

PRIVATE FOR-HIRE TRANSPORTATION TASK FORCE REPORT

IF YOU WISH TO SPEAK TO CITY COUNCIL, PRINT YOUR NAME, ADDRESS, AND EMAIL.

NAME (print)

ADDRESS AND ZIP CODE

Email

✓ Testfaye Aleme	4813 N. Borthwick PDX 97217	testfaye@greenfields.com
✓ Kedir Wako	1723 SE 139 Ave Portland, OR 97233	Kedir@unioncabpdx.com
✓ Steven Entler	1613 NW Kearney St, Portland 97209	RadioCabgma@msn.com
✓ Cynthia Conover ^{Farell}	PO Box 1144, Lake Oswego, OR 97035	cynthia@farell-associates.com
✓ Wynde Dyer	1849 NE 66th No. 62, PDX 97213	WyndeDyer@gmail.com
✓ Dan DeGrange	888 SW 5th Ave. Ste. 1170 Portland OR 97204	d_bdc@propelinsurance.com
✓ Dan DeGrange Jake Oja	888 SW 5th Ave, Suite 1170, Portland OR 97204	jj_o@propelinsurance.com
✓ John Orr	11241 SE Oregon Trail Dr	503 457-9575 johnorr185@yahoo.com
* ERICA JONES.	1515 N. ANSWORTH ST # 58 PORT. OR. 97217	503-381-1212 pdxcabbie@gmail.com
✓ Nona Carrasco	8522 N Edison St 97203	Nonakcarrasco@gmail.com
✓ Leannette Thiebert	12406 SE Foulger Rd Portland 97222	503 301 122 pdxcabbie@gmail.com

PRIVATE FOR-HIRE TRANSPORTATION TASK FORCE REPORT

IF YOU WISH TO SPEAK TO CITY COUNCIL, PRINT YOUR NAME, ADDRESS, AND EMAIL.

NAME (print)	ADDRESS AND ZIP CODE	Email
✓ Rob Brewer	3190 SW 15 th Ct 97084	labbievolbie70@comcast.net
John Hopkins		
ED Jones		
Charlene Hill		503 752 7004 chtwoofus@aol.com
✓ Megan Conway	Travel Portland	megan@travelportland.com
Pam Allee	7425 N. Portsmouth Ave. 97203	alleepr@gmail
✓ Woldmarion Berta	97233 14415 SE Stark St - Portland	
Stephanie White	2939 Red Bridge Id.	onekredwolf@417@gmail.com
✓ Jim Jim Memory	Boring 97009 27710 SE Fern Dr	jim.memory@gmail.com
✓ Jim Jim Polrman	2156 (Arkington) Gladstone ORE 97203	SAILOR.595@GMAIL.COM
Ana Orozco	4443 NE Sumner St.	ana.orozco@hufus.com

PRIVATE FOR-HIRE TRANSPORTATION TASK FORCE REPORT

IF YOU WISH TO SPEAK TO CITY COUNCIL, PRINT YOUR NAME, ADDRESS, AND EMAIL.

NAME (print)

ADDRESS AND ZIP CODE

Email

XXXXXXXXXXXXXXXXXXXX		
✓ Lightning Watchdog	X	
Robert Pung Elders in Action	777 NE 8th, Gresham OR 97030	pungsr@aol.com
Jackson Cafaro	610 NW 17th Ave #106, Portland, OR 97209	doctorjuno@gmail.com
XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	
XXXXXXXXXXXX		
✓ Thomas Mich	2305 NE Parkview Dr, Vancouver	BookofDaniel@1791.com
NO Kat Wilkes	Radio Cab	
✓ Ron Khori	EcoCab	
✓ KIRK FOSTER	WAPATO SHORES, SAT	
✓ Delilah Jones	3518 SE 63rd Ave, Portland 97206	missdelilahjones@gmail.com

PRIVATE FOR-HIRE TRANSPORTATION TASK FORCE REPORT

IF YOU WISH TO SPEAK TO CITY COUNCIL, PRINT YOUR NAME, ADDRESS, AND EMAIL.

NAME (print)	ADDRESS AND ZIP CODE	Email
Helen Brown	2255 SW Sturges Troutdale 97060	oregonwater@gmail.com
DANIEL J. SCHERER	2129 SE 10 th Ave. apt 3 ⁹⁷²¹⁴ 97002	sch epcursean@cabric.com
Jeff Walsh	9165 SW 70 th Ave, Portland, OR. 97223	jeff.walsh27@gmail.com
✓ Frederick M Jacobson	16901 SE Division St #100 97236	f.m.jacobson@earthlink.net
Jim Memory	27710 SE Fern Dr Barlow 97009	Jimmemory@gmail.com
David Gibson	1291 SE Jefferson Dallas OR 97338	david97801@gmail.com
CHRIS AMES	17206 NE 26 th Way VANCOUVER WA 98684	SOMKIRONIC@GMAIL
✓ Guy Auker	34398 Green meadow way SCUPPOOSE OR 97056	guyauker@me.com
✓ Kevin Novotny	2026 NE Clackamas St Portland, OR 97232	novotnyk@hotmail.com
Sean Barton	1717 SW Myrtle St Portland OR 97201	seanbarton@gmail.com
✓ Chris Hann	2325 NE PORTLAND FLANDERS ST 97232	

PRIVATE FOR-HIRE TRANSPORTATION TASK FORCE REPORT

IF YOU WISH TO SPEAK TO CITY COUNCIL, PRINT YOUR NAME, ADDRESS, AND EMAIL.

NAME (print)	ADDRESS AND ZIP CODE	Email
✓ Muktar Abdou	5135 SE 112 th Ave 97266	Muktarey@hotmail.com
Deanna Simon	1727 SE Madison St #1 Portland 97214	deannasimon333@yahoo.com
Kristine Wise	3915 NE 73 rd Ave Portland, OR 97213	wiseka@pdx.edu
✓ Todd Kreizenbeck	20630 SW Vienna Dr Butte Or	
✓ Patricia Montgomery	72 NE Monroe St. PTL-97212	Need a charge w compass. net
John Orr	11246 SE Oregon trail dr	john.orr.185@yahoo.com

see pg 1 spaces

Moore-Love, Karla

From: Benjamin Payne <bpayne@lyft.com>
Sent: Thursday, April 09, 2015 2:17 PM
To: Moore-Love, Karla
Cc: Annabel Chang; Felipe Pereira
Subject: Lyft Information Packet
Attachments: Info Packet.pdf; Portland Trust & Safety Comparison.pdf

Hi,

Please find attached the documents to be added to the record for this evening's city council hearing.

Thanks,

Ben Payne
Policy Communications Strategist
415.342.5187

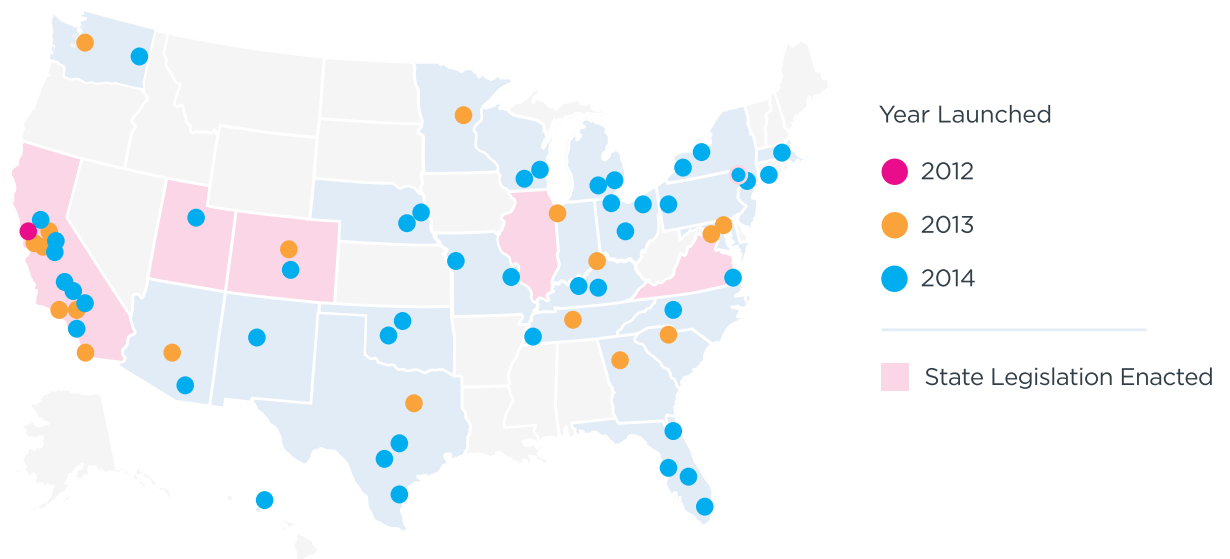


What is Lyft?

Lyft introduced on-demand ridesharing in 2012 – a friendly, safe, and affordable transportation option that fills empty seats in passenger vehicles already on the road by matching drivers and riders via a smartphone application.

Lyft now matches over 2M rides per month across 60+ cities from San Diego to Boston.

Staying true to our initial vision and long-term goal, the 2014 launch of **Lyft Line** enables multiple parties traveling separately to be matched with a common driver to maximize route and fuel efficiency. Drivers can also indicate their intended destination before accepting a ride request to maximize vehicle occupancy during incidental rides.



**Mayor Eric Garcetti
(Los Angeles)**

“This is an exciting moment for Los Angeles as we work to embrace technology to improve our transportation options and save people money. This decision allows new, cost-effective solutions while protecting public safety through common sense regulations.”

**Senator Cory Booker
(New Jersey)**

“There are all these [collaborative consumption] companies starting up. It’s actually helping all of us enter a world of entrepreneurial interaction in a way that is so democratic that **people are now given the tools to control their economic destiny.**”

**Governor Charlie Baker
(Massachusetts)**

“Emerging transportation options such as Lyft present a real opportunity for our evolving transportation ecosystem to more efficiently serve residents and visitors to Massachusetts alike.”

**Michigan State House
Republicans
(2015 Action Plan)**

“As new transportation services like [Lyft] emerge, legislation is needed to welcome entrepreneurial opportunities. We can provide uniform and predictable pathways to conduct business in Michigan and provide employment opportunities for Michigan residents.”

Impact

for Drivers

- **Drivers earn meaningful, supplemental income** — a recent survey shows 66% of driver earnings are used to cover primary expenses like food, housing, and medical expenses.
- **Drivers require an extremely flexible schedule that adjusts to their personal obligations and availability** — 95% of drivers feel flexible hours are very/extremely important.
- **This combination of income and flexibility empowers drivers to start or maintain their own business** — In a recent survey, over 25% of drivers also own a business and 70% of those business owners say earnings from Lyft driving allow them to continue operating their business.
- **Drivers and passengers make lasting connections** — 3 out of 5 drivers say they are matched with a neighbor at least once a week and more than half say a ride resulted in a professional or business connection.

for Passengers

- **Passengers have additional transportation options** — especially when public transit is not available or does not service an area of interest. Lyft passengers in California saved 3 million hours in 2014 compared to their alternate mode of transportation.
- **Passengers say because of Lyft** they are more likely to travel on their own schedule (80%), avoid the hassle of parking (81%), spend less time commuting (68%), and feel empowered to visit areas of their city that are not easily accessible (63%).
- **Passengers often use Lyft** for commuting, errands, medical appointments, and connecting to public transportation. Recent analysis shows that over 20% of Lyft rides in Silicon Valley start or end at a Caltrain station.
- **Cashless transactions enhance safety** for passengers as well as drivers. 94% of passengers agree that Lyft's transaction is safer and more convenient than cash.

for Communities

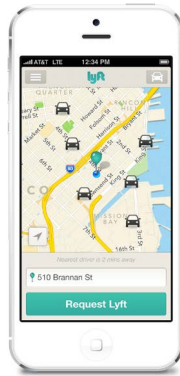
- **78% of passengers spend more money at local businesses because of Lyft.** A recent economic study estimated Lyft added over \$170 million dollars to the California economy in 2014.
- **Passengers chose to travel more safely.** Over 90% of passengers feel they are more likely to avoid driving while impaired because of Lyft.
- **Lyft helps cities develop transportation plans** that appeal to a growing demographic of carless households. In a recent survey, more than half of passengers said they use a personal vehicle less because of Lyft and 40% said they were more likely to avoid owning a personal vehicle entirely.

Lyft Smartphone App

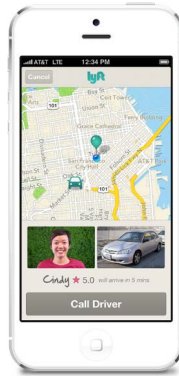
HOW IT WORKS FOR PASSENGERS



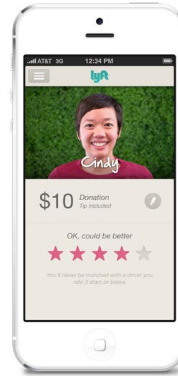
Download: Get the app on your smartphone and input your credit card information.



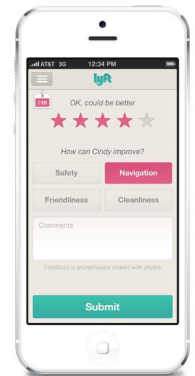
Request: Tap a button to request a ride and view estimated time of arrival.



Get matched: Based on proximity and ratings, get matched and track driver location in real-time.

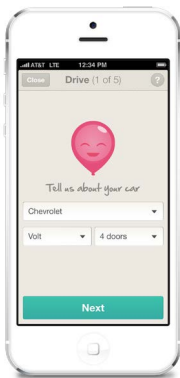


Donate: When your ride is complete, review fare and submit payment electronically — no cash is exchanged.

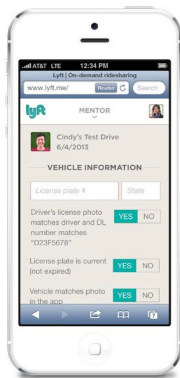


Rate: After the ride, rate your driver and leave optional comments based on safety, navigation, friendliness, and cleanliness of car.

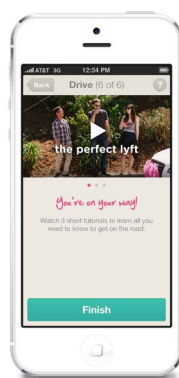
HOW IT WORKS FOR DRIVERS



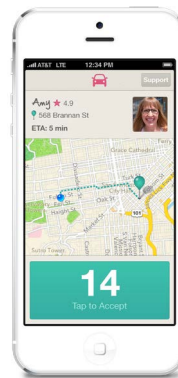
Download: Get the app on your smartphone, input your personal car year, make and model.



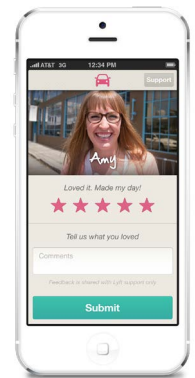
Get screened: Move through strict screening process including criminal background and driver record checks.



Get onboarded: If approved, complete welcome process. Only approved members can access driver mode.



Drive: After reviewing passenger location, photo, and rating, accept rides as they appear on your smartphone.



Rate: After the ride, rate your passenger and leave optional comments. Driver is not shown what rider donated.

Trust & Safety

Consumers want safer transportation. The Lyft platform was designed with a holistic approach to safety. A wide range of innovative features keep both drivers and passengers feeling confident, informed, and accountable at all times.

CONFIDENT

- 19-Point vehicle inspections
- Criminal background check
- Driving record check
- Age 21 or older
- Valid U.S. driver license with at least 1 year of driving history

TRANSPARENT

- In-app photo identification
- In-app vehicle photo and license plate
- GPS vehicle tracking
- Trip summary sent to passenger email
- Anonymized voice and text connection for driver/passenger while matched
- Cashless payment transaction

ACCOUNTABLE

- 24/7 Trust & Safety Team
- Zero-tolerance drug and alcohol policy
- 2-way ratings after each completed ride
- Automatic review of rides ending in low ratings
- Automatic off-boarding of drivers with low ratings
- Automated lost and found center

97%

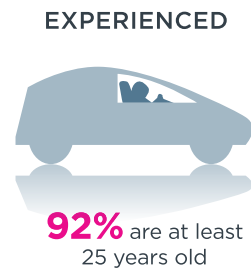
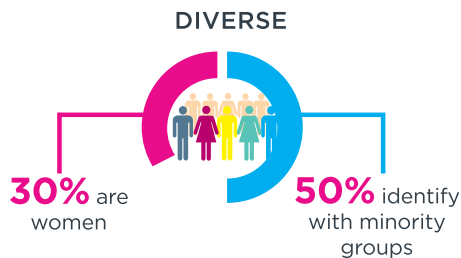
of passengers feel
Lyft has high safety
standards³

³ of survey respondents expressing an opinion

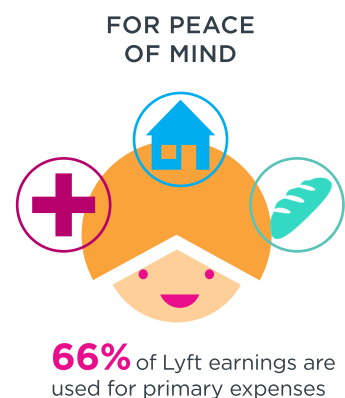
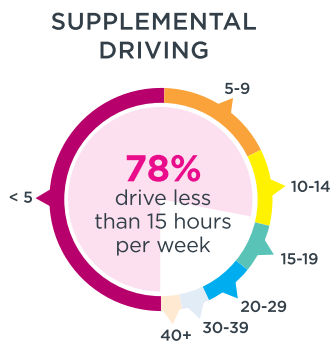
Lyft Driver Community

Driver Profile

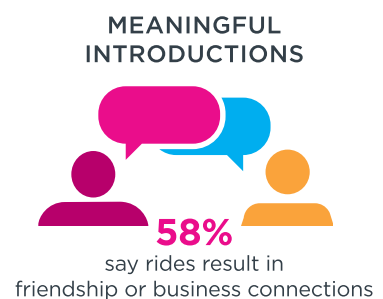
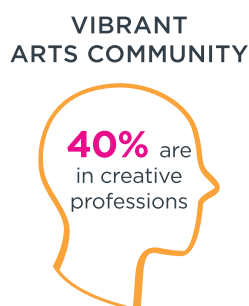
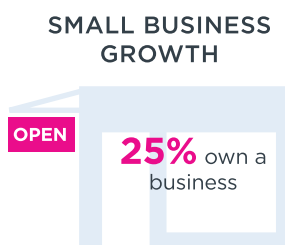
Drivers undergo a rigorous screening process prior to approval and high standards are enforced via real-time passenger ratings after each ride.



Flexible Supplemental Earnings



Community Benefits



Driver Background Checks

Every driver who applies to become a part of the Lyft community is screened for criminal offenses and driving incidents.

Each background check includes:



A social security number verification — searches against a database of over 400 different sources such as major credit headers, property deeds/mortgages, vehicle registrations, licenses and permits, US Postal Mail Forwarding Service, utility company billing records, and other resources where the individual has used the social security number along with a name and an address. This search generates a history of past and present addresses and a list of names associated with those addresses, including aliases, maiden names, nicknames and names misspelled or variously transliterated across languages.



An enhanced nationwide criminal search — searches against hundreds of millions of records collected from all over the country, including state Department of Corrections, most wanted lists, and outstanding warrants and arrest records as a part of SterlingBackCheck criminal background screening services.



County court records — a direct search of criminal records from courts within any U.S. counties that the prior searches have identified as linked to the applicant. This search reveals any felony or misdemeanor cases and their final outcome, or current status if the matter is still pending.¹



Federal criminal court records — This search identifies criminal case details and outcomes from any of the 94 U.S. federal district courts.



U.S. Department of Justice 50-state sex offender registry search — searches the Federal Department of Justice (DOJ) Sex Offender Registry which includes real-time listings of registered sex offenders and other violent offenders in all 50 states.²



Background Check

screens for:

- Violence
- Sexual Offenses
- Theft
- Property Damage
- Felonies
- Drug-related Offenses



Driving Record Check

- Age 21+ with 1 year or more of driving history
- Valid personal auto insurance that meets or exceeds state requirements
- NO more than three minor violations in the past 3 years
- NO major violations in the past 3 years (e.g. reckless driving, no insurance)
- NO severe violations in the past 7 years (e.g. DUI, extreme speeding)

¹Only the most recent 7 years of criminal conviction records are reviewed for convictions recorded in CA, CO, KS, MA, MD, MT, NH, NM, NV, NY, TX, & WA.

²except Nevada, which currently has an injunction in place.

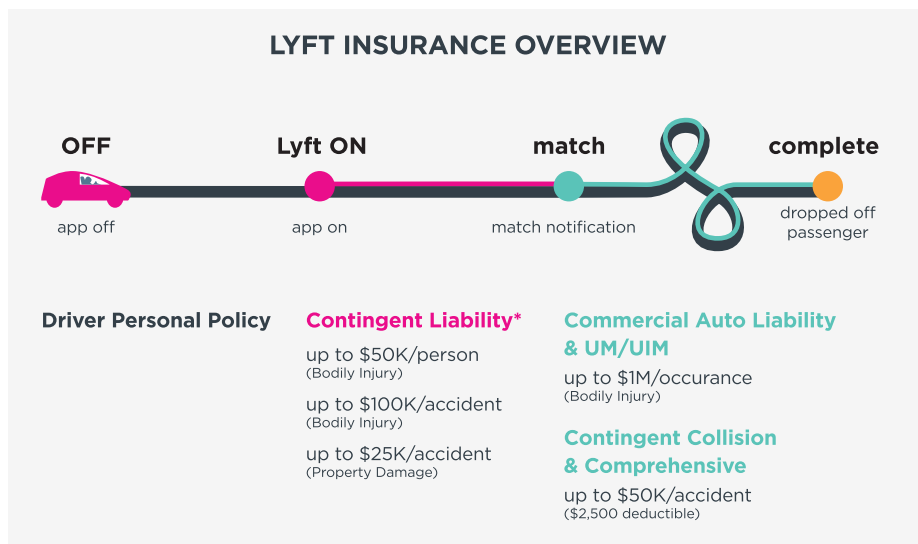
Insurance Overview

Insurers across America are moving quickly to respond to consumer demand and bring new ridesharing insurance products to market. Lyft currently provides insurance coverage at all parts of a ride to ensure a safe trip.

How Do Lyft's Policies Work?

The subject of insurance can be a complicated one, but it's important to know how and when Lyft's policies respond in the event of an incident. The following is an overview of Lyft's insurance policies. There are four coverages included. Unless otherwise noted, these coverages are in effect from the time a driver accepts a ride request until the time the ride has ended in the app.

- Commercial Automobile
- Contingent Liability (coverage only when available to accept a ride request)
- Contingent Comprehensive & Collision
- Uninsured/Underinsured Motorist (UM/UIM)



How Does Lyft's Liability Coverage Work?

Lyft's liability insurance is designed to act as the primary coverage from the time drivers accept a ride request until the time the ride has ended in the app. Note: *If a driver has commercial insurance, Lyft's policy remains excess.*

Here's how it works:

- **DRIVER MODE OFF**
A driver's personal insurance is the insurance policy.
- **DRIVER MODE ON BUT NOT YET ACCEPTED A RIDE**
Lyft provides Contingent Liability protection if personal insurance doesn't.
- **RIDE REQUEST ACCEPTED THROUGH THE END OF LYFT RIDE**
Lyft's liability coverage is primary to a driver's personal insurance. It's designed to cover a driver's liability for property damage and bodily injury of passengers and/or third parties.

“The emergence of these new options should serve as a caution to regulators not to get too far ahead of the market when it comes to crafting regulatory solutions to the TNC “problem.”

A draft white paper authored by California Insurance Commissioner Dave Jones ... [is] based on the assumption that personal insurers simply weren't interested in providing coverage... **Even in these early days, the market is quite clearly proving those assumptions dead wrong.**¹

— Insurance Journal

How Does Contingent Liability Coverage* Work?

Lyft's contingent liability policy is designed to provide coverage **when the app is in Driver Mode before a driver receives a ride request** in the event personal insurance does not respond. The policy has a \$50,000 maximum per person, \$100,000 maximum per accident, and a \$25,000 maximum for property damage. There is **no deductible** under this policy.

**Coverage in this period may be modified by city or state specific requirements.*

How Does Contingent Collision Coverage Work?

Lyft's contingent collision policy is designed to cover physical damage to a driver's vehicle resulting from an accident as long **as a driver has obtained collision coverage on a personal automobile policy**. The policy has a \$2,500 deductible and a \$50,000 maximum for physical damage to the insured vehicle.

How Does Contingent Comprehensive Coverage Work?

Similar to Lyft's contingent collision policy, contingent comprehensive coverage is designed to cover physical damage to a driver's vehicle resulting from a non-collision event (for example, a fire, vandalism, a natural disaster, etc.) **as long as the driver has obtained comprehensive coverage on a personal automobile policy**. The policy has a \$2,500 deductible and a \$50,000 maximum for physical damage to the driver's vehicle.

What Does UM/UIM Mean And How Does This Coverage Work?

UM stands for uninsured motorist and UIM stands for underinsured motorist. In the event of an accident during a Lyft ride with an uninsured or underinsured motorist who is at fault, Lyft's \$1M UM/UIM policy will provide coverage for bodily injury of drivers, passengers, and/or third parties. There is no deductible on UM/UIM claims.

What States Are Covered By These Policies?

Our policy is available in all states in the U.S, except New York state.

1. Lehmann, R. (2015, March 11) "Progressive is Rolling Out TNC Coverage in Pennsylvania" Insurance Journal Right Street Blog. Retrieved from <http://www.insurancejournal.com/blogs/right-street/2015/03/11/360170.htm>

Zero Tolerance Policy

ISSUE IDENTIFICATION

Passengers are encouraged to call or email Lyft Support if they suspect a driver is under the influence of drugs or alcohol.

Lyft will immediately suspend the driver's access to the app pending an investigation.

Lyft also actively monitors passenger feedback for indicators of a zero tolerance policy violation.

Less than 0.004% of Lyft rides to date have resulted in zero tolerance investigations.

FEEDBACK MONITORING

Lyft automatically monitors passenger feedback for keywords that may indicate a violation of the zero tolerance policy. The Lyft Trust & Safety team reviews concerning comments. If a violation of the zero tolerance policy is suspected, the driver is suspended while the Trust & Safety team conducts an investigation.

The monitoring parameters are intentionally broad to ensure that Lyft errs on the side of caution. For example, passenger feedback containing the phrase "drug store" would trigger a Trust & Safety review because the word "drug" was used.

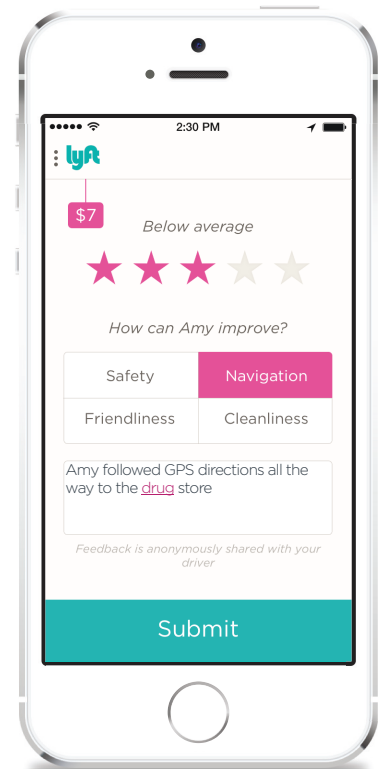
As a result, the overwhelming majority of the monitoring alerts prove to be non-actionable.

INVESTIGATION AND CONCLUSION

In the course of a zero tolerance investigation, Lyft will contact the passenger for further details relating to a suspected zero tolerance policy violation.

Prior passengers of a driver under investigation will be contacted if necessary.

If an investigation results in definitive evidence or even a strong suspicion of a zero tolerance policy violation, the driver will be permanently deactivated.

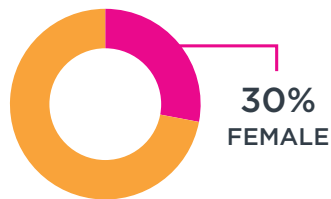


A Welcoming Space

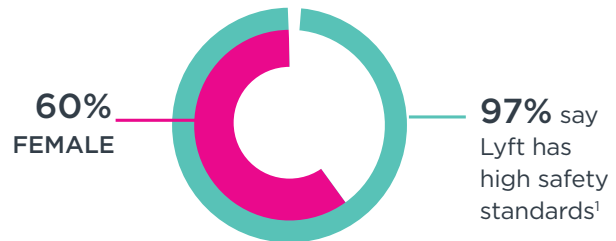
Women Across America Feel Safer With Lyft.

Lyft places a strong emphasis on safety. With our strict criminal background and driving record checks for drivers, GPS ride tracking, in-app feedback, 24-hour Trust & Safety team, and two-way rating system, it's no surprise that women across the country trust Lyft every month.

DRIVERS



PASSENGERS



Women leading at Lyft:

When making decisions that affect driver and passenger safety, women at Lyft are leading the way.

- Jennifer Stuart** | Senior Manager, Trust & Safety
- Tali Rapaport** | VP of Product
- Kate Sampson** | VP of Insurance
- Kira Wampler** | Chief Marketing Officer
- Kristin Sverchek** | General Counsel

“Keeping women safe is a key focus, one that is at the forefront of every decision we make. We are constantly working to ensure every ride is a comfortable ride by providing comprehensive emergency support for our drivers and passengers at any time.”

Jennifer Stuart, Senior Manager of Trust & Safety

¹of survey respondents expressing an opinion

Community **Solutions**

Lyft is a community-powered ridesharing platform. Through the Lyft mobile app, locals who need rides are connected with nearby neighbors who can provide rides. We believe every community deserves access to safe, reliable, and affordable transportation.

Transportation Deficit

Millions of Americans lack access to a car or have difficulty accessing public transit.

Underserved individuals may include the elderly, people with disabilities, or those with low incomes.¹ Innovations like Lyft can help close the gap.

- Fewer than 50% of Americans report living within ¼ mile of a transit stop.
- The average American household spends roughly 18% of its income on transportation. Lower-income families spend as much as 33%.
- Studies show that people who live within walking distance of transit stops or are able to ride to them have a better chance of finding employment.
- Transit services rarely accommodate the atypical schedules of low-income employees working outside of the 9 a.m. - 5 p.m. commute pattern.
- Only 4% of the lowest paid workers report access to workplace flexibility, compared to 41% of the highest paid workers.²

63%

of Chicago Lyft rides start and/or end in areas underserved by existing transportation

2x

Lyft rides in the District of Columbia underserved areas have kept pace with the rest of the district, doubling since April 2014

Commitment to Change

Lyft is committed to continued development in underserved areas, and is guided by these core values:

1

Empowerment

Empower communities by providing an innovative platform centered around neighbors helping neighbors

2

Opportunity

Create new economic opportunities through ridesharing and increase overall transportation access

3

Partnership

Partner with local organizations representing underserved areas to advance both our missions



Are you a community leader interested in partnering with Lyft?
Know a local organization or cause interested in expanding mobility and economic opportunity in underserved communities?

Let us know at lyft.com/community-solutions

COMMUNITY SOLUTIONS

Lyft Access

Lyft expands transportation access. **We believe everyone benefits from ridesharing innovation.**

Ridesharing allows people in our communities to get around conveniently and affordably, expanding independence for the elderly and thousands with disabilities. And Lyft has been designed with accessibility in mind:

“Of the nearly 2 million people with disabilities who never leave their homes, 560,000 never leave home because of transportation difficulties.”

American Association of People with Disabilities

- **Request a ride from wherever you are.** Real-time arrival estimates and alerts mean no difficult street hailing or uncertain wait times.
- **Voiceover capability** in the app makes it easy for those who are blind or have low vision to request a Lyft ride.
- **Cashless payments and ride summary emails** eliminate the possibility of blind or cognitively disabled passengers receiving incorrect change or unknowingly being charged.
- **All Lyft vehicles are accessible to individuals who can enter a standard vehicle with assistance,** and those using foldable wheelchairs who can transfer to a standard seat while drivers stow their devices in the back seat or trunk. Lyft drivers are more than happy to provide this assistance.
- **Lyft's anti-discrimination policy** strictly prohibits discrimination based on disability or the presence of service animals.

“Lyft gives people with Down syndrome and other intellectual and developmental disabilities additional transportation options, which enables them to become more independent. For people with disabilities, Lyft is a great resource and service.”

Sara Hart Weir, President of the National Down Syndrome Society

Lyft **Line**

Lyft Line connects neighbors traveling in the same direction through a mobile-based application. Line is efficient, affordable, and scalable shared transit that comes to you.

Line Basics

In the US, vehicle occupancy on work commutes is the lowest in nearly 40 years¹ with nearly 80% of commuters traveling by car alone.² Road congestion wastes over 2.9 billion gallons of fuel, adds 56 billion pounds of greenhouse gases to the atmosphere, and results in 5.5 billion hours of productivity lost to traffic at an average annual cost of \$818 per commuter.³

MIT researchers recently estimated that if NYC riders were willing to wait an extra five minutes per trip to pick up other passengers, almost 95% of trips could be shared and travel time could be reduced by more than 30%.⁴

Every day, 90% of Lyft rides in San Francisco have someone else taking the same trip within five minutes so we connected them and created a new way to ride.

How Lyft Line Works

1. Passengers input pick-up and drop-off locations and the Lyft app will match them with another passenger traveling in the same direction.
2. Because the drop-off destination is pre-set, Lyft Line calculates a flat fee up to 60% less than a private Lyft.
3. Passengers can enjoy the ride and chat with members of their own community.

Highlights

1/2 of all Lyft rides in San Francisco use Lyft Line.

700 Million Gallons of fuel saved annually by a modest 3% increase in rideshare usage.⁵



1. Santos, A. et. al. (2009) U.S. D.O.T. Federal Highway Administration, National Household Travel Survey

2. U.S. Census, American Community Survey 1-Year Estimates (2013) S0802,

Means of Transportation to Work by Selected Characteristics

3. Schrank, D. et al. (2012) Texas A&M Transportation Institute *Urban Mobility Report*

4. Santi, P. et. al. (2014) *Quantifying the benefits of vehicle pooling with shareability networks*. 111 Proc. Nat'l. Acad. Sci. 37

5. Matute, J. & Pincetl, S. (2013) "Compensated and Real-time Rideshare" in *Unraveling Ties to Petroleum*. California Center for Sustainable Communities at UCLA.

Environmental Impact

Ridesharing delivers reliable transportation, reduced emissions.

Ridesharing is transforming mobility—Lyft is supporting a car-free lifestyle, reducing traffic congestion, and curbing air pollution with innovative features like:

Lyft Line matches riders with other passengers going in the same direction, enabling two or more parties to share a ride and save up to 60% on their fares. Launched in August 2014, Lyft Line now accounts for over 30% of Lyft rides in cities like San Francisco, resulting in higher vehicle occupancies and reduced vehicle miles travelled (VMTs).

Driver Destination allows drivers to set their own destination and pick up passengers along the way, earning extra money and taking cars off the road.

Lyft for Work enables employers to give workers Lyft credits for carpooling programs that complement public transit. For example, employers can tailor their Lyft service to connect employees with local rail or transit stops during commute hours.

Shared rides
make a big
impact

SAVES
700 Million
gallons of fuel¹



13 Million
LESS
vehicle miles
travelled¹

Lyft Line reduces
pollution, traffic,
and cost



95%
rides can be
shared² = 40%
reduction in
miles driven²

Ridesharing
changes driving
behaviour



50+% Feel no need to own a vehicle
70% Use personal vehicle less

Ridesharing
complements
public transit



20% Lyft rides begin or end at
Silicon Valley CalTrain stations

“Enabling people who were already driving somewhere to seamlessly pick up a passenger gets us one step closer to real-time, dynamic ride-sharing. This will not only help reduce the number of cars on our congested roads, it will also cut our oil demand and carbon pollution.”

Amanda Eaken
Deputy Director of
Sustainable Communities,
Natural Resources
Defense Council

¹Matute, J. & Pincetl, S. (2013) “Compensated and Real-time Rideshare” in Unraveling Ties to Petroleum. California Center for Sustainable Communities at UCLA.

²Paolo Santia, Giovanni Restab, Michael Szella, Stanislav Sobolevskya, Steven H. Strogatzc, and Carlo Rattia, *Quantifying the benefits of vehicle pooling with shareability networks*, Proceedings of the National Academy of Sciences, July 25, 2014



TRUST AND SAFETY



\$1M Insurance per Occurrence



Criminal and Driving Background Checks



Accountability through Ratings



In-app User Identification

PORTLAND COMPARISON CHART

● *Mandatory*
● *Discretionary*
● *No*

Transportation Safety Requirements	Lyft	Taxicabs <i>Portland Transportation</i>	LPT <i>Portland Transportation</i>	Craigslist <i>Rideshare Section</i>
Drivers screened out for Violent Crime Conviction in at least past 7 years*	● 1	● 2	● 2	● 7
Drivers screened out for Sexual Assault Conviction in at least past 7 years*	● 1	● <i>(Last 5 Years)</i> 2	● <i>(Last 5 Years)</i> 2	● 7
Drivers screened out for Reckless Driving Conviction in the past 3 years	● 1	● 2	● 2	● 7
Drivers screened out for DUI Conviction in the past 7 years	● 1	● <i>(Last 5 Years)</i> 2	● <i>(Last 5 Years)</i> 2	● 7
Vehicle Inspections	● 1	● 3	● 3	N/A 7
Minimum Driver Age Requirement	21 1	21 4	21 4	18 7
Minimum Liability Insurance Carried per Occurrence	\$1,000,000 1	\$500,000 5	\$500,000 5	\$50,000 (state minimum) 6
Minimum Uninsured Motorist Insurance Carried per Occurrence	\$1,000,000 1	\$50,000 (state minimum) 6	\$50,000 (state minimum) 6	\$50,000 (state minimum) 6
Minimum Underinsured Motorist Insurance Carried per Occurrence	\$1,000,000 1	\$0 6	\$0 6	\$0 6
Minimum Contingent Collision Insurance Carried per Occurrence	\$50,000 1	\$0 6	\$0 6	\$0 6

*Our background checks go back seven years in CA, KS, MD, MA, MT, NV, NH, NM, NY, WA and ten years in Washington, D.C.

Sources:

1. **Lyft Safety** (www.lyft.com/safety) *Standards shall apply in Oregon when operational pending any legislative or regulatory changes. May vary in other jurisdictions.*

*Lifetime ban for DUI w/ bodily injury; 7 year ban if no bodily injury

2. **Portland Bureau of Transportation** "Private For-Hire Transportation Driver Applicant Qualifications"

* "For any factor below, approval may be denied. We will consider evidence of mitigating factors, distance in time, educational or therapeutic programs completed, likelihood of recurrence, and references. For some factors (felony crime against a person, for example), approval is not likely."

3. **Portland City Code 16.40.410(G)** "Safety Certificate"

4. **Portland Bureau of Transportation** "Private For-Hire Transportation Driver Applicant Qualifications"

5. **Portland City Code 16.40.410(A)(2)** "LPT and Taxi Insurance Requirements - Vehicle Insurance"

6. **Oregon Statutes 806.010** "Financial Responsibility Law"

7. **Craigslist** Terms of Use

Moore-Love, Karla

From: Jennifer Maynard <jmaynard813@gmail.com>
Sent: Thursday, April 09, 2015 11:01 AM
To: Council Clerk – Testimony
Subject: read prior to 2 p.m.

Hi there,

I have attended many of the task force meetings, written emails, and spoke at the last opportunity to do so. I am unfortunately unable to speak for myself today at the testimony. I will be in my Physics class.

I work full time(40hrs/week) for United Cerebral Palsy and 24-48 hours a week as a lease driver for Radio Cab. Radio Cab is the job that makes my ends meet. I would not be able to care for my growing boys without this extra income.

I make more driving for Radio Cab in 24 hours than I do in 40 hours for United Cerebral Palsy. My heart is in both professions. I have my schedule such that I can work over nights for UCP, then parent my children during the day and complete the classes required to make me applicable for Graduate School. I would not be able to pay for my classes out of pocket if it were not for Radio Cab.

It is not within my ethical bounds to bartend as I once did for the extra money needed to make sure my family is successful. I found that watching wonderful people unravel with each drink was not something that I could support. I have a First Nations background and have been personally affected and watched the generational trauma of alcohol on my people the Kaska Slave Dene. My solution to the economic downturn, under employment, and inequity of our fair city has been to drive cab. I love driving cab. I enjoy people.

TNC's are not the answer to our transportation issues on Portland and allowing them here without caps will destroy the taxi industry. I will not work for a TNC as the job is a liability waiting to happen and the business model is not community supporting. If you pass these recommendations that have been drafted by a team lacking in taxi industry experience I will lose my income. My family will suffer. I will not be able to maintain my scholarly goals. I will be devastated.

Please hear me. I am not a special case. We are all individuals with complex lives that are met with the needs of our driving career.

All my best,

Jen Maynard

*Personal Assistant
Radio Cab Driver*

305 NE 102nd Ave., Ste. 100
Portland, OR 97220
Ph: 503-739-1666
www.acommunityforeveryone.org



Moore-Love, Karla

From: Corey Kincaid <corey_kincaid@yahoo.com>
Sent: Thursday, April 09, 2015 10:54 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I fully support uber ridesharing in Portland.

Regards,

Corey

Moore-Love, Karla

From: Artist/Musician Jacob Kane Kanduch <moveonart@gmail.com>
Sent: Wednesday, April 08, 2015 6:02 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Uber saves lives by helping people get home safely whether coming from a bar at night or stranded downtown after the Tri Met does not run after hours. The drivers are friendly and simply bring business to the metropolitan and create jobs and not to mention it is more affordable and the other Taxes are way overpriced and greedy. Choose Uber for a safer better ride home.

--
Peace & Love Forever,

Artist/Musician Jacob Kane Kanduch
Founder, OmNEtra "Unity Arts Project"
MoveOnArts! & Branches
<http://facebook.com/moveonart>
<http://www.linkedin.com/in/jacobkanduch/>

415-857-4191 Google Voice #
moveonart@gmail.com
Jacob Kane Kanduch
7645 SW Bonita Rd.
APT # 24
Tigard, OR 97224

Moore-Love, Karla

From: Natassja Pretzel <tassjalynn@hotmail.com>
Sent: Thursday, April 09, 2015 5:51 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

This is my testimony of support for the task force recommendation presentation to city council for ridesharing regulations and calling Portland home

Sent from my Verizon Wireless 4G LTE smartphone

Moore-Love, Karla

From: Ryley Edwards <rileyedwardsr@gmail.com>
Sent: Thursday, April 09, 2015 5:01 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Uber is great and needs to come to Portland. As a 21 year old native to Portland, I use Uber frequently. Uber offers a save and affordable ride home. I fully support the Uber movement and will be very disappointed if Portland continues to be off limits for Uber riders.

GO UBER!
Ryley Edwards

Moore-Love, Karla

From: Leann Harris <leannharris@gmail.com>
Sent: Thursday, April 09, 2015 4:20 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

City of Portland,

I want to assure you that taking time out of my day does not come easily and I find that this cause is one of the most important causes this city has seen, and that it is time to recognize and support UBER in the growth of our city in a positive way.

I was born and raised in Portland. I am the CEO of the largest real estate firm in our city. I have 200 realtors that have sold over 650 million dollars in real estate in the last 12 months. I tell you this because we are making an impact in the growth of our city with out of state buyers. We also contribute to the monthly visitors to our city which impacts our bottom revenue line. This is where UBER comes in. We need more reliable, supportive transportation for our clients and guest of our city.

I have office in Austin where I have seen first hand the good that UBER does for businesses like mine. A private driver is there in minutes to whisk you to any destination you input into your phone. You control your time and money. And honestly, who doesn't want that.

Portland is crying out for positive growth and UBER is providing that to other cities. Come on Portland, jump in the game. We are more than ready!

Thank you for your time,

Leann Harris
CEO/Team Leader Portland Central
2 locations to serve our agents

919 NE 19th Ave Suite 100
Portland, OR 97232

6400 SE Lake Rd Suite 200
Portland OR 97222

Direct: [503-493-4394](tel:5034934394)

LeannHarris@kw.com



Moore-Love, Karla

From: Heather Nelson <hlnelson1975@gmail.com>
Sent: Thursday, April 09, 2015 4:15 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Dear Task Force,

As a person with a traumatic brain injury, I am unable to drive due to my history of seizures. Since my brain injury, I have done my best to adapt to my altered abilities and live the best, fullest life possible with them. One of my greatest obstacles with adapting to my post-TBI abilities was learning to get around without driving. I make great use of our public transportation system, using it for the bulk of my transit. However, I live in the suburbs of Portland and service in the area around my home is less comprehensive than in the more populous areas of Portland. Buses and trains both don't start early enough and don't run late enough to serve all my transportation needs. It is at these times that I must rely on a car service of some type. Previously I have used the local cab companies for these rides, but always did so with hesitation, as I have had tremendously long waits, had the cab I ordered completely fail to arrive, been taken on an unnecessarily long route (assumingly to artificially increase the fare), and been subjected to both erratic, frightening behavior and offensive language by the cab driver. Using the taxicab system in our area has been more negative than positive.

I was thrilled when I heard that Uber would be operating in Portland. First, it was an opportunity to use paid, private transportation that perhaps would not be plagued by the same problems that I have experienced with our local cab companies. Second, I thought that the emergence of Uber in Potland would create competition with the current cab companies in Portland, potentially inspiring the cab companies to make much-needed improvements in their service.

I have only had the opportunity to use Uber a few times so far, but I have to say that my experiences have been nothing short of excellent. All of the difficulties and frustrations that I have had with cabs, have not even been a factor with Uber. I want to be able to continue to use Uber and I see no reason why that company should be shut out of Portland. I implore you to allow Uber operate in Portland.

Sincerely,

Heather Nelson
Portlander & Uber user

Moore-Love, Karla

From: President <president@cwa7901.org>
Sent: Thursday, April 09, 2015 4:17 PM
To: Council Clerk – Testimony
Subject: Transportation for Hire Task Force

Dear Mayor and Council:

Over the last several months several meetings have taken place about allowing Uber access when they violated the law by operating in Portland in the first place. I find it puzzling to allow their access because of the history of Uber combined with the lengthy process and limitations that Cab drivers have previously been faced with when attempting to get licenses from the City. Now a company that has a reputation for not following rules of the industry will be allowed to come in with less than rigid rules that undercut the stability of the cab drivers who have been working within the confines of the laws and operate above board.

What concerns me the most is that this issue presents a serious risk to the public safety, fair implication of rules and laws and sends the wrong message to companies who want to come in and operate in risky ways.

Please take the time to digest this report before making a decision that could affect the community and cab drivers alike.

Thank You,

Jeanette Turner,
President CWA Local 7901
10011 SE Division St., suite 302
Portland, OR 97266
Office: 503-238-6666
Fax: 503-238-6965
Cell: 503-887-3156



This email has been checked for viruses by Avast antivirus software.
www.avast.com

Moore-Love, Karla

From: Daniel Turner <danturner78@gmail.com>
Sent: Thursday, April 09, 2015 3:47 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Portland city council, I am writing today to implore you to bring ride sharing to Portland. Prior to moving to Portland for a job at Intel I lived in Chicago. During my time there I became completely reliant on Ride sharing. It changed the way I lived in a good way. It ended transportation anxiety for me. Prior to ride sharing I would dread leaving a museum, event (music, sports, theater) and have to stand in line to try to get a cab back or wait at the el station for a train. Even in Chicago where cabs abound this was an unpleasant experience. Standing in the cold, wind, snow, rain hoping to get home was a painful. Ride sharing resolved that. I fealt freedom to go where I wanted when I wanted and not have to worry about parking or driving.

Upon moving to Portland I was surprised to learn that ride sharing wasn't allowed. I had heard Portland was a progressive town. A city friendly to alternative transportation and with a strong commitment to public transportation. It didn't take long before I found transportation anxiety set in. When I lived in the pearl it was tolerable. As I moved to the south waterfront and then later Alberta arts district it became more then an annoyance. Portland, please resolve transportation anxiety for me. I am tired of not being able to rely on cabs and being tied to public transportation schedules/inconveniences. Thank you.

Daniel Turner

Moore-Love, Karla

From: Jeremy Bell <jbell0404@mac.com>
Sent: Thursday, April 09, 2015 3:06 PM
To: Council Clerk – Testimony
Subject: UBER Is AWESOME

I use UBER a ton when traveling and it is an excellent alternative to outdated dirty cabs.

Knowing that you can schedule a pick up and see where it is in the app is great. You can get a safe ride home and you don't have to wait outside and guess where your taxi is.

Uber drivers try hard to maintain there rating by providing a great experience. Standard cabs with no rating systems, outdated payment systems an no apps to schedule and track pickups are antiquated.

I have no stake in UBER, I'm not a driver and don't have anything to gain financially if it gets accepted. I'm just a small business owner with a wife and 2 young kids. I'm a Portland Trailblazer season ticket holder and I fly out of PDX 1-2 times per month. So UBER is a great service for me, it's time efficient, simple to use and cost effective. I believe the rest of the city will also appreciate their service.

Thanks -

-Jeremy Bell

Moore-Love, Karla

From: Midori Hirose <midorihirose@gmail.com>
Sent: Thursday, April 09, 2015 2:44 PM
To: Council Clerk – Testimony
Subject: Fair Rides for our City of Roses

Dear City Council;

I'm all for an equal playing field and healthy competition however this is not how things are working with the possibility of Uber arriving. It would be an unfortunate uphill battle for us local cab drivers to compete and even work with.

I am an Oregon native. As a child, I was brought up at the Portland Saturday Market. My parents made and sold crafts at the Portland Saturday Market. I was what you'd call a market rugrat, helping vendors sell their crafts. Years later, I am a fine artist who has been showing in galleries since 2004 and am also a proud Radio Cab driver. I've grown up to see our wonderful city of Portland grow and evolve. Between childhood and becoming a cab driver, I was an ESL instructor, then a research coordinator for an ad agency for over years. I traveled the world while living in Portland. I have now returned to my roots. It was at this time two years ago that I made the conscious decision to simplify my life, and focus my energy on my studio practice. I fulfilled my dream to become a professional taxi driver for Radio Cab, a local mom 'n pop taxi company. Cabbing in the city, working directly with the community, and learning about people through their stories has been gratifying. It has also been a kind of homecoming for me, circling back to my childhood when I worked for vendors at Portland's Saturday Market, an outdoor bazaar under the Burnside Bridge. Similar to working at the market, cabbing gives me the opportunity to engage with all types of people with myriad experiences and ideas to share.

Radio Cab's been around as a mom and pop veteran run cab company for over 68 years. It's not just a cab company. I'm not sure if many folks are aware how much we give back to our community. We've been running our non-profit, zero-administrative-overhead food drives to help our Multnomah, Washington and Clackamas county folks who are in need by collecting donations and voluntarily delivering food directly to people's door steps during the challenging month of December. We pull our food drives together because we know family gatherings are important. We help families in need not only thru hunger relief, we also help transport folks who are unable to get around otherwise. We don't just drive passengers around. If there's trouble (people or road hazards), issues are dealt with directly, directly dispatched from our drivers to HQs, information is sent to the proper channels and are covered immediately. Our cab drivers are the unofficial ambassadors of our city.

As far as how it's running its company, Uber, to put it lightly does not abide by any standards that are ethical or moral. They have no concern for our city. They are looking to create a demand. Supply a new system and there comes demand for a new system. With smart phones comes the new app which creates a new demand.

Our cab drivers work under the jurisdiction/regulations which are set by the city of Portland. This includes the # of taxis that may drive in the city for minimal congestion/optimal road flow, annual driver safety reviews, background checks, regular safety vehicle maintenance checks, full insurance, annual permits, set rates, we have specified plates issued by the city, airport permits are also allotted only to a number of cabs by the Port of Portland (not all cabs are allowed to pickup at the airport due to traffic efficiency), ADA approvals, the list goes on..we go thru a lot of hoops for our city to maintain city efficiency...a lot of hoops for our city to maintain city efficiency and support our great city.

We're Radio Cab, your gruff Portland family you know and love. We're professionals committed to serving our community. I love my City of Roses. For everyone's sake, if Uber does arrive I would like to ask our city to create an equal and positive playing field for everyone. Thank you.

Sincerely Yours,

Midori Hirose

Moore-Love, Karla

From: Danielle <oceanleighside@gmail.com>
Sent: Thursday, April 09, 2015 2:43 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I would love to have Uber in Portland!! I go to school at Portland State and it would be great to be able to get rides from their back into Vancouver.

Sent from my iPad

Moore-Love, Karla

From: Sandy's Gmail <sandylittle4@gmail.com>
Sent: Thursday, April 09, 2015 2:39 PM
To: Council Clerk – Testimony
Subject: We need Uber

In our democratic and free commerce society, it is embarrassing that Uber can't operate because the city officials allowed a permitting process to limit free trade. I've used Uber in many cities in America. Of all places, It should exist in Portland.

Please approve Uber and other modes of transportation to exist in our fine city. Competition is a good thing. I have always been appalled that our light rail system did not start at the airport. It a long time to get it to go to the area wit the highest demand.

Let's get Uber into our city.

Kind regards.

Sandy Little

Sent from Sandy's iPhone.

Moore-Love, Karla

From: Drew Graham <drew.graham.181@gmail.com>
Sent: Thursday, April 09, 2015 2:34 PM
To: Council Clerk – Testimony
Subject: Please allow ride sharing

Moore-Love, Karla

From: Jeanne Ellenby <jeanneellenby@icloud.com>
Sent: Thursday, April 09, 2015 2:31 PM
To: Council Clerk – Testimony
Subject: Uber

I love Uber & would be so happy to have it back in Portland!

Sent from my iPhone

Moore-Love, Karla

From: Jenni white <market4ubiz@gmail.com>
Sent: Thursday, April 09, 2015 2:28 PM
To: Council Clerk – Testimony
Subject: Please ALLOW UBER in PDX!!

I travel here every month from LA. It would be so so so great to have Uber here!!

Jennifer White

CEO, Medicomp Services LLC
market4ubiz@gmail.com // 626.429.8876
100 N Brand Blvd., Suite 305, Glendale CA 91203

Moore-Love, Karla

From: John Hopkins <jw2000man@gmail.com>
Sent: Thursday, April 09, 2015 2:14 PM
To: Council Clerk – Testimony
Subject: Transportation Network Companies

Good Afternoon,

My name is John W. Hopkins. I am a Portland citizen and a taxi-cab driver and a shareholder of Radio Cab. Regarding the point of eliminating caps on fares.

Price deregulation is dangerous. It is directly destructive to the incomes of drivers. The fare price is integral and immediate to a driver's income. This is merely Innovative serfdom.

On the other hand the deregulation leads to price gouging: regardless of the purported fairness narrative, of how the customer actively accepts the terms during this euphemistically termed period of Price Surging, it is innately cruel to compel the desperate customer who is standing out in the cold and rain, to continue to wait with a mind, fully burdened by uncertainty, or pay a fair that is comparably priced to an off-peak airline ticket.

Respectfully,

John W. Hopkins

Sent from my iPhone

Moore-Love, Karla

From: Kasia Wieczorek <kashdubs@me.com>
Sent: Thursday, April 09, 2015 2:07 PM
To: Council Clerk – Testimony
Subject: Please allow Uber in PDX

I beg you to allow Uber in PDX!!!

I am all for supporting the local Cab companies, however i have had terrible experiences with getting a Cab to come Pick me up in a timely manner during busy rush hours or evenings on weekends when i Didn't want to drive as I was planning on drinking that night. Their "reservations" policy only works when The demand isn't high. I have missed getting to The airport on time when i tried to order a Cab hours in advance as rush hour came and The Cab companies could not find an available Driver.

This is unacceptable. If Portland considers itself a Metropolitan city and plans to have local businesses thrive, they should restructure The way they run their dispatch centers, and have More drivers on-hand. I've been to almost every major city in this country and i've never experienced this type of delinquency as I have in Portland.

Uber will be a saving grace for those that want to be responsible citizens and not want to drink and drive. Not having to worry weather or not you'll be able to get a ride home after a night of drinking will ultimately lead to safer roads in The Metropolitan Portland Area, and peace of mind for all drivers.

Please allow Uber in Portland!!

Sincerely,
Kasia Wieczorek
Sent from my iPhone

Moore-Love, Karla

From: JENA GARRICK <jenagarrick@msn.com>
Sent: Thursday, April 09, 2015 1:59 PM
To: Council Clerk – Testimony
Subject: Uber for Portland Oregon

I would like to ask that Portland Uber be approved. I have traveled many other states and enjoy having uber as my personal travel choice and believe we deserve to have this option in Portland. I know when I travel by uber the driver has had a extensive back ground check, and the auto has had a detailed inspection and must pass. The cars are smoke free and clean.

Jena Garrick
541-519-0279

Sent from my iPhone

Moore-Love, Karla

From: Cassie Skauge <cskauge99@gmail.com>
Sent: Thursday, April 09, 2015 1:57 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Hello-

Alternative forms of transportation are very important for me and my ability to get around Portland. I live a car-free lifestyle, relying mainly on my bike to get around town (yep, rain or shine!). I also take advantage of Trimet, as well as Car2Go, GetAround and Taxi Services. Uber is another mode in my arsenal of options. Each of these modes of transport work for different situations. Going to the airport? Taxi! Heading downtown? Bus! Picking up bulk items at the store? Car2Go! But there are times where none of the above fit my needs.

Example: My original ride had too much to drink and cannot drive, it is too late to catch a bus and I am too far from home to walk. It often takes over an hour to get a taxi and many taxi drivers will not stop when hailed. Uber is immediate. Uber saves me from standing on the side of Hwy 99 at 3am hoping a taxi shows up.

Example: I was on a date gone bad and I easily and subtly requested an Uber via my phone, allowing me to make a swift exit. Uber saved me from that man following me to a bus stop or down the street to a Car2Go. Uber saved me from having to spend another hour with that man.

Uber is asking for a some space in Portland and I believe the city should allow them to be here. It is a service to the citizens who live here. And it moves Portland forward, showing the world our willingness to step into the future of transportation and greener living.

Thank you,
Cassie Skauge

503-229-4861

CURRENTLY

damariswebb.com - Stage Manager, *The Box Marked Black*, April 15th

pixthis.com - On-call Assistant Production Coordinator

UPCOMING

damariswebb.com - Stage Manager, *Cottonwood in the Flood*, May 25th

ONGOING

cerimonhouse.org

Moore-Love, Karla

From: J'hon Williams <altculture@mindspring.com>
Sent: Thursday, April 09, 2015 1:48 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

This ridesharing concept has to be one of the greatest ideas I've come across in terms of getting the people home in a safe and affordable manner. I have found it to be a complete disregard for human life by the public transit systems in many cities, and I have lived in some of the major metropolitan areas through my years, so I say this because I know what I'm talking about when I say that. Those who are out regardless of if they are local or traveling on vacation and do not wish to drink and drive, it seems through experience, you'll find an easy way to get to your destination, but when the bars, clubs or restaurants close, there are no longer busses or trains running. I always find it a contradiction in terms of... we don't want you to drink and drive but we also are not going to run our public transport systems beyond 12:30am. And don't even get me started on cab service. If you are outside of NYC or Vegas, you will for sure wait at least 20 to 45 minutes. Uber and Lyft have been a godsend for an alternative means of getting where you need to be quickly, affordably and safe.

This is something that is needed in all cities, now!

Moore-Love, Karla

From: Frederick M. Jacobson <fmjacobson@me.com>
Sent: Thursday, April 09, 2015 1:46 PM
To: Council Clerk – Testimony
Subject: Comment on Regulating TNC

City of Portland Commissioners,

I want to read a quote:

“What Uber is doing is an insult to every law-abiding citizen” “Everybody who applies for building permits, stops at stop signs, and obeys speed limits. Every restaurant that obeys health standards. If we let Uber get away with breaking the law, what would we say to ordinary citizens who could legitimately ask, ‘Which laws am I now free to ignore?’”

That was Commissioner Steve Novick last December.

Since the city council is now being asked to approve recommendations that give Uber everything they want, in essences letting Uber get away with breaking the law, as a ordinary citizen I ask “Which laws am I now free to ignore?” or more realistically which laws will the city re-write to benefit the next company that comes to Portland and systematically breaks the law?

I and many others are concerned about Uber’s Safety issues, the lack of continues commercial insurance for the whole time their drivers are booked into their app and are driving. In addition Uber will not service everyone, just those who have credit cards and are willing to take the risk of being surged priced or in the real world gouged at high peak times, also that Uber will not or cannot abide with all ADA regulations and laws making their fleet totally accessible like the taxi industry.

Not to mention the damage that can and most likely will be done to the 1000’s of people and jobs, to an Industry that has been playing by the rules for decades. Once the damage has been done it will be hard if not near impossible to repair the damage. Uber and other companies like them can call themselves TNC’s or ride share companies but they are still providing taxi services and should be governed by the same rules and restrictions as the tradition taxi services. By caving into Uber you will be creating a 2 tier system one that services the public and one that only will service those who fit their criteria. That is not in the best interest of anyone in Portland. Please think hard about the decisions you are about to make and do the right thing.

To: the City of Portland Commissioners

From: Frederick Jacobson
PO Box 5575
Portland, Or 97228
503-335-9016
April 09, 2015

Sincerely,



Frederick Jacobson

Moore-Love, Karla

From: FEYINE JOBIR <feyine.fine@gmail.com>
Sent: Thursday, April 09, 2015 1:45 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I need Uber because it's fast easy to get my ride so I prefer uber

Moore-Love, Karla

From: Todd Meaney <todd.meaney@gmail.com>
Sent: Thursday, April 09, 2015 1:44 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Über is a fantastic service. The driver are very friendly and have no trouble finding the pick up or drop of location. The cars are very nice and clean. Often they have extras like cell phone chargers, water, gum, or candy which is a nice touch. Not only is Über nicer than a cab, it's more reliable and less expensive.

I have come to rely on Über for safe and reliable transportation wherever I travel. I am looking forward to the day when Über is available in every city and small town.

Moore-Love, Karla

From: Stuart Bell <sjbell86@gmail.com>
Sent: Thursday, April 09, 2015 1:42 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

It's time for Portland to end protectionist policies and allow it's citizens to leverage a new technology that improves their lives and enables the lifestyle Portland promotes.

Ride-sharing services such as Uber will vastly improve access to ad-hoc transportation in the city. The cab system in Portland is broken - as a downtown resident of close to 5 years I can tell you I do *not* rely on cabs. The availability of ride-sharing is important enough to me that I can actually consider homes further out from the city center, since I know I wont wind up stuck downtown during one of the many times Portland's cab service becomes saturated.

Cabs are important but the legacy companies well know they cannot always meet demand. While restricting licenses keeps individual drivers busy it does nothing for the rider at 10am on a Friday night when it is impossible to secure reliable cab service. Ready access to for-hire transportation is too important to let that trade-off continue. The city had it's chance to effectively manage this service - cab license issuance went stagnant for close to a decade. Only now that competition looms are new licenses being issued in volume - this does little to buoy the claims that Portland's cab service was not leaving riders high and dry. Indeed, I myself have been left on the side of the road for over an hour or had my fare dropped for a more lucrative one on many occasions.

Portland also espouses the benefits of reduced individual automobile usage in the city core. Anyone who has spent time in another major metropolitan area with ride-sharing knows that these services serve to greatly reduce the requirement to use and park a vehicle for occasional trips.

Overall the questions surrounding these nascent services will be resolved and in the mean time the benefits they provide vastly outweigh the anxiety some people may feel in the face of a new business model. I applaud Portland for finally permitting it's citizens to have access to a service that they desire by what must be a wide margin.

Regards,

--

Stuart Bell

Moore-Love, Karla

From: Flux Capacitor, esquire <jerkdouglas@gmail.com>
Sent: Thursday, April 09, 2015 1:31 PM
To: Council Clerk – Testimony
Subject: Fresh and interesting testimony from a cab driver

Uber has nearly no overhead, a nearly infinite supply of desperate workers, and a guaranteed percentage cut for every trip, so whether there's 100 drivers making 100 dollars a night, or 1000 drivers making ten dollars a night, San Francisco will make twenty-something percent of it all. This means that the Uber corporation is served absolutely no disadvantage if they flood the market with as many drivers as humanly possible.

This is obviously not the set up for a business model that shows concern for its workers.

The most interesting thing about Uber, is that they seem to remain liable for absolutely nothing bad that happens under the banner of their service, and during these hard times, people will quickly forget about all their misdeeds, while their fares remain half of ours.

The best part, is that during the busiest times, the customers will probably avoid Uber entirely, and switch to taxis to avoid surge pricing! Which will create the exact same service stalls at peak times we had before! Best case scenario, people will still complain about taxis for not being able to handle their demand at the peak of peak hours.

Thanks for reading.

-Jack

Moore-Love, Karla

From: David Papazian <david@papazianphoto.com>
Sent: Thursday, April 09, 2015 1:26 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Uber will give us freedom to travel around Portland with a much wider access points.
I'm in favor of Uber.

Regards,
David Papazian

DavidPapazian
Photography
503-421-2416
www.papazianphoto.com

Moore-Love, Karla

From: Stanley Siegel <stanleysiegel@gmail.com>
Sent: Thursday, April 09, 2015 1:23 PM
To: Council Clerk – Testimony
Subject: I support uber!

Sent from my iPhone

Moore-Love, Karla

From: Jackson Cafazzo <doctorjuno@gmail.com>
Sent: Thursday, April 09, 2015 1:18 PM
To: Council Clerk – Testimony
Subject: Council hearing on Uber

Dear Council Members,

I implore you to consider the logic of "Phase One" as a meaningful trial. Many other cities have experienced the effects of Uber to entering the market. It is well documented and overwhelmingly negative. Yet here we are proposing to try it on the promise that Uber will disclose their data in exchange. I ask you, what evidence do we have that they will fully disclose what is asked for when the trial period is over?

Currently the State of California and the city of New York are engaged in lawsuits with Uber because the corporation has not provided court requested data.

The Uber offices in Berlin, Amsterdam and London have all been raided by law enforcement to seize data Uber has been unwilling to share.

What exactly are we looking to learn from this trial?

It is widely known that some customers experience longer wait times during peak hours of demand, both commonly and from the data submitted by the city's taxi companies.

Radio Cab has begun mitigating the issue by implementing GPS dispatching, and our response times have been dramatically reduced, most notably during busy hours. Most cabs arrive in 2-5 mins. We still need more cabs on Friday and Saturday night but we are putting them on, and with our new permits we will have more wheelchair vans as well.

The Curb app, our Radio Cab app, the city's Cab Button Network (we call them IVRs) and a text feature all make it easy for customers to dispatch one of our taxis instantly no matter the call volume, so customers don't have to wait on hold.

We serve the city, and want to continue to do so. Deregulating the industry will destroy us. We listened and are growing with the times. Give us a chance to show that we can do it. Please keep my job viable and my investment sound, we won't let you down.

Thank you,
Jackson Cafazzo
Radio Cab #106

Moore-Love, Karla

From: Scotland Foss <sfoss08@gmail.com>
Sent: Thursday, April 09, 2015 1:17 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I support Uber in Portland.

Moore-Love, Karla

From: Tripat <tripat_jitsingh@yahoo.com>
Sent: Thursday, April 09, 2015 1:15 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I love uber to provide service in Portland. Uber provides good service and job opportunity too

Sent from my iPhone

Moore-Love, Karla

From: Maureen Christine <maureenchristine6@gmail.com>
Sent: Thursday, April 09, 2015 1:09 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I used uber in Los Angeles and Santa Barbara and thought it was terrific. My daughter in LA and granddaughters in LA use Uber frequently and are completely satisfied

EcoCab

Testimony of Ron Knori, President of EcoCab To the Portland City Council

**Subject: Private for Hire Transportation Innovation Task Force
April 9, 2015**

Mayor Hales and Members of the Portland City Council

My name is Ron Knori, President of EcoCab; the City of Portland's newest zero emission taxi company. My business address is 3250 NW Yeon Ave., Portland, OR 97210.

Thank you for accepting public testimony on this important topic. It seems like just yesterday that I appeared before you requesting licenses for 51 new taxi cabs that would allow me to deliver superior, environmental taxi service throughout this community, with a highly motivated, service oriented all-employee workforce.

Just before you approved the licenses, you asked if I was prepared for a tough competitive marketplace that would include giant companies like Uber and Lyft. I told you then, and I am back today, saying if you create a level playing field I am more than up to the challenge of free market competition.

Commissioner Novick best described the level playing field I envisioned in his transmittal letter:

“It is critical that the City provide necessary safeguards and standards to protect consumers, ensure accessibility for all, and allow for a fair, competitive market for drivers and companies across all sectors of the PFHT industry.”

The inconvenient truth is that despite some very thoughtful work, the report of the task force contains serious flaws and will not protect the riding public, ensure accessibility or encourage a fair competitive market.

Here are four points:

1. The unlimited dumping of TNC fleets into our community will not create a free market – but a free for all market – with little ability to control vehicle safety or driver qualifications or price transparency. A better solution would be to use the next 120 days as a controlled laboratory experiment with a reasonable cap (say 100 vehicles) for the new TNC entrants to the market.

**3250 NW Yeon Ave., Portland, OR 97210
(360) 261-4400**

2. “Dynamic Pricing” is a cute marketing term that hides price gouging and surge pricing to the advantage of giant TNCs and detriment of consumers. A better solution would be to establish uniform, transparent rates that apply to for-hire taxis and TNCs.
3. Fleet accessibility must be a non-negotiable demand of anyone operating in this community. To allow TNCs to contract away the responsibility and, in effect “externalize the costs” onto the rest of the market, puts me and every taxi company that must figure in the costs of accessibility into our base business model at a distinct competitive disadvantage. A better solution would be to require the TNCs to provide the accessible services or pay an accessibility default penalty set at some equivalent cost of doing business.
4. Driver licensing insurance and compliance sections must be made equivalent for taxis and TNCs. And the penalties for noncompliance or flaunting the rules in this community must lead to expensive and swift justice not some bureaucratic paper chase or slap on the wrist months from the time of violation.

In conclusion, there has been a lot of good will and good work that has gone into this report. I applaud the City Council, staff and volunteer task force members for their best efforts. However, because of the changing, disruptive nature of this industry, there are still flaws in this report that would undermine the goals of a truly competitive, accessible and consumer-oriented industry serving our community. I respectfully urge you to accept the best work of this report and improve the parts that are seriously flawed.

Moore-Love, Karla

From: Juan Santillan <juansantillan_01@msn.com>
Sent: Thursday, April 09, 2015 12:58 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I really enjoy this service and think it will help having more options to choose from.

Truly yours.

Juan Santillan

Moore-Love, Karla

From: Joy Dawson <joydawson@me.com>
Sent: Thursday, April 09, 2015 12:55 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

We use über in almost every other city we travel to once a month!
We are sad to not have über in our home. Please please please change this!
#pdxneedsuber
#weneeduberinportland
Be a part of the change,
Please,
Joy Dawson

Sent from my iPhone

Moore-Love, Karla

From: Bernhard Steiner <b_steiner@me.com>
Sent: Thursday, April 09, 2015 12:41 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Hello,

As a Oregon resident, I would like to have and use UBER in the city of Portland!
They provide great, easy, secure and friendly service in clean and modern cars.

I use UBER already a lot in other areas where they are available, and they are definitely my first choice!

Thanks,
Bernhard Steiner
375 Springtree Lane
West Linn, OR 97068

Moore-Love, Karla

From: Jenna Pisciotta <pisciotta.jen@gmail.com>
Sent: Thursday, April 09, 2015 12:24 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

The reality is denying people a safe and affordable ride goes against human rights. As individuals we deserve the right to chose our path and should be offered options that work with our lifestyles, budgets, beliefs, and needs. As a woman of Portland I want the safety and reliability that Uber offers and don't get this sense of security with other transportation companies. I have been left on the curb, whipped around the back of a cab, and had 911 on speed dial far too many times on my journey home. It is time we hold drivers responsible and Uber delivers standard for transportation.

Portland bring Uber to Portland!

Jenna

Moore-Love, Karla

From: Michele Webb <webbmichele@me.com>
Sent: Thursday, April 09, 2015 12:17 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Portland NEEDS Uber! In our case, it very well could have been a matter of life or death as we were stranded in a not-so-great part of town after midnight on a Saturday and couldn't even REACH a cab dispatcher to pick us up! We had to call my 70-yr old mother out of bed to come get 4 of us before something bad happened to us! It was seriously SCAREY!!

Another time I had to walk from the Waterfront, where we attended an 80's party on the Portland Spirit, to 12th & Everett (home) in high heels and then barefoot.... I thought my feet would fall off from my legs, it hurt so badly! A cab wouldn't even stop when they passed us and we tried to flag them down! Grrrrrrr!
Can companies obviously need some help in picking up demand, ESPECIALLY on weekends!

Michele Marvell
503-908-8358

Sent from my iPhone

Moore-Love, Karla

From: alisa40@gmail.com on behalf of alisa christensen <alisa@PBSurvivors.org>
Sent: Thursday, April 09, 2015 12:18 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Dear City Council,

Hello my name is Alisa Christensen I live in Sellwood pretty far from PDX. I fly a lot for work. I run a small not for profit that helps burn survivors. Like most disabled people I am on a fixed income. It costs \$50 to get to the airport from Sellwood, and 55 to 65 dollars to get back to Sellwood from PDX, it's disgusting. We need Uber so badly in Portland it kills me. I'm in LA right now, where Uber works perfectly otherwise I would be there in person giving testimony for Uber.

Thank you for reading this email.

Xo PBSurvivors.org

Moore-Love, Karla

From: mohanad abed <mohanadabed.1980@gmail.com>
Sent: Thursday, April 09, 2015 12:13 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I cant afford to attend the Task Force regulation at 02:00 because I have a full time job "M-F 1000 to 1800" .as Security Site Supervisor !

Best Regards,

Moore-Love, Karla

From: Robert Magnuson <Robert.Magnuson@finrx.com>
Sent: Thursday, April 09, 2015 11:53 AM
To: Council Clerk – Testimony
Subject: Support for Uber

I am writing in support of Uber and other similar companies operating in the Portland area. I am a frequent traveler living just outside the metro area and believe this improves services as well as making Portland more business friendly.

Thank you.

Robert Magnuson
President
URS Healthcare
Cell Phone: 312-909-5923
robert.magnuson@finrx.com

Moore-Love, Karla

From: Cindi Elsom <cindie@hnhagency.com>
Sent: Thursday, April 09, 2015 11:46 AM
To: Council Clerk – Testimony
Subject: Transportation Fairness Alliance Testimony and Input for City Council
Attachments: TFA Portland City Council Testimony_4.9.15_final.docx; Fairness_Tesfaye_Aleme_4.9.15.docx; Permits&Caps_Kedir_Wako_4.9.15.docx; Passenger_Equity_Wynde_Dyer_4.9.15.docx; Permits_Steve_Entler_4.9.15.docx; TFA Response to PFHT 4.2.15_DraftRecommendationtoCityCouncil.docx; Documentation_of_Task_Force_Process_By_Wynde_Dyer.docx; UBER_User_Agreement_Disclaimer.pdf

Hello,

On behalf of the Transportation Fairness Alliance (TFA), please find the following documents for consideration by the City Council regarding TFA's input and testimony on the Portland Private For-Hire Transportation Innovation Task Force recommendations:

- TFA Portland City Council Testimony
- Fairness Testimony, Tesfaye Aleme
- Caps and Permits Testimony, Kedir Wako
- Passenger Equity, Wynde Dyer
- Permits, Steve Entler
- TFA Response to PFHT 4.2.15 Recommendations
- Documentation of Task Force Process, by Wynde Dyer
- Uber User Agreement Disclaimer

Please let me know if you have any questions.

Thank you,
Cindi Elsom

Cindi Elsom
HMH account supervisor
503 / 295 / 1922 main
503 / 973 / 9242 direct
hnhagency.com



**Transportation Fairness Alliance
Testimony and Supplemental Information
4.9.15**



TRANSPORTATION FAIRNESS ALLIANCE

Transportation Fairness Alliance Portland City Council Testimony

4.9.15

Stephen Kafoury

My name is Stephen Kafoury, and I am here representing the Transportation Fairness Alliance—an informal coalition of traditional taxi companies operating in Portland. We formed to assist the City in its attempt to review present taxi regulations and amend them as necessary to accommodate the introduction of so-called “ride -sharing” taxi companies or TNC taxis. Notice I use the term “taxi” to describe both business models, as we see little differences between them and us. Both pick up passengers and deliver them to their destinations for a fee. The fact that TNC taxis focus their model on the use of an app does not appear to be a significant difference. Although our business model is broader, we use additional means besides our apps, there is nothing TNC taxis do that any of Portland’s local taxi companies do not.

Our industry is not afraid of competition; in fact we compete fiercely among ourselves. What we do demand, however, is that all competition be fair and equal. This is a proposition so self-evident that members of both the City Council and the Innovation Task Force have expressed their desire to ensure that the proposals contain this element as fundamental to any new regulations.

Unfortunately, two factors have kept this goal from being achieved. First was the unrealistic timeline. When a three month time period was established for phase one, it was not understood how complex this industry is, nor how complicated were its regulations that have been developed over decades. The result has been a rushed process in order to meet an arbitrary deadline, and the questions of fairness and equity have not been adequately resolved.

The other major flaw in the process was the badly thought out attempt to keep the deliberations pure by keeping out members of the Portland’s taxi industry. Uber had cleverly and successfully promoted a view of our industry as being lazy, old fashioned, and regulated by a compliant and protectionist city agency. Keeping us away from the deliberations of the Task

Force was thought to keep any taint from their final proposals. We were allowed to testify before the discussions began, and were allowed to submit written comments, but we were never able to sit at the table, or even answer questions from our seats in the audience. The result was that this group of citizens had to be educated in the workings of the taxi industry and its regulations, listen to proposals for changes, and then deliberate on recommendations, all without the input of those who knew the industry best. Sitting as observers, we heard inaccuracies, misleading statements, and unfounded assumptions – basically, ignorances being shared – and could realistically do nothing to add information or correct errors. We do not blame staff, nor assert that they purposefully misled the Task Force; it is just that they were hindered by their own process. This problem continued throughout these months, despite our repeated requests to at least be able to answer simple questions that arose from members. The only person who saw the problem was the professional facilitator, who agreed with us that at least one person from the traditional taxis and one person from the TNC taxis should be seated on the Task Force.

Raye Miles will follow me, and provide some details of the major examples of the lack of fairness caused by these two factors.

Allowing the arbitrary timeline for the deregulation experiment to go forward would be a huge mistake. Please take the time to do this right. Allow a member of both kinds of taxi companies to assist in the process, and provide reasonable time to arrive at a conclusion that all parties can live with.

Raye Miles

My name is Raye Miles and I am the president of both Broadway Cab and Sassy's Cab.

I have been the President of Broadway Cab for 16 years. Prior to that, I worked for TriMet, managing the LIFT transportation program. Part of my job there was overseeing a large contract with Broadway Cab. With over 20 years of experience in this arena, I know this business inside and out.

I'll offer a short overview of the biggest issues we see with the Task Force recommendations.

Insurance

The requirements and availability of specific insurance is still unknown. Portlanders should demand the same type of insurance coverage that is required for all commercial activity. For taxicabs in Portland, that is \$500,000 in primary auto liability. City Council should reconsider this requirement only when viable app on/ app off policies are available in Oregon. Until then, the requirement should stand as it is.

Accessibility

The task force was unable to reach a firm recommendation on wheelchair accessibility, and their proposal is to let the TNCs sidestep the issue for the time being, by either referring or contracting these rides to other companies. Their reason for this allowance was that wheelchair accessible service just isn't "part of their business model." This is outrageous. It wasn't part of the taxi model, either, until it became a mandate. Many restaurants still wouldn't be accessible but for the ADA. And the notion that restaurants would be allowed to simply refer customers to another accessible restaurant across the street is unthinkably offensive in this day and age.

This so-called solution is not consistent with Portland's values, flies in the face of the ADA, and is profoundly offensive to people with disabilities.

Background checks

Allowing companies to complete their own background screening is a horrible idea. Over this past weekend in Houston, an Uber driver was arrested on a rape charge. While the outcome of that case is unknown, one thing has been proven. The driver in question was authorized by Uber, and had a felony drug conviction for which he served 14 years in a federal prison. He was just released in 2012 and, until the time of his arrest, was driving for Uber. Currently, the Portland Police perform background checks on drivers who want to provide private for-hire transportation. This does slow down the permitting process by 10-14 days. But that is not wasted time – it is time necessary to ensure we are not allowing known bad-behaviors to provide service to vulnerable passengers. We support looking into ways to speed up this process, but not at the expense of an unbiased and thorough process.

Fairness and Pricing

This is perhaps the most blatant example of giving Uber and Lyft an outrageous competitive advantage. They are able to set their own prices based on the cost to provide the service and based on current levels of demand, while the task force has recommended keeping taxi companies' regulated rates in effect. This directly conflicts with both the Task Force and City Councils stated intent to create a fair and level playing field.

Cap Removal

The task force is calling for the immediate entry of an unlimited number of for-hire vehicles before a comprehensive solution is developed. Deregulation like this will surely put some of Portland's smaller taxi companies out of business. Not to mention the drivers themselves, many of whom are immigrants who already have limited options for making a reasonable income.

Permitting Fees

Neither the task force nor the City has proposed a fee structure for the new companies but both have expressed an intention to allow them an annual flat fee. Meanwhile taxi companies pay a minimum of \$2,000 per year and the large companies pay almost \$150,000 per year. This revenue to the City is calculated based on the number of drivers and vehicles licensed, and in

total the taxi industry pays just under \$500,000 per year for permits. For fees to be remotely fair, the City would have to charge each of the new companies \$250,000 per year. The number that has been casually tossed around is \$5,000 per company.

The Devil is in the Details

There are a dozen or more smaller issues that are patently unfair or unclear in the task force proposal. It is completely unrealistic to think they will be fleshed out and clarified in the next seven days. We've outlined those issues for you in a written response to the task force recommendations.

Uber and Lyft would have you believe that the City of Portland needs to choose between the efficiencies of their business models and the safety measures and community values instilled in the current code. That is simply not the case. If we can get the right people at the table, we can develop regulatory solutions that embrace the new technology while continuing to ensure safety and promote community values. We just need to be willing to put the time and hard work into doing so. And that cannot be done in the next week.

Stephen Kafoury

I'm now going to focus on fairness to the City of Portland and its citizens - specifically, the problem with the proposed insurance regulations. (This could have been resolved if we had been part of the discussions.) I urge you to check with the City's risk management folks before signing off on this proposal.

First, present city code requires traditional taxi companies to name the City as an additional insured. This proposal does not require the same of TNC taxis. This flaw could potentially leave the City open to lawsuits and huge damages.

Second, Uber has cleverly snookered the task force on the issue of phase one coverage. The Task Force was confused by the difference between risk of injury and the severity of damages. The report calls for reduced, nearly meaningless, coverage limits during phase one, because of the supposed reduced risk during that period. The lower risk is debatable during this time, but regardless, risk is a factor for determining premium costs, and not a factor in establishing coverage limits. For example, some insurance companies offer lower premiums to people who drive their personal cars less than 10,000 miles a year. They do not lower the coverage amounts, however.

Should a Portland pedestrian who loses a leg in an accident with a Uber driver be less compensated because the driver hadn't picked up a passenger yet?

Third, let's take a look at the task force recommendations for overall auto liability coverage to be required of Uber. It states the insurance must be carried by Uber OR ITS DRIVERS. Uber, a company whose business model is to outsource all its expenses to its drivers, certainly will not purchase this insurance itself, but will drop the responsibility onto its drivers.

Traditional taxi companies hold the insurance policies, not the drivers, even those drivers who own their cars. Allowing each individual driver to obtain and maintain its own policy is nuts for two reasons:

First, there are no such policies available now, and despite promise that they are coming soon, no one has any timeline for when this might occur.

Secondly, this would be an enforcement nightmare. Can the city check hundreds if not thousands of individual insurance certificates?

The Task Force naively believes they can trust Uber to oversee their drivers' compliance. This is a company that from the corporate level disdains any kind of government regulation, knowingly operated in our own city illegally, and is presently under siege for operating illegally in NY City, Virginia, San Antonio, Miami Beach, and Austin, just to name a few. This is company that hides deep in its 31-page "terms and conditions" of service statement that all Uber users must agree to when signing up for the app that holds Uber free from any liability of any kind for anything that could happen. Is the City of Portland going to take this company's word that all of its vehicles have up-to-date insurance?

We have a bill presently working its way through the legislature which will require TNC taxi companies to have primary insurance, app on to app off. This \$41 billion company can afford to protect its drivers and passengers, AND pedestrians. The City of Portland should require the same.

Thank you.



4.9.15

Fairness

Tesfaye Aleme, Green Transportation

My name is Tesfaye Aleme and I am the managing member and one of the founders of Green Transportation, LLC.

In 1997 we started with six shuttles and have since grown to include 59 taxis, 9 shuttles and 22 medical transportation vehicles. We are proud to provide several different kinds of transportation services that are vital to serve the different needs of all citizens and all agencies requiring transportation services.

If adopted, the task force recommendations you have before you today will eventually put my company out of business.

As you know, on February 11, Portland's existing taxi companies were granted an additional 242 permits. Terms of the new permits imposed by the city mandated that 20 percent of each company's fleet be wheelchair accessible, up from a previous requirement of 10 percent of each fleet. The Task Force has suggested reducing this mandate back to 10 percent, even though all of the city's cab companies have, since February 11, made significant investments in wheelchair accessible vehicles.

Green Transportation alone invested close to \$500,000 in wheelchair accessible vehicles. Two months later, I still have not received the vehicles. Once I do receive them, it will take an additional 2-4 weeks to brand and equip the vehicles per current city-mandated requirements. This includes painting the vehicle, putting a top light and decals on it, and installing cameras and meters.

In stark contrast, once permitted, Uber and Lyft will be able to quickly place cars into service if they are not required to follow the same requirements regarding ADA compliance or vehicle signage and branding as taxi companies.

It is unfair that a small business like mine must invest hundreds of thousands of dollars just to be able to get a few more taxis on the road, while a \$41 billion business like Uber is not required to follow the same rules. It puts taxi companies at an inherently unfair disadvantage

in comparison to TNCs, which have virtually no vehicle expenses at all, let alone expenses pertaining to wheelchair accessibility.

If Green Transportation goes out of business, our wheelchair vans will disappear. This will put the onus back on the City of Portland -- and ultimately the taxpayers -- to provide reliable transportation to the vulnerable population of citizens requiring wheelchairs.

We urge you to establish a level playing field in Portland's for-hire transportation industry, and ultimately assure that all of our citizens are served – not just ambulatory individuals with smart phones and credit cards.

Thank you.



4.9.15

Deregulation: Permits and Caps Kedir Wako, Union Cab

My name is Kedir Wako and I'm the General Manager of Union Cab Co-Operative. I've been in the taxi industry since 1998, when I first started as a cab driver.

Union Cab was established in 2013, after working diligently for three years to be issued 50 permits. Union Cab is a company affiliated with CWA, AFL-CIO and Jobs with Justice. **We followed the rules. We followed the process. And we did it right.**

We chose the taxi industry for our livelihoods so that we may support our families and provide our children with the choices they will need to be successful.

Deregulation – the removal of caps on permits – will saturate the market and dilute the earning potential of ALL drivers – taxi and TNC alike. This will have grave consequences on many families of drivers who are already limited in their ability to earn a living wage.

A large percentage of cab drivers in Portland are immigrant drivers with limited English, who depend upon driving to make a living wage. If they are no longer able to earn an income, their options for family survival will be extremely limited. Drivers and their families could quickly become homeless and consequently depend upon welfare. The burden will then fall on the city, and ultimately the taxpayers.

As we all know, with taxi service, it's all about **supply and demand**.

If all caps are removed on the number of taxis that are serving the market, the supply floodgates will open, yet the underlying demand will remain unchanged. The result: a race to the bottom with no one making a reasonable income and a fallout of our industry's most dedicated drivers. **Not to mention an increased number of unnecessary cars on the road.**

We urge you to carefully consider the impact on drivers when determining the right balance between increasing supply and preserving family wage jobs. There's no turning back once the floodgates are open.

Thank you for giving me this opportunity to speak.



4.9.15

Passenger Equity

Wynde Dyer, Green Transportation

I'd like to start out with question: "Why are we even here today?" We aren't here to save the taxi industry, or to save taxi drivers' family-wage jobs. In fact, as this process has played out, it has become very clear nobody cares about taxi companies and nobody cares about taxi drivers.

All anyone cares about is getting from point A to point B as quickly as possible. Push a button, get what you want, as fast as you want it. We are in an era of electronic instant gratification, where all anyone wants is everything, faster, more. Dialing a phone number? Too many buttons to push. Counting cash, pulling out a credit card, or signing a receipt? Such an inconvenience. Having another drink while you wait for your ride? Unheard of. Planning ahead? Also unheard of.

What isn't unheard of during these current times of class warfare is the topic of equity. That's what I'm here to speak to you about today: equity for passengers. I get it, you may not care about equity for the taxi industry, but it is my hope you still care about equity between the haves with the have-nots. I ask you, "If the task force had kept equity at the forefront of their minds, why, then has Uber been given permission to neglect the have nots while serving only the haves?"

Let me assure you of this: There are lots of Portland citizens who do not have smart phones or credit cards, and who do have mobility devices, or guide dogs (which Uber drivers have a propensity for putting in trunks). There are also many Portland citizens who live in less lucrative outlying areas, or who are taking less lucrative short trips. For these citizens there is no equity.

ADA accessibility laws guarantee basic human right for a protected class of citizens. What if a restaurant wanted to evade having an ADA-accessible bathroom, and told clients in wheelchairs, "You can't use our restrooms, but we've contracted with a restaurant down the street so you can use their restrooms instead." So who's going to service clients with disabilities? Not Uber.

What about people without smart phones or credit cards? Surveys say 73% of the population

has a smartphone, but these surveys are often done by computer or smartphone polls, and those without either can't respond. As a medical driver I can assure you, very few of my clients have smart phones. They have free Obama Flip Phones, if they're really lucky. Maybe they have a landline, if they can afford to keep it connected. Computers? Maybe at the library. Credit and ATM cards? No, most of these low-income individuals have Oregon Trail Cards for their SSI deposits and food stamp allowances. Who is going to service these clients? Not Uber.

What about the senior citizens who just need a quick ride to the grocery store or the pharmacy? Many of my senior passengers carry only cash, because they are wary of the identity theft risks of using a credit card. Who is going to service these clients? Not Uber.

So please, keep these citizens in your hearts and minds when you make your decisions today. If Uber decimates the cab industry--specifically the smaller companies--it will create a service monopoly whereby the most vulnerable populations are lowest on the totem pole of priority.

Thank you.



4.9.15

Permits

Steve Entler, Radio Cab

My name is Steve Entler. I'm the general manager for Radio Cab and I serve on the PFHTBR as the taxi company representative. I have been involved with Radio Cab Company and the Private for hire transportation industry in Portland for nearly 45 years.

There are many task force recommendations that should be reconsidered. One that is of particular concern to me and should be a huge concern to City Council and the citizens of Portland is the process for permitting drivers.

The recommendation by the task force to transfer driver permitting authority from the city to the companies would be an enormous mistake. It is a safety issue that should be handled directly by the city, and not to a company like Uber that has repeatedly demonstrated a willingness - across the globe - to break the law.

Permitting drivers should include these basic requirements as part of the permitting process:

- The city must know the full name of the applicant.
- The applicant should notify the city about which company they will affiliate with, and show proof of possessing a COP business license.
- The applicant should also provide proof of a background check and any other requirements of 16.40.090.
- A TNC driver applicant, specifically, should be required to show proof of personal automobile insurance coverage, along with an attachment showing that the insurance company is aware that the insured is going to supply part time transportation service to the public through an affiliation with a TNC. And there needs to be a notification process to the COP in the event of a lapse in coverage.

As a cab company manager dealing with auto accidents on an almost daily basis, I can confirm that up to 30% of the accidents that involve our drivers occur with uninsured drivers. Personal auto insurance is easy to obtain, but sometimes lapses because the insured driver fails to make a payment. As with all other permitted livery companies, the

city should be notified of a lapse in coverage, and **absolutely not** depend on a TNC to provide that notice.

Most importantly the final approval of whether or not to issue a permit to a driver should remain with the Bureau administrator, and not a corporate executive that has profit-based motives that do not align with public safety.

Thank you.



TRANSPORTATION FAIRNESS ALLIANCE

4.9.15

Accessible Transportation Raye Miles, Broadway Cab

My name is Raye Miles and I am the President of Broadway Cab. But I actually started my career in transportation over 20 years ago, working for the TriMet LIFT program. I asked to address this specific topic because it is an area of expertise and it is near and dear to me.

The task force spent quite a bit of time – though clearly not enough – wrestling with this issue. Unfortunately it is not one that can be quickly or easily addressed.

The City of Portland has required taxicab companies to provide accessible vehicles since the early 90's. Portland was one of the first – if not the first – City in the nation to do so. It was a proud accomplishment that clearly telegraphed Portland's commitment to progressive values.

Though the final recommendation on this issue is unclear is unclear, it does seem like the task force was going to allow TNC's to sidestep the issue – either by having no requirement for accessible service, by referring and/or contracting those trips to other providers, or by paying into a public fund that would somehow provide service to those customers.

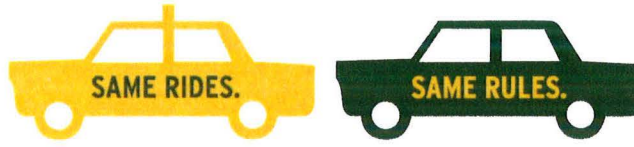
And the reasoning behind this allowance seemed to be that wheelchair accessible service just wasn't "part of their business model". This is outrageous. It wasn't part of the taxi model, either, until it became a mandate. Many restaurants still wouldn't be accessible but for the ADA. And the notion that restaurants would be allowed to simply refer customers to another accessible restaurant across the street is unthinkable offensive in this day and age.

There are other cities experimenting with programs where TNC's are allowed to pay into a fund for service. These programs are in their infancy, and I'm not sure any could yet be qualified as a success. I'm also concerned they don't live up to the spirit of the ADA. On a national scale, I think it is entirely possible this type of plan will fall into disfavor. The ADA does not tax businesses to ensure there is money for services to people with disabilities. It requires every individual business take steps to ensure their goods and services are accessible to people with disabilities.

Portland has and should continue to hold this up as a fundamental value.

I urge City Council to find a workable solution for accessible TNC transportation before implementing any of the task force recommendations. Please let me know if I can help or answer any questions.

Thank you.



TRANSPORTATION FAIRNESS ALLIANCE

TFA Response to Private-For-Hire Innovation Task Force April 2 DRAFT Recommendations to City Council

4.6.15

Subject 1: Insurance Requirements

- Fairness/Equity Issues
 - Taxi companies are required to carry more comprehensive and expensive commercial insurance.
- Bad Policy Issues
 - TNC drivers are still not covered with adequate primary commercial insurance from Period 1-3.
 - There should be no distinction made between degrees of commercial activity (i.e., Period 1, 2, 3, etc.). Why? Because it creates confusion as to what policy is in place at any given time, AND because Period 1 activity is the time when the driver is most likely to be distracted by their smart phone or computer (i.e., fare notifications, accepting trips).
 - By definition, Period 1 is the time when a driver will be distracted by his/her cell phone alerting him/her to a possible trip. Distracted driving continues to be the number one leading cause of car accidents in America. Talking on a phone, texting (the foundation on which the TNC model assigns rides) and talking are some of the main ways drivers get distracted behind the wheel. Recent evidence shows that texting while driving increases the risk of an accident by 23 times.

Subject 2: Vehicle Inspections/Aesthetics

- Fairness/Equity Issues
 - While task force notes indicate this is fair, it is not. Cabs are still required to brand and equip their vehicles (paint, top light, decals, cameras, meters, decals stating rate disclosures). The cost of equipment and installation is approximately \$2,500 per vehicle and takes two-to-three weeks to install. This is a huge

additional expense burden on the taxi industry that TNC operators will not have to incur – thereby giving TNCs an unfair cost and pricing advantage, and the ability to place cars into service much faster than taxi operators.

- Taxi operators have a proven performance record of conducting thorough vehicle safety inspections. TNCs have demonstrated a consistent lack of compliance in other jurisdictions nationwide. How confident is the City of Portland that TNC operators will behave differently here? What risk is the City of Portland comfortable accepting when it comes to ensuring safe commercial transportation in our community?

Subject 3: Background Checks

- Fairness/Equity Issues
 - The Task Force recommendation is unclear regarding the requirement for all drivers to post their city-issued permit on the visor. If this is not clarified, the result will be an uneven application of public policy, since taxi drivers will still be required to do so, whereas TNC vehicles are not.
- Bad Policy Issues
 - It is clearly in the best interest of citizens in Portland for the city to independently review and approve driver permits. Yes – this does add time. However, how much time is too much if it prevents a sex offender from preying on citizens looking for a ride? This is a critical public safety issue. Simply asking the company to sign off on a background check is not enough.
 - Uber uses a private background check company called Hirease. Hirease runs drivers' social security numbers through the type of records databases held by credit agencies. There are some big limitations to this. Sometimes they're outdated or incomplete, since they aren't accessing official government databases. The records can come from dubious sources, like Internet crawls. Such credit checks can legally only go back seven years in a person's history (whereas Live Sacs don't have a time limit). And if a driver commits a crime after Hirease runs its initial background check, Uber won't know.
 - True, Hirease sends runners in person to pull court records of each Uber applicant in the counties they've lived in. That might seem like a good approach, but what if someone commits a crime in a county they weren't a resident of?

Subject 4: Driver Training and Testing

- Fairness/Equity Issues
 - None

- **Bad Policy Issues**
 - The task force recommendation would require that TNCs implement a training and testing program that has been approved by the City as being equivalent to City programs. TNCs are allowed 120 days to implement this program. Is it prudent to allow them to operate even one day without first having the drivers complete the training?

Subject 5: Driver Conduct

- **Fairness/Equity Issues**
 - Cab drivers are still required to comply with 16.40.340 (B), whereas TNC drivers are not. Adoption of this policy:
 - Flies in the face of a fundamental right presently guaranteed to Portland citizens: equal access to all for-hire transportation options. In other words, TNCs can discriminate without consequence.
 - Caps fares on taxis, while allowing TNC drivers unrestricted pricing flexibility.
 - Mandates that taxi companies continue to provide service city-wide, whereas TNC drivers can discriminate and cherry-pick where they will provide service. This leaves the burden of service to low income areas squarely on the shoulders of taxi companies.
 - This issue was presented to the Task Force as being equally applied to both taxi and TNC drivers. It is not! In fact, these requirements are among the most burdensome for the taxi drivers, making this patently unfair.
- **Bad Policy Issues**
 - The Task Force has yet to address the larger issue of whether or not Portland wants to ensure equal access to for-hire transportation services. What type of community do we want to be?

Subject 6: Accessibility and Non-Discrimination

- **Fairness/Equity Issues**
 - ADA compliance is a federally mandated right. How is it that TNC companies are deemed exempt from compliance with this law, whereas Portland taxi company are required to provide service – at the cost of \$50,000 per wheelchair-accessible vehicle?
 - Adoption of this policy is an endorsement by the City of Portland that TNCs are exempt from directly providing ADA accessible service. As the Task Force has stated, “...this is not part of their business model.” Please remember that

approximately 20 years ago, taxi companies were not required to provide this service, either. However, the City of Portland made the decision that our community was best served by complying with the spirit of the ADA by requiring that all cab companies field a percentage of their fleets with wheelchair accessible vehicles.

- In other markets (Philadelphia, San Diego, San Francisco, Houston), Uber has been pushed to provide wheelchair accessible service. Uber has complied through a service that is limited to only the jurisdictions that have forced them to provide it, using their UberWAV or UberACCESS service.
- If companies are allowed to “opt out” of providing ADA accessible service, is this really the right way to go?
- TNCs will not accept cash fares. This limits equal access to for-hire transportation options by low income populations who cannot qualify for a credit card.
- **Bad Policy Issues**
 - There is an overall lack of understanding of how ADA-accessible service currently works in the City of Portland. Without adequate information, how can the Task Force make well-informed recommendations on how to best serve the needs of this vulnerable population?

Subject 7: Fare Rates/Pricing

- **Fairness/Equity Issues**
 - The Task Force recommendations are patently unfair. Pricing caps remain in force for taxi companies. TNCs have no such restrictions.
 - Taxis are precluded from implementing surge pricing, whereas TNC’s stated model is to have variable pricing based on demand.
 - TNC drivers in other markets are actually manipulating prices by not signing into the app until prices reach a certain threshold. (There are Twitter feeds dedicated to this price-fixing behavior.) Of course, surge pricing fattens the profit of the TNC companies without any corresponding increase in the cost of service. TNC companies have no incentive, or enforcement mechanism, to control the behavior of their drivers when it comes to this practice.
- **Bad Policy Issues**
 - The Task Force has not even begun to address the broader issue of whether equal access is still an ideal that Portland strives to uphold.
 - Will TNCs be legally recognized as a Common Carrier and be required to comply with regulations governing the industry? This, alone, is a significant question to consider.

Subject 8: Caps on Hours of Driving

- Fairness/Equity Issues
 - No issues.
- Bad Policy Issues
 - No issues.

Subject 9: Permits

- Fairness/Equity Issues
 - Because of city-mandated requirements for installation of equipment and vehicle painting, it can take taxi companies two-to-four weeks to place a passenger vehicle in service. TNCs have no such requirement, allowing them to instantly expand their fleet size.
- Bad Policy Issues
 - Flooding the market with an unlimited number of permits will saturate the market and dilute the earning potential of ALL drivers – taxi and TNC alike. This could have grave consequences on many families when no one can earn a living wage. Without a reasonable balance between supply and demand, there will be a race to the bottom to achieve a low-price position. The result? Local companies and drivers will be unable to make a living, thereby placing service levels at risk.
 - As with background checks, the City needs to know the identity of each individual driver – taxi or TNC. Companies should not be allowed to protect the anonymity of individual drivers. Why? The City needs this information to verify proper insurance coverage.

Subject 10: Fees

- Fairness/Equity Issues
 - The Task Force has not addressed the amount that will be charged for permit fees to TNC companies. Nor has the Task Force proposed any reduction in fees paid by taxi companies. A large taxi company pays in excess of \$150,000 in fees annually. These fees include:
 - \$3,000/company annually
 - \$600/vehicle annually
 - \$100/driver annually
 - \$150/vehicle change fee

- The application of permit fees must be uniformly applied to all for-hire transportation companies, or TNCs will have a grossly unfair pricing advantage. They provide exactly the same rides. The same rules should apply equally to all.
- The initial 120-day trial period does not address this. TNCs and new taxi companies will have a pricing advantage right out of the gate.
- The Task Force has a stated goal in Phase II of creating ways for low-income drivers to work as a TNC driver. Yet, the Task Force has not considered the implications of placing a low-income driver at risk when it comes to understanding their personal liability when performing a commercial service. Insurance companies are regularly denying coverage when individuals are using their personal vehicles for commercial purposes.
- Bad Policy Issues
 - How will the City know when new vehicles are being placed into service? How will the city know what to audit and what fees to assess and collect? This has significant revenue implications to the City.

Subject 11: Vehicle Signage/Notices

- Fairness/Equity Issues
 - Taxi companies continue to be required to equip and paint vehicles prior to entering service. This added burden of compliance adds significant costs to taxi operators that are not required of TNC operators. This unequal treatment gives TNCs a significant pricing advantage.
- Bad Policy Issue
 - Without evident and visible vehicle branding, it will be very difficult to identify at-risk or illegal behaviors by TNC drivers. Most complaints to taxi companies come in from non-passengers. Taxi vehicles are clearly marked and identified numerically for easy reporting.

Subject 12: Minimum Standards of Service

- Fairness/Equity Issues
 - No issues.
- Bad Policy Issues
 - There is an inconsistency between driver standards and company standards. In the company standards, the driver has to accept any fare request; in the driver standard, taxi cab drivers are required to provide the service, and TNC drivers are not.

Subject 13: Data Reporting

- Fairness/Equity Issues
 - Taxi companies are required to report two years of data that includes the date and time of service, and where the ride started and ended. This data is not always available.
 - Why are taxi companies being required to explain kitty fees when TNCs have no requirement to report on the cost-of-doing business?
- Bad Policy Issues
 - It has not been made clear how this data will be used. It would be best to identify why the data is needed before requiring that it be collected.
 - Data collection is stipulated that it be provided in aggregate form. Without the requirement that the data be sourced at the driver level, it may not be possible to verify the accuracy of the data and could be easily subverted. Driver privacy can still be maintained.

Subject 14: Street Hailing/Sitting in Taxi Lines

- Fairness/Equity Issues
 - No issues.
- Bad Policy Issues
 - There is still an open question regarding how fees will be collected at PDX if TNCs are allowed to operate there. This has not been clarified.

Subject 15: Agent of Service (Local Business Presence)

- Fairness/Equity Issues
 - No issues.
- Bad Policy Issues
 - No issues.

Subject 16: Communications

- Fairness/Equity Issues
 - No issues.
- Bad Policy Issues
 - No issues.

The Transportation Fairness Alliance (TFA) is a group representing Portland's taxi industry, and includes drivers and leadership from Broadway Cab, Green Transportation, Portland Taxi Cab Company, Sassy's Cab Co., Union Cab PDX, and Radio Cab. For more information, or to sign a petition urging City of Portland leaders to arrive at legal and level regulations for the for-hire transportation industry, go to www.tfapdx.org. Follow TFA [@PDXbyTaxi](https://twitter.com/PDXbyTaxi) on Twitter.

MEDIA CONTACT:

Kelliann Amico | 503.705.6203 (mobile) | kellianna@hnhagency.com

4.9.15

Documentation of Task Force Process

By Wynde Dyer

DECEPTION & OMISSION

Throughout the process of the task force, city staff--specifically Bryan Hockaday, and to a lesser degree, Michael Jacobs and Frank Dufay--have provided inaccurate information to the task force, which the task force has then acted upon. Whether this deception is by omission, accident, or intention, the city's failure to allow the taxi industry to clarify misinformation has been deplorable.

Additionally, rumors in city hall and Salem suggest the task force's process was stymied from the start by city staff's covert pushing of Uber's agenda. It appears the task force's process was an elaborate smokescreen to waste the time of well-intentioned community volunteers on the task force, as well as a waste of time and money for the taxi industry. It seems the city convened the task force as a passive aggressive move to let Uber in without the backlash of taking responsibility for the decision. Since the beginning, Uber has been guiding the recommendation process via Bryan Hockaday. Hockaday and other city staff have allegedly met with TNC reps on a regular basis throughout the process, all the while refusing to meet with taxi industry representatives until one week ago. Rumor has it that city staff took representatives from Uber and Lyft with them to meet with the Oregon Insurance Division, but taxi representatives were not invited. It is a verified fact that the night before the final recommendations meeting, a secret, unannounced conference call took place between task force members and dissenting members on the task force, urging said members to come into consensus, otherwise Uber would leave town over concerns about insurance and caps on vehicles. Now city staff is implicitly encouraging the task force to do away with the long-standing PFHT board, replacing it with executive power granted to the PBOT director and transportation commissioner. We saw what happened with the water bureau when one commissioner was granted too much power. It would be a shame to repeat that same mistake here.

WORKERS COMP

Frank Dufay says, "It's only required for companies with employees," and follows up, by email regarding the Accidental Occupational Insurance that is required by the city for all drivers, "It's actually not mandatory yet. The intent was to put it in code and make it mandatory, but currently I got all the companies together and they agreed to voluntarily provide this." Taxi company general managers (GMs) dispute the idea perpetuated by the city that Accidental Occupational Insurance was voluntary. The GMs say the Accidental Occupational Insurance was mandatory, because there was a deadline set by the city to adopt, and the city approved kitty raises to compensate. In a following meeting Frank Dufay clarified, "The accidental occupational insurance, it's not a code

requirement, so that's not relevant, but we got the existing companies together to agree to get accidental occupational insurance [which is similar to workers comp]. We promoted it and allowed taxi companies to raise kitty. We pushed it through without council approval because the insurance company's offer was about to expire." Still, the GMs remember this differently.

CITY AESTHETIC INSPECTIONS

City staff and task force members have alluded to the fact that it would be burdensome for the city to continue to do aesthetic inspections, during which inspectors look for the cleanliness and lack of damage in a vehicle's interior, whether it has a properly installed meter and camera, and whether or not the trunk is stocked with a fire extinguisher, flashlight, first aid kit and flares. In actuality, these inspections take less than 5-10 minutes, and would not be burdensome at all.

TAXI DRIVER TESTING AND TRAINING

With regards to the training taxi drivers go through, Frank Dufay says, "They have certified trainers. Then there's the Knowledge Skills Test they take from the city." PBOT staffer Michael Jacobs adds with regards to the city test, "If we require TNCs to do it with the city, we'll be bombarded." What is omitted here is:

- a) Most new taxi drivers spend time in company classes and participate in three days of on-the-road training
- b) TNCs training is a 20-minute online class, and
- c) The city test can take as long as 45 minutes, but, on average, takes 12-15 minutes to complete, so it would not be terribly burdensome to have TNC drivers take the test.

INDIVIDUAL PERMITS

With regards to whether TNC drivers should pay the city for their permits, Hockaday says, "[The TNCs are] concerned about TNC drivers having to pay. [They'd like] flat fees for the whole company." When asked how the process works now, Frank Dufay says, "[Right now] it's \$100 for the [driver] application [and background check and testing] and \$100 a year [for the driver's permit renewal]." Hockaday makes the point that TNC drivers usually work part time, and Mike Greenfield asks, "I presume they are all full-time at present? Are they at 8 hours?" Frank Dufay responds, "There's no good data on that." The fact of the matter remains, (a) \$200 is not an exorbitant amount required for entry into a profession, as many industries require "dues" to work, (b) \$100 a year to continue working is not an exorbitant amount either, and, most importantly, (c) MANY taxi drivers work part-time, too, and still pay this fee each year, and (d) the statement about the absence of data on taxi drivers hours worked is patently false: every company with mobile data terminals (MDTs), which includes Green and Broadway and Radio, ALL have data available on the number of hours a day and days a week their drivers work.

DRIVER WAGES

City staff and task force members keep reminding each other of the \$6.22-per-hour a 2012 study found Portland taxi drivers make, and contrasting this against Uber's claims of how its drivers make far more. This faulty logic is based on a city study with faulty methodology. This study relied on self-report data from drivers, which is notoriously unreliable, especially in a cash-based industry where underreporting is common. Additionally, the researchers pulled out Radio Cab data, because they were outliers, noting that Radio Cab drivers make substantially more than other drivers. Furthermore, Uber's claims about driver income have been widely disputed nationally based on the self-serving data they gathered from a convenience sample of drivers during the busiest two weeks of the year, those heading into and following the Christmas Holiday. The truth is, Uber's drivers take home less than 50% of their fares, after Uber's 20% commission, gas, repairs, maintenance, and car washes and cleaning, not to mention out-of-pocket taxes and health care. Because Uber discounts its rides so heavily, it is safe to assume based on data elsewhere that Uber drivers do not make near what cab drivers make.

TNC INSURANCE

Bryan Hockaday has informed the task force--through his talks with the state insurance division (which Uber and Lyft reps were reportedly invited to, but the taxi industry was not included in)-- that if Uber and Lyft begin operating, the insurance industry will develop products for them. Hockaday says, "Presumably if there's not a product, they can operate without one until one is available. In similar jurisdictions they establish a regulation and insurance companies create the products." This is both a blatant lie and gross overgeneralization. Currently there are only four states which have hybrid insurance policies for TNC drivers (California, Virginia, Indiana and Illinois), some of which have not been implemented. Yet Uber drivers in how many other states do not have hybrid insurance? Secondly, Hockaday fails to address the fact that the insurance industry moves very slowly, and so do state insurance boards, which approve new policies. It would be highly unlikely if these policies are available within 120 days. Speak to Jeff Lang, one of the task force members who happens to have 35 years of insurance industry experience.

BACKGROUND CHECKS

Bryan Hockaday has time and time again stated that TNCs background checks are equal to or better than what the city uses: "The only reason to do FBI checks is because LEDs looks for Oregon. Uber and Lyft already do detailed multistate checks, which produce info comparable to what the FBI gets. To do a third-party check and an FBI check would be redundant." This statement may have been taken straight out of Uber's mouth. It is PR gloss, not reality. In reality, as we've seen nationally and internationally, MANY Uber

drivers with criminal records slip through Uber's screening process and go on to commit other crimes while working for the company. There have been rapes, assaults, burglaries, and many other allegations. It is true that Uber deactivates offending drivers--without due process, like taxi drivers get when their companies and the city investigate complaints. But deactivation does not erase the crime.

EXECUTIVE APPROVAL OF PBOT VS. THE PFHT BOARD

Bryan Hockaday repeatedly stressed at the most recent PHFT meeting that the idea of doing away with the PFHT board was the idea of one task force member alone. In reality, Hockaday has been complicit in pushing this agenda item, as we can see from the transcript below where he says this switch "wouldn't be so radical" and that "PBOT staff would be responsible" for what the PFHT board does currently:

Jim Owens: Are we transferring to the commissioner in charge?

Bryan Hockaday: We need to think more. It needs to be approved by council, unless the commissioner has executive approval.

Raihana Ansary: You'll get inundated.

Bryan Hockaday: The commissioner can delegate to PBOT staff.

Joan Plank: This is a big jump. Doesn't council need to do the approval?

Richard Lazar: The makeup of the PFHT board is a concern.

Mike Greenfield: These changes need to be more fleshed out. This is going to make the city vulnerable.

Bryan Hockaday: It wouldn't be so radical.

Richard Lazar: My concern is, depending on the PFHT board if TNCs are permitted, I'm concerned that the PFHT board has the authority to approve or deny them [long diatribe about his perceived inadequacy of the PFHT board, how the city should do away with it, etc.]

Joan Plank: Are you saying, "Let's suspend the committee?"

Bryan Hockaday: PBOT staff would be responsible for it.

This makes no mention of the long-existing status of the PHFT board, or the fact that the PFHT board is largely responsible for existing code designed to protect passengers and drivers. It also fails to point out that PFHT board is an advisory board, not a decision making board. Also, no mention of the fact that only TWO members on the board represent the taxi industry. The other voting members represent the disabled, the tourism community, the medical transportation and town car industries, the airport, and other stakeholder groups. Rather than doing away with the board, I suggest giving TNCs two chairs on the board, one for company and one for drivers.

RIDE REFUSALS

Currently taxi companies are required to service ALL ride requests if clients' can show ability to pay and are not demonstrating erratic or unsafe behavior. TNCs, on the other

hand, can pick and choose which rides they take, and are not able to service clients without smart phone or credit cards. This creates an inherent unevenness in the playing field, where by low-income clients and clients in far-away locations are not offered the same level of service by TNCs as by taxis.

Frank Dufay says, "They can't refuse a ride? One of the sticking points is they pick and choose."

Richard Lazar argues, "When the app is on they can't refuse, when the app is off they're not in the system, so how can they refuse a ride?"

The city lawyer makes a reasonable argument: "I'm going to push back on that, and I'm just channeling what some might say. You should prepare for council's questions about refusing a ride, because refusing a ride can be interpreted as happening in all cases where someone has no cell phone. So you may get a question about how that is refusing a ride. Think about the kinds of questions you'll get. This is all I'm saying. How are you placing their business model against taxis? There's no call-in. There's no cash. Those situations will be of keen concern to city council. Issues of refusal have to be addressed."

But Richard Lazar won't hear it, and replies, "To the extent that a fare doesn't have a phone they wouldn't be able to request a ride, so Uber is not able to refuse service. I want to avoid the cherry-picking, too." Someone else acknowledges, "By only receiving fares from smartphones it is already cherry-picking." Ultimately, someone tells the lawyer, "We appreciate your warning, but we're not going to heed to it." At no point does Hockaday speak up about equity for passengers. There are lots of folks without smart phones, without credit cards, who do need less lucrative trips and/or accessible vehicles. Uber discriminates against these citizens.

SIGNAGE

One of the major things that differentiate a taxi from an Uber vehicle is that taxis operate in the light of day, fully visible with painted vehicles, top-lights, company branding, and vehicle numbers. Uber operates in stealth mode, with private vehicles, and minimal signage to distinguish them as a PFHT vehicle. As Jim Owens notes, "The goal is to have adequate identification for customers and enforcers." Mike Greenfield agrees, "Taxis have all kinds of identification to tell it's a cab. TNCs need that if we're putting this out to law enforcement. There has to be magnetic signs, intended to be visible so the customer can see it coming and so that enforcers can see them." But Raihana Ansary, the PBA rep, feels Uber's branding is sufficient: "When customers request an order they see the car and driver and plates. Isn't that sufficient?" Greenfield pushes back with, "Law enforcement needs to know, too." Hockaday takes Uber's side by saying, "They have products available to identify them." He fails to mention Lyft's new tiny glowing mustache on the dash and Uber's tiny U's in the windows are barely

visible to customers, let alone to law enforcement, not to mention 90% of the complaints against PFHT drivers come from the non-passenger public. Given these concerns, it would behoove the city to require TNCs to have removable magnetic decals on the sides and back of their vehicles, with removable magnetic vehicle numbers on the back of the vehicle. Uber has accepted these branding requirements in other jurisdictions and would likely do so here, as well.

SAFETY CAMERAS

Currently, all taxis are required to have a security camera installed that records every passenger's ride, with data accessible only by law enforcement. The task force didn't understand the value of the cameras. Joan Plank asks, "What about the camera requirement?" And Lazar suggests, "There's a cost requirement that is prohibitive [for TNCs]" Mike Greenfield pushes back with, "Is it in a code? Why don't we apply the code?" And Frank Dufay chimes in with, "It's important to mention we haven't had a driver fatality since they were installed. There have been no killings against cab drivers since we got cameras." But Richard Lazar stands by his earlier assertion, "They're not requiring them in other jurisdictions, so I wouldn't recommend cameras in cars." During a later meeting, the topic of cameras comes back up, but the misunderstandings about the value of cameras have not been clarified. For example, Plank says, "Cameras are a verifiable way to determine who was in the vehicles. For TNCs it makes no sense because they have a log of the passengers." Owens agrees, "With the TNCs the passengers are recorded," but Dan Lenzen keenly points out, "Not all passengers. If I'm with you [and you ordered the ride], they don't know me, what if I'm the crazy one?" Plank still doesn't get it, "But there's a witness," failing to note that if the passenger who requested the Uber gets out first, the unrecorded passenger could do quite a bit of damage off the record without a witness. Lenzen probes more, "Who brought [the cameras] into play?" Plank still can't understand them, "Yeah, who asked for cameras?" Frank Dufay tells it like it is: "A driver was killed. The city set a standard. On record, we've been an industry leader on the camera front." Where was Hockaday during this conversation? Should he not have been pushing for the safety of citizens and drivers alike? Some major omissions here. First, cameras protect passengers just as much as they protect drivers, and given Uber's long stream of assault, rape, harassment complaints, you'd expect them to want cameras. Second, if small cap companies can afford the roughly \$800 devices, and independent drivers can pay for the \$100 installation fee, why can't a \$40-billion company? Uber can lease out iPhones, and have drivers return them when they exit the platform, so why can't they do the same for cameras? Thirdly, cameras have been found to be a greater deterrent against violence than the glass partitions used in NYC and elsewhere. They are the gold standard of driver and passenger protection. Cameras are a must.

24-HOUR DISPATCHING AND 2/3 FLEET ALLOCATION

Bryan Hockaday states, "Their abilities to meet the minimums would be different. For 24/7 city service I don't see any obvious reasons to require it given their part-time labor force. There's also the fleet of at least 15, with at least 20% of the vehicles utilized. This is difficult to impose upon the TNCs." Once again, Hockaday is suggesting doing away with good code, code designed to provide timely response to all citizens in all areas, at all times, with a TNC friendly policy. Taxi companies have been following these policies for years, even though our "labor force" is also comprised of independent contractors, and even though it is financially disadvantageous to do so. If the taxi companies can provide telephone dispatch, why can't uber? If the taxi companies can keep 20% of the fleet on the road at all times, why can't a company that is proposing to have 2-to-4,000 drivers keep at least 10% of their drivers on the roads at all times? Wait, I know why! Because the TNC drivers have developed a practice of logging off the app in order to create a supply shortage, which sends the system into surge pricing, which benefits Uber.

ENFORCEMENT

Bryan Hockaday lies through his teeth on this topic. Jim Owens asks, "What about enforcement?" Hockaday says, "Staff does enforce regulations, there's a whole fee schedule," and the city lawyer adds, "And we can suspend or revoke permits." Mike Greenfield replies, "But is there sufficient enforcement authority?" And Hockaday assures him, "Yes, we have good tools." Let's be frank: Portland has a dismal history of enforcement in ALL areas besides issuing parking tickets. Take a look at the city's failure to enforce Airbnb. Take a look at the city's failure to enforce existing PHFT rules. It should be noted that nearly ALL successful enforcement efforts against gipsy cabs, out-of-town limos, or drivers bribing doormen, have ALL been conducted with the assistance of local cab drivers who acted as decoys for city enforcers. I'm not sure what "tools" Hockaday is referring to, but they have not been "good" enough. Take for example the city's failed attempts to enforce code against Uber in December. Uber blocked enforcers phones and credit information so they could not use the service for enforcement. The police have taken a stance that they will not tow and impound illegal PHFT vehicles. The tools suck.

INSURANCE PERIOD ONE (APP ON BUT NOT PAIRED WITH A PASSENGER)

Bryan Hockaday is pulling the wool over the eyes of the task force on this topic, either by his own lack of understanding, or by intention. He is suggesting TNCs operate during phase 1 with insurance similar to a private policy, with \$50,000 payout per person, a maximum of \$100,000 per incident, and \$25,000 for property damage, compared to the \$1-million across the board commercial insurance taxis currently provide. He says, "Definitely all PHFT drivers need full coverage from the request to the exit of the passenger. What is unique is the period 1 time where the TNC may have the app on but they haven't accepted a ride. Similarly for period 1 is when a taxi vehicle is at a taxi stand, but before a ride request or hail comes. Insurance companies widely consider

that no commercial activity is happening, and they couple that with a contingency clause.” Richard Lazar agrees, “Commercial contingent is what Bryan described. This is not viewed as a high risk time, they’re on standby.” Hockaday confirms, “That’s right, it’s not in commercial use.” Jim Owens asks, “It’s commercial vs. contingent now. So then would we require the TNCs to purchase a different policy?” Of course Hockaday suggests a TNC-friendly solution, “Ideally one that acknowledges they’re not in commercial activity at that time.” There are so many errors of reasoning here. First of all, Hockaday proves he knows very little about the insurance industry. “Low Risk” drivers/times result in lower premiums, not lower payouts. That said, period one is hardly “low risk” in this case. Period one includes times when (a) a TNC driver has taken a passenger from downtown to a distant suburb and is driving back to a higher call-volume area to look for a new fare, (b) when a TNC driver is trolling around downtown waiting for a fare, because they cannot sit on taxi stands per the new code requirements. In these cases the driver is not sitting, they are in motion. They are still engaged in commercial activity while traveling to areas with greater call density. They are also highly distracted during this time, by watching their phones and interacting with Ubers demand maps. Period one is just--if not more so--of a high risk period as periods two (on app, paired with a passenger, in transit) and period three (occupied with a passenger). If the vehicle is in motion, and the app is on, this is a high risk period and it required primary commercial insurance.

FIRE EXTINGUISHERS AND FIRST AID KITS

The tech savvy task force fails to acknowledge the value of driving with a fire extinguisher and a first aid kit, not to mention flares, all of which are required for taxis. After public backlash about doing away with fire extinguishers, Hockaday says he’s waiting to hear back from the fire chief.

Richard Lazar: I’ll address this. I don’t think if there’s a fire, they’re either going to be scrambling to get out or incapacitated. Most people call 911 and wait.

Raihana Ansary: I think this fire extinguisher stuff really applies more towards antiquated cars that have engine failures. With new cars it’s not so much of an issue.

Joan Plank: What about first aid kits?

Jim Owens: I think they’re relics for everyone. We all have cell phones now.

The fact of the matter is vehicles fires happen for a number of reasons, with great frequency, regardless of vehicle type, age, or condition. The Oregonian reported 13 vehicle fires within Portland city limits in February 2015 alone. Fire extinguishers save lives. So do first aid kits. They’re also relatively inexpensive, and if taxi drivers can afford them, so can Uber.

ACCESSIBILITY ISSUES

The task force, as guided by Bryan Hockaday, has made a number of assumptions about what is being done and what should be done to provide better service for folks with mobility issues. Additionally, they systematically silence the one disability advocate on the board, Sue Stahl, by talking down to her, correcting her on her speaking out of turn, calling her off-the-record to try to sway her to their side, and shoveling off her ideas to be discussed at a later date. Example:

Jim Owens says, "There are two things here. One is data, the other is service. So I talked to Sue at length, and she was confused, so I explained to her that we don't have the ability to require it now. What we can do it so at the beginning of April we begin collecting data in July, and then based on that data we put in a requirement for companies to provide ongoing data so we can develop performance metrics. Sue didn't like that, but she recognized we'd be wrestling with it in phase 2. Interim thoughts include referrals via independent contractors or existing companies. TNCs have something on the app that allows them to request an accessible vehicle, so that's not a problem." Richard Lazar agrees, "It's software. It's not a problem."

If Hockaday were up to date on his Uber news, and not just drinking the kool-aid Uber provides him with, or if he would have elected to have industry representation on the board, he would

know there are three serious errors in reasoning here. First, the Task Force is making the assumption there are independent contractors and agencies with the ability and capacity to accept contracts from Uber. There are not. The medical transportation companies and the taxi companies are at capacity for wheelchair rides. The vehicles themselves are on backorder nationally due to a recall on their safety glass. Secondly, no, Uber does not, at present have something on the app that allows for an ADA ride. In fact, their assistive technology for the vision impaired has not been working since January, so individuals within limited vision have not been able to use their service in three months. Lastly, in a perfect world, response time for an ADA accommodated specialty vehicle would be close to that of a regular vehicles. In the real world, most taxi companies that operate at 20% are at capacity all day long because they have contracts with agencies to provide wheelchair rides. These rides are usually--at least at Green Cab--scheduled in advance, the night before or morning of, which makes it challenging for these drivers to pick up on-demand wheelchair rides from the public or other agencies. The taxi industry wants to provide better service, and we are willing to work hard to improve our response time and customer service, and we want to get to that "perfect world." Uber does not want to have anything to do with providing service to this protected class of individuals.

TNCs PHYSICAL OFFICE AND PHONE NUMBERS

Nationwide Uber clients report difficulty getting through to the company by phone and email, and dissatisfaction with Uber's complaint resolution process (which usually includes an email apology, a \$40 voucher, deactivation of the driver, for issues small or large). Clients lament being unable to speak to or visit with a physical representative of the company. Richard Lazar doesn't think this is an issue, "Filing complaints is done

online and by a telephone number. With an agent of service to process it's easy. The office need is linked to the lost property, but I've talked to them and they say they process millions of items per year, so they must have mechanisms in place for lost property management." Jim Owens asks, "Who is the city contact? Person or Agent? What's the phone number of a real, life, person to connect to when there are problems?" City staff assures the task force that an agent of service is a fair compromise, yet Uber customers report their phone number is impossible to find, is never answered, and rarely are calls returned. In fact, there is another non-transportation company also called Uber in NYC who receives the majority of their calls. This company refers the callers to the Better Business Bureau, where Uber has a F-rating. At very least Uber's app should include contact information for the City or Portland investigator, or the PHFT form used to log complaints.

TAXI COMPANY "FAILURE" TO DEPLOY NEW CABS

Much talk has transpired during task force meetings about how the taxi companies are dragging their feet on deploying vehicles for the new permits just granted. Hockaday has failed to correct the task force on their faulty assumptions about the delay the taxi industry has experienced. For example, Joan Planks says, "[doing away with the painting requirement] might get new cabs in service faster. The 242 new plates, if we relax the requirements it might help cab companies. The existing cabs can be painted, and the new ones decalced." And Richard Lazar adds to this by saying, "Looking at things online, they're not rushing to get these new cabs on the road. They're waiting and evaluating the cost and demand with the idea of TNCs entering the market."

The taxi company's inability to deploy new cars quickly has nothing to do with paint, equipment, or decals, as Joan Plank suggested, and it has nothing to do with taxis surveying the market in anticipation of TNCs, as Mr. Lazar suggests, before you propagate misinformation. It has to do with the city requiring us to have one wheelchair vehicle, followed by four sedans, another vehicle, and another four sedans. Paint, vinyl and equipment installation takes in less than a week and costs about \$1500, which the driver-owners pay. A shortage of purchasable wheelchair vehicles are the source of the delay. Safe and reliable specialty vehicles are on backorder nationwide. That said, if TNCs are allowed to use only decals, the taxi industry should be able to do this also. Unfortunately, the most recent draft of code says new taxi companies have no cap and aren't required to paint or brand their vehicles, but the existing taxi companies have to keep the cap and must require any newly approved vehicles to be painted, equipped, and branded. Where's the parity in that? TNCs and new cab companies get free reign. Old companies get shackled by the same old rules. This is the opposite of a legal and level playing field.

JEFFREY L. KLEINMAN
ATTORNEY AT LAW
THE AMBASSADOR
1207 S.W. SIXTH AVENUE
PORTLAND, OREGON 97204

TELEPHONE (503) 248-0808
FAX (503) 228-4529

(Prepared for Stephen Kafoury January 9, 2015)

UBER'S "USER TERMS"

The following is a brief summary of the terms of Uber's current user agreement relating to its disclaimers and limitations of liability, and required indemnity by customers. As with any web-based service provider, Uber requires users to accept its lengthy terms and conditions. Does anyone actually read them? Probably just a very small percentage. Do these provisions give rise to a binding contract nonetheless? Of course. Uber's contract provisions are set out verbatim in capital letters below, followed by my short explanation of each.

TERMS AND CONDITIONS

LAST UPDATED: NOVEMBER 10, 2014

*** * ***

YOU ACKNOWLEDGE THAT UBER DOES NOT PROVIDE TRANSPORTATION OR LOGISTICS SERVICES OR FUNCTION AS A TRANSPORTATION CARRIER. UBER'S SERVICES MAY BE USED BY YOU TO REQUEST AND SCHEDULE TRANSPORTATION OR LOGISTICS SERVICES WITH THIRD PARTY PROVIDERS, BUT YOU AGREE THAT UBER HAS NO RESPONSIBILITY OR LIABILITY TO YOU RELATED TO ANY TRANSPORTATION OR LOGISTICS PROVIDED TO YOU BY THIRD PARTY PROVIDERS THROUGH THE USE OF THE SERVICES OTHER THAN AS EXPRESSLY SET FORTH IN THESE TERMS.

Uber users are required to agree that Uber has no responsibility or liability of any kind for the services provided by Uber's drivers.

*** * ***

UBER DOES NOT GUARANTEE THE SUITABILITY, SAFETY OR ABILITY OF THIRD PARTY PROVIDERS. IT IS SOLELY YOUR RESPONSIBILITY TO DETERMINE IF A THIRD PARTY PROVIDER WILL MEET YOUR NEEDS AND EXPECTATIONS. UBER WILL NOT PARTICIPATE IN DISPUTES BETWEEN YOU AND A THIRD PARTY PROVIDER. BY USING THE SERVICES, YOU ACKNOWLEDGE THAT YOU MAY BE EXPOSED TO SITUATIONS INVOLVING THIRD PARTY PROVIDERS THAT ARE POTENTIALLY UNSAFE, OFFENSIVE, HARMFUL TO MINORS, OR OTHERWISE OBJECTIONABLE, AND THAT USE OF THIRD PARTY PROVIDERS ARRANGED OR SCHEDULED USING THE SERVICES IS AT YOUR OWN RISK AND JUDGMENT. UBER SHALL NOT HAVE ANY LIABILITY ARISING FROM OR IN ANY WAY RELATED TO YOUR TRANSACTIONS OR RELATIONSHIP WITH THIRD PARTY PROVIDERS.

Users must agree that Uber has no responsibility for whether Uber cars and drivers are suitable, safe, or capable of delivering transportation service. Users agree that Uber drivers may be "unsafe, offensive, harmful to minors, or otherwise objectionable." Use of Uber services is at the sole risk of the users, who must agree that Uber has no liability of any kind for whatever happens in Uber cars.

* * *

DISCLAIMER

THE SERVICES ARE PROVIDED "AS IS" AND "AS AVAILABLE." UBER DISCLAIMS ALL REPRESENTATIONS AND WARRANTIES, EXPRESS, IMPLIED, OR STATUTORY, NOT EXPRESSLY SET OUT IN THESE TERMS, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. IN ADDITION, UBER MAKES NO REPRESENTATION, WARRANTY, OR GUARANTEE REGARDING THE RELIABILITY, TIMELINESS, QUALITY, SUITABILITY, OR AVAILABILITY OF THE SERVICES OR ANY GOODS OR SERVICES OBTAINED THROUGH THE USE OF THE SERVICES, OR THAT THE SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE. YOU AGREE THAT THE ENTIRE RISK ARISING OUT OF YOUR USE OF THE SERVICES, AND ANY THIRD PARTY GOOD OR SERVICES OBTAINED IN CONNECTION THEREWITH, REMAINS SOLELY WITH YOU, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW.

THIS DISCLAIMER DOES NOT ALTER YOUR RIGHTS AS A CONSUMER TO THE EXTENT NOT PERMITTED UNDER THE LAW IN THE JURISDICTION OF YOUR PLACE OF RESIDENCE.

The user must agree that Uber provides no warranty or other assurance as to any aspect of the transportation service provided by Uber drivers. The Uber user assumes 100% of the risk. This language may also be intended to protect Uber drivers from claims by users.

LIMITATION OF LIABILITY

UBER SHALL NOT BE LIABLE TO YOU FOR INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE, OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, LOST DATA, PERSONAL INJURY, OR PROPERTY DAMAGE, EVEN IF UBER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. UBER SHALL NOT BE LIABLE FOR ANY DAMAGES, LIABILITY OR LOSSES INCURRED BY YOU ARISING OUT OF: (i) YOUR USE OF OR RELIANCE ON THE SERVICES OR YOUR INABILITY TO ACCESS OR USE THE SERVICES; OR (ii) ANY TRANSACTION OR RELATIONSHIP BETWEEN YOU AND ANY THIRD PARTY PROVIDER, EVEN IF UBER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. UBER SHALL NOT BE LIABLE FOR DELAY OR FAILURE IN PERFORMANCE RESULTING FROM CAUSES BEYOND UBER'S REASONABLE CONTROL. YOU ACKNOWLEDGE THAT THIRD PARTY TRANSPORTATION PROVIDERS PROVIDING TRANSPORTATION SERVICES REQUESTED THROUGH UBERX MAY OFFER RIDESHARING OR PEER-TO-PEER TRANSPORTATION SERVICES AND MAY NOT BE PROFESSIONALLY LICENSED OR PERMITTED. IN NO EVENT SHALL UBER'S TOTAL LIABILITY TO YOU IN CONNECTION WITH THE SERVICES FOR ALL DAMAGES, LOSSES AND CAUSES OF ACTION EXCEED FIVE HUNDRED U.S. DOLLARS (US \$500).

THESE LIMITATIONS DO NOT PURPORT TO LIMIT LIABILITY THAT CANNOT BE EXCLUDED UNDER THE LAW IN THE JURISDICTION OF YOUR PLACE OF RESIDENCE.

Through its terms of service, Uber relieves itself of any financial responsibility of any kind for anything which may occur in the course of use of Uber services. This includes responsibility for any personal injury or damage to the personal property of the user. Where liability may nonetheless be found to exist, users agree that Uber's financial responsibility will be not more than \$500.

INDEMNITY

YOU AGREE TO INDEMNIFY AND HOLD UBER AND ITS OFFICERS, DIRECTORS, EMPLOYEES AND AGENTS, HARMLESS FROM ANY AND ALL CLAIMS, DEMANDS, LOSSES, LIABILITIES, AND EXPENSES (INCLUDING ATTORNEYS' FEES), ARISING OUT OF OR IN CONNECTION WITH: (I) YOUR USE OF THE SERVICES; (II) YOUR BREACH OR VIOLATION OF ANY OF THESE TERMS; (III) UBER'S USE OF YOUR USER CONTENT; OR (IV) YOUR VIOLATION OF THE RIGHTS OF ANY THIRD PARTY, INCLUDING THIRD PARTY PROVIDERS.

Should anyone assert a legal claim against Uber flowing from a user's use of Uber's services, the user must pay any resulting damages incurred by Uber to Uber, along with any attorney fees incurred by Uber in the legal process. As a simple example, if a user orders transportation service and friends or family accompany the user, the user would have to fully protect Uber if one of the other guests sued Uber as a result of an accident or even an act of misconduct, such as an assault upon the passenger, by an Uber driver. Similarly, if Uber is sued as a result of injuries to drivers or passengers of other vehicles, bicyclists, or pedestrians while the Uber user is receiving transportation services from Uber, the user must similarly fully protect Uber from any claim regardless of size. In evaluating the risks incurred by an Uber user as a result of this provision, it is important to bear in mind that Uber does not require professional driver licensure for providers of its transportation services, and has no means of testing its drivers' abilities or the safety of their vehicles.

Moore-Love, Karla

From: David Crowther <david@davidcrowtherlaw.com>
Sent: Thursday, April 09, 2015 11:40 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

To whom it may concern:

I support the Uber ride sharing concept. This kind of innovation reduces costs, offers a superior experience, and is far more convenient than traditional cab services. I believe that the city of Portland should pave the way for this and similar technology advancements to take hold. Portland should lead on these kinds of issues rather than lag. The world is changing quickly. City and state governments should provide “light touch” regulation to foster and support technologies that make life more convenient and comfortable for their citizens.

David A. Crowther | Attorney at Law / Patent Attorney
Partner, Renaissance IP Law Group LLP | <http://www.renaissanceiplaw.com>
Direct Ph: (503) 348.1622 | Direct F: (503) 517-9919
david.crowther@renaissanceiplaw.com or david@davidcrowtherlaw.com

This message contains confidential information and is intended only for the individual(s) named. If you are not the named addressee, you should not distribute or copy this email. Please notify the sender immediately by email if you have received this email by mistake and delete this email from your system. Transmission via email cannot be guaranteed to be secure or error-free because emails can be intercepted, corrupted, lost, late, or incomplete. The sender does not accept liability for any errors or omissions in the contents of this message, which are a result of email transmission errors. If you wish to verify, please request a hard copy.

Moore-Love, Karla

From: Mohammad Abbasi <abbasimohammad82@gmail.com>
Sent: Thursday, April 09, 2015 11:40 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

We need Uber!!!!

Sent from my iPhone

Moore-Love, Karla

From: Wynde Dyer <wyndedyer@gmail.com>
Sent: Thursday, April 09, 2015 11:40 AM
To: Council Clerk – Testimony
Subject: Written Testimony re: Equity [or lack thereof] and Uber

Esteemed Members of City Council,

In case I am unable to speak today, I wanted to share my thoughts in writing. I sincerely hope you will keep the vulnerable populations of Portland at the forefront of your minds when considering the Task Force's recommendations. Thanks in advance for your attention.

Sincerely,
Wynde Dyer
Green Cab Driver
Portland, Or

PASSENGER EQUITY

I'd like to start out with question: "Why are we even here today?" We aren't here to save the taxi industry, or to save taxi drivers' family-wage jobs. In fact, as this process has played out it's become very clear nobody cares about taxi companies and nobody cares about taxi drivers.

All anyone cares about is getting from point A to point B as quickly as possible. Push a button, get what you want, as fast as you want it. We are in an era of electronic instant gratification, where all anyone wants is everything, faster, more. Dialing a phone number? Too many buttons to push. Counting cash, pulling out a credit card, or signing a receipt? Such an inconvenience. Having another drink while you wait for your ride? Unheard of. Planning ahead? Also unheard of.

What isn't unheard of during these current times of class warfare is the topic of equity. That's what I'm hear to speak to you about today: equity for passengers. I get it, you may not care about equity for the taxi industry, but it is my hope you still care about equity between the haves and the have-nots. I ask you, "If the task force had kept equity at the forefront of their minds, why, then has Uber been given permission to neglect the have-nots while serving only the haves?"

Let me assure you of this: There are lots of Portland citizens who do not have smart phones or credit cards, and who do have mobility devices, or guide dogs (which Uber drivers have a propensity for putting in trunks). There are also many Portland citizens who live in less lucrative outlying areas, or who are taking less lucrative short trips. For these citizens there is no equity.

ADA accessibility laws guarantee basic human right for a protected class of citizens. What if a restaurant wanted to evade having an ADA-accessible bathroom, and told clients in wheelchairs, "You can't use our restrooms, but we've contracted with a restaurant down the street so you can use their restrooms instead." So who's going to service clients with disabilities? Not uber.

What about people without smart phones or credit cards? Surveys say 73% of the population has a smartphone, but these surveys are often done by computer or smartphone polls, and those without either can't respond. As a medical driver I can assure you, very few of my clients have smart phones. They have free Obama Flip Phones, if they're really lucky. Maybe they have a landline, if they can afford to keep it

connected. Computers? Maybe at the library. Credit and ATM cards? No, most of these low-income individuals have Oregon Trail Cards for their SSI deposits and food stamp allowances. Who is going to service these clients? Not Uber.

What about the senior citizens who just need a quick ride to the grocery store or the pharmacy? Many of my senior passengers carry only cash, because they are wary of the identity theft risks of using a credit card. Who is going to service these clients? Not Uber.

So please, keep these citizens in your hearts and minds when you make your decisions today. If Uber decimates the cab industry--specifically the smaller companies--it will create a service monopoly whereby the most vulnerable populations are lowest on the totem pole of priority.

Moore-Love, Karla

From: Kevin Murphy <kjmurph@me.com>
Sent: Thursday, April 09, 2015 11:35 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Uber is necessary in Portland. It will significantly reduce drunk driving rates. Its ease and availability far surpass that of the taxi services currently in town. I urge you to allow uber access to Portland.

Kevin J. Murphy, M.D.
Sports Medicine Oregon
7300 SW Childs Road, Suite B
Tigard, OR 97224
503.692.8700

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to which they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information, and/or attached files which may contain protected health information which is governed by HIPAA regulations and is intended only for the individual named. You and your entity are responsible to assure HIPAA regulation and guidelines are followed. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.

Sent from my iPhone

Moore-Love, Karla

From: JVD <johnvd90@gmail.com>
Sent: Thursday, April 09, 2015 11:27 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Portland needs Uber and companies like it because taxis are often times unreliable, don't show up, or impossible to obtain. It's been a huge help in other cities when I've used it.

John Van Driel

Moore-Love, Karla

From: Shannon Soqui <shannonsoqui@gmail.com>
Sent: Thursday, April 09, 2015 11:24 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I love Uber!

Sent from my iPhone

Moore-Love, Karla

From: Gmail <dwilly111@gmail.com>
Sent: Thursday, April 09, 2015 11:22 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Uber is great.

PDX needs them.

DJ

Moore-Love, Karla

From: bjones33111@comcast.net
Sent: Thursday, April 09, 2015 11:22 AM
To: Council Clerk – Testimony
Subject: support

I Support the business of uber in Portland, Oregon.

Sincerely

Bruce Jones

Moore-Love, Karla

From: Shawn Fenton <thefenton13wr@gmail.com>
Sent: Thursday, April 09, 2015 11:20 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

To Whom It May Concern:

In my experience, I have found Uber ride sharing services to be vastly superior to the current cab services provided in the greater Portland Metro area. I frequently commute to and from Portland via cab, and in my experiences I have never been pleased with the services that the current market providers offer. I have waited almost an hour for cabs in the past and even when I am picked up, the drivers are rude and hard to deal with.

I have been a user of Uber for over a year and half now and I have never had a negative experience. Uber is not only a better option for consumers, but it is a fantastic opportunity for the citizens of Portland to use as a potential occupation. The fact that it has taken as long as it has to get Uber in Portland is ridiculous, we simply entertaining the monopoly that is Portland's can industry. Competition improves quality, and Uber would challenge the current industry providers to be better.

I fully endorse bringing Uber to Portland, it help a late number of people safely commute to and from the city.

I hope these insights are helpful to the cause, please let me know how else I can help.

Shawn Fenton
Concerned Citizen & Uber Supporter

Moore-Love, Karla

From: msturbois@comcast.net
Sent: Thursday, April 09, 2015 11:15 AM
To: Council Clerk – Testimony
Subject: Transportation for Hire Task Force

Mayor and Council:

I am puzzled and dismayed at what has transpired over the last several months. I wonder how a Council that has a standard for ethical investments can open their arms to accommodate allowing a company like Uber with a history of being a corporate bully without evidence that they have changed. Eugene comes to mind.

Now the proposals:

There was a cap for many years on the number of cab permits to protect the ability of the drivers to earn a living wage. Companies were clammering for new cabs. The city finally grants new permits to alleviate this, adds another cab company and before any of this is allowed to see its' effectiveness, the task force recommends no caps on anyone.

Public Safety: No cameras in Uber, Lyft?

Fairness: No fare cap on TNC yet regulate cabs fares? How does a senior without a smartphone or perhaps a credit card use a TNC to take their groceries a few blocks? Does this serve the public or just a small portion?

I am sure others will get into more detail on specific rules but I wonder how you can determine how many drivers TNCs have without a huge amount of trust. Will TNC have to let you know when a Vancouver or Beaverton TNC driver does pickups in Portland? Cab drivers cannot do the same if they are not permitted in the locality.

Please take time to digest this report before you make a decision that could affect a living wage for drivers and very little gain for existing business and the public

Mark Sturbois
1512 S E Hawthorne #2
Portland Oregon 97214
503-201-9919
msturbois@comcast.net

Moore-Love, Karla

From: gwenn@gwennseemel.com
Sent: Thursday, April 09, 2015 11:15 AM
To: Council Clerk – Testimony
Cc: burtonfrancislaw@gmail.com
Subject: Re: Preserve the Pearl LLC appeal from 8 April 2015

Dear City Council,

The design commission and the Pearl District Neighborhood Association defend the applicant's proposal for the old PNCA building site in several ways. They say that neighbors were asked for feedback about the design and that the plan meets all code requirements. While we can't speak to the latter, we can attest to the fact that the former is a farce.

Developers use neighborhood associations in order to pretend that they are listening to neighbors. They rarely give neighborhood associations more than a few days notice that they will be presenting, leaving the associations even less time to notify parties who might be interested in attending. In other words, developers are not engaging with the community, but making a show of doing so for your benefit.

This is part of a larger problem, one that we've been trying to bring to your attention since last fall. Our neighborhood, the North Pearl, has been overrun by unlawful construction as well as by a ridiculous construction concentration for years now. We've been pleading with you to fix construction notification--to compel developers and their contractors to actually engage with the community--and to enforce the laws you already have on the books. Instead, you're getting ready to change noise ordinance to make it easier for developers, construction companies, and yourselves to ignore our feedback.

Please take an interest in the livability of the Pearl as it is today instead of focusing solely on what the neighborhood will be like when all this redevelopment is done. Please listen to the community that's already here, to the people who have transformed the Pearl from a developer's gold rush full of tax abatements and other special perks into a beautiful neighborhood with a vibrant community.

Gwenn Seemel and David Vanadia
Ramona Apartments
gwenn@gwennseemel.com
storyworks@vanadia.com

Moore-Love, Karla

From: Adan Carrillo <adancarrillo247@gmail.com>
Sent: Thursday, April 09, 2015 11:13 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Get your stuff together Portland! it's about time you get Uber going right in your city. Get with the times. It'd be TOO weird not to.

Moore-Love, Karla

From: Kimberly Thornsburg <kimberlythornsburg@gmail.com>
Sent: Thursday, April 09, 2015 11:05 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

i love uber

Moore-Love, Karla

From: Harleigh Doremus <hdoremus@gmail.com>
Sent: Thursday, April 09, 2015 11:04 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Please allow Uber to continue business in PDX. The current cabs are very unreliable and unpleasant. Everything from the dispatch system and cab-driver-prioritizing fares to the payment method is antiquated. This is a necessary improvement and upgrade. Welcome to 2015 where the consumer decides and informs other consumers in all aspects of the good and services world.

Thanks,
Harleigh Doremus

Moore-Love, Karla

From: blueyerl90@gmail.com
Sent: Thursday, April 09, 2015 11:04 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I love uber and as a young person in Portland it's hard to afford a vehicle and home and everyday necessities and uber makes my life easier it would make it even better to be able to travel into downtown with uber. I prefer uber over any other transport service not only for the affordable cost but also for the courteous drivers who are well knowledged of the area and not in a hurry to drop you and catch the next fare. I support uber PDX!!!!

Sent from my iPhone

Moore-Love, Karla

From: Lizabeth Faherty <happy2be@icloud.com>
Sent: Thursday, April 09, 2015 10:55 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I am beyond thrilled for Uber to finally come to our city of Roses! I am grateful for our cab services - however there is NEVER enough of them available! Around the holidays I spent 20 minutes on hold to even order a cab... (As I always have to have verbal contact to order a cab to clarify the location of my home!) I have missed multiple flights from a cab driver that couldn't find my home....even w/a description! While uber was here briefly I could physically see the vehicle approaching my home on my phone... Also available much more rapidly than a cab.

It's unjust to not have more transportation access in portland...I also believe we will have less problems w/drunk drivers.

Thank you for your consideration!

Beth Faherty
Sent from my iPhone

Moore-Love, Karla

From: Alex Trevor Devine <alexdevine@gmail.com>
Sent: Thursday, April 09, 2015 10:55 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Hey!

Just wanted to share how great my experience with Uber has been around the world. I've used Uber in LA, NYC, Shanghai, Beijing, Paris, London, and right here in Beaverton. I've loved the service they provide and have confidence in their ability to provide safety, and do what is right should incidents ever occur.

Thanks!

alex trevor devine

alexdevine@gmail.com

Moore-Love, Karla

From: Corey Kincaid <corey_kincaid@yahoo.com>
Sent: Thursday, April 09, 2015 10:54 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I fully support uber ridesharing in Portland.

Regards,

Corey

Moore-Love, Karla

From: c m <a04192012@gmail.com>
Sent: Thursday, April 09, 2015 10:53 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Portlandlanders deserve to have another option that differs from traditional cab companies that charge too much and take too long to arrive to a pick up location. The more competition the better. Doing things differently is a good way to improve things. The way they are currently is not acceptable. What keeps me from using cabs is the high prices and awful customer service - things need an update with the times, living in the past is for history teachers.

Moore-Love, Karla

From: Doug Deurwaarder <ddeurwaarder@gmail.com>
Sent: Thursday, April 09, 2015 10:51 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

To whom it may concern,

I wanted to share my experience and support for Uber in Portland. I have used it on several occasions and have nothing but great experiences. I feel safe and more cared for as a passenger with them than I do with the typical portland cab companies.

Their access to drivers, promptness to scheduled appointments and value far out surpass that of Portland cab companies.

I look forward to them offering service in Portland and this comes to fruition.

Doug

Moore-Love, Karla

From: vicki brookins <gramzyof5@hotmail.com>
Sent: Thursday, April 09, 2015 10:51 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I support Urber. Used them just recently in the Portland area. It was nice to see the photo of the driver before he arrived. Very easy to use the web site and nice to not have to exchange cash.
Vicki Brookins

Sent from my iPhone

Moore-Love, Karla

From: Nicole Cathcart <n.cathcart@hotmail.com>
Sent: Thursday, April 09, 2015 10:49 AM
To: Council Clerk – Testimony
Subject: no to deregulation of the taxi industry

Nicole Cathcart
3934 NE 63rd ave
Portland, Oregon 97213

My name is Nicole and I am a senior, a political science major at PSU. I am in my 40s and can only afford college now that my husband has a good job to help support me-he is a taxi cab driver and he loves his job. I enjoy college and I get straight As. My grades reflect that I feel fulfilled engaging with this course work; I am looking forward to transferring these skills into a professional career in the future. After years of struggle we see a bright future ahead of us.

My opinion of libertarians are that they are free riders who want to enjoy services without paying for them. As such, I am against deregulation of any industry. I believe in governments using their power for communal good. I believe in consumer protection.

Uber has 40 Billion dollars of "worth", and influence among the rich and powerful all over the world. So what? Portland is a community where we take care of each other. My husband and I have seen this over and over again. It is why we moved here and why we are committed to staying here. We love the heart and soul of Portland. Although it had been tough getting established, but we have carved out a nice life for ourselves here. We are proud Portlanders. We believe in "local".

In closing, competition is great. Bring in Ecocab, Rainbow cab, and continue to support the upstart Union cab. Portland clearly encourages competition. But an outside interest making ultimatums? No, I don't think so. People come here in droves because we want to be a part of Portland. New companies should show the same interest in integrating, because Portland is going to thrive with or without them.

Sincerely,
Nicole Cathcart

Moore-Love, Karla

From: Patrick Murphy <pmurph22@gmail.com>
Sent: Thursday, April 09, 2015 10:49 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Please support Uber.

Portland deserves ride sharing. This will improve the local economy and provide safer transportation options. I have been stranded on multiple occasions without any reasonable option to get home. This discourages the community from patronizing local businesses and encourages drunk driving.

Portland is an innovative city that is way behind the times. Approve ride sharing today.

Patrick

Moore-Love, Karla

From: Tiffany Rodriguez <tgrhawaii@gmail.com>
Sent: Thursday, April 09, 2015 10:48 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I am a traveling nurse and use Uber on every assignment. When I first moved here I was told Uber was not here yet. After being called into work because of a minivan accident I called Radio cab to come pick me up. They told me I was the next one up and it would be soon. 20 min later I called back and they told me I again was the next one up. To make a long story short it took me 2 full hours to get to work. Not saving any lives in that 2 hours. Unfortunately this played out for 2 months always being late. Than Uber came. I am able to look at my app and tell the hospital exactly how long it will take me to get there. My question to you is if you are ever in an accident would you want me guessing when a cab can come or looking at my app and saying, I can be there in 8 min?

Tiffany rodriguez

Sent from my iPhone

Moore-Love, Karla

From: JW <greenmachinego@gmail.com>
Sent: Thursday, April 09, 2015 10:47 AM
To: Council Clerk – Testimony
Subject: Taxi industry testimony.

To Whom it May Concern,

I am sorry I am unable to attend today's hearing. I have a doctor's appointment today.

I am writing in regards to the upcoming decision being made for the taxi industry by the City of Portland.

I am a taxi driver for an employee owned taxi service in Portland Oregon. I am proud to work for an organization that enables employees to take ownership of their company. The money we make is ours to keep and it stays in my community. I pay my humble mortgage. I buy local produce. Shop for dog food on SE Hawthorne at a mom and pop pet store. If I profit, I keep it. I do not have to give 20% of my income to a faceless corporation that makes billions of dollars off the backs of their employees. We are the co-op model Portland loves so much. They are the big box chain store model Portland seems to distrust.

My experience as a cab driver is unique. Because if it wasn't for my job I'd of likely lost everything.

I have an invisible disability. I lost my previous job of nearly 7 years because of this disability. I am unable to work a conventional job. That's where Radio Cab stepped in. I told them my story and they took me in after I ran the gauntlet. They grilled me on my ability to handle difficult people. They screen us. All of us. Make sure we have thick skin. Make sure we've lived in Portland for five plus years. Make sure we know how to get places. We are hired face to face. Our bosses decide who is going to be a good fit. Because it takes a certain kind of person to be able to do this job effectively. It is a difficult and emotionally taxing job at times. But overall more rewarding than anything. I think a lot of us as cabbies take immense pride in representing our city and we try to take care of people in vulnerable situations. From your drunken business owner to your homeless person with a brain injury. We have to take care of them when they are vulnerable. It's our job.

But what I was getting at was that without this job I'm in trouble. I qualify for disability and if I wanted could live off a small government stipend. But I do NOT want to live that way. Radio Cab provides me that opportunity. I don't have to borrow money from my employer, like the old days of company issued currency, to purchase a new car to get that job. I am able to show up when I like, how often or how little I am able, and make my living. Like a lot of us in a state of limbo where we are differently abled, I want my chance to thrive. Not just survive. Radio Cab provides me a chance to maintain my independence on the terms that provide me the best possible chance for success.

Until I find a way to work for myself this is the option I have. And there are other drivers like me. We don't fit anywhere else. This is our refuge and it's the place we found to make a living without having to plug into the system.

While I am the first to admit something needs to change in our taxi system in Portland. Competition ultimately is what is best for consumers. But we can not compete with a group of people that get special rules. The rules are in place to protect consumers as well as the drivers.

And to close I would say even not as a taxi driver, but as a passenger for Radio for the last 15 years, no way I would ever personally take one or let a loved one take a ride sharing ride. Those drivers are just numbers in a database. My boss knows all of us by name. I do not trust the system in place to allow ride sharing drivers access to me or my loved ones to do that without a higher risk of potential harm. I do not trust their background checks. I do not trust their vehicle inspections. I do not trust that the person that signed up to drive for them is actually them. This has come up and does happen and has been documented. Their system fails on a regular basis and is documented globally. While that's going to be true of any industry. How responsible is it for Portland to provide them a beta test for figuring out that they need to fix what isn't working?

They can not be held to a different standard that gives them an unfair advantage to compete. I can not go buy a new car to be able to work for them nor would I as I don't think their company is ethical nor do they care about their employees. It's a faceless billion dollar corporation. I would not work for a company that hires people the way they do to remove any and all responsibility from and for their employees.

Thank you for your time,

Jay Williams

503-860-8775

--

Moore-Love, Karla

From: K-Flight <k-flight@mail.com>
Sent: Wednesday, April 08, 2015 5:37 PM
To: Council Clerk – Testimony
Subject: [User Approved] Testimony in support of Task Force ridesharing regulations

I am a Portland resident and a frequent traveller and have used Uber in many cities like NYC, Seattle, San Diego, San Francisco, Phoenix, Hillsboro and Mexico City.

Uber is a safer, friendlier, cleaner and more affordable alternative to any taxi service.
Portland needs Uber!!!!!!!

Stefan Kurschner
3450 SW Downs View Ter
Portland, OR 97221

Sent from my iPhone

Moore-Love, Karla

From: Ogle, Kelley <Kelley.Ogle@nike.com>
Sent: Thursday, April 09, 2015 10:43 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Friday March 6th, my husband and I were staying downtown and had dinner in the Pearl. Our hotel was able to locate a taxi for us to take to dinner, however coming back to the hotel was a different story. We were on hold with Broadway Cab for over 15mins waiting to REQUEST a taxi when we decided to instead go out to the street and look for one. We walked the entire way back to downtown as every taxi that passed us (only 2) had people in them. It was a Friday evening, the same weekend the NCAA playoff were in town. Please tell me why I was unable to get a taxi in the Pearl??? We need Uber, the taxi request systems in place are antiquated and actual taxi's are scarce.

Thanks,
Kelley Ogle

Moore-Love, Karla

From: Kevin and Peggy Smit <smitfamily@hotmail.com>
Sent: Thursday, April 09, 2015 10:42 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Portland needs Uber. Please allow them to operate freely. Thank you.

Kevin Smit

Moore-Love, Karla

From: Cesar Gallardo <Cesar.Gallardo@isco-pipe.com>
Sent: Thursday, April 09, 2015 10:38 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I support!!

Cesar Gallardo
Marine Group Sales / Business Development ISCO Industries Inc.
2503 SE Hidden Way, Suite 100, Vancouver, WA 98661<x-apple-data-detectors://1/1>
Cell: 360.949.6227
eFax: 502.568.4048
cesar.gallardo@isco-pipe.com<mailto:cesar.gallardo@isco-pipe.com>
www.isco-pipe.com<http://www.isco-pipe.com/>
ISCO - Total Piping Solutions

Moore-Love, Karla

From: Eric Warlick <eric.warlick@yahoo.com>
Sent: Thursday, April 09, 2015 10:36 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Love uber, please make it available!!!!

Sent from my iPhone

Moore-Love, Karla

From: ezweider <ezweider@hotmail.com>
Sent: Thursday, April 09, 2015 10:07 AM
To: Council Clerk – Testimony; me me
Subject: City council hearing on transportation task force recommendations

To whom it may concern-

My name is Mark Weider. I am a daytime lease driver for radio cab. I have been driving for Radio Cab for a little over 2 years and I love my job! I moved to Portland 14 years ago and this city is where I plan to live for the rest of my life. In 2009, my wife and I had to file for bankruptcy because the small business we started together failed. It was a coffee shop with a hair salon next to it. Just as our business was starting to take off the great recession hit. I was also working full time as an auto mechanic in Lake Oswego during all of this. My wife went back to school at PCC after the bankruptcy. She is now a senior at PSU planning to go on to graduate school. Due to a work slow down in 2012, my mechanic job was eliminated. I had to briefly go on unemployment. Shortly after that, I got my job at Radio Cab. Because of this, we were able to hold on to the small house we own and my wife has been able to continue with her education. I am proud to be a driver for Radio Cab and hope to purchase my own cab in the next couple of years. I understand that at certain times the city does need more cabs on the road. That being said I also believe that allowing TNGs to operate in Portland with no caps would be detrimental to my ability to earn a liveable wage and would be bad for Portland as a whole. With no caps on the number of cars for hire on the streets; there will be traffic jams throughout Portland on weekends. How much air pollution will several hundred to possibly thousands of vehicles constantly circling downtown cause? This doesn't seem like something an otherwise environmentally aware city would allow. I believe that placing strict caps on how many cars for hire each company has on our streets will help with this. I also believe permitting all drivers and making sure they have all gone through a federally recognized background check will help keep passengers safe. Full commercial insurance coverage should also be mandatory as a measure to fully protect the public. Must insurance companies look at drivers that use their personal vehicles as commercial vehicles(TNGs) violate the terms of their insurance. In most cases that is instant grounds for cancellation. Even though some TNGs have coverage for passengers, they do not cover the vehicles at all times they are operating as vehicles for hire. This is an extremely reckless practice and terrifies me. I am also afraid that if the TNGs are allowed to operate without caps, what is now a decent paying full time job will turn into a low paying part time job. Please take into consideration what is actually going to help Portland including those of us who proudly live and work here. Thank you for reading my testimony.

Sent on a Virgin Mobile Samsung Galaxy S® III

Moore-Love, Karla

From: Tommy DeMarti <tommydemarti@gmail.com>
Sent: Thursday, April 09, 2015 9:03 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Hello,

My name is Thomas DeMarti and I have been a Portland resident and property owner for more than 11 years. I currently live outside of the area that Uber has not been allowed to pick up customers but have used it frequently to get downtown. Their professionalism and prompt, reliable service is a breath of fresh air compared to the legacy taxi companies that we have in town.

Please do all you can to allow Uber to provide service freely to all of the Portland metro area and I believe it will help raise the other companies to a higher standard. I believe it is also in the best interest of your constituents safety because currently, there is no way to track or get accurate time estimates for service which can put people in harms way.

Sincerely,
Thomas DeMarti

Sent from my iPhone

Moore-Love, Karla

From: michelle allman <michelleallman@hotmail.com>
Sent: Thursday, April 09, 2015 8:09 AM
To: Council Clerk – Testimony
Subject: Be heard

Waiting to drive in Portland!

Sent from my iPhone

Moore-Love, Karla

From: Jake <jacob.henriksson15@gmail.com>
Sent: Thursday, April 09, 2015 8:07 AM
To: Council Clerk – Testimony
Subject: Uber

I am %100 in favor of Uber in Portland, Oregon. With a thriving economy and a well above average influx of new residents, Portlanders all deserve an efficient system that meets our needs. These needs do not include waiting upwards of 90 minutes for a cab and paying over \$40 for less than 10 mile drives. An outdated and incredibly slow current taxi system has given Portland an opportunity to show it's residents an efficient, punctual, and affordable system. Although dissenters will argue price hikes during peak hours and lack of insurance, I would counter by asking whether they would like to pay a comparable rate to an Uber x3 (~ rate of current pdx cab co), while still waiting upwards of 90 minutes in inclement weather?

There lies no argument with Radio nor Broadway Cab in regards to their lack of understanding the customers' needs. If they would like to stay in business, I'd recommend they get more (efficient too!) drivers at a more competitive rate.

Regards

Jacob Henriksson

Sent from my iPhone

Moore-Love, Karla

From: Marius Brici <mbfam7@yahoo.com>
Sent: Thursday, April 09, 2015 7:59 AM
To: Council Clerk – Testimony
Subject: Uber

Portland needs uber, today.

Sent from my iPhone

Moore-Love, Karla

From: Blair Boyer <blair.boyer@gmail.com>
Sent: Thursday, April 09, 2015 7:55 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

As a recent visitor on business to your great City, I was nothing short of appalled by the lack of availability of cabs. Three separate times over the course of my two day stay I had my hotel call for a cab. In each case the wait was between 45 mins and an hour despite being assured of my priority status by Broadway or the other cab company, whose name I cannot recall. I can think of no other City in the United States that I have been to for business where the wait times were even half as long.

One of two things needs to happen. Either the monopoly / duopoly in the existing cab services needs some fresh competition of its own or it is time to give Uber a chance. Based on my experiences with Uber in many other major cities and in suburban NJ, where I live, I would advocate strongly for Uber. They provide a wonderful service, they increase competition and they provide jobs. All of these are good for the consumer and for the local community.

Whatever direction the local authorities choose to go, they should do so knowing that the current system is untenable and a real deterrent to economic activity.

Best regards,

Blair A. Boyer

Moore-Love, Karla

From: Joel Greenfield <jjgreenfield7@att.net>
Sent: Thursday, April 09, 2015 7:46 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

To Whom it may concern,

People in Portland, need the most options possible to get around, I'm proud to be part of the solution. More choices for the consumer, better opportunities for all.

Yours truly,

Joel Greenfield

Moore-Love, Karla

From: Danny Johns <djohnswholecup@aol.com>
Sent: Thursday, April 09, 2015 7:41 AM
To: Council Clerk – Testimony
Subject: We want uber!! Fair trade

Sent from my iPhone

Moore-Love, Karla

From: Michael Allport <mgallport@gmail.com>
Sent: Thursday, April 09, 2015 7:09 AM
To: Council Clerk – Testimony
Subject: Uber Service

I have used Uber many many times in San Francisco, Los Angeles, Boston and Mexico City. Without exception I received remarkable, safe, clean service by friendly service from friendly entrepreneurial drivers excited to have and opportunity to work at something they were invested in. Our college age children use Uber extensively when and where they can. Currently they are in Los Angeles and Mexico City. During Uber's brief Portland run several months ago they used it here extensively. Young people out for party nights readily use Uber as an alternative to self driving is a great and safe alternative. This service will save lives. Alternatively Portland's current cab system has been consistently below average to downright disappointing. It is embarrassing to explain to 21st century out of town visitors that the supposedly progressive city only has this mediocre cab service and rejects ride sharing innovation for trumped up public safety concerns that protects the interests of either cab company owners or self serving unions and ignores the broad experience of other more innovated cities and the benefits that their citizens and visitors receive.

Michael Allport

Moore-Love, Karla

From: Ekaterina S. Kozlova <eskozlova@comcast.net>
Sent: Thursday, April 09, 2015 7:01 AM
To: Council Clerk – Testimony
Subject: Uber Support for PDX

Good morning!

I am unable to meet the city council meeting today but I really would like to express my support for Uber ridesharing.

I travel a lot for work and all over the nation and internationally I found Uber to be the safest way for transport. I think Portland deserves the best. I take taxi service at least twice per week - to and from PDX airport and I cannot say that I always feel safe or pleasant in the cars. It is not the most pleasant feeling to get in the cab that smells disgusting and then on top of that feel unsafe being driven. That is why I support Uber as I have never had that experience anywhere - East Coast, West, Midwest or Europe.

I strongly support and I would like for Portland to be safe and pleasant for the travelers!

Thank you,
Ekaterina S Kozlova
Portland Resident for 10+ Years
541-953-1379

From: "Uber Portland" <SupportPDX@uber.com>
To: eskozlova@comcast.net
Sent: Wednesday, April 8, 2015 10:34:24 AM
Subject: We Need Your Help: Uber is Almost Back in PDX

U B E R

Hi Ekaterina,

We are one step closer to calling Portland home, but we need your support. On Thursday, April 9, the Portland Transportation Innovation Task Force will present its preliminary recommendations on ridesharing regulations to the City Council.

As an Uber rider, your voice is crucial in making sure the City Council understand the importance of having more options within Portland and crafts smart regulations based on strong recommendations being brought forward by the community based task force.

Can we count on you to voice your support?

What: Task Force Recommendations Presentation to City Council

When: Thursday, April 9 | 2:00-3:00 PM

Where: Portland City Hall Council Chambers, 1121 SW 4th Avenue

If you plan to attend, [RSVP here](#)

If you cannot make it to the City Council meeting in person, you can still express your support for sensible ridesharing regulations that allow Uber to call Portland home.

If you can't attend, email your testimony in support

We're in the final stretch. After pausing operations in December and deferring to the regulatory process established by the City of Portland, we are thrilled the community-based Task Force has come up with regulations to help ensure ridesharing has a home in Portland. Your support throughout this process has been crucial in getting us this close. The City Council needs to hear from the people who will directly benefit from having a service like Uber. Whether it solves a logistical issue in your commute from the suburbs, provides a safe ride home at night, or keeps you and your family moving, you deserve to have a voice in this process. **Will you show your support for ridesharing and attend the City Council Presentation this Thursday?**

Thank YOU for your ongoing support. We would not be this far without you.

Sincerely,

Your Uber Portland team

Uber Technologies Inc.
1455 Market Street San Francisco, CA 94103

[Get Help](#) [View Online](#) [Unsubscribe](#)

Moore-Love, Karla

From: Amy Shlossman <amyshlossman@gmail.com>
Sent: Thursday, April 09, 2015 6:33 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I strongly support Uber in Portland. Having recently moved from another city that has had Uber for several years, I appreciate its value and opportunities it presents for the city. It offers a safe, convenient, and accessible option for residents and visitors alike.

Thank you for your consideration,

Amy Shlossman

Moore-Love, Karla

From: Kyle Kirst <kyle.kirst@gmail.com>
Sent: Thursday, April 09, 2015 6:30 AM
To: Council Clerk – Testimony
Subject: No cab, run to work
Attachments: image1.PNG; ATT00001.txt

I recently called a local driver owned cab company in the morning to catch a cab. I was not not given a ETA by the dispatcher, so I patiently waited. 15 mins pass, and I call back. I was told to call again if the cab had not arrived in 10 mins. Again, 10 mins pass and yet still no cab. I call again, and trying not to become nervous in fear of being late for work, and yet again I was pushed out further. I finally gave up, stripped down, put on some jogging clothes and ran to work with work clothes in tow in my backpack. I have attached screen shots of this to serve as proof. The screen shot was coincidentally taken exactly an hour after I called the cab, yet still no cab. This is the day I lost faith in local cab company. As recent Bay Area transplant here in PDX, this city deserves a better driving service. We need Uber. Thanks for reading.

Kyle Kirst
925-683-0529

Radio Cab

Today

5:36 AM	Canceled Call	
5:29 AM	Outgoing Call	39 seconds
5:12 AM	Outgoing Call	43 seconds
5:12 AM	Outgoing Call	15 seconds
4:47 AM	Outgoing Call	15 seconds

mobile

(503) 227-1212



Notes

Why haven't I been picked yet? "Well, there is a cab in your area, and you are

Moore-Love, Karla

From: Garrett Stewart <garrettstewart@me.com>
Sent: Thursday, April 09, 2015 5:36 AM
To: Council Clerk – Testimony
Subject: Uber Portland

The city needs a program like this! Let's keep Portland ahead of the curve and in turn, help people get home safely.

Moore-Love, Karla

From: David Kabaker <dkabaker@yahoo.com>
Sent: Thursday, April 09, 2015 4:27 AM
To: Council Clerk – Testimony
Subject: Please approve Uber in Portland

Thanks,

David

Moore-Love, Karla

From: oneillmiky65@aol.com
Sent: Thursday, April 09, 2015 2:47 AM
To: Council Clerk – Testimony
Subject: Testimony from a cab driver

I have been a cab driver in this city for over 9 years and consider myself a professional driver. I have dealt with all kinds of people in many different situations and feel that this job takes a special kind of person to do and is a respectable living. I feel that by deregulating my industry and opening it up to unlimited cabs and ride sharing companies, you will make it very difficult for an individual to make a decent living doing it and will reduce it to lots of part time workers who will not be professional for the most part and thus do what a company like Walmart tends to do when it moves into a town. Ultimately you may make it so very few will want to bother doing it if they can't make a living. Please take this into consideration before making your final decision. I and many others like me at the various companies in the city take pride in what we do and would be very sad if we were unable to make a decent living due to massive deregulation. The end result would also negatively affect the customers since they would get subpar service. Thanks for your time, sincerely. Michael Oneill, driver for Radio Cab.

Sent from AOL Mobile Mail

Moore-Love, Karla

From: Andy Francis <afrancis@putneyschool.org>
Sent: Thursday, April 09, 2015 12:41 AM
To: Council Clerk – Testimony
Subject: Uber in PDX

Seriously? Just come up with a permit for them already, it's stupid that they can't operate here.

Andy Francis

Moore-Love, Karla

From: Nhu Finney <unitedvietnam@gmail.com>
Sent: Thursday, April 09, 2015 12:05 AM
To: Council Clerk – Testimony
Subject: Portland Needs UBER!!

To whom it may concern;

Frankly, it's embarrassing that UBER is not allowed to operate in Portland. Portland is supposed to be a young, hip, and cool city. That's our image and it makes me proud to call P-town home.

But I can't use an app on my iPhone! That is ridiculous. Why not prohibit cars outright, and go back to the horse and buggy?!

Does that sound ridiculous to you? About as ridiculous as not allowing Portlanders to use ride sharing apps on their iPhones?!

UBER is in over 200 cities, and Portland isn't one of them. How embarrassing!

Truly,
Nhu Finney

Sent from my iPhone

Moore-Love, Karla

From: Laura Gittins <lgittins7@gmail.com>
Sent: Wednesday, April 08, 2015 11:23 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I have used Uber in many cities and have never had a problem. It has been the most pleasant way of transportation at a moment's notice. Not once have I felt unsafe around a driver or taken advantage with price. I look forward to Uber coming to Portland!

Laura Gittins

Moore-Love, Karla

From: Roze Alvidera <ralvidera@icloud.com>
Sent: Wednesday, April 08, 2015 10:46 PM
To: Council Clerk – Testimony
Subject: We want uber!

I love uber.

Sent from Roze Alvidera's iPhone

Moore-Love, Karla

From: Kathleen Nixon <kmdnixon19@gmail.com>
Sent: Wednesday, April 08, 2015 10:36 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

To whom it may concern:

I live in Gresham and have been fortunate to use Uber. I had a very good experience with this service. I was able to see in real time who my driver was going to be as well as the vehicle that was coming to pick me up. In addition, I could actually see how close the driver was as she drove to my house. The driver was very pleasant and her car was very clean. She drove me to the Convention Center. Unfortunately, because of the City of Portland's ban on Uber, I had to call for a taxi to get back home. In contrast, I had no idea of the car or driver that would pick me up. In addition, the fee for the return trip was \$8.00 more than the Uber ride. The taxi driver was also not very pleasant. I love Uber and I believe it makes good business sense to add Uber as an option for riders in the Portland city limits.

Sincerely,

Mrs. K. Nixon

Moore-Love, Karla

From: Gwen Berg <gweni2u@gmail.com>
Sent: Wednesday, April 08, 2015 10:32 PM
To: Council Clerk – Testimony
Subject: Uber

Dear Council Members,
Please allow Uber in Portland Oregon. Do not deny the citizens of this city a freedom of choice.
Gwen Berg
A Portland native

Sent from my iPhone--please excuse briefness and typos

Moore-Love, Karla

From: Emily Hsu <emily.s.hsu@gmail.com>
Sent: Wednesday, April 08, 2015 10:30 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Dear Portland City Council,

I am sending this message in *strong* support of allowing Uber to operate in Portland - not only from an ideological standpoint, but also from a logical perspective.

Since I work in Hillsboro, Oregon, we are thankfully able to use Uber out there. A large part of my job is to organize rides and schedule travel and transportation. **Though Radio Cab is our "official" company and we have contact information for many other local Portland taxi services, I have found that *none* come even remotely close to the reliability, efficiency, and courteous service that Uber offers.** On many occasions, I've called cab companies who either have wait times so long that we end up just cancelling the cab before it arrives (if it was even going to show up in the first place). We have never seen problems like that with Uber, with drivers always less than 10 minutes away, completely trackable, and absolutely no paperwork needed.

Even in Portland, cab companies have been a major headache. For our large company parties taking place in the city, we offer safe rides home to our employees. But on busy nights, it's almost impossible to get a cab amidst the crowds. As a result, many of my co-workers must wait in line for nearly an hour in the freezing cold. Even worse, some who have been drinking, but cannot withstand the wait-time and weather conditions, end up driving anyway, creating dangerous and harmful risks to themselves and other Portland citizens. Uber would solve this very simply by increasing the number of resources and options the city has for transportation. **Making safe rides more convenient and attainable makes this city safer.**

Restricting the ability of Uber to operate in Portland limits the benefits of a free market. Intervening in this way reduces competition, and therefore, progress. This does not help our current sad lot of cab companies better themselves - it simply perpetuates the terrible way that they have always done things. **Poor competition reduces the incentive for these cab companies to try harder or provide better service our city's citizens, continuing an injustice to consumers who deserve more options and the ability to decide what is best for them.**

Portland is known to many as a free-thinking, open-minded, and fair city. Please keep it that way.

Sincerely,

Emily Hsu

Moore-Love, Karla

From: Nicole <nicole.leigh27@yahoo.com>
Sent: Wednesday, April 08, 2015 10:18 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Uber offers a fantastic service that allows me to get home safely when I choose not to drive. I have used Uber in a variety of different cities and countries and have consistently had a terrific experience. The drivers are polite, the vehicles are clean, new, and in proper working order. I always feel safe and appreciate the great customer service.

I have had negative experiences with PDX cab companies such as Rose City Cab. Drivers can be rude, they pressure you to pay cash, the cars are filthy and often times are old vehicles that make me question the safety as you can see the "service engine soon" lights from the backseat.

Uber is a terrific option and will improve the safety on our roads. It is irresponsible for the city of Portland to withhold a safe and reliable way to get home after a fun night.

The customer will always make the final call, if Uber didn't offer a drastically superior service, the taxi companies would not feel so threatened. Competition is healthy for all business and the more options consumers have the safer we will all be.

Nicole Besaw

Sent from my iPhone

Moore-Love, Karla

From: Kristine Mellgren <kristinemellgren@gmail.com>
Sent: Wednesday, April 08, 2015 10:04 PM
To: Council Clerk – Testimony
Subject: Uber

Hello,

I'm currently visiting from out of town and was hoping to use my Uber app for a ride. I've grow accustomed to the convince and simplicity Uber provides. Just wanted to express my support and encourage Portland to join the other great cities that make it easier for people to get out and explore.

Thank you for your consideration!

Kristine
Sent from my iPhone

Moore-Love, Karla

From: Alicia Gaines <licia311@hotmail.com>
Sent: Wednesday, April 08, 2015 9:54 PM
To: Council Clerk – Testimony
Subject: Uber

Make Uber. Available in Oregon! Help stop drunk driving and make us like other easy to travel states like LA!
Sent from my iPhone

Moore-Love, Karla

From: chtwoofus@gmail.com
Sent: Wednesday, April 08, 2015 9:29 PM
To: Council Clerk – Testimony
Subject: Uber task force proposals

This letter is in response to the task force proposals.

First I want you to know I'm born and raised in Portland Oregon .

I've seen a lot of changes , but the recommendations of this task force has just shocked me. And I have several concerns .

1) How can you have no cap on UBER drivers? And yet you sit their proudly and state this is a fair decision ? You will destroy the taxi industry and many lives that depend on this Job for a living . You absolutely know without a cap there is no way for taxis to compete . You absolutely know that taxi can no put out cabs in weeks to compete. You absolutely do not give a dam about all the lives you are going to effect. Just to support a slave drivin company like uber.

2) these proposals all favor UBER not a fair playing field . You are choosing to support a company that feels they are above the law instead of backing an industry that has been in Portland for many years.

3) safety questions ?

How do you know who is logging in the UBER phone!

How do you know the UBER driver is driving the car they had inspected ?

How do you know if the uber driver has not committed felonies in other states or prior to the 6 year background check UBER does ?

How do you justify no cameras or markings on the cars for safety for driver and passenger ?

Who is monitoring a UBER drivers driving record? And that insurance is up to date? How do you know UBER drivers have told their insurance company what they are doing ?

You can read article after article everywhere UBER has invaded has been a problem . Ubers own drivers are suing them. How can you possibly think this is what portland needs. You will have lawsuits ! You will be flooded with complaints. This is so not Portland. Do you really want to support a company that breaks the laws wherever they go and also has their drivers break the law as well.

All this is what you want? to kill the living of all the taxi drivers by proposing such unfair and totally outrageous rules . How come we don't get a say in this . You have distroyed moral and the love we have for the thank less job we do. Many drivers have serviced portland for 20+ years . Yet this means nothing to the task force . Knowing that the economy is not booming in Portland. Taxi drivers are not rich , far from it ! Although we are working 12 hr days . But I guess that's because it doesn't effect their jobs.

If you let UBER and others in Portland without caps for these 120 how will you ever rein them back in when chaos happens? You won't be able to . I'm so tired of hearing that UBER is not s taxi service . Really who Else do they compete with? No one ! If UBER is not s taxi service then the drivers are ! And drivers should abide by the taxi regulation that are in place . If uber is a technology firm only ! Then how are they controlling where and under what regulations their drivers that use this app work do and don't work?

I never thought portland would ever bye into this bs, but I guess the task does. I'm amazed that our city is so rich that we now are going to support a company in California . Wow !

So I'm asking you to give taxi driver a fair chance if you choose to allow UBER in Portland . The task force proposals are outrageous and very one sided . If Eugene can kick them out and do without this crooked company so can portland.

Support our own , keep the money in Portland , keep taxi drivers working for a living so that we may continue to support or families .

Charleen Hill
Radio Cab Driver

Moore-Love, Karla

From: Matthew Linday <mplinday@gmail.com>
Sent: Wednesday, April 08, 2015 9:13 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

To whom it may concern,

Please take the ridesharing program, Uber into account when making regulatory decisions for the Portland area. Inclusive regulation is key to moving our economy for Portland and the State of Oregon in the right direction.

Sincerely,

Matthew Linday

Moore-Love, Karla

From: Junk <c3lli0tt12@gmail.com>
Sent: Wednesday, April 08, 2015 8:59 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

We need Uber in Portland! I have never had a service that is as reliable as Uber. I have taken Uber in several cities and have always had a pleasant experience with great drivers and impeccable timing. Not only does it get me to my destination safely, but it is also affordable.

I can't even count the amount of times that I have waited for over an hour for a taxi only to end up paying a fortune to get to my destination. The best example I have of a time that Uber came through for me was after spending a half hour on the phone (with no luck) calling a cab on New Years Eve, an Uber driver showed at my house in 2 minutes! That event alone saved me from any possibility of drinking and driving and also got me to my destination on time.

It would be a BIG mistake to keep Uber out of Portland!

Chelsi Elliott

Please excuse typos, this message was sent from my iPhone.

Moore-Love, Karla

From: Eric Cordes <ercord@gmail.com>
Sent: Wednesday, April 08, 2015 8:47 PM
To: Council Clerk – Testimony

Let Uber In!

Eric Cordes

Moore-Love, Karla

From: Melissa K <mkarpouzes@hotmail.com>
Sent: Wednesday, April 08, 2015 8:34 PM
To: Council Clerk – Testimony
Subject: In Portland, want an uber

I'm vacationing in Portland and so disappointed to learn uber is not available.
Melissa k neher

Sent from my iPhone
Please forgive my typos

Moore-Love, Karla

From: WOLTER VAN DOORNINCK <woltervandoorninck@icloud.com>
Sent: Wednesday, April 08, 2015 7:56 PM
To: Council Clerk – Testimony
Subject: Yes for uber

Sent from my iPhone

Moore-Love, Karla

From: Kappy Venezia <kappyven@aol.com>
Sent: Wednesday, April 08, 2015 7:16 PM
To: Council Clerk – Testimony

G
Kappy

Moore-Love, Karla

From: Biraj Bisht <biraj.bisht@gmail.com>
Sent: Wednesday, April 08, 2015 7:14 PM
To: Council Clerk – Testimony
Subject: I support Uber

Uber would greatly benefit the ease of transit in Portland. Having visited other cities that have Uber, I appreciate the efficiency that it brings to the taxi system.

Biraj
Portland Resident

Typed with two thumbs

Moore-Love, Karla

From: Allison Jackson <ajackson@groupcse.com>
Sent: Wednesday, April 08, 2015 7:08 PM
To: Council Clerk – Testimony

Bring Uber to Portland please!

Sent from my iPhone

Moore-Love, Karla

From: John <jmeck2000@gmail.com>
Sent: Wednesday, April 08, 2015 6:38 PM
To: Council Clerk – Testimony
Subject: Über

Hello

While traveling in Portland, the lack of taxi cabs can make it tough to get to meetings, etc on time. It would be great to have some more options. I can't believe that with so many taxi companies the quote to get a taxi from a downtown hotel is 15 minutes at the minimum.

John

Sent from my iPhone

Moore-Love, Karla

From: Shannon Walsh <swalsh9193@comcast.net>
Sent: Wednesday, April 08, 2015 6:02 PM
To: Council Clerk – Testimony
Cc: PDX Rides
Subject: Uber

Everyone in Portland has anxiously been awaiting Uber... A safe,easy and affordable alternative to our city's sparse, rude and unprofessional taxi services.

Let's be the forward-thinking 'city that works' that we call ourselves and approve Uber in Portland!

Shannon Walsh
503-781-6854
Sent from my iPhone

Moore-Love, Karla

From: Daniel Pristavec <danielp@gmail.com>
Sent: Wednesday, April 08, 2015 5:56 PM
To: Council Clerk – Testimony
Subject: History will be unkind

Anyone foolish enough to resist the inevitable arrival of ridesharing, will be judged harshly by those looking back years from now.

Uber and lyft are great for portland, great for the residents, great for the businesses

Don't embarrass yourselves tomorrow

Moore-Love, Karla

From: markmcmillan12560 <markmcmillan12560@gmail.com>
Sent: Wednesday, April 08, 2015 5:21 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

As a PDX resident the thought of using cabs is always a last choice . The reason...whenever I have needed one they are very slow to respond, smelly, rude and expensive. Quite often the drivers are not courteous and have no respect for their vehicle, their passenger or other road users. And heaven forbid they are asked to take a tender of less than a mile or so!!

I have found Uber to be the exact opposite. And so, I tend to use Uber all the time in other cities.

I don't see how healthy, creative and safer competition can harm the traditional cab business. What hurts them might make them stronger!!!

Maybe it's time for them to re-evaluate their antiquated and lacking business model... rather than be sympathetically and artificially protected !!

Mark McMillan.

Sent via the Samsung Galaxy S® 5 ACTIVE™, an AT&T 4G LTE smartphone

Moore-Love, Karla

From: Cindi Elsom <cindie@hnhagency.com>
Sent: Wednesday, April 08, 2015 5:20 PM
To: Council Clerk – Testimony
Subject: Uber in the news - information for city council re: Private-for-hire-Task Force
Recommendations
Attachments: Uber in the News.xlsx; Uber in the News - Full Articles.pdf

Hello,

Attached please find some recent news stories concerning Uber and Uber drivers that we thought might be helpful in the decision making process.

Best,

Cindi Elsom

Cindi Elsom
HMH account supervisor
503 / 295 / 1922 main
503 / 973 / 9242 direct
hnhagency.com

UBER IN THE NEWS

January - YTD

Date	Headline	Link
4/7/2015	Uber driver charged with rape had federal drug conviction	http://www.chron.com/news/houston-texas/article/Uber-driver-had-federal-drug-conviction-6184061.php
4/8/2015	Colorado Prosecutors Charge Uber Driver Accused Of Attempted Break-In	http://www.insurancejournal.com/news/west/2015/04/08/363692.htm
4/7/2015	He Said, She Said: How Uber Relied on Data in an Assault Dispute	http://www.theatlantic.com/technology/archive/2015/04/he-said-she-said-how-uber-relied-on-data-in-an-assault-
4/3/2015	College student reports Uber driver 'demanded money or a sex act'	http://www.washingtonpost.com/news/morning-mix/wp/2015/04/03/college-student-reports-uber-driver-demanded-money-or-a-sex-act/
4/3/2015	Raleigh same-sex couple says Uber driver discriminated	http://www.wral.com/raleigh-same-sex-couple-says-they-were-discriminated-in-uber-vehicle/14557103/
4/3/2015	Chicagoan Claims Uber Driver Ejected Him And Another Man For Kissing	http://chicago.cbslocal.com/2015/04/03/chicagoan-claims-cab-driver-ejected-him-and-another-man-for-kissing/
3/26/2015	Uber driver arrested for sexually assaulting female passenger in Paris	http://www.abplive.in/crime/2015/03/26/article539097.ece/Uber-driver-arrested-for-sexually-assaulting-female-passenger-in-
3/26/2015	Uber's Endless Scandals Question The Safety Of The Shared Economy	http://www.carbonated.tv/news/ubers-endless-scandals-question-the-safety-of-the-shared-economy
3/25/2015	Philadelphia Uber Driver Accused Of Rape	http://consumerist.com/2015/03/25/philadelphia-uber-driver-accused-of-rape/
3/18/2015	Uber faces another setback in Europe	http://www.cbsnews.com/news/uber-faces-another-setback-in-europe/
3/13/2015	Lawsuit: Slow background checks cheated Lyft drivers out of bonuses	http://www.latimes.com/local/lanow/la-me-ln-lyft-lawsuit-20150313-story.html
3/13/2015	Uber and Airbnb: Make these Silicon Valley darlings accountable	http://business.financialpost.com/diane-francis/uber-and-airbnb-make-these-silicon-valley-darlings-accountable
3/3/2015	Uber driver used fake plates, Park Ridge police say	http://www.nj.com/bergen/index.ssf/2015/03/montvale-man-used-fake-plates-while-working-as-ube.html
3/2/2015	Uber user charged \$500 for 30-mile ride after attending Rodeo	http://www.click2houston.com/news/uber-user-charged-500-for-30mile-ride-home-from-rodeo-event/31574836

2/28/2015	Judge to decide on bail for Uber driver accused of rape, kidnapping	http://www.bostonglobe.com/metro/2015/02/28/uber-driver-accused-raping-customer-seeks-bail/UI2oUBJeJsFDGzpUe8XaGK/story.html
2/9/2015	Victoria presses criminal charges against Uber drivers	http://www.brw.com.au/p/business/victoria_presses_criminal_charges_b171pGraJgcyDiLxEnDTRO
2/9/2015	Uber driver charged with assault	http://www.bostonglobe.com/metro/2015/02/09/boston-uber-driver-charged-with-indecent-assault-and-battery-boston-police-say/k9eKsX2q95hA9bdM13lorJ/story.html#
2/2/2015	Uber driver accused of sexually assaulting woman picked up from Mar Vista	http://abc7.com/news/uber-driver-accused-of-sexually-assaulting-woman/501303/
1/30/2015	Two Social dudes used Uber to transport drugs, cops say	http://www.laweekly.com/news/two-social-dudes-used-uber-to-transport-drugs-cops-say-5362342
1/29/2015	Sex Assault Case Is Latest Lawsuit Against Uber	http://www.law360.com/articles/616681/sex-assault-case-is-latest-lawsuit-against-uber
1/14/2015	2nd time in 3 weeks, driver for Uber charged with assaulting passenger	http://www.chicagotribune.com/news/local/breaking/chi--2nd-uber-driver-charged-assaulting-passenger-20150114-story.html
1/12/2015	Is Uber vetting its drivers correctly?	http://www.startupsmart.com.au/growth/is-uber-vetting-its-drivers-correctly/2015011213923.html
Banned		
4/8/2015	Here's everywhere Uber is banned around the world	http://www.businessinsider.com/heres-everywhere-uber-is-banned-around-the-world-2015-4
4/8/2015	Uber heads out of town: Exit from Eugene is part of company's new strategy	http://registerguard.com/rg/opinion/32950008-78/uber-heads-out-of-town.html.csp
4/7/2015	PTC files lawsuit seeking to stop Uber from operating	http://www.tampabay.com/news/transportation/ptc-files-lawsuit-seeking-to-stop-uber-from-operating/2224529
4/6/2015	Uber's Next Battleground: New York City	http://www.foxbusiness.com/industries/2015/04/06/uber-next-battleground-new-york-city/
4/4/2015	Uber to halt Eugene operations starting Sunday	http://www.oregonlive.com/commuting/index.ssf/2015/04/uber-to-halt-eugene-operations.html
4/2/2015	Uber Just Showed Us Its Trump Card: Leaving Town	http://www.slate.com/blogs/moneybox/2015/04/02/uber_leaves_san_antonio_to_protest_regulations_it_wasn_t_an_empty_threat.html
3/31/2015	Toronto Police launch crackdown on Uber drivers	http://www.theglobeandmail.com/news/toronto/toronto-police-launch-crackdown-on-uber-drivers/article23706745/

3/26/2015	Update: Uber's Amsterdam office raided by Dutch authorities	http://www.computerworld.com/article/2902221/ubers-amsterdam-office-raided-by-dutch-authorities.html
Reviews		
Review Source		Link
Lyft Reviews		http://www.sitejabber.com/reviews/www.lyft.com
Lyft Reviews		http://www.reviewopedia.com/lyft-reviews
Lyft - Los Angeles Reviews		http://www.yelp.com/biz/lyft-los-angeles-4
Lyft - San Francisco Reviews		http://www.yelp.com/biz/lyft-san-francisco
Lyft - New York Reviews		http://www.yelp.com/biz/lyft-new-york
Uber Reviews		http://www.sitejabber.com/reviews/www.uber.com
Uber Reviews		http://www.reviewopedia.com/uber-com-reviews
Uber - Los Angeles Reviews		http://www.yelp.com/biz/uber-los-angeles-2
Uber - San Francisco Reviews		http://www.yelp.com/biz/uber-san-francisco
Uber - New York Reviews		http://www.yelp.com/biz/uber-new-york-city

Uber driver charged with rape had federal drug conviction

By Dane Schiller, Dug Begley | April 7, 2015 | Updated: April 7, 2015 2:47pm

Uber driver arrested last week and charged with sexually assaulting a passenger was released from federal prison and sent to a Houston halfway house in November 2012, but nevertheless received approval to drive for the ride service. Duncan Burton served 14 years for conspiracy to possess with intent to distribute cocaine, according to court records and the U.S. Bureau of Prisons. He was convicted by a jury Share 1.1k 0 Uber cab driver Duncan Burton, 57, arrested and charged of sexual assault on a drunk female passenger. According to court documents, Burton performed sexual acts on the woman who he knew was unconscious and unaware and could not provide consent. in Houston and served time in Beaumont, Louisiana and Georgia before being released in 2012, according to the federal prison agency. Although sentenced originally to 18 years, he had earned nearly three years of good conduct time and had about two years of jail time. Burton, 57, was arrested Wednesday and charged with one count of sexual assault, a second-degree felony. If convicted, Burton faces a maximum sentence of 20 years in prison. He remains in the Harris County Jail without bail. Uber spokeswoman Debbee Hancock said Monday that Burton passed the company's background checks. She could not immediately be reached Tuesday to respond to the disclosure of Burton's drug conviction. Someone with a negotiated drug conviction on his or her record would not be eligible for a city-issued permit, but could appeal and attempt to receive one, said Lara Cottingham, deputy assistant director in the city's Regulatory Affairs Department. Burton did not have a city permit, but was still accepting passengers for Uber until April 2, when the company was made aware of his arrest and removed him from the system.

<http://www.chron.com/news/houston-texas/article/Uber-driver-had-federal-drug-conviction-6184061.php>

Colorado Prosecutors Charge Uber Driver Accused Of Attempted Break-In

Prosecutors have charged a Colorado Uber driver accused of trying to break into the home of a woman he drove to the airport.

The Denver District Attorney's Office announced Monday that 51-year-old Gerald Montgomery has been charged with attempted second-degree burglary, possession of burglary tools and attempted first-degree criminal trespass. He has posted \$10,000 bail and is scheduled to appear in court April 14.

Police say Montgomery dropped off the passenger at the airport March 26, returned to her home and then tried to break in through the back door. An arrest affidavit says he ran when the woman's roommate spotted him, leaving lock-picking tools behind.

The roommates say they realized the attempted burglar was the Uber driver after the woman sent her roommate a picture of him.

<http://www.insurancejournal.com/news/west/2015/04/08/363692.htm>

He Said, She Said: How Uber Relied on Data in an Assault Dispute

By Adrienne LaFrance

On Friday night, a group of twentysomethings took an Uber ride to a party in Houston. Something about the man driving the car seemed off from the beginning.

"The driver was a bit odd," said Stephanie, one of the passengers, in an email. She asked that we not publish her last name for fear of harassment. "He completely missed our exit on the highway, was speeding. We finally told him to slow down when he was going over 60 mph on a road with a posted limit of 40 mph."

Things got worse.

"When we arrived at our destination, he told us to 'get out of his fucking car,' calling us 'sluts,' 'bitches' and I was a 'nigger,'" Stephanie said. "I wish I could say that we did something to provoke him, but that's really what happened."

Stephanie complained to Uber that night. And though the company responded quickly—she had a reply by Sunday morning—the message she received was puzzling. Uber didn't seem to understand the seriousness of what had happened. "Our investigation is complete and the situation is closed," an Uber employee wrote, according to a screenshot of an email Stephanie provided. "Please remember when riding in an Uber you need to make sure you do not have any alcoholic beverages open as the driver can be cited for a DUI."

But Stephanie and her friends didn't have open containers in the car, she said. ("We had an unopened bottle of wine with us as a gift to the host," she said.) And Uber's response didn't reassure her that the driver was being held accountable, Stephanie said. After she started tweeting at journalists about what had happened, she said the company apologized and credited her account for the ride. But she still didn't know what happened to the driver. "To my question of whether he could guarantee that this racist driver would not be the one to pick me up the next time I called an Uber, [the Uber representative] responded that he could not," Stephanie said. "Apparently, I do not have the right to know if the person entrusted with my safety would be fired for endangering me and calling me racial and sexist slurs."

As it turned out, Uber did ban the driver from using its platform, a spokeswoman confirmed. That decision is irreversible. In the 48 hours after her ride, Stephanie's complaint worked its way up the chain of command—a complaint of this nature is considered "critical," said Jennifer Mullin, an Uber spokeswoman. Uber acknowledged it mishandled its initial response to Stephanie's complaint. And the incident highlights how the company draws on its trove of user and driver data to decide how to proceed when a driver and a passenger have a dispute.

Stephanie and the driver gave conflicting accounts of what happened. Stephanie said she and her friends weren't drinking, and that the driver harassed them. The driver told Uber that his passengers were drinking, and that he never called them names, according to Uber. (Uber wouldn't provide the name of the man.) But Uber reviewed both Stephanie's and the driver's past ratings. (Uber drivers and riders have the opportunity to rate one another on a five-point scale after each ride.) Uber also checked Stephanie's account of the ride—like the fact that the driver missed an exit—against GPS records.

"The team that works on this is trained to try to find out what the truth is," Mullin told me. "We can compare it against data from the trip... and then try to come up with the best conclusion of what the outcome should be. In this case, the driver was deactivated from the platform based on the information we got... He shouldn't be driving on the platform because he isn't treating riders with enough respect and courtesy."

Riders can be banned from Uber, too. The driver who lost access to the platform in this case is prohibited from using the service as a passenger, too. (It's not clear how Uber prevents someone who has been banned from signing up for the platform under a different name.) "We collect feedback on drivers and we also collect feedback on riders," Mullin said.

"It's interesting because the team here will spend a lot of time looking at that if you have a he-said she-said type situation... it doesn't make the full decision for you but it's a key piece of information."

The situation also underscores how Uber sees both drivers and passengers as its clients. Drivers aren't employees, but customers.

Stephanie said she's "utterly relieved" to know the driver was banned from Uber, but she still wonders about the extent to which the company's eventual response came from her vocal complaints. ("First let me apologize for how poorly this situation was handled," an Uber employee wrote to Stephanie, according to emails provided by Stephanie. "To have a scary, negative ride happen and then to have blame cast on you is unacceptable. This is not up to Uber standards, and we are currently handling the situation internally.")

"I am a 23-year-old woman with similarly aged friends, so I am certain I will be in an Uber soon," Stephanie told me. "It's just too ubiquitous for me to avoid it."

<http://www.theatlantic.com/technology/archive/2015/04/he-said-she-said-how-uber-relied-on-data-in-an-assault-dispute/389811/>

College student reports Uber driver 'demanded money or a sex act'

By Elahe Izadi April 3

A University of Michigan student told police that when she tried to leave an Uber ride early Friday morning upon reaching her destination, the driver reportedly "demanded money or a sex act," according to the university's police department. Police are investigating the "suspicious incident," which, the student said, began after she joined someone already in the vehicle. It was described as a dark-colored, four-door sedan. "We are urgently gathering as much information as possible about this troubling report," Uber spokeswoman Brooke Anderson said Friday. "We have contacted University police and will assist them in every way we can." It could not be independently verified that the car was operated by an Uber driver or booked through the Uber application. Passengers riding in Uber vehicles pay via the Uber app, preloaded with credit card information, rather than handing over cash. The allegation in Michigan came just days after police arrested an UberX driver in Denver for attempting to burglarize a passenger's home. That driver's access to the Uber database was "immediately deactivated," the company said in a statement this week, adding: "We remain committed to supporting the Denver law enforcement in any way we can." The company also said it performed a background check on the driver prior to hiring him, and he had no criminal record. Other safety controversies have sprung up in recent months involving Uber drivers and accusations of sexual misconduct or assault, including a Chicago driver charged with sexually assaulting a passenger in December, and a Los Angeles-area driver being investigated for an alleged sexual assault in February. According to Uber, the company conducts county, federal and multistate background checks that extend seven years back on its drivers. It also screens the National Sex Offender Registry and looks at driving records.

<http://www.washingtonpost.com/news/morning-mix/wp/2015/04/03/college-student-reports-uber-driver-demanded-money-or-a-sex-act/>

Raleigh same-sex couple says Uber driver discriminated

Posted April 2, Updated April 3

RALEIGH, N.C. — Rainey Ashcraft Jr. still can't believe it happened to him. Ashcraft and his same-sex partner got into an Uber vehicle in downtown Raleigh on Saturday, and he said the ride started off normally. "After my partner put his arm around me, the cab driver looked into the rearview mirror and flipped out on us," he said. "Slurs were thrown. (He) told us we were not welcome in his cab." The driver threw the men out of his vehicle. Police were called. Tensions eventually settled, but Ashcraft said he remains shaken by the experience. "It is not like we were doing anything inappropriate or bad, we were just being ourselves," he said. The couple contacted Uber about the experience. "Our rider should have never had to go through such a hurtful experience," the ride-sharing company said in a statement. "This driver's behavior is unacceptable and clearly violates Uber's zero-tolerance discrimination policy." The company added that the driver, whom they did not identify, has been removed. Ashcraft said he appreciates Uber's response but suggested they better screen their drivers in the future.

<http://www.wral.com/raleigh-same-sex-couple-says-they-were-discriminated-in-uber-vehicle/14557103/>

2nd time in 3 weeks, driver for Uber charged with assaulting passenger

By Carlos Sadovi and Tracy Swartz Chicago Tribune JANUARY 14, 2015, 5:41 PM

For the second time in less than three weeks, an UberX driver has been charged with sexually assaulting a customer. Adnan Nafasat, 46, of Villa Park, was charged Wednesday with criminal sexual assault, unlawful restraint and kidnapping, according to police and prosecutors. He was ordered held in lieu of \$150,000 bail, according to the Cook County state's attorney's office. Prosecutors said Nafasat was driving for the ridehailing service UberX when the assault occurred last summer. On the early morning of July 31, the 21-year-old victim contacted Uber and asked to be picked up in the 700 block of West Cornelia Avenue in the Lakeview East neighborhood, according to state's attorney spokesman Steve Campbell. As the victim was about to enter Nafasat's car, he was told to sit in the front seat because the driver said the rear seats were dirty and broken, according to prosecutors. After the victim gave the driver his destination, Nafasat reached over and grabbed the man's thigh and tried to kiss him, prosecutors said, adding that Nafasat outweighed the victim by more than 130 pounds. The victim tried to push Nafasat away and repeatedly asked to be let out of the car, but Nafasat told the victim he was not going anywhere and that no one knew where he was at the moment, prosecutors said. Nafasat kept grabbing the victim and trying to kiss him when they were stopped in traffic, then would speed up when the victim tried to leave the car, prosecutors said. Nafasat grabbed the victim's throat so hard the victim thought he would pass out, they said. The victim was taken to a neighborhood he was not familiar with, and Nafasat tried to force the victim to perform a sex act, but the victim pushed him away, prosecutors said. After the victim begged to be taken to his home, Nafasat complied, they said. Nafasat was arrested by the Great Lakes Regional Fugitive Task Force after the victim identified him in a photo array, according to a police report. Prosecutors said authorities were able to locate the suspect through

records provided by Uber. According to Uber officials, Nafasat was removed as an UberX driver when they learned of the allegations and they have been assisting police, said Uber spokeswoman Jennifer Mullin. Uber officials said when they learned of the July 31 incident the driver was immediately removed. CLASSIFIED w NEWS w SUBURBS w SPORTS w POLITICS w WATCHDOG w BUSINESS w BLUE SKY w OPINION w ENTERTAINMENT w DINING w THEATER LOOP w LIFE & STYLE w VIDEO & PHOTO w á SEARCH MEMBER CENTER PLACE AN AD SUBSCRIBE LOG IN opyright © 2015, Chicago Tribune "Our thoughts are with the victim of this horrible incident," Mullin said in a statement. On Dec. 30, another UberX driver was charged with sexual assault. Maxime Fohounhedo is accused of assaulting a female passenger Nov. 16 in the front seat of his car, then taking her to his apartment and assaulting her there. The woman told authorities she was out with friends from work when she used the UberX app on her phone to arrange a ride to her home in the West Rogers Park neighborhood. Fohounhedo, 30, arrived about 3 a.m. in a black fourdoor car, and the woman got in the back seat, Assistant State's Attorney Robert Mack said. She fell asleep as Fohounhedo drove onto a highway, he said. After exiting the highway, Fohounhedo stopped the car and asked the woman to get into the front because he was having trouble finding her address, prosecutors said. The woman fell asleep there, waking when Fohounhedo turned into an alley and stopped the car behind an apartment building, according to prosecutors. Fohounhedo then grabbed her left hand and placed it in his pants, prosecutors said. The woman pulled her hand away and fell asleep again. She awoke inside Fohounhedo's apartment with the UberX driver sexually assaulting her on a leather couch in the living room, according to prosecutors. The woman was able to view the inside of the apartment after Fohounhedo removed a condom and went to the bathroom. The popular ridehailing service, which investors valued late last year at \$40 billion, has found itself the target of criticism on various fronts, including for its screening of drivers. In the case of Fohounhedo, he had only a temporary license in Illinois and allegedly violated Uber rules by using his wife's Uber account to pick up passengers, the company said. Uber officials said he was removed from the service when they learned of the alleged attack. He was also barred from driving any sort of taxi while the case is in court.

<http://www.chicagotribune.com/news/local/breaking/chi--2nd-uber-driver-charged-assaulting-passenger-20150114-story.html>

Victoria presses criminal charges against Uber drivers

Published 06 February 2015 10:00, Updated 09 February 2015 10:51 Patrick Durkin

Victorian Taxi Services Commissioner Graeme Samuel is pushing ahead with criminal charges against a dozen drivers registered with controversial ridesharing service UberX, in a test case on the legality of the popular service. The 12 drivers have been charged with operating a commercial passenger vehicle without a licence – a crime attracting a fine of up to \$7500 – after a crackdown by the regulator. The alleged offences took place between May 28 and August 27 in Geelong, Southbank and Melbourne's central business district. Mr Samuel was annoyed Uber started in Victoria last year without alerting him and launched a crackdown on unaccredited drivers to force them into the system. He has issued 270 hirecar drivers' accreditation to UberX drivers who applied by December 31, granting them a nine

months' grace period to pass a geographic knowledge test. Mr Samuel's carrot and stick approach has frustrated competitors who claim the accredited UberX drivers are not driving accredited cars. They deride his recent comments on ABC TV's 7.30 that it is futile for states to try to ban the disruptive service. "Either enforce the regulations or change them. Don't leave a vacuum because you just replace Cabcharge with Uber," GoCatch founder Ned Moorfield said. "You need a level playing field for everyone." Magistrate Amanda Chambers has agreed to hear the charges against UberX driver Nathan Brenner of Caulfield North, as the first test case. On Thursday, she adjourned the matter for a twoday hearing on March 23. Defence barrister Peter Haag is arguing the TSC's sting operation amounted to entrapment because undercover officers accepted a ride using the Uber app with a view to charging Mr Brenner with a crime. Victoria presses criminal charges against Uber drivers Published 06 February 2015 10:00, Updated 09 February 2015 10:51 Patrick Durkin Recommended for you From Around the Web Topics: Transport (/t/Transport) Legal (/t/Legal) Internet (/t/Internet) Internet (/t/Internet) The case only impacts Uber's lowcost UberX service, in which drivers use their own cars to ferry passengers. The Uber Black service uses hire cars and drivers accredited by the TSC. NSW and Queensland are also in open warfare with UberX and its drivers. NSW has issued UberX drivers 33 infringement notices totalling \$28,500 and summonsed 10 repeat offenders to court. The Queensland government has fined 395 UberX drivers a total of \$470,000. But Uber has shown a propensity to frustrate the regulators, agreeing to pay all fines levelled at their drivers.

http://www.brw.com.au/p/business/victoria_presses_criminal_charges_b171pGraJgcyDiLxEnD
TRO

Uber driver arrested for sexually assaulting female passenger in Paris

Thursday, 26 March 2015 09:49 PM

According to The Verge, the incident occurred on January 17 when the accused drove a young woman and two of her friends to the Show Case nightclub along the Seine River . He dropped off the two friends near the nightclub but drove a little further before letting the third woman out because she was seated in the front passenger seat and was not curbside. It was then that the chauffeur ordered the female passenger to perform oral sex. A dispute followed and later on, the woman pressed charges of sexual assault against the driver, who has denied any wrongdoing.

The unnamed driver is due to appear before a judge on May 29 and may face a five-year-long term in jail and a fine of 75,000 pounds, if convicted.

Thomas Meister, spokesman for Uber France, commented on the incident by saying that the driver had been "immediately suspended" when the company was notified about it in January. He added that the firm was offering "full cooperation to the police."

Uber has elicited widespread criticism across the globe for its safety record in recent months. In India, an Uber driver was arrested on charges of raping a female passenger late last year. The taxi-hailing service is embroiled in legal battles in several countries across the world.

<http://www.abplive.in/crime/2015/03/26/article539097.ece/Uber-driver-arrested-for-sexually-assaulting-female-passenger-in-Paris>

TWO SOCAL DUDES USED UBER TO TRANSPORT DRUGS, COPS SAY

BY [DENNIS ROMERO](#)

FRIDAY, JANUARY 30, 2015

Uber rides can serve as a makeshift party buses. They can prevent DUIs. And they can even make a walk of shame much shorter and less shameful.

But Ventura County Sheriff's Department officials say a pair of young Southern California men tried to find a new use for the ride-share service this week when they allegedly transported a quarter pound of concentrated cannabis in the back of an Uber vehicle.

Unfortunately for this duo, deputies on patrol in Thousand Oaks stopped the car for an unspecified "vehicle code violation" and soon discovered the honey oil.

According to a sheriff's statement:

The rear seat passengers were contacted and found to be in possession of approximately one quarter pound of concentrated cannabis known as "butane honey oil" and \$2000. The investigation revealed the two subjects were using Uber to drive them to a drug deal where they could sell their concentrated cannabis.

It happened Wednesday at 11:58 a.m. on Westlake Boulevard south of Avenida De Los Arboles in Thousand Oaks, authorities said.

The suspects, identified as 24-year-old Cody Jens of Agoura Hills and 22-year-old Luke Karasiuk of Thousand Oaks, were arrested on suspicion of possessing drugs for sale, deputies said.

The Uber driver was not implicated in the alleged drug crime.

The concentrated marijuana the accused allegedly had was good for more than 1,000, high-potency doses, sheriff's officials stated:

These individuals had well over a thousand dosage units of the product. Honey oil is extremely dangerous in that it can cause adverse events in users such as severe hallucinations and panic attacks. Honey oil is very hazardous to make since it involves a chemical reaction utilizing large amounts of butane. Frequently, [labs blow up](#) killing or maiming individuals attempting to make the product.

<http://www.laweekly.com/news/two-socal-dudes-used-uber-to-transport-drugs-cops-say-5362342>

Uber driver used fake plates, Park Ridge police say

Myles Ma | NJ Advance Media for NJ.com

March 03, 2015 at 10:08 AM, updated March 03, 2015 at 11:20 AM

Update, 11:15 a.m.: A spokesman for Uber said the Burak Karabel has been deactivated from using the Uber platform.

"Uber will assist the authorities with their investigation in any way we can," Matt Wing said.

Burak Karabel, 38, of Montvale. (Park Ridge Police)

PARK RIDGE -- A Montvale man used fake Arizona plates while working as an Uber driver, police say.

A local business tipped off Park Ridge Police, Chief Joseph Madden said.

Police learned that Burak Karabel, 38, was using the fake plates and registrations at the business, Madden said.

The business contacted police Friday evening when Karabel showed up. Officer Gerald Powers stopped Karabel's 2010 BMW on Kinderkamack Road.

Karabel told police he bought the plates legitimately online through the Arizona Department of Transportation, but Arizona officials confirmed they were fraudulent, Madden said. Police arrested Karabel at the scene and charged him with manufacturing, uttering and displaying fraudulent government documents as well as several motor vehicle violations.

He was sent to Bergen County Jail in lieu of \$30,000 bail.

Uber did not immediately respond to a request for comment.

[http://www.nj.com/bergen/index.ssf/2015/03/montvale man used fake plates while working as ube.html](http://www.nj.com/bergen/index.ssf/2015/03/montvale_man_used_fake_plates_while_working_as_uber.html)

Uber user charged \$500 for 30-mile ride after attending Rodeo

Uber spokesperson: Fares, surge-pricing explained on app

Author: [Anoushah Rasta](#), Reporter, arasta@kprc.com

Published On: Mar 02 2015 07:26:46 PM CST Updated On: Mar 02 2015 08:28:33 PM CST

HOUSTON - A Houston-area woman is outraged after she said the popular car service Uber over-charged her for a ride.

Patricia Clark said she and her friends decided to use uber to get to the Houston Rodeo BBQ Cook-Off on Friday.

According to Clark, the service charged them about \$60 for the ride to the event but more than \$500 for the ride back to Humble.

"Nobody in their right mind would step into a car knowing that it was going to cost them \$500 to go 30 miles," said Clark.

Clark said she filed a complaint with Uber and a representative emailed her saying in part, "Due to high demand for rides, our fares were increased to ensure we had rides available for those who needed them."

Channel 2 contacted an Uber representative, who said Clark was also charged more for her ride back to Humble because she chose to ride in a more expensive car.

The representative said their fares and surge-pricing are explained to users on the app.

<http://www.click2houston.com/news/uber-user-charged-500-for-30mile-ride-home-from-rodeo-event/31574836>

Philadelphia Uber Driver Accused Of Rape

By Chris Morran March 25, 2015

A woman in Philadelphia has accused a driver for ridesharing service Uber of raping her and holding her captive for hours in his car after the alleged assault. According to Philadelphia Magazine, the woman was picked up by an UberX driver in the city's Old City neighborhood on Feb. 6. She told police that the driver held her down, ripped her pants, and raped her, then kept her in his car for two additional hours as he drove around. SEARCH POPULAR ARTICLES Walmart Joins List Of Retailers Removing All Blue Bell Ice Cream Products From Shelves Following Complaint From Comcast, Ad Board Recommends DirecTV Discontinue Rob Lowe Ads HBO Now: Our Initial Hands-On Thoughts Dept. Of Education Reveals Names Of 550 Colleges -- Mostly For-Profits -- Under Federal Scrutiny Here's How You Get A Fast Food Chain To Foot The Entire Bill Want Consumerist in your inbox? We will not sell or rent your email Email Address SUBSCRIBE LikePLEA33SE STOPSDhaOrleNG T3H3IS Tweet 51 2 Share 1 « Elephants Help Rescue 18-Wheeler Truck Stuck In Louisiana Owner Finds His Rental Home Has Been Rigged To Explode At The Flip Of A Switch » Police confirmed the investigation to Philadelphia Magazine, but Uber claims that it had not been told about the allegation until yesterday, even though the passenger went to the police the same day she was allegedly assaulted. "Our thoughts and prayers are with our rider," a rep for Uber tells PhillyMag. "Upon learning of the incident, we immediately reached out to the Philadelphia Police Department to assist in their investigation and support their efforts in any way we can. As the investigation continues, the driver's access to the Uber platform has been suspended." While many have championed services like Uber for offering competition to traditional taxi services, the company has been criticized for not doing enough to ensure the safety of its passengers. Female passengers have reported being harassed and groped, held hostage, and physically assaulted by drivers. And it's not just women. In Chicago, a driver has been accused of sexually assaulting and choking a male passenger.

Following multiple incidents of driver malfeasance in that city, Chicago Uber users will soon have access to a “panic button” feature in their mobile app.

<http://consumerist.com/2015/03/25/philadelphia-uber-driver-accused-of-rape/>

Judge to decide on bail for Uber driver accused of rape, kidnapping

Details of case heard in court

By Jeremy C. Fox GLOBE CORRESPONDENT FEBRUARY 28, 2015

WOBURN — An Uber driver held without bail since December on charges of kidnapping and raping a Cambridge woman will learn Monday whether he must remain in jail while awaiting trial, a judge said Friday. After hearing details of the case in Middlesex Superior Court, Judge Thomas Billings said he will review documents entered into evidence and render a decision on bail on Monday.

Alejandro Done, 46, allegedly picked up the woman on Tremont Street near Boston Common on the evening of Dec. 6, drove her to a secluded area, raped and physically assaulted her, then dropped her off at her home in Cambridge. Done has pleaded not guilty to charges of rape, assault to rape, kidnapping, and two counts of assault and battery. Prosecution and defense lawyers appearing before Billings on Friday gave disparate descriptions of Done. **BREAKING NEWS Tsarnaev found guilty on all 30 counts; faces possible death penalty** [Share Tweet 1 Comment](#) Assistant District Attorney Kate Kleimola alleged that Done had premeditatedly attacked and raped the woman who mistakenly got into the wrong Uber car after drinks with friends, and that he returned to driving other passengers afterward, discarding the victim’s wallet along the way. Kleimola suggested that if Done receives bail, he may flee home to the Dominican Republic, from which he emigrated 15 years ago and where his wife still lives. Defense attorney Timothy J. Bradl, however, said Done is a family man with no criminal record who worked three jobs to support his 11-year-old daughter, who lives with him in the South End, and was trying to bring his wife to Boston. Bradl said Done wanted to help the woman he picked up “on an awful, cold, rainy night.” “This case is words, is allegations by the complainant,” Bradl said. “All these maps and cell towers and GPS is not incriminating in the least.” While no physical evidence has yet tied Done to the crime, Kleimola said, GPS records provided by Uber show that his movements match the events described by the victim, and biological material from a rape kit that has not yet been tested is expected to confirm his identity. Tamayo Manzanillo, 33, who is Done’s cousin and an Uber driver, testified that Done lost his day job in regulatory compliance at the bank BNY Mellon after his arrest. Manzanillo said Done had told him “that he’s innocent, and that we shouldn’t be ashamed of what’s going on because he hasn’t done anything.” Cambridge police detective Michael Schwartz testified Friday that the victim’s wallet was found in a driveway at 299 Broadway in Cambridge, a location that Kleimola said Uber GPS records showed Done had passed that night. Done, who has become a US citizen and lives in the Methunion Manor affordable housing community, wiped tears from his eyes at the conclusion of Schwartz’s testimony. In requesting bail, Bradl said Done would agree to wearing a monitoring bracelet and to a curfew. [Enjoy your first free article You can now read 5 free articles. Get unlimited access for](#)

just 99¢. Sign up Subscriber Log In X Done faces eight to 12 years in prison if convicted of the most serious charges against him, Kleimola said.

<http://www.bostonglobe.com/metro/2015/02/28/uber-driver-accused-raping-customer-seeks-bail/UI2oUBJJsFDGzpUe8XaGK/story.html>

UBER DRIVER ACCUSED OF SEXUALLY ASSAULTING WOMAN PICKED UP FROM MAR VISTA

By Leanne Suter and ABC7.com staff Monday, February 02, 2015

Early Sunday morning, a woman in her 20s had a friend request an Uber for her. During the call, the Uber driver told her to stand at Palms Boulevard and Beethoven Street. Another Uber driver who was not working at the time pulled up and offered her a ride, which she accepted. The male driver then allegedly sexually assaulted her and dropped her off. "He said, 'I'm actually not working as an Uber driver right now, but I am an Uber driver,'" said LAPD Det. Kimberly Porter. "She got in the front seat. He then took her to a location where he did sexually assault her." Authorities have identified the suspect, who is cooperating. No arrests have been made. Uber, which operates via an app on your cell phone, confirms the man is a driver with the company but says he was not working Saturday. "Our thoughts are with the victim of this terrible incident. We immediately reached out to LAPD and are working closely with them to provide any assistance we can. The driver in question has been removed from the platform while we gather the facts," said Eva Behrend, a spokesman for Uber. Uber reminds customers they have protocols in place to help ensure their safety and to make sure they are getting the right Uber driver, including sending a picture of the driver and license plate number of the car. The company and police also encourage riders to share their route and estimated arrival time. Investigators say the victim in this case did not have a cell phone with her.

<http://abc7.com/news/uber-driver-accused-of-sexually-assaulting-woman/501303/>

Chicagoan Claims Cab Driver Ejected Him And Another Man For Kissing

April 3, 2015 10:43 PM

(CBS) — Two men say they were kicked out of a cab because they shared a kiss. Now, it's a police investigation.

Chicagoan Shadi Ramini says he and a male friend called for an Uber taxi ride for a night out on the town. A Blue Ribbon taxi, not a certified Uber car, showed up, and off they went.

He says trouble began when he and his male friend, Seth Day, exchanged a brief kiss just as the taxi pulled onto Lake Shore Drive at Montrose.

"He said I'm not taking you where you need to go, and that's when me and him got into a panic," he says.

He says the driver immediately pulled over and ordered them out. Ramini says he got out, but Day refused. That's when the driver apparently pulled forward about 30 feet before Day finally got out. Day reportedly suffered bruises, scrapes and road burn.

"He tripped over the car and fell over on Lake Shore Drive and had all those scrapes and bruises and injuries," he says.

Both Uber and Blue Ribbon say there's no excuse for what happened. Uber released a statement calling the incident unacceptable. "No rider should have to go through an experience like this," they said, adding that the incident is "in violation of Illinois' non-discrimination law and Uber's zero tolerance policy."

Police and the state's human rights commission are investigating. According to police, however, the driver claimed the two passengers were the aggressors toward him in the altercation and accused the men of assaulting him.

"That is by far very false," says Ramini. "There was no assault on our end at all."

Ramini told CBS 2 he's shocked by the incident and that it's the first time in his life he's experienced anti-gay discrimination. As for Day, he calls the incident "mind-blowing."

<http://chicago.cbslocal.com/2015/04/03/chicagoan-claims-cab-driver-ejected-him-and-another-man-for-kissing/>

Uber driver charged with assault

By Steve Annear, Aneri Pattani and Aneri Pattani FEBRUARY 09, 2015

An Uber driver was charged with indecent assault and battery against a passenger on Sunday morning, police said, an incident that comes amid an intensifying debate over how to regulate the popular ridehailing service and after several similar assault allegations.

According to an Uber spokeswoman, the driver recently passed a background check and the company is cooperating with the investigation being conducted by the Boston Police Sexual Assault Unit.

"The driver in question has been removed from the platform pending the ongoing investigation," said Kaitlin Durkosh, an Uber spokeswoman.

A 30-year-old Boston woman told police that she and three friends had summoned an Uber ride. After her friends were dropped off, the woman remained in the car to go to a separate location and during that time, the driver touched her indecently several times, according to police.

The woman left the car and was helped by another person, who called police.

The driver, Abderrahim Dakiri, 36, of Boston was arrested at about 3:25 a.m. Sunday in the North End and charged in the assault, Boston police said in a statement. Dakiri remains in police custody, according to the department.

The arrest follows a string of attacks late last year on women who had hailed rides using ride-hailing services.

In December, Alejandro Done, 46, of Boston, who worked as an Uber driver, was charged with raping and kidnapping a woman, though it is unclear whether he was working as an Uber driver at the time. His case is pending.

In three earlier indecent assaults on Dec. 14 in Boston, it was not known whether the assailants were Uber drivers, though the victims said they had hailed a ride via the Uber smartphone app.

Durkosh said Dakiri drove as part of the UberX service, a lower-cost option in which drivers use their own vehicles. He had previously been affiliated with UberBLACK, a higher-end service. Durkosh said Dakiri passed a background screening as recently as Jan. 13.

The arrest comes as local governments and the administration of Governor Charlie Baker consider how to regulate ride-hailing services such as Uber and Lyft. Baker has said the companies can continue their current practices until lawmakers agree on how to regulate them.

“As announced last week, the administration has begun the process of gathering input from municipalities to draft statewide regulations to enhance the safety of both riders and drivers, including mandatory background checks,” Elizabeth Guyton, the governor’s press secretary, said in a statement Monday.

Taxi owners, who must buy medallions that can cost hundreds of thousands of dollars, have sued the City of Boston for allowing the services to operate without the same regulation that they face. Cab companies have cited the recent assault allegations against Uber drivers in their arguments for more regulation of the ride-hailing companies.

Britni de la Cretaz, a member of Safe Hub Collective, a group whose goal is to make public spaces safer, said the collective reached out to Uber Boston representatives more than a year ago to discuss developing a rider-safety training session for their drivers, but a partnership was never formed.

“The onus needs to be on Uber to ensure as safe an experience as possible for their passengers,” said de la Cretaz.

<http://www.bostonglobe.com/metro/2015/02/09/boston-uber-driver-charged-with-indecent-assault-and-battery-boston-police-say/k9eKsX2q95hA9bdM13lorJ/story.html#>

Uber faces another setback in Europe

CBS/AP / March 18, 2015


BERLIN Efforts by Uber to soften the company's battered image don't seem to be paying off in Germany. A German court on Wednesday banned the startup from offering its ridesharing service

nationwide, adding to the company's troubles in Europe. Frankfurt state court spokesman Arne Hasse said the ruling banning the UberPop service from offering rides with drivers who don't have taxi permits was issued Wednesday. The ruling can be appealed. The ruling stems from a suit brought against Uber by a German taxi association, which was heard in Frankfurt because it is one of several German cities where Uber launched operations. The court issued an injunction banning Uber from operating last summer but lifted it a few weeks later, saying that while it considered Uber's practices illegal an emergency injunction wasn't justified. Uber also has hit trouble in the Netherlands, Spain and France, which has effectively banned its service. In India, where some of the company's drivers have faced allegations of sexual assault, Uber recently created a panic button for passengers. That feature isn't available outside the country. Uber said earlier this month that it's working with the United Nations to create 1 million jobs for women as drivers on its platform by 2020, an initiative the service described as a way to accelerate economic opportunity for women. Uber's challenges come amid mounting competition in ridesharing, whose advocates say provides consumers with an alternative to conventional taxi services. Google (GOOG), which through its venture arm is an investor in Uber, is now reportedly preparing to compete against the ridehailing company. Google is said to be preparing its own ridehailing service, which may be offered in conjunction with its selfdriving car project. Uber's struggles haven't deterred investors from pouring money into the startup. The company in December raised \$2.8 billion in its latest round of venture capital funding, valuing Uber at more than \$40 billion.

<http://www.cbsnews.com/news/uber-faces-another-setback-in-europe/>

Uber and Airbnb: Make these Silicon Valley darlings accountable

DIANE FRANCIS | March 13, 2015 | Last Updated: Mar 13

Uber and Airbnb are the darlings of Silicon Valley whose founders describe themselves as technology companies and pioneers of the "sharing economy." But I don't buy it. The shared economy — multiple use of assets — is an old model and cabs, Zip Car and hotels have been around for some time. Airbnb and Uber are simply intermediaries with technology and a business model that undercuts competitors and harms customers because it is based on circumventing rules, regulations and laws that apply to everyone else or to Zip Car, hotels and other intermediaries or brokers. Airbnb is an online listings site that books more nights than does Hyatt Hotels worldwide at relatively low prices, but here's how. The company requires clients to sign a Terms of Service agreement that indemnifies the company from responsibility for injuries, damages, taxes, regulations or anything. Because Airbnb believes it is indemnified, the company does not vet renters or units. This means that strangers who have not been checked or referenced can stay in units without permission of the landlord or neighboring condo owners or renters. These people may be convicted burglars, pedophiles or terrorists and, through Airbnb, they are able to gain access to residents, corridors, stairwells, gyms, pools, locker rooms, lounges and parking garages. This also means that renters could be exposed to risks, too, because they may be staying in units obtained through Airbnb that violent persons own or have access to. TRENDING Republish Reprint Uber, a mobile application that lets people book cars using their smartphones. Adam Berry/Getty Images  Follow Follow "Financial Post" Get every new post delivered to your Inbox. Join 5,215 other

followers POST POINTS Earn rewards for being a loyal National Post Reader Digital danger lurks at every turn: How to keep your stuff safe from cyber crimes Marc Goodman is a oneman Geek Squad who began his law enforcement career as a beat cop in Los Angeles and became the departmental computer expert. With a nose for wrongdoing and digital aptitude, Marc has served as the FBI's Futurist in Residence, Interpol adviser, lecturer and, now, author. Read more Airbnb listings also ignore the reality that in New York City and other urban areas, shortterm rentals are, legally speaking, "hotels" and must pay hotel and income taxes. In addition, "hotel" units must meet hotelstandard fire, security, safety, zoning and other protective criteria, and Airbnb units do not. Not surprisingly, horror stories are starting to surface about prostitutes, criminals or worse renting through Airbnb in many places. In January, New York City Council held hearings into an outright ban, New York State's Attorney declared Airbnb short-term rentals as "illegal hotels" and the Real Estate Board of New York said such rentals raise "serious concerns for the safety of residents". Then there is Uber. It's an online cab dispatch service that matches passengers with drivers — nothing more than a digital hitchhiking service. Uber also requires clients to sign away their rights: "You expressly waive and release the company from any and all liability, claims or damages arising from or in any way related to the third party transportation provider." The result is that Uber can offer cheap fares (through its Uber X option) because it uses drivers without training, livery licences, inspected vehicles or sufficient insurance. (Uber also has a luxury service, called Uber Black or SUV, that uses properly licensed, inspected and insured cars and drivers who demand very high fares.) Not surprisingly like Airbnb, Uber X horror stories have surfaced and the company is under attack and banned in some jurisdictions. So far, Uber X drivers have been charged with dangerous driving, physical assault, sexual assault and rape. While such incidents have been few and far between, Uber X's business model exemplifies the same disregard for laws, rules, regulations and public safety as does Airbnb's. Most agree, as I do, that people have a right to rent out their residence for extra cash, but that they do not have the right to bypass their building bylaws, neighbors' safety, regulatory safeguards or to evade taxes. Similarly, people have a right to hire someone to drive them around, and if they don't check their insurance, safety or criminal records, they have only themselves to blame. But allowing companies like these to make millions in fees as intermediaries without adhering to laws, rules, regulations or adherence to public safety is not something that any government on any level should allow. Frankly, Uber X (not its platform to match passengers with legitimate livery services) should be banned and so should Airbnb unless it lists only legally constituted units that meet hotel criteria and pay taxes. Most importantly, no company should be allowed to ask clients to indemnify them and no courts should recognize this indemnification either. Nobody else has this privilege, not individuals or businesses like Marriott or Hyatt Hotels, Checker Cabs, Air Canada, American Airlines, Via Rail, Amtrak, Greyhound Bus, financial advisors, lawyers, accountants and other intermediaries. Despite many critics and negative headlines, the two companies have not mended their ways, but have hired fancy public relations experts to protect their brands. But the only fix is for governments and tax authorities to crack down on them and make them accountable for their actions.

<http://business.financialpost.com/diane-francis/uber-and-airbnb-make-these-silicon-valley-darlings-accountable>

Uber's Endless Scandals Question The Safety Of The Shared Economy

Jessica Renae Buxbaum March 26, 2015

The wildly popular ridesharing app, Uber, has completely revolutionized how we get from A to B. The company has boosted our economy in providing many with part-time job opportunities and significantly reducing drunk-driving incidents (<http://www.madd.org/media-center/press-releases/2015/new-report-from-madd-uber.html>). The massive surge in public consumption, however, has unfortunately spiked a series of scandals that questions whether convenience trumps safety and moral principles, and if the shared economy model can truly be trusted. Peter Thiel called Uber the “most ethically challenged company in Silicon Valley (<http://time.com/3593701/peter-thiel-uber/>)” and rightfully so as the company is prone to sexual assault, violence, awful company-employee relationship (<http://www.businessinsider.com/uber-drivers-say-theyre-making-less-than-minimum-wage-2014-10>)s and extensive sabotaging attempts of competitors (<http://www.theverge.com/2014/1/24/5342582/uber-employees-spammed-competing-car-service-with-fakeorders>). “Uber: Our parents told us not to get into car with strangers. Now there's an app for that.” — Trinity College 12:08 PM - 25 Mar 2015 Yik Yak @YikYakApp Follow 655 RETWEETS 1,796 FAVORITES The company is run by misogyny In October 2014, Uber uploaded (and then deleted) a blog post promoting an app in Lyon, France called “Avions de Chasse” boasting the “most beautiful thing on earth” aka a 20-minute ride with a “hot chick” driver because “who said women don't know how to drive?” And as if sexualizing its female drivers wasn't enough, Uber's CEO, Travis Kalanik, even coined the nickname “Boober” for the app citing all the female attention he has received in light of the company's success. These two insinuations prompted Pando Daily editor-in-chief Sarah Lacy to quit the app and write an extensive piece on her feminist reasoning (<http://pando.com/2014/10/22/the-horrific-trickle-down-of-asshole-culture-at-a-company-like-uber/>). In a nutshell, Uber portrays itself as supporting women's safety yet counters this initiative with countless sexual assault allegations by its drivers and viewing its female drivers as practically hookers. By submitting above you agree to the Carbonated.tv privacy policy. (<http://www.carbonated.tv/privacyPolicy>) Share on Facebook Share on Twitter Did you enjoy this story? We're sharing intelligent content that makes you think, or laugh, or both. Get our free newsletter for stories you will love. Enter your email address... Signup! Carbonated.TV In response to Lacy's boycott-infused article, Uber executive, Emil Michael, speculated how the company could retaliate against journalists (<http://www.themarysue.com/uber-and-sexism/>) by “outlin[ing] the notion of spending 'a million dollars' to hire four top opposition researchers and four journalists. That team could, he said, help Uber fight back against the press — they'd look into 'your personal lives, your families,' and give the media a taste of its own medicine.” That's right launching a campaign against female journalists for voicing their opinion and stating facts is what Uber considers a great business plan. Freedom of press, much? Uber's sexual assault epidemic Google “Uber rape” and the list is exhaustive. The ridesharing service has numerous sexual assault allegations under their belt, including the latest incident in Philadelphia where a woman alleges her driver “held her arms down, ripped her pants, and raped her.” The driver kept the woman in his car for two additional hours as he drove around. Women passengers choose Uber as a deliberate way to avoid harassment and sexual

assault on the street and in public transit, but Uber's record is proving to be a useless resource. Violence is rampant. The riskiness of Uber rides extends to all genders as any rider (or even pedestrian) could very well get hit in the head with a hammer (<http://www.cnet.com/news/how-risky-is-your-uber-ride-maybe-more-than-you-think/>), repeatedly stabbed (<http://www.carbonated.tv/news/uber-passenger-sues-for-2m-over-alleged-stabbing>) or run over (<http://www.sfgate.com/bayarea/article/Uber-sued-over-girl-s-death-in-S-F-5178921.php>) – all which has happened in the past year with Uber drivers. Needless to say I don't use Uber and don't plan on downloading the app anytime soon. While the app's cooperative model is appealing, especially from an activist standpoint where a communal approach is ideal in wiping away our individualistic culture, how these scandals continuously erupt questions the business practices of a shared economy where anyone can participate. For me, to completely reject these practices is not necessarily the right idea. Rather, the solution is twofold. Ridesharing can powerfully change our society for the better, but we have to hold the companies in charge accountable for their practices. As a consumer, we must show what we want and allow the businesses to cave – not our morals. We can boycott a business that is inherently sexist and degrading to women while deceptively upholding women's rights and safety. And we need to effectively challenge how Uber screens its drivers and call for stricter background checks. Uber recently unveiled new safety programs (<http://www.engadget.com/2015/03/26/uber-code-of-conduct-safety-initiatives/>) in response to its bad publicity of late, but the improved background checks still don't have biometric or lie detector tests that Uber promised a year ago. Ridesharing does not have to disappear, but how the business treats its customers and drivers does.

<http://www.carbonated.tv/news/ubers-endless-scandals-question-the-safety-of-the-shared-economy>

Sex Assault Case Is Latest Lawsuit Against Uber

By Kat Greene

Law360, Los Angeles (January 29, 2015, 8:40 PM ET) -- [Uber Technologies Inc.](#) was sued in California federal court on Thursday by a woman who allegedly was brutally raped while riding in a car hailed by the service, adding to mounting allegations by riders and prosecutors that the company doesn't do enough to keep its customers safe.

The plaintiff, who is suing the company under the name Jane Doe, accused the company of being "the modern-day equivalent of electronic hitchhiking," and warning that it's just as unsafe, according to a complaint filed Thursday in California's Northern District.

The plaintiff had been riding in a cab she called in New Delhi, India, when the driver took her to a secluded area, climbed into the back seat and raped her, according to the suit. The driver, Shiv Kumar Yadav, had "numerous" arrests for rape and assault, a fact that should have disqualified him from working for the service, the plaintiff said.

"Had Uber not sacrificed customer safety for the sake of profit and expansion, and actually cared about

who it was employing to drive its cars rather than being preoccupied with claiming its share of the India taxi market, plaintiff Doe would not have been viciously raped,” the plaintiff’s attorneys wrote in the complaint.

Yadav was also driving on forged documentation, a fact Uber could have verified and didn’t, according to the suit.

It’s the latest in a slew of suits over safety issues at Uber. On Jan. 26, the ride-hailing service was **hit with a consumer class action** alleging that it lies to riders about the safety checks it conducts on its drivers and their cars, court records show.

The putative class alleges that Uber’s claims about putting its drivers through stricter background checks than cab drivers must pass simply isn’t true, and that neither Uber nor its subsidiary hiring service ever even meets the people who drive cars hired by Uber app users, according to that suit.

In early December, Uber was **slapped with similar claims** in a state civil consumer protection action brought by San Francisco District Attorney George Gascon and Los Angeles County District Attorney Jackie Lacey, who accused the companies of making untrue or misleading statements and engaging in unfair competition and unlawful business practices.

The district attorneys said that while Uber declares in the “Safety” section of its website that it provides the “safest rides on the road” and conducts thorough background checks, the company doesn’t fingerprint its drivers, thus it can’t ensure that the background-check information is accurate. Furthermore, the company has hit riders of its UberX taxi service with a \$1 “safe rides fee,” falsely telling them that part of the money was paying for an “industry-leading” background check process.

The company also allegedly hasn’t obtained the needed approval from California authorities guaranteeing that its app, which calculates customer fares based upon a measurement of time and distance, is accurate, according to that suit.

In the instant suit, the plaintiff says she was with friends from work at a restaurant when she used Uber to hail a ride home. But instead of taking her home, Yadav kidnapped and raped her. He was arrested in December, and Uber was temporarily banned in the region.

Uber issued statements in the weeks that followed announcing that it would do better to make the service safer for its customers, that it had hired a new head of global safety and that it would do “everything” to bring the rapist to justice.

But it didn’t even keep that promise, Doe said in the suit. Instead, the company has “shunned” and avoided all contact with the plaintiff and her family, ignoring her request to be consulted on safety issues with the service in India, according to the suit.

Uber “taunted” the plaintiff by sending her an email announcing it was reopening in India after the government’s ban, and offering her a discount to use the service again.

A spokeswoman for Uber didn’t immediately comment Thursday beyond a statement issued publicly about the specific case in India.

“Our deepest sympathies remain with the victim of this horrific crime,” the spokeswoman said. “We are cooperating fully with the authorities to ensure the perpetrator is brought to justice.”

<http://www.law360.com/articles/616681/sex-assault-case-is-latest-lawsuit-against-uber>

Is Uber vetting its drivers correctly?

By Broede Carmody Monday, 12 January 2015

A 31 year old Uber driver from Melbourne has been arrested following allegations he assaulted his teenage passenger. A 19yearold woman booked an UberX car around 4am on New Year’s Day, according to Victoria Police. It is alleged her driver indecently assaulted her during the trip, before dropping her off at an address in the suburb of Templestowe. The Uber driver has been released pending summons, and is expected to be charged with sex and unaccredited driving offences. The alleged assault follows a number of recent incidents involving Uber drivers that have garnered media attention around the world. Last month in Boston an Uber driver was charged with raping a young woman. A week earlier, in India, a driver allegedly raped a 25yearold passenger before threatening to kill her. The company’s woes have failed to stop in the New Year with a samesex couple in London claiming to have been thrown out of their driver’s car simply for kissing each other, according to The Telegraph. “I take gays, but they normally don’t do this,” the Uber driver allegedly told the couple after pulling over and asking them to get out. A spokesperson for Uber said the arrest over the weekend in Melbourne followed “a terrible crime”. “It is our policy to immediately deactivate a partnerdriver following any such allegation, which we have done,” she says. “We will continue working diligently to assist the authorities in any way we can.” It is understood Uber has been in contact with the victim’s family since

VIEW ALL MENTORS I wish to receive special offers via email from related companies I would like to receive invitations to StartupSmart's free webinars Mentors FREE Daily Newsletters Enter email address StartupSmart is Australia’s leading news and advice resource for startup businesses. subscribe Follow Us SPONSORED LINKS Follow the Web Directions South 2014 conference on our StartupSmart live blog Search powered by Like 1 Amanda Jesnoewski Five reasons to call your customers regularly are you? Share your feedback Welcome to startupsmart.com.au/Growth, We are conducting a quick survey to help us better understand our audience. Continue No, thanks × Women encouraged to apply for third intake of Springboard Enterprises accelerator program GROWTH Tweet 19 0 Share 3 SHARE THIS ARTICLE TOPICS COMPANIES PEOPLE GROWING Five tips to help startups reduce debtor days FINANCING A BUSINESS If you can’t say anything positive, then Kudosto’s probably not for you STARTUP PROFILES learning about the incident earlier this month. When asked whether Uber is or would be reviewing its vetting processes in light of the alleged assault in Australia, as well as incidents overseas, the company’s spokesperson for

Australia and New Zealand pointed to existing checks and balances. "Uber has access to the Australian Federal Police's national Crimtrac database to complete background checks on partnerdrivers," she says. "We are also working closely with the Taxi Services Commission on having all partnerdrivers accredited through them in addition to our own background checks as quickly as possible." One regular user of Uber told StartupSmart while she has never taken Uber alone, she has "felt pretty safe" every time and will continue to use the service despite the assaults (and alleged assaults) that have garnered a lot of media attention. "While I totally acknowledge that there's an issue with them not really being accountable or accredited in any way, I've had at least five or six really good experiences – particularly in London," she says. "They're just as efficient as black cabs, much cheaper and a lot easier to flag down. So the assaults obviously disappoint me, but overall I think it's a good service." In order to become an UberX driver applicants have to be at least 21 years old and hold a driver's licence with comprehensive insurance. In order to be considered for UberBLACK, the company's premium service, potential drivers must be a professional chauffeur with a commercial licence and insurance.

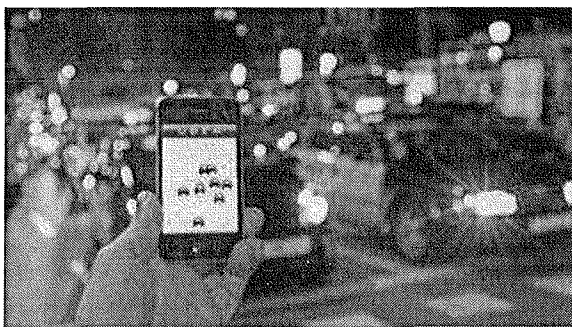
<http://www.startupsmart.com.au/growth/is-uber-vetting-its-drivers-correctly/2015011213923.html>

Lawsuit: Slow background checks cheated Lyft drivers out of bonuses

By LAURA J. NELSON

Lyft drivers who say they were cheated out of thousands of dollars in sign-up bonuses have filed a federal class-action lawsuit that accuses the ride-hailing company of breach of contract and fraud.

In a 22-page complaint filed this week in the U.S. District Court for Northern California, two drivers from Los Angeles and San Diego say they were cheated out of \$1,000 bonuses promised in February as a reward for finding new drivers for the ride-finding service that users can access through their smartphones.



San Francisco, L.A. lawsuit against Uber stirs backlash

The lawsuit is the latest in a wave of legal challenges in the ride-hailing industry as it continues its rapid global expansion. Uber is facing a lawsuit from the top prosecutors of Los Angeles and San Francisco,

who say the company has misled consumers. And this week, federal judges ordered jury trials for class-action lawsuits alleging that Uber and Lyft drivers should be employees, rather than contractors.

cComments

- *That's a bit shady, don't you think? I keep hearing about this and it'd horrible. If you are an Uber driver, here is a code for a \$500 bonus that actually works! Or for \$20 off an Uber ride: CBE9Z*

MADDIESHAE

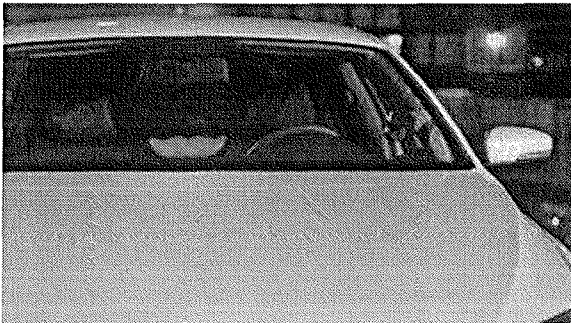
AT 3:33 PM APRIL 07, 2015

ADD A COMMENTSEE ALL COMMENTS

10

As demand for the service surged, the new lawsuit said, Lyft told drivers in 15 U.S. cities that they would receive a \$1,000 bonus for each new driver they recruited who began by March 5. New drivers were also promised \$1,000.

The "Double-Sided Referral Bonus" and "\$1,000 Sign-On Bonus" kicked off the biggest wave of applicants in Lyft's three-year history, according to the lawsuit. The company shut off applications within days.



Uber and Lyft may have to treat their drivers as employees, judge says

Applicants had been told that background checks would take "a couple of days" to complete, the lawsuit said. But after the application deadline, Lyft sent out an email telling recruiters and applicants that they might not qualify for the \$1,000 bonus if their background checks weren't completed by March 5.

"Some of these steps ... are outside our control and can vary in length for different applicants," Lyft said in the email, according to the lawsuit. "It is possible that you won't qualify for the promotion if all steps aren't completed by the deadline."

Plaintiff Jonathan Wright of Los Angeles applied to drive for Lyft on Feb. 27 after seeing the sign-on bonus promotion, the lawsuit said. On the day before the deadline, Lyft's "third-party vendor" told Wright that his application would not be completed by March 5, but that only Lyft could request that it be expedited.

The other named plaintiff, Casey Loewen of San Diego, has driven for Lyft for a year and a half. He referred someone to drive for Lyft after learning of the promotion, the lawsuit said, but the applicant's background check was not completed in time.

Many in the Lyft community believed "the entire promotion had been a scam to attract new drivers without having to pay them \$1,000," the lawsuit said.

The plaintiffs are seeking unspecified punitive damages.

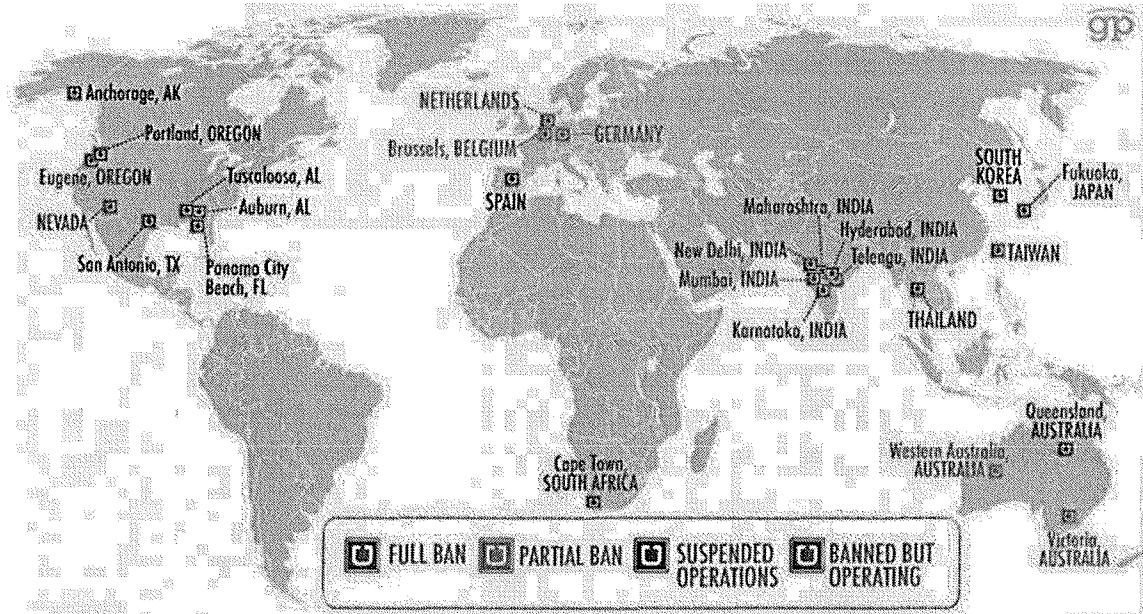
Lyft did respond to a request for comment.

<http://www.latimes.com/local/lanow/la-me-ln-lyft-lawsuit-20150313-story.html>

Here's everywhere Uber is banned around the world

EVA GRANTSIMRAN KHOSLA, GLOBALPOST APR. 8, 2015, 11:03 AM

Uber is valued at more than \$40 billion. Will that be enough to cover its legal fees? On paper, the ride-sharing/taxi service is one of Silicon Valley's most successful startups, which is sort of incredible considering the string of public relations disasters it's suffered (and created) over the past year



Uber has been plagued by sexual assault allegations. (In India, it's rolling out a depressing new feature to improve safety: an "SOS" button.) Senior executives, including CEO Travis Kalanick, said some very brand destructive things about women and journalists. And on March 23, 2015, UN Women ended a partnership with the company just a few weeks after announcing it was starting one. And then there are the legal restrictions.

Uber doesn't function as a normal taxi service, instead occupying the strange business space between chauffeur service and tech company. Uber often foregoes taxi licenses for many of its drivers, causing legal hiccups when the company enters new, heavily regulated markets. Some countries and regions have completely banned the service, finding it illegal under national or state laws. Other places, like France and Germany, ban just its discount services, such as UberPOP and UberX. As you can probably guess, Uber's legal status varies countrybycountry — a lot —and so does its response to legal challenges. Some nations and cities, like South Korea, have chosen to delay their decisions on Uber, asking the service to suspend operations until they can pass Uberspecific legislation and regulations. In some cases, Uber has independently chosen to suspended operations in response to growing pressure from local communities and municipalities (like inPanama City Beach, Florida). In other places, it's continued to operate in the face of that pressure. (In Cape Town, South Africa, for example,traffic police impounded 34 Uber vehicles for operating illegally.) Other times, legal loopholes have allowed it to continue their operations. In Germany, where ridesharing services are banned from operating without taxi licenses, Uber plans to purchase commercial licenses for its drivers. Even legal clarity doesn't guarantee a smooth ride when it comes to introducing new competition into the local taxi market. In Brussels, a cab driver

intimidated and harassed multiple Uber drivers, including one incident where he threw eggs and flour at an employee. And cities around the world have held protests against the company. The map above shows the places around the world that are trying to restrict Uber's operations.

<http://www.businessinsider.com/heres-everywhere-uber-is-banned-around-the-world-2015-4>

Uber's Next Battleground: New York City

By Charlie Gasparino Published April 06, 2015 | FOXBusiness

The next battleground over the controversial Uber car service is also likely to be the biggest: New York City. The FOX Business Network has learned that Melrose Credit Union, the city's biggest financier of taxi licenses, or "medallions," has threatened Mayor Bill de Blasio with a multibillion dollar lawsuit unless the ridesharing company begins to comply with the city's taxi laws. The letter, obtained by FBN, explains under city law, only licensed taxis can pick up people on the street—a practice known as a street hail. But Uber drivers routinely violate that law by picking up passengers through its various smartphone based applications. Melrose spokesman Arthur Schwartz, an executive at independent public relations firm MWW Group, said by allowing Uber to operate outside of the law, New York City is depriving medallion owners of countless fees that have gone illegally to Uber drivers. The city recently adopted new "ehail" rules, which Melrose contends Uber drivers routinely violate when they pick up people in the same manner taxi drivers have done. Industry experts say the market for medallions has begun to decline with prices falling below \$1 million as Uber drivers eat into the traditional New York City taxi business. Melrose is contemplating what's known as a "taking claim" against the city, meaning the company would sue the city on the grounds that the mayor's office is allowing Uber to unlawfully deprive medallion owners of their right to pick up all street hails. If successful the city could be on the hook for \$15 billion in damages, Melrose said in its letter to de Blasio. Taxis in New York City are regulated by the Taxi and Limousine Commission, and its spokesman Allan Fromberg said in a statement the city continues "to welcome and encourage innovation from both the yellow and FHV (for hire vehicles) industries. At the TLC, we are working continuously to maintain a fair and level competitive field that serves the interests of all of New York City's riders and residents, even as new technologies change the nature of many segments of the transportation industry," Fromberg said. An Uber spokesman weighed in on the potential suit. "Big taxi should spend more time focusing on improving service quality and expanding options for New Yorkers rather than protecting the status quo and stifling competition," the spokesperson said. A Climate of SharingEconomy Controversy Uber has faced various challenges from taxi owners as well as lobby groups and unions in various cities. But the possible lawsuit by Melrose is considered one of the first, if not the most important, assault against Uber in the nation's largest city. New York City has some of the strictest laws for cab drivers, enforced through the TLC, which according to its website "regulates over 50,000 vehicles and approximately 100,000 drivers, and performs safety and emissions inspections of the 13,637 medallion taxicabs three times each year, as well as biennial inspections of all TLClicensed ForHire vehicles, making it the most active taxi and limousine licensing regulatory agency in the United States." The lawsuit, if successful could also hamper

Uber's plans to become a public company. As such litigation picks up steam, investors may grow weary that mounting legal challenges to Uber might eat into the company's revenues which are estimated between \$1.5 billion and \$2 billion a year. Uber is estimated to be worth about \$40 billion. Home Video Markets Industries Economy & Policy Investing Technology Personal Finance Business Leaders On Air Small Business Print Close With so much money at stake, Uber has hired its own army of lobbyists and lawyers to fight back legal challenges. Among the most prominent: David Plouffe, a former adviser to President Obama who is the car service's senior vice president of policy and strategy. In hiring MWW Group, Melrose is hitting back with its own political fire power; the public relations firm is headed by Michael Kempner, who is a wellknown Democratic party fundraiser and operative.

<http://www.foxbusiness.com/industries/2015/04/06/uber-next-battleground-new-york-city/>

PTC files lawsuit seeking to stop Uber from operating

By Zack Peterson, Times Staff Writer Tuesday, April 7, 2015 7:28pm

TAMPA — In the latest skirmish between rideshare companies and transportation regulators, a lawsuit filed Monday calls for Uber to stop operating in Hillsborough County. "As soon as we can, we'll get a hearing set before a judge," said Rob Brazel, chief assistant county attorney. "They are subject to the (Public Transportation Commission's) rules, and that's the argument we'll be making." The request for a ceaseanddesist order, which names 53 drivers in addition to the company, says Uber behaves like a taxi service but operates outside of the PTC's legal purview. "They have to agree to operate by the rules and regulations that we put in place," said PTC chairman Victor Crist. He said that includes commercial liability and personal injury insurance, vehicle safety inspections, and Level 2 fingerprint background checks on their drivers. Rideshare companies Uber and Lyft have long quarreled with PTC regulators over whether they must meet those and other requirements. The companies, which use smartphone apps to connect riders with private drivers, started operating in Tampa in April 2014. Almost immediately, the PTC began issuing tickets, calling the services illegal. The cease and desist order does not mention Lyft. And Crist said Tuesday that Uber could operate in Hillsborough County tomorrow if they met legal requirements. "But they come into town and claim, 'we're not a cab, we're not a limousine,' " said Crist, who also is a Hillsborough County commissioner. This is not the first attempt by the PTC to close Uber down. The commission voted in early February to pursue injunctive relief against Uber and Lyft after both rideshare companies failed to comply with a ceaseanddesist letter. "Anyone providing forhire transportation service to the public within Hillsborough County ... must comply with these regulations or be subject to civil penalties and even criminal prosecution as a misdemeanor," Kyle Cockream, the PTC's executive director, wrote in a memo issued last December. Uber declined to comment Tuesday.

<http://www.tampabay.com/news/transportation/ptc-files-lawsuit-seeking-to-stop-uber-from-operating/2224529>

Uber heads out of town

Exit from Eugene is part of company's new strategy

April 8, 2015

Uber has hit the highway.

The official explanation for the ride-service company's sudden departure from Eugene was a local hearing official's ruling last week that Uber was in violation of city codes and faces a civil penalty of \$1,500 every day it continues to operate illegally in the city. The Register-Guard APRIL 8, 2015 SUBSCRIBER SERVICES But violations and fines are nothing new for Uber, and until now its standard operating procedure in Eugene and communities across the country has been to disregard them and to keep operating in in-your-face defiance of local regulators. Lately, the company has been taking a different approach. Last week, Uber announced that it was suspending operations in San Antonio, Texas, after the City Council there adopted rules requiring the company to meet tougher insurance requirements and to pay a nonrefundable annual city fee of up to \$25,000 for its drivers to operate. In response, the company pulled out, citing on its website "a regulatory climate that makes it impossible for us to meet the high standard of service that riders from over 170 cities across the U.S. have come to expect." A few days later, the company did the same in Eugene, where officials have had the temerity to demand that Uber adhere to three reasonable requirements, while at the same time expressing a willingness to compromise and work with Uber and other businesses to craft rules that reflect the evolving transportation industry. Uber's response? "It's unfair to our riders who rely on a consistent service, and our driver partners whose jobs are sacrificed, when jurisdictions create a hostile environment that stifles business growth and innovation," Brooke Steger, Uber's Northwest general manager, stated on a blog post about the company's decision to "pause operations" in Eugene. "By adopting these rules, Eugene officials have eliminated hundreds of jobs and a safe transportation alternative for their city," Steger added, using the same language as Uber's blog post on San Antonio. "Our commitment to riders and drivers remains: we will not water down our standard of service and safety to follow archaic code that does nothing to enhance public safety," Steger added. In both cities, Uber emphasized that its decision isn't permanent and the company hopes to eventually resume operations under a more favorable regulatory environment. And in both cities the decision to shut down after establishing a significant customer base is intended to produce a public outcry that pressures public officials in those communities to dial down their demands. Slate magazine, which has tracked Uber's elbow-swinging entry into the urban transportation industry, summarizes the new strategy this way: "The company is betting that with the right amount of politicking plus some good ol' fear of missing out, it can get the people ... to succeed in changing local policies where its own representatives failed." Uber has used this strategy successfully in other markets, most notably in Illinois, where the company got 90,000 customers to petition Gov. Pat Quinn to veto ride-service legislation approved by the Illinois House and Senate. Uber knows how to play hardball: The company published contact information for legislators who might attempt to override that veto. Uber not only won the battle with Illinois lawmakers, the company basically imposed its will, and the end result was Illinois regulations that Uber praises as "the most progressive" in the country.

<http://registerguard.com/rg/opinion/32950008-78/uber-heads-out-of-town.html.csp>

Uber Just Showed Us Its Trump Card: Leaving Town

By Alison Griswold - April 2, 2015

As Uber campaigns for control of the global ride-hailing market, a unique skirmish is playing out in San Antonio. On Tuesday, Uber **announced on its blog** that it would mark its first anniversary in San Antonio by suspending operations there after April 1. "City officials have created a regulatory climate that makes it impossible for us to meet the high standard of service that riders from over 170 cities across the U.S. have come to expect," Uber's blog post **stated**. "By adopting these rules, San Antonio officials have eliminated thousands of jobs and a safe transportation alternative from their city."

That Uber is facing regulatory scrutiny from local officials is nothing new. But the way it's responding in this case is notable. Typically, Uber deals with unfriendly regulations by ignoring them and **brashly continuing to operate**. In this case it's taking the opposite tactic. Essentially, Uber is abandoning San Antonio in protest until the city adopts regulations that it finds more palatable. And the company is betting that with the right amount of politicking plus some good ol' fear of missing out, it can get the people of San Antonio to succeed in changing local policies where its own representatives failed.

To state the obvious, the rules San Antonio's City Council passed to regulate so-called transportation network companies are much stricter than Uber would like. Under San Antonio's ordinance, Uber drivers must supplement Uber's background check by submitting their fingerprints and comply with random drug testing; Uber has estimated that complying with all of the city's regulations would cost drivers about \$300 apiece. The company must also meet stringent insurance requirements and pay a nonrefundable annual fee of up to \$25,000 to the city for its drivers to operate. Back in December, a few days before San Antonio's city council voted on the proposed rules, Uber **threatened** that adopting the regulations would "likely result in Uber closing their operations" in the area. Now it's making good on that.

U.S. Cities Where Uber Has Opted to Cease Operating



Uber has tried a strategy along these lines in three other U.S. cities: Boise, Idaho; Las Vegas; and Portland, Oregon. The situation in Boise is perhaps most comparable—in late February, Uber general manager Bryce Bennett announced the company would suspend operations in Boise as the city “is headed down a long path that would lead to unworkable and outdated regulations.” Boise’s proposed regulations were “unworkable and onerous” he wrote on Uber’s blog. “To be clear,” he added, “we are not opposed to regulations, nor are we closing the door on future conversations.”

So if Uber isn't closing the door but is also refusing to operate under existing regulations, what is it doing? Turning the conversation over to the voters. At the bottom of its Boise and San Antonio blog posts, Uber encourages its supporters to sign petitions and turn out for city elections to vote. The Boise petition has garnered 2,178 signatures; the San Antonio one more than 13,000. As *BuzzFeed*'s Johana Bhuiyan observed in February, Uber's millions of riders in the U.S. have “given it some of its best leverage.” For evidence, she cites Uber's stunning coup in Illinois, where the company rallied 90,000 customers to petition the governor to veto ride-hailing rules from the Illinois House and Senate (he did) and then publicly released contact information for legislators who might attempt to override that veto. This past January, Illinois Gov. Pat Quinn signed legislation that Uber dubbed “the most progressive” in the U.S. “Uber didn't just win,” Bhuiyan writes, “it ran the field.”

When Uber was first getting started, it routinely fought cease-and-desists to get off the ground. But now that Uber is everywhere, it has much more clout. So when regulators try to get in the way, Uber plays its trump card—halting service and letting thousands of irate locals do the rest. In San Antonio, we probably won't know the outcome of that strategy until the city's elections come around in May. If Uber's march across the rest of the U.S. is any example, though, chances are it will win.

http://www.slate.com/blogs/moneybox/2015/04/02/uber_leaves_san_antonio_to_protest_regulations_it_wasn_t_an_empty_threat.html

Toronto Police launch crackdown on Uber drivers

ANN HUI Published Tuesday, Mar. 31 2015

Toronto Police have executed a crackdown on UberX drivers, the latest escalation in a series of confrontations between city authorities and the U.S.-based ride-sharing company.

At least 11 alleged UberX drivers are facing a total of at least 22 charges after a week-long undercover sting on unlicensed taxicabs earlier this month. The crackdown comes as cities around the world struggle to regulate the new, controversial service, and amidst a legal battle between the City of Toronto and the app-based ride-sharing company.

Of particular concern for city officials – and the subject of this month’s police crackdown – is the UberX service, which pairs ordinary drivers (as opposed to licensed taxi drivers) with paid passengers. The city’s licensing division executed its own undercover investigation into UberX last year, as part of its court action to shutter the company’s operations.

Police said Tuesday that the crackdown – which resulted in a variety of charges of inadequate insurance and licensing – was done of their own volition, and unrelated to the city’s legal battle.

“A couple of my younger officers who are in touch with technology ... identified a public-safety issue,” said Superintendent Scott Wiedmark of Toronto Police’s 12 Division. The 11 alleged drivers were scheduled for an appearance in Ontario Provincial Offences Court on Thursday, though Supt. Wiedmark said there may have been more drivers involved.

The company’s traditional response to accusations of flouting the rules has been to call itself a technology company and not a taxi service. The police crackdown this month specifically targeted drivers on charges related to insurance and licensing. Ontario law requires commercial drivers to carry a commercial insurance policy and licence. UberX, meanwhile, advertises only the requirements of a personal driver’s licence and insurance – though the company says it carries up to \$5-million insurance beyond each driver’s personal insurance.

Supt. Wiedmark said the crackdown, dubbed Project Snowball, involved a team of officers posing as Uber passengers between March 5 and 11. One of the drivers charged was 36-year-old Owais Matin. In an interview with *The Globe and Mail*, Mr. Matin said he had begun moonlighting as an UberX driver about two months ago, and was not aware of the commercial licence requirement.

He said on the night of March 9, he accepted a ride request on the app, and picked up his fare at a Tim Hortons in the city’s northwest. After a four-minute ride, Mr. Matin said he dropped off his passenger at a second Tim Hortons location. That’s when he saw the police lights.

After the revelation that his “passenger” was in fact an undercover officer, Mr. Matin was charged with two violations of the Highway Traffic Act: Operating a commercial motor vehicle without proper insurance, and picking up a passenger for compensation without an appropriate licence. The potential penalties include fines ranging from \$300 to \$20,000.

“I asked the cop, ‘Is it illegal to drive Uber?’ ” Mr. Matin said. “Uber said it’s okay to drive, so I was driving,” he said. “I gave them my documents, and they said that’s all I need.”

Representing the 11 alleged UberX drivers at a court appearance Tuesday was Gerald Chan of the high-profile Ruby Shiller Chan Hasan firm. Mr. Matin told The Globe that Uber retained the firm to represent the drivers.

In a statement, Uber spokesperson Susie Heath said that “in instances of enforcement, Uber has always supported its drivers fully.” She declined to comment further in relation to the charges.

In response to growing controversy over Uber’s privacy and safety policies, the company has launched public-relations campaigns around the world. In Toronto, Uber has actively lobbied city councillors and Mayor John Tory – who has expressed support for the service – asking for a new set of regulations to account for ride-sharing.

Supt. Wiedmark said that 12 Division does not plan on expanding on the crackdown, citing the continuing debate at City Hall.

As for Mr. Matin, he says he feels he’s been caught in the middle in the battle between the city and Uber.

“The government is saying Uber is bad, so they should stop Uber. And Uber is saying you don’t need commercial insurance, it’s not a cab commercial business,” he said. “I’m just confused.”

<http://www.theglobeandmail.com/news/toronto/toronto-police-launch-crackdown-on-uber-drivers/article23706745/>

Update: Uber's Amsterdam office raided by Dutch authorities

By Loek Essers Mar 26, 2015

Uber keeps crashing into laws and regulations in Europe, but it's keeping the foot on the accelerator.

Following raids in Belgium and France, Dutch authorities raided Uber's Amsterdam office on Thursday as part of an investigation into the ride-hailing service UberPop, which a court ruled illegal in the Netherlands.

The raid's main goal is to obtain records that show the size of the UberPop operation, a spokeswoman for the Dutch Human Environment and Transport Inspectorate said, adding that the authority, for instance, wants to find out the number of UberPop drivers. The raid is still ongoing and is being conducted by the inspectorate in cooperation with the police.

A mobile app, UberPop, operated by Uber, connects users looking for a ride with drivers using their own private cars, and the fees are often much lower than taxi fares. This practice is illegal in the Netherlands and was banned last year by a Dutch court, which ruled that the service unfairly competes with strictly regulated taxi services.

Uber has been flouting the ban, despite being fined €10,000 (about \$11,000) for every violation. The fines had a maximum threshold of €100,000, which was quickly reached.

Flouting the ban has led to an angry response from taxi drivers in the Netherlands, who have at times followed and threatened UberPop drivers, according to local media that called the escalating situation a "taxi war."

An Uber spokesman confirmed the presence of Dutch transport inspectors in the company's Netherlands office, but characterized their arrival as a visit.

"This is the second time in a week that Dutch transport inspectors have visited our Amsterdam office," he said via email, adding that the company has been "surprised" at the authorities' efforts to intervene in the operation of UberPop.

Uber will continue operating UberPop in the Netherlands, as it seeks a solution "that benefits both parties," he said.

"We are encouraged by the wider policy developments taking place in the Netherlands, where we feel there is a shared vision about what the future of mobility should look like," he added.

For similar reasons as in the Netherlands, UberPop was also banned in other European countries including France, Belgium and Germany. As part of investigations into UberPop, Uber's offices in Brussels and Paris were raided by authorities earlier this month.

<http://www.computerworld.com/article/2902221/ubers-amsterdam-office-raided-by-dutch-authorities.html>

Moore-Love, Karla

From: Gmail <davemcnabb@gmail.com>
Sent: Wednesday, April 08, 2015 5:06 PM
To: Council Clerk – Testimony
Subject: Market demands for ride share approval

Dear Sir or Miss-

I'm writing this email as I'm sitting on a curb at Adi Village. I've been waiting over an hour for a cab to show up and take me 5 miles. Without competition service declines and ultimately me (consumer) suffers.

Hoping you reach resolution to allow these services in city limits.

Regards,
David McNabb

Sent from my iPhone

Moore-Love, Karla

From: Savvy Kaufman <savvykaufman@gmail.com>
Sent: Wednesday, April 08, 2015 5:00 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Uber has helped me throughout California and Washington, I think having uber in a major city like Portland would greatly help people! Having to wait 20 minutes or more for a cab isn't always an option, compared to a 2 or 5 minute wait for uber! Bring über into Portland!

Savannah Kaufman
Reed College Freshman

Moore-Love, Karla

From: Nancy Jaksich <emj004@aol.com>
Sent: Wednesday, April 08, 2015 4:55 PM
To: Council Clerk – Testimony
Subject: We need UBER

We need UBER

Sent from my iPhone

Moore-Love, Karla

From: Elizabeth Vanrijn <lizzie252@gmail.com>
Sent: Wednesday, April 08, 2015 4:55 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I support rubber it was better than any taxi

Moore-Love, Karla

From: Enge, Craig <Craig.Eng@providence.org>
Sent: Wednesday, April 08, 2015 2:37 PM
To: Council Clerk – Testimony
Subject: [User Approved] Testimony in support of Task Force ridesharing regulations

I use Uber very frequently as I travel to other cities. My experience with them has been excellent. I love that I can see and know who is coming, how soon they will be there and the automatic payment functionality. Drivers in my experience have range between professional to highly professional. The consistency and good service allows me to use them much more frequently than I would/or do a taxi. We could use the service going downtown to Timbers games, and trips to the airport.

I highly support Uber in PDX!

Craig Enge

This message is intended for the sole use of the addressee, and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If you are not the addressee you are hereby notified that you may not use, copy, disclose, or distribute to anyone the message or any information contained in the message. If you have received this message in error, please immediately advise the sender by reply email and delete this message.

Moore-Love, Karla

From: Gary Wasserman <gary.wasserman@gmail.com>
Sent: Wednesday, April 08, 2015 4:44 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I urge the city council to enact rules and regulations that will allow Uber to operate in Portland much as they do in other cities in the US. I plan to drive for Uber once the city and the company resolve their remaining issues. In my opinion we have nothing to fear from Uber. Taxi service in Portland has always been inconvenient and expensive which has discouraged the use of cabs and increased the use of private cars for in-town trips. I believe the long term result of allowing Uber to operate in Portland will be better transportation options for Portlanders and a more vibrant economy for the city.

Thank you for your kind cooperation and consideration in this matter.

Sincerely,

Gary Wasserman
6242 SW Burlingame Ave
Portland, OR 97239
grw@acm.org

Moore-Love, Karla

From: Burke Adams <burkesdroid@gmail.com>
Sent: Wednesday, April 08, 2015 4:33 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

To Whom it May Concern,

I am the owner of an establishment that serves liquor, located just beyond the borders of Gresham, but with a Portland address. As legally directed by the Oregon Liquor Control Commission, once someone exhibits the signs of intoxication they are cut off from further alcohol service. When this happens, we always recommend they take a taxi home. However, the success of this recommendation inevitably comes down to the response time of the taxi company.

It has been my personal experience as a customer of Uber that the response time is anywhere from 3 to 10 times faster than calling a conventional company. This is not an exaggeration, and it can only get better as Uber is able to operate unrestricted and attract more drivers.

I feel that allowing Uber is a much safer alternative, not just for myself and my customers, but for everyone on the road.

Thank you for your time.

-Burke

Moore-Love, Karla

From: Claire Headlock <claireheacock@gmail.com>
Sent: Wednesday, April 08, 2015 4:32 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I have used uber in countless cities across America and was so incredibly excited when über got up and running in Portland. But then uber was taken away. Now I can only get a ride home if I'm way out somewhere. But what about if I was out drinking with my friends downtown? Sometimes we are out too late to take the max/bus, taxis can take over an hour to come pick us up and are breaking our bank. Uber is always a short few minutes away, is very reasonably priced, and we can rate the drivers so if it was a bad ride the problem can be addressed. They are so much better then a taxi. Please bring uber back!

Sent from my iPhone

Moore-Love, Karla

From: Jon Kixmiller <jonkix3@hotmail.com>
Sent: Wednesday, April 08, 2015 4:09 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

To whom it may concern.

I have been an avid Uber user in multiple cities across the U.S. Every time I used them, the experience was excellent. I always knew who was coming and when they were coming. I could track their arrival on my iPhone. If you try and do that with a traditional taxi service, impossible.

The only way to get better service in the "car for hire" market, you need competition. Current taxi companies are regulated to keep competition out, not to improve service.

Regards,

Jon Kixmiller
Dallas, Texas

Sent from my iPad

Moore-Love, Karla

From: Matt Spathas <mspathas@sentre.com>
Sent: Wednesday, April 08, 2015 3:44 PM
To: Council Clerk – Testimony
Subject: Uber In Portland

Please approve Uber in Portland. I have traveled to Cities across the U.S - used Uber over 100 times. Never had issue. So much more convenient than taxi. In fact - many of the uber drivers are former taxi drivers. Yes - it will impact the taxi business - because it is so much efficient and easier for customer. Click and app, get a car and get out.

All one needs to do is try each from a customer perspective.

Thank you for your consideration.

Matt

Moore-Love, Karla

From: Marshall Hart <marshallhart@hotmail.com>
Sent: Tuesday, April 07, 2015 10:42 PM
To: Council Clerk – Testimony
Subject: My concerns with TNC's

I'm writing this letter because I can not be present at the meeting this Thursday regarding public testimony about all private for hire transportation companies. There are a few major concerns that I have. As a cab driver and a Portland native I am uneasy with the lack of regulations so far proposed by the task force. Here are a few examples of things I think need a harder look at:

Federal background checks- Private for hire transportation companies are required to get a Federal background check before working in the industry. Private companied background checks, as apposed to finger printed, federal background checks leave room for interpretation of quality. There are many articles that I could reference, but this is the most recent that I have found: <http://chron.com/news/houston-texas/article/Uber-driver-had-federal-drug-conviction-6184061.php>

This is one of many examples of how the TNC's supposed quality background checks affect the safety of the public.

Identifying markers on private for hire transportation companies- Being able to correctly identify which vehicle is arriving to pick you up is essential. It is the basic principle of safety. This also creates accountability for the driver and the company; and will also help the general public report any issues/concerns with private for hire transportation companies to the city. Cab companies have long been held accountable by the city, as well as their own company for this very reason. This article shows what has and will continue to happen without properly marked vehicles. <http://www.nbcconnecticut.com/news/local/Quinnipiac-Warns-Students-of-People-Posing-as-Uber-Drivers-298524531.html>

These are the two most important topics that I think need to be addressed in great detail. The rules put in place that private for hire transportation companies currently follow make public safety of the utmost importance. I would hope that you would continue to uphold the standards that have long since been in place and that have shown to be effective and successful. The bullying tactics of Uber should not sway anyone's opinion over public safety. Much like we stood up to Wal-Mart and other corporate bullies, we must again stand up and support local businesses that have been here over 60 years. We are tax payers that have no problem with the current rules and regulations that are in place, but when you flood the market with drivers that are hired with low standards, and don't put a cap on the amount of drivers on the road; it creates a situation that is hard to come back from. Thank you for your time

Marshall Hart (Radio Cab Driver)
Sent from Windows Mail

Moore-Love, Karla

From: code3brass@yahoo.com
Sent: Wednesday, April 08, 2015 3:33 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I want uber in Portland ! Thank you

Sent from my iPhone

Moore-Love, Karla

From: Aldo Bardoino <bardoino1@gmail.com>
Sent: Wednesday, April 08, 2015 3:29 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I think ubers should be available all over portland way better mode of transport and way better customer service and arrive way faster!!! And because of all the security measures uber has it could be a much safer ride !!!

Sent from:
ψThe RED_KING OF HEARTSψ

Moore-Love, Karla

From: ashkan jafari <ashkitjafari@gmail.com>
Sent: Wednesday, April 08, 2015 3:21 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I believe having Huber in portland is a fantastic way of increasing safety and convinice to our City. it is so easy and handy to get a huber and this is a nice way to help people travel all over.

thanks.

Moore-Love, Karla

From: Jason Ward <jwuga76@gmail.com>
Sent: Wednesday, April 08, 2015 3:11 PM
To: Council Clerk – Testimony
Subject: Uber

Please allow uber and ride sharing in Portland. There is a place for free market competition and fairness for all regarding wages and tax revenue.

Sincerely,
Jason Ward

Moore-Love, Karla

From: Natasha Rinard <nrinard@yahoo.com>
Sent: Wednesday, April 08, 2015 3:04 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I support Uber service. It's safety features via tracking & payment system is what I would trust. The app is great and convenient. I used Uber once in Portland and had the nicest gentleman who drove me and my daughter to the airport. We then used Uber in Amsterdam numerous times and it was great.
Natasha Rinard

Sent from my iPhone

Moore-Love, Karla

From: Brenda McCausland <canice123@gmail.com>
Sent: Wednesday, April 08, 2015 2:55 PM
To: Council Clerk – Testimony
Subject: Bbbbb

Sent from my iPhone

Moore-Love, Karla

From: Z-Bolt <john@z-bolt.com>
Sent: Wednesday, April 08, 2015 2:46 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I love Uber, am self-employed and I think this is good for the city. Let's do it.

John Mueller
Beam of Light Technologies

Sent from Outlook

Moore-Love, Karla

From: Miss Karsch <misskarsch@gmail.com>
Sent: Wednesday, April 08, 2015 2:17 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I currently live in portland (jantzen beach floating homes), and work in Vancouver. The ease at which I can get home from a long night of bartending is amazing! It makes me feel safe, comfortable, and hopeful for the companies future.

When trying to plan a responsible night out I cross the river, I run into more headaches than with another nightly plan. A cab dispatch will say they(the cab driver) are on their way; however, they give no eta. Ever. I don't find it very fun or comforting to stand on a poorly lit sidewalk waiting for a cab to arrive.

Über allows me to see my cab in real time and also reviews from frequent users, who happen to be in the industry.

Hope this will be helpful. Uber has been a great tool for work and play. I hope it spreads!

Sincerely,
Miss Karsch
Sent from my iPhone

Moore-Love, Karla

From: norm@crowcrossing.com
Sent: Wednesday, April 08, 2015 2:14 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Uber is a valuable transportation option for our family when doing business or shopping in Portland.

Norm Smith
Roseburg, Oregon
Sent from my iPad

Moore-Love, Karla

From: Dapaa Aboagye <acheampongiv@gmail.com>
Sent: Wednesday, April 08, 2015 1:57 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I'm looking forward to having uber in Portland! I took an uber from Beaverton to Portland and was stuck in Portland. I had to call a cab that cost me almost twice as much as my ride into Portland.

Can't wait for Portland Uber!

Moore-Love, Karla

From: Samuel Sabu <sabusamuelco@gmail.com>
Sent: Wednesday, April 08, 2015 1:52 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Hi,

I have been using for a while now and I the service and professionalism has been great. The one unique fact about uber is that you feel like travelling the same anywhere uber provides services. The service and the price points are just so wonderful.

In short it is great service which I feel should be up in Portland for the amount of users waiting for this service.

I have used uber in different countries and their service is what I love combined with the rule sets they strictly follow.

Thanks, Sam

Moore-Love, Karla

From: Jackie Partlow <jackiev29@hotmail.com>
Sent: Wednesday, April 08, 2015 1:40 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I am very much in SUPPORT of Uber being in the Portland area! I've used them and it was such a treat to get into a nice car that smells like new, plus a very courteous driver. I've used it 6 times and love it !!! I highly recommend it for anyone for a nice ride to and from an event. Please allow this service to serve our area.

Jackie Partlow

Sent from Windows Mail

Moore-Love, Karla

From: Michael DeBellis <mdebellis@pacbell.net>
Sent: Wednesday, April 08, 2015 1:23 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Ride sharing is in my experience far superior to taxis. I have multiple sclerosis and it has become impossible for me to drive. Ride sharing services such as Uber are a life saver for me. Not only are they more affordable but the integration with my cell phone makes them much more reliable and easy to use than taxis.

Michael DeBellis

Sent from my iPad

Moore-Love, Karla

From: Linda Tower <linda@softiconllc.com>
Sent: Wednesday, April 08, 2015 1:15 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I have been using Uber now for several months and my experience has been fabulous! I have used them for both personal and business purposes. They are so much more reliable than cabs, especially for me living in Lake Oswego. I use to call and order cabs and they would not even show up or call. Uber has been reliable, affordable and I have found the drivers to be delightful. I really hope the City of Portland approves their services for Portland.

Thanks,

LINDA TOWER

SOFT ICON LLC | PRESIDENT

TEL: 503.699-4172 | FAX: 503.635.3055

WWW.SOFTICONLLC.COM

'Providing solutions to businesses nationally for 20 Years'



Like us on FB

<https://www.facebook.com/SayitwithSoftIcon>

Moore-Love, Karla

From: Kristin Fritz <k.fritz@comcast.net>
Sent: Wednesday, April 08, 2015 12:28 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I am in full support of Uber in Portland. Uber helps keep people safe in an accessible, practical manner and provides much needed good service for residents and visitors.

I have lived here for more than a decade and frequently struggle with cabs in one way or another. As a woman, I don't appreciate a vague arrival time (or none at all!), which is a proven common problem with cabs in and around Portland. I have used Uber dozens of times in NY, LA, and Portland environs and have never had a driver who wasn't polite and respectful. The cars are always, clean and I feel safe when traveling alone. I truly appreciate that I can see where the car is as it approaches and have a clear ID on the driver and the car when it arrives. There is just no comparison to cab transportation.

Portland would benefit tremendously by allowing Uber to operate throughout the city immediately. Portland is seen as a forward-thinking, green, accessible city. Can you imagine visiting here and discovering there is no Uber or "some Uber here, but not Uber there" ... not very progressive (albeit weird ... but certainly NOT in a good way)! Let's keep Portland moving forward. There is plenty of business for all! And once Uber is in full force, more and more people will embrace it's services. Many have not used it yet only because of confusion on where you can and cannot get one! Uber is a sign of the times. So get with the program, Portland! Put your little rosy buns in an Uber and see for yourself. Remember when Mayor Katz used to take the bus to work? Soon, you'll see Mayor Hales going to and from work in an Uber! ; D

Rock on, City of Roses! Kristin Fritz, Portland, OR

Moore-Love, Karla

From: Ava Setzer <ava.setzer@gmail.com>
Sent: Wednesday, April 08, 2015 12:24 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Any ride share is better than no ride share!

Moore-Love, Karla

From: Alec Christensen <achrist4@gmail.com>
Sent: Wednesday, April 08, 2015 12:21 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I am in full support lifting the ridesharing ban as I have been using UBER for a few months now. I feel no concerns with safety as they perform extensive background checks, also the fact that you know the exact vehicle and time that you will be picked up - it's also nice to be able to see the face of the person that is picking you up. Plus, I feel that the transaction is more secure as it is done electronically through the app and therefor no one will see my credit card. I have been using this program strictly as a means of safe transportation when using alcohol and I have found that I have completely avoided areas that do not allow these programs to operate - where in the past I used to visit the Portland area much more often - I can't imagine that I am alone here and that it's hurting the Portland economy. Thanks for reading!

Sincerely,
Alec Christensen

Moore-Love, Karla

From: Dorin Fachiol <dorin.fachiol@gmail.com>
Sent: Wednesday, April 08, 2015 12:21 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Dear City of Portland,

After growing up in Clackamas, OR, going to University of Oregon, and working in the Pearl District following college, I consider myself a true Oregonian. I love Portland as a city and appreciate the sense of community exuding from the people that call it home.

With that being said, I am compelled to reach out in support of the ongoing ridesharing regulations discussion, with the hope of someday being able to have a choice in which car service I use while spending time in Portland.

In the last 12 months i have spent time in Dallas, TX, Austin, TX, New York NY, Boston, MA, San Diego, CA, San Francisco, CA, Los Angeles, CA, just to name a few places. Understanding there are significant challenges ahead, and that all viable options are being considered by the City, I would like to share my opinion on a few items:

- **Portland's cab service is by far, and consistently, the most atrocious experience with regards to public transportation I have ever experienced first hand in a U.S. city. This is largely due to the inability of drivers to show up on time and the refusal of accepting credit cards (for a business traveler this is unacceptable) until left with no other viable option of payment.**
- **I have several friends (all with college degrees in respectable fields) that occasionally drive under the influence when needing to go home because the local cab services communicate wait times in excess of an hour (during peak hours), and often do not even show up. This is not an excuse, but the inability of cab services to execute certainly doesn't facilitate safety.**
- **I flagged a cab in Portland on 4/4/15 and after picking me up and realizing the trip would be in excess of \$50, the cab driver politely called a different customer informing them that they cannot make the original pickup time, and that the customer on the phone should look to find an alternative ride.**

These occurrences are not isolated, and have in fact become a part of daily life in Portland. I do not care for Uber's success in Portland, and I don't particularly like certain aspects of its business practices. However, I am compelled to request a resolution to the monopolistic nature of taxi services in Portland, where a complete absence of competition is hurting residents of Portland and its adjacent suburbs.

Taking a taxi in Portland Oregon has become one of my least favorite aspects of a city I love.

So please, City of Portland, figure something out that adds accountability to these taxi drivers, allows customers to track the taxis progress toward a pick-up, and ultimately spur some competition. I have an appreciation for the "keep Portland weird" mentality that is resistant to certain change, however, that should not spill over into

the realm of hurting its residents for the sake of promoting an archaic mode of transportation with no accountability, no competition, and most importantly without adding any value to the customer.

Best,
Dorin

Moore-Love, Karla

From: G. Sackos <gsackos@yahoo.com>
Sent: Wednesday, April 08, 2015 12:18 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I wanted to provide my support of allowing Uber to function in the City of Portland. I use it in many other cities, I use it when traveling from the suburbs into Portland and I think it would be in the public interest and public good to allow them to use it in downtown Portland. I have never had a bad experience which is more than I can say for conventional taxi service. Thank you

Greg Sackos
1425 Campbell Street
Baker City, Oregon 97814
541.523.4434
www.intermountainland.com

Moore-Love, Karla

From: Graham Williams <grahamswilliams@gmail.com>
Sent: Wednesday, April 08, 2015 12:18 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

We WANT UBER!

Moore-Love, Karla

From: Simon Tong <simontong321@msn.com>
Sent: Wednesday, April 08, 2015 12:06 PM
To: Council Clerk – Testimony
Cc: petitions@uber.com
Subject: Uber testimony

I fully support allowing Uber to conduct business in Portland. It is crucial that consumers have alternative transportation options at more affordable prices. A change is needed because Portland's antiquated ridesharing regulations limits Portland citizens the accessibility to alternative transportation methods.

Thanks,
Simon

Moore-Love, Karla

From: Mark Charpentier <mcharp@me.com>
Sent: Wednesday, April 08, 2015 12:05 PM
To: Council Clerk – Testimony
Subject: Bring Uber to Portland!

Moore-Love, Karla

From: Brian Cargille <brian.cargille@gmail.com>
Sent: Wednesday, April 08, 2015 11:49 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I often travel to the airport and this makes a huge difference for me... other airports have accepted this and are moving ahead -- I'd love to see PDX do the same. Better for drivers, flyers, our community

thank you

Moore-Love, Karla

From: Kelsey Huwaldt <khuwaldt@gmail.com>
Sent: Wednesday, April 08, 2015 11:43 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I have used Uber in other cities often, as well as taxi services in Portland and in other areas. Uber's drivers are consistently the best - the service is unmatched and their ability to use technology is convenient and incredible. It would be a shame to miss out on that service in a city as forward-thinking as Portland.

I agree that we must protect the rights of current cab drivers and customers, however, the current system in Portland does not even begin to do that. \$40 for a 10 mile drive that includes a minimum 45 minute wait (with no ability to give wait-time expectations) is not what anyone should strive for and yet that is the norm for taxi service in Portland. I want to see that terrible service level pushed, and that's why I support Uber.

Kelsey Huwaldt

Moore-Love, Karla

From: Jim Walsh <jim@walsh-industries.com>
Sent: Wednesday, April 08, 2015 11:41 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

The current taxi system in Portland is beyond terrible. Waiting for a taxi in Lake Oswego for a ride to dinner in the Pearl could take 1-2 hours!

Uber is here and it makes sense. Don't let Portland look like the town that turned its back on innovation and free enterprise.

Thanks,

Jim Walsh, President
Walsh Industries, LLC

Jim Walsh *president* | jim@walsh-industries.com | P. 503 722 1326 | F. 503 722 1328 | Direct 503 722 1327 | Walsh Industries, LLC | 2020 8th Avenue, St. #222 | West Linn, Oregon 97068 www.walsh-industries.com

Moore-Love, Karla

From: Lynn Bemiller <lsbemiller@gmail.com>
Sent: Wednesday, April 08, 2015 11:41 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I live in San Diego, where Uber has an excellent presence, but frequently travel to Vancouver, WA via PDX. My experience with Uber in the Vancouver area has been outstanding. Uber provides prompt, competent highly reliable rides for reasonable fares. I am in favor of extending this service to everyone in the Portland metropolitan area.

Competition and innovation are fundamental to this country's economic system, and should be encouraged. Please give riders in Portland the option to use Uber for their transportation needs.

Moore-Love, Karla

From: Jon Earhart <jon_earhart@yahoo.com>
Sent: Wednesday, April 08, 2015 11:39 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Hello,

Portland current taxi service, is horrible and inefficient. Plain and simple. We need uber as option to serve this flawed system. Uber will provide taxi users a more efficient, timely, and accurate means to acquire a responsible ride to and from.

Thanks,

Jon

Sent from my iPhone

Moore-Love, Karla

From: Brett Coin <brettcoin@gmail.com>
Sent: Wednesday, April 08, 2015 11:39 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

The City of Portland not giving the citizens of the city the choice to choose ride services aside from public transportation and taxi's is a farce and monopoly. If the taxis are afraid of the competition, maybe they should up their game. Often late at night in downtown Portland it's near impossible to get a taxi, likely promoting more drunk driving from folks who can't rely on taxi's to get back to their homes not accessible by public transit. Every major city offers Uber, Lyft and other ride services in competition with taxi and public transit.

Uber is a blessing for a city whose population seems to be growing and the people are clamoring for more options to choose what works best for them. I know I am as are most of my friends. We use it all the time as a great service to get from the suburbs to downtown, always knowing that securing a safe and timely ride home will be a challenge.

Let Uber in.....it's going to happen eventually, so why delay the inevitable. Stop trying to be different Portland, it's holding us back from being a more prominent city.

Moore-Love, Karla

From: Hitchings <dihitchings@comcast.net>
Sent: Wednesday, April 08, 2015 11:37 AM
To: Council Clerk – Testimony
Subject: Uber in Portland, OR

I am a frequent Uber user in many other cities around the US. I urge you to let Uber operate in Portland. As a female, I feel much safer riding with an Uber driver than a taxi cab. This is my preferred method of transportation. I urge your support.

Diana Hitchings
360/789-4049

Sent from my iPhone

Moore-Love, Karla

From: Bruce Barnes <sbarnes4@gmail.com>
Sent: Wednesday, April 08, 2015 11:34 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I support ride sharing in portland oregon.

Moore-Love, Karla

From: Renee Rutledge <rkrutledge@gmail.com>
Sent: Wednesday, April 08, 2015 11:27 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I live in Fairview and love using uber. When the cabs ignore my ticket because I'm too far out uber comes right away. And the ability to rate your driver provides incentive for them to be nice and drive reasonably! I believe the taxi industry needs competition to drive improvement, and whole heartedly support Uber in Portland.

Renee Dversdal

Moore-Love, Karla

From: Chris Rentzel <chrisrentzel@gmail.com>
Sent: Wednesday, April 08, 2015 11:26 AM
To: Council Clerk – Testimony
Subject: Uber

Please allow Uber in Portland. Cab service has been dismal and expensive ever since moving here in 2008.

Thanks, Chris Rentzel

Moore-Love, Karla

From: MG <mgoyak@yahoo.com>
Sent: Wednesday, April 08, 2015 11:20 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Please support Uber approval into Portland. This service has been a valuable in creating competition and much better customer service along promoting ride sharing for conservation.

-- Mark

Moore-Love, Karla

From: eboddy <eboddy1@gmail.com>
Sent: Wednesday, April 08, 2015 11:22 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

As a resident of Portland who works late nights out in the Beaverton/Hillsboro area, access to Uber was the best accessible option to get home from work after 12midnight since there was no TriMet service and even a radio cab or other cab service left me with no option. Uber has always been reliable and accessible. I look forward to every trip.

Errol Smith

Moore-Love, Karla

From: Ben Tan <benleetan@gmail.com>
Sent: Wednesday, April 08, 2015 11:15 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Please please please bring uber to portland!

Moore-Love, Karla

From: Nick Philbin <nickphilbin@gmail.com>
Sent: Wednesday, April 08, 2015 11:12 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

As a longtime community member of Portland and having used Uber in other cities, such as Seattle and San Francisco, and in local communities, such as Lake Oswego and Tigard, I am in full support of bringing Uber to Portland.

Regards,

Nick Philbin

Moore-Love, Karla

From: Gonzalez, Antonio <AGonzalez@greatbatch.com>
Sent: Wednesday, April 08, 2015 11:05 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

This supports our business tremendously.

Antonio Gonzalez
Vice President, Operations

Greatbatch Medical Mexico
2429 Fenton St, Suite C
Chula Vista, CA 91914
Tel: +1 619-498-9440
cel: +1 619-864-0498
agonzalez@greatbatch.com
www.greatbatch.com

Aviso de Confidencialidad de Greatbatch: Esta transmisión de correo electrónico esta destinado para el uso del individuo o de la entidad a los cuales se trata y puede contener información confidencial o propietaria que pertenece al remitente. Si usted no es el destinatario, queda en el entendido y se le informa por este medio que esta prohibido cualquier acceso, copiado, distribución, o tomar cualquier acción sobre el contenido de esta información. Si usted por error ha recibido esta transmisión, notifique de inmediato al remitente por correo electrónico y borre el mensaje original. Muchas gracias por su cooperación.

Greatbatch Confidentiality Notice: This electronic mail transmission is intended for the use of the individual or entity to which it is addressed and may contain confidential or proprietary information belonging to the sender. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or the taking of any action in reliance on the contents of this information is strictly prohibited. If you have received this transmission in error, please notify the sender immediately by e-mail and delete the original message. Thank you for your cooperation.

Moore-Love, Karla

From: Amy Blumberg <amypblumberg@gmail.com>
Sent: Wednesday, April 08, 2015 11:03 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Please let Uber back into Portland. It provides an amazing service for its customers, unmatched by anyone else. It is an incredibly important benefit to residents, especially coming from someone who has used Uber in both New York and London. I can't imagine living without it. Thanks.

Moore-Love, Karla

From: Ken Tran <kentravn@gmail.com>
Sent: Wednesday, April 08, 2015 11:03 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I stand for Uber services in Portland, OR.

Ken Tran

Moore-Love, Karla

From: Fuzz Leonard <fuuz@icloud.com>
Sent: Wednesday, April 08, 2015 11:03 AM
To: Council Clerk – Testimony
Subject: Cabs don't come

Getting a cab to come to my neighborhood on the edge of Portland takes multiple calls with rude dispatchers, cars don't show up, it usually takes over an hour. But if I walk a block outside the city limits and Uber it takes three minutes. We have no nearby public transportation (despite my business paying TriMet taxes) so for us it is either Uber or we drive.

Also FWIW Uber drivers I have ridden with are much better in every sense than licensed Portland cab drivers I have ridden with--as far as I can tell the license merely ensures surliness and disrespect. My wife refuses to ride in Portland cabs. If nothing else comes out of this it would be nice if Portland came up with regulations that actually provide passengers with safe, courteous service because the current system feels more like dealing with organized criminals than professionals.

Moore-Love, Karla

From: Andy Chapman <Andy.Chapman@coldist.com>
Sent: Wednesday, April 08, 2015 11:02 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I would like to publicly express my support for UBER within the Portland City lines. I am a Lake Oswego resident and work in Portland for a very large beer and wine distributor. It is imperative that I use a safe ride home at least twice a month with the number of events we have that are based around the consumption of alcohol. I have had a very large number of issues with the current cab system in Portland including not showing up, never being on time, increased fares due to poor driving decisions, and incredibly awful attitudes because they know we have no other options. I have now used UBER 4 times in the last two weeks in the suburbs and it has been nothing short of amazing. 5 minute wait times, courteous drivers, clean vehicles, and most important, safe transport. It is a beautifully simple model that is leap years ahead of the city of Portland, Radio Cab, Broadway Cab and all others.

I Andrew Chapman fully support and endorse UBER moving into the city of Portland!

Best of Luck,

Andy Chapman
District Manager | On-Premise
Columbia Distributing
Cell: 503.502.6920
www.coldist.com

Moore-Love, Karla

From: Jason Anderson <jandyanderson30@gmail.com>
Sent: Wednesday, April 08, 2015 11:02 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Uber provides a safe ride back to my house. Its far more convenient that trying to hail a taxi, and the rating system keeps the service honest.

Thanks
Jason Anderson

Moore-Love, Karla

From: Forest Nealon <illahee1@aol.com>
Sent: Wednesday, April 08, 2015 11:01 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Please let uber come into Portland- as a resident of Tigard, I have waited for literally hours for a cab to get home from dt Portland-! Worse than any other city I have ever been in.

Thank you,
Forest Nealon

Moore-Love, Karla

From: Hudson Christopher <hudson.christopher@me.com>
Sent: Wednesday, April 08, 2015 11:00 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I recently visited Portland to plan my upcoming relocation but found that I was hindered navigating the city without Uber. While I found the public transportation great, and I mean that, navigating the city took longer. Especially not knowing Beaverton took over an hour to travel to using transport and I was trying to keep appointments from one end of the city to the other. (Beaverton to Downtown, Pearl, etc.) I think there's room for all systems. I'm going to use the max and bus system but if I'm in a rush, I'll use Uber.

Christopher

Sent from my iPhone

Moore-Love, Karla

From: Dennis Chambers <Dennis@gracemgt.com>
Sent: Wednesday, April 08, 2015 11:00 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

To Whom It May Concern:

As a person who is nearly legally blind and is unable to drive, Uber is a life saver to me. I cannot afford to use taxis except in emergencies but I can afford to use Uber. Uber is an answer to my prayers and it allows me the independence that every handicapped person desires. I have learned through personal experience that taxis, for the most part, are not customer oriented. I have called for a taxi and waited up to an hour for one to arrive. I have also had taxis refuse to go to certain areas because of the difficulty in finding a return fare. Public transportation is very hit and miss as well and, although good in some areas, it can take a very long time to get to others. Uber is a life saver for me and I have never waited more than 7 minutes for a car. Uber has my credit card on file and I simply get out of the car when I arrive at my destination. Some taxi drivers will not accept credit cards and expect a generous tip regardless of the service. Put yourselves in my shoes for a minute and imagine how you would get around Portland if you were unable to drive. Thank you!

Dennis Chambers
Portland

Moore-Love, Karla

From: Eric Warlick <eric.warlick@yahoo.com>
Sent: Wednesday, April 08, 2015 10:57 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I love Uber!!

Sent from my iPhone

Moore-Love, Karla

From: Bethany McNeil <mcne8981@pacificu.edu>
Sent: Wednesday, April 08, 2015 10:55 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

City Council Members,

I feel as though Uber will be a great addition to Portland commuting. First and foremost, it benefits the community by providing another safe and affordable means of commuting home. Trimet often doesn't run late at night, which is typically when Uber will be most useful and important. Late at night, Portland's night life is very alive and drunk driving is always an issue at times like this. Yes, cabs are available, however for some users this is a far too expensive an option and is often not used to try to avoid spending that much money. For me personally, I live in Hillsboro. Cabs from Portland back out to my apartment can cost upwards \$60. Currently I am willing to spend it in order to make it home safely and protect other roadway users by not driving drunk, however it's not something that I can often afford being a graduate student on a budget. Uber provides safer and cheaper alternatives. Additionally, they use promotional coupons that sometimes even provide free rides to users. What better way to urge users to go home in a safer manner than driving drunk? It's simplicity of using an app and the promptness of drivers will provide a very appealing and fast option to people in need.

Uber operates in many cities and is a familiar ride-share to some out-of-towners. People visiting the city will use it's familiarity and the safe option that it provides. Portland is a hub for tourism and travel, and many people come through daily. Providing this option will give them something they know is reliable and safe.

Additionally, Uber can help people supplement their income at their own leisure. I recently had an Uber driver tell me that he works full-time, but due to his steep student loan debt, Uber helps him supplement his income and afford his payments. This is an incredible opportunity for people to benefit the community and themselves, especially when the population of Portland is a young one with loads of student debt. I know I personally have considered joining the Uber team to help me pay down my loans as well.

I feel as though there is no real loss in approving Uber as a sensible ride-share in the Portland community. There are clear and well defined benefits that greatly outweigh any possible losses. It will help improve the safety of roadways and provide people with a cheaper, safer and more forward thinking option. It shouldn't be a questions as to why Uber *should* be approved to operate in inner-Portland rather than just the outer suburbs, it's a questions of *why not*?

Thank you for your time and I hope you seriously consider this option and the benefits that it could provide.

Bethany McNeil, OTDS
School of Occupational Therapy
Pacific University
bamcneil@pacificu.edu

Moore-Love, Karla

From: Sandi Reaume <sreaume@reaumegroup.com>
Sent: Wednesday, April 08, 2015 10:54 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

As a resident of the city of Portland, I have a right to free choice in the products and services I would like to use. Uber is a dependable, safe and economical way to access transportation in and around the city and is the wave of the future that cannot be ignored. Why should we be hamstrung by the taxi unions who charge unfairly and dominate the transportation choices of this city. I'm sick and tired of riding in filthy taxi's, driven by non-english speaking drivers who probably just got their driver's license and paying exorbitant prices. Uber is used all over the world, and I have yet to hear about a single accident or driver-incident relating to their services. Uber will not put the taxis out of business, but it WILL force them to clean up their act (and their cars) and be more competitive in the prices they charge their riders. Step up to the real world, Portland and approve of our right to choose Uber!

Sandi Reaume

Moore-Love, Karla

From: Kirsten Agard <kirstenagard@gmail.com>
Sent: Wednesday, April 08, 2015 10:52 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I cannot make the meeting, unfortunately. I wanted to say that I always use Uber in other cities, and cannot wait to use it here, in PDX. I have tried using all of the cab companies in odx, and they have awful customer service, are unreliable, and way more expensive than I think is fair. The cab system in pdx is pretty much a monopoly and I cannot think of any bad impacts for the consumers that this will bring. Our city's leaders should listen to the people, this is what we want!

Moore-Love, Karla

From: Ashley Johnson <shlee2009@live.com>
Sent: Wednesday, April 08, 2015 10:51 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I support uber in Portland!

Sent from my iPhone

Moore-Love, Karla

From: Ed Campbell <edcestplnr@aol.com>
Sent: Wednesday, April 08, 2015 10:50 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I love UBER and count on their timely response for all my doctor appointments#!#!!!!!

Sent from my Verizon Wireless 4G LTE smartphone

Moore-Love, Karla

From: Blair H <blairholbrook@gmail.com>
Sent: Wednesday, April 08, 2015 10:50 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

The tide is moving. 46% of rides expensed by workers are now Uber. With Nike and Intel in the area, we are missing a crucial economic force, that could make public transportation more easily accessible and reliable.

--

Blair Sato Holbrook
Massachusetts Institute of Technology, '16
University of Washington, '06
blairholbrook@gmail.com | 509.768.5170

七転び八起き。

Moore-Love, Karla

From: JA Horta <jahorta@gmail.com>
Sent: Wednesday, April 08, 2015 10:50 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Uber has been my go to company for my transportation needs. They are reliable and amazingly offer superb service. I think they really have their act together. I think residents of Portland and their surrounding area really benefit from this service. Please make it available in Portland!!!!

--

JA. Horta

Moore-Love, Karla

From: Marti Artsis <martiartsis@gmail.com>
Sent: Wednesday, April 08, 2015 10:48 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I would like to express my full support for the establishment of UBER in full force in the Portland area. It is convenient, economical and serves the best interests of the citizens of Portland. Uber is established in every metropolitan area around the world, and I use it in every city, except my hometown. Any union interests or hidden laws that prevent the establishment of free trade and market demand is antiquated and doesn't serve the people, just the special interest groups. I FULLY support Uber and hope that the powers that be understand that ride sharing and accessible transportation is the wave of the future and that the city government get behind this company 100%. Let the market determine whether Uber is needed or wanted, not officials who have select interests at heart.

Thanks for your consideration.

Marti Artsis
136 D Avenue
Lake Oswego 97034

Moore-Love, Karla

From: meylina ballerina <maybayy@yahoo.com>
Sent: Wednesday, April 08, 2015 10:47 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Uber is amazing! It is safe and convenient, and would allow me to commute in and around Portland much more effectively. As a business traveler, it really frustrates me to come to Portland without Uber, and I am so looking forward to when they return to Portland!

Moore-Love, Karla

From: Mark William Kelly <Mark.Kelly@Colorado.EDU>
Sent: Wednesday, April 08, 2015 10:45 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

To whom it may concern:

I deeply desire for Uber to come to Portland, OR. It has been a great experience for me in Denver, and I recently just moved to Portland. I would use it frequently to get around town as parking is so tight I normally do not wish to leave my assigned parking spot. It would help me get to and from the gym, grocery store, and many other day to day places I wish to visit.

Thanks,
Mark

Moore-Love, Karla

From: Brian Rosefield <brosefield@gmail.com>
Sent: Wednesday, April 08, 2015 10:42 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I actually used Uber for the first time in Portland recently. Michael was EXTREMELY professional, on time, efficient, friendly and it was great experience. I can't imagine my trip to Portland without Uber because it was a huge part of my time there. Thank you Uber and thank you Michael!

Moore-Love, Karla

From: Jared Gillman <jared.gillman@gmail.com>
Sent: Wednesday, April 08, 2015 10:41 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

BRINGING UBER BACK TO PORTLAND IS A MUST!

DRIVERS ARE SAFE & RELIABLE, AND WE NEED A SOLUTION TO THE OVERPRICED SERVICES OF RADIO/BROADWAY CAB!

Moore-Love, Karla

From: Kindra Lynch <kslynch@gmail.com>
Sent: Wednesday, April 08, 2015 10:41 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

As a resident of the Portland metro area, I would like to express my support of sensible ridesharing regulations and options to the consumer. The current options in Portland have not been satisfactory to the consumer, and I hope in the future this can be reconciled.

Thanks for your consideration,

Kindra Lynch

Moore-Love, Karla

From: Flynn, Elizabeth <Elizabeth.Flynn@nike.com>
Sent: Wednesday, April 08, 2015 10:40 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Uber is amazing, safe and reliable. We need it in portland!

Best,
E

Moore-Love, Karla

From: Iliia Zavialov <property79@yahoo.com>
Sent: Wednesday, April 08, 2015 10:37 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Hello,

I am a weekly user of PDX airport, Uber is a must because it is the world number one transportation mode and is the future of life.

Thank you,

Have a great day!

Iliia

Moore-Love, Karla

From: Siva <sivakp@gmail.com>
Sent: Wednesday, April 08, 2015 10:37 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Uber
Should be in Portland!
Best,
Siva Padallaparthi

Moore-Love, Karla

From: Omer Orian <omer@offthewaffle.com>
Sent: Wednesday, April 08, 2015 10:36 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Hi there, I use Uber for my company regularly and hope that you will consider this testimony in allowing them to operate in Portland.

Cheers,

--

Omer Orian
Off The Waffle | www.offthewaffle.com
(541) 241 2183

Join us on [Facebook](#) (Weekly Giveaways!)

Moore-Love, Karla

From: April <april@aprilarity.com>
Sent: Wednesday, April 08, 2015 9:36 AM
To: Council Clerk – Testimony
Subject: Taxis don't come, Uber does

We live on the far west side of Portland in Washington County. Before Uber it was incredibly difficult to get a cab here. Last time I had a flight at PDX it took almost two hours to get a cab, I had to call multiple times and when a cab finally did come I was rudely told that I should have told them up front I was going to the airport because then a driver would have wanted to come. To the driver's credit I did make my flight--because he drove 90-95 MPH all the way there.

I have to walk to the end of my road to call an Uber now. I do not feel particularly safe standing on Cornell by myself waiting for a car, but at least I know a car with a safe, courteous driver (unlike half of Portland cabs I have been in) will actually show up.

We have to walk over a mile to the closest bus stop. Uber for our house means two fewer private cars on the road.

-April

Moore-Love, Karla

From: Jason Warren <jason@irgus.com>
Sent: Monday, April 06, 2015 6:18 PM
To: Council Clerk – Testimony
Subject: [User Approved] Testimony in support of Task Force ridesharing regulations

Please allow UBER to operate in Portland. It has provided me with a great secondary income and I have heard from countless riders that they can't wait until we can pick up in Portland. Thank you.

- Jason Warren

Moore-Love, Karla

From: Julie Mitzel <mitzboys@gmail.com>
Sent: Wednesday, April 08, 2015 8:20 AM
To: Council Clerk – Testimony
Subject: Uber

We want Uber in Portland!

Sent from my iPhone

Moore-Love, Karla

From: Andrew Olshin <bob1563@icloud.com>
Sent: Wednesday, April 08, 2015 8:14 AM
To: Council Clerk – Testimony
Subject: Please allow Uber to operate in Pprtland

Andy Olshin

Moore-Love, Karla

From: Kent Wilson <wilsonh1966@gmail.com>
Sent: Wednesday, April 08, 2015 7:51 AM
To: Council Clerk – Testimony

This is a great option! Keep portland weird! What is weirder than ride sharing? Just say yes! We want Uber!

Sent from my iPhone

Moore-Love, Karla

From: Liz Nickel <lnickel@comcast.net>
Sent: Wednesday, April 08, 2015 7:19 AM
To: Council Clerk – Testimony
Subject: UBER SUPPORT

There is definitely a need for the Uber transportation service in the Portland area. I live in a retirement home and have witnessed many frustrations with undependable and late cab service. Isn't it the American way to allow new business to benefit customers through competitive service and pricing?

Elizabeth Nickel

Moore-Love, Karla

From: Mary Engrav <maryengrav@gmail.com>
Sent: Wednesday, April 08, 2015 7:09 AM
To: Council Clerk – Testimony
Subject: Fwd: Uber

- > Portland needs Uber. I have an elderly relative who lives in downtown, and it would be very helpful for her to have affordable, accessible transportation, and to not have to park in busy downtown Portland.
- > Also, my husband and I always take a cab home from restaurants if we have a glass of wine, and you can wait an hour or even never get a cab on busy weekends.
- > Über will serve Portland’s needs, and it needs to be part of our community.
- > Mary Engrav

Moore-Love, Karla

From: J Peterson <healthyactivehappy@yahoo.com>
Sent: Wednesday, April 08, 2015 5:05 AM
To: Council Clerk – Testimony
Subject: uBER is great

Sherwood had NO cab service as far as I am concerned before. It was too expensive and too long wait times. Uber has cars that dont stink, that come within 20 minutes, that have courteous drivers and rates you can afford. the other cab companies should be fired!!!!!!

Sincerely,

Jode Peterson
20724 SW Nettle Pl
Sherwood, OR 97140

Moore-Love, Karla

From: Jo Levy <josaxe@icloud.com>
Sent: Tuesday, April 07, 2015 11:05 PM
To: Council Clerk – Testimony
Cc: Jo Saxe
Subject: Testimony in support of Task Force ridesharing regulations

From my first Uber ride, I was hooked. It's so simple and easy to use. My first ride was from the San Francisco airport to downtown San Francisco. I downloaded the app on the runway and within minutes, a very polite man in a beautiful black Audi was driving me to my destination, at a third of the cost of a taxi! I love not having to deal with credit cards, cash, or tips. I love knowing exactly who is going to pick me up and having a record of his or her name and license plate number. It's great to be able to see how many Uber cars are in the area, know exactly where my car is and how long it will take to arrive, and be able to contact my driver directly if I need to. It's great not to have to stand in the street or in the rain and wave.

Where I live, in the NW hills, getting a cab takes long and is unpredictable. I often drive to the Portland airport simply because I don't want to risk calling for a cab and then wondering how long it will take for one to actually show up. With Uber, I would know right away.

As a working parent, I am looking forward to using Uber to help take my kids to after-school activities, or pick them up. With Uber's ability to identify the driver and track the car, I will feel safe. Goodbye latchkey kids, hello UberKids!

For college age kids, Uber is going to keep the streets and our students safer by cutting down on drunk driving.

Uber is also a blessing for the elderly who can't or shouldn't drive. Calling a cab is cumbersome and requires cash or credit cards. With Uber, senior citizens no longer need to be prisoners inside their own homes or dependent on others to go to the doctor or grocery. One tap and Uber knows exactly where to pick you up.

Since using Uber in San Francisco earlier this year, I have used it in San Jose, Palo Alto, Hillsboro Oregon, London and other cities. I rarely rent a car anymore when I travel for work. It's great not having to carry lots of cash or change money when I travel.

Each time I use Uber, I ask the drivers about themselves and what it's like to be an Uber driver. Many I have met have been stay-at-home dads, who enjoy the flexibility and freedom to set their own hours. Some drive only for a couple of hours each night, after their day jobs, to supplement their incomes. Some have been drivers for florists or pizza shops or limo drivers, and others have never driven for pay before. All have been cheerful, pleasant, and respectful. Their cars are nicer, cleaner and smell better than many cabs.

I believe Uber will bring many benefits to Portland: rides and ride sharing for folks who don't live downtown and therefore don't have easy access to cabs, the opportunity for children of working parents to enjoy the same after-school activities as other children, independence for the elderly, safety for college-age students and, importantly, a source of income and new jobs for the many industrious people who will sign up to be Uber drivers.

Uber isn't perfect, of course. But the more companies like Uber compete, the better they will become. Let's open the roads and allow the future to arrive!

Jo

Moore-Love, Karla

From: Teddy Albertson <albertsonteddy@gmail.com>
Sent: Tuesday, April 07, 2015 10:36 PM
To: Council Clerk – Testimony
Subject: Uber

Please get Uber so my unemployed father can have a job.

It would mean so much

teddy

Sent from my iPhone

Moore-Love, Karla

From: Abdur Rauf <zmswe@yahoo.com>
Sent: Tuesday, April 07, 2015 8:22 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Portlanders deserve better, reliable, economical and timely transportation. I strongly believe Uber can meet it with fascinating technology and its apps. I thus fully support Uber operation in the heart of our beautiful rose city. It certainly provides residents option in transportation. Thanks!

Sent from my iPhone

Moore-Love, Karla

From: Harry Stathos <stathosha@gmail.com>
Sent: Tuesday, April 07, 2015 7:21 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

My 22 year anniversary old son lives in Los Angeles and uses Uber all the time. I asked him why. He said it has always been safe and on time. BUT the big issue is that he uses it to go out for dinner, bars and parties when he drinks. Never wants to drive under the influence. SMART.

Why wife and I live in Tualatin. We like to go to restaurant and have drinks. To be safe, we take UBER to restaurant in Tualatin, lake Oswego and West linn. So, we do not go to restaurants in Portland like we used too. If Uber went to and from Portland, we would go to Portland more!

Please always Uber in PDX. It's good business and less people may drive under the influence.

Harry Stathos

Moore-Love, Karla

From: Sasha Goldbas <eskaygee@gmail.com>
Sent: Tuesday, April 07, 2015 6:40 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Moore-Love, Karla

From: Matson, Vanessa <Vanessa.Matson@marriott.com>
Sent: Tuesday, April 07, 2015 5:36 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

To Whom It May Concern:

I wanted to send a note in support of Uber bringing service to Portland. As a member of the hospitality community, I see (and have personally experienced) a need for this service in the city – for so many reasons, including safety, convenience, and quicker, more reliable private transportation options. I wish that I could be present at the City Council presentation this Thursday, April 9th, but since I cannot due to a prior obligation, I wanted to make sure that my voice was heard. Thank you!

Best,

Vanessa Matson
Senior Sales Executive
Portland Marriott Downtown Waterfront



1401 SW Naito Parkway, Portland, Oregon 97201
T 503.226.7600 | D 503.499.6372 | M 503.708.1406 | E vanessa.matson@marriott.com

Stay. Enjoy. Connect. | #purelyportland



This communication contains information from Marriott International, Inc. that may be confidential. Except for personal use by the intended recipient, or as expressly authorized by the sender, any person who receives this information is prohibited from disclosing, copying, distributing, and/or using it. If you have received this communication in error, please immediately delete it and all copies, and promptly notify the sender. Nothing in this communication is intended to operate as an electronic signature under applicable law.

Moore-Love, Karla

From: Beach Pace <beach@roadtripnation.org>
Sent: Tuesday, April 07, 2015 4:49 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Hello,

I travel often and am based in the suburbs of Portland. I often go to the airport and into Portland for work.

Uber has made my travel so much easier and I feel much more safe. Also, the billing is easier.

I want to bring more business to PDX and have more meetings there. PLEASE make it easier for me and my colleagues to do so and approve rideshares like Uber.

Thanks
Beach Pace

-

Moore-Love, Karla

From: Amanda Thomas <amandakirstiethomas@gmail.com>
Sent: Tuesday, April 07, 2015 4:33 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

To whom it may concern,

I'm writing to express my support of fair ridesharing regulations in order to bring Uber back to Portland. Uber has always been my transportation of choice when travelling to other big cities. I find myself in Seattle two/three times a month, and it goes without saying, I will always call an Uber over any form of transportation. Why? Because of accessibility, safety, and personal preference. When in Portland, if I call for a cab on a weekend evening, it's practically expected that I'll be waiting 2-3 hours for it to show up, if it does at all. At this point, I have all together stopped going out or find myself "DDing" for my friends so I know we can all have a safe and fun evening without the risk of having to bus it home at 3am or worse, walk. As a young woman in today's world, I have to (unfortunately) calculate beforehand my safe ride home, otherwise, I will be left alone and vulnerable late at night. Uber has all together elevated that worry. I know if I call for an uber, the longest I'd be waiting is 15 minutes. Very do-able.

Besides the safety and accessibility part of Uber, I also prefer Uber over any form of transportation because it's fun! Drivers are more talkative, have interesting stories, allow me to pick and choose music, and it's all together an experience that I rather enjoy. Cabs are filthy, disgusting, and generally unpleasant in my experience. Anything that provides me with another alternative to cabs or buses even, is going to get my support.

Please allow for Uber to come back to Portland for the sake of me and many others just looking for another way to get home late at night.

Cheers,
Amanda Thomas

Moore-Love, Karla

From: Robert Hooper <rghooper101@gmail.com>
Sent: Tuesday, April 07, 2015 3:48 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Portland OR

To Whom It May Concern

Uber is a great enhancement to the city and it's residents. I know, as a driver, that the company do a background checkm on the drivers for safety purposes. The vehicles are safety checked. There is a safety component for the riders and the service is necessary for safe transportation when cabs and other public transportation is not available.

Portland should embrace this service

Robert Hooper
14633 SE Brightwood Ave.
Milwaukie, OR 97267

Moore-Love, Karla

From: Steve Flyte <steveflyte@gmail.com>
Sent: Tuesday, April 07, 2015 1:03 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

To whom this may concern. Uber has been instrumental in my life in the suburbs of Portland getting me around when I am unable to either drive or afford a conventional taxi cab when I'm unable to get a ride elsewhere. Uber is the direction the future is headed and Portland is a city that prides itself on being on the forefront of tomorrow both technologically and socially.

Sincerely yours,
Stephen Flyte

Moore-Love, Karla

From: Richard Haynes <empathyom@gmail.com>
Sent: Tuesday, April 07, 2015 1:00 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

To ride share task force :

If Portland is to have a positive image with travelers a strong ride share acceptance is important. I drove for Uber in December 2014 and from time to time in the surrounding areas since uber voluntarily stopped within the city of Portland. Many if not most of the people I have served have a horror story about around the difficulty in getting taxi service in Portland and how happy they were that uber is/or was available, finally in Portland.

It is obvious to me that many people prefer the ride share option.

It is more efficient for riders and easy and safe for drivers.

Please allow the future to come to Portland and make Portland easy for or visitors to get around.

Namastè

Richard Haynes
Sent from my iPhone

Moore-Love, Karla

From: edwards503@aol.com
Sent: Tuesday, April 07, 2015 12:34 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

To Whom It May Concern:

As an Uber driver, I have heard from more than half of the people who have ridden with me, that the local cab companies will no longer get their business because they prefer the dependability, price, and overall experience of Uber. Most are anxiously awaiting the opportunity to use Uber in Portland.

Respectfully submitted

Ed Stites
503-307-2660

Moore-Love, Karla

From: Angel <damema.ar@gmail.com>
Sent: Tuesday, April 07, 2015 11:55 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I want to express my support for uber to be in portland, i understands the importance of having more options and gets the regulations right to ensure ridesharing with uber has a permanent home in the Rose City.

Thank u

Angel from portland.

Sent from my iPone

Moore-Love, Karla

From: Z Shihab <zshihab@gmail.com>
Sent: Tuesday, April 07, 2015 10:49 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

To whom it may concern:

I am a Portland resident strongly in favor of allowing Uber to operate in Portland. I have many reasons for my position, among them that I have found this to be a *very* valuable service when I have used it in other places.

But my main reason is this: responsible, adult consumers are perfectly capable of making their own adult, private decisions as to whether they would like to hire a private car service or not, without causing any harm to anyone else. As it stands now, I rarely (if ever) would choose to ride in a Portland taxi. I would use Uber all the time if it were available where I live. My decision to use Uber would not harm the local taxi industry at all, because I already decline to use that service.

It's insulting to me that in a society that claims to value freedom, I should be denied (or asked to justify to someone else's satisfaction) my reasons for preferring to consume one service type over another. Portland taxi drivers do not depend on my business as a source of income, because I have only rarely (and will only ever more rarely in the future) use taxis.

Ziad Shihab
Portland, OR 97201

Moore-Love, Karla

From: Tim Ramey <tim@zenithvineyard.com>
Sent: Tuesday, April 07, 2015 10:43 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

To whom it may concern:

I am writing in support of the UBER service being authorized in Portland. UBER is a fantastic service, I use it as I travel in many cities throughout the U.S. It is simple, the cars are good, the drivers are good and it easily surpasses the quality of taxi service – in Portland and in every other city I have used it.

Portland is a forward-thinking town. We embrace technology and better ways of delivering services. Not allowing UBER sends a very backward message to the world about quality of life and the regulatory environment in Portland. This train has already left the station and its time for Portland to embrace it and get on board. To not do so would send a message to the world that we are luddites.

I strongly encourage you to approve UBER in Portland.

Tim Ramey
5200 N. Princeton St.
Portland, OR 97203
503.991.1119

Moore-Love, Karla

From: Bradley Jenkins <bradleyjenkins@gmail.com>
Sent: Tuesday, April 07, 2015 9:43 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

The beauty of Uber is allowing choice in my transportation needs. I say
PDX get out of my taxi service.

-Brad Jenkins

--
Mobile Office: 925-381-8557

Moore-Love, Karla

From: JACK R TALAN <jtalan75@hotmail.com>
Sent: Tuesday, April 07, 2015 9:11 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I support Uber for Portland , I have used Uber in other cities and find the service of great value

Sent from Windows Mail

Moore-Love, Karla

From: Existential.records <existential.records@gmail.com>
Sent: Tuesday, April 07, 2015 9:01 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

To Whom It May Concern:

I am writing to voice my support for the operation of Uber within Portland City Limits. I earn my living as a driver, and am enthusiastic about supporting capitalism and the free market. The residents of the city have made their feelings known that they want to be able to hire a clean vehicle and a safe driver without a long wait to be taken to their destination. I am eager to provide this service and respectfully persuade you to vote yes on the regulations that will allow me to serve this city that I love as soon as possible.

Sincerely,
Wes Taft

Moore-Love, Karla

From: mohamed mohamed <matrashiid@gmail.com>
Sent: Tuesday, April 07, 2015 8:56 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I had really enjoyed driving uber, I am
now making enough income since, i star driving uber, I wish the city portland will make permanent

Moore-Love, Karla

From: Joseph Regory <ddpdxyes@gmail.com>
Sent: Tuesday, April 07, 2015 8:41 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

There supporting single mothers entrepreneurs and those who are unemployed there are here and they are creating jobs.

Moore-Love, Karla

From: c m <a04192012@gmail.com>
Sent: Tuesday, April 07, 2015 8:00 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Portlandlanders deserve to have another option that differs from traditional cab companies that charge too much and take too long to arrive to a pick up location. The more competition the better and doing things differently is a good way to improve things the way they are currently which is not acceptable. What keeps me from using cabs is the high prices and awful customer service - things need an update with the times, living in the past is for history teachers.

Moore-Love, Karla

From: Lesley Carstens <lesley.carstens@gmail.com>
Sent: Tuesday, April 07, 2015 7:54 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

As a frequent traveler, I use Uber in most other cities I travel to because it is an easier and more enjoyable experience. I have found it embarrassing that my home town, which prides itself on being tech friendly and progressive, has thus far banned progress and free choice. Not to mention that I've had to endure the inconvenience of calling a cab when I'd actually like to use Uber. The comparison experience is stark.

Which option is better for the drivers? I know the cabbies are all up in arms about Uber, but I actually talk with the Uber drivers and they all rave about it.

I would like to see those representing Portland demonstrate the values the people living in this city espouse and do what is best for the customers and the workers in this situation.

Thank you,

Lesley Carstens

--
Lesley
503-720-6609

Moore-Love, Karla

From: Julia Henry <musicalsoup@gmail.com>
Sent: Tuesday, April 07, 2015 7:42 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

It's crucial to make ridesharing available to everyone who needs it. I depend on the Uber service both in my professional and personal life. It's a reliable form of transportation with real time tracking and reporting that make me feel safe as a rider or as a parent should my daughter need transportation.

It's time to let the people choose how they wish to travel, there's absolutely no reason to withhold this service.

Julia Henry | Ivy Augusta
www.ivyaugusta.com
310.923.6514
@IvyAugusta

sent from my phantom limb...

Moore-Love, Karla

From: loren wills <lmstudio34@gmail.com>
Sent: Tuesday, April 07, 2015 7:26 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

To whom it may concern:

I can't express to you enough...how much and how grateful the people of Seattle appreciate Uber. Also the visitors have told me they Do Not. Rent a car any longer while on trips, reason is the convenience of an Uber ride. My own mother is 80 and loves the security and no wait factor.. having Uber access to where ever she wants to go and doesn't have to ask her neighbors.

It's a win win for everyone, professional access with an ap... At your finger tips!!

Please do consider having this professional UBER service brought to your community and city!!

Respectfully,
Loren Wills

Moore-Love, Karla

From: julreed66@aol.com
Sent: Tuesday, April 07, 2015 7:19 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I support ride sharing in Portland!

Moore-Love, Karla

From: Gene Teichroeb <gene.teichroeb@gmail.com>
Sent: Tuesday, April 07, 2015 7:13 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Let Uber into Portland. I've used it in other cities for weeks at a time but I have not taken a cab in 10 years because they are too uncomfortable and expensive. Uber is a good competitive alternative.

Moore-Love, Karla

From: Brugatof <brugatof@yahoo.com>
Sent: Tuesday, April 07, 2015 6:39 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Good morning,

I have used Uber a lot here in the Bay Area. I can tell you that I am impressed! I love Uber and love the atmosphere of the Uber drivers.

Everyone has been very nice, I don't have to deal with money transfer while I get to relax in my way home.

Everything is pre-determined. It is a great feeling.

Uber is a stress free, friendly, atmosphere and is much superior than other transportation industry, it is nice to have the different options for how I would like to spend my rides home, Uber- your awesome, Portland- stay weird and allow Uber to provide a new path to the future for your residents.

Go timbers!

Have a great day!

Frederico Brugato

Moore-Love, Karla

From: Thomas Nkovich <thomasnkovich@gmail.com>
Sent: Tuesday, April 07, 2015 2:11 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Having more options is always a good thing. This is a new industry and will provide more jobs for Oregonians. It will also keep more cars off the road which will decrease congestion and pollution.

Moore-Love, Karla

From: Danielamine <danielamine@yahoo.com>
Sent: Tuesday, April 07, 2015 12:20 AM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Hi My name is Daniel Amine I am a long time residence of the city of Portland I am unemployed and currently searching for full time job. I am both partner and rider of Uber. I started driving Uber since mid of January in Vancouver, WA and I benefited immensely both financially and meeting people from all over our area and as far as from Middle East, Europe, and India who either came to our area as students, tourists and for professional services and all of them have a high regard for Uber but very sad about Portland is a city without Uber. They stay in Vancouver because they are very familiar with Uber as a safe, reasonable price, fast and reliable to move around the area. Actually, I gave a service to Wood burn from Vancouver to tourists and they told me they did research before they come to the area and chosen Vancouver because uber is their mode of transportation and very close to Portland.

I also transported a disabled lady who came to Vancouver from Olympia, WA by train and she told me Uber is the best because she did not have to wait long time for transportation from one place to another and if one showed up it will charge me twice or trice what Uber charge me. With Uber she can see her driver and car all the way coming to her and never ben Judged except courtesy and help. Also you know the estimate before hand.

With respect to my self I believe Uber is a genius in creating such application and has to be accepted . Uber has done many notable gift to city of Portland Here it is how

For every ride a driver transport a customer to Portland from city of Vancouver a driver gets a \$5 incentive and these people who came to Portland spend money in the city specially Friday and Saturdays the number is very high isn't this a great contribution to make our rose city a vibrant city but the customers are very discouraged that there is no Uber ride back.

I my self would like to see Uber operate freely in our city, I don't mind getting a business license but restricting Uber who pays a high insurance premium for every ride would not help. I beg the city council to follow our sister cities path such as Vancouver, WA, Seattle and the rest of neighboring cities in oregon. Please make and allow Uber to be in Portland.

I wish I come to the meeting and testify in person but I have another priory arranged commitment if anyone choose to speak to me and have any questions I will be more than happy to answer.

Please Uber in Portland without any string attached is the way to go in these market place where competition is encouraged and excellent transportation service to our community is honored, Thank you Daniel Amine
(503)267-0423

Moore-Love, Karla

From: mergea <mergea@centurylink.net>
Sent: Monday, April 06, 2015 11:30 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

We need uber in Portland because it's a reliable transportation and create jobs that I myself depend. Most of all choices we needed. Please listen to the people and Tax payer like me We want uber in Portland.

Thank you

Mergea Dinka

Sent from my T-Mobile 4G LTE Device

Moore-Love, Karla

From: Shane Michael Adair <smadair22@yahoo.com>
Sent: Monday, April 06, 2015 11:14 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I wish I could have attended this presentation but because I am unable, here is my testimony. Uber for me is a way to make money around my wife's schedule and around our combined schedule of growing a baby. It is convenient. The people I pick up often talk about their reluctance to order cabs because of the inconsistent and inefficient service they have gotten over the years. The other thing that is a joke is that the cities Trimet services stop before bar close on the weekends. This leaves people with the choice of risking DUI's, which most do because of the difficulty of getting cabs late at night. To me, instead of this being a new technology that will eliminate companies, I see it as an opportunity for all businesses to step up to the plate and make improvements.

Moore-Love, Karla

From: Thomas Spitzer <tom.spitzer@icloud.com>
Sent: Monday, April 06, 2015 10:47 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Uber is very important to Portland. I use it in many other cities and it is safe, convenient, reliable, and comfortable. Those are attributed missing in current services, including taxis in Portland. In fact, when I get out of a taxi in Portland, I feel like I need a shower.

Portland is a progressive city; Uber needs to be part of the transportation schema here.

Tom

Thomas N. Spitzer
Cell-503-330-7600

Moore-Love, Karla

From: Joel Gatliff <joegat77@gmail.com>
Sent: Monday, April 06, 2015 9:49 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Alternative transportation is finally here like other green cities. Do the right thing for you're people!

Moore-Love, Karla

From: Randy Quast <randy@quast.com>
Sent: Monday, April 06, 2015 9:32 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Greetings! I am a former Minneapolis resident that recently (a couple of months ago) moved to Portland, OR. I love Portland and am looking forward to becoming more active and involved with the community. Unfortunately, one of the things I miss the most about living in Portland is the lack of Uber's exceptional service. I've experienced Broadway Cab service & Radio Cab's service, but none are on par with the service from Uber. Please make Portland "Rosier" and permit them to show residents and visitors their exemplary service. Thank you for your consideration.

Randy Quast
3720 SW Bond Ave
Portland, OR 97239

Moore-Love, Karla

From: Alumni - mcdo0201 <mcdo0201@alumni.uidaho.edu>
Sent: Monday, April 06, 2015 9:16 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Hello,

I would like to express my upmost desire to see über be allowed in portland. I use cabs somewhat often and their inconsistency and high rates are terrible. I can get an uber in other cities such as Seattle for 35% what taxis cost and would love to see proper fair competition in this particular business because right now it's inconsistent, poor quality, slow, and the price it too high. I have cabs taking the long ways around this city 4 out of 5 times and I've never had that with an uber due to the way payement works. I've never felt jnsafe or uncomfortable in an uber but I do have to say I have felt this way in cabs in this city before. I would like to see uber become part of portland and the city to stop trying to stop that from happening, the cab companies have what seems tone a grasp on the city and I would like to see that change in this great city.

Thank you for your time,

Ben Ramsey

Moore-Love, Karla

From: Jared Dukes <jdukes21@yahoo.com>
Sent: Monday, April 06, 2015 9:10 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Hello,

I fully support having ride sharing company's like UBER operate within the city of Portland.

Thank you,
Jared Dukes

Moore-Love, Karla

From: Jim Anderson <lucasandjim@aol.com>
Sent: Monday, April 06, 2015 8:31 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I work full time and Uber part time... I love it. All my riders want us in Portland.

Sent from my iPad

Moore-Love, Karla

From: Waqjira Deressa <jirawaq@gmail.com>
Sent: Monday, April 06, 2015 8:26 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I love Uber! Important and technology oriented means modern transportation, we can't think as of yesterday but as today.

Moore-Love, Karla

From: Bachir Salpagarov <bachir.salpagarov@gmail.com>
Sent: Monday, April 06, 2015 8:23 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

As a 12 year resident of Oregon, I would like to express my voice in strong support for Uber to be able legally operate in Portland city limits. Giving choice to people and helping take drunk drivers off the streets, is more than enough reason to let Uber operate in Pdx. Many west coast cities already there let Portland get in the fun of ride sharing !

Bachir Salpagarov
503-464-8421

Sent from my phone

Moore-Love, Karla

From: Janice Clarke <jtcmx@gmail.com>
Sent: Monday, April 06, 2015 8:17 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Uber is a positive force in the Portland community. It helps the partner as well as the rider. It generates tax revenue and income being beneficial on both ends of the "food" chain.

Moore-Love, Karla

From: serge kahlon <sergekahlon16@gmail.com>
Sent: Monday, April 06, 2015 7:52 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I am supporting uber operation in portland

Thank you

Serge

Moore-Love, Karla

From: budcoe@comcast.net
Sent: Monday, April 06, 2015 7:48 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Uber has so much to offer Portland. Fast , convenient service, modern cars, hip drivers, fun service, cheaper rides..... I am ready to drive Let's go!!!!!!
Bud Coe

Sent from my iPhone

Moore-Love, Karla

From: Tim Denman <timdenmanmd@gmail.com>
Sent: Monday, April 06, 2015 7:37 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I have used Uber in San Francisco, Chicago and other cities. It has been uniformly of much higher quality and convenience than other taxi services. I strongly support this business, and in talking to many Uber drivers, they uniformly feel that they make more money in a more efficient way with this system. I feel that Portland needs to not stand in the way of the marketplace, and move into the 21st century.

Tim Denman MD

Moore-Love, Karla

From: Kerry Hagen <hagenkb@mac.com>
Sent: Monday, April 06, 2015 7:18 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I am 100% behind having uber in our fair city. The concept is modern and forward thinking; to oppose it is to embrace the Luddite mindset. I have used this service in several other cities and have found it to be the fastest, most comfortable and fairest approach to in city travel. I urge it be approved. Make portlanders proud of their government for making smart choices.

Kerry Hagen

Sent from my iPhone

Moore-Love, Karla

From: Nancy Stewart <vancouver.uber@gmail.com>
Sent: Monday, April 06, 2015 7:18 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Members of Portland City Council.

I am an Uber driver based in Vancouver WA. My primary employment as a school bus driver is by design of the typical school year, a part time job. I have found that partnering with Uber via their ride share app, I no longer have the stress of supplementing my school district income through the summer months & during several holiday school breaks. It is a win win situation. My Uber customers are transported safely by a driver with 18 years experience as a professional driver, 18 years of constant & ongoing random drug & alcohol testing, a driver with a federal background clearance. And my family gains the security of my fulltime income. My families future depends on my driving skills, therefore my personal vehicle is maintained to a superior degree, my lifestyle has been and will always be commensurate with what is demanded of a driver of peoples precious children.

The Uber drivers I have had the pleasure of meeting here in Vancouver & the suburbs of Portland have all had that same sense of pride & responsibility when discussing their commitment as an Uber partner. Most of us have fully developed careers, hobbies, commitments outside of Uber that is a unique addition to public transportation . We bring something extra when we are summoned to provide a ride. We are your neighbor, your teacher, your physical therapist, your Timbers soccer ref, College students of any number of subjects, & yes even your child's school bus driver. We are the essence of what makes the Pacific Northwest as special as it is.

We are Uber & we are you.

Thank you for your consideration,
Nancy Stewart

Moore-Love, Karla

From: dadaal_1 <dadaal_1@yahoo.com>
Sent: Monday, April 06, 2015 7:13 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Hello,

As a Portland resident who has experienced the immense need for ride-sharing services, I will be more than excited to see Uber operate in our great city.

Please get a permanent solution for this permanent problem.

Thanks to our city council in advance for this tentative modern transportation solution.

Ismail Maileh
Portland, Oregon

Sent from my Samsung GALAXY S4™, a Cricket 4G LTE smartphone

Moore-Love, Karla

From: liemt2 <liemt2@yahoo.com>
Sent: Monday, April 06, 2015 7:13 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Please bring Uber back to Portland!

Sent from Liem's iPhone

Moore-Love, Karla

From: Ellis Stevenson <esteven38@yahoo.com>
Sent: Monday, April 06, 2015 6:48 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Sent from my iPad

Moore-Love, Karla

From: Jeffrey Scott <jstyle071@msn.com>
Sent: Monday, April 06, 2015 6:46 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

UBER has been a good way for me to work very part time urning a little more money each month on my own terms and if I'm well enough. I'm on social security disability insurance and sometimes I need a little extra to help me get by. In my car every rider can get a complementary bottle of water, a mint, a chance to read one of our local papers on the way to the destination in a timely and safe manor. I support UBER because they have helped support me. I have had a lot of friends and family use the UBER service and they have all told me that it's much nicer to get picked up in 5 to 10 minutes on a Friday or a Saturday night then it is to call a taxi company that can take over a hour or in some cases two hour wait. I hope the city can come to a agreement with UBER and Lyft. Because it will also support our local economy.

Thank you for the time

Jeffrey Allen Scott

Moore-Love, Karla

From: Linda Kline <lindakline@mac.com>
Sent: Monday, April 06, 2015 6:17 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

To: Task Force

As a former small business owner, I understand the importance of small business and the opportunity to build that business. When I first learned of Uber and it's peer to peer concept, I was very excited. It's an opportunity to bring the best value to those of us who would like to get from place to place. It's also an opportunity to increase safety - for drivers and riders alike. The fact that I can rate the driver and they can rate me - well, it's a win win situation.

The regulations that government places on small businesses keeps them from growing. While I understand the desire to have such regulations - it seems that government just keeps piling them up - often because they just seem like a good idea or they increase some sort of revenue for the city/state/federal government.

I am not sure exactly what is holding up the progress in Portland for Uber to work here but for a city that prides itself on being so forward thinking it surprises me that this is not a no brainer.

I love Uber. It's easy to use, saves me a bit of money - and even if it doesn't - I'd choose them over a cab any day. For my aging mom to be able to get to and from a doctor appointment, the store or a friends - knowing she is safe and in a comfortable and clean car - well, it means everything.

Thank you for listening.

Linda Kline

PS - Portland's regulations and taxes are what kept our business from being in Portland.

Moore-Love, Karla

From: Jorge Haddock <jhaddock2009@gmail.com>
Sent: Monday, April 06, 2015 6:08 PM
To: Council Clerk – Testimony
Cc: Rene Galarza
Subject: Testimony in support of Task Force ridesharing regulations

I fully support UBER in Portland!

Thank you.

Regards,
Jorge

Sent from my iPhone

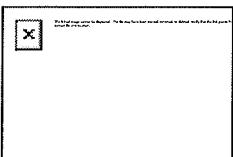
Please pardon any errors, omissions and the brevity of the message.

Moore-Love, Karla

From: Chandrika Lotwala <auv324@gmail.com>
Sent: Monday, April 06, 2015 6:03 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I believe Uber is the best thing happen next to taxis. They are safe, good rates, no rip offs like taxis. They ride share. I love them. They should be in all major airports and cities.

Chandrika Lotwala,PT,DPT
Physical Therapist
Long Term Care Specialist
amurvelpt@gmail.com
Phone: 623-979-0066
Fax: 623-979-0052
Cell: 602-499-7929



Moore-Love, Karla

From: Marilyn Sears <marilyn619@gmail.com>
Sent: Monday, April 06, 2015 5:54 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Thank you for allowing Uber to return to Portland. I am sure I don't have to tell you how difficult it is weekend nights when one is trying to hail a cab off of Burnside only to watch them pass by repeatedly, or calling a cab company and waiting and waiting for a cab only to have it not show because there are simply not enough cabs to go around. When Uber was here in December it was so nice to have more options to be able to leave my keys at home and get home safely after a night out.

Allowing Uber is the safe and responsible thing to do for Portland citizens.

Thank you,

Marilyn Sears

Moore-Love, Karla

From: Tripat <tripat_jitsingh@yahoo.com>
Sent: Monday, April 06, 2015 5:31 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I driving with uber from long time. I never seen convenient ride and work place like that before. I want uber in rose city. Good for city environment

Sent from my iPhone

Moore-Love, Karla

From: Derek Murashige <derek@dgmdomains.com>
Sent: Monday, April 06, 2015 5:16 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Dear Ridesharing Task Force,

I am a business traveller that spends a lot of time in Portland. I use Uber in all the other cities I travel to/from...except Portland. Uber is convenient and cost advantageous for me to use. It is cashless and credit cardless, also, which makes me feel safer. Please support Uber coming to Portland.

Sincerely,
Derek Murashige

Moore-Love, Karla

From: Dave <cuknfool@aol.com>
Sent: Monday, April 06, 2015 5:14 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

As a resident of Beaverton, my wife and I support Uber, and urge you to authorize the inclusion of this business to operate in the Portland market. As businessman that travels about 26 weeks per year, I can tell you it has been my experience that markets that support Uber, also tend to be economically superior to markets that do not. I am not equating this observation to Uber, but to cities that are more forward thinking, cities that allow successful businesses that are economically progressive. I also would be excited to know know that a place I call home is not beholden to the main Taxi service, it just doesn't keep with the image of our great area.

David Meyer

Phone number provided on request.

Sent from my iPad

Moore-Love, Karla

From: scott kane <scottkanex@gmail.com>
Sent: Monday, April 06, 2015 5:10 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I had two of the most pleasant travel experiences of my life thanks to Uber in San Francisco.

Ride 1. free yoga breathing lessons.

Ride 2. Great insights and call out from the driver on all of the tech giants we passed on the 101 and great networking.

Moore-Love, Karla

From: Dean Pierce <pierce403@gmail.com>
Sent: Monday, April 06, 2015 4:53 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

As someone who has had to wait *hours* for cabs in Portland, I strongly endorse Uber's entrance into the Portland market. The first time I called for an Uber downtown (the Friday they went live), the guy pulled up in less than 60 seconds.

Even using the approved cab apps, like Curb and Flywheel, dispatch can take 20 minutes or so to even assign the cab. Then you have to wait for the Cab to arrive, and half of the cabs have disabled the GPS feature in their app, making it impossible to see how far away they are (which is impossible to do with Uber). I have, on multiple occasions in the past year, been locked in the back seat of my cab with the child safety locks, and harassed and threatened for wanting to pay through the app rather than paying with cash.

Most cabs I've taken in Portland have been awesome, but about 1 in 10 are a complete nightmare. There are countless cab drivers on the road who simply don't know the language, and don't know the city.

This has never been a problem with Uber. It's been a 5 star ride almost every time, and I sure as hell have never been threatened by an Uber driver. The built in user feedback mechanisms ensure that only top quality drivers are able to continue driving for Uber. My wife has, on multiple occasions, had cab drivers "forget" to turn on the meter and claimed that she owed double the normal fare. She also had her credit card stolen from a Broadway Cab waiting outside of a hotel downtown, and got no help when she called the cab company.

All the money exchanged on Uber is automatic, so none of these problems exist. People can't even run out on their fare, so the child safety locks are un-necessary, which makes me much more comfortable. It's a great ride every time without any of the stress or hassle of a cab ride. Everyone is a winner here, except for the cab companies who have refused to modernize their dispatch systems, even though the technologies have been available for a decade. It's an embarrassment that Portland, normally so good at embracing technological progress, has wasted so much time and money fighting this inevitable paradigm shift in personal transportation.

- DEAN

Moore-Love, Karla

From: Dan Trevino <dantrevino@gmail.com>
Sent: Monday, April 06, 2015 4:53 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Ridesharing companies like Uber and Lift have been a great convenience in other cities I've visited. When I'm away from home they're indispensable. There's no reason I shouldn't have the same benefits here at home in Portland.

Moore-Love, Karla

From: Mikewiz <mwiz23@comcast.net>
Sent: Monday, April 06, 2015 4:49 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I hope you guys have the good sense to make us a real city and let Uber do business in Portland. The cabs and the town cars still have their place. If your stuck in downtown drinking establishment at 2 am there is nothing being able to call Uber for a ride home. It makes a lot more sense than waiting for a cab to maybe come and get you..

Thanks,
Mike Wisnoski
1944 NW 29th
Portland , OR 97210

503-936-3988

Moore-Love, Karla

From: Amy Petti <amy.petti@gmail.com>
Sent: Monday, April 06, 2015 4:32 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Dear City of Portland TASK FORCE,

As a senior citizen, a tax payer, a caregiver for a blind resident, and resident of Sellwood, I sincerely hope you will allow rideshares, such as UBER to operate in Portland. I've been thrilled to have this service in San Francisco, where I visit monthly. We are hopeful this service will be allowed, complimenting a much understaffed taxi service. Its good for Portland's economy to allow people more opportunity to be considered as Uber drivers; and as a user of the service; it's been more convenient, safe, and economical than taxis.

Thank you for considering ALL the voices and opportunities for Portland.

Sincerely,
Amy Petti

--

Amy D. Petti
NEW ADDRESS:
525 SE Marion #23
Portland, OR 97202
503.680.1623

NOTICE: This communication may contain privileged or other confidential information. If you have received it in error, please advise the sender by reply email and immediately delete the message and any attachments without copying or disclosing the contents. Thank you.

Moore-Love, Karla

From: Terry Apple <awptyper@gmail.com>
Sent: Monday, April 06, 2015 4:17 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Sorry. Cannot be there. Am in SoCal on a trip.

I want Uber service. I never use taxis. Always rent a car instead. Could not get a taxi four times in Seattle, including at the train station and a major shopping center, and an Uber car came right away every time. They were courteous and helpful. The vehicles also were very nice. I also wrote the Seattle Mayor about this when Seattle was making this decision.

It is time to break the taxi monopoly.

A few days ago I learned that my son was driving for Uber to supplement his income in San Diego. A nicer person and better driver one will not find. He passed an extensive background, etc., investigation to do this.

Enough said. s/Teresa Apple

Moore-Love, Karla

From: Sue Garmston <sgarmston@aol.com>
Sent: Monday, April 06, 2015 4:08 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I live in Portland for part of the year and often am without a car. I use Uber in SF when I visit there and love the convenience and feeling of safety they provide. I am a 73 year old woman and it would be great to have Uber on Portland.

Sent from my iPhone

Moore-Love, Karla

From: Dan King <dking@newestech.com>
Sent: Monday, April 06, 2015 3:54 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Of all the progressive things Portland Supports, Uber Needs to be One of them.

I am a business owner for 23 years in portland. I have a family and live a great life hear in Portland and having Uber just makes sense. I use it everywhere I go across the country and love it ... Please allow me to support and use Uber here in my home town.

Dan King
New West Technologies
503-235-4656 Office
503-805-1341 Mobile

Interested in Retail Essentials, Payments or EMV?
Come See us in Vegas for RR 2015
Gold Sponsor with Global Payments/Open Edge

Moore-Love, Karla

From: Craig Prosser <craig.prosser@gmail.com>
Sent: Monday, April 06, 2015 3:36 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I support Uber!!

~Craig
^/~/~/~\

Sent from my iPhone

Moore-Love, Karla

From: Dillon, Rick <RDillon@avamere.com>
Sent: Monday, April 06, 2015 3:34 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I would like to voice my support for Uber coming to Portland. I have had 3 experiences I the last several months, where I could not get a cab on the Curb app. One time it put us in a very precarious situation. I have never had that problem in cities where Uber is established.

Thank you
Rick Dillon

Sent from my iPhone

COMPLIANCE CONFIDENTIAL NOTICE

This Electronic Mail and any attached documents may contain confidential information, some, or all of which, may be protected health information as defined by the federal Health Insurance Portability & Accountability Act (HIPAA) Privacy Rule. This transmission is intended for the exclusive use of the individual or entity to whom it is addressed.

Further, this electronic mail may contain information that is proprietary, privileged, confidential and/or exempt from disclosure under other applicable laws. If you are not the intended recipient (or an employee or agent responsible for delivering this electronic mail transmission to the intended recipient), you are hereby notified that any disclosure, dissemination, distribution or copying of this information is strictly prohibited and may be subject to legal restriction or sanction. Please notify the sender by telephone or via email to arrange the return or destruction of the information and all copies.

Moore-Love, Karla

From: Tim Cullen <timcullen2010@gmail.com>
Sent: Monday, April 06, 2015 3:33 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

As a citizen of NW Portland I wholely endorse the ride sharing regulations that will allow companies like Uber, Lyft, and Sidecar to operate in Portland. I've used Uber in every other major west coast city and the service as always for surpassed local taxi service. Its faster, its cheaper, it nicer and cleaner, they actually know where there going because of GPS. Not to mention that your embarrassing the city of Portland by being the only major west coast city that is still be controlled by its corrupt taxi lobbying groups.

Moore-Love, Karla

From: CHRIS MITCHELL <chris@latitude45catering.com>
Sent: Monday, April 06, 2015 3:33 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

This hold up getting Uber in place in Portland is unbelievable and archaic ,
It is extremely difficult to get a cab when you are in

Portland in the evening (which encourages drink driving amongst other issues)

Are you aware that Portland cab companies will not guarantee a phone booked
pick up for an Airport destination (or any other) .

I have been forced to use a town car service to get myself and family to the airport
because there is no alternative .

Either mandate the cab companies perform or get into the UBER age !! You are making
Portland seem like Portland cares more about the cab companies who provide terrible service to those who
either live here and vote or visit and provide tourist revenue .

cheers & thanks

Chris Mitchell

for Latitude 45 Catering Inc

Email: Chris@Latitude45Catering.com

Phone : 530 314 6020

Efax: 323 395 0400

Skype: culinarychris

www.Latitude45Catering.com

"always a pleasure ,never a chore"

Note:

The information in this email message is legally privileged and confidential. If you are not the intended
recipient you are hereby notified that any use, dissemination, distribution or reproduction of this message is
prohibited. If you have received this message in error, please notify us immediately and destroy this message.

Moore-Love, Karla

From: Michael Gould <mgouldmalys3@frontier.com>
Sent: Monday, April 06, 2015 3:30 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

This is a fantastic service and needs to be a part of the portland community!! Uber is FANTASTIC!!!!

Sent from my iPhone

Moore-Love, Karla

From: Stan Evenson <sevenson@evensondesign.com>
Sent: Monday, April 06, 2015 3:26 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

To whom this may concern-

I cannot attend the Portland Innovation Task Force Public Hearing in person, however, I would like to make sure you know I am a strong advocate for a safe ride sharing program like Uber. It has been very frustrating not being able to catch a cab in downtown Portland to home to Lake Oswego when needed all too often. I encourage you to make this transition of Uber coming to the greater Portland area as smooth and seamless as possible.

Thank you,
Stan Evenson




.....
Stan Evenson
Founder, CEO, Creative Director

EVENSON DESIGN GROUP
814 Lake Shore Rd.
Lake Oswego, OR 97034

310.612-0868 cell

sevenson@evensondesign.com
www.evensondesign.com

.....
 Please consider the environment before printing this email.

Moore-Love, Karla

From: Patti Denman <pattidenman@gmail.com>
Sent: Monday, April 06, 2015 3:22 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I use UBER all the time in Californian and LOVE the convenience and safety. Please move forward with allowing them to operate in the entire Portland metro area.

Patti Denman
17210 Cedar Road
Lake Oswego, OR 97034
503-507-3132

Moore-Love, Karla

From: ALAN GRUBE <alanlg@me.com>
Sent: Monday, April 06, 2015 3:19 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I use UBER Black Car and UBER SUV extensively when in Seattle without a car. And I am highly satisfied. Quick, easy, clean and modern, convenient. Never any worries, no tipping. Cash or running credit cards does not enter into the process. Drivers are skilled and knowledgeable.

I like the up front scoring system of drivers (and riders) and the transparent fare estimate. One can always refuse a driver or choose not to use UBER at times of high demand and therefore higher fares.

This is an innovative, market driven technology solution to a real need. Disruptive solutions almost always advance customer value and challenge competition to respond with their own improvements.

I have no data but I bet UBER has taken thousands of intoxicated drivers out from behind the wheel.

It's time for Portland to get with it, and support this transportation choice as one of the many offerings in a city already known for leading urban transit solutions.

Alan Grube

Moore-Love, Karla

From: Shawn Ball <foker2338@yahoo.com>
Sent: Monday, April 06, 2015 3:18 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

All I would really have to say is that when uber was in Portland I was very impressed and I loved it. I would really like to see it come back. Its way better than the cabs we have to this day. So please Portland bring uber back!

Moore-Love, Karla

From: Mark Anthony Bauser <markanthony1111@gmail.com>
Sent: Monday, April 06, 2015 3:17 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I support Uber adding service to Portland and the surrounding areas in every way possible. It's not fair that almost every other city in the USA has access to affordable transportation, and we are left in the dark.

Thank you, in advance, for allowing the citizens of Portland to be able to take advantage of this great, innovative, service.

--

Mark A. Bauser
1 + (503) 847-0035
MarkAnthony1111@gmail.com

Moore-Love, Karla

From: Todd Everett <teverett@gmail.com>
Sent: Monday, April 06, 2015 3:15 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Esteemed members of our City Council -

I believe Portland to be on an incredibly smart growth trajectory. In my lifetime growing up in and around our metro area, I've never witnessed the level of positive publicity and "brand recognition" our city now enjoys. Part of that prestige carries with it the responsibility to provide our visitors (be they business &/or pleasure) with services they expect in similar and even larger markets. Ride-share companies represent such an "expected service".

I would urge the council to vote for the recommendations of the task force and allow ride-sharing services to add additional value to Portland's growing brand-brilliance.

Sincerely,

Todd Everett
Beaverton, Oregon

Moore-Love, Karla

From: Shirley Boucher <plainsrider2@gmail.com>
Sent: Monday, April 06, 2015 3:12 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Yes. Portland needs ridesharing regulations. If well regulated, Uber will be a real asset to the City of Portland. We use public transit as well as taxi services in Portland. Uber is another option that we and may others will use in addition to the occasional cab or streetcar.

I don't think it needs to be viewed as a threat, but rather as a new member of the Portland family. Thank you, Shirley Boucher

Moore-Love, Karla

From: Matthias Schwab <schwab.mat@gmail.com>
Sent: Monday, April 06, 2015 3:11 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

I do want to support Uber.

Visualize this:

PDX:

Friday night I took a Yellow cab from the PDX airport to my home around OHSU. The car was a Prius -- one of the better cabs you can find in PDX. The driver was middle aged guy on the grumpy side. The cab again smelled of cigarette smoke. The driver claimed it was a previous guest. After this we did not talk much while I kept a slit of the window open despite the cold air. I paid the driver \$50 incl. \$6 tip even though I really did not like the ride.

San Jose:

Uber driver picks me up in a C300 Mercedes black. Super clean. Young lady. We chatted about the bay area and how she likes driving for Uber. She delivered me to my place of work. I gave her 5 stars and paid \$21 for a distance that with a cab I used to pay \$46 (incl. tip).

Don't deprive your citizens of a fantastic service. And if cab drivers change their attitude and clean up their cars, they can join Uber.

--Matt

Moore-Love, Karla

From: Waters, Bill <waters@ti.com>
Sent: Monday, April 06, 2015 3:06 PM
To: Council Clerk – Testimony
Subject: Testimony in support of Task Force ridesharing regulations

Please do whatever is necessary to allow us to take advantage of Uber in Portland, like you are able to in many other cities across the US.

Thanks,

Bill Waters
3915 SW Dosch Rd
Portland, OR 97239
972-658-4963