

# THE PCO OPPORTUNITY

## CONTEXT

- Uber is forecasted to exhaust the pool of existing PCO drivers in June.
- Uber demand for new licenses; in Nov/Dec 2014, 10% of new partners were first-time PCO holders.
- Recently joined Uber partners report that the PCO licensing process takes 9 - 12 weeks.
- We have found that the timeline discourages potential drivers from completing the process.
- 15% of new PCO drivers who joined Uber used an agency to help complete their application.



## OPPORTUNITY

- We project that over 1,200 new PCO drivers will choose Uber in 1H 2015
- These are new opportunities: real potential to take people out of unemployment and into work.
- We want to support potential partners obtaining their PCO through the application process.
- Every 1k new drivers means £250k in application fees for TfL.
- We would like your input on how we can best work with you to provide high quality, complete applications.

# OUR UNDERSTANDING OF PCO APPLICATION PROCESS TODAY

## Step

Register online & receive application

1-10 days

Enhanced DBS check

4-8 weeks

Medical

1-3 days

Topographic test

1-3 days

Complete application

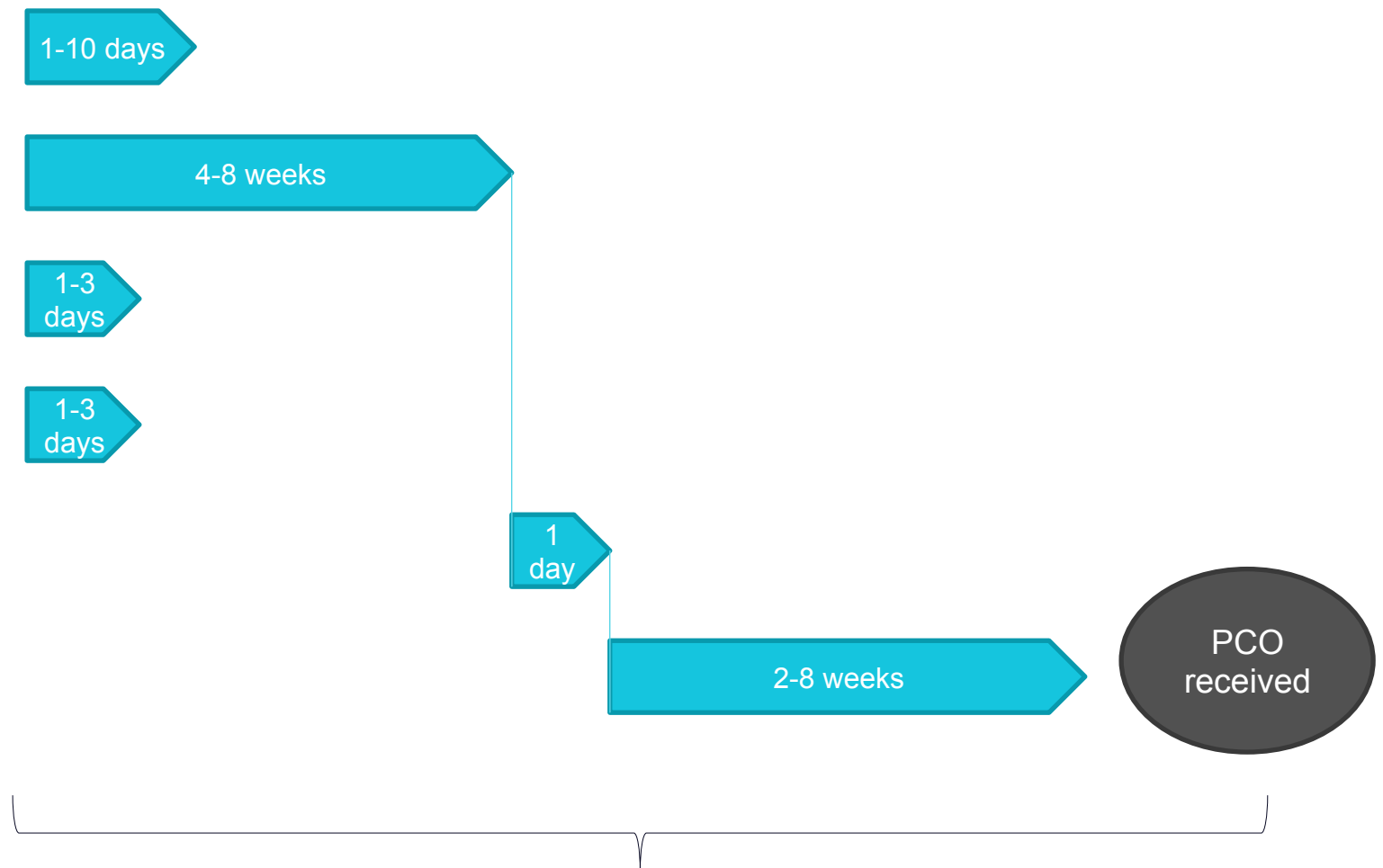
1 day

Application review & approval

2-8 weeks

PCO received

10+ weeks-end to-end



# WORKING TOGETHER

## Registration

- Can the application be downloaded as opposed to posted to the applicant?
- Are there any plans to digitise the process?
- What will the over-the-counter service look like?

## Enhanced DBS check

- Would it be possible to other agencies to conduct the check (in addition to CBG)?
- Have TfL ever discussed with DBS the possibility of speeding up the service?

## Topographic test

- Will the topographic test remain a key part of the application process?
- Any issues with Uber applying to become a test centre?

## TfL approval

- What are most the common reasons that applications are rejected or delayed?
- How can Uber help provide the clearest, most accurate application possible? Is a “pre-check” helpful?
- Is TfL resourced to handle a significant uptick in application volumes?
- Any other way we can help streamline?