

## Hill Lee

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**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



mailto:leon@uber.com  
mailto:daniels@uber.com

**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](#)

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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

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**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

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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

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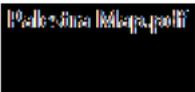
**Subject:** Jo Bertram (UBER) & Leon Daniels - [TfL attendees tbc]  
**Location:** PALESTRA: Wapping Meeting Room 11R4, 197 Blackfriars Road, Southwark SE1 8NJ

**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





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

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[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



**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](#)

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Jo,

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

Regards,

Leon

Leon Daniels | Managing Director  
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Visit [www.tfl.gov.uk/yearofthebus](http://www.tfl.gov.uk/yearofthebus) for information about Year of the Bus.