

## Hill Lee

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**From:** Chapman Helen (TPH)  
**Sent:** 10 August 2016 17:35  
**To:** 'Tom Elvidge'; Blake Peter  
**Cc:** Jo Bertram; Matthew Wilson; Smith Jaquelyn  
**Subject:** RE: Uber Topographical Test Accreditation Move

Dear Tom

Thank you for your email of 2 August regarding the topographical centres.

I've looked into this with my team and understand that they have been in communication with Paul McManus regarding the topographical centres. We have highlighted that as we are about to enter into a competitive process all centres will have their current accreditation removed as we procure new centres. Any change to move your topographical centre for the short period between now and the date on which the accreditation will be removed, which is likely to be by mid September, will be entirely at your own risk. Luke Giles set this out in his email to Paul of 29 July.

We will shortly be writing to all accredited centres to advise them of the expiry of the existing accreditations as we transition to TfL taking full responsibility for conducting all tests. We expect to publish details of how to apply for new accreditation in the coming weeks. As I am sure you will understand, there will be a short transitional period between the expiry of the old arrangements and the implementation of new arrangements.

In the meantime, I have asked Jackie Smith to ensure her team amends our records to reflect your interim premises move so please do let her know the relevant details so that we can update our records.

Kind regards  
Helen

**From:** Tom Elvidge [<mailto:tom.elvidge@uber.com>] ]  
**Sent:** 02 August 2016 12:50  
**To:** Blake Peter; Chapman Helen (TPH)  
**Cc:** Jo Bertram; Matthew Wilson  
**Subject:** Uber Topographical Test Accreditation Move

Hi Peter, Helen,

I wanted to bring to your attention our concerns around the move of our accredited topographical test centre from our current site to a new location. Our test centre team has been in discussion with Jackie Smith's team for several months regarding our planned move to a new location, and the requirement to move our accreditation to the new site. We had previously received assurances from Luke Giles on 16th June that this would not be an issue, and that an inspection could be completed in July ahead of a move before September 30th.

Despite sourcing and securing a new location at considerable expense, we have recently heard from Jackie that consultation is needed with TfL's commercial team before inspection and approval can be made. Whilst we understand that TfL is currently conducting a review of the topographical test regime, this should not adversely impact Uber's existing accreditation.

We have invested considerable time and money into the new site in the understanding that a location change would not be an issue. The original request to move address was within the current accreditation period before the end of September. Could you please confirm as a matter of urgency that we will be able to move the current accreditation to a new site?

Furthermore, in regard to the accreditation, is there a confirmed date at which the current accreditation ends? Will there be a gap between current and new accreditations where there are no accredited centres, or will this be done in a way that allows for no gap to occur?

If you could please reply as a matter of urgency it would be very helpful for our planning around this matter.

Regards,

Tom

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Tom Elvidge

General Manager - London

██████████ | ██████████ | uber.com

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**From:** Jo Bertram [REDACTED] >  
**Sent:** 18 October 2016 18:17  
**To:** Chapman Helen (TPH)  
**Cc:** Blake Peter; Smith Jaquelyn  
**Subject:** Topographical assessments  
**Attachments:** Topographical Letter 18 Oct.pdf; Uber London Ltd. - Topographical Assessment process 020916.pdf

Dear Helen,

Please see letter attached.

Kind regards,

Jo



[Jo Bertram](#)  
Regional General Manager - Northern Europe  
[REDACTED] | uber.com

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**From:** Tom Elvidge <[REDACTED]>  
**Sent:** 13 September 2016 17:34  
**To:** Chapman Helen (TPH)  
**Cc:** Blake Peter; Kennedy-Todd Silka; Jo Bertram; Andrew Byrne  
**Subject:** Uber Booking Process

Dear Helen,

We discussed at our last meeting the practice of enabling the Uber platform to allow drivers/vehicles licensed with authorities from outside of London to undertake private hire trips within the TfL service area - particularly at Heathrow Airport. This is of course a common practice undertaken by many other UK licensed operators, and the basis upon which non-London licensed operators are able to accept booking requests from Heathrow. Indeed, as you will be aware there are many drivers with other operators and make pickups predominantly outside of their licensed area.

The below sets out how this works with the Uber platform:

1. A rider requests a booking using the Uber app by setting the location at which they would like to be picked up
2. The Uber system locates the most appropriate driver to offer that trip to based on the criteria set by the local Uber staff managing the system through the dispatch tools
3. The driver confirms that he/she is available to complete the booking
4. The request is accepted by the relevant Uber operator associated with the driver (in accordance with the triple-licensing requirement) with confirmation of the booking being sent by Uber to the rider (including the driver's name, photograph, vehicle registration and make/model)
5. The relevant operator maintains the record of the booking in accordance with its local licensing conditions

It is worth noting that a record is also kept of any attempt to make a booking that is not fulfilled due to unavailability of drivers/vehicles. Whilst not bookings, these records are maintained to monitor the number of requests and ability to fulfil them.

I wanted to set this out in writing so that it is clear how the Uber platform operates in regard to drivers from multiple jurisdictions. As you will be aware, Uber holds private hire operator licences in over 60 jurisdictions around England and Wales. Up until now, these operations have configured the system so that non-London licensed partner-drivers are not able to carry out trips within London, but there is no legal restriction preventing Uber's other licenced operations from taking bookings in London, as TfL itself acknowledges on its website.

Regards,  
Tom

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Tom Elvidge

General Manager - London



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**From:** Tom Elvidge <[REDACTED]>  
**Sent:** 11 January 2016 09:18  
**To:** Chapman Helen (TPH)  
**Cc:** Jo Bertram; Matthew Wilson  
**Subject:** Uber Partner-Drivers at Heathrow Airport

Dear Helen,

I wanted to drop you a line with regard to the recent press coverage regarding Uber partner-drivers located near to Heathrow Airport between trips. Whilst we are still gathering the full facts on the specifics mentioned, the situation described in the articles is clearly completely unacceptable. We were already aware of many of the issues and have been working hard to rectify them. I thought it might be helpful for us to keep you abreast of the situation and current plans too.

As a starting point, we have ensured that any partner-drivers located in the area around Oaks Road, Stanwell - where the reports originated and many of the issues were concentrated - will not be sent dispatches from Uber, and therefore those that are waiting in the area will be asked to move on. This means any private hire drivers there using Uber will leave. We put this measure in place yesterday morning and it has already improved the situation significantly.

We understand of course that this is not a long-term solution, and have been working for some months with Heathrow Airport to set up a designated on-site parking facility for all private hire drivers, including those unrelated to Uber. We are working with the Airport to do this as fast as possible and will keep you updated on progress.

From a meeting we held with Heathrow just last week this may not be in place until the summer. In the meantime we are exploring other options for wait and rest facilities around the airport site. We hope to have such a solution in-place expeditiously, and that this will continue to resolve the considerable stress placed on surrounding neighbourhoods by private hire drivers from all operators.

We have set-up a dedicated link for Heathrow residents to report any further problems: [t.uber.com/lhr\\_offence](http://t.uber.com/lhr_offence). This will allow us to react fast and respond directly to every reported incident. If it would be helpful, please feel free to pass this on to anyone questioning the situation on your side.

If you have any other questions or would like more information please don't hesitate to get in touch.

Regards,

Tom

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**U B E R** | Tom Elvidge  
General Manager - London  
p: [REDACTED] | e: [REDACTED] | w: [www.uber.com](http://www.uber.com)  
  

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**From:** [Chapman Helen \(TPH\)](#)  
**To:** [REDACTED]  
**Subject:** Re: uberPOOL in London - about to launch  
**Date:** 23 April 2015 21:41:49  
**Attachments:** [TR UberPool presentation \(1\).pdf](#)

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Dear Jo

Thank you for your email and for keeping us updated with your plans for uberPOOL. I'm responding directly as the General Manager for London Taxi & Private Hire.

The slide set you have provided helpfully sets out at a high level how the proposed operating model for uberPOOL could work in London. However, I would be grateful for a detailed written explanation of how the proposed model will work including who will accept private hire bookings, how those bookings will be accepted and where they will be accepted, in accordance with sections 2 and 4 of the Private Hire Vehicles (London) Act 1998. If devices are used by drivers in relation to the calculation of fares, please say how it is that you say the taximeter prohibition in section 11 of that Act doesn't apply. I would also be grateful for clarification as to how you say the ride sharing aspect of the model complies with the provisions of Part 1 of the Transport Act 1985 that provide for this.

Please also confirm when you anticipate wanting to launch UberPOOL. You will appreciate that we need to be satisfied that your new service will be operating in accordance with private hire legislation before it is launched, even if these are matters that we may have explored previously in relation to the provision of services by Uber London Limited.

I look forward to your response within seven days.

Kind regards

**Helen Chapman**  
**General Manager**

**London Taxi & Private Hire Transport for London**

T [REDACTED] (auto) [REDACTED] M [REDACTED] E [REDACTED]  
4th Floor, Palestra 197 Blackfriars Road London SE1 8NJ

For up to date news and information regarding London Taxi and Private Hire matters follow us on Twitter - @tftph

From: Jo Bertram [mailto:[REDACTED]]

Sent: 21 April 2015 14:45

To: Daniels Leon; Emmerson Garrett; Blake Peter

Cc: Andrew Byrne

Subject: uberPOOL in London

Leon, Garrett and Peter,

I'm sure you remember our discussions following Travis' speech in London in October regarding the launch of our licensed, pooling product uberPOOL.

As we explained then, beta testing of the product in San Francisco, New York and Paris has been ongoing for some time. We have now launched in a number of other American cities and we expect London will follow in the relatively near future.

We have put together a short slide set that explains some of the mechanics of how the system will operate for you reference, including the request process etc. I hope you find it useful.

Regards,

Jo

[photo]

Jo Bertram

Regional General Manager - UKI & Nordics

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**From:** [Tom Elvidge](#)  
**To:** [Chapman Helen \(TPH\)](#)  
**Cc:** [Jo Bertram](#); [Matthew Wilson](#)  
**Subject:** Call on Friday  
**Date:** 18 January 2016 07:31:50

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Hi Helen,

Thanks again for the call on Friday. I thought it might be helpful to recap where we got to just so we are aligned:

1. **Inquiry regarding a food delivery service-** The initial inquiry was from Twitter. We found the tweets that raised this, many thanks again for the information.
2. **uberPOOL insurance-** You were going to review internally and let us know what the next steps will be, if any.
3. **Website licence checker-** You were going to catch-up with Graham and review if this would be worth a meeting on how we could make the service even more robust. However given one of the proposals in the consultation is around the submission of operator data it may be worth putting on pause for now.

Let me know of course if there is anything we can do to help on these. I am out of the office from Jan 21st-Jan 31st but Matt and Jo (cc'd) will be available.

Best regards,  
Tom

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**Tom Elvidge**

General Manager - London

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**From:** [Andrew Byrne](#)  
**To:** [Chapman Helen \(TPH\)](#)  
**Cc:** [Blake Peter](#); [Emmerson Garrett](#); [Jo Bertram](#); [Matthew Wilson](#); [Robinson Graham](#)  
**Subject:** Change in Operating Model Challenge  
**Date:** 06 July 2016 16:10:07

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Helen,

Hope all well. As you know, we are currently considering our position in relation to the changes to Private Hire Regulation contained in the 2016 amending regulations and related TfL guidance. We will be in touch with you further in relation to this in due course.

In the meantime, we should be grateful for your urgent clarification regarding the apparent requirement (contained in TfL Notice 10/16 and further explained in your guidance published on 17 June 2016) that, as from 11 July 2016, existing PHV operators must inform TfL of changes to their operating models before they are made. This requirement has been presented as a legal obligation on operators, but we can see nothing in the current legislation or new regulations that either provides a legal basis for, or indeed introduces, such an obligation. In the circumstances, if the requirement is intended to be a legal obligation with which operators will be expected to comply could you please, as soon as possible, explain the legal basis for that obligation. Could you also explain how TfL would propose to audit all PHV operators against this apparent requirement and what criteria it intends to use.

Thank you. We look forward to your response as a matter of urgency.

Thanks.

A



[Andrew Byrne](#)  
Head of Public Policy UKI  
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--

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**From:** [Andrew Byrne](#)  
**To:** [Blake Peter](#); [Chapman Helen \(TPH\)](#)  
**Cc:** [Tom Elvidge](#)  
**Subject:** Driver polling  
**Date:** 17 October 2016 09:32:48

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Hi both,

Sorry to bombard you in the last 24 hours, but you may have seen some press coverage in the last week of some polling that we've commissioned of our partners in the UK. I wanted to send you some more info just in case you're interested.

This was independently conducted by ORB International and while it covered 1000 individuals across England, Scotland and Wales, a significant number of respondents drive in London.

The results show that drivers come from a wide range of backgrounds and appreciate the flexibility of using the Uber app. I know we've talked a lot before of the value of flexibility (in the context of insurance, for example) for people in the market and the changing demographics of those choosing to drive for a living. I thought that you would find some of this info interesting.

A few of the most relevant findings for TfL below and the full write-up from ORB [here](#) too:

- One in two (51%) drivers say that since using the app their income has increased with just 13% saying it has decreased. Slightly more (56%) say their ability to “balance work with life” has improved since driving with Uber, with only 9% saying it has worsened.
- Prior to signing up with Uber, 35% of drivers worked at a taxi or minicab company, 36% were employed full-time in a different sector, 16% were self-employed, 7% worked part-time in a different sector and 3% were unemployed.
- Just one in five (21%) drive a set amount of hours, with a third (34%) deciding how many hours to drive depending on what else they have going on and 32% setting a goal for the total amount they want to earn in a given day, week or month. One in ten (12%) drivers using the app drive on the spur of the moment.

As always, very happy to discuss.

Andrew



**Andrew Byrne**  
Head of Public Policy UKI  
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**From:** [Tom Elvidge](#)  
**To:** [Chapman Helen \(TPH\)](#)  
**Cc:** [Jo Bertram](#); [Matthew Wilson](#)  
**Subject:** For info: Uber feature going live tomorrow  
**Date:** 24 August 2016 20:41:01

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Hi Helen,

As a courtesy, I wanted to make you aware of a new feature we will be launching tomorrow which will enable Uber riders to schedule their booking request for a future date up to 30 days in advance. The Uber app will record the date and time entered by the rider and will request a car on their behalf - using their standard account details - at the date and time specified. It should be noted that this will not allocate a driver to a rider hours/days in advance.

The driver will be dispatched as normal at the time they need to go and pick up the rider. The only difference is that the dispatch will be made by us at a time specified by the rider in advance, rather than immediately upon a booking request.

The service goes live tomorrow to an initial subset of passengers and will be rolled out to all users in the coming days. I wanted to give you advance notification for information, and respectfully request that you do not share this externally.

Very best regards,  
Tom

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**Tom Elvidge**  
General Manager - London  
+44 [REDACTED] | uber.com

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**From:** [Andrew Byrne](#)  
**To:** [Blake Peter](#); [Chapman Helen \(TPH\)](#)  
**Subject:** Fwd: Private Hire Regulations Review meeting  
**Date:** 21 September 2015 09:24:12  
**Attachments:** [20150918 Letter to Uber re PHRR.pdf](#)

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Peter and Helen,

Thanks for your note. I will, if i may, attend on Uber's behalf on the 28th. It would be great if you could let me know who else will be attending? And if there is an agenda?

Thanks very much and looking forward to it.

A

----- Forwarded message -----

**From:** **Blake Peter** <[REDACTED]>  
**Date:** Fri, Sep 18, 2015 at 5:24 PM  
**Subject:** Private Hire Regulations Review meeting  
**To:** Jo Bertram <[REDACTED]>  
**Cc:** "Chapman Helen (TPH)" <[REDACTED]>

Dear Jo

Please find attached a letter regarding a Private Hire Regulations Review meeting scheduled for 28 September 2015.

I hope you or a member of your company can attend.

Kind regards

Peter

Peter Blake

Director of Service Operations

Surface Transport

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Andrew Byrne | Public Policy UKIN

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**From:** [Tom Elvidge](#)  
**To:** [Chapman Helen \(TPH\)](#)  
**Subject:** Fwd: Taxi and Private Hire Regulations Review  
**Date:** 21 June 2016 14:23:10  
**Attachments:** [image001.png](#)

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Dear Helen,

I am sure you will receive the below from colleagues, but I also just wanted to forward separately as a courtesy.

Regards,  
Tom

----- Forwarded message -----

From: Matthew Wilson <[REDACTED]>  
Date: Tue, Jun 21, 2016 at 2:04 PM  
Subject: Re: Taxi and Private Hire Regulations Review  
To: McConochie Mark <[REDACTED]>  
Cc: [REDACTED] <[REDACTED]>, Seeley Louise <[REDACTED]>  
<[HowardCarter@ftl.gov.uk](mailto:HowardCarter@ftl.gov.uk)>, Tom Elvidge <[REDACTED]>

Dear Mark

Thank you for your email of 16 June.

We have now seen TPH 10/16 and the new regulations, which we understand were made on 9 June 2016.

We are currently considering these in more detail and will be contacting the General Manager of Taxi and Private Hire Licensing in order to obtain further clarity as to their meaning and effect.

We are very disappointed that the new regulations do not take into account the key concerns we have consistently raised including in relation to the telephone line, English language and driver insurance requirements. As a result, we consider the regulations to be unreasonable, unjustified and wholly disproportionate. We are also extremely concerned by the proposed changes to the topographical test regime.

We are in the circumstances considering our legal options and, in the meantime, continue to reserve all our rights.

Best regards

Matt



**Matthew Wilson**  
Legal Director, UK, Ireland and Nordics  
+44 [REDACTED] | uber.com



**Tom Elvidge**  
General Manager - London  
+44 [REDACTED] | uber.com

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**From:** [Andrew Byrne](#)  
**To:** [Chapman Helen \(TPH\)](#)  
**Cc:** [Tom Elvidge](#)  
**Subject:** Fwd: Taxi and Private Hire Travel Study  
**Date:** 06 June 2016 15:08:03

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FYI Helen - It was indeed Darren!



**Andrew Byrne**  
Head of Public Policy UKI  
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----- Forwarded message -----

**From:** Andrew Byrne <[REDACTED]>  
**Date:** Thu, 19 May 2016 at 10:28  
**Subject:** Re: Taxi and Private Hire Travel Study  
**To:** Crowson Darren (TPH) <[REDACTED]>  
**Cc:** Jo Bertram <[REDACTED]>, Smith Heidi <[REDACTED]>, Tom Elvidge <[REDACTED]>

Thanks for your email Darren

I'm sure you won't be surprised to learn that we have a number of reservations and concerns regarding both the data requested and the NDA. I've tried to set them out below and suggest a way forward

**Data sharing:**

It is highly unlikely the business would be willing to share overall trip data in London. This is very commercially sensitive information and the PHV sector in London is a very competitive environment. Nor are we predisposed to share detailed information on trip characteristics, I would urge you to consider what level of detail or order of magnitude would be most useful for your analysis and the specifics of each of your requests. We do want to be as helpful as possible as we absolutely recognise that the sector has changed beyond all recognition in London since 2009.

**On the NDA:**

We would be pleased to proceed on the following basis:

- Clause 3 - we would expect a provision to be included that mandates that Uber data is not communicated in a way where the Uber's data is made publicly available (i.e. it is always aggregated with two or more other operators and those operators' data is also confidential)
- 3.4 - delete "reasonable"
- 5.1 - add reference to such other third parties to whom disclosure has been made in accordance with the terms of this Agreement
- 5.4 - We would expect that to see a statement here recognising that the information we provide would not be subject to disclosure pursuant to a FOIA request (i.e. that the assessment that exemptions apply is done up front)
- 5.5 - remove
- 11 - We would urge including an obligation to destroy Uber information on termination

We would, of course, be happy to supply our own NDA if that is easier

Thanks for getting in touch and happy to discuss further  
A



**Andrew Byrne**  
Head of Public Policy UKI  
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On 9 May 2016 at 16:49, Crowson Darren (TPH) <[REDACTED]> wrote:

Hi Jo,

Thanks for your email and for putting in me in touch with Tom and Andrew.

Attached are the following documents:

- [A copy of the 2009 taxi and PHV report](#)
- [A Non Disclosure Agreement \(NDA\)](#)

The 2009 report sets out what we've done previously and we're now updating this report and at the same time carrying out the work to better understand the use of taxi and private hire apps by Londoners and visitors to the Capital.

We've prepared a NDA as we appreciate that the information is confidential and want to reassure you that this is understood. The NDA lists the information we are interested in receiving so did you want to have a look at this first and then come back to me with any questions.

Regards

Darren Crowson  
Strategy and Infrastructure Manager  
Transport for London - Taxi and Private Hire  
2<sup>nd</sup> Floor (2G1), 230 Blackfriars Road  
London  
SE1 8NW

Tel: [REDACTED] [REDACTED] [REDACTED] (internal [REDACTED])

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**From:** Jo Bertram [mailto:[REDACTED]]  
**Sent:** 25 April 2016 17:31  
**To:** Crowson Darren (TPH)  
**Cc:** Smith Heidi; Andrew Byrne; Tom Elvidge  
**Subject:** Re: Taxi and Private Hire Travel Study

Dear Darren,

Thank you for letting us know. Sounds like an interesting project and we're happy to be involved. Tom and Andrew - copied here - will be your go to people on the project.

We have a few questions related to the project and would be helpful if you could send us a copy of the 2009 and other previous editions that might fill in some of the gaps too. But more info would be appreciated on the following:

- You mention app-based taxi and private hire? To what extent will this be app-based only or cover the wider industry?
- How will the data be used? How do you envisage this will feed into TFL's wider strategy and its function as a regulator of private hire operators?
- Would it be possible to share the full terms of reference provided to SDG?

It may be worth thinking through with SDG what level of detail with regard to this information would be helpful. This data is obviously hugely commercially sensitive and having a fuller picture of its intended use will be helpful in our consideration of how we are able to share it.

Thank you

Jo

Jo Bertram  
Regional General Manager - UK, Ireland & Nordics



[REDACTED] | [uber.com](#)

On Fri, Apr 22, 2016 at 8:00 PM, Crowson Darren (TPH) <[REDACTED]> wrote:

Dear Jo,

**Re: Taxi and Private Hire Travel Study**

I hope you are well.

I'm emailing you because we are undertaking a study to look at taxi and private hire travel in London and have commissioned Steer Davies Gleave (SDG) to undertake this on our behalf.

Similar studies have previously been carried out in 2001, 2003, 2006 and 2009 and these help us understand how travel patterns are changing in London.

The previous studies are now being updated and as part of this work we are engaging with taxi companies and private hire operators who offer app based services to their customers to better understand the use of these services.

Our analysis to date brings together a wide range of information, including surveys with the general public about their taxi and private hire use, drivers' working pattern surveys and the trips they carry out, taxi wait time surveys at ranks and on-street, and

mystery traveller surveys.

We would like to understand more about the use of taxi and private hire apps by Londoners and visitors to help us verify our analysis in various areas including:

- Number of bookings, including changes over time; and
- Trip characteristics, such as trip distance (miles), trip length (time), day of week, time of day and fares.

As part of this work we have asked SDG to contact taxi and private hire vehicle (PHV) app companies in London and SDG will shortly be in contact with you to discuss the above bullets in more detail.

I hope that you will be able to assist us with this important work but if you have any queries about this or the previous studies, or you would like to meet to discuss this further then please do not hesitate to contact me.

Thank you for your help.

Yours sincerely

Darren Crowson

Strategy and Infrastructure Manager

Transport for London - Taxi and Private Hire

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**From:** [Andrew Byrne](#)  
**To:** [Blake Peter](#); [Chapman Helen \(TPH\)](#)  
**Subject:** Fwd: uberWAV  
**Date:** 10 May 2016 09:44:49

---

Hello both,

Just an FYI below for you too. Let me know if you have any questions.

A

----- Forwarded message -----

**From:** Alan Clarke <[REDACTED]>  
**Date:** 9 May 2016 at 19:13  
**Subject:** uberWAV  
**To:** Moody Thomas <[REDACTED]> "Moffat Alex (TPH)"  
<[REDACTED]>  
**Cc:** Andrew Byrne <[REDACTED]> Tom Elvidge <[REDACTED]>

Hi guys,

Hope you're both well.

I just wanted to give you a heads up that, after a couple of slight delays, we're planning to launch our new fully wheelchair accessible service tomorrow at 4pm.

uberWAV will work in exactly the same way as all the other options on our app - providing wheelchair users in London with an additional safe, affordable and reliable transport option.

I've copied the text of our release (embargoed until 12 Noon tomorrow) below to give you a bit more of the context.

As with our launch of uberASSIST, we've worked closely with the charitable sector - in this case Scope, Transport for All and Whizz-Kidz - to make sure this service delivers the best possible experience for wheelchair users.

Let me know if you've got any questions and I'll be happy to help.

Cheers

Alan

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**\*\* EMBARGOED UNTIL 12 NOON, TUESDAY 10 MAY 2016 \*\***

**Uber launches Wheelchair Accessible  
Vehicle option in London**

Uber is today (Tuesday) launching its first ever Wheelchair Accessible Vehicle (WAV) option in London. From 4pm today wheelchair users in the capital will be able to request - at the push of a button - a wheelchair accessible licensed private hire vehicle through the new uberWAV option on the Uber app.

For many wheelchair users, getting from A to B affordably can be a daily challenge. Only one in four tube stations are wheelchair accessible and black taxis can be an expensive way to travel.

With the launch of uberWAV today we are able to offer a new option for wheelchair users in London - a convenient and reliable ride at the push of a button at the same cost as uberX. With affordable uberX fares, wheelchair users can book an uberWAV that is on average 30% cheaper than a black cab.

Developed with support from Scope, Whizz-Kidz and Transport for All, Uber is investing more than £1m in the first 18 months in making the product a success - one of the largest-ever investments in accessible private hire transport in London.

uberWAV can be booked across Greater London. Vehicles are equipped with a rear-entry ramp, winch and restraints, enabling a wheelchair user to ride safely and comfortably with one additional passenger. We will be working hard to keep waiting times as low as possible as the service expands but in the first few weeks we expect average wait times of around 25 mins in zones 1-2 and 40 mins in zones 3-4.

All uberWAV partners are top-rated drivers who have received Disability Equality Training from Transport for All and Inclusion London. As with all partners on the Uber app, drivers are licensed for private hire by Transport for London and have passed an enhanced DBS check - the same as black cab drivers, teachers and care workers.

Wheelchair users booking their first ride with Uber can get up to £15 off an uberWAV trip by entering the promo code LDNWAV into the app.

**Tom Elvidge, General Manager of Uber in London, said:**

“The launch of uberWAV is an important step forward in making convenient, safe and affordable transport available to everyone at the push of a button. This new option will give wheelchair users an additional way of getting from A to B with fares on average 30% cheaper than black cabs. We’re proud to be making one of the biggest ever investments in accessible private hire in London and will be working hard to keep waiting times as low as possible as the service expands.”

**Ruth Owen, Chief Executive of Whizz-Kidz, said:**

"This new initiative will give disabled people in London a much-needed additional option for planning their travel across the capital. Choice, affordability and – most importantly of all – accessibility inform every choice a disabled person has to make when planning travel in the capital. Uber’s new service is a step in the right direction that other providers would be wise to follow.”

**Lisa Quinlan-Rahman, Director of External Affairs at Scope, said:**

“We are pleased that Uber is launching a new service for disabled customers. Accessible transport is absolutely vital for many disabled people and can help drive down the extra costs they face. It supports disabled people to do everyday things like get to work, hospital, go shopping or visit family and friends. Disabled people want to have the same choice as all other consumers in London, and have the same options available on method of travel, time and price.”

**Robin Hindle Fisher, Chair of the Extra Costs Commission, said:**

“It is terrific to see a major organisation like Uber engaging enthusiastically with disabled consumers. There are 11 million disabled people in the UK whose household spending power – the so called ‘purple pound’ – is valued at over £200 billion a year. Disabled people should therefore be a hugely powerful consumer force in the economy. The Extra Costs Commission found that disabled people need to use taxis and private hire vehicles more than other people and often experience extra costs when using them due to overcharging and the lack of accessible vehicles.”

**Faryal Velmi, Director at Transport for All, said:**

“Transport for All and Inclusion London were delighted to have worked with Uber to develop a disability equality course, designed specifically for Uber partner-drivers and delivered by disabled trainers. The training will mean that partner-drivers will have the knowledge and understanding of how disabled people may want to be assisted when travelling. This is vitally important as good assistance can make all the difference to a journey. We are pleased that Uber is investing in disability equality training and working to use its technology to provide another additional transport option for disabled people in London.”

**ENDS**

--



**Alan Clarke**

Public Policy

+44 (0) [REDACTED] | uber.com

--



**Andrew Byrne**

Head of Public Policy UKI

+44 [REDACTED] | uber.com

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**From:** [Jo Bertram](#)  
**To:** [Chapman Helen \(TPH\)](#); [Llewellyn Cliff \(TPH\)](#); [Bell Matt \(EOS\)](#); [Robinson Graham](#)  
**Cc:** [Alex Cappy](#); [Will Almond](#)  
**Subject:** IMPORTANT - record-keeping requirements for DVLA Counterparts  
**Date:** 04 June 2015 18:15:17

---

Dear all,

As you are aware the DVLA driving license counterpart will be abolished on Monday 8th June. The DVLA website advises drivers to destroy their counterpart after this date as it is no longer a legal document. We would need your input on:

1. Please confirm that there is no longer therefore a requirement on Operators to retain a copy of the driving license counterpart from Monday onwards. Please also advise whether the non-compliance weightings in an inspection will be adjusted to remove any penalty points for not holding the counterpart on file?
2. Do you have any guidance for Operators on any checks or documents that should be done or held on file instead?

I would be grateful for a response **before Monday**, as undoubtedly we will have several existing and new drivers asking questions on this to both us and you at TfL and we would like to handle this in as efficient a way as possible on both sides. I'm sure we're not the only ones asking this, so hopefully you can advise!

Many thanks,

Jo



**Jo Bertram**

Regional General Manager - UKI & Nordics

p: +[REDACTED] [REDACTED] | e: [REDACTED] | w: [www.uber.com](http://www.uber.com)



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**From:** [Tom Elvidge](#)  
**To:** [Chapman Helen \(TPH\)](#)  
**Cc:** [Andrew Byrne](#); [Jo Bertram](#)  
**Subject:** Notice 14/16  
**Date:** 23 September 2016 10:20:52

---

Dear Helen,

We saw that you posted [Notice 14/16](#) in regard to the Private Hire Regulations Review requirements on 19th September. In regard to the English Language requirement you stated:

*In Notice 10/16 we stated that the English language requirement will not apply to people who are from a majority English speaking country. It is no longer our intention to proceed with this exemption. **We intend to publish further details of the English language requirement in the near future.***

Given that the requirement is due to come into force in only seven days, we are very concerned with the lack of clarity. We are receiving a significant number of inquiries from partner-drivers each day in regard to this, and currently are unable to resolve these questions satisfactorily given the uncertainty from TfL.

To that end, could you confirm:

- **Whether the date of October 1st 2016 will still stand for the English Language requirement?**
- **If so, when drivers and operators can expect to receive the full details around this requirement?**

We trust that TfL is taking all necessary steps to resolve the current uncertainty as quickly as possible, and that the application process will not be delayed or hindered whilst TfL is considering its position. Clearly any delay in a driver's application risks a very real and significant impact on an individual's ability to make a living.

Regards,  
Tom

--



**Tom Elvidge**  
General Manager - London  
+44 [REDACTED] | [uber.com](#)

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**From:** [Chapman Helen \(TPH\)](#)  
**To:** ["Jo Bertram"](#)  
**Subject:** Privacy Statement  
**Date:** 11 June 2015 17:10:46

---

Dear Jo,

It has recently been brought to our attention that you have updated Uber's privacy statement for customers using the Uber B.V app. In light of recent events reported in the media we would have expected you to have considered sharing the amendments with us first.

Please could you set out in writing the exact changes that have been made to this privacy statement by return email for our consideration.

Regards

Helen

**Helen Chapman**  
**General Manager**

**London Taxi & Private Hire | Transport for London**

**T:** [REDACTED] [REDACTED] [REDACTED] (auto [REDACTED] | **M:** [REDACTED] [REDACTED] | **E:** [REDACTED]

For up to date news and information regarding London Taxi and Private Hire matters follow us on Twitter - @tfltph

**From:** [Chapman Helen \(TPH\)](#)  
**To:** "Tom Elvidge"  
**Cc:** [Emmerson Garrett](#); [Blake Peter](#); [Jo Bertram](#); [Matthew Wilson](#); [Andrew Byrne](#)  
**Subject:** RE: Announcement of changes to private hire regulation  
**Date:** 01 July 2016 13:29:13

---

Dear Tom

You raised a number of questions in your original email and we are finalising responses to these questions. We will respond as soon as possible.

Kind regards

Helen

**From:** Tom Elvidge [mailto: ]  
**Sent:** 01 July 2016 10:44  
**To:** Chapman Helen (TPH)  
**Cc:** Emmerson Garrett; Blake Peter; Jo Bertram; Matthew Wilson; Andrew Byrne  
**Subject:** Re: Announcement of changes to private hire regulation  
Helen,

We continue to receive questions from concerned Uber partner-drivers who are trying to understand what these new changes will mean for them. It has now been ten days since the first email and these questions are still outstanding. Please could you let me know when we can expect a response? Given the confusion it would be very difficult for anyone to comply without more clarity.

Could you also explain why it was deemed necessary that written competence should be included in the English language test requirement? This is something that is causing some confusion amongst drivers and we would like to be able to provide a response.

Regards,

Tom

On Mon, Jun 27, 2016 at 9:34 AM, Tom Elvidge < > wrote:

Many thanks Helen.

Given that

a portion of

the new regulations are going into effect today and we are still struggling to get clarity on many aspects, I would be grateful if you could please let me know when we can expect a response. We are continuing to receive inquiries on what these changes mean for partner-drivers and would like to be able to respond with the correct information.

Best r

egards,

Tom

On Tue, Jun 21, 2016 at 10:33 PM, Chapman Helen (TPH) < > wrote:

Dear Tom

Thank you for your email of which I acknowledge receipt. You have raised a number of questions that we will consider and respond in due course.

Helen

Sent from my iPhone

On 21 Jun 2016, at 14:17, Tom Elvidge < > wrote:

Dear Helen, Peter,

Following the [announcement of changes to private hire regulation](#) we have received a large number of inquiries from partners trying to understand what these rules will mean for them. Given that we too are not in a position of clarity, we are unable to provide information and are directing these questions to TfL. The email inbox we are suggesting is [tphlicensingupport@tfl.gov.uk](mailto:tphlicensingupport@tfl.gov.uk). If this is not correct I would be grateful if you could please provide an alternative.

In order that we can supply accurate information to Uber partner-drivers could you please provide answers to the following questions:

## Private Hire Vehicles

### Hire and Reward Insurance

1. If a driver has a hire and reward insurance policy that is renewed each month, and at the point of licensing his/her vehicle the policy has 30 days until expiry, would the vehicle be permitted to be licensed by TfL?
2. Given that many drivers have monthly or weekly insurance policies, could you explain how this requirement will work for drivers with those policies please? Will they need to cancel those and purchase an annual policy?
3. If a driver has an annual hire and reward insurance policy with e.g. six months remaining until expiry at the point of vehicle licensing, would the vehicle be permitted to be licensed by TfL?
4. If a driver is stopped and asked to provide his/her hire and reward insurance, and the policy expires before the end of the vehicle licence date, what would be the actions taken by TfL?
5. We would assume, but want to confirm, that an annual policy with monthly payments is acceptable?

6. If a driver chooses to take a break from private hire for e.g. one month, during which time the vehicle is licensed but hire and reward insurance is not in place, what would be the actions taken by TfL? Would this differ if the vehicle is unused whilst it does not have hire and reward insurance? Is there a way for a driver to keep the vehicle off the road in the meantime?
7. Many drivers using the Uber platform rent vehicles, and provide their own insurance - however, they will likely not rent the vehicle for the full duration of its PHV license. How will this work? Have the rental companies been informed and given time to change their business model?

**Carry or display the certificate of hire and reward insurance**

8. Will it be permitted for private hire drivers to display their insurance document on an electronic device? It should be noted that many insurance policies are provided electronically and not via a hard copy.

**Private Hire Drivers**

**English language requirement**

9. If a driver has completed secondary education in English, would this not be sufficient proof of competency, as per the citizenship test?
10. What element of competency will be tested? Will this be for speaking and listening only, or will reading and writing also be included? We note that individuals applying for British citizenship or right to settle in the UK are required to pass a B1 speaking and listening test. Additionally, we note that TFL had previously sought to align English language standards for Private Hire Drivers with those applied to public sector workers. However, Public Sector workers are required to “be given the opportunity to meet the necessary standard of English” and should only be dismissed as a last resort if they refuse training to improve their English or are unable to meet the necessary language standards after a reasonable training opportunity has been provided. Why is the barrier higher for private hire drivers?
11. Who will be liable for the costs associated with the English Language competency test?

**Private Hire Operators**

We also have a number of initial questions related to the implementation of requirements for operators, as follows:

**Booking Confirmation**

1. How exactly should the provision of confirmation of booking ‘via phone’ be provided? Is TfL’s intention that booking confirmations should be confirmed verbally over a telephone call, if requested by a passenger, regardless of the method of booking? How does TfL envisage this should be implemented if the booking has not been made by making a phone call?
2. What methods are necessary for transmission of the photograph? Are SMS/Email/MMS required in the event that the passenger making the booking is able to receive the image in another way (e.g. via a smartphone app)?

**Providing driver and vehicle information**

3. When will you publish the requirements for providing driver and vehicle details (how these should be provided, in what format and when)? In addition, is TfL’s intention to have a single standard for all operators or is it intended that the format/method/timing of the provision of such information will vary between operators?
4. We note that the information is expected to be provided by email. What confirmations can you give that data provided to TfL will remain safe and confidential?

Given the high number of inquiries we are receiving, the very significant changes that these constitute and the commencement date of Monday June 27th I would be grateful if you could provide a detailed response to each of these questions by this **Thursday 23rd June at the latest**. I look forward to your response.  
 Furthermore, I want to make very clear that the provision of contact facilities regulation, including the stipulation that “the person they are speaking to must be someone other than the driver carrying out the booking, and must be situated in a licensed London operating centre” is of very significant impact per our previous discussions on the matter. We are considering our legal options in relation to the regulations and, in the meantime, reserve all our rights.

Regards,  
 Tom  
 --

Tom Elvidge  
 General Manager - London  
 +44 [redacted] | [uber.com](http://uber.com)



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Tom Elvidge

General Manager - London



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--

Tom Elvidge

General Manager - London



+44 [REDACTED] | [uber.com](http://uber.com)

**From:** Chapman Helen (TPH)  
**To:** "Tom Elvidge"  
**Cc:** "Jo Bertram"; "Matthew Wilson"; "Andrew Byrne"  
**Subject:** RE: Announcement of changes to private hire regulation  
**Date:** 12 July 2016 10:13:11

---

Dear Tom and Andrew,  
We are working through your questions and will respond soonest.  
Kind regards  
Helen

**From:** Tom Elvidge [mailto: ]  
**Sent:** 11 July 2016 20:57  
**To:** Chapman Helen (TPH)  
**Cc:** Jo Bertram; Matthew Wilson; Andrew Byrne  
**Subject:** Re: Announcement of changes to private hire regulation  
Hi Helen

I hope this finds you well. I have today returned from leave and wanted to catch-up on the two emails that Andy sent last week.

The first is below in regard to the answers you provided to the questions raised in my email on 21 June. Given we are receiving questions from partner-drivers who are receiving conflicting information from TfL's website and their insurers as to what is actually required, and that these regulations have now gone into effect we really would appreciate a response to the issues raised, and hopefully some additional clarity.

Secondly, you received an email from us regarding the requirement to inform TfL of changes to an operating model. This has also come into effect and we would appreciate clarification on the nature of the obligation, if any, as set out in Andy's mail.

I look forward to your response on both of these points. If you have any questions please don't hesitate to contact me.

Many thanks,  
Tom

On Tue, Jul 5, 2016 at 2:26 PM, Andrew Byrne < > wrote:  
Helen,

Thank you for your email on 1 July to Tom responding to his questions raised on 21 June. I must say that given the brevity of the responses it is disappointing it took 10 days to respond, particularly in circumstances where some of the Regulations have either already come into effect, or will do shortly, and we continue to be asked questions by our partner about their impact.

The answers to questions 1 - 7 seem to be at odds with the Regulations / published guidance and therefore create even more uncertainty. By way of example, the published guidance states that "If you are an existing licensee, we expect you to make sure that, by 11 July 2016, you have hire and reward insurance in place that is valid until the date your vehicle licence expires", which suggests that evidence must be provided at the point of licensing of a vehicle of an insurance policy which is valid for the entire licence period, yet your responses to our questions suggests that no enforcement action will be taken where periodic insurance policies are used, provided there is continuous cover in place.

As you are expecting drivers to comply with the amended regulations by 11 July it is concerning that TfL's own approach to the insurance requirement does not yet appear fully formulated. In the absence of further clarity, we will continue to refer partners to TfL and we will continue to allow drivers to use the Uber app provided there is valid hire and reward insurance in place and all other matters are in order (e.g. all other documents required are approved).

I note that in your responses to the questions regarding private hire drivers and private operators, there is no further clarity at all, as all of these are subject to further details being provided later in the summer (or in the case of booking confirmations, the near future). Whilst the Regulations refer to a speaking, listening, reading and writing test for the English language requirement, the current guidance refers to a B1 English certificate being required. It is unclear whether the further details to be provided later this summer will result in a different assessment being required. The system changes which may be required to enable operators to comply with the booking confirmation requirement could take considerable time, but further specificity on what is required is not currently available. Again, it appears as though implementation of the Regulations and the guidance has not been fully formulated despite the imminent timescales for compliance for both drivers and operators.

Regards  
Andrew



On Fri, 1 Jul 2016 at 16:38 Chapman Helen (TPH) < > wrote:

Dear Tom,  
Thank you for your email of 21 June concerning changes to private hire regulation and your subsequent emails. You asked a number of questions about these changes, particularly in response to queries you have received from drivers.  
The amendments to the regulations came into force on 27 June and have been subject to extensive public consultation and dialogue with the private hire trade. A decision about amendments to the regulations was made by the TfL Board on 17 March and the wording of the new regulations reflects the decision made by the Board.  
The detailed policy relating to the amended regulations will be published shortly on our website ([www.tfl.gov.uk/ph-regulations](http://www.tfl.gov.uk/ph-regulations)).  
However, if any driver requires further guidance, we encourage them to email us on [tph.enquiries@tfl.gov.uk](mailto:tph.enquiries@tfl.gov.uk) or call our licensing team on tel. 0343 222 4444.

Turning to the specific questions in your email:

Private hire vehicles

Questions 1-7

We have prescribed a requirement that a vehicle must be insured to carry passengers for hire or reward in order for it to be licensed as a private hire vehicle (PHV).

We have also prescribed a licence condition for the vehicle to be insured to carry passengers for hire or reward at all times for the duration of the licence.

Whilst we will look at the individual facts of every case, the situations you describe in questions 1 to 5 and 7 would not necessarily breach either the requirement or condition above.

It is accepted for example that hire or reward insurance policy can be effective for a period of months and the start and end dates may not correspond to those of the licence, licensees may cancel a policy when they change their insurer and they may not pay for insurance in one go.

The key point is that if one policy ends, the next one must start immediately after and there can be no period in which the vehicle is not insured to carry passengers for hire or reward. Please be aware that any licensee who is found to be in breach of this condition may face suspension or revocation of their licence. We may also consider reviewing the driver and operator licence depending on the circumstances of the individual case.

Similarly, in answer to question 6, I confirm that a licensed vehicle must be insured to carry passengers for hire or reward at all times for the duration of the licence and this includes when it is not in use as a PHV or it is off the road.

Question 8

No, the certificate carried by drivers must be in paper form. If the insurer only generates the certificate electronically, the licensee will be required to print it out. This is to ensure a consistent approach and limit potential problems associated with electronic devices such as a lack of internet signal or insufficient battery life.

Private hire drivers

Questions 9-11

The English language requirement is that the applicant must be able to communicate at an appropriate level including speaking, listening, reading and writing. We shall specify what constitutes an appropriate level and what evidence, information or documents we may accept to determine this, later in the summer. This will include further details of exemptions that may apply.

Private hire operators

Questions 1-2

Operators must provide a booking confirmation to a passenger before their journey starts. This must include the first name of the driver, their licence number, vehicle registration mark and – where the passenger can receive it - a photo of the driver. Please check our website for further details on the particulars that are to be provided and how they are provided. We intend to add to this in the near future.

Questions 3-4

We plan to specify the particulars of drivers and PHVs which we require operators to provide later in the summer and we will contact each operator directly to confirm how the relevant information should be provided, in what format and when. Our licensing team would be happy to discuss any concerns you have around data protection when they contact you.

Finally, I note your comments on the condition for operators relating to contact facilities and your concerns on the impacts this may have on Uber London Ltd. Please say if you have any questions on this and we will do what we can to assist.

Regards

Helen

**Helen Chapman**  
General Manager

[London Taxi & Private Hire | Transport for London](#)

T: [REDACTED] (auto [REDACTED]) | M: [REDACTED] | E: [REDACTED]

From: Tom Elvidge [mailto:[REDACTED]]

Sent: 01 July 2016 10:44

To: Chapman Helen (TPH)

Cc: Emmerson Garrett; Blake Peter; Jo Bertram; Matthew Wilson; Andrew Byrne

Subject: Re: Announcement of changes to private hire regulation

Helen,

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## Private Hire Drivers

### English language requirement

9. If a driver has completed secondary education in English, would this not be sufficient proof of competency, as per the citizenship test?
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We also have a number of initial questions related to the implementation of requirements for operators, as follows:

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2. What methods are necessary for transmission of the photograph? Are SMS/Email/MMS required in the event that the passenger making the booking is able to receive the image in another way (e.g. via a smartphone app)?

**Providing driver and vehicle information**

- 3. When will you publish the requirements for providing driver and vehicle details (how these should be provided, in what format and when)? In addition, is TfL's intention to have a single standard for all operators or is it intended that the format/method/timing of the provision of such information will vary between operators?
- 4. We note that the information is expected to be provided by email. What confirmations can you give that data provided to TfL will remain safe and confidential?

Given the high number of inquiries we are receiving, the very significant changes that these constitute and the commencement date of Monday June 27th I would be grateful if you could provide a detailed response to each of these questions by this **Thursday 23rd June at the latest**. I look forward to your response.

Furthermore, I want to make very clear that the provision of contact facilities regulation, including the stipulation that "the person they are speaking to must be someone other than the driver carrying out the booking, and must be situated in a licensed London operating centre" is of very significant impact per our previous discussions on the matter. We are considering our legal options in relation to the regulations and, in the meantime, reserve all our rights.

Regards,  
Tom

--

Tom Elvidge  
General Manager - London  
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--

Tom Elvidge  
General Manager - London  
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**From:** [Chapman Helen \(TPH\)](#)  
**To:** ["Tom Elvidge"](#)  
**Cc:** [Jo Bertram](#); [Lewis Sonia](#); [Blake Peter](#); [Nandha Anand \(ST\)](#); [Koning Nick](#)  
**Subject:** RE: Uber / Tfl Meeting  
**Date:** 15 November 2016 10:44:47

---

Tom,

Thanks for sending the NDA through. We will of course treat any confidential information that you share with us in confidence and any commercial sensitive information appropriately. However, you will appreciate that, as regulator, we may need to share any information obtained in connection with our visit today within TfL for the purposes of the exercise of our regulatory functions. We may also need to be able to share the information outside of TfL, for example with our auditors to the extent necessary to enable them to perform their functions properly; or to make any other disclosures as may be required by law or with any governmental or regulatory authority.

For these reasons it would not be appropriate for us to sign your standard form agreement.

We look forward to seeing you shortly.

Mark

**From:** Tom Elvidge [mailto:████████████████████]  
**Sent:** 15 November 2016 09:48  
**To:** Chapman Helen (TPH)  
**Cc:** Jo Bertram; Lewis Sonia; Blake Peter; Nandha Anand (ST); Koning Nick  
**Subject:** Re: Uber / TfL Meeting

Hi Helen,

Absolutely - the NDA is attached.

Thanks,

Tom

On 14 November 2016 at 23:30, Chapman Helen (TPH) <████████████████████> wrote:

Hi Tom

Could you please email a copy of the NDA first thing so we can look at the content before arriving?

Many thanks

Helen

On 14 Nov 2016, at 19:17, Tom Elvidge <████████████████████> wrote:

Hi Helen,

We're looking forward to seeing you at 11.30am tomorrow. I wanted to also let you know that we will be sharing information relating to our systems which includes commercially sensitive and confidential data. We would be grateful for your confirmation that the matters discussed tomorrow will be treated in the strictest confidence and will not be shared with any third parties. As part of all visits to our offices, external visitors are asked to sign an NDA as part of registration at reception. This is the standard process that your colleagues complete when visiting too. I trust that this won't be an issue but please do let me know if you have any queries.

Look forward to seeing you tomorrow.

Kind regards,

Tom

On 9 November 2016 at 16:09, Chapman Helen (TPH) <████████████████████> wrote:

Hi Tom

Many thanks for the confirmation – we will see you at 11.30 next Tuesday.

Regards

Helen

**From:** Tom Elvidge [mailto:████████████████████]  
**Sent:** 09 November 2016 16:08  
**To:** Chapman Helen (TPH)  
**Cc:** Jo Bertram; Lewis Sonia; Blake Peter; Nandha Anand (ST); Koning Nick  
**Subject:** Re: Uber / TfL Meeting

Hi Helen,

Jo is travelling for the rest of this week but next Tuesday 15th at 11.30am works from our side.

Attending from Uber will be Jo, Max Lines and myself.

I look forward to seeing you then.

Regards,

Tom

On 8 November 2016 at 20:49, Chapman Helen (TPH) <████████████████████> wrote:

Dear Tom

I'm sorry for taking a while to confirm dates. We do have availability tomorrow afternoon but I appreciate that might be too short notice. Alternatively, could you confirm availability for two hours either Friday afternoon between 1pm and 3pm or alternatively anytime next Tuesday morning between 9.30 and 1.30pm?

TfL attendees alongside myself will be:

Peter Blake

Anand Nandha

Nick Koning

Could you confirm attendees from Uber please?

Many thanks

Helen

---

**From:** Chapman Helen (TPH)  
**Sent:** 02 November 2016 19:46  
**To:** 'Tom Elvidge'  
**Cc:** Jo Bertram; Lewis Sonia

**Subject:** RE: Uber / TfL Meeting

Dear Tom

Thanks for coming back to me. I'm afraid coordinating diaries our side is always trickier than it should be. We are currently looking at options for next week and I'll be in touch shortly.

Helen

**From:** Tom Elvidge [mailto:████████████████████]

**Sent:** 27 October 2016 18:53

**To:** Chapman Helen (TPH)

**Cc:** Jo Bertram

**Subject:** Uber / TfL Meeting

Dear Helen,

Thank you for the letter dated 25th October. You may have seen from Jo's out-of-office response that she is on holiday this week, but the letter has been forwarded to me.

We would of course be delighted to meet at our office to explain how the booking process is managed.

The early part of next week is looking very difficult from my side but do Thursday or Friday at one of the following times work from you please?

- Thursday 3rd November at 3pm
- Friday 4th November after 3.30pm

If you could let me know at your earliest convenience and also confirm who else will be in attendance from TfL then that would most helpful so we can make the necessary arrangements.

Many thanks and look forward to meeting soon.

Regards,

Tom

--

Tom Elvidge

General Manager - London

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Tom Elvidge

General Manager - London

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Tom Elvidge

General Manager - London

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--

Tom Elvidge

General Manager - London



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**From:** Chapman Helen (TPH)  
**To:** Jo Bertram  
**Cc:** Emmerson Garrett; Daniels Leon; Blake Peter; Andrew Byrne  
**Subject:** RE: uberPOOL in London - about to launch  
**Date:** 11 June 2015 16:02:08

Dear Jo

Thank you for your further email. I understand you have not yet confirmed a timeline for the proposed launch of UberPOOL in London but I would appreciate confirmation that you do not intend to launch until such time as you have satisfied TfL that it meets regulatory requirements. While I appreciate you have sought your own legal advice on this matter, we are not yet satisfied that the proposed operating model is fully compliant with the regulatory regime.

I note your request for a meeting to present the proposed UberPOOL model to TfL however please respond with written clarification to our outstanding questions from my email of 4 June ahead of arranging any such meeting.

As I am sure you can appreciate, this is an iterative process and it is possible we will have further questions once we have had a demonstration of your proposed service.

I look forward to your response within seven days.

Regards

Helen

**Helen Chapman**  
General Manager

London Taxi & Private Hire Transport for London

T: [redacted] (auto [redacted] M [redacted] E [redacted])

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**From:** Jo Bertram [mailto:[redacted]]

**Sent:** 10 June 2015 20:13

**To:** Chapman Helen (TPH)

**Cc:** Emmerson Garrett; Daniels Leon; Blake Peter; Andrew Byrne

**Subject:** Re: uberPOOL in London - about to launch

Dear Helen,

Thank you for the additional questions. First and foremost, I would like to reiterate that we have not yet confirmed a timeline for the launch of the UberPOOL service in London.

Our legal advice is that the manner in which we anticipate launching and operating the service would be fully compliant with the current regulatory regime imposed on companies such as Uber, as are the services which we currently operate in London and across the United Kingdom.

Uber would welcome the opportunity to present the UberPOOL service to TfL in the coming weeks, in order to respond to any questions you and your colleagues may have. We would subsequently provide written clarification on all of the points raised.

Kind regards,

Jo



Jo Bertram  
Regional General Manager - UKI & Nordics  
p: [redacted] e: [redacted] | w: [www.uber.com](http://www.uber.com)

On Thu, Jun 4, 2015 at 10:56 AM, Chapman Helen (TPH) <[redacted]> wrote:

Dear Jo,

Thank you for your email with further information on UberPOOL.

My reason for writing is for you to establish that UberPOOL complies with legal requirements for advance booking of hire cars at separate fares and the information you have provided is of some assistance in this regard.

However, I still have a number of outstanding concerns, particularly relating to how legal requirements will be discharged and public safety considerations. I am sure you will be aware that additional requirements apply where PHV's are booked by more than one separate fare paying passenger compared to those that apply in the case of exclusive hirings. There are also different practical issues to consider where a minicab is shared by a group of separate fare paying passengers. I would be grateful for your response on the following:

- 1 The steps that Uber London Ltd will take to confirm that vehicles are appropriately insured to be used for shared services;
- 2 How shared bookings will be recorded and, how you will be able to confirm who was travelling with whom and when after the event;
- 3 Whether your model allows for one passenger to book a shared hire after another sharing passenger has started their journey. If it does, please justify this by reference to the relevant provisions of section 11 of the Transport Act 1985;
- 4 When passengers are consenting to share and pay separate fares, whether they will be able to see any information relating to other prospective sharers (e.g. photograph, customer data such as sex or age, pick up/destination etc.). Please confirm whether passengers will be able to accept or reject other prospective sharers;
- 5 What plans you have to implement any safety measures for shared services in addition to those already in place for exclusive hires for example, will drivers be provided with training on delivering shared services and, if so, what training? We would appreciate having sight of the relevant materials.
- 6 What amendments you will make to your terms and conditions of service to cover shared services in London. Please provide us with a draft.

I note that you have not confirmed a proposed timeframe for the launch of UberPOOL although you state that this will be in the relatively near future.

You will understand the need for TfL, as the industry regulator, to properly understand the detail of how new services are delivered, before they are delivered. Please therefore confirm a specific timeframe for the proposed launch of UberPOOL in London. TfL does not expect UberPOOL services to be launched until we are satisfied they meet legal requirements.

I look forward to a response within seven days.

Regards,

Helen

**From:** Jo Bertram [mailto:[redacted]]

**Sent:** 04 May 2015 15:43

**To:** Chapman Helen (TPH)

**Cc:** Emmerson Garrett; Daniels Leon; Blake Peter; Andrew Byrne

**Subject:** Re: uberPOOL in London - about to launch

Dear Helen,

Thanks for your email. My apologies for the slow response - as you know we have been occupied by our annual TfL inspection last week.

In response to your questions, I can confirm the following:

- uberPOOL will be a variant of one of our existing private hire services in London, uberX, using the same vehicles. As such it will be operated by Uber London Limited with our Private Hire Operator License, and in exactly the same manner as our existing services.
- Bookings will be accepted by Uber London Limited, in exactly the same way as all our other private hire services. This question was examined at length by TfL last year, so I would refer you to the extensive correspondence from that time, and the confirmation by Howard Carter that we are operating in accordance with the private hire legislation in London.
- Regarding the taximeter question, again, I will refer you to the extensive correspondence with TfL last year on this issue, and the letter sent to the taxi and private hire trade confirming that in TfL's view, an app on the driver's smartphone does not constitute a taximeter for the purposes of section 11 of the act. We share TfL's view here. As I'm sure you are aware, a High Court case is in progress to bring binding clarity on this issue.
- Part 1 of the Transport Act 1985 requires that:
  - (a) all the passengers carried on the occasion in question booked their journeys in advance.All journeys booked on the Uber platform are booked in advance in accordance with the private hire legislation.
- (b) each of them consented, when booking his journey, to sharing the use of the vehicle on that occasion with others on the basis that a separate fare would be payable by each passenger for his own journey.

As outlined in the presentation, uberPOOL will be offered in the customer app as a separate service to our standard uberX service, with a clear description of what is being booked. Each customer will therefore be clearly consenting on each occasion to using a shared service.  
- We do not as yet have a confirmed launch timeframe, my email was merely a courtesy email to provide additional information. The phrase "about to launch" was not in my original email subject, but looks like an assumption made by TfL.  
I hope this addresses your questions. I would ask that you kindly keep this information as confidential due to its commercial sensitivity.

Regards,  
Jo

 Jo Bertram  
Regional General Manager - UKI & Nordics  
p: [redacted] | e: [redacted] | w: [www.uber.com](http://www.uber.com)

On Thu, Apr 23, 2015 at 9:41 PM, Chapman Helen (TPH) <[redacted]> wrote:

Dear Jo

Thank you for your email and for keeping us updated with your plans for uberPOOL. I'm responding directly as the General Manager for London Taxi & Private Hire.

The slide set you have provided helpfully sets out at a high level how the proposed operating model for uberPOOL could work in London.

However, I would be grateful for a detailed written explanation of how the proposed model will work including who will accept private hire bookings, how those bookings will be accepted and where they will be accepted, in accordance with sections 2 and 4 of the Private Hire Vehicles (London) Act 1998. If devices are used by drivers in relation to the calculation of fares, please say how it is that you say the taximeter prohibition in section 11 of that Act doesn't apply. I would also be grateful for clarification as to how you say the ride sharing aspect of the model complies with the provisions of Part 1 of the Transport Act 1985 that provide for this.

Please also confirm when you anticipate wanting to launch UberPOOL. You will appreciate that we need to be satisfied that your new service will be operating in accordance with private hire legislation before it is launched, even if these are matters that we may have explored previously in relation to the provision of services by Uber London Limited.

I look forward to your response within seven days.

Kind regards

Helen Chapman  
General Manager  
London Taxi & Private Hire | Transport for London  
T: [redacted] (auto) [redacted] M: [redacted] E: [redacted]  
4th Floor, Palestra | 197 Blackfriars Road | London | SE1 8NJ  
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From: Jo Bertram [mailto:[redacted]]

Sent: 21 April 2015 14:45

To: Daniels Leon; Emmerson Garrett; Blake Peter

Cc: Andrew Byrne

Subject: uberPOOL in London

Leon, Garrett and Peter,

I'm sure you remember our discussions following Travis' speech in London in October regarding the launch of our licensed, pooling product uberPOOL.

As we explained then, beta testing of the product in San Francisco, New York and Paris has been ongoing for some time. We have now launched in a number of other American cities and we expect London will follow in the relatively near future.

We have put together a short slide set that explains some of the mechanics of how the system will operate for you reference, including the request process etc. I hope you find it useful.

Regards,

Jo

[photo]

Jo Bertram

Regional General Manager - UKI & Nordics

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**From:** [Jo Bertram](#)  
**To:** [Chapman Helen \(TPH\)](#)  
**Cc:** [Matthew Wilson](#); [Tom Elvidge](#); [Robinson Graham](#)  
**Subject:** Re: FW: Automatic Verification of PHDL and PHVL via TfL/Uber Systems  
**Date:** 11 January 2016 19:50:52

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Dear Helen,

Many thanks. We would be happy to discuss this further if this would be useful - potentially with the relevant technical team if helpful.

Happy new year!

Jo



**Jo Bertram**  
Regional General Manager - UKI & Nordics  
e: [REDACTED] | w: [www.uber.com](http://www.uber.com)



On Mon, Jan 11, 2016 at 12:27 PM, Chapman Helen (TPH) <[REDACTED]> wrote:

Dear Jo

Happy new year to you and all at Uber.

Thank you for your email to Garrett which he has passed to me so my team can look at this in more detail.

We will consider your email and respond in due course.

Kind regards

Helen

**From:** Jo Bertram [[mailto:\[REDACTED\]](mailto:[REDACTED])]  
**Sent:** 26 December 2015 12:24  
**To:** Emmerson Garrett  
**Cc:** Matthew Wilson; Tom Elvidge  
**Subject:** Automatic Verification of PHDL and PHVL via TfL/Uber Systems

Dear Garrett,

I wanted to get in touch with you regarding the tool TfL has for automatic verification of Private Hire Driver Licence and Private Hire Vehicle Licences currently, and to see if there are opportunities to improve the process, reduce risk and provide a more joined-up and consistent approach to ensuring driver compliance.

As you will be aware, we currently check driver licence status against the Licence Checker at <https://tfl.gov.uk/info-for/taxis-and-private-hire/licensing/licence-checker>. We do this both at the point of onboarding a new partner-driver to the Uber platform, and periodically on an ongoing basis while the partner-driver is using the platform. This provides a real-time single 'source of the truth' for us to verify and take action with partner-drivers if revocations have occurred, even if the partner-driver does not notify us. We liaised with your third party technical support team to agree a time window out of working hours to do these checks so that they would not be disruptive to other users of the license checker.

This process has proven extremely helpful in our compliance efforts, however, with the number of partner-drivers we now have, our agreed time window is too short for us to do checks for our entire partner-driver PHDL and PHVL base as often as we would like to.

I would like to suggest that we explore a longer-term and more scalable solution to real-time license checking, ideally a direct API interface. We believe this would serve the following mutual benefits:

- Immediate compliance checks for any licence revocations, and immediate suspensions from operator requests thereof;
- Availability for all operators to make use of the technology and set up full compliance checks, not only companies like Uber (we had to write a fairly complicated program to do this from the current license checker website);
- Clear, transparent and immediate checks for drivers, removing any ambiguity in timeframes or processes across operators;
- Providing a digital version of the PHDL and PHVL for our record keeping, thereby potentially ultimately removing the requirement for paper versions.

If it would be helpful to have a technical expert liaise with your teams on this topic we would of course be happy to provide this.

I look forward to hearing your thoughts on whether this is something that TfL would consider.

Regards and best wishes for the holiday period.

Jo



**Jo Bertram**  
Regional General Manager - UKI & Nordics

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**From:** [Jo Bertram](#)  
**To:** [Chapman Helen \(TPH\)](#)  
**Cc:** [Robinson Graham](#); [Nwohia Flo \(ST\)](#); [Alex Cappy](#); [Will Almond](#); [Andrew Byrne](#); [REDACTED]  
**Subject:** Re: FW: Follow-up from yesterday's meeting  
**Date:** 04 March 2015 21:40:54

---

Dear Helen,

Thanks for your email. We'd be happy to have a follow up discussion.

Next Friday is unfortunately unlikely to work on our side as both Will and Alex are out of office that day. However, I'm copying [REDACTED], my assistant, who can help find a mutually convenient time.

Look forward to a useful discussion.

Jo



**Jo Bertram**

Regional General Manager - UKI & Nordics

p: +[REDACTED] [REDACTED] | e: [REDACTED] | w: [www.uber.com](http://www.uber.com)



On Tue, Mar 3, 2015 at 5:57 PM, Chapman Helen (TPH) <[REDACTED]> wrote:

Dear Jo,

Peter has passed on your email to me to take forwards as I'm the General Manager for London Taxi and Private Hire within Transport for London. I apologise that I wasn't able to make the meeting yesterday.

I would like to arrange a follow up meeting with you and was wondering if you and Alex are available to meet me at 11.30 next Friday alongside Graham Robinson (my Head of Licensing) and one of our Licensing Managers.

We can leave the detailed discussions on the licensing process and where you may assist with ensuring applications are correctly with the Licensing Manager and Alex but I would very much appreciate a discussion with you about volumes of applications you have submitted in the last six months and your expected volumes over the next 12 months. This will help me ensure accurate forecasting by mirroring your recent volumes with the increased trend we've seen in driver applications and match this to our forecasts going forwards allowing me to ensure I have the appropriate resources in place.

We can also cover the other points in your email below and we'll provide the relevant information during the meeting.

I've copied in my PA, Flo Nwohia, to make the necessary arrangements if this time is convenient for you / Alex. Let us know if it isn't and we can find some time the following

week.

Apologies for not copying Andrew, Alex and Will into my email – their email addresses didn't come through. Could you please forward this email onto them.

I look forward to meeting you soon.

Kind regards

Helen

**Helen Chapman**

**General Manager**

**London Taxi & Private Hire | Transport for London**

T: [REDACTED] (auto [REDACTED] | M: [REDACTED] | E: [REDACTED])

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**From:** Jo Bertram [[mailto:\[REDACTED\]](mailto:[REDACTED])]  
**Sent:** 03 March 2015 16:46  
**To:** Daniels Leon; Blake Peter  
**Cc:** Andrew Byrne; Alex Cappy; Will Almond  
**Subject:** Follow-up from yesterday's meeting

Dear Leon and Peter,

Thanks for meeting with us yesterday - good to see you as always. We are looking forward to working together to see how we can best streamline the PCO licensing process and deliver you high-quality, pre-screened applications.

In terms of next steps coming out of our meeting, I believe we discussed the following:

- Alex/Peter schedule meeting for deep dive on PCO application process with the relevant people
- Peter to make PCO license application form available to operators, either via a downloadable version or hard copies
- Andy to share data on Uber's impact on touting (will take us a little while to gather that data)
- Peter to share average time for DBS completion
- Peter to look into correlation between PCO driver incidents and embassy sponsorship

Anything I missed? I'll let Alex and Peter connect separately to schedule the next meeting.

Let us know if there's anything else you need from us in the meanwhile!



Many thanks,

Jo 



**Jo Bertram**  
Regional General Manager - UKI & Nordics

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**From:** [Tom Elvidge](#)  
**To:** [Chapman Helen \(TPH\)](#)  
**Cc:** [Jo Bertram](#); [Moody Thomas](#); [Robinson Graham](#); [Matthew Wilson](#); [Andrew Byrne](#)  
**Subject:** Re: Food delivery service  
**Date:** 13 January 2016 19:32:16

---

Dear Helen,

It is very interesting that there have been enquiries about something that is untrue - and mentioning such a specific date. I am actually quite concerned that there are multiple requests for information around business model that we have no plans to launch. I would really appreciate your support in understanding where this has come from please. Could you forward the emails or share the origin of this?

May I also ask that you do not share this information with parties externally please? As you can well imagine competitors of ours may be seeking to learn this information, and we would of course prefer that such questions are unanswered!

Many thanks again,  
Tom

On Wed, Jan 13, 2016 at 7:10 PM, Chapman Helen (TPH) <[\[REDACTED\]](#)> wrote:

Dear Tom,

Thank you for confirming this and for responding so swiftly.

I believe we have received several enquiries about this from individuals but I am not sure where it originally came from.

We thought it best to check with you in the first instance so we could ascertain whether there was anything we needed to be aware of. I am pleased you have clarified your position.

Thanks again

Helen

**From:** Tom Elvidge [mailto:[\[REDACTED\]](#)]  
**Sent:** 13 January 2016 19:03  
**To:** Chapman Helen (TPH)  
**Cc:** Jo Bertram; Moody Thomas; Robinson Graham; Matthew Wilson; Andrew Byrne  
**Subject:** Re: Food delivery service

Dear Helen,

We have no current plans for such a service. We would very much like to know where

this information has come from. Could you please let us know how you ascertained this?

Regards,

Tom

On Wed, Jan 13, 2016 at 6:49 PM, Chapman Helen (TPH)

<[REDACTED]> wrote:

Dear Jo and Tom

It has come to our attention that Uber is planning to start offering a food delivery service in London from 15 January 2016.

Can you please confirm whether you intend to operate this service, and if so, please provide TfL with details of how this service will operate in relation to licensed private hire vehicles or drivers before it is launched.

You should be aware that If London licensed PHV drivers and vehicles carry out this service they may not be exempt from congestion charging should they enter the Congestion Charging Zone.

In light of the imminence of the proposed launch, I would be grateful for your response by return.

Kind regards

Helen

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**Tom Elvidge**  
General Manager - London

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**Tom Elvidge**  
General Manager - London

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**From:** [Andrew Byrne](#)  
**To:** [Blake Peter](#); [Chapman Helen \(TPH\)](#)  
**Cc:** [Tom Elvidge](#)  
**Subject:** Re: INVITATION: Uber Partner Q&A  
**Date:** 07 November 2016 12:31:22

---

Hello both,

Just a gentle reminder on this one. We'd love to get it in the diary in the next few weeks if possible.

Thanks again.

Andrew

On Sun, 16 Oct 2016 at 15:00 Andrew Byrne <[REDACTED]> wrote:

Sorry to be a pain, but just to say that we will need a couple of weeks to prepare etc. so if you are able to do w/c 31st October, we'd need to know pretty quick.

No problem if not. Perhaps it might be easier to let us know when would work for you both.

Though I would say we have a slight preference for either 9.30am or 5.30pm to align properly with the other stuff we have going on.

Hope you both had great weekends.

Andrew



[Andrew Byrne](#)  
Head of Public Policy UKI  
[+44 \[REDACTED\]](#) | [uber.com](#)

On Mon, 10 Oct 2016 at 18:34 Andrew Byrne <[REDACTED]> wrote:

Thanks Peter. We're very happy to be flexible and work around you both.

But as a starter for ten, what about the following w/c 31st October:

- Monday 5:30 - 6:30 PM
- Tuesday 9:30 - 10:30 AM
- Wednesday 5:30 - 6:30 PM
- Thursday 5:30 - 6:30 PM

Let us know if any of them are suitable.

A



[Andrew Byrne](#)  
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[Andrew Byrne](#)  
Head of Public Policy UKI  
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On Wed, 5 Oct 2016 at 21:55 Blake Peter <[REDACTED]> wrote:

Andrew,

Thanks for the note.

Send me through some potential dates and we'll arrange a mutually agreeable time.

Kind regards

Peter

Sent from my BlackBerry 10 smartphone on the O2 network.

---

**From:** Andrew Byrne

**Sent:** Tuesday, 27 September 2016 10:20

**To:** Blake Peter; Chapman Helen (TPH)

**Cc:** Tom Elvidge

---

**Subject:** INVITATION: Uber Partner Q&A

Peter and Helen,

I trust you are both well and don't mind me dropping you a line.

The team here have noticed both the Mayor and the TfL Board's welcome proactive approach to stakeholder engagement in the taxi and private hire sector and your own attendance at a series of industry events over the past few weeks (UCG, LPHCA, for example).

We wanted to extend an invitation to you both to come and address a selection of partners associated with Uber on your vision for the industry and forthcoming changes from the Regs Review and the Action Plan.

As you will be aware, Uber is now by far the largest operator in the London market, while also being excluded from all other trade organisations in the sector. While we, of course, have our quarterly meetings we are anxious that our partners are able to receive the same opportunities afforded to their colleagues elsewhere in the industry.

We would be happy to organise the event around your diaries. But given the pace of change in London right now would urge you to consider making yourselves available at the earliest opportunity.

Thanks so much and very happy to discuss in further depth.

Andrew

--

Andrew Byrne

Head of Public Policy UKI



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**From:** [Jo Bertram](#)  
**To:** [Chapman Helen \(TPH\)](#)  
**Subject:** Re: Letter to Jo Bertram - UBER - 210716 - via e-mail  
**Date:** 26 July 2016 09:18:47

---

Dear Helen,

Just to confirm receipt of the below.

Regards,

Jo



**Jo Bertram**  
Regional General Manager - UK, Ireland & Nordics  
[REDACTED] | [uber.com](#)

On Thu, Jul 21, 2016 at 4:55 PM, Chapman Helen (TPH) <[REDACTED]> wrote:

Dear Jo

Please find attached letter from Helen Chapman.

Kind regards,

**Sonia**

**Sonia Lewis - Temporary Executive Assistant to Helen Chapman General Manager, TfL London Taxi & Private Hire**  
2<sup>nd</sup> Floor Green 2G2 , 230 Blackfriars Road, Southwark, London SE1 8PJ

T: [REDACTED] I Auto: [REDACTED] I Email: [REDACTED]



For up to date news and information regarding London Taxi and Private Hire matters follow us on

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**From:** [Tom Elvidge](#)  
**To:** [Chapman Helen \(TPH\)](#)  
**Cc:** [Matthew Wilson](#)  
**Subject:** Re: License Question  
**Date:** 30 April 2016 21:07:43

---

Great, many thanks Helen.

I appreciate the response and have a great long weekend too!

Regards,  
Tom

On Fri, Apr 29, 2016 at 7:46 PM, Chapman Helen (TPH) <[REDACTED]> wrote:

Hi Tom,

I am very sorry you haven't had a reply yet but we are considering your questions and will respond next week.

I hope you have a lovely weekend!

Helen

**From:** Tom Elvidge [mailto:[REDACTED]]  
**Sent:** 29 April 2016 15:58  
**To:** Chapman Helen (TPH)  
**Cc:** Matthew Wilson  
**Subject:** Re: License Question

Hi Helen,

I hope all is well with you. I just wanted to follow-up and see if you had been able to find the answer to the below question please?

Best regards and enjoy the bank holiday weekend.

Tom

On Thu, Apr 14, 2016 at 8:32 AM, Tom Elvidge <[REDACTED]> wrote:

Hi Helen,

I hope all is well with you. I wanted to follow-up on the below question please. We are in discussion with a rental company who would like to licence some of their vehicles in order to provide a private hire rental option to licensed PCO drivers in London. The company would also like for those vehicles to be used by members of the public as 'standard' rental vehicles occasionally too. Please could you confirm that this model would be permissible per your note below?

For the avoidance of doubt, private hire journeys would always be completed only by licensed PCO private hire drivers, in a licensed private hire vehicle in full accordance with requirements. The rental company would also have information on each driver both before and after a rental.

I would be most grateful if you could confirm this please.

Very best regards,

Tom

On Wed, Jan 13, 2016 at 7:04 PM, Tom Elvidge <[REDACTED]> wrote:

Helen,

Many thanks for confirming and for the prompt reply, much appreciated.

Best regards,

Tom

On Wed, Jan 13, 2016 at 6:47 PM, Chapman Helen (TPH) <[REDACTED]> wrote:

Dear Tom,

Happy New Year to you as well. I am sorry I have missed your recent call – I have been in meetings all day.

Private hire vehicles in London can be used for personal use and therefore they can be driven by an unlicensed driver providing they are driving the vehicle purely in a personal capacity and not for private hire use. As you say, they would still need to ensure the vehicle is appropriately insured.

Kind regards

Helen

From: Tom Elvidge [mailto:[REDACTED]]  
Sent: 13 January 2016 14:25  
To: Chapman Helen (TPH)  
Cc: Matthew Wilson  
Subject: License Question

Hi Helen,

Happy New Year. I have a somewhat left-field question I wanted to ask please:

Is it permitted for an unlicensed person to drive a licensed private hire vehicle in London for personal use? For example, would the spouse of a private hire driver be permitted to use the vehicle for personal use?

Obviously this would be personal use only and not for private hire use, and assumes all the relevant insurance is in place.

If you could please clarify it would be much appreciated.

Many thanks - I look forward to speaking soon.

Regards,

Tom

--



**Tom Elvidge**  
General Manager - London

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General Manager - London

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General Manager - London



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General Manager - London



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Tom Elvidge  
General Manager - London

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**From:** [Andrew Byrne](#)  
**To:** [Chapman Helen \(TPH\)](#)  
**Cc:** [Nwohia Flo \(ST\)](#); [Tom Elvidge](#); [Blake Peter](#); [Moody Thomas](#)  
**Subject:** Re: Regulations Review  
**Date:** 13 April 2016 11:06:54

---

Hi Helen - thanks so much for this.

The 19th works for us, but can we push it to 11.15a? I will be coming from an event in Westminster that finishes at 11am.

Thanks again.

A

On 12 April 2016 at 21:46, Chapman Helen (TPH) <[REDACTED]> wrote:  
Hi Andrew and Tom

Peter and I have just had a meeting cancelled next Tuesday morning which would allow us to meet earlier if your diaries permit. We are keen to meet as soon as possible.

Would you be free to come to 230 Blackfriars Road at 11am on Tuesday 19 April?

Kind regards  
Helen

Sent from my iPhone

On 12 Apr 2016, at 17:55, Nwohia Flo (ST) <[REDACTED]> wrote:

Hi Andrew

As per Helen's email below, can we see if any of the following dates work for you:-

25 April an hour between 10-15pm

26 April 1-2.30pm

27 April 1-3pm

Kind regards

Flo

---

**From:** Chapman Helen (TPH)  
**Sent:** 11 April 2016 13:39  
**To:** Blake Peter; Andrew Byrne  
**Cc:** Tom Elvidge; Moody Thomas; Nwohia Flo (ST)  
**Subject:** RE: Regulations Review

Andrew,

I've asked my PA, Flo Nwohia (copied) to set up a meeting with you to discuss the next steps. She will be in touch shortly.

Grateful if you could copy me on emails please.

Kind regards

Helen

**Helen Chapman**

**General Manager**

**London Taxi & Private Hire Directorate | Transport for London**

**T:** [REDACTED] (auto [REDACTED] | **M:** [REDACTED] | **E:** [REDACTED]

---

**From:** Blake Peter  
**Sent:** 11 April 2016 13:17  
**To:** Andrew Byrne  
**Cc:** Tom Elvidge; Moody Thomas; Chapman Helen (TPH)  
**Subject:** Re: Regulations Review

Andrew,

We will be in contact with you imminently to arrange a time to discuss.

Kind regards

Peter

Sent from my BlackBerry 10 smartphone on the O2 network.

---

**From:** Andrew Byrne  
**Sent:** Monday, 11 April 2016 13:13  
**To:** Blake Peter

Cc: Tom Elvidge; Moody Thomas

Subject: Re: Regulations Review

Hello Peter,

Sorry to be a huge pain, but wondered whether you had any thoughts on this. We're anxious to get as much lead time as possible and will be as useful as we can in any implementation discussions.

Hope all well.

A

On 23 March 2016 at 11:12, Andrew Byrne <[REDACTED]> wrote:

Good morning Peter,

I hope all is well and you're looking forward to the Easter break.

Now we know what the changes are that have been ratified by the Board, I wanted to check what the process will be for determining the detail and their implementation. I know you mentioned that this would involve an element of working with the private hire industry and we're keen to remain involved.

It would be great if you could let us know anything we can do to begin the process or if there are things you would like us to give some thought to at this stage.

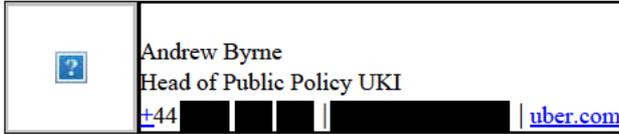
Thanks.

Andrew

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**From:** [Andrew Byrne](#)  
**To:** [Chapman Helen \(TPH\)](#)  
**Cc:** [Moody Thomas](#); [Moffat Alex \(TPH\)](#)  
**Subject:** Re: Thank you  
**Date:** 30 August 2015 17:08:53

---

Thanks very much for coming back to me, Helen. And yes, I now have some time scheduled with Alex and Tom next week.

Hope you're having a lovely bank holiday weekend.

A

On 27 August 2015 at 09:32, Chapman Helen (TPH) <[REDACTED]> wrote:

Dear Andrew

We don't have a specific list of accessible vehicle models used as PHVs as this market is very diverse and many of the accessible vehicles used are bespoke to the service provided.

I understand you've already arranged to meet our vehicle policy team to discuss these matters in more detail so they will be able to provide you with the relevant information.

Kind regards  
Helen Chapman

General Manager  
London Taxi & Private Hire  
**Transport for London**

On 24 Aug 2015, at 15:27, Andrew Byrne <[REDACTED]> wrote:

Thank you very much, Natalia.

Peter, I hope you don't mind us getting in touch, but we're developing some plans for the future and had a couple of questions:

- 1) Do you have a list of approved wheelchair accessible vehicles acceptable for private hire?
- 2) Are there any restrictions to private hire drivers by virtue of their PCO licence preventing them from touching passengers in wheelchairs? [This](#) seems to suggest all would be fine, but would be great to get confirmation.

We're at very early stages with this project, but very happy to discuss in further detail too if useful.

Thank you.  
Andrew

On 24 August 2015 at 09:24, De Estevan-Ubeda Natalia (ST)

<[REDACTED]> wrote:

Andrew

I have checked internally and the best action is for you to approach Peter Blake, our Director of Service Operations as his team is in charge of Taxi and Private Hire.

Peter is cc here.

Regards

Natalia

**Natalia de Estevan-Ubeda** | Head of International ITS Policy and Strategy

SURFACE TRANSPORT MD's office

PALESTRA | Zone 11R3 | 197 Blackfriars Road | London SE1 8NJ | UK

Auto [REDACTED] | [+44\(0\)20 \[REDACTED\]](tel:+44(0)20[REDACTED]) | M [+44\(0\) \[REDACTED\]](tel:+44(0)[REDACTED])

**From:** Andrew Byrne [mailto:[REDACTED]]

**Sent:** 23 August 2015 17:36

**To:** De Estevan-Ubeda Natalia (ST)

**Subject:** Re: Thank you

Hey Natalia,

Hope you've had a great weekend - just had one question that I thought you might be able to help with...

Do you know who at TfL leads on accessibility matters for PHV industry (if anyone)? Confidentially, we're doing a feasibility study on increasing the options we provide to mobility impaired passengers and had some questions on vehicle standards and a few other things.

We've hit a bit of brick wall so far, so would be very grateful for any advice you might have.

Thanks very much.

A

On 17 August 2015 at 20:31, De Estevan-Ubeda Natalia (ST)

<[REDACTED]> wrote:

Hi Andrew

Interesting meeting indeed so thank you for your time. We are following up matters discussed and I suggest we are in touch in a few days to see if exploring further is an "option" along the lines discussed.

In the meantime thank you for the Boston info. The more detail about this one you can provide the better to work on the upward filters.

Have a good evening too and thanks again

Natalia

Sent from my iPhone

On 17 Aug 2015, at 18:55, Andrew Byrne <[REDACTED]> wrote:

Natalia, Iain and Rhyanna,

Thanks so much for your time this afternoon. I really enjoyed our conversation, hope you found it useful too. As I said, we're very keen to collaborate and work together where we can. I've attached some text about our agreement with the City of Boston - very happy to provide more info should it be helpful.

Have nice evenings all.

A

--



**Andrew Byrne**  
Public Policy UKIN

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**From:** [Jo Bertram](#)  
**To:** [Nwohia Flo \(ST\)](#); [Chapman Helen \(TPH\)](#)  
**Cc:** [Robinson Graham](#); [Alex Cappy](#); [Matthew Wilson](#); [Andrew Byrne](#)  
**Subject:** Re: Uber air fresheners  
**Date:** 27 July 2015 20:56:36

---

Dear Helen,

Thank you for your letter of 24 July 2015. We were already aware of a significant amount of activity and pressure on social media from the taxi trade drawing attention to this issue in the days preceding the date of this letter.

As you will be aware, we have already taken a number of steps to ensure that drivers operating on the Uber platform are clear that they are not permitted by TFL to continue displaying Uber-branded air fresheners in their vehicles. A summary of these steps is below:

- January 2015 - Uber stopped distributing Uber-branded air fresheners in response to concerns raised by TFL.
- 15 April 2015 - an email was sent to all driver partners to take down air fresheners: *"A NOTE ON UBER AIR FRESHENERS: Partners who joined Uber earlier this year or last year may have received an Uber-branded air freshener. We have become aware that these air fresheners may be attracting unwanted attention, and would therefore kindly ask that you do not display this on your mirror, and consider using an unbranded air freshener as an alternative. Apologies for the inconvenience!"*
- 24 April 2015 - in response to a letter dated 23 April from TFL a further email was sent to all driver partners to take down air fresheners: *"UBER AIR FRESHENERS: As mentioned in last week's partner update, Uber air fresheners have been attracting unwanted attention when displayed on your rearview mirror. Transport for London requires that these be removed **with immediate effect**. We ask that you please remove them prior to your next trip on the Uber platform, and apologise for the inconvenience."*
- 23 July 2015 - in response to increased traffic on social media on the topic, an SMS was sent to all driver partners to take down air fresheners: *"UBER: Please be advised that if you currently have an Uber air freshener, Transport for London require that it be taken down immediately. We have found that they are attracting unnecessary attention, and as such, it is best for our partners that they not be displayed. Thank you for your cooperation."*

Additionally, we have today sent a further SMS message to drivers reinforcing the point that continuing to display an Uber-branded air freshener will risk enforcement action from TFL. Hopefully this will have the desired effect.

It is clear from this messaging that Uber has taken significant steps to ensure it is not causing or permitting any contraventions by drivers on the Uber platform. As such, we regard removal of drivers who independently continue to display Uber-branded air fresheners from the Uber platform as disproportionate given that, even if the display of the air fresheners did contravene any of the relevant law, the sanction under s.30(3)(b) is a fine.

However, on becoming aware of individual cases, we will of course contact the drivers concerned and take steps to ensure such drivers remove the air fresheners. Please do let us know the details of any drivers that are continuing to display the air fresheners so that we may contact them and ensure these are removed. Please email us any instances of this to [tfl@uber.com](mailto:tfl@uber.com), which is a dedicated email address we established to quickly address any concerns raised by TFL street teams with drivers using the Uber platform (please do not share this email externally).

Kind regards,

Jo



**Jo Bertram**  
Regional General Manager - UKI & Nordics

e: [\[REDACTED\]](#) | w: [www.uber.com](http://www.uber.com)



On Fri, Jul 24, 2015 at 12:40 PM, Nwohia Flo (ST) <[\[REDACTED\]](#)> wrote:

Dear Jo

Please find attached a letter from Helen Chapman regarding Uber air fresheners.

Kind regards

Flo

**Flo Nwohia | PA/ Executive Assistant to Helen Chapman General Manager, TfL  
London Taxi & Private Hire**

2<sup>nd</sup> Floor Green 2G2 , 230 Blackfriars Road, Southwark, London SE1 8PJ

T: [REDACTED] / Auto: [REDACTED] / Email: [REDACTED]



For up to date news and information regarding London Taxi and

Private Hire matters follow us on Twitter **@TfLTPH**

\*\*\*\*\*

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**From:** [Jo Bertram](#)  
**To:** [Chapman Helen \(TPH\)](#)  
**Subject:** Re: Uber letter - 23 04 15 - final  
**Date:** 25 April 2015 19:14:41

---

Dear Helen,

Thanks for the letter. While we don't necessarily agree that the air fresheners constitute advertising material or mean that vehicles may be thought to be plying for hire, and notwithstanding the extremely short notice, we notified all drivers again yesterday that they are required to take these down with immediate effect.

Kind regards,

Jo

**Jo Bertram**

Regional General Manager - UKI & Nordics

p: [REDACTED] | e: [REDACTED] | w: [www.uber.com](http://www.uber.com)

On Thu, Apr 23, 2015 at 1:05 PM, Chapman Helen (TPH) <[REDACTED]> wrote:

Dear Jo,

Please find attached a letter following previous correspondence regarding air fresheners.

Kind regards

Helen

**Helen Chapman**

**General Manager**

**London Taxi & Private Hire | Transport for London**

T: [REDACTED] (auto [REDACTED] | M: [REDACTED] | E: [REDACTED])

4th Floor, Palestra | 197 Blackfriars Road | London | SE1 8NJ

\*\*\*\*\*

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**From:** [Alan Clarke](#)  
**To:** [Chapman Helen \(TPH\)](#)  
**Cc:** [Jo Bertram](#)  
**Subject:** Re: UberAssist  
**Date:** 23 October 2015 15:24:10

---

Dear Helen,

Thanks for your email regarding uberASSIST.

Jo has asked me to get back to you as I've been leading the policy side of this from our end and have had previous discussions with a couple of your colleagues about our plans for ASSIST.

As you have noted, uberASSIST is a new service we've launched aimed at giving people with disabilities an additional transport option in London.

Of course, every partner-driver who has opted in to drive on the uberAssist vehicle class already holds a full and current TfL Private Hire Licence - which ensures that potentially vulnerable people are protected across every Private Hire service in London. We can of course provide assurance that every partner-driver on the platform is fully-licensed.

Partner-drivers on uberASSIST have all received full disability equality training, designed and developed by Transport for All and delivered by disabled trainers working for [Inclusion London](#). The disability equality sessions focused on encouraging partners to think about how they serve riders on uberASSIST in the context of the social model of disability. In addition, the trainers gave the partner-drivers advice from the benefit of their extensive experience of accessing private hire services in London and advised on how to assist riders with a range of different access needs.

In terms of model - uberASSIST works no differently to our other vehicle options.

UberASSIST is designed to complement our existing uberX service that we know is already used by a large number of disabled riders who value it for its affordability, convenience and safety. It is an additional option for people who might feel more comfortable using a service where the partner-driver knows they are collecting someone who is likely to have an access need, and arrives ready to use the benefit of Transport for All's disability equality training to assist them in the best possible way.

As with uberX, uberASSIST riders are also encouraged to contact their partner-driver to let them know if they have any specific requirements - for example, someone who is blind or partially sighted may request a partner-driver parks and comes to the door of their property to offer assistance in getting them into the vehicle safely.

The type of service uberASSIST offers was communicated via an email to all our riders in London, in a [blog post on UberNewsroom](#) and through various other media channels. It was extraordinarily well received by Londoners and it was heartening to see charitable organisations such as Scope and the RNIB note the launch of a new service aimed specifically at disabled people.

We have already begun discussions on vehicle requirements for a WAV product with your colleagues Alex Moffatt and Tom Moody. We are scheduled to see them both again in early November.

I hope this answers your queries, please let us know if there's anything else we can do to help.

Best wishes

Alan

----- Forwarded message -----

From: **Chapman Helen (TPH)** <[REDACTED]>  
Date: Wed, Oct 21, 2015 at 8:34 PM  
Subject: UberAssist  
To: Jo Bertram <[REDACTED]>  
Cc: Moody Thomas <[REDACTED]>

Dear Jo

I'm aware Uber has this week launched a new service in London which has been referred to as "UberAssist". I understand that the new service is targeted specifically at those passengers who may require additional assistance such as the elderly or those with disabilities. TfL of course supports any move to offer additional assistance to those passengers in London who may need it when travelling, such as the elderly or disabled, but it is paramount that any such service is provided safely and that potentially vulnerable passengers are protected.

Please provide full details of how this service will operate and what additional facilities it will provide for passengers who select it and explain how the terms of your service and what it offers will be explained in clear terms to passengers. For example, in the case of passengers with disabilities they know specifically the type of assistance they are able to receive. Please also provide full details of additional training to be provided to your drivers who may be providing this service.

In relation to your reference to introducing PHVs that have been adapted or modified to accommodate elderly or disabled passengers who may need additional assistance, you will need to satisfy TfL that those vehicles are or remain suitable to be licensed as PHVs.

I welcome a response on these points by return.

Kind regards

Helen

**Helen Chapman**

**General Manager**

**London Taxi & Private Hire Directorate | Transport for London**

T: [REDACTED] (auto [REDACTED] | M: [REDACTED] | E: [REDACTED])

--



**Alan Clarke**  
Public Policy

m: +44 (0) [REDACTED] e [REDACTED] | w: [www.uber.com](http://www.uber.com)

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**From:** [Jo Bertram](#)  
**To:** [Chapman Helen \(TPH\)](#)  
**Cc:** [Andrew Byrne](#); [Hitchings Judith](#); [Matthew Wilson](#); [Blake Peter](#); [REDACTED]  
**Subject:** Re: UberPOOL  
**Date:** 14 September 2015 19:48:42

---

Dear Helen,

Many thanks - this is very useful in helping us prepare for a productive discussion.

Given the range of questions, I will be accompanied by:

- Matt Wilson our Legal Director
- Andy Byrne who leads our public policy team and has been in discussions with various members of TfL on policy issues in the past
- Will Almond from our driver operations team who has the closest knowledge of the details of the Pool product.

We look forward to seeing you on Thursday.

Kind regards,

Jo

—

Sent from [Mailbox](#)

On Fri, Sep 11, 2015 at 6:06 PM, Chapman Helen (TPH) <[REDACTED]> wrote:

Dear Jo

Thanks for your email. There are a number of areas we would like to discuss at the meeting next Thursday following my questions on 4 June and your response. This includes:

- hire and reward insurance for shared hires
- recording of bookings for shared hires
- practicalities for consenting to shared hires (including terms of the consent, when provided etc.)
- data protection and data sharing issues
- safety measures for shared hires
- Uber London Limiteds terms and conditions

I'm sure you will understand this is an iterative process as we are eager to understand any proposed operating model.

Peter Blake and I will be attending the meeting. Please confirm attendance from Uber.

Kind regards  
Helen Chapman

General Manager  
London Taxi & Private Hire

## Transport for London

On 11 Sep 2015, at 14:41, Jo Bertram <[REDACTED]> wrote:

Dear Helen,

Just a follow-up here - haven't heard back from you on this. I do want to make sure we have the opportunity to address your concerns fully.

Please could you also advise who will be attending from your side?

Regards,

Jo

—

Sent from [Mailbox](#)

On Thu, Sep 10, 2015 at 8:00 AM, Jo Bertram <[REDACTED]> wrote:

Dear Helen,

I hope you enjoyed your holiday. We have set up some time on Thursday next week to discuss any outstanding questions you have on Pool.

Please could you let us know those questions by Friday this week so that we can come prepared to address them in full?

Many thanks,

Jo



**Jo Bertram**

Regional General Manager - UKI & Nordics

e: [REDACTED] | w: [www.uber.com](http://www.uber.com)



On Tue, Sep 1, 2015 at 11:52 AM, Jo Bertram <[REDACTED]> wrote:

Dear Helen,

Many thanks for your email.

Given your request to address these issues in writing prior to any meeting, in our email of 15th June, we outlined our detailed responses to all the questions that you have sent through.

Your assistant advised that you would be in touch on your return from vacation to set up a meeting to discuss this. Given the elapsed time since our email and our proposal to meet on this topic, we had hoped that these questions had been resolved.

We would be happy to meet to discuss this as the most effective way to resolve any outstanding concerns. Please could you send through the outstanding questions that you have so that we can come prepared to address all of these in full in that meeting?

I am copying my assistant Polly who can help find a suitable time on your return from vacation.

Regards,

Jo



**Jo Bertram**

Regional General Manager - UKI & Nordics

e: [REDACTED] | w: [www.uber.com](http://www.uber.com)



On Thu, Aug 27, 2015 at 10:45 AM, Chapman Helen (TPH)

<[REDACTED]> wrote:

Dear Jo

I am conscious it has been some time since we last corresponded regarding UberPOOL and I believe you offered us a meeting for you to explain how the proposed operating model complies with legal and regulatory requirements but due to annual leave this was never arranged.

I've copied Judith Hitchings who will be in touch to arrange a date for Peter and I to meet with you and your team. Please note I am on leave after today until 7 September.

Until such time as you have satisfied TfL that the operating model meets regulatory requirements we would not expect to see a launch of UberPOOL in London.

Kind regards

Helen

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**From:** Tom Elvidge  
**To:** Chapman Helen (TPH)  
**Cc:** Underwood Rebecca (TPH); Max Lines  
**Subject:** Re: Vauxhall Zafira model B vehicle suspensions  
**Date:** 21 June 2016 12:29:06

---

Hi Helen,

Thanks for the mail. If you could provide the list it would be helpful so that we can make contact with partner-drivers as soon as possible.

Andrew has been in contact with Vauxhall to understand how drivers can most efficiently resolve the vehicles issues by obtaining the relevant upgrades. Vauxhall are helpfully providing input on the dealerships that offer the required service and in ensuring they are prepared. We can pass this information to partner-drivers as soon as we have information on those affected.

Many thanks,  
Tom

On Tue, Jun 21, 2016 at 11:57 AM Chapman Helen (TPH) <[REDACTED]> wrote:  
Tom

The list will change frequently as vehicle owners take action but I'll see what we can do.

In the meantime, Andrew Moeller appears to have been in touch with Vauxhall directly. To clarify, it is TfL that has suspended the private hire vehicle licenses so we are unclear why Andrew would be in touch with Vauxhall regarding this matter. Should Andrew wish to discuss this he can liaise with Rebecca Underwood (copied) who is my Head of Contracts and responsible for Vehicle Licensing.

Regards  
Helen

Sent from my iPhone

On 21 Jun 2016, at 09:59, Tom Elvidge <[REDACTED]> wrote:

Hi Helen,

Could you provide a list of the registration numbers of the 1,250 vehicles that have been suspended please? This will be very helpful in identifying the vehicles and sending an appropriate message to partner-drivers as soon as possible. If you could send through the private hire vehicle licence or vehicle registration number we can cross-check with our database.

Many thanks,  
Tom

On Tue, Jun 21, 2016 at 9:28 AM Chapman Helen (TPH) <[REDACTED]> wrote:  
All

I want to bring an important matter to your attention. Yesterday we took the difficult but necessary decision to suspend the private hire vehicle licences of approximately 1,250 Vauxhall Zafira (model B) vehicles. The registered keepers of these vehicles have failed to respond to letters from Vauxhall and more recently from TfL advising them to comply with the important safety recall.

Letters will shortly be arriving with the registered keepers of the affected vehicles. The following TPH notice contains more information which we will shortly be promoting through our Twitter feed:

<http://content.tfl.gov.uk/11-16-important-safety-notice-vauxhall-zafira-b.pdf>

I would like to stress that this issue does not affect all licensed Vauxhall Zafiras - just the Model B. Around 5,500 of these vehicles are licensed by us and the majority, around 4000, have already responded to the recall notice and correspondence from Vauxhall and TfL and had their safety check, so remain licensed as a private hire vehicle.

Operators will be able to check the licencing status of any such vehicles they have working for them using our licence checker. I would appreciate your help in reaching out to operators, so they can check the status of the vehicles they have on their books.

Finally, I can assure you that we have not taken this action lightly, but in view of the recent spate of fires, it is vital that we put passenger safety first.

Do let me know if you have any questions.

Regards  
Helen.

Sent from my iPhone

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Tom Elvide  
General Manager - London  
+44 [REDACTED] | uber.com

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Tom Elvide  
General Manager - London  
+44 [REDACTED] | uber.com

**From:** [Tom Elvidge](#)  
**To:** [Chapman Helen \(TPH\)](#)  
**Cc:** [Underwood Rebecca \(TPH\)](#); [Matthew Wilson](#); [Jo Bertram](#)  
**Subject:** Re: Vauxhall Zafira model B vehicle suspensions  
**Date:** 12 July 2016 20:36:06

---

Hi Helen,

Further to the below email thread I wanted to understand if TfL intends to take the same approach with any other vehicle safety recalls that may occur in the future? If so, it would be helpful to have advance notification prior to the suspension of licences so that we can work to notify affected drivers before their vehicle licences are revoked.

Also, as mentioned previously it would be most helpful for any future cases if you could communicate the list of private hire vehicle licences so that we can identify the associated drivers.

Many thanks,  
Tom

On Tue, Jun 21, 2016 at 11:57 AM Chapman Helen (TPH) <[REDACTED]> wrote:

Tom

The list will change frequently as vehicle owners take action but I'll see what we can do.

In the meantime, Andrew Moeller appears to have been in touch with Vauxhall directly. To clarify, it is TfL that has suspended the private hire vehicle licenses so we are unclear why Andrew would be in touch with Vauxhall regarding this matter. Should Andrew wish to discuss this he can liaise with Rebecca Underwood (copied) who is my Head of Contracts and responsible for Vehicle Licensing.

Regards  
Helen

Sent from my iPhone

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Many thanks,  
Tom

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All

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Letters will shortly be arriving with the registered keepers of the affected vehicles. The following TPH notice contains more information which we will shortly be promoting through our Twitter feed:

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Operators will be able to check the licencing status of any such vehicles they have working for them using our licence checker. I would appreciate your help in reaching out to operators, so they can check the status of the vehicles they have on their books.

Finally, I can assure you that we have not taken this action lightly, but in view of the recent spate of fires, it is vital that we put passenger safety first.

Do let me know if you have any questions.

Regards  
Helen.

Sent from my iPhone

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General Manager - London  
+44 [REDACTED] | uber.com

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Tom Elvidge  
General Manager - London  
+44 [REDACTED] | uber.com

**From:** [Zac de Kievit](#)  
**To:** [Chapman Helen \(TPH\)](#); [Carter Howard](#); [Emmerson Garrett](#)  
**Cc:** [Daniels Leon](#); [Blake Peter](#); [Andrew Byrne](#); [Jo Bertram](#)  
**Subject:** Re: uberPOOL in London  
**Date:** 17 June 2015 08:02:01

---

Dear Flo

Thanks for your response.

Dear Howard, Garrett

Would you be available to meet Jo and I this Thursday (18 June 2015) to discuss any remaining questions you might have?

Kind regards  
Zac

On Tue, Jun 16, 2015 at 3:06 PM, Chapman Helen (TPH) <[REDACTED]> wrote:

Dear Zac

Thank you for your response to Helen's email of 4 June with additional information regarding the proposed operating model of UberPOOL.

Helen is on annual leave this week and is therefore unable to meet with you this week. She returns on 22 June so we will be in touch to arrange a meeting after that.

Regards

Flo

\*\*\*\*\*

**From:** Zac de Kievit [mailto:[REDACTED]]  
**Sent:** 15 June 2015 10:21  
**To:** Chapman Helen (TPH)  
**Cc:** Emmerson Garrett; Daniels Leon; Blake Peter; Carter Howard; Andrew Byrne; Jo Bertram  
**Subject:** uberPOOL in London

Dear Helen

Jo Bertram requested that I respond to your emails of 4 June 2015 and 11 June 2015 in my capacity as Legal Director of Uber's International Operations.

As Jo and other members of the Uber team have indicated previously to TfL's senior

management, we are very confident that UberPOOL is compliant with all applicable regulations and are keen to have the opportunity to present the service to you and to explain how exactly it will operate.

I am therefore sorry that you have not yet taken up our offer of a meeting to respond to any questions you may have. You say in your email that you consider this to be an iterative process and that you may have further questions to those set out in your email of 4 June 2015. I had hoped that a face-to-face meeting would be the best way to ensure that all potential issues could be raised and resolved as speedily as possible.

I propose that we meet this coming Thursday, 18 June 2015. I can personally attend and anytime in the morning works for Jo and I. Does that work for you?

However, in light of your request that we respond to the questions raised in your email of 4 June 2015 prior to any such meeting, please note the following:

1. ULL will continue to ensure that all drivers on the ULL platform are fully insured as licensed PHV drivers for commercial transportation of passengers. As TfL is aware, when registering drivers to the ULL platform, ULL undertakes rigorous checks of driver documentation including valid insurance cover. It also monitors such insurance cover on an ongoing basis.
2. As TfL has acknowledged following its detailed inspections of ULL's record keeping systems, these are sophisticated and state of the art. Shared bookings will be recorded in exactly the same way as single bookings, meaning that ULL will have full records as to which passengers were travelling with a particular driver, including full details of the relevant journey.
3. Passengers who book a shared journey will make their booking in exactly the same way as any passenger making a booking using the Uber app. In accordance with the requirements of s. 11 of the Transport Act 1985, all such bookings will be made by passengers through the Uber app in advance of their journey. Shared bookings will only take place when each passenger has consented to sharing the relevant vehicle with others on the basis that a separate fare will be payable by each passenger for his/her own journey.
4. When a passenger has indicated his/her consent to share a booking and pay a separate fare, they will be provided with the first name of the other prospective sharer(s). Passengers who have consented to share a booking are able to withdraw such consent and cancel the shared booking once such passenger has received the first name of the sharer(s). The passenger can then re-book a non-shared trip.
5. ULL does not intend to provide any further training to drivers in relation to delivering shared services other than how to use the Uber app to effect shared bookings. Drivers on the ULL platform are already accustomed to carrying multiple passengers, including where those passengers share the fare.

6. ULL does not intend to make any changes to its customer terms and conditions as it does not consider these to be necessary. Passengers who make bookings through the Uber app are free to decide whether or not they wish to consent to sharing the PHV vehicle with others, and will only do so if they expressly consent to such sharing by indicating the same through the Uber app.

You have asked us to confirm the specific timeframe for the proposed launch of UberPOOL in London. We plan to launch UberPOOL in the coming months. We therefore look forward to meeting with you to answer any further queries you might have.

Helen – I hope you do not mind, but I am copying this response to Howard Carter in your legal department as we have, in the past, been able to resolve with Howard various regulatory and legal issues that have arisen in a collaborative and speedy fashion.

Finally, you have asked about Uber's recent updated privacy statement sent to customers using the Uber app. I am not sure I understand your concern here and should be grateful if you could let me know the relevance of this enquiry.

I very much look forward to hearing from you as to whether we can meet this coming Thursday morning (18 June 2015) so that we are able to present the UberPOOL service to you and answer any remaining questions.

Kind regards

Zac

Zac de Kievit

Legal Director - International

Uber B.V.

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**From:** [Andrew Byrne](#)  
**To:** [Blake Peter](#); [Chapman Helen \(TPH\)](#)  
**Cc:** [Tom Elvidge](#)  
**Subject:** Regs Review: Questions  
**Date:** 02 May 2016 10:57:22

---

Helen and Peter,

As discussed during our meeting earlier this month, please find below questions which TfL may wish to consider as part of the implementation of the recently adopted regulations. The overarching objective of our questions is to ensure that the regulations are implemented in a successful and proportionate manner for customers, as well as other stakeholders in the PHV market.

We deal below with all proposals except those where, by virtue of our experience, we have no substantive suggestions to make.

Sorry this took slightly longer than anticipated! Happy to discuss further too.

Thanks  
A

**Provision of booking confirmation details to passengers before commencement of journey**

- What medium for confirmation will be required for bookings made over landline telephones? Will customers be required to give email addresses, for example, even if asking them increases the level of friction?
- How do TfL plan on making this rule less prescriptive? I.e. flexible enough to reflect advances in technology, while including provisions for digitally-excluded consumers and firms?

**Operators to upload of driver and vehicle details to TfL on a regular basis.**

- How often?
- What form do you envisage the upload interface to take, i.e., API, .csv files, other? How do you envisage this will change over time?
- What data needs to be provided?
- What measures are planned to ensure security/privacy of the data, and that they are transmitted and stored in compliance with the relevant legislation?
- How do we define the list? All active drivers who could use the platform at the current moment?
- Can you confirm that the intention is to facilitate a two-way flow of information with operators? As we both have acknowledged real-time info on driver and vehicle licences will make a very large positive contribution to operator compliance and passenger safety. Do you have a target date for implementation?

**Drivers will be required to demonstrate a standard of English.**

- How will the appropriate level be determined? It should be proportionate to the objectives of the proposal. Will the test be entirely oral, since a written test may not be relevant?
- Will there be any exemptions e.g., for UK-born drivers, those with other relevant qualifications (e.g., GCSEs, overseas English qualifications??)
- Can existing license holders get “grandfather rights” or might some lose their license on renewal?
- What measures are proposed to ensure that tests are accessible (frequency, location, via video-conference) and affordable? Can potential drivers afford this?
- How will TfL accommodate drivers with disabilities that might affect speech?

**Vehicle must be covered by a policy of hire and reward insurance at the point of vehicle licensing. This insurance must then remain in place for the duration of the vehicle licence.**

- Will this prohibit monthly and weekly insurance for Private Hire? If so, what is the policy justification for this?
- Will TfL attempt to enforce this rule against drivers who have not carried passengers during a particular period?
- When a driver goes on holiday / stops using their vehicle for a temporary period - will they have to remove the Private Hire stickers from their vehicle (as economically wouldn't make sense to insure it)? Will they then have to apply for the PHV when they return? What procedures will you put in place to ensure this isn't necessary?
- How will this work with rental companies / fleet insurances that frequently take cars on / off their insurance policies when not being utilised / in the garage? What procedures will you put in place to ensure they aren't negatively affected?
- This is likely to push part-time drivers out of the market as removes some of the freedom and flexibility of using your car for both private hire and non-private hire - have TfL modelled out the impact they think this will have on private hire trade and whether the economics will still work for part time drivers?
- If the licensed vehicle is being used by a family member who is not licensed does this mean that H+R is required?
- Does the second family member driver need H+R or only the vehicle with associated private hire driver?

**Notification to TfL of any material changes to their operating model.**

- What exactly constitutes a change? For example, is there a materiality threshold? Can you provide examples of what does and what would not constitute a sufficient change?
- How long prior to the planned implementation of changes is notification required?
- What assurances/service levels will TfL provide so that response times are not drawn out and delay the benefits innovation brings?
- How will this be compared across various operators?
- How can a trial product change where the impacts, by definition, are unknown be considered ex ante?
- What form of notification is required?
- Can we be sure these will be shared only in the strictest confidence?
- What assurances can you give that confidential business information provided will be protected from disclosure under FOIA requests, or use in future public consultations?.
- What will happen if confidentiality is breached?

**Provision of contact facilities to ensure that passengers shall be able to speak to an operator at all times during a journey.**

- Will TfL adopt a proportionate methodology, such as one based on customer satisfaction SLA's, to meet this requirement?
- How will TfL ensure that operators are free to implement this requirement in innovative and proportionate ways, such as through an app that automatically communicates key journey information to the call centre?

**Provision of a fare estimate prior to the booking being accepted**

- What happens if a customer changes their destination after entering the vehicle or if there are multiple drop-offs?
- Please confirm that, once a consumer has consented to the original fare estimate, it should be taken as having agreed to any revised estimate based on the new destination (or an increase in fare from multiple drop-offs).
- Would the provision of a fare estimate via an app or website for a journey prior to booking be sufficient?

**Recording the main destination before the commencement of each journey**

- What happens if the destination changes en route?
- What if there are multiple drop-offs?

**Drivers to carry or display a copy of insurance details at all times while working.**

- Can this be an electronic copy? E.g. on their phone?
- Could this be provided through the operator application on the driver device?

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Andrew Byrne

Head of Public Policy UKI

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**From:** [Antoni Andrew](#) on behalf of [Chapman Helen \(TPH\)](#)  
**To:** [REDACTED]  
**Subject:** Topographical assessment  
**Date:** 28 October 2016 16:32:02  
**Attachments:** [Uber letter 06.10.2016.pdf](#)

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Dear Jo

Thank you for your letter of 6 October to the Mayor about your concerns regarding the introduction of the new topographical assessment. As General Manager of Taxi and Private Hire at TfL, your letter has been passed to me to respond directly.

We aim to provide customers with the best possible service, through the reform of topographical assessment, by ensuring greater consistency and higher standards of testing for Private Hire Vehicle drivers.

We intended to have the new test arrangements in place this autumn and the first tranche of new test centres will be approved very shortly. A detailed letter has been sent to your legal advisers responding to concerns you have raised about the new scheme.

Since the previous accreditation scheme ended, we have continued to process driver licence applications and have made arrangements for the topographical test to be taken in-house, to mitigate any adverse impact of the transitional period drivers now find themselves in.

The new system will be up and running very shortly and we will be monitoring it closely to ensure that its objectives are being met, engaging with the trade as appropriate to inform that process.

Thank you again for writing.

Yours sincerely,

Helen Chapman

General Manager

Taxi and Private Hire

**From:** [Jo Bertram](#)  
**To:** [Chapman Helen \(TPH\)](#); [Robinson Graham](#)  
**Subject:** Uber Operator License Variation  
**Date:** 19 August 2015 18:04:48

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Dear Helen, Graham,

I wanted to check the status of our application for a licence variation relating to our forthcoming change of address, which we submitted on 28th July, with a proposed move date of 24th August.

I have been liaising with a member of your team since the site inspection team confirmed on Wednesday last week that they were content with the new site. Yet we are still to receive a meaningful progress update or anticipated timeline for the variation.

As you may be aware, we have on multiple occasions been reassured by senior staff members at Transport for London that the application for a variation of this type is a swift process designed to prevent harm to the running of the applicant's business, and therefore the timelines should be more than sufficient for the variation processing.

It is now imperative that we receive notification of the status of our application as soon as possible; lack of this visibility or further delay will entail the activation of contingency plans at significant financial cost to the business.

I would appreciate a swift reply and very happy to discuss over the phone should you have further questions.

Many thanks for your help in this matter.

Regards,

Jo



**Jo Bertram**  
Regional General Manager - UKI & Nordics  
e: [REDACTED] | w: [www.uber.com](http://www.uber.com)



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**From:** [Will Almond](#)  
**To:** [Chapman Helen \(TPH\)](#)  
**Cc:** [Robinson Graham](#); [Alex Cappy](#)  
**Subject:** Uber meeting actions  
**Date:** 31 March 2015 09:15:18

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Good morning Helen,

I do apologise for the delay in getting in contact. We just wanted to send a quick catch up after our meeting the other week. First of all it was great to hear that many of the goals that we are targeting align nicely with the updates that are being made to the application process. I also think being able to keep an open communication channel with the licensing team will help us ensure that our potential partners submit accurate applications and that you have our most up-to-date application forecasts.

The key next steps that we had from the meeting are below. Please let me know if there are any additional queries we can help with.

- Graham/Luke to send over list of top issues that force rejections of applications. This will help Uber ensure applicants send in 'perfect' packs.
- Helen/Graham/Luke to provide a contact address for the topographic centre application team.
- Uber to get back in touch in May/ June (Flo to set date) to provide a more accurate projection for PCO applications for the next 6 months
- Uber to potentially help stress test the new online application process to be launched in June
- Uber/TfL to establish mechanism for sharing expected application volumes on an ongoing basis
- Uber to provide estimate of newly PCO-licensed drivers over the last 6 months - we will send this shortly

Thanks again.

All the best

Will

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**Will Almond**

Driver Operations Manager, London

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**From:** [Tom Elvidge](#)  
**To:** [Chapman Helen \(TPH\)](#)  
**Cc:** [Jo Bertram](#)  
**Subject:** UberEATS Notification  
**Date:** 15 June 2016 21:12:23

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Hi Helen,

As a courtesy we wanted to let you know that uberEATS is launching tomorrow in London. I know you have raised a question about this in the past so I just wanted to confirm that there are currently no plans to enable PHVs to conduct deliveries via uberEATS - this is a completely separate entity from our private hire activities.

Very best regards,  
Tom

--



[Tom Elvidge](#)  
General Manager - London  
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**From:** [Jo Bertram](#)  
**To:** [Blake Peter](#); [Chapman Helen \(TPH\)](#)  
**Cc:** [Andrew Byrne](#); [Matthew Wilson](#); [Will Almond](#)  
**Subject:** UberPOOL - follow-up material  
**Date:** 26 September 2015 09:20:56  
**Attachments:** [UberPOOL flow.pdf](#)

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Dear Peter and Helen,

Thank you for your time last week and the opportunity to present uberPOOL to you in person. As promised, please find attached a document explaining, step-by-step, how uberPOOL will work in London. The information in this document is commercially sensitive and we kindly request that it is not disclosed more widely, inside or outside of TfL.

We appreciate that this has been an iterative process and are grateful for your cooperation and input. We believe that all of the questions that you have asked about uberPOOL have now been answered.

Being transparent, our aim is to launch uberPOOL in London in the very near future, and likely within the next month (again, this information is commercially sensitive and should not be shared further). Our understanding is that, provided we are in compliance with the terms of our operating licence and the relevant legislation, there is no barrier to launching uberPOOL.

Kind regards,

Jo



**Jo Bertram**  
Regional General Manager - UKI & Nordics  
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