Hill Lee

From:	Chapman Helen (TPH)
Sent:	09 August 2017 13:27
To:	Tom Elvidge; Jo Bertram
Cc:	████████████ ████████
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 <u>on 10 August</u>.
Regards
Helen

On 9 Aug 2017, at 08:53, Tom Elvidge <████████████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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From:	Tom Elvidge < ███████████ 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.

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
████████████uber.com | uber.com

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