

Paul Robinson

From: Ellie Robinson
Sent: 22 September 2017 11:05
To: Sarah Gibson
Subject: NOW: Uber decision

I have sent this to AMs, unions and relevant shadow cab. Jack speaking to Grayling team. Do you mind sending to all London MPs, council leaders, metro mayors, anyone else you can think of. They will have also received the TfL statement from TfL but I think best they get the SK lines as well. E

Ellie Robinson



From: Ellie Robinson
Sent: 22 September 2017 11:02
Subject: Uber decision

Dear all,

Please see below statement from TfL and response from the Mayor of London following the Uber licensing decision.

Any questions please let me know.

Best wishes,

Ellie

Mayor of London, Sadiq Khan -

'I want London to be at the forefront of innovation and new technology and to be a natural home for exciting new companies that help Londoners by providing a better and more affordable service.

However, all companies in London must play by the rules and adhere to the high standards we expect - particularly when it comes to the safety of customers.

Providing an innovative service must not be at the expense of customer safety and security.

I fully support TfL's decision - it would be wrong if TfL continued to licence Uber if there is any way that this could pose a threat to Londoners' safety and security.

Any operator of private hire services in London needs to play by the rules.'

TfL statement

Transport for London (TfL) has today (Friday 22 September) informed Uber London Limited that it will not be issued with a private hire operator licence after expiry of its current licence on 30 September.

TfL's regulation of London's taxi and private hire trades is designed to ensure passenger safety. Private hire operators must meet rigorous regulations, and demonstrate to TfL that they do so, in order to operate. TfL must also be satisfied that an operator is fit and proper to hold a licence.

TfL has concluded that Uber London Limited is not fit and proper to hold a private hire operator licence.

TfL considers that Uber's approach and conduct demonstrate a lack of corporate responsibility in relation to a number of issues which have potential public safety and security implications. These include:

- Its approach to reporting serious criminal offences.
- Its approach to how medical certificates are obtained.
- Its approach to how Enhanced Disclosure and Barring Service (DBS) checks are obtained.
- Its approach to explaining the use of Greyball in London - software that could be used to block regulatory bodies from gaining full access to the app and prevent officials from undertaking regulatory or law enforcement duties.

The Private Hire Vehicles (London) Act 1998 includes provision to appeal a licensing decision within 21 days of it being communicated to the applicant. Uber London Limited can continue to operate until any appeal processes have been exhausted.

No further comment will be made by TfL pending any appeal of this decision.

Ellie Robinson

Senior Advisor to the Mayor



GREATER LONDON AUTHORITY

City Hall | The Queen's Walk | London | SE1 2AA

Paul Robinson

From: Sarah Brown
Sent: 22 September 2017 12:38
To: mediasignoff@london.gov.uk
Cc: [REDACTED]
Subject: Op Ed

Sending below to Guardian

Sadiq Khan said:

From the steam engine to the Web, Britain has a long history of inventing and embracing brilliant new technology, often with London leading the way with the very latest developments.

In recent years, we have seen great leaps forward in areas such as green technology, medical innovations and contactless payments on the Underground, but also with mobile phone applications that can make the lives of Londoners easier – whether it's ordering food, renting a flat or doing financial transactions.

As we move through the next stage of 21st century innovation, I want London to continue to be at the forefront of these developments and to be a natural home for exciting new companies that help Londoners by providing a better and more affordable service.

I welcome and embrace these innovations - not only because they can improve the everyday lives of Londoners, but because they can spark new ideas for business, new possibilities for jobs in our city and new opportunities to cement London as a global capital of digital technology.

However, as with every other sector doing business in this city – from the financial services to manufacturing - all companies in London must play by the rules and adhere to the high standards we expect – above all when it comes to the safety of customers.

Providing an innovative service is not an excuse for it being unsafe.

Today, Transport for London has made the formal decision not to renew Uber's operating licence. This was made independently by TfL as the regulator. I know this decision will be controversial in some quarters. Uber has become a popular service for many Londoners. But I fully understand the decision that has been taken.

It would be simply wrong for TfL to continue to licence Uber if there is any way this could pose a threat to Londoners' safety or security. TfL has said that they consider Uber's conduct demonstrates a lack of corporate responsibility around a number of issues that have potential public safety and security implications. These include their approach to reporting serious criminal offences and the way they obtain medical certificates and security checks (Enhanced Disclosure and Barring Service) for their drivers.

All private hire operators in London need to play by the rules. The safety and security of customers must be paramount.

Uber's current licence does not expire until the end of September – so the service will continue for now. The company will also be able to continue to operate until the appeal process has been exhausted.

Around the world, new private hire vehicle companies and other disruptive technology businesses are springing up all the time, with new and different ways of working. We know it is possible to combine innovative technology within these fields whilst also ensuring the necessary safety standards are met. It would not be right for exceptions to be made.

I have repeatedly said the regulatory environment is critical in protecting Londoners' safety, maintaining workplace standards for drivers and sustaining a vibrant taxi and private hire market with space for a range of providers to flourish. It is not simply regulation for regulation's sake.

One of the reasons why London has become such a success with international business over centuries is because of our professionalism and sense of British fair play, with transparent rules, laws and regulations. This ensures that all companies are treated equally – something we would never want to lose.

I suspect it will take some time before this situation with Uber fully plays out. In the meantime, I will continue my work to help support innovative businesses in London and to create a vibrant and safe taxi and private hire market.

During the Mayoral election, I promised I would be the most pro-business Mayor London has ever had. That promise is reflected in the work we are doing from City Hall to support companies and entrepreneurs who are reinventing and reviving many of our traditional business sectors.

As we go forward in the months and years ahead, I know London will continue to be an incredible hotbed of innovation and new technology, as well as a city where businesses understand that they have no choice but to adhere to the rules like everyone else – especially when it comes to the safety of Londoners.

Sarah

Paul Robinson

From: Theo Blackwell
Sent: 22 September 2017 12:59
To: [REDACTED] Ben Johnson; Ellie Robinson; Jack Stenner; Patrick Hennessy
Subject: RE: Lines on uber

Thanks [REDACTED]

Re: corporate responsibility, there are influential tech voices calling corporate responsibility to be at the heart of technological progress, not absent from it or something that should be 'disrupted' along with old business models.

See this from Martha Lane Fox

"We are in an age of marvellous technology but also of staggering incomprehension. We rely on technology for almost everything – our banks, our healthcare, our transport – but we have no idea how it might work or how to hold it to account. At best, that leads to "understand the necessary hashtags"-style blunders. At worst, it leads to companies having the freedom to make foolish or unethical decisions that put our privacy and security at risk.

These are massive issues, ones yoked to nearly every aspect of our lives and nearly every level of our government. And yet no society in the world has yet stood up to demand greater control over its digital destiny. No country has committed itself to building technology as fair as it is convenient. It is here, in the space where ethics and tech meet, that Britain could become a world leader."

<https://www.theguardian.com/commentisfree/2017/apr/10/ethical-technology-women-britain-internet>

Best wishes,

Theo

Theo Blackwell
Chief Digital Officer for London

GREATERLONDONAUTHORITY
Mayor's Office | City Hall | The Queen's Walk | London | SE1 2AA

[REDACTED]

From: [REDACTED]
Sent: 22 September 2017 12:47
To: Theo Blackwell <[REDACTED]@london.gov.uk>; Ben Johnson <[REDACTED]@london.gov.uk>
Subject: RE: Lines on uber

Op ed below is going to Guardian

--

From the steam engine to the Web, Britain has a long history of inventing and embracing brilliant new technology, often with London leading the way with the very latest developments.

In recent years, we have seen great leaps forward in areas such as green technology, medical innovations and contactless payments on the Underground, but also with mobile phone applications that can make the lives of Londoners easier – whether it's ordering food, renting a flat or doing financial transactions.

As we move through the next stage of 21st century innovation, I want London to continue to be at the forefront of

these developments and to be a natural home for exciting new companies that help Londoners by providing a better and more affordable service.

I welcome and embrace these innovations - not only because they can improve the everyday lives of Londoners, but because they can spark new ideas for business, new possibilities for jobs in our city and new opportunities to cement London as a global capital of digital technology.

However, as with every other sector doing business in this city – from the financial services to manufacturing - all companies in London must play by the rules and adhere to the high standards we expect – above all when it comes to the safety of customers.

Providing an innovative service is not an excuse for it being unsafe.

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All private hire operators in London need to play by the rules. The safety and security of customers must be paramount.

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Around the world, new private hire vehicle companies and other disruptive technology businesses are springing up all the time, with new and different ways of working. We know it is possible to combine innovative technology within these fields whilst also ensuring the necessary safety standards are met. It would not be right for exceptions to be made.

I have repeatedly said the regulatory environment is critical in protecting Londoners' safety, maintaining workplace standards for drivers and sustaining a vibrant taxi and private hire market with space for a range of providers to flourish. It is not simply regulation for regulation's sake.

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As we go forward in the months and years ahead, I know London will continue to be an incredible hotbed of innovation and new technology, as well as a city where businesses understand that they have no choice but to adhere to the rules like everyone else – especially when it comes to the safety of Londoners.

GREATER LONDON AUTHORITY

From: Theo Blackwell
Sent: 22 September 2017 11:45
To: Ben Johnson ██████████@london.gov.uk>; ██████████@london.gov.uk>
Subject: RE: Lines on uber

Yes, will do...

Best wishes,

Theo

Theo Blackwell
Chief Digital Officer for London

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Mayor's Office | City Hall | The Queen's Walk | London | SE1 2AA

██████████

From: Ben Johnson
Sent: 22 September 2017 11:20
To: ██████████@london.gov.uk>; Theo Blackwell <██████████@london.gov.uk>
Subject: RE: Lines on uber

Thanks ██████████

Theo you may get a deluge of emails about this – suggest ignore any attempts to engage, for today at any rate

From: ██████████
Sent: 22 September 2017 11:08
To: Theo Blackwell <██████████@london.gov.uk>; Ben Johnson ██████████@london.gov.uk>
Subject: Lines on uber

Hello

Thought useful for you both to have these if you don't already

SK doing media from 12 noon

Thanks

██████████

Paul Robinson

From: Nick Bowes
Sent: 22 September 2017 12:37
To: Ben Johnson; Jack Stenner; Ellie Robinson
Subject: RE: NEWS - PA: UBER WILL NOT BE ISSUED WITH NEW OPERATING LICENCE, TRANSPORT FOR LONDON SAYS (more)

That's his job I guess

-----Original Message-----

From: Ben Johnson
Sent: 22 September 2017 12:02
To: Nick Bowes <[REDACTED]@london.gov.uk>; Jack Stenner <[REDACTED]r@london.gov.uk>; Ellie Robinson <[REDACTED]@london.gov.uk>
Subject: FW: NEWS - PA: UBER WILL NOT BE ISSUED WITH NEW OPERATING LICENCE, TRANSPORT FOR LONDON SAYS (more)

Bit surprised by strength of Leamo's words on this. Cheeky.

My prediction is we'll get similar, but low-key responses from a few of the general business rep groups. But don't think any of them will have an appetite to really go for it.

-----Original Message-----

From: [REDACTED]
Sent: 22 September 2017 11:55
To: Media Summaries <MediaSummaries@london.gov.uk>
Subject: RE: NEWS - PA: UBER WILL NOT BE ISSUED WITH NEW OPERATING LICENCE, TRANSPORT FOR LONDON SAYS (more)

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David Leam, of London First which campaigns for business in the capital, said: "This will be seen as a Luddite decision by millions of Londoners and international visitors who use Uber, and will also hit London's reputation as a global tech hub.

"London needs to be open to new ideas, businesses and services."

-----Original Message-----

From: [REDACTED]
Sent: 22 September 2017 11:35
To: Media Summaries <MediaSummaries@london.gov.uk>
Subject: RE: NEWS - PA: UBER WILL NOT BE ISSUED WITH NEW OPERATING LICENCE, TRANSPORT FOR LONDON SAYS (more)

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Confirming Uber would appeal against the decision in court, Tom Elvidge, the firm's general manager in London, said: "3.5 million Londoners who use our app, and more than 40,000 licensed drivers who rely on Uber to make a living, will be astounded by this decision.

"By wanting to ban our app from the capital Transport for London and the Mayor have caved in to a small number of people who want to restrict consumer choice. If this decision stands, it will put more than 40,000 licensed drivers out of work and deprive Londoners of a convenient and affordable form of transport.

"To defend the livelihoods of all those drivers, and the consumer choice of millions of Londoners who use our app, we intend to immediately challenge this in the courts.

"Drivers who use Uber are licensed by Transport for London and have been through the same enhanced DBS background checks as black cab drivers.

Our pioneering technology has gone further to enhance safety with every trip tracked and recorded by GPS.

"We have always followed TfL rules on reporting serious incidents and have a dedicated team who work closely with the Metropolitan Police."

He added: "Uber operates in more than 600 cities around the world, including more than 40 towns and cities here in the UK. This ban would show the world that, far from being open, London is closed to innovative companies who bring choice to consumers."

-----Original Message-----

From: [REDACTED]

Sent: 22 September 2017 11:28

To: Media Summaries <MediaSummaries@london.gov.uk>

Subject: RE: NEWS - PA: UBER WILL NOT BE ISSUED WITH NEW OPERATING LICENCE, TRANSPORT FOR LONDON SAYS (more)

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Caroline Pidgeon, Liberal Democrat London Assembly Member, said: "This decision has not been made lightly by TfL, and indeed they temporarily extended Uber's licence to ensure extra time was granted to fully examine the record of this company.

"Passenger safety must come first. Sadly Uber has not given sufficient attention to the safety of passengers, their drivers or other road users. The evidence about their poor record cannot be ignored.

"Instead of devoting so much effort to challenging this decision in the courts it would be far better if Uber went away and looked at their working practices."

mfl

-----Original Message-----

From: [REDACTED]

Sent: 22 September 2017 11:28

To: Media Summaries <MediaSummaries@london.gov.uk>

Subject: RE: NEWS - PA: UBER WILL NOT BE ISSUED WITH NEW OPERATING LICENCE, TRANSPORT FOR LONDON SAYS (more)

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TfL said Uber is allowed to launch an appeal against the decision within 21 days and can continue operating "until any appeal processes have been exhausted".

It added: "No further comment will be made by TfL pending any appeal of this decision."

mf

-----Original Message-----

From: [REDACTED]

Sent: 22 September 2017 11:21

To: Media Summaries <MediaSummaries@london.gov.uk>

Subject: RE: NEWS - PA: UBER WILL NOT BE ISSUED WITH NEW OPERATING LICENCE, TRANSPORT FOR LONDON SAYS (more)

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Steve McNamara, general secretary of the Licensed Taxi Drivers'

Association said: "The Mayor has made the right call not to relicence Uber. Since it first came onto our streets Uber has broken the law, exploited its drivers and refused to take responsibility for the safety of passengers.

"We expect Uber will again embark on a spurious legal challenge against the Mayor and TfL, and we will urge the court to uphold this decision.

This immoral company has no place on London's streets."

Maria Ludkin, legal director of the GMB union, which took Uber to an employment tribunal last year over workers' rights, said: "This historic decision is a victory for GMB's campaign to ensure drivers are given the rights they are entitled to - and that the public, drivers and passengers are kept safe.

"As a result of sustained pressure from drivers and the public, Uber has suffered yet another defeat - losing its license to operate in London.

"It's about time the company faced up to the huge consequences of GMB's landmark employment tribunal victory - and changed its ways.

"No company can behave like it's above the law, and that includes Uber. No doubt other major cities will be looking at this decision and considering Uber's future on their own streets."

And Mick Cash, general secretary of the Rail, Maritime and Transport union, said: "Uber has consistently failed to reach acceptable standards of service, safety and security and we applaud this decision which is a victory for passengers and also a vital step in protecting the livelihoods of the skilled and experienced London taxi drivers who are being unfairly undercut by Uber.

"This is a success for our campaigning and all those who work in the trade and must be a stepping stone to end the deregulation in the industry which has created such chaotic, unsafe and exploitative conditions.

"The next steps should include the introduction of a statutory definition of plying for hire and also for MPs to get behind the Private Members Bill put forward by Daniel Zeichner MP to reform the taxi and private hire industry."

-----Original Message-----

From: [REDACTED]

Sent: 22 September 2017 11:21

To: Media Summaries <MediaSummaries@london.gov.uk>

Subject: RE: NEWS - PA: UBER WILL NOT BE ISSUED WITH NEW OPERATING LICENCE, TRANSPORT FOR LONDON SAYS (more)

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There had been growing speculation that the app could be banned from London.

Opponents of the firm claim it causes gridlocked roads and does not do enough to regulate its drivers.

Uber enables users to book cars using their smartphones, and is available in cities across the UK.

Some 3.5 million passengers and 40,000 drivers use the Uber app in London.

Last month Uber was accused by police of allowing a driver who sexually assaulted a passenger to strike again by not reporting the attack, along with other serious crimes.

In a strongly worded letter, Inspector Neil Billany of the Metropolitan Police's taxi and private hire team suggested the company was putting concerns for its reputation over public safety.

He cited the case of a man who worked for Uber being allowed to stay on the books despite an allegation of sexual assault, leading to another "more serious" attack on a woman in his car.

A string of serious crimes it allegedly failed to report included more sexual assaults and an incident in which a driver produced what was thought to be pepper spray during a road-rage argument.

Uber said at the time it was "surprised by this letter" and claimed it does not reflect the "good working relationship we have with the police".

-----Original Message-----

From: [REDACTED]
Sent: 22 September 2017 11:19
To: Media Summaries <MediaSummaries@london.gov.uk>
Subject: RE: NEWS - PA: UBER WILL NOT BE ISSUED WITH NEW OPERATING LICENCE, TRANSPORT FOR LONDON SAYS (more)

Labour MP Wes Streeting, chairman of the All Party Parliamentary Group on Taxis, said: "This is a courageous decision by the Mayor and Transport for London, finally drawing a line in the sand to make it clear that no company, however big and powerful, will be allowed to flout our laws and regulations or jeopardise Londoners' safety without facing serious consequences.

"Uber has not shown itself to be a fit and proper operator. It stands accused by the police of failing to properly handle serious allegations of rape and sexual assault of passengers.

"It had to be dragged through the courts to recognise its responsibility to provide even the most basic rights and protections to Uber drivers.
Its business model is based on saturating London's taxi and private hire market to drive its competition off the road.

"That's why major cities across North America and Europe have already banned Uber from operating on their roads."

-----Original Message-----

From: [REDACTED]
Sent: 22 September 2017 11:15
To: Media Summaries <MediaSummaries@london.gov.uk>
Subject: NEWS - PA: UBER WILL NOT BE ISSUED WITH NEW OPERATING LICENCE, TRANSPORT FOR LONDON SAYS

UBER WILL NOT BE ISSUED WITH NEW OPERATING LICENCE, TRANSPORT FOR LONDON SAYS

PA
TRANSPORT Uber
22-Sep-2017 11:13:24
By Neil Lancefield, Press Association Transport Correspondent

Page 1

Uber will not be issued with an operating licence after its current deal expires on September 30, Transport for London (TfL) has announced.

TfL concluded that the minicab app is "not fit and proper" to operate in the capital due to concerns which have "public safety and security implications".

These include its approach to reporting serious criminal offences and how it carries out background checks on its drivers.

Uber was given just a four-month temporary licence in May.

mf

Page 2

Mayor of London Sadiq Khan said in a statement: "I want London to be at the forefront of innovation and new technology and to be a natural home for exciting new companies that help Londoners by providing a better and more affordable service.

"However, all companies in London must play by the rules and adhere to the high standards we expect - particularly when it comes to the safety of customers. Providing an innovative service must not be at the expense of customer safety and security.

"I fully support TfL's decision - it would be wrong if TfL continued to license Uber if there is any way that this could pose a threat to Londoners' safety and security.

"Any operator of private hire services in London needs to play by the rules."

mf

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Paul Robinson

From: Ellie Robinson
Sent: 25 September 2017 20:34
To: [REDACTED]
Cc: Patrick Hennessy; Valerie Shawcross; Leah Kreitzman; Nick Bowes; Jack Stenner; Sarah Brown; Samantha Hart; [REDACTED]
Subject: Re: Times - Uber / LTDA meetings

(Sorry that got stuck in my outbox from earlier)

Sent from my iPhone - 0 [REDACTED]

On Sep 25, 2017, at 8:32 PM, Ellie Robinson [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)> wrote:

Yes that is it [REDACTED] I think Steve won a raffle or auction or something to get his ticket on the London Eye.

Sent from my iPhone - [REDACTED]

On Sep 25, 2017, at 3:28 PM, [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)> wrote:

[REDACTED] says there was a Labour event at the London Eye that day. Could be that?

From: Ellie Robinson
Sent: 25 September 2017 15:24
To: Patrick Hennessy [REDACTED] [y@london.gov.uk](mailto:[REDACTED]y@london.gov.uk)>
Cc: [REDACTED] [d@london.gov.uk](mailto:[REDACTED]d@london.gov.uk)>; Valerie Shawcross [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>; Leah Kreitzman [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>; Nick Bowes [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>; Jack Stenner [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>; Sarah Brown [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>; Samantha Hart <[REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>; [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>
Subject: Re: Times - Uber / LTDA meetings

I am pretty sure SK bumped into Steve M as part of a Labour event but it wasn't a meeting with Steve. I am almost certain he has never had an official meeting with just Steve or the LTDA since he became Mayor. The LTDA are good at making it look like they have access.

Sent from my iPhone - [REDACTED]

On Sep 25, 2017, at 3:13 PM, Patrick Hennessy [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)> wrote:

Trying to check but will be after SK speech Val can you help

Sent from my iPhone

On 25 Sep 2017, at 15:06, [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)> wrote:

All,

The Times have been in touch to ask why SK meeting Steve McNamara (<https://twitter.com/theltda/status/765555896659378176>) is not in his diary entry for that day (https://www.london.gov.uk/sites/default/files/the_mayors_diary_from_may_to_october_2016.pdf). There is an entry for 'party political'.

[REDACTED] has also asked if there were any other meetings between Sadiq and the LTDA since he was elected?

Briefing point yesterday was the Mayor has avoided meeting LTDA and other organisations campaigning against Uber in order to stay outside of the regulatory process.

Do we have anything we can say on that meeting?

Thanks,

[REDACTED]

From: Patrick Hennessy
Sent: 24 September 2017 11:22
To: Valerie Shawcross
[REDACTED] <[\[REDACTED\]@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>
Cc: [REDACTED] <[\[REDACTED\]@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>; Leah Kreitzman <[\[REDACTED\]@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>; Nick Bowes <[\[REDACTED\]@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>; Luke Waterfield <[\[REDACTED\]@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>; Jack Stenner <[\[REDACTED\]@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>; Samantha Hart <[\[REDACTED\]@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>; Sarah Brown <[\[REDACTED\]@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>; Sneha Patel <[\[REDACTED\]@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>; Jonathan Fertig <[\[REDACTED\]@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>
[REDACTED]

Subject: Re: Mail - SK didn't meet Uber

Thanks Val

Rich - fine to guide Mail Online along those lines

Sent from my iPhone

On 24 Sep 2017, at 11:12, Valerie Shawcross
[REDACTED] <[\[REDACTED\]@london.gov.uk](mailto:[REDACTED]@london.gov.uk)> wrote:

For info. Tfl officials exchanged extensive correspondence with Uber. Tfl can verify this. The Mayor also avoided meeting LTDA

and other organisations
campaigning against uber in order
to stay outside of the regulatory
process.

Val

Sent from my iPhone

On 24 Sep 2017, at 10:06, [REDACTED]

[REDACTED]
[REDACTED]@london.gov.uk>
wrote:

All,

Daily Mail Online
are looking for a
comment on claims
in Andrew Gilligan's
article that SK
refused repeated
requests to meet
anyone from Uber
since becoming
mayor. He also
reported that
Uber's boss has
said TfL officials
had refused over
several months to
talk to Uber about
the licence renewal
or to specify what,
if any, reforms it
wanted from the
company in
exchange for
relicensing it.

I will make sure
they have
yesterday's
statement. Just
double-checking
you don't want to
guide anything
further on these
meeting requests?

Thanks

[REDACTED]

Paul Robinson

From: Jamie O'Hara
Sent: 22 September 2017 10:43
To: Ellie Robinson
Subject: Email

Dear

We wanted to make you aware of the following.

Transport for London (TfL) has today (Friday 22 September) informed Uber London Limited that it will not be issued with a private hire operator licence after expiry of its current licence on 30 September.

TfL's regulation of London's taxi and private hire trades is designed to ensure passenger safety. Private hire operators must meet rigorous regulations, and demonstrate to TfL that they do so, in order to operate. TfL must also be satisfied that an operator is fit and proper to hold a licence.

TfL has concluded that Uber London Limited is not fit and proper to hold a private hire operator licence.

TfL considers that Uber's approach and conduct demonstrate a lack of corporate responsibility in relation to a number of issues which have potential public safety and security implications. These include:

- Its approach to reporting serious criminal offences.
- Its approach to how medical certificates are obtained.
- Its approach to how Enhanced Disclosure and Barring Service (DBS) checks are obtained.
- Its approach to explaining the use of Greyball in London - software that could be used to block regulatory bodies from gaining full access to the app and prevent officials from undertaking regulatory or law enforcement duties.

The Private Hire Vehicles (London) Act 1998 includes provision to appeal a licensing decision within 21 days of it being communicated to the applicant. Uber London Limited can continue to operate until any appeal processes have been exhausted.

No further comment will be made by TfL pending any appeal of this decision.

Yours sincerely

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FYI

Sent from my iPhone

Begin forwarded message:

From: Patrick Hennessy [REDACTED] <[REDACTED]@london.gov.uk>

Date: 23 September 2017 at 19:25:04 BST

To: [REDACTED] <[REDACTED]@london.gov.uk>

Cc: Leah Kreitzman [REDACTED] <[REDACTED]@london.gov.uk>, Nick Bowes [REDACTED] <[REDACTED]@london.gov.uk>, Luke Waterfield [REDACTED] <[REDACTED]@london.gov.uk>, James Ryan <[REDACTED]@london.gov.uk>, Jack Stenner [REDACTED] <[REDACTED]@london.gov.uk>, Samantha Hart [REDACTED] <[REDACTED]@london.gov.uk>, Sarah Brown [REDACTED] <[REDACTED]@london.gov.uk>, Sneha Patel [REDACTED] <[REDACTED]@london.gov.uk>, Jonathan Fertig [REDACTED] <[REDACTED]@london.gov.uk>, Valerie Shawcross <[REDACTED]@london.gov.uk>

Subject: Re: Telegraph - Uber

I think that is about right - don't really see what more we can do than that.

Sent from my iPhone

On 23 Sep 2017, at 19:18, [REDACTED] <[REDACTED]@london.gov.uk> wrote:

All,

The Sunday Telegraph has come to us for a response to claims by a former chair of the Department of Work and Pensions Ethnic Minority Advisory Group, Iqbal Wahhab, that the move to ban Uber could be in breach of the Equality Act. He claims the move may have breached TfL's legal duty under the Equality Act to ensure minority groups are not discriminated against.

He has stated the following:

"In 2010 the government of the time introduced the Equality Act. I was then chair of the Department of Work and Pensions Ethnic Minority Advisory Group so was close to it. Among its measures was the introduction of the Public Sector Equality Duty, which states that public authorities (like TfL) must:

Eliminate discrimination, harassment and victimisation and any other conduct that is prohibited by or under the Act.

Advance equality of opportunity between people who share a relevant protected characteristic and people who do not share it.

Foster good relations between people who share a relevant protected characteristic and those who do not share it.

"In a briefing paper in 2014 on the Act, the Equality and Human Rights Commission further stipulated that "having due regard to the aims of the general equality duty is about using good equality information and analysis, at the right time, as part and parcel of your decision making processes".

"I wonder what regard TfL gave to this legal duty as part of its decision making process."

I'll send the statement and reiterate that its TfL decision's and their reasons, unless any concerns

Thanks

[REDACTED]

From: Patrick Hennessy
Sent: 23 September 2017 13:03
To: [REDACTED] <[REDACTED]@london.gov.uk>
Cc: [REDACTED] <[REDACTED]@london.gov.uk>; Leah Kreitzman <[REDACTED]@london.gov.uk>; Nick Bowes <[REDACTED]@london.gov.uk>; Luke Waterfield <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>; Jack Stenner <[REDACTED]@london.gov.uk>; Samantha Hart <[REDACTED]@london.gov.uk>; Sarah Brown <[REDACTED]@london.gov.uk>; Sneha Patel <[REDACTED]@london.gov.uk>; Jonathan Fertig <[REDACTED]@london.gov.uk>; Valerie Shawcross <[REDACTED]@london.gov.uk>; Chris McQuiggin <[REDACTED]@london.gov.uk>
Subject: Re: [Change.org](#) petition response

Ok ta mate

Sent from my iPhone

On 23 Sep 2017, at 12:57, [REDACTED] <[REDACTED]@london.gov.uk> wrote:

Yes no problem.

I'll send it out under the headline:

Mayor responds to Uber petition

In response to a petition on [Change.org](#) about TfL's licensing of Uber, The Mayor of London, Sadiq Khan, said:

"xxxx"

From: Patrick Hennessy
Sent: 23 September 2017 12:54
To: [REDACTED] <[REDACTED]@london.gov.uk>
Cc: [REDACTED] <[REDACTED]@london.gov.uk>; Leah Kreitzman <[REDACTED]@london.gov.uk>; Nick Bowes <[REDACTED]@london.gov.uk>; Luke Waterfield <[REDACTED]@london.gov.uk>; James Ryan <[REDACTED]@london.gov.uk>; Jack Stenner <[REDACTED]@london.gov.uk>; Samantha Hart <[REDACTED]@london.gov.uk>; Sarah Brown <[REDACTED]@london.gov.uk>; Sneha Patel <[REDACTED]@london.gov.uk>; Jonathan Fertig <[REDACTED]@london.gov.uk>; Valerie Shawcross <[REDACTED]@london.gov.uk>; Chris McQuiggin <[REDACTED]@london.gov.uk>
Subject: Re: [Change.org](#) petition response

[REDACTED] - new plan.

Can you send it all round - our regulars, PA, broadcasters, Sunday papers desks/transport corrs?
Can you make sure they've seen it. Let me know if you need Sarah or me to call anyone.

Sent from my iPhone

On 23 Sep 2017, at 12:03, [REDACTED] <[REDACTED]@london.gov.uk> wrote:

Thanks [REDACTED] Legal have now signed off too.

If we can have the nod when it's sent/online I'll start alerting the media who have asked about it

Transport for London (TfL) yesterday informed Uber London Limited (Uber) that it will not be issued with a private hire operator licence after expiry of its current licence [on 30 September](#). This decision was made independently by TfL as the legal taxi and private hire regulator for London.

TfL has concluded that Uber's conduct is not fit and proper to hold a private hire operator licence. TfL considers that Uber's approach and conduct demonstrates a lack of corporate responsibility in relation to a number of issues that have potential public safety and security implications. These include Uber's approach to reporting serious criminal offences, its approach to how medical certificates are obtained and its approach to how Enhanced Disclosure and Barring Service (DBS) checks are obtained. Read more here: <http://bit.ly/2yhssmC>

I have written for The Guardian about why I have backed TfL's decision – [read more here](#) – however, I want to be absolutely clear that there is a place in London for all private hire companies that play by the rules.

Uber's current licence does not expire until the end of September so the service will continue until then. The company can also continue to operate until the appeals process has been exhausted.

I know that Uber has become a popular service for many Londoners – but it would be wrong for TfL to license Uber if there was any way this could pose a threat to Londoners' safety or security.

As Mayor of London I welcome innovative new companies that help Londoners by providing a better and more affordable service – but providing an innovative service is not an excuse for not following the rules. All companies in London must play by the rules and adhere to the high standards we expect – particularly when it comes to the safety of customers.

I have every sympathy with Uber drivers and customers affected by this decision but their anger really should be directed at Uber. They have let down their drivers and customers by failing, in the view of TfL, to act as a fit and proper operator.

I suspect it will take some time before this situation with Uber fully plays out. In the meantime, I will continue my work to help support innovative businesses in London and to create a vibrant and safe taxi and private hire market.

Sadiq Khan
Mayor of London

From: [REDACTED]
Sent: 23 September 2017 11:38
To: [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>
Cc: Leah Kreitzman [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>; Patrick Hennessy [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>; Nick Bowes [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>; Luke Waterfield [REDACTED]

[redacted]@london.gov.uk>; [redacted]@london.gov.uk>; Jack Stenner
[redacted]@london.gov.uk>; Samantha Hart <[redacted]@london.gov.uk>; Sarah Brown
[redacted]@london.gov.uk>; Sneha Patel [redacted]@london.gov.uk>; Jonathan Fertig
[redacted]@london.gov.uk>; Valerie Shawcross <[redacted]@london.gov.uk>; Chris
McQuiggin [redacted]@london.gov.uk>

Subject: Re: [Change.org](#) petition response

Signed off by SK so good to go when TfL legal happy

Thanks

[redacted]

Sent from my iPhone

On 23 Sep 2017, at 10:50, [redacted]@london.gov.uk> wrote:

[redacted] and Chris copied in. This is the response to the [Change.org](#) petition. Two final parts being double-checked with TfL legal, but signed off here for SK sign off

Mayor response:

Transport for London (TfL) yesterday informed Uber London Limited (Uber) that it will not be issued with a private hire operator licence after expiry of its current licence [on 30 September](#). This decision was made independently by TfL as the legal taxi and private hire regulator for London.

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I suspect it will take some time before this situation with Uber fully plays out. In the meantime, I will continue my work to help support innovative businesses in London and to create a vibrant and safe taxi and private hire market.

Sadiq Khan
Mayor of London

From: Leah Kreitzman
Sent: 23 September 2017 10:46
To: Patrick Hennessy [REDACTED] <[REDACTED]@london.gov.uk>
Cc: Nick Bowes [REDACTED] <[REDACTED]@london.gov.uk>; Luke Waterfield [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>; Jack Stenner [REDACTED] <[REDACTED]@london.gov.uk>; Samantha Hart [REDACTED] <[REDACTED]@london.gov.uk>; Sarah Brown [REDACTED] <[REDACTED]@london.gov.uk>; Sneha Patel [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>; Jonathan Fertig [REDACTED] <[REDACTED]@london.gov.uk>
Subject: Re: [Change.org](#) petition response

Good for me. Can someone send clean copy to [REDACTED] and Chris.

Thanks

L

Sent from my iPhone

On 23 Sep 2017, at 10:19, Patrick Hennessy [REDACTED] <[REDACTED]@london.gov.uk> wrote:

Ferters copied
Sent from my iPhone

On 23 Sep 2017, at 09:56, Nick Bowes <[REDACTED]@london.gov.uk> wrote:

Mayor response:

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I suspect it will take some time before this situation with Uber fully plays out. In the meantime, I will continue my work to help support innovative businesses in London and to create a vibrant and safe taxi and private hire market.

Sent from my iPhone

On 22 Sep 2017, at 22:51, Leah Kreitzman [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk) wrote:

Yep - we need to go back on that, those are crucial points.

Sent from my iPhone

On 22 Sep 2017, at 22:47, Luke Waterfield <[REDACTED]@london.gov.uk> wrote:

[REDACTED]

[REDACTED]

s.42

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

s.42

[REDACTED]

[REDACTED]

[REDACTED]

From: Nick Bowes

Sent: 22 September 2017 22:08

To: [REDACTED]@london.gov.uk>

Cc: Luke Waterfield <[REDACTED]@london.gov.uk>; Leah Kreitzman

[REDACTED]@london.gov.uk>; Jack Stenner [REDACTED]@london.gov.uk>; Samantha Hart

[REDACTED]@london.gov.uk>; Patrick Hennessy <[REDACTED]@london.gov.uk>; Sarah

Brown [REDACTED]@london.gov.uk>; Sneha Patel [REDACTED]@london.gov.uk>; [REDACTED]

[REDACTED]@london.gov.uk>

Subject: Re: [Change.org](#) petition response

Not sure we have too much choice but to accept amends

Sent from my iPhone

On 22 Sep 2017, at 22:00, [REDACTED]@london.gov.uk> wrote:

[REDACTED]

s.42

[REDACTED]

[REDACTED]

s.42

[REDACTED]

[REDACTED]

s.42

[REDACTED]

s.42

[REDACTED]

[REDACTED]

s.42

[REDACTED]

[REDACTED]

Sent from my iPhone

On 22 Sep 2017, at 18:51, [REDACTED] <[REDACTED]@london.gov.uk> wrote:

Genuinely depends if Howard or suitable legal person is around to look at it properly..

I've told them it's important.

From: Luke Waterfield

Sent: 22 September 2017 18:49

To: [REDACTED] <[REDACTED]@london.gov.uk>; Nick Bowes <[REDACTED]@london.gov.uk>; Leah Kreitzman <[REDACTED]@london.gov.uk>; Jack Stenner <[REDACTED]@london.gov.uk>; Samantha Hart <[REDACTED]@london.gov.uk>

Cc: Patrick Hennessy <[REDACTED]@london.gov.uk>; Sarah Brown

[REDACTED] <[REDACTED]@london.gov.uk>; Sneha Patel <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>

Subject: RE: [Change.org](#) petition response

Thanks [REDACTED] – do you know how long it will take?

From: [REDACTED]
Sent: 22 September 2017 18:38
To: Luke Waterfield <[REDACTED]@london.gov.uk>; Nick Bowes <[REDACTED]@london.gov.uk>; Leah Kreitzman <[REDACTED]@london.gov.uk>; Jack Stenner <[REDACTED]@london.gov.uk>; Samantha Hart <[REDACTED]@london.gov.uk>
Cc: Patrick Hennessy <[REDACTED]@london.gov.uk>; Sarah Brown <[REDACTED]@london.gov.uk>; Sneha Patel <[REDACTED]@london.gov.uk>; [REDACTED]
Subject: RE: [Change.org](#) petition response

Thanks Luke. Copying Rich on duty.

We'll send it on.

From: Luke Waterfield
Sent: 22 September 2017 18:35
To: Nick Bowes <[REDACTED]@london.gov.uk>; Leah Kreitzman <[REDACTED]@london.gov.uk>; Jack Stenner <[REDACTED]@london.gov.uk>; [REDACTED]@london.gov.uk>; Samantha Hart <[REDACTED]@london.gov.uk>
Cc: Patrick Hennessy <[REDACTED]@london.gov.uk>; Sarah Brown <[REDACTED]@london.gov.uk>; Sneha Patel <[REDACTED]@london.gov.uk>
Subject: RE: [Change.org](#) petition response

[REDACTED]

[REDACTED]

s.42

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

s.42

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

s.42

[REDACTED]

[REDACTED]

s.42

[REDACTED]

[REDACTED]

Paul Robinson

From: [REDACTED]@tfl.gov.uk>
Sent: 21 September 2017 16:47
To: Ellie Robinson
Subject: RE: Tomorrow

Great. I am around for the next hour or so. Call me on my mobile if you need anything

Best wishes
[REDACTED]

[REDACTED] | Senior Communications & Engagement Manager Campaigns, Communications and Engagement |
Public Affairs | Transport for London
Mail: Zone 11G3, Floor 11, Windsor House, Victoria Street, London, SW1H 0TL
Phone: [REDACTED] internally), or [REDACTED] (mobile)
Email: [REDACTED]@tfl.gov.uk

-----Original Message-----

From: Ellie Robinson [mailto:[REDACTED]@london.gov.uk]
Sent: 21 September 2017 16:46
To: [REDACTED]
Subject: RE: Tomorrow

[REDACTED] just rang me - thank you!

Ellie Robinson

Ext: [REDACTED]
[REDACTED]

-----Original Message-----

From: [REDACTED] [mailto:[REDACTED]@tfl.gov.uk]
Sent: 21 September 2017 16:45
To: Ellie Robinson <[REDACTED]@london.gov.uk>
Subject: RE: Tomorrow

Hi Ellie

[REDACTED] will call you. Are you still at your desk?

Best wishes
[REDACTED]

[REDACTED] | Senior Communications & Engagement Manager Campaigns, Communications and Engagement |
Public Affairs | Transport for London
Phone: [REDACTED] internally)

-----Original Message-----

From: [REDACTED]
Sent: 21 September 2017 16:32

To: 'Ellie Robinson'
Subject: RE: Tomorrow

Sorry, [REDACTED] is not at his desk. We are trying to track him down

Best wishes
[REDACTED]

[REDACTED] | Senior Communications & Engagement Manager Campaigns, Communications and Engagement |
Public Affairs | Transport for London
Phone: [REDACTED] internally)

-----Original Message-----

From: [REDACTED]
Sent: 21 September 2017 15:51
To: 'Ellie Robinson'
Subject: RE: Tomorrow

Can you give me a call when you get a moment?

Best wishes
[REDACTED]

[REDACTED] | Senior Communications & Engagement Manager Campaigns, Communications and Engagement |
Public Affairs | Transport for London
Phone: [REDACTED] internally)

-----Original Message-----

From: Ellie Robinson [mailto:[REDACTED]@london.gov.uk]
Sent: 21 September 2017 10:48
To: [REDACTED]
Subject: Tomorrow

Hey [REDACTED]

With the Uber decision looking like it will be tomorrow do you mind letting me know what TfL will be doing with stakeholders?

Thanks! E

Sent from my iPhone - [REDACTED]

#LondonIsOpen

GREATER LONDON AUTHORITY NOTICE:

The information in this email may contain confidential or privileged materials.
For more information see <https://www.london.gov.uk/about-us/email-notice/>
