

Hill Lee

From: Andrew Byrne [REDACTED]@uber.com>
Sent: 06 November 2017 09:14
To: [REDACTED]
Cc: Tom Elvidge
Subject: Uber: Sexual Assault and Domestic Violence Prevention Campaign

[REDACTED]

I wanted to let you know that later today Uber will announce a global, multi-year, multi-million dollar campaign and commitment to fund partnerships with leading sexual and domestic violence prevention organisations. We're well aware that this may get some coverage in the UK (though it's not something we're actively pushing yet) and you may get some questions from the media or other stakeholders.

Our "Driving Change" Sexual Assault and Domestic Violence Prevention Campaign will encompass both internal and external initiatives focusing on raising awareness and educating leadership, employees, riders and drivers - encouraging everyone that we all play a role and can be part of the solution.

We are making a \$5 million, multi-year commitment to fund sexual assault and domestic violence prevention programmes. Uber will partner with leading organisations to publicly address and raise awareness of sexual assault and domestic violence including Raliance, NNEDV, NO MORE, Women of Color Network, Inc., Casa de Esperanza, A CALL TO MEN, and The National Coalition of Anti-Violence Programs. Our partners and the funding will also help address critical funding gaps with marginalised communities who are often the most underfunded.

These are mostly US advocacy groups right now, but we will be doing much more as part of this in the UK. We're already talking to [UK Says No More](#), [Hestia](#) among others and we'll keep you posted on how that develops in the next few weeks.

Any questions, let us know.

Andrew

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Andrew Byrne | Head of Public Policy UKI

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Hill Lee

From: Andrew Byrne <[REDACTED]@uber.com>
Sent: 07 September 2017 18:06
To: [REDACTED]
Cc: Tom Elvidge
Subject: Uber: Clean Air Plan

[REDACTED] and [REDACTED]

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

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Hill Lee

From: Tom Elvidge <[REDACTED]@uber.com>
Sent: 30 October 2017 19:16
To: [REDACTED] (TPH)
Subject: Introduction to Multiple Destinations

Hi [REDACTED]

I wanted to provide a short summary of the 'multiple destinations' product that we are launching in the Uber rider app in the UK this week. Please see below and do let me know if you have any questions at all on any of this.

Many thanks,
Tom

Introduction to Multiple Destinations

Starting this week, riders will be able to add multiple stops to their route to create a more seamless trip experience. Whether they're picking up friends along the way or need to make a quick stop, riders will be able to add up to three stops including their final destination.

Simplifying the user experience will also benefit drivers as they will no longer have to manually change the address after every single drop-off.

High level facts

Launch date in London	November 1st 2017
Audience	Primarily Riders (however will also benefit drivers)
Products impacted	Feature will work on all products except for UberPOOL (uberX, uberXL, EXEC, Lux, ACCESS, Assist)

How does it work?

As a Rider

- Riders can now add two destinations in addition to the final destination
- Riders can add/update stops before the journey is booked and while on a trip
- The features does not apply to uberPOOL requests

As a Driver

- Drivers will see the entire route with additional points for multiple destinations
- Drivers will see the entire route with additional points for multiple destinations. The driver will need to acknowledge each arrival and resume the trip when ready. Beyond this the driver experience will be unchanged.

FAQ

- **How many stops can a rider add to a trip?**
 - Riders can add up to two stops per trip (in addition to their final destination).
- **When can riders add or remove stops to their trip?**
 - Riders can add stops before requesting or add stops while they are already on trip. Riders also have the option to remove stops at anytime, assuming the driver hasn't already confirmed arriving the stop.
- **Will this be compatible with POOL?**
 - No. Multi-destination will not be compatible with POOL.
- **How will fares be calculated for multi-destination trips?**

- Fares are calculated based on the time spent at each-stop and the total trip distance inclusive of all stops for the selected product (e.g. uberX)
- **How does this change the driver experience?**
 - Drivers will see the entire route with additional points for multiple destinations. The driver will need to acknowledge each arrival and resume the trip when ready. Beyond this the driver experience will be unchanged.

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Tom Elvidge

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Hill Lee

From: [REDACTED]
Sent: 10 January 2018 08:40
To: 'Tom Elvidge'; [REDACTED] (TPH)
Cc: Frederick Jones
Subject: RE: Driver Hours Feature Launch

Hi Tom

Thank you for this. We will take a look and revert back.

Regards

[REDACTED]
Head of Licensing
London Taxi and Private Hire | Transport for London

Licensing | London Taxi and Private Hire | 230 Blackfriars Rd, Southwark, London, SE1 8PJ

For up to date news and information regarding London Taxi and Private Hire matters follow us on Twitter

@TfLTPH

From: Tom Elvidge [mailto:[REDACTED]uber.com]
Sent: 09 January 2018 20:41
To: [REDACTED] (TPH); [REDACTED]
Cc: Frederick Jones
Subject: Driver Hours Feature Launch

Dear [REDACTED] [REDACTED]

Following our discussions and prior correspondence on the topic of introducing a feature in London which will set a limit on the number of hours a driver can spend completing trips on the app I wanted to provide more information now given that we are in the final stage of preparation.

As we have stated previously this change to our app - which we can now confirm will go into effect from Wednesday 17th January - will mean that drivers are limited to 10 hours of 'on trip' time before they must take a break of 6 consecutive hours offline. The 10 hours of 'on trip' time is any time spent from confirming a trip request through to completing the trip.

Drivers will receive 3 notifications in their app as they are approaching the 10 hour limit. The notifications will appear at 2 hours, 1 hour and 30 minutes prior to reaching the limit. Once a driver reaches the 10 hour limit, they will be automatically forced offline after completing their current trip, and will not be able to go online until they have taken a consecutive break of at least 6 hours.

We also wanted to share the risk assessment document that we have created for this change. This is in the format that we had discussed previously. Please do let us know if you have any suggestions on how to make that as useful as possible from your side.

I'm very happy to explain the feature in more detail to you, or someone in your team, if that would be helpful.

Many thanks,
Tom

Hill Lee

From: [REDACTED] (TPH)
Sent: 31 August 2017 14:51
To: 'Andrew Byrne'; [REDACTED]
Cc: Tom Elvidge
Subject: RE: Uber Movement

Andrew

Thank you for sending through information regarding Uber Movement. We will consider your email below and be in touch.

[REDACTED]

From: Andrew Byrne [[mailto:\[REDACTED\]@uber.com](mailto:[REDACTED]@uber.com)]
Sent: 31 August 2017 13:28
To: [REDACTED] (TPH); [REDACTED]
Cc: Tom Elvidge
Subject: Uber Movement

[REDACTED] & [REDACTED]

As promised, I am following up with more information on Uber Movement and the steps we are taking to ensure adequate protection of data.

Uber [Movement](#) is a website that uses Uber's data to help urban planners and policymakers make informed decisions about their cities. Since Uber trips occur widely across cities and 24/7 around the clock - rather than clustering in the centre and at times of peak congestion - we can analyse a large number of trips over a sustained period and so reliably estimate how long it takes to get from one area to another. In this way, users of the tool can compare travel conditions across different times of day, days of the week, or months of the year - and how travel times are impacted by major events or infrastructure decisions such as bridge closures.

Uber Movement will be available for free, public use in London in the coming weeks. You may be interested in this [post](#) on the closure of Tower Bridge in London for an idea of how the tool will work.

All data used is anonymised and aggregated to ensure that no personally identifiable information or user behaviour can be gleaned via the Movement tool. All data shared through Movement adheres to Uber's privacy policy, and travel times are removed for zones that either a) do not meet a minimum threshold of trips or b) do not meet the minimum number of unique riders or drivers necessary to preserve rider-driver privacy.

In short, at no point will Movement provide a means for people to access individual driver or rider details in any way. This [white paper](#) explains the issue in technical detail.

Over the years, we have learned a lot about the future of urban mobility and how - by increasing access to public transport and competing with private car ownership - we can play a role in making cities more liveable and easier to get around. Through the positive and public-facing application of our data, we hope Uber Movement can play a small part too.

Thanks.
Andrew

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Hill Lee

From: Tom Elvidge <[REDACTED]@uber.com>
Sent: 13 November 2017 20:36
To: [REDACTED] (TPH)
Cc: Andrew Byrne
Subject: Re: Uber product feature changes - Airports and POOL

Dear [REDACTED]

Just a quick note to let you know that these changes will be going into effect tomorrow. Do let me know if it would be helpful to discuss at all.

Best regards,
Tom

On 6 November 2017 at 18:58, Tom Elvidge <[REDACTED]@uber.com> wrote:
Dear [REDACTED]

I wanted to let you know that we are currently preparing some minor refinements to our app around airports and POOL that will likely go into effect on 14th November (although exact date is still TBD). The changes principally centre around features to improve the experience drivers have using the Uber app, and most have been shaped following direct feedback we have received from drivers. Whilst there is no regulatory impact per se, we wanted to ensure that you were briefed on these amendments in case you receive any questions. At this point we are not considering any press announcement around these.

Do let me know if you have any questions around any of these, or indeed if you have any feedback on the structure of this update that would be more helpful for when we are rolling out minor app updates such as these going forward.

Many thanks and speak soon,
Tom

[REDACTED]

[REDACTED]

[REDACTED]



Gatwick Airport Dedicated Driver Waiting Area

We will launch a new waiting area for drivers at Gatwick Airport meaning drivers will now be able to wait in a dedicated car park with basic facilities such as toilets and experience a less than five minute drive to pick up riders at the airport.

UberPOOL Improvements

A range of improvements to uberPOOL will be rolled out, all aimed at improving the driver experience. These allow drivers to rate all riders at the end of a trip, improved notifications to alert riders when the driver is arriving, as well as a refresh to our rider education on how the product works.

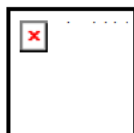
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Tom Elvidge

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