

To Whom it May Concern:

My name is Tracy Roundy, and I own Gramma's Corner Kitchen in Milwaukie. We are a very small, family owned and operated restaurant, and we are close to having to close our doors for good due to another mandated shutdown.

At full operating capacity, we only have 12 tables inside and 5 outside. Complying with state Co-vid 19 restrictions, we moved our tables six feet apart and put floor to ceiling plexiglass up between tables. However, due to the size of our dining room space, that only allows us to use 5 tables when indoor dining is allowed.

To compensate for the 50-70% decrease in revenue we've suffered since March of this year, we signed up to utilize online delivery platforms – specifically DoorDash and Grub Hub. We started with just DoorDash due to a 60 day free trial period with no fees. At that time, we thought the mandated shutdown was only going to be for 2 weeks, and using this platform would be temporary. Unfortunately, that was not the case, and after our 60 day trial period with DoorDash ended, our fees skyrocketed to 30% of all sales.

These high fees are not allowing us to profit in any way, and in fact, we are losing money every month. There are significant added expenses associated with a take out only environment... to go boxes, ramekins, cups, styrofoam containers, etc. I have been forced to raise prices several times to try to compensate for these fees, but it's at the expense of my customers and 30 cents of every dollar goes to the delivery service.

With this most recent shutdown, I had to lay off all of my employees again. Keep in mind, these employees are my siblings, my cousin, my mom, my son. We've been barely hanging on all year, and I decided to add a second delivery service to try to make up some revenue. Grub Hub offered to come in lower than DoorDash and give us a 90 day free trial period – 22.5% PLUS 3.05%+30 cents PER ORDER is the rate they offered me. That nearly puts us at the 30% we're paying already. That doesn't even include the delivery fees charged to the customer as well.

It doesn't even matter if a customer picks up their own order. If the customer chooses to order via the convenience of an online portal, it is free for them to pick up their order, but the my restaurant is STILL charged 30%.

Using delivery services are not just an added benefit we utilize for our customers right now – delivery services are vital and necessary to our survival. The City of Portland passed an ordinance back in June limiting third party fees for restaurants to 10%. I am asking that legislatures step in and, during these unprecedented times for the restaurant industry, limit third party fees to 10% statewide. With indoor seating prohibited, if we can't at least break even using third party delivery services, the only other option is to close our doors for good as hundreds of local restaurants have already done.

Thank you for your time and consideration –

Tracy Roundy

Owner

Gramma's Corner Kitchen

Note: Please use discretion with your personal information in written testimony (i.e., do not add personal information you do not want the public to see). All meeting materials, including your name and any personal information contained in the submitted documents, are posted to the Oregon Legislative Information System (OLIS) and are accessible to all major search engines, including Google, Bing, and Yahoo.

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