

## Hill Lee

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**From:** Chapman Helen (TPH)  
**Sent:** 09 August 2017 13:27  
**To:** Tom Elvidge; Jo Bertram  
**Cc:** [REDACTED]  
**Subject:** Re: Letter to Uber 28 July

Dear Tom

Thank you for your letter received on 8 August regarding concerns raised by the Metropolitan Police Service (MPS). We will review your letter and respond in due course.

For information, we have received a Freedom of Information ('FOI') Act request for emails between certain officials within the MPS and TfL. The letter from Neil Billany dated 12 April 2017 will be released as part of this FOI. We have previously provided you with a copy of this letter. It is intended that the information will be released on 10 August.

Regards  
Helen

On 9 Aug 2017, at 08:53, Tom Elvidge <[REDACTED][uber.com](mailto:[REDACTED]@uber.com)> wrote:

Dear Helen,

Please find attached a response to your letter of 28th July 2017 regarding concerns raised by the Metropolitan Police.

Best regards,  
Tom

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**Hill Lee**

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**From:** Andrew Byrne <[REDACTED]@uber.com>  
**Sent:** 07 September 2017 18:06  
**To:** Chapman Helen (TPH); Blake Peter  
**Cc:** Tom Elvidge  
**Subject:** Uber: Clean Air Plan

Helen and Peter,

I wanted to give you advance notification that tomorrow, Uber will announce a Clean Air Plan to tackle air pollution in London and across the UK. This mostly takes the form of a series of measures to help drivers transition into hybrid and electric vehicles.

I've copied the detail of the plan below, but wanted to make sure you guys are aware before we go live. All confidential at the moment until tomorrow at 1pm.

As part of Uber's Clean Air Plan:

- Vehicles using Uber in London will be 100% hybrid or fully electric on uberX by the end of 2019 with no diesel vehicles on the app. More than half the miles on uberX journeys in London are already made in hybrid or fully electric cars. Over three million people in the capital use Uber to book a ride with one of 40,000 licensed drivers on the app in London.
- Our aim is to reach the same standard (100% hybrid or fully electric vehicles on uberX with no diesels on the app) across the rest of the UK in 2022. Uber operates in more than 40 towns and cities across the UK.
- Uber's goal is for every vehicle using the app in London to be fully electric in 2025. Uber's first electric vehicle programme launched in the capital last September.
- We are also launching a diesel scrappage scheme aimed at removing 1,000 of the most polluting cars from London's roads. The first 1,000 people in London to scrap a pre-Euro 4 diesel vehicle and provide an official scrappage certificate will receive up to £1,500 of credit to spend on Uber or uberPOOL rides.

In order to achieve these ambitious goals we will take the following action:

- Uber will create a dedicated Clean Air Fund to allow licensed drivers who use our app across the UK to access up to £5,000 towards the cost of upgrading their car to a hybrid or fully electric vehicle.
- Over the life of the fund, it is expected that drivers will claim well in excess of £150m to help transition to a greener car.
- Uber will kickstart the fund next month with a £2m investment and 35p will be added to every ride taken through the app in London - every penny of which will be donated to the dedicated and ring-fenced fund.
- In the coming weeks a network of Uber-branded rapid chargers will be installed in central London which will initially be dedicated for use by drivers of electric vehicles who use the Uber app.

We'll be in touch with more information and the detailed milestones of the plan in due course.

Andrew

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Andrew Byrne | Head of Public Policy UKI

m: +44 (0) [REDACTED] | e: [REDACTED]@uber.com | w: [www.uber.com](http://www.uber.com)

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**From:** Tom Elvidge <[REDACTED]@uber.com>  
**Sent:** 04 September 2017 22:50  
**To:** Chapman Helen (TPH)  
**Cc:** [REDACTED]  
**Subject:** Re: O2 pick up point

Dear Helen,

Thank you for the email. I am responding now but please be assured that the signage was removed on Saturday immediately after we received notification of your concerns on Friday.

As you know, there is an area at the O2 for private hire vehicles to pick up bookings, which is where the sign was located. To add some context I wanted to give background as to why the sign had been installed. As a result of a partnership with AEG, the parent company of O2, signage was installed to provide riders with a clear and effective way to leave the venue safely and reliably. This partnership includes the signage in the photograph you sent at the private hire pickup/dropoff area as well as email/website information. This partnership is a commercial arrangement with the venue but also delivers important safety aspects to allow a major venue like the O2 to effectively manage their flow of both foot and vehicle traffic. It is part of a global deal AEG has in place to establish a preferred supplier of these services at their venues.

As part of this partnership the signage was installed on 29th August at the designated pickup/dropoff area for the venue. Any requests made from riders at the O2 via the app instruct the rider to meet their driver at that specific pickup/dropoff location as the designated and safest point. The addition of the sign at that point was simply to help riders identify the pickup location for their booking, so they could quickly find their vehicle. This was done in partnership with the O2 as the most effective way to get people to/from the site.

When the pickup/dropoff area was launched we communicated to all partner-drivers that they should not enter the pick-up/drop-off area without a booking. I am sorry to hear reports from TfL Compliance of drivers waiting in the area without a booking. We have subsequently configured the app in this area such that anyone waiting in that location will not be able receive requests from Uber. Going forward we will also be monitoring any partner-drivers who wait in that location without a booking so that we can send further communications in the same way that we do at airports, and have made you aware of in past correspondence.

If you have any further questions please don't hesitate to contact me.

Best regards,  
Tom

On 1 September 2017 at 16:11, Chapman Helen (TPH) <[REDACTED]@tfl.gov.uk> wrote:

Tom

I draw your attention to the attached screenshot which shows that the private hire pick up point at the O2, which is designated for use by all pre-booked private hire journeys, now has a large sign saying "Uber Pickup area" giving the appearance that it is designated solely for Uber bookings.

TfL met with representatives from Uber last week, including yourself and this was not raised by Uber. This is unacceptable. As the regulator for all licensed private hire services in London, we are concerned that the

impact of the signage in all of the circumstances is that waiting Uber drivers without a booking are unlawfully plying for hire. Passengers could also be encouraged to approach the driver prior to making a booking.

Compliance officers from Transport for London visited the site yesterday. During the visit they found instances where drivers working for Uber were at the pick up area without a pre-booking. In our view it is difficult to see this as anything other than plying for hire, being assisted by the sponsored advertising / signage in the area.

We request that the signage is removed with immediate effect and we invite your urgent representations on this matter. Please respond by return and by no later than Tuesday 5 September.

Regards

Helen

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Tom Elvidge

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**From:** Chapman Helen (TPH)  
**Sent:** 22 August 2017 12:00  
**To:** [REDACTED]@uber.com'; TPH Senior Relationship Manager (SRM);  
[REDACTED]@uber.com; Blake Peter; Kennedy-Todd Silka  
**Subject:** RE: [Update] Uber / TfL quarterly meeting

Tom

We note you have requested a status update regarding the renewal of your licence on the agenda. You will be aware of our extensive written correspondence with Ms Bertram regarding your licence application and we will shortly be writing again with additional enquiries. We would be grateful for your swift response to this letter once you receive it. While we are completing our enquiries with Uber London Limited we are not in a position to confirm a licensing decision at this stage. For that reason we have not included this on the agenda for the meeting on Wednesday.

Similarly you have requested an item to discuss the correspondence regarding the letter from the Metropolitan Police Service. We are considering the representations you have recently sent us. Should we require further information we will write to you separately. Therefore we have also not included this on the agenda.

Helen

**From:** Google Calendar [<mailto:calendar-notification@google.com>] On Behalf Of [REDACTED]@uber.com  
**Sent:** 21 August 2017 11:16  
**To:** Chapman Helen (TPH); TPH Senior Relationship Manager (SRM); [REDACTED]@uber.com; [REDACTED]@uber.com; Blake Peter; Kennedy-Todd Silka  
**Subject:** [Update] Uber / TfL quarterly meeting

Hi Silka,

Please see below the proposed agenda for our meeting on Wednesday:

1. Status update on Licence application
2. Licence fee consultation
3. Recent correspondence regarding Met Police Service
4. Uber Movement
5. EV chargers

Please let us know if you have any questions, otherwise looking forward to meeting on Wednesday.

Regards,  
Tom

### Uber / TfL quarterly meeting


Tom and Andrew, please can you let us know your agenda items by end of day this Friday, 18 August?

Thanks  
Silka

When Wed Aug 23, 2017 12:30pm – 2pm London

Where 230 Blackfriars - Room TBC ([map](#))

Who

- TPH Senior Relationship Manager (SRM) - organizer
-  [uber.com](#) - creator
- Andrew Byrne
- Kennedy-Todd Silka
- Chapman Helen (TPH)
- Blake Peter

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**From:** Tom Elvidge <[REDACTED]@uber.com>  
**Sent:** 11 August 2017 16:12  
**To:** Chapman Helen (TPH)  
**Cc:** Jo Bertram; Andrew Byrne  
**Subject:** Quarterly Meeting and Updates

Dear Helen,

I am conscious that we are still due to finalise the date and time for our next quarterly meeting. Silka had offered Andy and I a meeting on 25th August but unfortunately that day doesn't work on our side. Would it be possible to do Mon-Wed that same week or the following week please?

I also wanted to let you know about the latest in a series of enhancements that we are planning to launch to our driver and rider apps in the next few weeks. These changes have been developed principally in response to feedback we have heard from drivers in recent months. Whilst these are relatively minor updates of the type we make on a routine basis throughout the year, we thought that it would be helpful for you to receive advance notification. We request that you please keep this completely confidential until we have made the announcement to drivers and riders in the next week or so.

[REDACTED]

Very best regards,  
Tom

### Summary of the rider/driver app changes:

- **'No thanks' button** - Drivers are free to choose which trips they want to take. At the moment, drivers can either confirm a trip request from Uber or wait for the request to time out (after 10-20 seconds). Some drivers have told us that they would rather not have to wait if they do not want to take the trip, which is why we're introducing a 'No Thanks' button. Drivers can of course also wait for the request to time out as normal if they would prefer or it is unsafe not to do so.
- **Driver destinations** - If drivers need to go to a particular part of town – perhaps because they're heading home or need to get to an appointment – our Driver Destinations feature enables us to identify them for bookings with a passenger going the same way. We're tripling the number of times drivers can set a destination in the app to six times a day.
- **In-app tipping** - riders using the Uber app will now have the option to tip their driver through the app after each trip.

- **Fare whilst driver is waiting** - at the moment, the fare is only calculated from the moment that the rider gets in the vehicle. In future, after a driver has been waiting for the rider for two minutes at the pick up location, riders will pay 20p per minute until the journey commences. As the amount added to the total fare will be minimal (up to 60p if the driver cancels after five minutes), the addition will not impact the fare estimates we provide to riders up front.
- **Two minute cancellations** - currently if a rider cancels a trip within five minutes of being allocated a car they do not pay a cancellation fee. Following feedback we feel this is too long as drivers are well on their way to the pick-up point and have already invested time and fuel. That's why we're reducing the time so that if a rider cancels two minutes after being allocated a car they will pay the cancellation fee. We are of course notifying riders of this change in advance as part of this enhancement.
- **Same day payments** - Rather than waiting several days for their payments, drivers will be able to receive their fares direct to their bank account whenever they want, and get their money that same day.
- **More control over trip requests** - We are introducing a new feature so that drivers on UberXL/EXEC can easily switch between being open to all trips including uberX and uberPOOL or only XL/EXEC trips. We will have already identified the driver's eligibility for these products in advance, so only those who qualify for these products will be able to undertake bookings for these products.
- **Fairer ratings** - The rider and driver rating system maintains high standards on the Uber app, but we've heard how frustrating it can be for drivers if they receive a low rating for something out of their control, such as road closures or an issue with the app. We will now remove these ratings types from a driver's overall rating meaning the rating is a more accurate reflection of the service a driver has provided.

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Tom Elvidge

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