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ONE HUNDRED SEVENTEENTH CONGRESS
Congress of the United States
House of Representatives
COMMITTEE ON ENERGY AND COMMERCE
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December 15, 2022

Marc Gorlin
CEO
Roadie
7778 McGinnis Ferry Road
Suite 270
Atlanta, GA 30024-1622

Dear Mr. Gorlin:

We write with significant concerns regarding the potential use of Roadie to transport illicit and deadly substances, including fentanyl, to Americans across the country. Earlier this year, Ann Portillo tragically lost her 22-year-old daughter, Alex, to a fentanyl poisoning. The drugs that killed Alex were sent through Uber Connect. We are concerned that other similar peer-to-peer (P2P) delivery platforms, such as Roadie, could also be used to transport and deliver dangerous illicit substances and have questions as to how you are preserving the integrity of your service.

Emerging P2P delivery platforms, like Roadie, have the potential to disrupt the delivery marketplace and offer competition to legacy delivery options. Roadie is advertised as “From cupcakes to couches, Roadie offers personal, door-to-door delivery without the lines and hassle of the post office.”¹ Roadie is explicitly advertising itself as a direct form of mail, delivering a package from one person directly to another, while eliminating any opportunity for postal services to examine the contents of the package for drugs and other illegal substances. While Roadie clarifies certain items may not be sent using the service, any manner of enforcing such rules or determining violations are not outlined.²

We have championed the development of new technologies and the benefits and convenience which the gig economy provides our constituents, especially during labor shortages

¹ <https://www.roadie.com/personal>

² <https://support.roadie.com/hc/en-us/articles/209561626-What-Can-I-and-What-Can-t-I-Send-Through-the-Roadie-Platform->

that hurt delivery and mobility options for Americans. However, this new innovative method for transporting essential goods may also be taken advantage of by bad actors looking to move illegal or harmful products to unwitting Americans, including children.

Republican members of the Committee on Energy and Commerce previously sent letters to the CEOs of social media companies and the Department of Justice regarding the fentanyl crisis facing American families and the need for social media companies to do their part.³ However, it appears this crisis is not limited to the scope of social media companies. Too many families, like Ann's, across the country have lost a child or loved one to a fentanyl poisoning. Just as we have asked social media companies to do their part to curb the sale of drugs on their platforms, Roadie must act to ensure its delivery service is not used to transport untracked shipments of illicit drugs to Americans.

Given our concerns over the use of delivery services, like Roadie's, to transport illicit and deadly substances, or other illegal or dangerous products, we ask that you provide a briefing to Committee staff. In addition, we ask that you respond to the following questions no later than January 5, 2023.

1. Please explain the agreement terms that Roadie has in place for the following participants in its delivery ecosystem:
 - a. The sender of a package;
 - b. The driver of the package; and
 - c. The recipient of the package.

2. According to reports by NBC News, some Uber Connect drivers have raised concerns to Uber about certain individual requests to transport packages that may contain illicit drugs. For instance, one driver said "All I could see inside was one little baggy that had two crystallized forms in there.... Immediately, I assumed it was some kind of narcotic."⁴ An Uber spokesperson said, "When we receive this type of report, our global safety team investigates and may take actions ranging from deactivating the relevant account to reporting the issue to law enforcement."⁵ In accordance with this reporting:
 - a. Have you taken any actions as a result of a Roadie driver's complaint? If so, please outline such action.
 - b. Please detail the scenarios in which you would cooperate with law enforcement, and the scenarios which you would deactivate a user's account.

³ <https://republicans-energycommerce.house.gov/news/press-release/ec-republican-leaders-demand-big-tech-does-more-to-stop-illegal-fentanyl-sales-on-their-platforms/>

⁴ <https://www.nbcnews.com/tech/tech-news/uber-drivers-drug-mules-connect-rcna38464>

⁵ *id*

- c. What steps have you taken to mitigate such transactions occurring on this service apart from acting on the reports of drivers?
3. How many accounts have been deactivated as a result of shipping packages that contain prohibited contents?
 - a. What actions do you take to ensure the user of the deactivated account cannot rejoin Roadie under a different account? If none, please explain why.
 - b. Does Roadie coordinate or communicate with other companies offering similar services to prevent users of deactivated accounts, whose accounts were deactivated after attempting to transport prohibited items, from activating an account on another service?
 - c. Have accounts been deactivated for a different reason? If yes, please detail the number of deactivated accounts and the reasons for such deactivations.
4. Please explain the safeguards Roadie has in place to prevent harmful packages from being delivered into the hands of children.
5. What information do you collect from the recipient of a package delivered on Roadie?
6. What information do you collect from the sender of a package delivered on Roadie?
7. What are the responsibilities of a user requesting a package be delivered using Roadie?
8. What preparations, packing, labeling, and description of package contents are required to use Roadie?
9. Do recipients of any packages sent via Roadie need to consent to receive a shipment, or can a sender request a package be sent to any location without Roadie first verifying a recipient and the recipient's willingness to accept a package?
10. What options do drivers have when they receive a request to transport a package that they believe includes a prohibited item? Do you encourage or educate Roadie drivers to report or turn over suspicious packages to law enforcement? If yes, please explain such encouragement or education. If no, please explain why.
11. What rights of refusal do Roadie drivers have for packages being delivered via Roadie?
12. Do recipients of a package transported through Roadie need to have an account with Roadie?

Please contact Brannon Rains at the Committee on Energy and Commerce at (202) 226-8824 to schedule a briefing and if you have any questions about our request. We appreciate your prompt attention to this matter.

Sincerely,



Cathy McMorris Rodgers
Republican Leader
Committee on Energy and Commerce



Gus Bilirakis
Republican Leader
Subcommittee on Consumer Protection
and Commerce



Robert E. Latta
Republican Leader
Subcommittee on Communications
and Technology



H. Morgan Griffith
Republican Leader
Subcommittee on Oversight
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Brett Guthrie
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