

Hill Lee

Subject: Meeting with David Plouffee (UBER) & Leon Daniels
Location: PALESTRA: Wapping Meeting Room 11R4, 197 Blackfriars Road, Southwark, London SE1 8NJ

Start: Thu 10/12/2015 16:30
End: Thu 10/12/2015 17:30

Recurrence: (none)

Meeting Status: Meeting organizer

Organizer: Daniels Leon
Required Attendees: Andrew Byrne



David Plouffee
Leon Daniels

From: [Daniels Leon](#)
To: [Jo Bertram](#)
Cc: [Emmerson Garrett](#); [Blake Peter](#); [Taylor Lisa](#)
Subject: Fw: Tweet about pre-booking
Date: 10 May 2015 08:32:41
Attachments: [IMG_2435.PNG](#)

Sorry - hadn't entirely finished before sending.

Since "pre-booking" is the rationale behind PHVs it really is unwise to deny you do it in this way. I accept that the phrase used is the one by the customer but is now being used to complain that we are allowing something we shouldn't.

I am not really very impressed having to try and explain long-term prebooking vs short term prebooking.

Leon

From: Daniels Leon
Sent: Sunday, 10 May 2015 08:16
To: Jo Bertram
Cc: Emmerson Garrett; Blake Peter; Taylor Lisa
Subject: Tweet about pre-booking

Jo. I am getting a ton of tweets, insulting as usual, about this message from your customer service to a client.

If you are monitoring it then you'll know the words "no prebooking" are being exploited. I wonder if you agree that might be helpful to use different terminology?

Thanks

Leon

Hill Lee

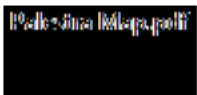
Subject: Jo Bertram (UBER) & Leon Daniels - [TfL attendees tbc]
Location: PALESTRA: Wapping Meeting Room 11R4, 197 Blackfriars Road, Southwark SE1 8NJ

Start: Mon 02/03/2015 10:30
End: Mon 02/03/2015 11:30

Recurrence: (none)

Meeting Status: Meeting organizer

Organizer: Daniels Leon
Required Attendees: [REDACTED] Blake Peter



From: [Daniels Leon](#)
To: [Uber Support](#)
Subject: Re: Help Accessing Your Uber Account
Date: 26 October 2016 16:39:56

Sorted!!

Thanks!

Leon

On 26 Oct 2016, at 16:28, Julian M. (Uber Support) <support@uber.com> wrote:



Julian M. (Uber)

Oct 26, 08:28 PDT

Hi Leon,

Tom mentioned the issue you have been having logging into your Uber account – apologies for the confusion with this.

I've looked into your account and can see that you need to reset your password. As such I've sent an email to your personal email address (the one linked to your Uber account) with a link to reset your password. Once you reset your password, you should be able to log in to your Uber account again.

If this doesn't work, please do email me back and I'll be happy to look into this issue again. For any future issues you may experience, please either navigate to help within the app, or visit help.uber.com and our support team will work to resolve any issues as quickly as we are able to.

Please don't hesitate to contact me if there's anything further I can help with.

Kind regards,

Julian M.

help.uber.com

Click [here](#) to report this email as SPAM.

From: [Daniels Leon](#)
To: [REDACTED]
Cc: [Emmerson Garrett](#); [Hendy Peter \(TfL\)](#); [Dix Michèle](#); vernon.everitt@tfl.gov.uk; [Jo Bertram](#); [Edwardlister](#); [IsabelDedring](#); [Taylor Lisa](#)
Subject: Re: Uber / Taxis
Date: 29 September 2015 23:13:53

[REDACTED]

Thank you for your email. Your views as a user are especially valuable to us as we invite the trades and London to voice their views in this consultation.

Please be assured we welcome the debate and the views which will be reviewed and considered before any decisions are made.

Although the consultation has not yet formally started I will, with your consent, include your email today to it, so that it counts in the consideration.

Many thanks for writing.

Yours sincerely

Leon Daniels

On 29 Sep 2015, at 22:50, [REDACTED] wrote:

Hi,

Londoner born and bred here, now working internationally, very frequently back at home in London. I work in transport / urban design / tech, used to do so for the UN.

I heard about your consultation here:

<http://www.theguardian.com/technology/2015/sep/29/transport-for-london-tfl-could-crack-down-uber-taxi-consultation>

It's crucial you don't get this wrong. Basic thoughts from a super-user of all transport modes (I don't have or drive a personal car, never have),

Uber: it's just excellent. Don't damage it, work with it. Regulate up, not down. If you put roadblocks in place, either you will just slow them down, or allow someone else to take the opportunity in play, but the version of mobility they have enabled is just not going away.

Taxis: They are stunningly outdated, arrogant, service is poor. Cards in so few, no central app, they refuse jobs, they are rude, the Knowledge counts for so little, costs far too much for the service, it's just not worth it. I love black cabs, they are a hallmark of taxi quality - but the era of taxis of this sort is basically over, and they will gradually become tourist items like horse

carriages in Central Park.

Go ahead and be the city that makes this stuff work. Because there are other cities that will - I have been working with the Mayor of Copenhagen and Danish government, Mayors of Pittsburgh and Malmö (Sweden), and more, along with the leaders from tech, infrastructure, policy, design (see <http://p4pittsburgh.org>, <http://futureperfect.se/urban/copenhagen>), to help move this forward. Not one single voice was raised in favour of protecting legacy taxi infrastructures or biz models.

The pain of reforming the taxi industry is temporary, but the benefits of a smart, consumer-focussed, safe, clean, efficient private-hire market are generational, and will echo round the world.

Thanks.

[REDACTED]

[REDACTED]

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From: [REDACTED] on behalf of [Daniels Leon](#)
To: ["Jo Bertram"](#)
Subject: TFL BOARD STATEMENT
Date: 10 December 2014 11:30:50
Attachments: [STATEMENT TFL BOARD 101214 v4.doc](#)

Jo,

A copy of the statement I made at TfL Board this morning.

Regards,

Leon

Leon Daniels | Managing Director
Transport for London | Surface Transport | Palestra |
11th Floor - Zone R4 | 197 Blackfriars Road | Southwark | SE1 8NJ
leondaniels@tfl.gov.uk | Tel: [REDACTED] | Auto: [REDACTED]

Visit www.tfl.gov.uk/yearofthebus for information about Year of the Bus.