

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.**

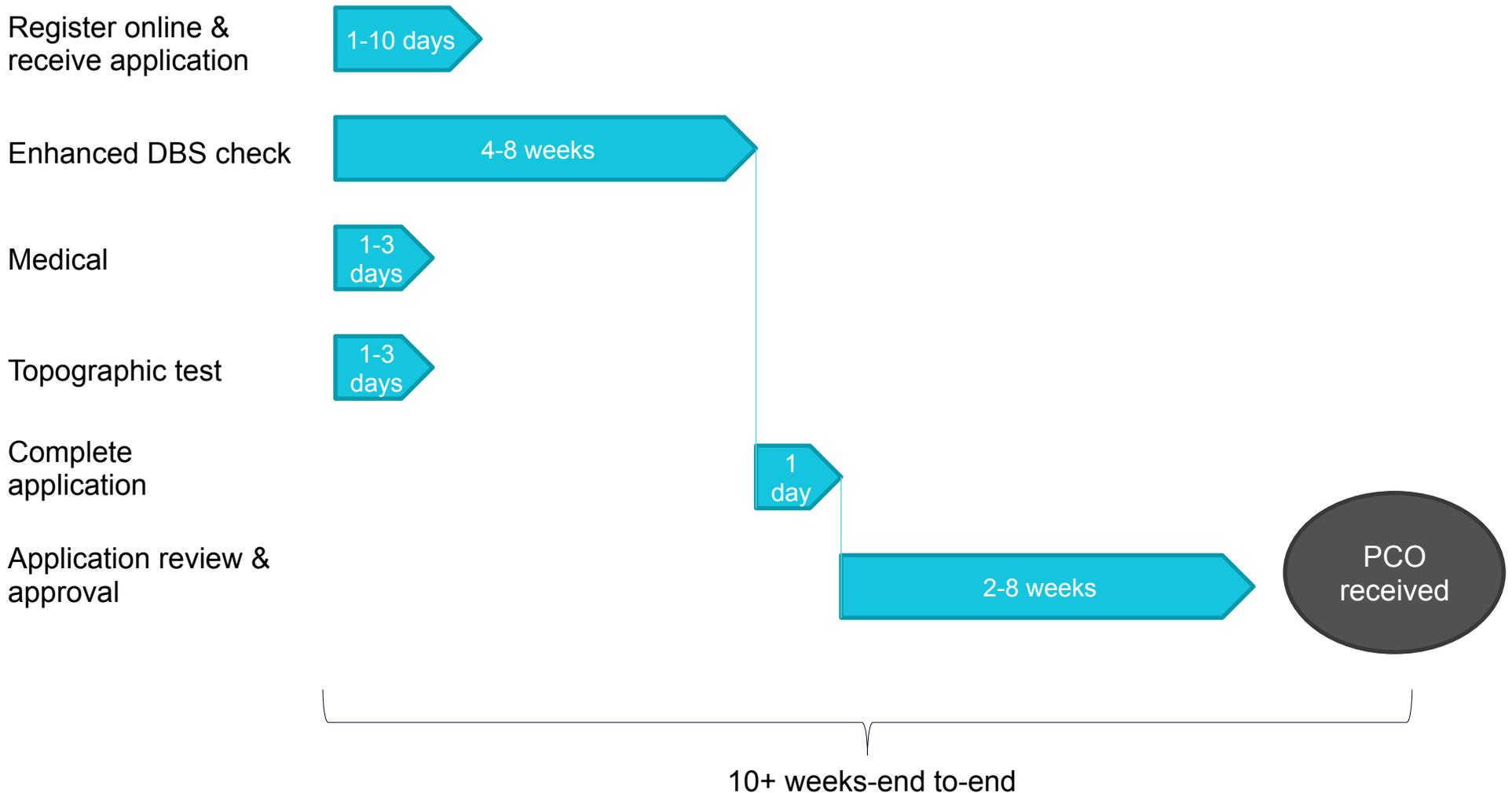


OPPORTUNITY

- **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



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?