

-----Original Message-----

From: Julian Glover [mailto: [REDACTED]@dft.gsi.gov.uk]

Sent: 14 January 2014 10:56

To: 'Isabel Dedring'; Daniel Korski; Tim Luke; 'Hendy Peter (TfL)'

Cc: Kit Malthouse; [REDACTED]@fco.gsi.gov.uk; [REDACTED]@fco.gsi.gov.uk;

garrettemmerson@tfl.gov.uk; 'lisataylor@tfl.gov.uk'; [REDACTED]

[REDACTED]@tfl.gov.uk'

Subject: RE: Uber UK

Thanks

I think a meeting w/ Daniel, you and/or Peter would be helpful.

J

-----Original Message-----

From: Isabel Dedring [mailto: [REDACTED]@london.gov.uk]

Sent: 14 January 2014 09:58

To: [REDACTED]@no10.x.gsi.gov.uk; [REDACTED]@no10.x.gsi.gov.uk'

Cc: Kit Malthouse; Julian Glover; [REDACTED]@fco.gsi.gov.uk';

[REDACTED]@fco.gsi.gov.uk'; garrettemmerson@tfl.gov.uk; 'lisataylor@tfl.gov.uk'; [REDACTED]

[REDACTED]@tfl.gov.uk'

Subject: Uber UK

Daniel

Thanks for your email to Kit, which he forwarded on to me. I look after transport for the Mayor.

We are aware of Uber and Garrett (the TfL Surface COO, cc'd above) and I meet the cab and minicab trades regularly. Clearly we want to be helpful; the issue is a bit more complex than it might appear bc of the way taxi and private hire licensing works in London

I think Garrett is probably best placed to explain where we have gotten to with Uber to date, and what the plan is - however as I say we are all keen to find a way forward that works for everyone

Garrett, perhaps we can discuss at this week's Surface 121, thanks

Isabel

Isabel Dedring  
Deputy Mayor, Transport  
Mayor's Office  
City Hall  
Queen's Walk  
London SE 1 2AA

Mobile [REDACTED]

Landline [REDACTED]

GREATER LONDON AUTHORITY

-----Original Message-----

From: [REDACTED] fco.gov.uk [mailto:[REDACTED] fco.gov.uk]  
Sent: 14 January 2014 22:12  
To: [REDACTED] no10.x.gsi.gov.uk; [REDACTED] dft.gsi.gov.uk; IsabelDedring;  
[REDACTED] no10.x.gsi.gov.uk; Hendy Peter (TfL)  
Cc: [REDACTED] fco.gov.uk; Emmerson Garrett; Taylor Lisa;  
[REDACTED] london.gov.uk; [REDACTED] Podwiazka Darek (Public Affairs & External  
Relations - LU)  
Subject: RE: Uber UK [UNCLASSIFIED]

All

Thanks for following up on this issue and great to know we're all on the same page in terms of identifying a solution that works for everyone.

For your information, we are in discussions with other disruptive car-sharing companies (Lyft/Sidecar etc.) to explore how they might launch into the UK market. So it would be great to be able to identify a regulatory framework that will accommodate both our established taxi, minicab and private hire companies and the newer disruptive models. Achieving this accommodation obviously also sends a broader message to the Silicon Valley tech community that the UK is an early adopter of new trends and new technologies (part of the broader sharing economy theme we hope will encourage significant inward investment in this sector in London and the UK).

Whilst we obviously won't be able to join your discussion from San Francisco, looking forward to hearing a readout.

Thanks all  
Priya

-----Original Message-----

From: Daniel Korski [mailto:[REDACTED] no10.x.gsi.gov.uk]  
Sent: 14 January 2014 02:59  
To: 'Julian Glover'; 'Isabel Dedring'; Tim Luke; 'Hendy Peter (TfL)'  
Cc: Kit Malthouse; Samantha Evans (Restricted); Priya Guha \* (Restricted);  
garrettemmerson@tfl.gov.uk; [REDACTED] tfl.gov.uk'; [REDACTED]; Carl Ridgers; [REDACTED]  
[REDACTED] tfl.gov.uk'  
Subject: RE: Uber UK [UNCLASSIFIED]

Let's meet.

Carl, copied, can set up a meeting here. Isabel, are you coming to our sharing economy meeting on Friday? If not, please come along

Daniel

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Sent: 14 January 2014 10:56  
To: 'Isabel Dedring'; Daniel Korski; Tim Luke; 'Hendy Peter (TfL)'  
Cc: Kit Malthouse; [REDACTED]@fco.gsi.gov.uk; [REDACTED]@fco.gsi.gov.uk;  
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Cc: Kit Malthouse; Julian Glover; [REDACTED]@fco.gsi.gov.uk';  
[REDACTED]@fco.gsi.gov.uk'; garrettemmerson@tfl.gov.uk; [REDACTED]@tfl.gov.uk'; [REDACTED]  
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Deputy Mayor, Transport  
Mayor's Office  
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London SE 1 2AA

Mobile [REDACTED]

Landline [REDACTED]

GREATER LONDON AUTHORITY

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-----Original Message-----

From: Hendy Peter (TfL)

Sent: 07 January 2014 17:31

To: [REDACTED]@dft.gsi.gov.uk'; Julian Glover

Cc: Hudson Teresa

Subject: Re: Two things

Julian

I've looked into this following your email yesterday afternoon.

TfL has received a complaint about the business practices employed by Uber, who are a private hire operator licensed by us under London Taxi and Private Hire legislation. As a result we have undertaken an investigation into their operational working practices, which has uncovered a number of issues we are now seeking to clarify/resolve with them.

Whilst some of these are relatively straight-forward to resolve, some relate to legal interpretations of current private hire legislation on which TfL and Uber have currently different views. As a result, a meeting has now been arranged between them and my Chief Operating Officer for Surface Transport, Garrett Emmerson to work through these issues. This meeting due to take place this Friday 10th.

I can confirm that Uber is co-operating fully with us in working through these issues and, at this stage, I would be reasonably confident that they can be resolved to our mutual satisfaction. However, as I'm sure you will appreciate as the regulator of all private hire operators, vehicles and drivers in London, TfL must reserve its position with regard to possible future enforcement action if there is no agreement.

I will make sure you get an update on where we are with this after this coming Friday's meeting.

Regards

Peter

----- Original Message -----

From: Hendy Peter (TfL)

Sent: Tuesday, January 07, 2014 11:45 AM

To: [REDACTED]@dft.gsi.gov.uk'; [REDACTED]@dft.gsi.gov.uk>; [REDACTED]@dft.gov.uk'; [REDACTED]@dft.gov.uk>

Cc: Hudson Teresa

Subject: Re: Two things

Will do; and thanks.

Peter

----- Original Message -----

From: Julian Glover [mailto: [REDACTED]@dft.gsi.gov.uk]  
Sent: Monday, January 06, 2014 04:29 PM  
To: Hendy Peter (TfL); [REDACTED]@dft.gov.uk'; [REDACTED]@dft.gov.uk>  
Cc: Hudson Teresa  
Subject: RE: Two things

- 1) Taxi firm is called Uber. E mail copied below
- 2) let me find out

J

From: [REDACTED]@fco.gsi.gov.uk [mailto: [REDACTED]@fco.gsi.gov.uk]  
Sent: Friday, January 03, 2014 10:52 PM  
To: Daniel Korski  
Cc: [REDACTED]@fco.gsi.gov.uk [REDACTED]@fco.gsi.gov.uk>  
Subject: Uber / UK

Dear Dan,

Priya Guha has recommended I reach out to you for some advice regarding a fdi project I am working on - Uber.

You can see the email below from Corey Owens (Head of Global Public Policy at Uber) that they have been contacted by TfL and been threatened to have their license to operate in London revoked. Specifically, they've asserted that the iPhone is a taximeter, and non-taxi services can't use a taximeter.

Corey is flying to London this week to meet with TfL's COO but has told us they have been told repeatedly by TfL compliance staff that 1) the pressure is coming from "the trades" and 2) that these decisions are being made at TfL "above their pay grade."

Do you have any advice on how we might help or someone they can speak to about this within the Department for Transport, Number 10 or anyone else of relevance?

Many thanks and Happy New Year

Samantha

Samantha Evans | Vice Consul, Software | UK Trade & Investment | 1 Sansome Street,  
Suite 850 | San Francisco, CA 94104 | Tel: [REDACTED] | Cell: [REDACTED]

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-----Original Message-----

From: Hendy Peter (TfL) [mailto:PeterHendy@Tfl.gov.uk]

Sent: 06 January 2014 16:14

To: [REDACTED]@dft.gov.uk'

Cc: Hudson Teresa

Subject: Two things

- 1) Who were the taxi app company you mentioned this am?
  - 2) Any news on the tactics for E U lorry cab design regulations?
- Peter

\*\*\*\*\*

**From:** Julian Glover [mailto: [REDACTED]@dft.gsi.gov.uk]  
**Sent:** 23 January 2014 11:51  
**To:** IsabelDedring; [REDACTED]@cabinet-office.gsi.gov.uk'; Hendy Peter (TfL); [REDACTED]@no10.x.gsi.gov.uk'; [REDACTED]@london.gov.uk'  
**Subject:** Re: Uber / UK

Many thanks J

**From:** Isabel Dedring [mailto: [REDACTED]@london.gov.uk]  
**Sent:** Thursday, January 23, 2014 11:49 AM GMT Standard Time  
**To:** Julian Glover; [REDACTED]@cabinet-office.gsi.gov.uk' [REDACTED]@cabinet-office.gsi.gov.uk'; peterhendy@tfl.gov.uk <peterhendy@tfl.gov.uk>; [REDACTED]@no10.x.gsi.gov.uk' [REDACTED]@no10.x.gsi.gov.uk>; [REDACTED]@london.gov.uk>  
**Subject:** RE: Uber / UK

Daniel and I are in touch. We have explained position and I have a call scheduled with Daniel and Garrett, TFL Surface COO. Happy for anyone to join that call. Anita has details if anyone needs them.

Isabel

-----Original Message-----

**From:** Julian Glover [mailto: [REDACTED]@dft.gsi.gov.uk]  
**Sent:** Thursday, January 23, 2014 11:43 AM GMT Standard Time  
**To:** [REDACTED]@cabinet-office.gsi.gov.uk'; Isabel Dedring; peterhendy@tfl.gov.uk; [REDACTED]@no10.x.gsi.gov.uk'  
**Subject:** Re: Uber / UK

It really is an issue you need to resolve directly with TfL not DfT. We don't direct them. I have put people in touch but I simply don't have the power to do more.

Will copy to isabel and peter at TfL.

J

**From:** Roberts, Nicole - Cabinet Office [Restricted] [mailto: [REDACTED]@cabinet-office.gsi.gov.uk]  
**Sent:** Thursday, January 23, 2014 11:39 AM GMT Standard Time  
**To:** Julian Glover  
**Subject:** RE: Uber / UK

Hi Julian

I am working on the follow up to Daniels shared economy event on Friday, and just wondering if there has been any progress with this issue? We are speaking to Lyft later today (as they couldn't attend the event) and they may well raise the same issue. Happy to follow up with the relevant official if you can put me in touch.

Thanks

Nicole



Nicole Roberts

Senior Policy Advisor, Challenger Businesses, Implementation Group

E: [REDACTED] [cabinet-office.gsi.gov.uk](mailto:[REDACTED]@cabinet-office.gsi.gov.uk) T: [REDACTED] M: [REDACTED]

Follow us on Twitter @cabinetofficeuk

**From:** Daniel Korski

**Sent:** Friday, January 03, 2014 11:32 PM

**To:** [REDACTED] dft.gsi.gov.uk' <[REDACTED]@dft.gsi.gov.uk>; [REDACTED] kitmalthouse.com' <[REDACTED]@kitmalthouse.com>

**Cc:** Tim Luke

**Subject:** Fw: Uber / UK

Dear Julian and Kit

First off, happy new year. Hope you had a good one.

Could I ask you to take a look at a problem Uber seems to be facing with TfL. We are about to make a big pitch in No 10 to make the UK a world leader in the 'sharing economy'. And it would be a real shame if we let incumbents in various markets, outdated rules or old-fashioned thinking block our effort to attract key firms to the UK and encourage homegrown companies. Not to say a bit embarrassing given our late Jan sharing economy event in No 10.

So I'd be really grateful if you could look into Uber's case and see what we might do.

Thanks

Daniel



**From:** [REDACTED] [fco.gsi.gov.uk](mailto:[REDACTED]@fco.gsi.gov.uk) [mailto:[REDACTED]@fco.gsi.gov.uk]  
**Sent:** Friday, January 03, 2014 10:52 PM  
**To:** Daniel Korski  
**Cc:** [REDACTED] [fco.gsi.gov.uk](mailto:[REDACTED]@fco.gsi.gov.uk) <[REDACTED]@fco.gsi.gov.uk>  
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Do you have any advice on how we might help or someone they can speak to about this within the Department for Transport, Number 10 or anyone else of relevance?

Many thanks and Happy New Year

Samantha

**Samantha Evans** | Vice Consul, Software | **UK Trade & Investment** | 1 Sansome Street, Suite 850 | San Francisco, CA 94104 | Tel: [REDACTED] | Cell: [REDACTED] |

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**From:** Corey Owens [[mailto:\[REDACTED\]@uber.com](mailto:[REDACTED]@uber.com)]  
**Sent:** 03 January 2014 03:56  
**To:** Priya Guha \* (Restricted)  
**Cc:** Samantha Evans (Restricted); Adrienne Keane (Restricted)  
**Subject:** Re: Uber / UK [UNCLASSIFIED]

Priya, I think we're still nailing down a time for February to meet in person, but want to put something on your radar - TfL has threatened to revoke our license to operate in London. Specifically, they've asserted that the iPhone is a taximeter, and non-taxi services can't use a taximeter. If ever old law could be said to stand in the way of modern technology...

I'm flying to London this weekend to take a bunch of meeting with the London Assembly and TfL, but it looks like the productive meeting with the Law Commission was just a brief pause in our UK troubles.

Corey Owens

Uber Technologies



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