rider complaint involved allegation of threat or physical harm, the Ombuds and TNC will discuss how to ensure the rider's identifying information is protected.
- D. On request, the TNC company will review additional information provided by the Ombuds during the complaint process, re-interview drivers if appropriate, and consider reversal of prior decision by TNC company.
- E. When requested by the Ombuds office, the TNC rep(s) must meet and discuss documents and complaints. Meeting requests shall be submitted via email and shall occur within ten calendar days from the date of the request, unless both parties agree to a mutual date.
- F. Permitted TNC companies may enter into a non-disclosure agreement with Ombuds team and supply the Ombuds team with documentation related to the internal decision-making process or reasoning, including any algorithms, presumptions or standards that were applied in

determining whether a driver would be notified of a rider complaint or low rider rating, or removed from (deactivated) from the driver platform.

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