

UBER

10 May, 2016

Mr Sadiq Khan
Mayor of London
City Hall
The Queen's Walk
London
SE1 2AA

Dear Mr Khan,

Congratulations on your victory in London. As you know, you have a unique and exciting mandate to shape the future of this great city - maintaining London's status as the world's best city and getting the best deal for *all* Londoners. Uber looks forward to working with you to achieve this over the next four years.

Uber now has a direct relationship with over a quarter of Londoners. That's two million riders and over 25,000 partners. And another 30,000 people still download our app every week. Millions of people have grown to depend on Uber in their daily lives: whether that's travelling to or from work, picking up their children from school, or taking their relatives to hospital. In this way, Uber has helped keep London moving while spurring innovation and higher standards in the city's transportation market. It's our mission to ensure all Londoners have access to affordable and reliable transport - regardless of where in London they live or their budget.

Over the next four years we look forward to working constructively with you to deliver your objective of restoring opportunity for all Londoners, advancing the city's competitiveness and London's status as the best place to live and work in the world. For example:

Helping Londoners with the cost of living

A recent London Assembly report found that high density deprived areas in London are more likely to have poor access to transport. With the lowest-paid Londoners spending 10% of their income on transport - action is clearly required. We believe Uber can help Londoners by offering affordable, safe and efficient way to get around the city. Our rates can typically be up to 35% cheaper than other options. UberPOOL, our car-sharing service, reduces costs even further by pairing people who happen to be heading the same way at the same time.

Creating economic opportunity for all Londoners

Over 25,000 people across London use the Uber platform to make money in an independent, sustainable way. That makes Uber one of the largest creators of new economic opportunities in the last four years. Partners value their ability to make money using Uber, with the freedom and flexibility to log onto the app, when they want and on a non-exclusive basis. We're exploring new ways of building on this success by working with community groups and job centres throughout the city.

Extending the reach of public transport

What makes Uber unique is that we serve all of London - regardless of which zone someone lives in. Uber is an important complement to public transportation - one third of Uber trips taken in London begin or end within 200m of a tube station. And we see riders using Uber most frequently late at night, when public transport runs less frequently or is unavailable. Above all, Uber is a safe way to get home from a night out. We are also committed to making Uber accessible to all - from today, riders will be able to request Wheelchair Accessible Vehicles at the push of a button, helping wheelchair users get from A to B affordably.

Reducing congestion, to keep London's economy moving.

We recognise that traffic in London is an issue and that everyone has their part to play in working to cut congestion. Increased cycling (including the cycle superhighways) and investment in public transport (for example Crossrail) are important parts of the solution. Apps like Uber can help use today's infrastructure more efficiently at no extra cost. In the long-term a real solution means finding alternatives to private car ownership.

Uber is not only a credible alternative to owning your own car in cities like London but uberPOOL also makes it possible for people heading in the same direction to share their journey. Since launching, Londoners have taken well over 500,000 trips using POOL and we're confident this will continue to grow. We believe that services which help reduce private car use and increase carpooling over time should be encouraged not penalised.

Improving air quality, to make our streets healthier and safer to live in.

More than four in ten of all Uber trips in London are now made in a hybrid vehicle. These cars produce less than half the pollution of a standard TX4 black cab. We're constantly innovating to become even more efficient and environmentally friendly, and we want to be at the forefront of ULEZ adoption and fully electric vehicles in London too.

London is one of the great cities of the world. Its openness to new people, ideas and innovation has long been one of its defining characteristics. We see ourselves as a very small part of that story. We would love the opportunity to work with you to make sure that the full potential of new technology is used to make the city safer, more livable, more accessible to all of its eight million residents. We look forward to meeting with you at your earliest convenience.

Yours sincerely,

Jo Bertram
Regional General Manager UK, Ireland & the Nordics

*Uber London Limited
Aldgate Tower
London
E1 8DX*

**Val Shawcross
Deputy Mayor of London (Transport)
City Hall
The Queen's Walk
London
SE1 2AA**

31 May 2016

Dear Val,

Congratulations on your new appointment as Deputy Mayor. With a new Mayor at the helm, there is an exciting opportunity to shape the future of this great city - and tackle the challenges that we all face. Uber looks forward to working with you over the next four years to help maintain London's status as the world's greatest city and get the best deal for all Londoners.

As you may know, Uber now has a direct relationship with over a quarter of Londoners: two million riders and over 25,000 licensed partners driving on the platform. Another 30,000 people still download our app every week. Millions of people have grown to depend on Uber in their daily lives: whether that's travelling to or from work, picking up their children from school, or taking their relatives to hospital. In this way, Uber has helped keep London moving while spurring innovation and higher standards in the city's transportation market. It is our mission to ensure all Londoners have access to affordable and reliable transport - regardless of their location.

There are three specific areas where I hope we can work together:

- 1) **Providing you with robust evidence about transport trends and challenges in London.** I wanted to take this opportunity to share with you details of our recent correspondence with TfL. Enclosed is a copy of our latest TfL update, for example, which details everything we have done - and are doing - to ensure we go above and beyond what is expected of us. Also enclosed is a copy of the recent study we commissioned INRIX to carry out on congestion in the capital. We know congestion is one of the biggest challenges facing London. The report provides clear conclusions about the underlying causes of congestion and we have ideas about what needs to be done.

- 2) **Improving transport services and accessibility for all Londoners.** I hope that we might be able to arrange for you to meet directly with a group of our partner-drivers at our London office. They are best placed to tell you more about how the new and better services Uber is offering to ensure all Londoners have access to affordable and accessible transport - such as the new uberWAV service that is designed specifically for wheelchair users. From your time as an Assembly Member and from our previous correspondence with you, we know how important these issues are to you, and we would be delighted to arrange a meeting at your earliest convenience.
- 3) **Helping you to deliver the Mayor's objectives.** For example:

a) Helping Londoners with the cost of living.

A recent GLA report found that high density deprived areas in London are more likely to have poor access to transport. With the lowest-paid Londoners spending 10% of their income on transport - action is clearly required. We think Uber can also help Londoners by offering an affordable, safe and efficient way to get around the city. UberPOOL, our car-sharing service, reduces costs even further by pairing people heading the same way at the same time. Since launching in December last year, Londoners have taken almost a million trips using POOL.

b) Creating economic opportunity for all Londoners.

Over 25,000 people across London use the Uber app to make an independent, sustainable income. That makes Uber one of the largest creators of new economic opportunities in London over the last four years. Partners value their ability to make money using Uber, with the freedom and flexibility to log onto the app where and when they want, and on a non-exclusive basis. We're also exploring new ways of building on this success by working with community groups and job centres throughout the city.

c) Extending the reach of public transport.

What makes Uber unique is the way we serve all of London - regardless of which zone someone lives in. In this way, Uber is an important complement to public transport - one third of Uber trips taken in London begin or end within 200m of a tube station. And we see riders using Uber most frequently late at night, when public transport runs less frequently or is unavailable. Above all,

Uber is a safe and convenient way to get from A to B. We are also committed to making Uber accessible to everyone - riders are now able to request Wheelchair Accessible Vehicles at the push of a button, helping wheelchair users get from A to B affordably.

d) Reducing congestion, to keep London's economy moving.

We recognise that traffic in London is an issue and that everyone has their part to play in working to cut congestion. Increased cycling (including the cycle superhighways) and investment in public transport (for example Crossrail) are important parts of the solution. Apps like Uber can also help use today's infrastructure more efficiently at no extra cost. In the long-term a real solution means finding alternatives to private car ownership.

Uber is not only a credible alternative to owning your own car in cities like London but uberPOOL also makes it possible for people heading in the same direction to share their journey. We believe services which help reduce private car use and increase carpooling over time should be encouraged, not penalised. From June 1st, we're giving more Londoners the chance to leave the car at home and share their journey by expanding the coverage zone of uberPOOL - more than doubling the size of the overall area to include all of Zones 1 and 2.

e) Improving air quality, to make our streets healthier and safer to live in.

More than four in ten of all Uber trips in London are now made in a hybrid vehicle. These cars emit less than half the pollution of a standard TX4 black cab. We are constantly innovating to become even more efficient and environmentally friendly and are strong supporters of the introduction of ULEZ regulation, cycle superhighways and investment in London's charging infrastructure to facilitate greater adoption of electric vehicles.

I would welcome the opportunity to meet in person to discuss these issues at your earliest convenience. More widely, it would also be useful to have a discussion regarding the rapid change the private hire industry has seen over the last six months and will likely continue to see with the implementation of new regulation emanating from the Private Hire Regulations Review.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'J. Bertram', with a long horizontal stroke extending to the right.

Jo Bertram
Regional General Manager UK, Ireland & the Nordics

LONDON CONGESTION TRENDS

MAY 2016



INRIX

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EXECUTIVE SUMMARY

Project Summary

The annual INRIX Scorecard shows that London continues to be one of the most congested cities in the world. Congestion has a significant impact on cities—both on businesses that drive economic growth and on individuals' quality of life. While increased congestion is generally a result of a growing and vibrant economy, it may ultimately stall economic growth if not addressed.

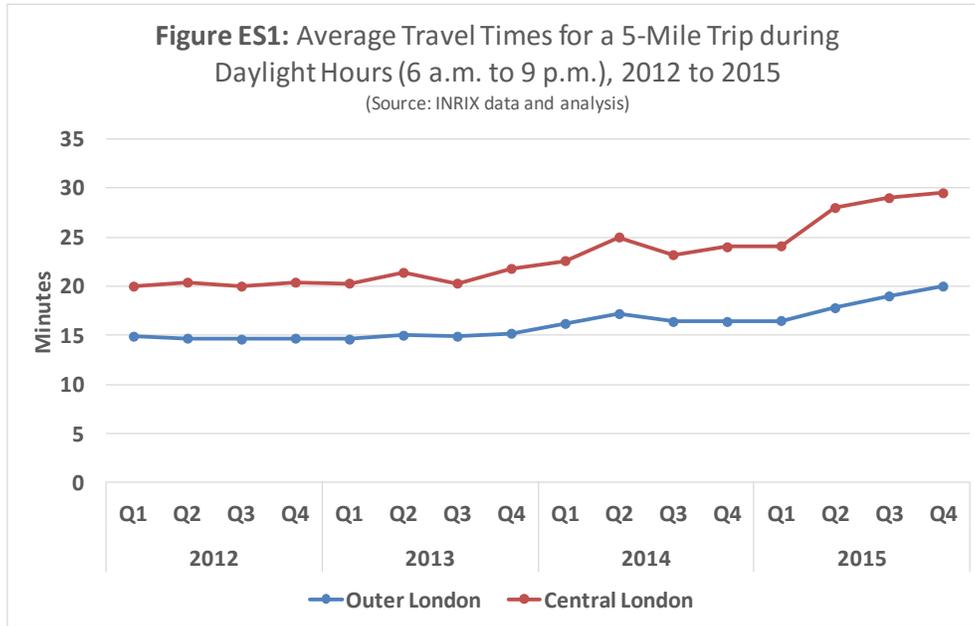
Traffic congestion is caused when the demand for space on the road network exceeds the supply. In order to understand the changes in the supply and demand elements, data was analysed from a range of high quality sources including the Department for Transport, Transport for London and the Office for National Statistics, along with INRIX's own traffic data. This study utilises information from 2012–2015 from these data sources to consider each of the factors that could impact congestion and to build up a multi-faceted picture of the causes of congestion.

Key Conclusions

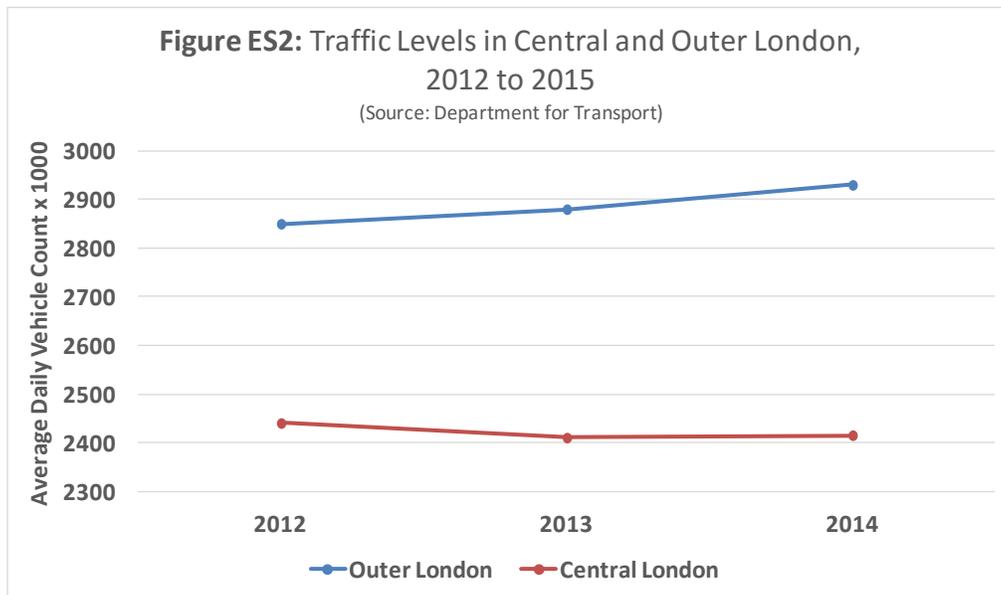
- Congestion in London has risen noticeably between the years of 2012 and 2015 with journey times in Central London increasing by 12% annually.
- Car traffic, including taxis and private hire vehicles (PHVs), is decreasing in Central London and the Congestion Charge Zone (CCZ); thus, as a category, cars are not causing an increase in congestion in these area
- Roadway travel demand, as seen in vehicle counts, is flat or decreasing in Central London and increasing only slightly in Outer London; increased use of alternate modes of transit may explain why roadway traffic volumes remain flat.
- Light goods vehicle (LGV) traffic is increasing in Central London, possibly related to the rise in ecommerce. This is the only vehicle type to show more roadway volume in all three zones of London.
- One of the most significant drivers of increased congestion in London is roadworks, increasing 362% during the study period.

Findings

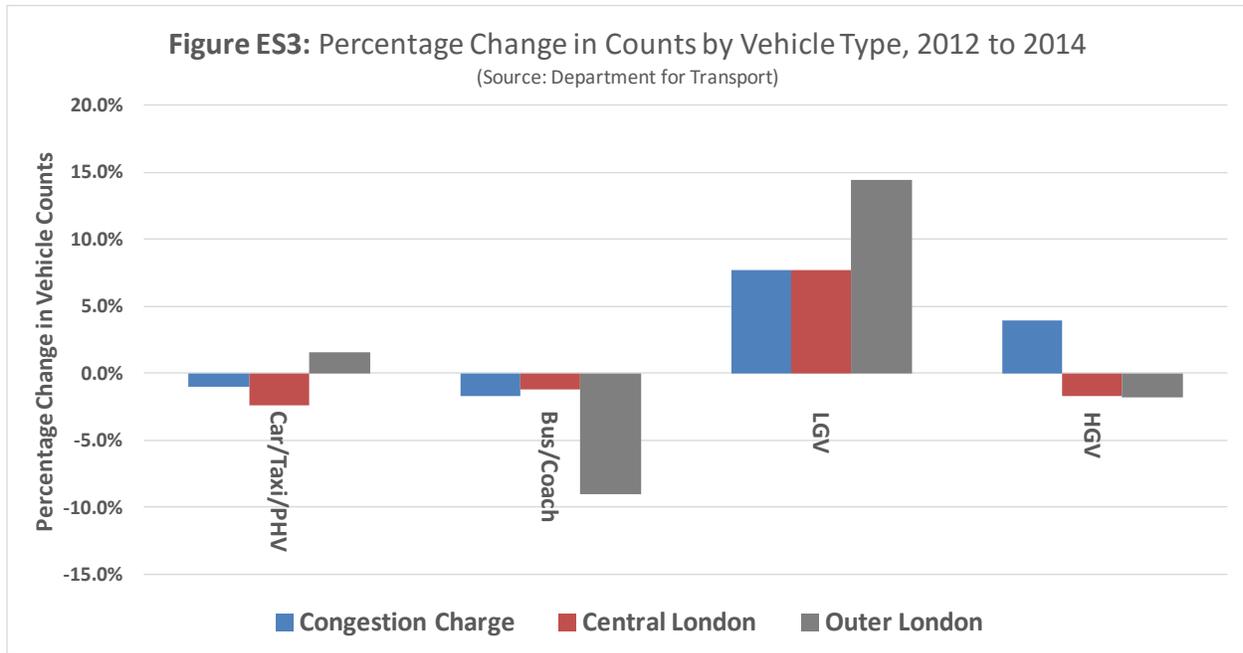
Congestion in London has increased each year during the study period, especially in Central London.



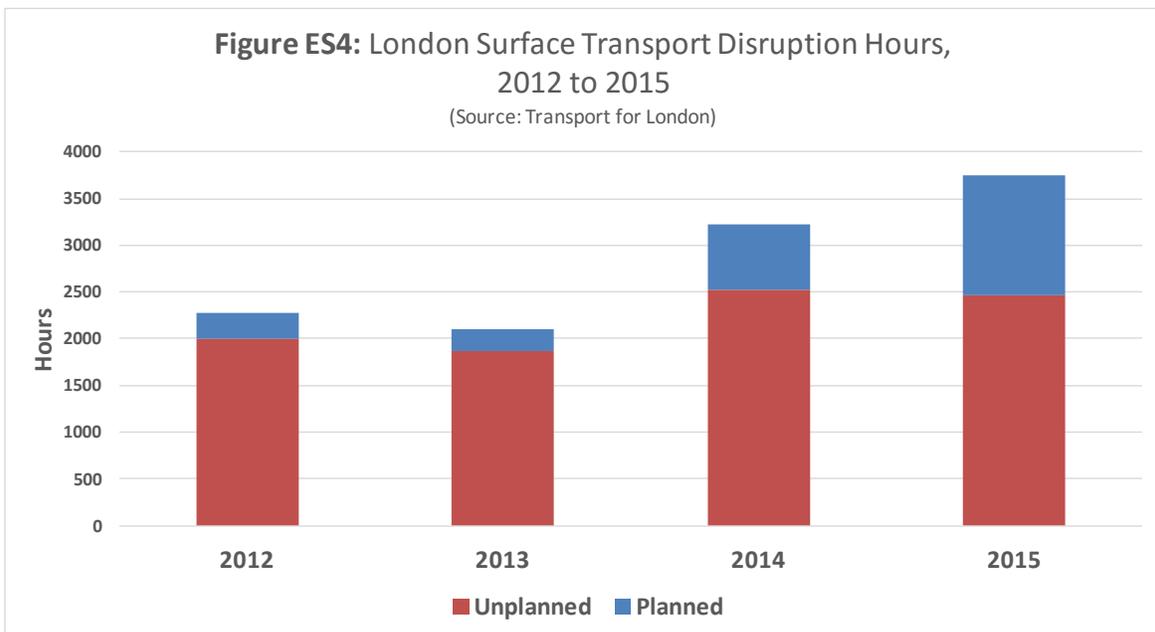
Economic data indicate that the London economy and population are both growing which would normally be associated with an increase in travel demand. Further, both unemployment and petrol prices are down, both of which are also generally associated with increased road traffic. However, overall traffic volumes in Central London have remained flat or decreased during the study period.



Travel by car, including taxis and private hire vehicles, has decreased during the study period in the Congestion Charge Zone and Central London, while increasing only slightly in Outer London. The significant increase in light goods vehicles (LGVs) is likely the result of increased deliveries due to the rise in ecommerce.



Further, road supply is restricted by an increase in planned and unplanned incidents, with a significant increase in disruption hours due to planned construction during the study period. This contraction in supply is one of the primary causes of congestion.



Congestion is increasing, while roadway travel demand remains flat. Data suggest that the increased demand is largely met by public transport and cycling. With a decrease in car travel, including taxis and private hire vehicles, in Central London, any change in the balance of vehicles between private cars, taxis and private hire vehicles is not contributing a net increase to road congestion. Reduction in roadway capacity due to planned roadworks is a primary cause of increased travel times.

Data Summary

Summarising key data elements since 2012 highlights the major contributors to congestion in London.

Table ES1: Data Summary
(Source: Multiple from this report)

Travel Time (Minutes) for 5 Mile Trip, Daytime Average — Congestion Charge Zone						
	2012	2013	2014	2015	% change	
	20.3	21.8	23.3	24.8	+22%	
Total of Average Daily Vehicle Counts ('000s) by Type — Congestion Charge Zone						
	2012	2013	2014		% change	
All Vehicles	436.9	431.6	439.2		+0.5%	
Car/Taxi/PHV	313.6	302.9	310.2		-1.1%	
Bus/Coach	33.0	33.4	32.4		-1.7%	
LGV	70.5	74.5	76.0		+7.7%	
HGV	19.8	20.8	20.6		+3.9%	
Disruption Hours (Planned and Unplanned) — London						
	2012	2013	2014	2015	% change	
Planned	227	239	690	1281	+362%	
Unplanned	1998	1863	2530	2461	+23%	

SECTION 1: INTRODUCTION

INRIX, a global leader for transportation analytics, released its latest *2015 Traffic Scorecard* report in March 2016. Each year, the *Scorecard* analyses and compares the state of traffic congestion in countries and major metropolitan areas worldwide. One key finding of this latest report is that, for the second year running, the most congested city in Europe is London.

Traffic congestion is caused when the demand for space on the road network exceeds the supply. There are many factors that can cause an increase in travel demand but they generally are related to an improving economy or increased population. Supply can be permanently increased by adding roadway capacity or permanently decreased by converting road space for other uses. Supply can also be temporarily decreased by roadworks and by unplanned incidents, such as accidents. It is important to note that the relationship between added trips and additional congestion is not linear as corridors reach ultimate capacity. Small increases in demand or decreases in supply can result in significant increases in delay as routes are at or over capacity. As road networks are more heavily utilised, they can reach a “tipping point” where a small increase in demand can have a disproportionately large impact on overall congestion.

While congestion may be seen as an indicator of a thriving economy, its presence compromises the ability of a city to function efficiently. For its citizens, rising traffic levels impede movement, reduce the time available to spend on other activities, and increase frustration levels. For its businesses, more congestion translates into greater difficulty in transporting goods around the city. In short, increased congestion leads to reductions in the quality of life and economic competitiveness of a city.

While it is easy to speculate on causes of the recent growth in London’s congestion, solving any problem requires an awareness and understanding of its true cause. With this in mind, INRIX has conducted a deeper analysis to investigate why the city is experiencing higher levels of congestion with the intention of providing a valuable resource for informed discussions on the issue.

Following this introductory section, the paper is outlined as follows:

- Section 2 specifies the approach to the study and the data sources utilised;
- Section 3 characterises the condition of congestion in London;
- Section 4 discusses the principal economic drivers of travel demand;
- Section 5 quantifies actual roadway travel demand;
- Section 6 explores demand by mode of transit and vehicle types;
- Section 7 examines private hire vehicle traffic and its impact on congestion during peak hours;
- Section 8 presents findings on the impact of roadworks and incidents on road capacity; and
- Section 9 summarises the work and details the key findings.

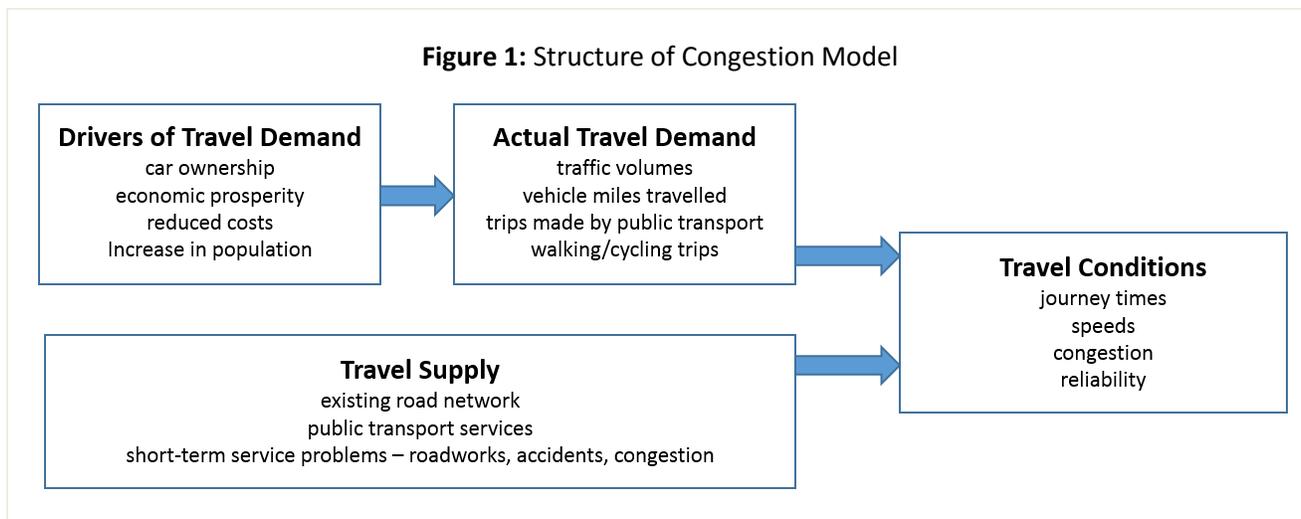
SECTION 2: STUDY DESIGN

Approach

Congestion is a complex issue that manifests itself in a number of ways, some related to traffic phenomena and others (arguably more important) associated with business productivity and support for economic development. In simple terms, congestion problems involve extra travel time and/or unpredictable arrival times and are caused by an imbalance between travel demand and transportation capacity.

In reality, there are many interactions that can change this demand-and-supply dynamic on a daily—or even hourly—basis, such as planned events (roadworks), unplanned events (car crashes or other incidents), inclement weather, and other traffic disruptions. These interactions become even more complicated when also considering different modes of travel, like single-occupancy driving, bus, underground, taxis, private hire cars, cycling, and walking.

Figure 1 outlines the model used in this study to examine this complex issue. Specifically, travel conditions arise as the result of the interaction between travel demand and travel supply, and demand for travel is influenced by certain drivers such as changes in population.



Utilizing this congestion model, the approach of this study is to investigate changes in the attributes of each of the four areas (drivers of travel demand, actual travel demand, travel supply, and travel conditions) and to attempt to understand the most likely driver(s) of congestion in London.

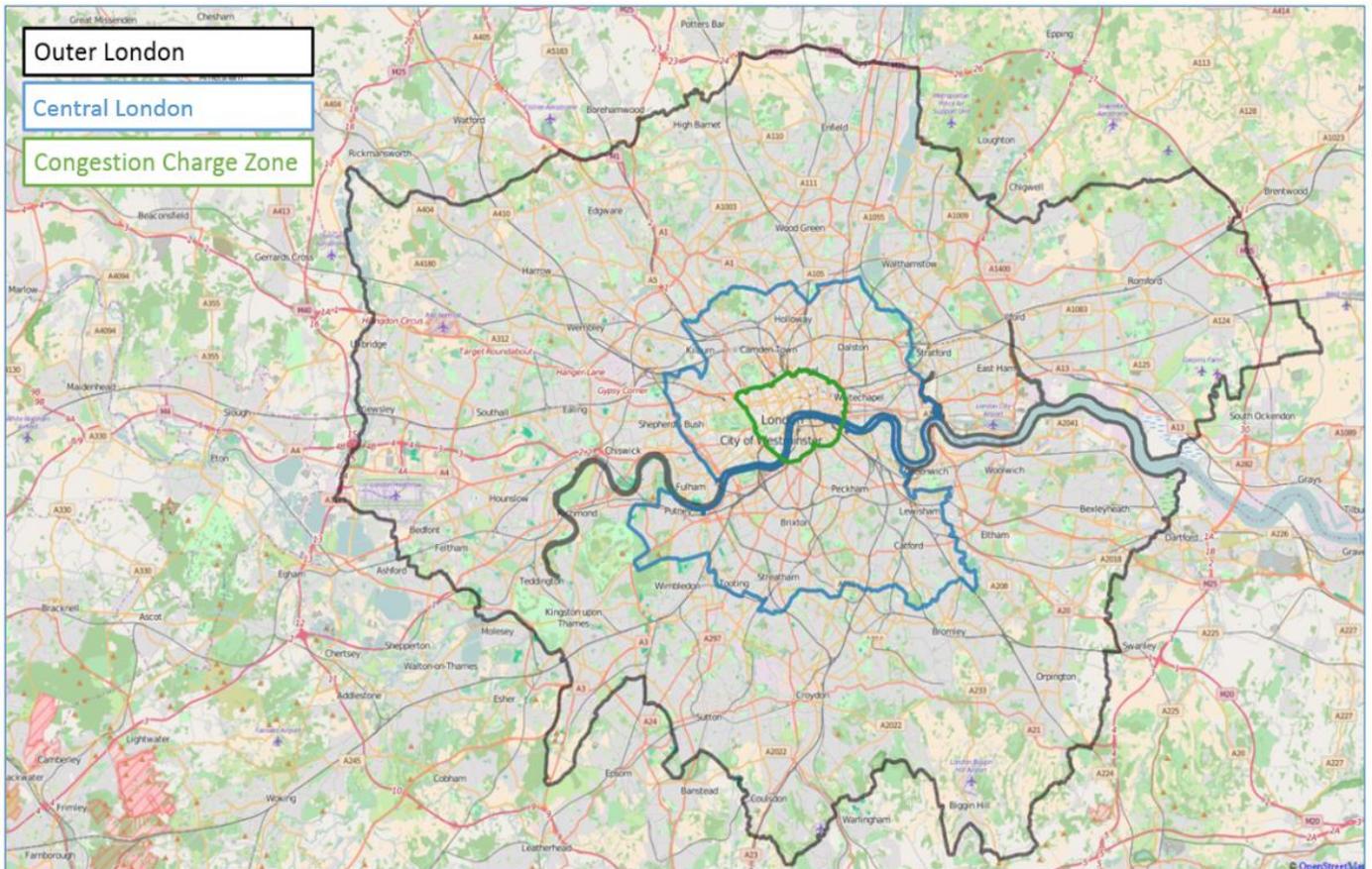
The study spans the years 2012 to 2015.

ZONE SYSTEM

London is a large city, with over 8 million inhabitants¹. Attempting to identify causes of congestion while studying the city as a whole would fail to consider the varied nature within the city and the differing congestion patterns, particularly between Central London and outer areas. Therefore, for the purposes of the study, London is separated into zones as depicted in Figure 2.

A special focus was made on the Congestion Charge Zone. This district is considered separately as it is the most congested part of the city and the presence of the road user charge may lead to different congestion patterns emerging.

Figure 2: Study Zones



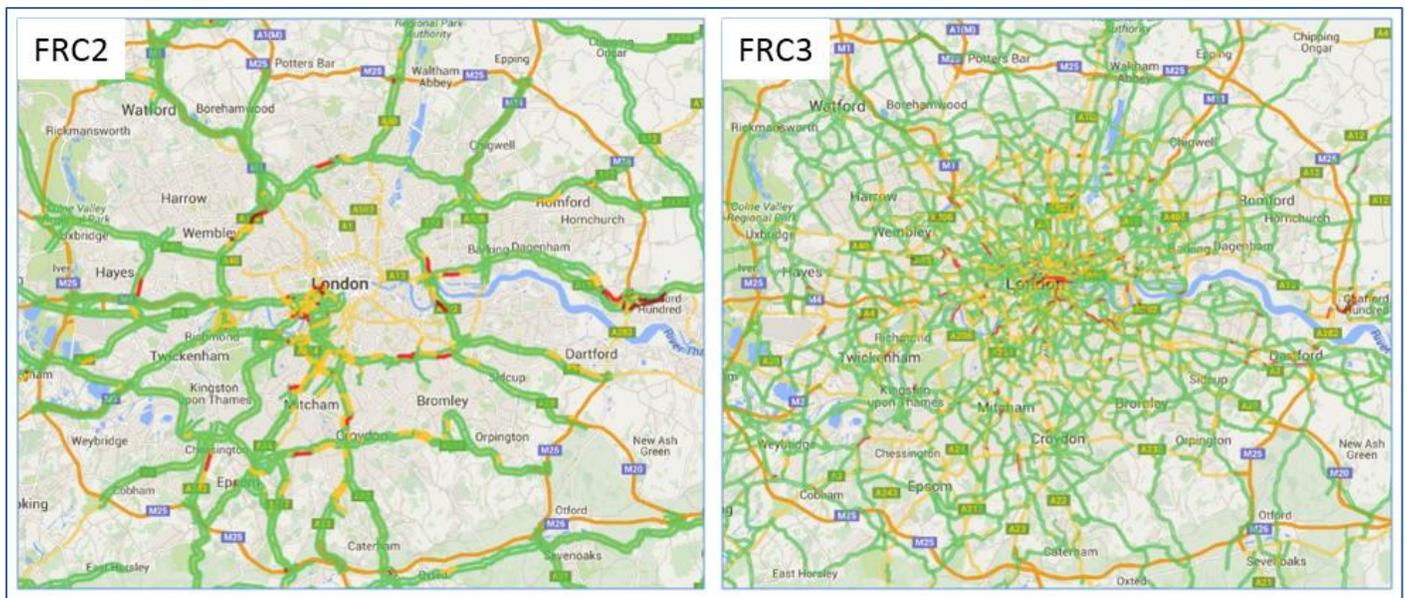
¹ Mid-Year Population Estimates 2014, Office for National Statistics

FUNCTIONAL ROAD CLASSES

In order to identify if the changes in conditions differ according to road type, London's road network is categorised into groups known as Functional Road Classes and analysed in this study for each road type.

The Functional Road Class (FRC) system is a hierarchical definition used by traffic specialists to describe a road's strategic national importance on a consistent basis across the world. The FRC system contains six separate classes named FRC1 to FRC6 in decreasing level of strategic importance. Within the London study area, the only FRC1 road is the M25. As this only crosses the periphery of the area of interest, it is not considered as part of this work. The two classes that are included, FRC2 and FRC3, are illustrated in Figure 3. For this study, they represent the major A-roads and all smaller streets, respectively.

Figure 3: Study Road Types



Data Sources

Several data sources were used to support the various aspects of this analysis. One of the main sources is data from INRIX's own network, which includes 275 million vehicles, smart phones, cameras, incidents and other sensors with the ability to cover nearly 5 million miles of roads, ramps and interchanges in over 45 countries. To complement the INRIX data, information is included from a variety of recognised authorities on UK transport, including the Department for Transport (DfT) and Transport for London (TfL). In addition, in an effort to understand the potential impact on congestion of the increase in private hire vehicle registrations, INRIX acquired data from Uber to specifically address this issue.

Table 1 specifies the data sources used during this study.

Table 1: Study Data Sources

Description	Source
Traffic Conditions	
Average Road Speeds	INRIX
Drivers of Travel Demand	
<i>Economic Indicators</i>	
Employment Figures	Greater London Authority
Gross Value Added	Office for National Statistics
Petrol Prices	Automobile Association
Population Data	Office for National Statistics
Vehicle Registrations	Department for Transport
Taxi and Private-Hire Vehicles	www.gov.uk
Actual Travel Demand	
Total London Vehicle Miles Travelled	INRIX
Travel in London Reports	Transport for London
London Traffic Count Data	Department for Transport
Vehicles Entering Congestion Charge Zone	Transport for London
Private Hire Vehicle Miles Travelled	Uber
Travel Supply	
Surface Transport Disruption Hours	Transport for London
Traffic Incidents by Severity	INRIX

SECTION 3: TRAFFIC CONDITIONS — CONGESTION IN LONDON

Weekday journey times have been calculated using INRIX's historical archive of information derived from floating vehicle car data (FCD). The information used was originally transmitted by GPS devices in vehicles making journeys throughout London. The FCD input data contain a high level of spatial and temporal precision, meaning it is possible to accurately derive the speeds of vehicles and clearly attribute these speeds to the specific sections of roads on which the vehicles are travelling.

For this study, the FCD archive for Greater London was analysed between 2012 and 2015. The analysis is broken out by geographic areas and road type delineated by FRC, as described in Section 2.

INRIX Journey Time Analysis

INRIX computes speed every minute on each segment of roadway in its coverage area and stores this information. This data can then be converted into various forms to conduct longitudinal studies of congestion, looking at speed, journey time, congestion levels, or various indices related to these elements. While all of these methodologies show the same relative trends, for this report, the basic data has been analysed and presented by considering what the average travel time would be for a hypothetical five-mile journey at different times during a typical weekday.

From Figure 4, which presents the trends for FRC2 roads, it is clear that journey times have increased over the study period and that conditions in Central London have deteriorated much more than in Outer London.

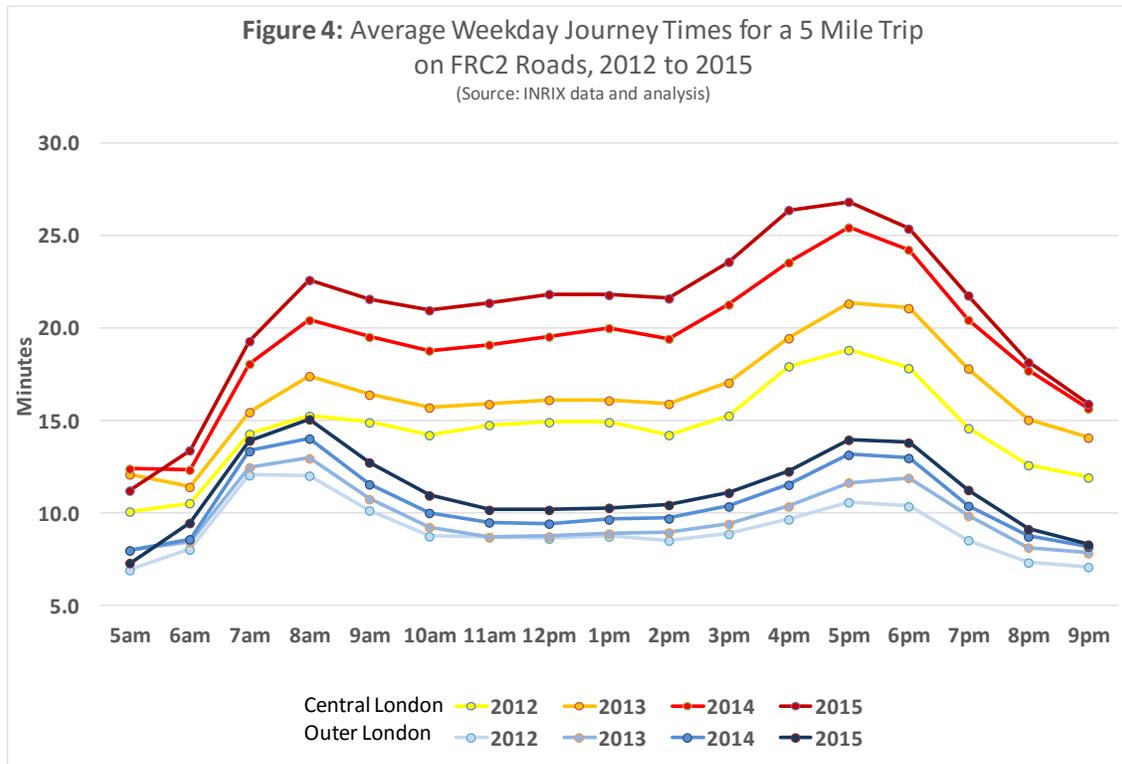


Figure 4 shows that congestion has increased across all daylight hours (not just during peak hours) in Central and Outer London. There has been 3- to 4-minute growth in travel time (30+ percent increase) from 2012 to 2015 in Outer London. In Central London, evening peak travel times have increased from 19 to 27 minutes (40+ percent), morning peak travel times have increased from 16 to 23 minutes (40+ percent), and inter-peak period travel times have increase from 23 to 35 minutes (50+ percent).

A similar situation is seen on FRC3 roads, as shown in Figure 5. As was the case for FRC2 roads, Central London has experienced a larger increase in journey times and a worsening of conditions for all hours of the day.

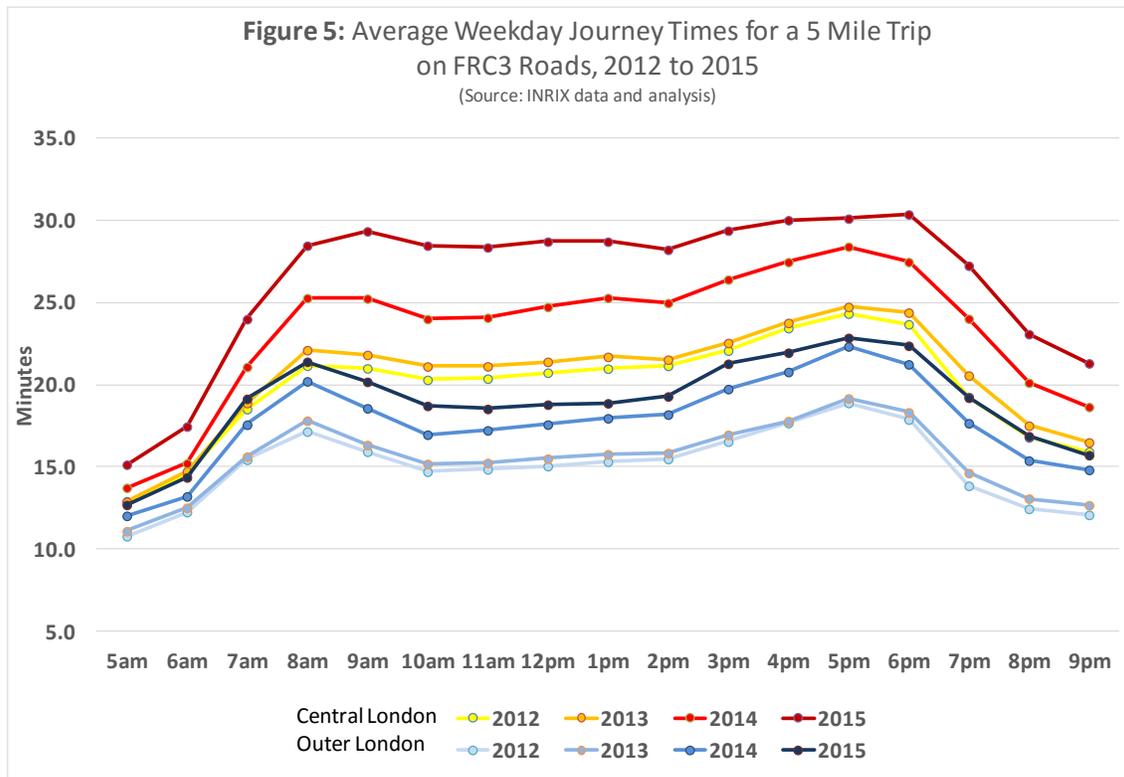
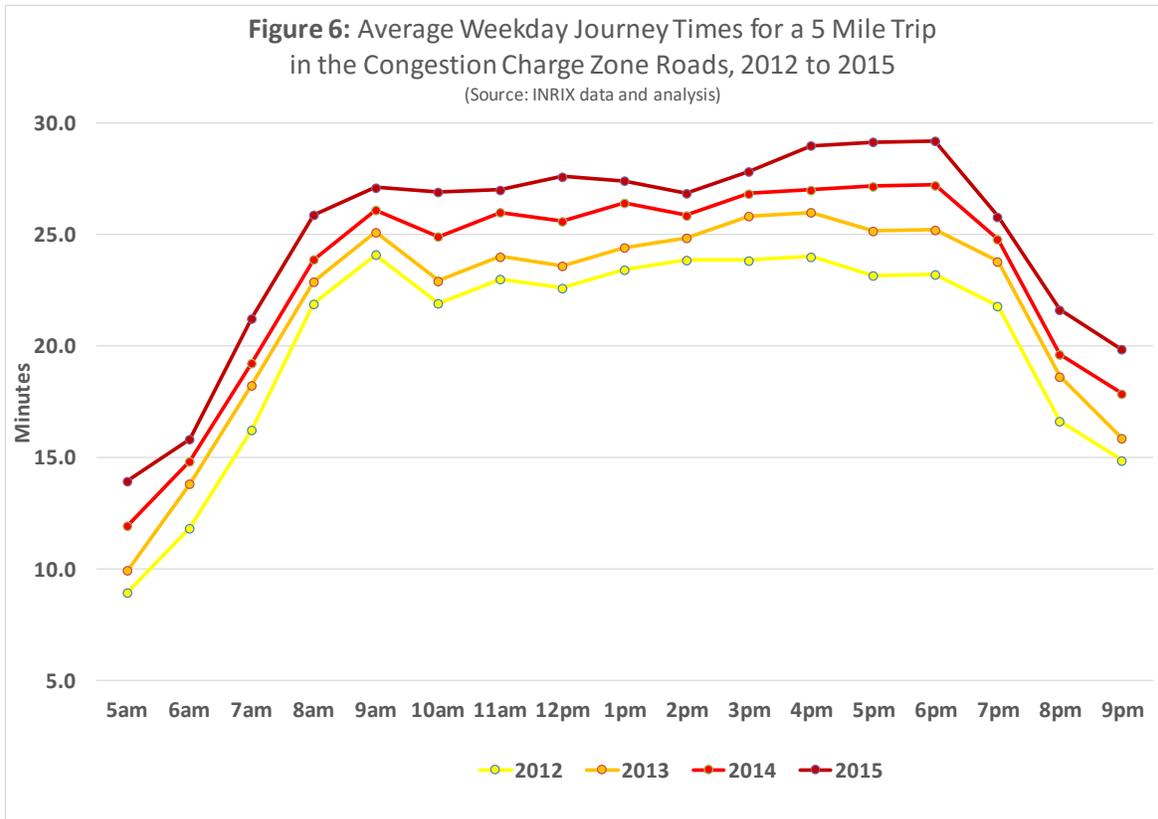


Figure 5 shows that congestion has increased across all daylight hours in Central and Outer London and that journey times have become similar across all hours in Central London. There has been a 4-minute growth in travel time (30+ percent increase) from 2012 to 2015 in Outer London. In Central London, evening peak travel times have increased from 24 to 30 minutes (almost 30 percent), morning peak travel times have increased from 21 to 29 minutes (almost 40 percent), and midday period travel times have increased from 21 to 29 minutes (almost 40 percent).

Looking specifically at the Congestion Charge Zone, in Figure 6 the same trend emerges with congestion increasing each year. However, the increases are somewhat smaller, perhaps indicating that the congestion charging programme is slowing congestion growth in this zone.



While there is some variation in specific percentage increases, travel times have lengthened in all three zones in the study during the four-year study period. In general, the increases are greater and the travel times are longer toward the centre of London. However, slightly less growth in congestion is noted in the Congestion Charge Zone.

SECTION 4: DRIVERS OF TRAVEL DEMAND — KEY INDICATORS

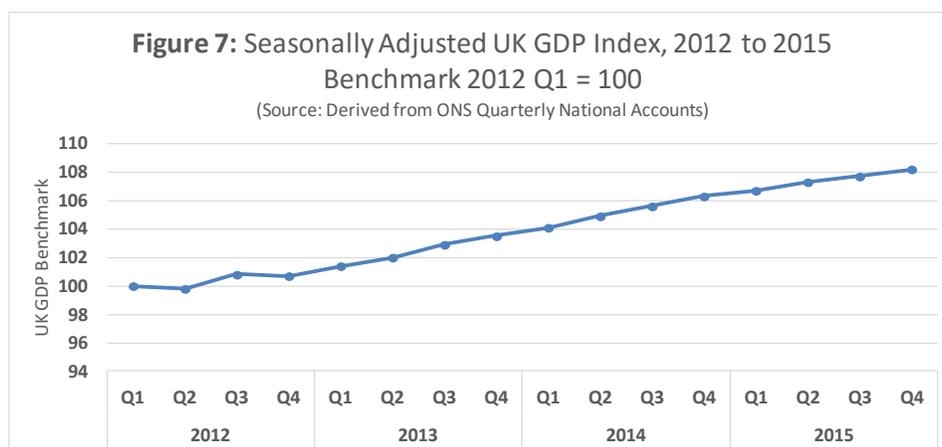
In economic terms, transport is a derived demand. Few journeys are made through a desire to travel per se but are, rather, a means to some other end. People travel to work or for other business reasons, to attend leisure activities, for educational or health related activities, or to acquire goods and services required for day-to-day life. Travel demand generally rises as the population increases or if an existing population has more time or money to pursue activities that require travel. Economic improvements also give individuals more choice in transportation and may allow them to afford travel by different modes of transport or to acquire and utilise private vehicles. Increased use of ecommerce increases the trips made by delivery vehicles. This section describes the changes in primary travel demand drivers: economic indicators and population changes.

Economic Indicators

With the United Kingdom and London economy recovering from the recession over the last several years, and with higher employment levels and lower petrol prices, it should be expected that more people and goods are being moved in London. London's economy has grown faster than the United Kingdom's—more than 3 percent annually since 2008, compared to the United Kingdom rate of about 2 percent². London employment exceeded 5.5 million jobs in 2014, 5 percent higher than in 2013 and 12 percent higher than the pre-recession peak in 2008. This growth means more buildings are being constructed with more work-related trips, more goods and services are being delivered, and more people are visiting shops and other retail outlets. The result is more individuals making more trips, and in the past, this activity would have resulted in more cars, taxis and freight vehicles on the roads.

INCREASING GDP — ECONOMIC GROWTH

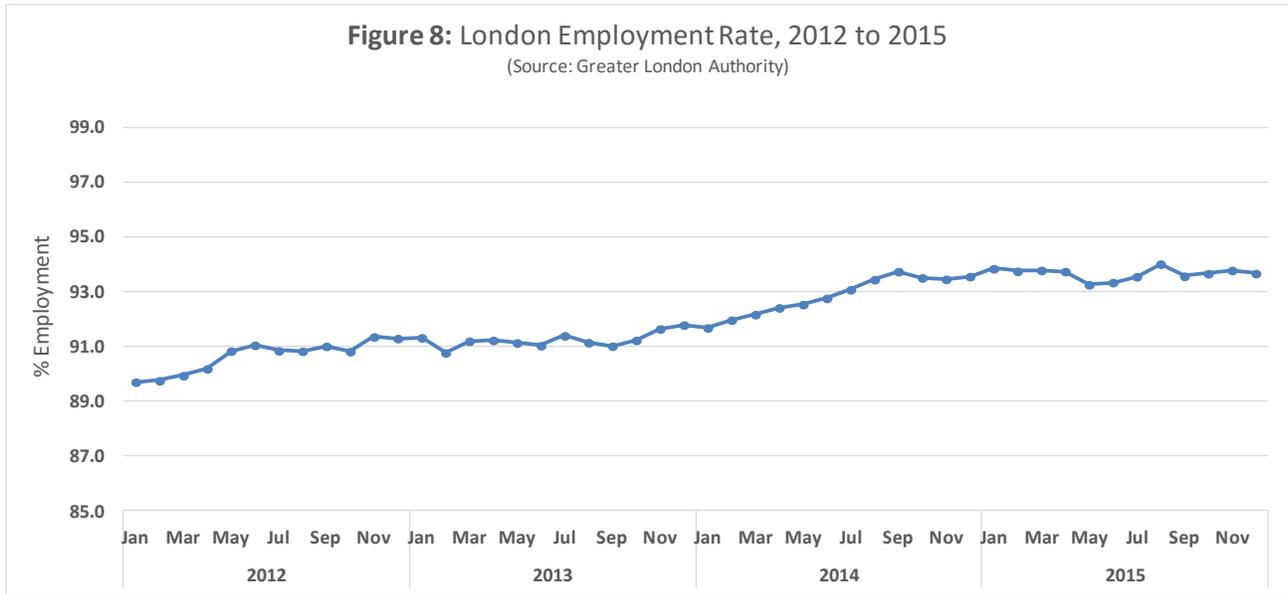
The UK has seen an increase of over 8% in GDP over the four years of this study period. This uptick in activity would be expected to increase travel demand by introducing additional trips into the system.



² London's changing economy since 2008, Greater London Authority (2015)

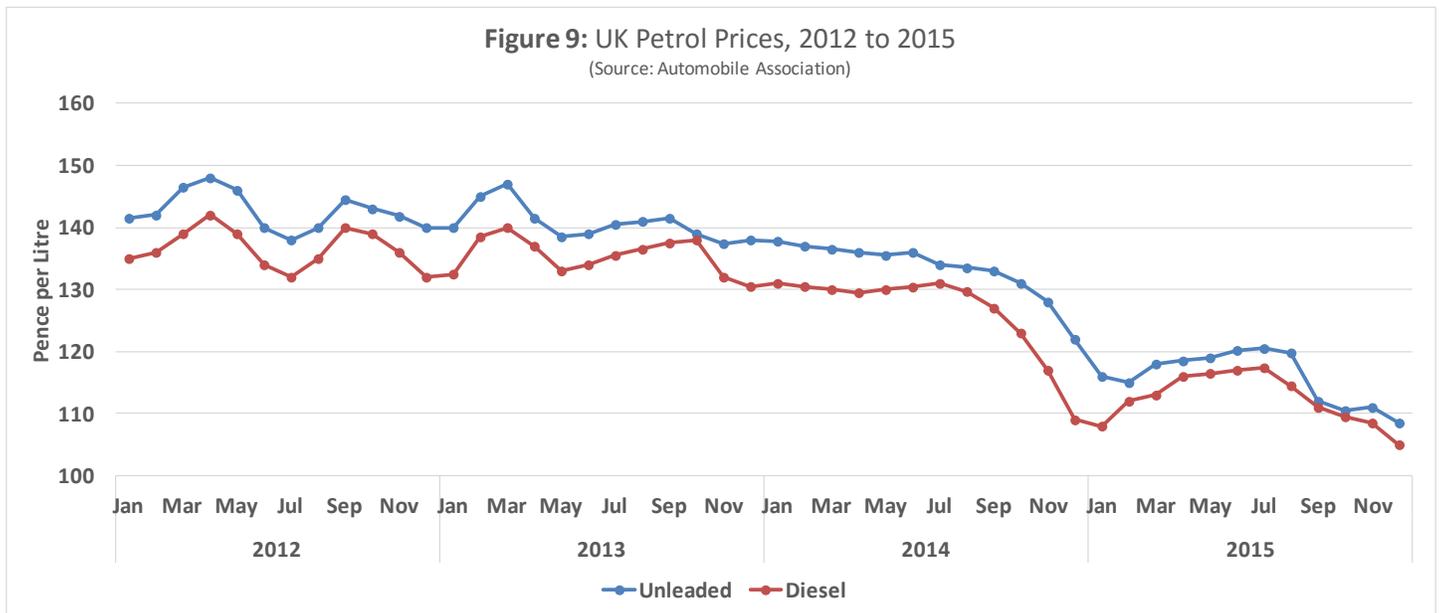
INCREASING EMPLOYMENT

During the study period, unemployment dropped from more than 10 percent to approximately 6 percent. Increase in employment generally produces additional trips across the network as more people are moving to and from work and increases in disposable income lead to more discretionary travel.



DECREASING PETROL PRICES

Petrol prices have declined by more than 25 percent during the study period. Decreasing petrol prices make vehicle travel a more affordable option and may increase the demands on the road network.



INCREASING ECOMMERCE

According to the UK Office for National Statistics, ecommerce in the UK has grown 48.3% from 2009 to 2013³. Increased Internet purchases require more deliveries and likely lead to additional delivery vehicle traffic. While ONS data on ecommerce are not available for 2014 and 2015, media reports⁴ indicate that online sales have continued to grow.



The issue of whether internet shopping increases or decreases travel demand is complex. There is an obvious increase in trips related to delivery of goods to individuals. However, some of these trips are replacing trips that individuals would have made to acquire goods in brick and mortar stores. Both individuals and freight delivery companies group trips together increasing the complexity of the model.

Population Changes

The population of London has increased slightly, in relative terms, during the study period; however, this small percentage change represents a large absolute change. For example, assuming 65 percent of the total population is in the workforce, the 250,000 new people would add 300,000 trips into the network even if they only make one trip a day—going out and back to work or another location.

Table 2: London Population
(Source: ONS Mid-Year Population Estimates)

Year	Source	Change	% Change
2012	8,303,369	—	—
2013	8,416,525	113,156	1.4%
2014	8,539,689	123,164	1.5%

³ The impact of e-commerce on the UK economy: Office for National Statistics, 2015

⁴ <http://www.telegraph.co.uk/finance/newsbysector/retailandconsumer/12089765/Retail-spending-up-in-December-but-high-street-loses-out-to-online.html>

SECTION 5: ACTUAL TRAVEL DEMAND — VOLUME OBSERVATIONS

Section 4 considered various indicators of traffic demand and observed that they are all up; therefore, one would expect traffic and congestion to also be on the rise in London. However, in order to complete the picture, it is also important to analyse whether the increase in demand indicators actually led to increased traffic demand.

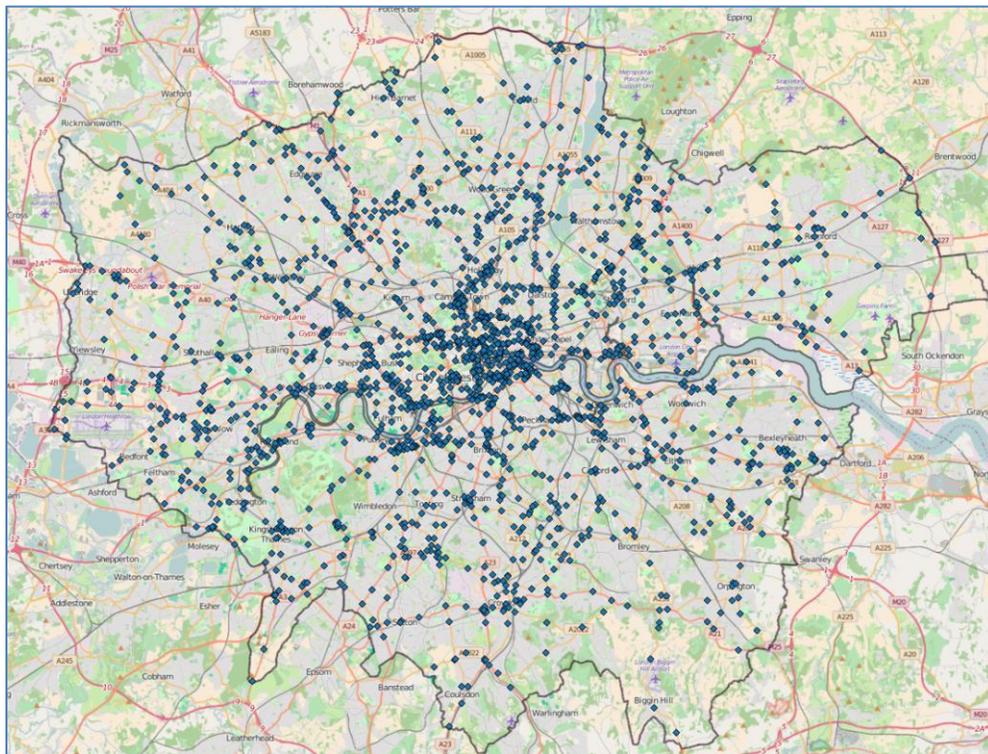
The best way to capture actual driving levels is with traffic counts and an assessment of vehicle miles travelled. This section addresses these directly by analysing DfT and TfL traffic counts from 2012 to 2015.

London Traffic Count Data

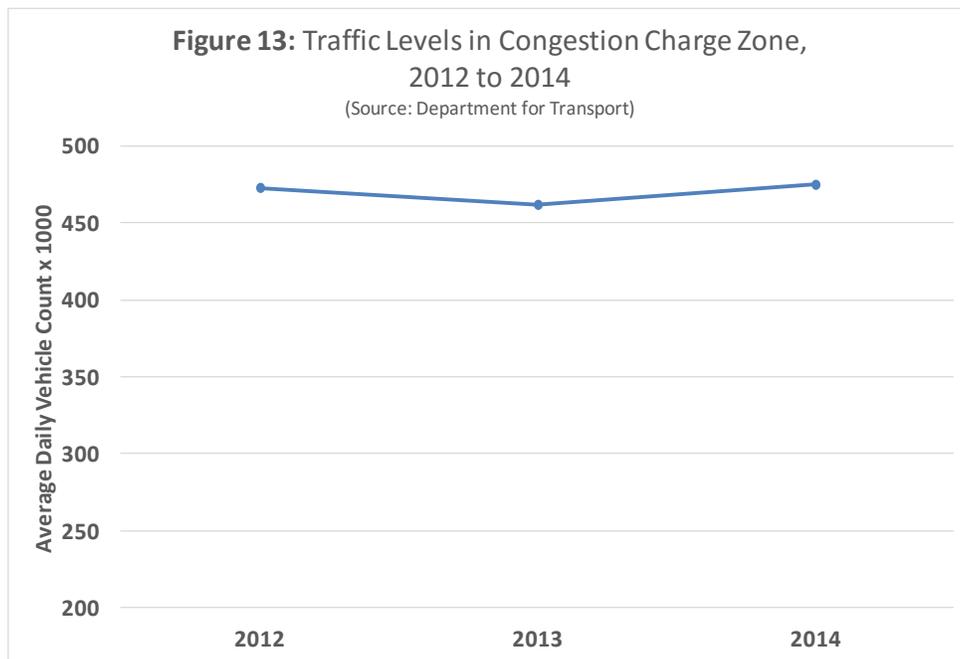
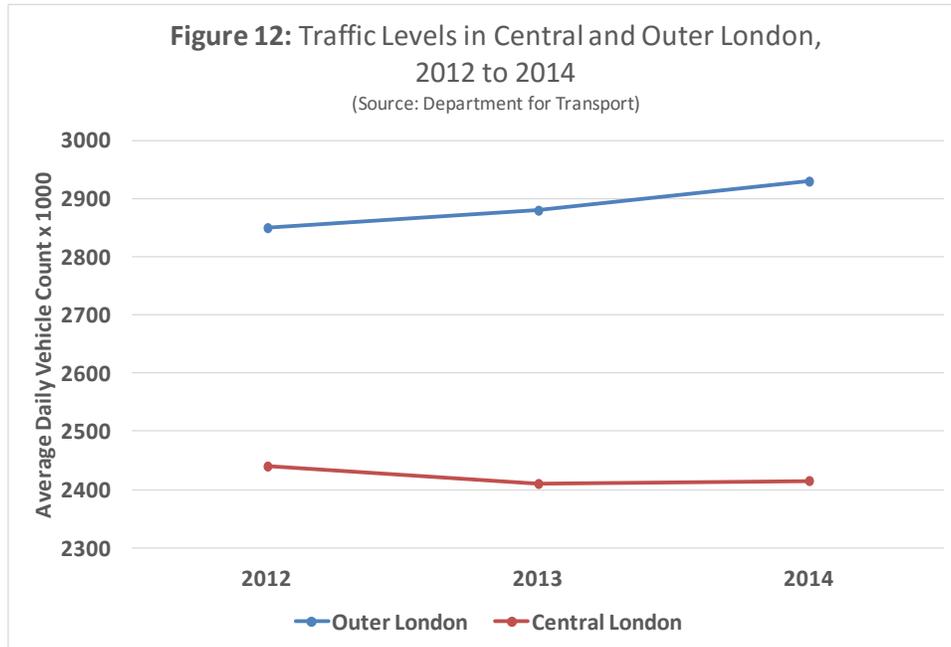
In contrast to what might be expected, based on several different sources of vehicle traffic data, the overall level of traffic volume in Central London is slightly declining, whereas traffic volume in Outer London is slightly increasing during the period of 2012 to 2015.

DfT maintains an extensive sensor network throughout London which provides volume counts of vehicles transiting roadways at 1,872 locations. The extent of these data collection locations is shown in Figure 11. INRIX obtained traffic counts from these sites, which are collected and published by DfT, and aggregated them to match the spatial and temporal analysis areas for this study.

Figure 11: London Traffic Count Locations
(Source: DfT Annual Road Traffic Estimates, 2014)



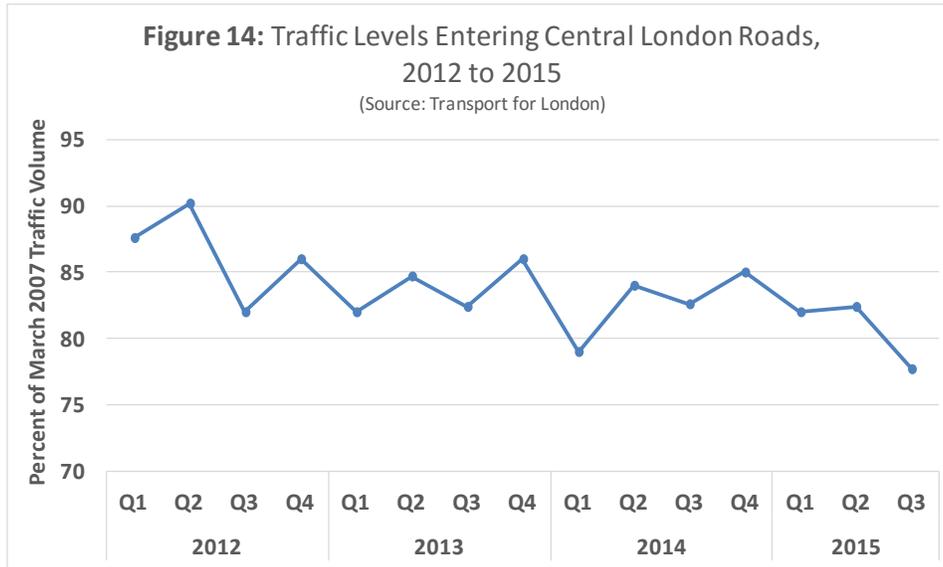
The resulting vehicle volumes by study zones are depicted in Figures 12 and 13. This is a total count across all sensors within the respective zones.



Based on the aggregated DfT data, within Central London, the traffic counts show a slight decline in overall traffic count levels of 1 percent. For Outer London, the traffic counts show an increase of 3 percent. For the Congestion Charge Zone, there is no noticeable change.

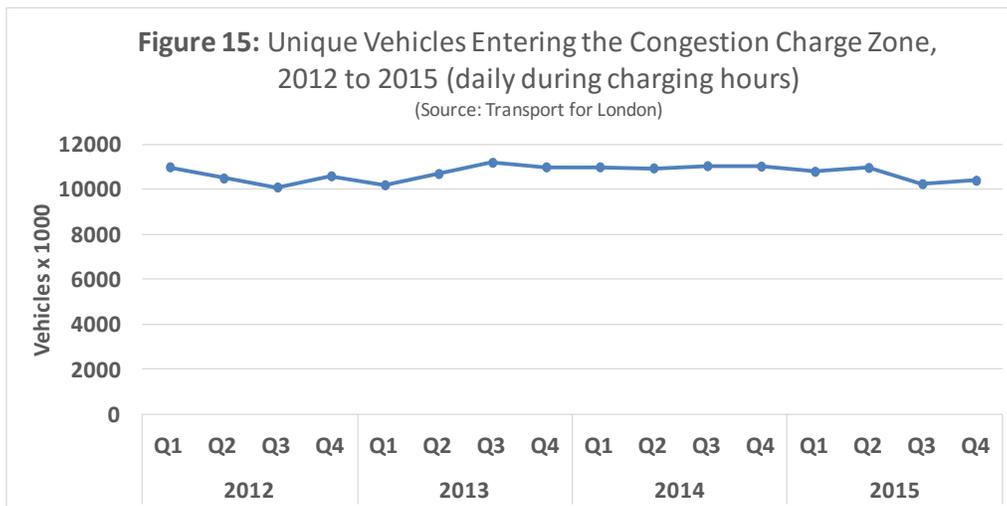
Transport for London Traffic Volumes

Figure 14 shows a TfL summary of traffic volumes entering Central London Major Roads (indexed to March 2007 traffic levels). The TfL data support the same conclusion as the INRIX analysis of the DfT traffic data, namely that traffic in Central London has slightly declined since 2012. (Note: Q4 2015 data was not yet available.)



Vehicles Entering Congestion Charge Zone

While the congestion charge was raised from £10.00 to £11.50 in June 2014, Figure 15 shows that the number of unique vehicles entering the Congestion Charge Zone daily during the charging hours remained similar from 2012 to 2015, further demonstrating relatively unchanged traffic volumes.



SECTION 6: INFLUENCE OF MODE AND VEHICLE TYPE ON TRAVEL DEMAND

With the uptick in indicators that usually increase travel demand, and the flat to declining traffic volumes in Central London, consideration of other modes of travel is relevant to understanding the overall congestion picture. The mixture of vehicle types on the roadway is also evaluated for potential impact on travel demand.

Travel by Other Modes

Data from TfL indicate that use of non-auto modes of transit has increased during the study period.

While buses also occupy road space, they are much more spatially efficient than single occupancy vehicles. Bus use as seen both in journey count and passenger kilometres travelled are both up slightly during the study period, as Figure 16 shows.

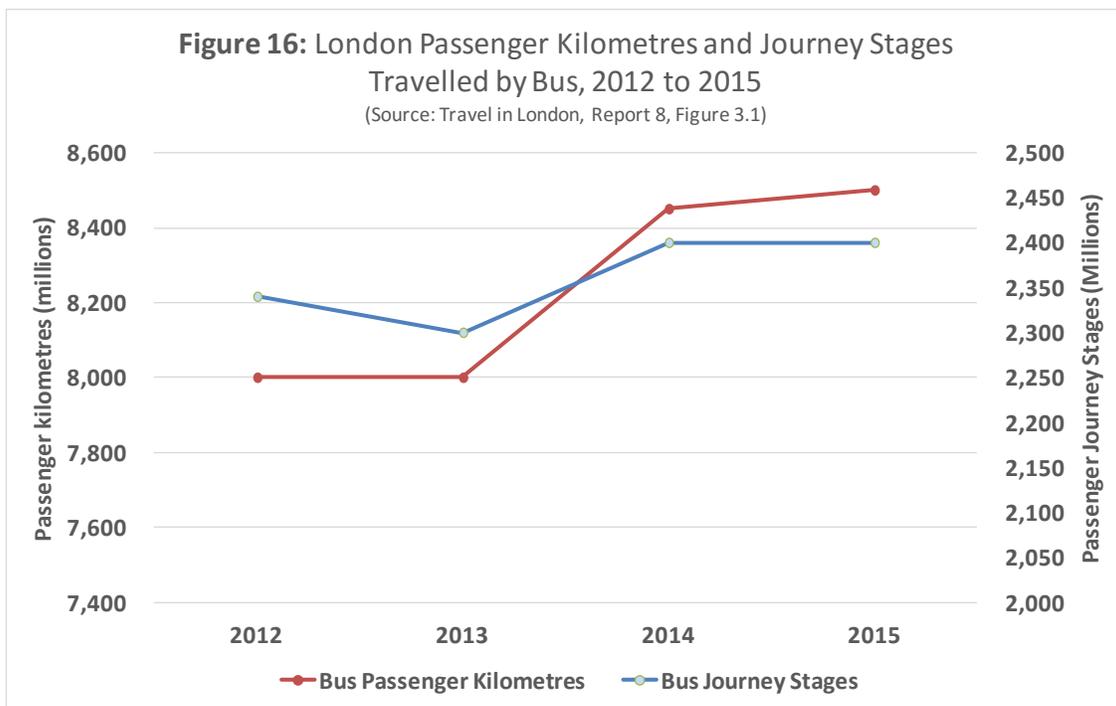
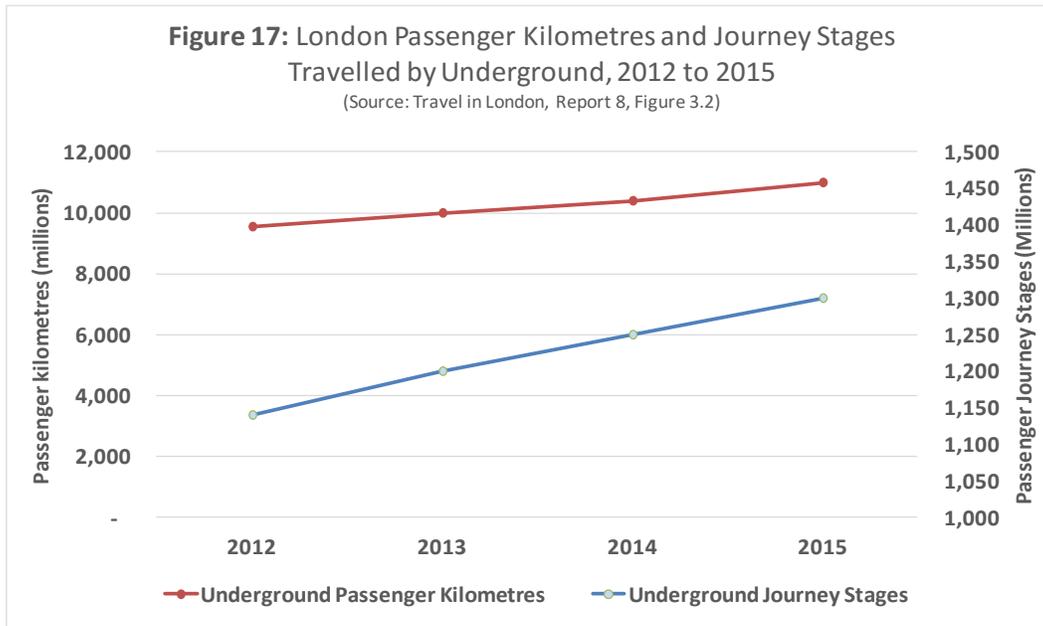
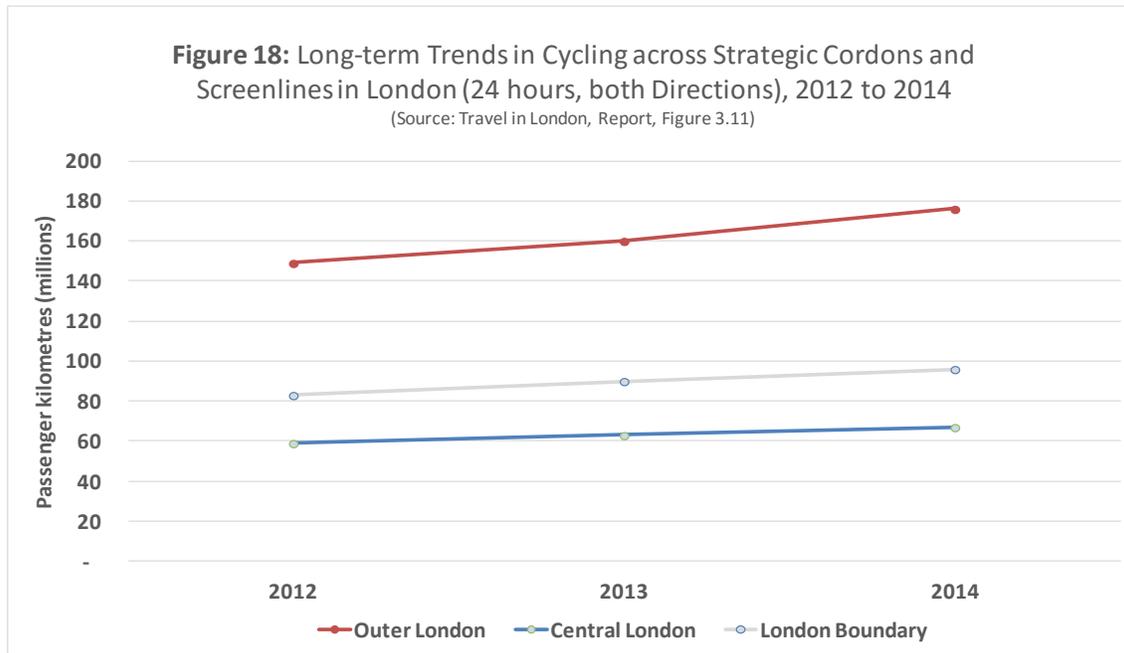


Figure 17 shows that use of the Underground has increased significantly during the study period. Data indicate that Underground use is up 3.2 percent in the past year, surpassing the usage levels seen during the 2012 Olympic Games⁵.



Cycling levels are up as well throughout the study period, increasing 12 percent in the past year alone⁶. Bicycle use in Central London is increasing more rapidly than in other areas.



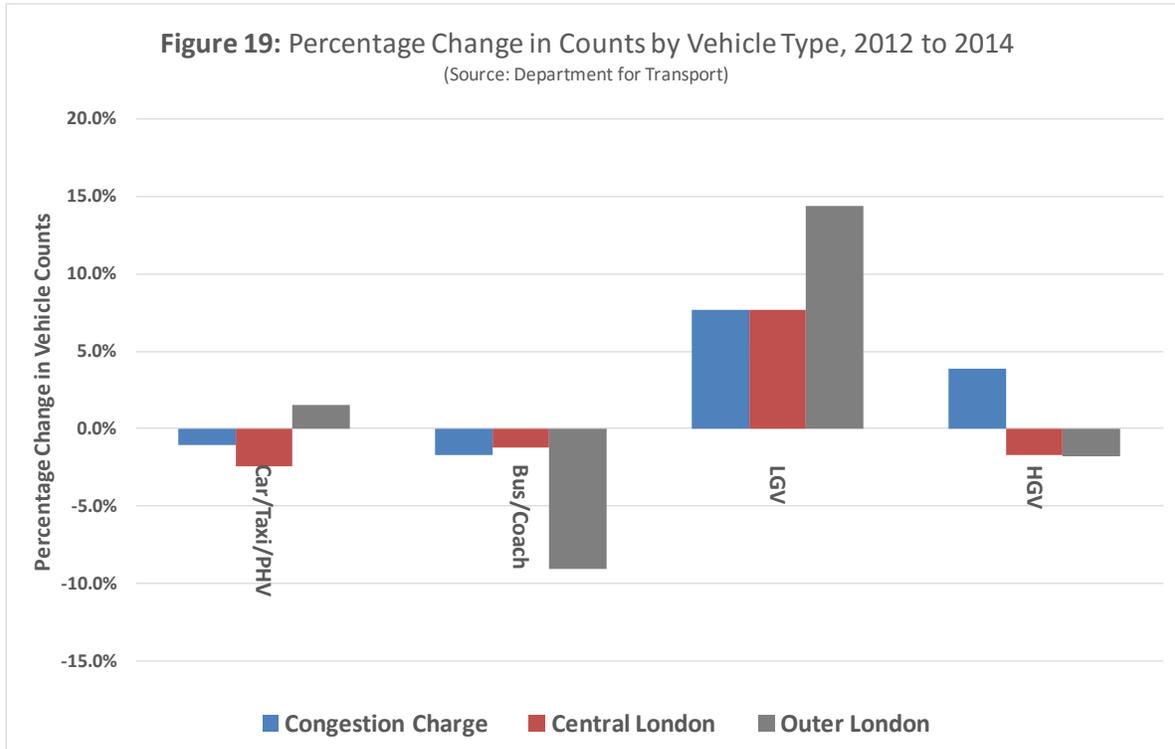
⁵ Transport for London, (2015). Travel in London Report 8 (p. 52).

⁶ Transport for London, (2015). Travel in London Report 8 (p. 63).

Vehicle Type Trends

Changes in the mix of vehicle types on the roadways could impact congestion as cars, delivery vans and freight vehicles utilise roadways differently.

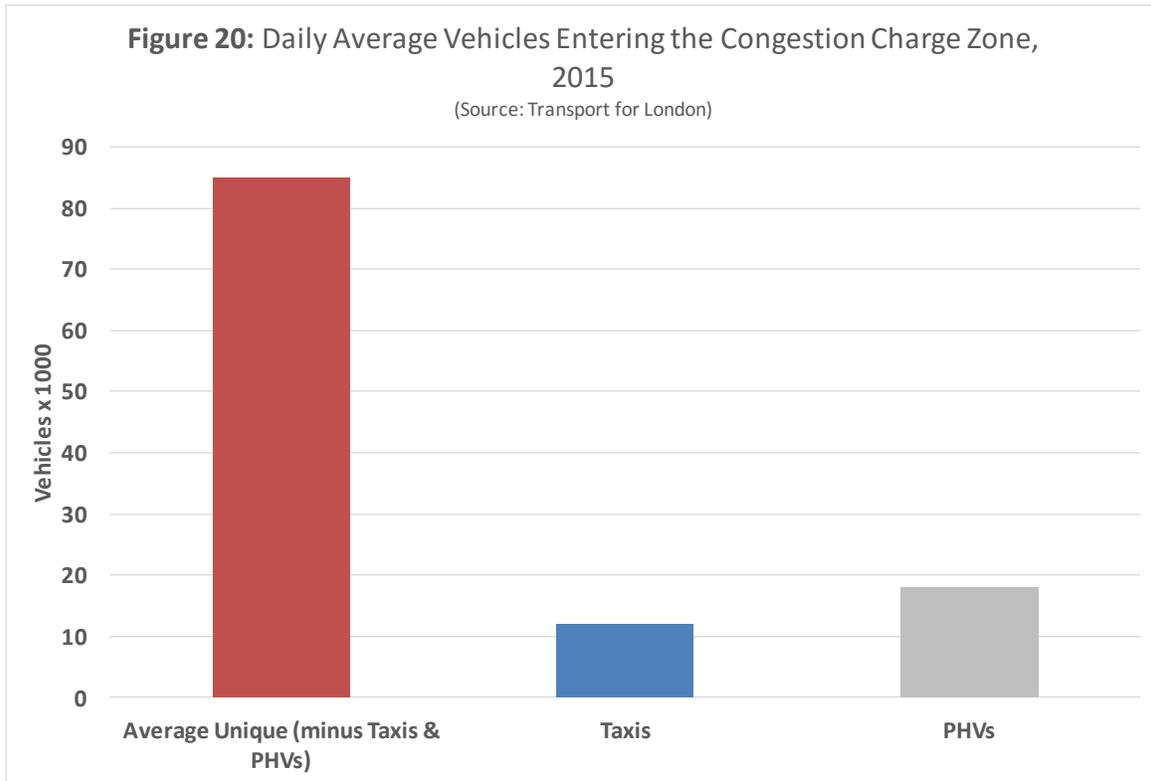
Figure 19 shows the how the traffic changed over the study period by different vehicle types. Here, the term *light goods vehicle (LGV)* refers to goods vehicles of no more than 3,500kg in weight, and *heavy goods vehicle (HGV)* refers to goods vehicles of more than 3500kg in weight.



The figure shows that there has been a significant increase in LGV traffic in Central London during the study period and a less sizeable decrease in car traffic. HGVs have also increased in the Congestion Charge Zone. Since LGVs are used primarily for deliveries, the upswing in ecommerce noted in section 4 is likely contributing to this increase.

Private Hire Vehicles Entering Congestion Charge Zone

Data from TfL supports the finding that taxis and private hire vehicles represent only a small portion of traffic in London. Figure 20 shows that taxis and private hire vehicles together account for only about one out of every four vehicles in the traffic stream crossing the Congestion Charge Zone boundary.



Looking at this data in conjunction with Figure 19 above, which shows that volume counts are down in the Congestion Charge Zone for the category of cars/taxis/private hire vehicles, and Figure 13, which shows total vehicle volumes are flat in this zone, it would appear that while the overall registration of private hire vehicles is increasing in London, these vehicles are replacing other vehicle trips and are thus not causing an increase in congestion.

SECTION 7: PRIVATE HIRE VEHICLES — IMPACT ON CONGESTION

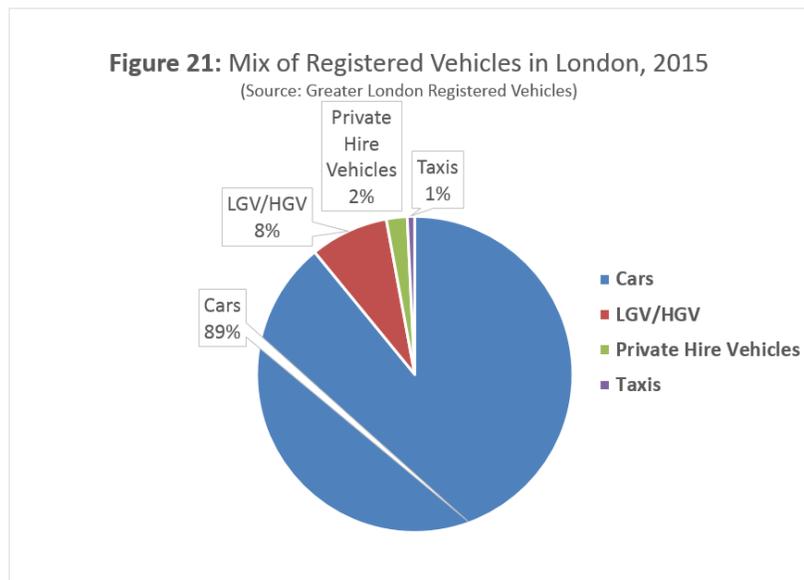
There has been a significant increase in private hire vehicle registrations during the study period, which has led to speculation that this is the cause of increased congestion. However, analysis of the quantity and timing of private hire vehicle use shows that the data does not support this conclusion.

Vehicle Registrations

As this study is primarily focused on road congestion, the number of registered vehicles in different classes provides additional insight into the issues being analysed. It is recognised that not all vehicle types are utilised at the same rate; for example, taxis spend many more hours on the road each day than most privately owned vehicles. However, the overall proportions amongst vehicle types, along with the general increase in vehicle registrations, is another indicator of the potential for increased congestion.

The number of registered vehicles has increased since 2012 in all vehicle classes, with privately-owned cars having the highest increase with 93,000 more registrations. Light/heavy goods vehicles have the next highest increase, at just over 14,000 more registrations. Private hire vehicles increased by 12,500 but had the highest relative growth rate among all vehicle types, at 7.68% compound annual growth rate from 2012 to 2015⁷. While this is a significant increase in this category, trip data from Uber indicate that only 5.9% of all Uber trips are in the Congestion Charge Zone during charging hours (7 am to 6 pm). So while the number of private hire vehicle registrations is increasing, 94% of the trips taken by Uber do not impact the most congested times in Central London.

Figure 21 illustrates the overwhelming role of private vehicles in the Greater London fleet; the number of all other vehicle types—light/heavy goods vehicles, private hire vehicles and taxis—is very small in comparison to the number of private vehicles.

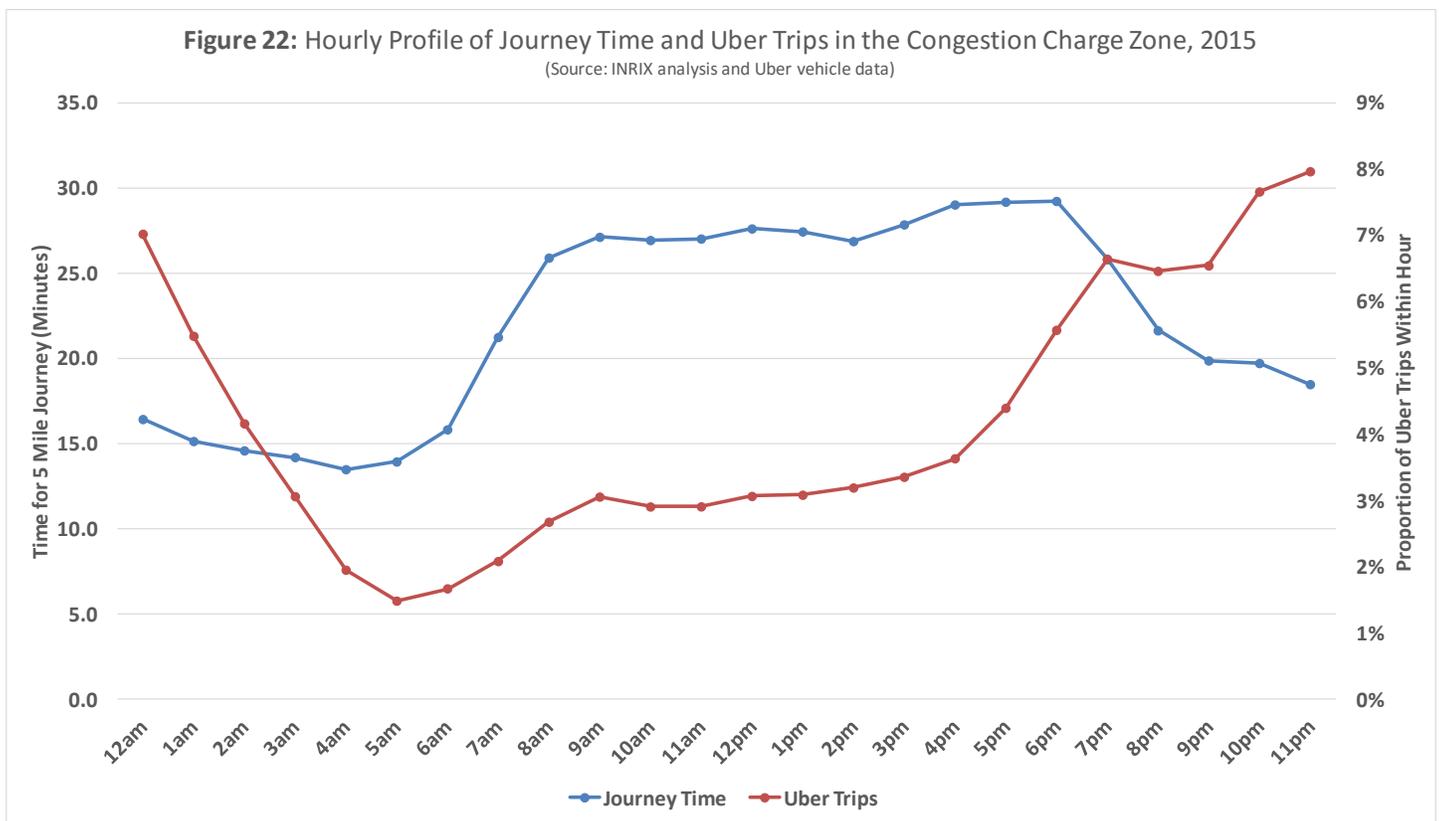


⁷ Taxi and Private Hire Vehicle Statistics: England 2015

INRIX Private Hire Vehicle Analysis

In order to assess the actual contribution of private hire vehicles to overall London congestion, INRIX obtained data from Uber related to total trips by time of day and location to further analyse possible impact. Since the overall numbers of cars in the Congestion Charge Zone is flat or decreasing, the only way private hire vehicles could be significantly impacting congestion in this area would be if the PHV trips were disproportionately occurring during the most congested periods of the day.

To determine the impact of the Uber traffic on overall traffic levels in the Congestion Charge Zone, data was compared at the hourly level to show how the proportion of Uber trips coincided with the peak congestion periods in this zone. Figure 22 plots the journey time numbers by hour for 2015 to show congestion periods and overlays Uber trip data to show the proportion of their trips that are made in each hour.



As Figure 22 shows, there is a generally inverse relationship between primary Uber usage times and congestion peak periods. Only 31.8 % of Uber travel occurs from 7 am to 6 pm, with 23% of all Uber trips occurring between midnight and 5 am, when the underground is generally closed. This indicates that Uber is providing people additional choices for travel during this time of day when other transportation options are not available.

SECTION 8: TRAVEL SUPPLY — PLANNED AND UNPLANNED DISRUPTIONS

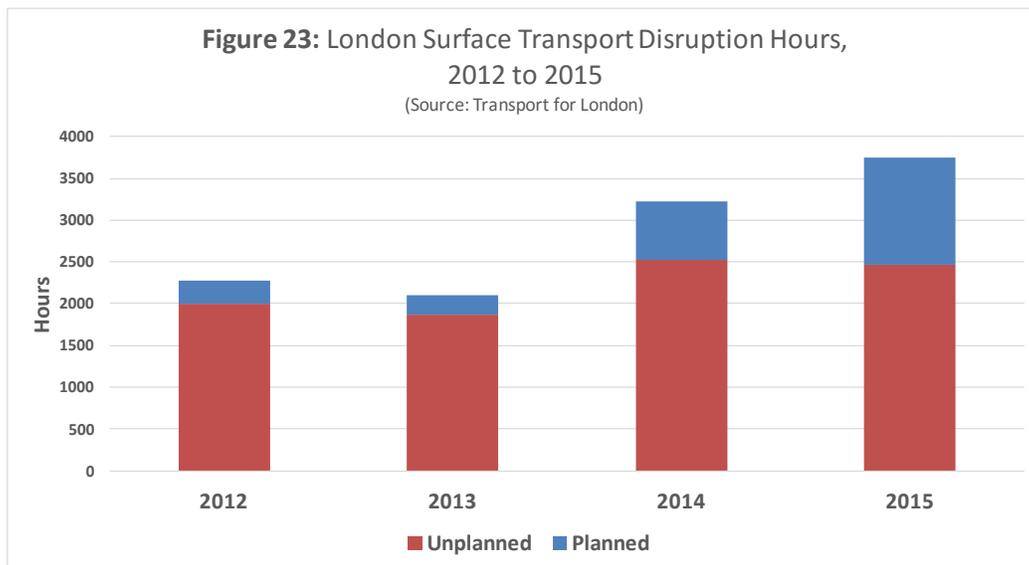
While increased reliance on public transport may explain the flat line traffic volume numbers in light of increased economic activity, it does not assist in explaining the increasing congestion in London. The other variable in the congestion equation is the supply of roadway.

Several roadway improvement projects that are components of the £4 billion Road Modernization Plan (2014 to 2022) will transform junctions, bridges, tunnels and public spaces. These infrastructure improvements are expected to deliver significant long-term benefits to the city. However, the Cycle Superhighways as well as the Crossrail project have caused construction on key roads in London.⁸ It is typical for a road improvement programme of this magnitude to create short-term disruption of travel during the construction period.

Both TfL and INRIX data clearly point to a sharp increase in traffic disruptions in 2014 and 2015, and in particular, planned traffic disruptions like roadworks. This correlates strongly with increased congestion that is observed during this time period.

Disruptions by Time

Figure 23 shows the growth in traffic disruptions, both planned (such as roadworks) and unplanned (such as traffic incidents).



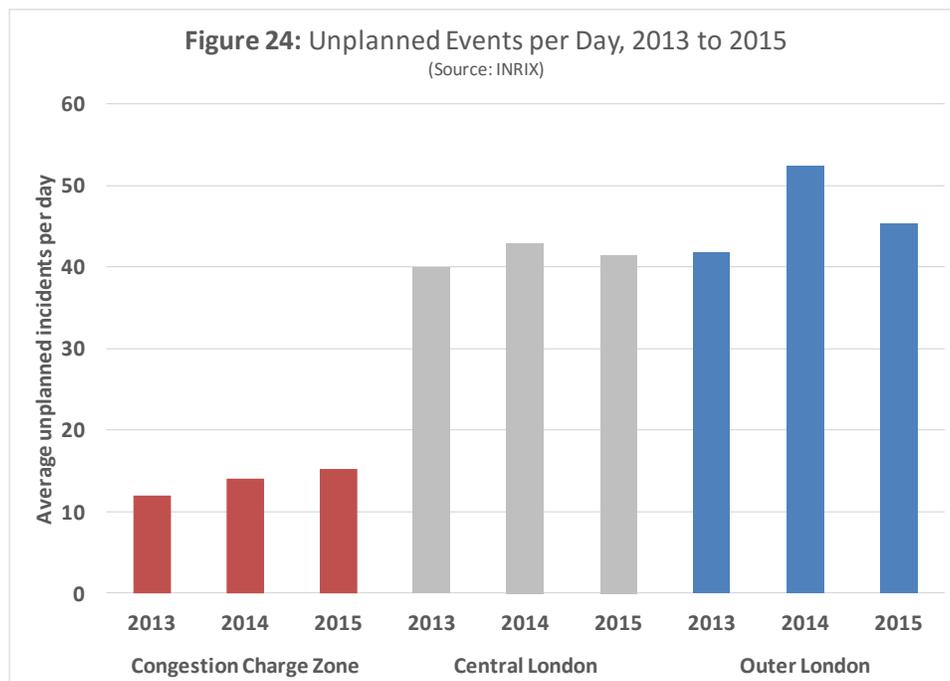
The combined duration of planned roadworks has increased by 362% from 2012 to 2015, with the most dramatic uptick occurring in 2015. Continued improvement in the London economy is increasing both road construction and traffic impacting building construction. The unplanned traffic disruption hours have increased by 23% in the same 4 years.

⁸ Pidgeon, Caroline. (2015). *The Congestion Question* (p. 9). London: London Assembly

Unplanned Disruptions

In order to evaluate this variable, INRIX analysed its historical archive of incident data (both planned roadworks and unplanned incidents such as accidents). INRIX employs a team of 70 staff dedicated to collating traffic incident data and publishing it to its numerous media partners worldwide. This archive, combined with data from TfL, was investigated to determine if these factors might provide additional insights. Unlike congestion, which can be directly measured, incidents are only recorded if reported. Therefore, for unplanned incidents, changes in rate of reporting may also impact trends.

Data from INRIX's incident database were used to analyse the trend of unplanned traffic disruptions. INRIX used its data to evaluate the trends of significant incidents involving accidents, breakdowns, or the closure of an A road. The average unplanned incidents per day were considered for each year. (Note: 2012 data were omitted from this analysis as the increase in incidents in 2012 related to London's hosting of the Olympic Games made the data non-representative of unplanned incident trends.)



Again, while there is an increase in each area, it is most significant in the Congestion Charge Zone where unplanned incidents rose 35% during the study period. Both the overall number of accidents, as well as the time it takes to clear an accident and return the roadway to normal, impact the supply side of the congestion equation.

SECTION 9: SUMMARY AND CONCLUSION

Multiple data sources confirm what most people intuitively feel: congestion is getting worse every year in London. With a growing economy and increased population, this is expected. While it has been posited that private hire vehicles are a primary cause of increased congestion, the data do not support this conclusion.

Considering each component of travel in turn has enabled a clearer picture of the sources of London's congestion to emerge. The flat line traffic volumes indicate that the cause of increased congestion is not more vehicles on the roadways, and in fact car traffic (including taxis and private hire vehicles) are decreasing in Central London. Exploring other variables reveals that the use of public transport and cycling is up, which may be what is absorbing new travel demand caused by economic prosperity. In the Congestion Charge Zone, car traffic has decreased while light goods vehicles, generally used for deliveries, have increased. This is consistent with the uptick in ecommerce seen in the UK. The remaining factor in the equation is supply, and data indicate that roadworks and incidents related to accidents are the largest factor contributing to increased congestion in London.

Key Conclusions

- Congestion in London has risen noticeably between the years of 2012 and 2015 with journey times in Central London increasing by 12% annually.
- Car traffic, including taxis and private hire vehicles (PHVs), is decreasing in Central London and the Congestion Charge Zone (CCZ); thus, as a category, cars are not causing an increase in congestion in these area
- Roadway travel demand, as seen in vehicle counts, is flat or decreasing in Central London and increasing only slightly in Outer London; increased use of alternate modes of transit may explain why roadway traffic volumes remain flat.
- Light good vehicle traffic is increasing in Central London, possibly related to the rise in ecommerce. This is the only vehicle type to show more roadway volume in all three zones of London.
- One of the most significant drivers of increased congestion in London is roadworks, increasing 362% during the study period.

UBER

LONDON FACT SHEET

INTRODUCTION

Towards the latter half of 2015, Uber was adding, on average, **30,000 new riders** each week. Today, over **1.5 million Londoners** use Uber for a safe and reliable service, and **over 25,000 partners** drive using the Uber app. This growth was underpinned by an ongoing focus on being **as safe as possible** for the people that use the service while complying with all relevant legislation. This document provides an update as to where we are today.

SAFETY

- Uber provides **24 hour support for TfL's Operation Neon** - specifically, a partner-driver's account is suspended overnight within **15 minutes** of being notified that the account holder has been working without carrying his/her private hire driving licence.
- Uber has appointed a former Metropolitan Police officer with **ten years of police experience** as a **Police Liaison** to work with, and in support of, the **Metropolitan Police Service**, City of London Police and TfL compliance officers.
- Uber takes a zero tolerance approach to any criminal activity detected on the Uber platform and frequently assists officers with cases where Uber data can be used as support information. Response times to standard data requests from police investigators were **reduced to under three days** on average, with urgent requests completed **immediately on receipt**.
- Uber maintains an active line of communication with TfL on incidents involving inappropriate behaviour, dangerous driving, touting, licensing violations or any such issues that represent a risk to public safety. We are in frequent communication, on an almost-daily basis, and exchange **over 80 emails every month with TfL**.

SELF-EMPLOYMENT OPPORTUNITIES

- Uber's IGNITION programme provides close **support to new applicants** to the TfL private hire licence application process, helping people looking to **start, switch, or bolster their income opportunities** by becoming a private hire driver in London.
- As a licensed topographical centre we are seeking to **raise the industry standard** to create the most **technologically advanced assessment system** in London, ensuring applicants coming through the centre have the required skills to maintain the **high quality expectations** of the Uber platform.

DOCUMENT COMPLIANCE

- Uber has grown its internal compliance team **from 10 people to over 60** and introduced process and product changes to further improve the robustness and efficiency of our compliance systems.
- Uber's document compliance systems have **two layers of checks**. The first control layer **automatically checks driver documentation** every time a partner-driver logs in to the app. This will **actively block** the individual from going online if any document check fails. The second layer is a perpetual system which **audits existing documents** in their entirety on an on-going basis.
- To prevent documentation fraud, Uber runs **daily audits of MOT documents** against the government's online vehicle enquiry service.
- Every private hire driver and vehicle licence is checked for validity against **TfL's online system** before being accepted on our platform as an active document, and **both TfL and the police** are notified if fraudulent documents are identified. These checks are **repeated whilst a partner is active on the Uber platform**.
- Uber has a **dedicated fraud team** committed to maintaining the security of our users' data. While **Uber systems have never been hacked**, in an effort to reduce accounts accessed unlawfully using user data retrieved from other data sources, we introduced account change notifications for all our users and built algorithms for detecting fraudulent account activity. Working with **City of London Police** and the **Metropolitan Police** we have investigated fraudulent activity on our platform on numerous occasions.

“ The Road traffic policing command, cab enforcement unit has established a good working relationship with Uber over the last year. This has resulted in the provision of evidence which has led to the arrests of individuals who pose a potential risk to the travelling public

The RTPC-CE

”

ONGOING SERVICE IMPROVEMENTS

- In recognition of the issues raised by Heathrow residents, Uber has negotiated with local businesses to introduce **designated waiting areas** for partner-drivers; prevented requests from problem areas; added a **12-page guide** for partner-drivers on where is appropriate to rest between trips (t.Uber.com/ldn_airports); and implemented a **dedicated reporting tool** for residents to ensure complaints can be addressed quickly (t.Uber.com/lhr_offence).
- We continue to **work closely with Heathrow** and other airports to reach a sustainable solution to local issues around airports, including the provision of an on-site resting area for private hire drivers of **all operators**.
- On October 14th, 2015, **Uber introduced new quality and safety standards**. These are published at www.driveuberuki.com/standards and include provision for safe driving, professional conduct and compliance with licensing requirements.
- In 2015 the proportion of **top rated five-star trips increased from 77% to 80%**. We introduced product enhancements to include the sharing of specific qualitative feedback from riders to partner-drivers, providing increased direction on how to continue to improve the level of service provided.
- In 2015 Uber became available to riders in areas outside the M25 through offices for locally-licensed partners in Slough, Windsor & Maidenhead, and Luton jurisdictions. Local riders increasingly use Uber as a **'last mile' transport option** following a rail journey and **30% of their trips start or end at an overground or underground station**.

CAR POOLING

- Uber launched its car-pooling service, uberPOOL on December 4th 2015. POOL is **25% cheaper** (than uberX) for riders, allows for **multiple fare-paying passengers** in the car simultaneously for partner-drivers, and means fewer cars on the road for Londoners.
- In the short time since launch, POOL has saved over **220,000 miles** from almost **300,000 trips**, equating to a saving of **26,000 KG of CO2 emissions**.

EQUAL OPPORTUNITIES

- We continue to encourage women to join our platform. **More than 5% of new partner-drivers** joining Uber are female, and **over 350 women** regularly drive for Uber in London.
- We have a **zero tolerance policy on discrimination** from, or towards, our partner-drivers. We suspend individuals when investigating any such incidents, and permanently deactivate individuals from the platform when clear evidence of discriminatory behaviour is provided.
- We are enrolled in **Stonewall's Diversity Champions Programme** and Stonewall have audited the processes by which we communicate these matters to our partners and staff.

ENVIRONMENTAL RESPONSIBILITY

- **Over 40% of vehicles** on the Uber platform are **hybrid low-emission models** and during 2015, over **75m miles** of trips were completed by these vehicles, **saving over 17,500 tonnes of CO2** emissions versus if the equivalent number of miles were completed by a TX4 Black Taxi.*
- We continue to be a strong supporter of both Cycle Super Highways and the introduction of the Ultra Low Emission Zone in London.

DISABILITY SERVICES

- On October 20th 2015, Uber launched UberASSIST with **over 100 partner-drivers** who volunteered to complete additional disability equality training equipping them to provide extra assistance for riders with access or disability needs.
- Uber has made a public commitment to the launch of a service with **wheelchair accessible vehicles before the second half of 2016**. From inception we hope to make this service the largest of its kind in private hire in London.
- The Uber partner app includes unique features that **allow the deaf or hard of hearing** to partner with Uber as a private hire driver.

“ We are pleased that Uber is investing in disability equality training and working to use its technology to provide an additional transport option for disabled people in London.

Faryal Velmi, CEO of Transport for All

From: [REDACTED]
Sent: 02 June 2016 13:44
To: [REDACTED]@uber.com'
Cc: [REDACTED]
Subject: RE: Letter from Jo Bertram - RGM, Uber UK, Ireland & Nordics

Hi [REDACTED],

Thank you very much for your time on the phone just now. As discussed, a formal response will be coming from the Mayor in due course, but Val is happy to meet with Jo.

I suggest we get the ball rolling on setting that up so I've copied in Val's PA, [REDACTED], who can help with her diary. If you could put [REDACTED] in touch with Jo's office, that would be great.

Thanks again for your time.

Kind regards,

[REDACTED]

[REDACTED]
Principal Policy Officer - Transport
Greater London Authority
City Hall, The Queens Walk, London SE1 2AA
Tel: 020 7983 [REDACTED] Mob: [REDACTED]

From: [REDACTED] [mailto:[REDACTED]@uber.com]
Sent: 31 May 2016 18:45
To: Valerie Shawcross
Subject: Letter from Jo Bertram - RGM, Uber UK, Ireland & Nordics

Dear Val,

Congratulations on your recent appointment as Deputy Mayor for Transport.

Please find attached a letter from our Regional General Manager, Jo Bertram, which gives information on Uber's current operations in London and outlines areas where we think we can help you and the Mayor achieve progress on your strategic priorities.

I have also attached a recent update document we provided to TfL, and a copy of INRIX's recent study into congestion in London - both as referenced in Jo's letter.

If you have any questions, or would like additional information on anything, please let me know.

Best wishes

[REDACTED]

--

[REDACTED]
Public Policy
+44 [REDACTED] | [REDACTED]@uber.com | uber.com

MAYOR OF LONDON

Jo Bertram

Regional General Manager UK, Ireland & the
Nordics
Uber London Limited
Aldgate Tower
First floor, 2 Leman Street
London E1 8FA

Our ref: MGLA120516-1011

Date:

07 JUN 2016

Jo Jo,

Thank you for your letter of 10 May, and your letter of 31 May to Val Shawcross, about Uber's operation in London and for your kind words of congratulations on my election as Mayor of London.

I read your letter with interest and appreciate you taking the time to share with me the different facets of Uber's operation in the capital. London's transport is at the heart of our city's economy and both taxis and private hire vehicles have an important role to play in keeping our city moving.

I have been elected on a clear mandate to make transport fairer for all Londoners. An important part of this will be ensuring a fair playing field for taxi and private hire drivers and I will be working closely with Transport for London (TfL) to look at the best ways to do this. In my manifesto, I also committed to ensuring that driver safety standards are rigorously enforced across both industries and one of my priorities will be to explore with TfL the best way to take this important work forward.

As you are aware, I recently announced the appointment of Valerie Shawcross CBE as my Deputy Mayor for Transport. Val is extremely keen to build good relationships across the trades. As such she wants to meet with a number of taxi and private hire representatives and would be happy to meet with you. If this would be helpful, please contact her Executive Personal Assistant, [REDACTED] to make the necessary arrangements. [REDACTED] can be contacted by email at [REDACTED]@london.gov.uk

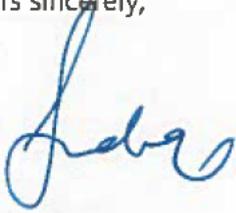
Clearly as one of the major private hire operators in London, it is also right that you have a close working relationship with the regulator, TfL. I understand that TfL has set up regular meetings with you to discuss strategic matters and I trust that those meetings will continue to be productive.

I hope this information reassures you that the future of the taxi and private hire trades are a priority for me and I look forward to working with TfL in the coming months to deliver my key policies.

MAYOR OF LONDON

Thank you again for taking the time to write.

Yours sincerely,



Sadiq Khan
Mayor of London

Dear [REDACTED],

Thank you for your emails to the Mayor of London and Jack Stenner, Mayoral Director for Political and Public Affairs, inviting the Mayor to attend one of the upcoming Iftar dinners hosted by Uber.

I am very sorry but, whilst the Mayor is grateful for the invitation, I am afraid that his schedule is extremely busy over the coming weeks, so he is unable to attend.

In my role as Deputy Mayor for Transport, you may be aware that I am working closely with TfL's Transport Commissioner to develop a package of measures to stabilise the taxi and private hire industry during a period of significant change. As part of this, I am meeting with a range of industry representatives, including Jo Bertram, Regional General Manager for Uber, to discuss this in more detail. To avoid duplication, I suggest that any matters you are keen to raise with the Mayor's office be directed to Jo to discuss with me when we meet on the 23 June.

In future, I'm best placed to be able to help you with any enquiries you have for the Mayor so please feel free to use me as your main point of contact.

I hope the events are a success and thank you again for writing.

Kind regards,

Val

From: [REDACTED] [[mailto:\[REDACTED\]@uber.com](mailto:[REDACTED]@uber.com)]

Sent: 14 June 2016 17:25

To: Jack Stenner

Subject: Fwd: Invitation to Iftar dinner with London Uber drivers

Hi Jack,

Congratulations on your appointment. I don't think we've met before, but a colleague of mine ([REDACTED]) suggested I get in touch.

I've joined Uber's Public Policy team a couple months ago, where I'll be working across a number of broad issues such as job creation and looking at Uber's role in social cohesion. I appreciate you're probably max'd out but if you could spare the time, it would be great if we could grab a coffee and discuss how these align to the Mayor's agenda.

On social cohesion - I thought the Mayor might be particularly interested in this given his recent opinion piece in the [Guardian](#) earlier this month. We're putting on a number of Iftar dinners later this month, which we have invited the Mayor to attend and meet some drivers that partner with Uber. (see below)

Do let me know if you think this would be of interest - either to the Mayor, or perhaps some of the City Hall team leading on cohesion issues - and if you could spare the time for a quick chat.

Thanks, [REDACTED]

[REDACTED]
Public Policy Senior Associate UKI
+44 [REDACTED] | [REDACTED]@uber.com | uber.com

----- Forwarded message -----

From: [REDACTED] <[REDACTED]@uber.com>
Subject: Invitation to Iftar dinner with London Uber drivers
To: mayor@london.gov.uk

Dear Mayor,

I am writing to invite you to attend one of a series of Iftar dinners that Uber is holding for partner-drivers in across London. I thought you might be interested in attending, following your opinion piece in the Guardian earlier this month.

Last year we organised a series of Iftar dinners to show appreciation for our Muslim drivers in London observing Ramadan. Drivers were able to break fast with fellow drivers and Uber staff - both Muslim and non-Muslim. These dinners were a great opportunity to celebrate Ramadan with Muslim drivers, and bring the wider driver community together to learn more about Islam and Ramadan.

This year, we will be holding a dinners at the following times and locations

- Dawat's (Southall) - Monday 20th June
- Nawaab's (Wembley) - Tuesday 21st June
- Zaza's (Whitechapel) - Wednesday 22nd June
- East London (location TBC) - Tuesday 28th June

Our partner-drivers would welcome the opportunity to meet you at one of these dinners. Please do let me know if you would be willing to attend?

Kind regards,

[REDACTED]

--

[REDACTED]
Public Policy Senior Associate UKI
+44 [REDACTED] | [REDACTED] @uber.com | uber.com

Meeting between the Deputy Mayor for Transport and Uber

23 June 2016

Attendees

Val Shawcross, Deputy Mayor for Transport
Jo Bertram, Regional General Manager
Andrew Byrne, UK Head of Policy
Peter Blake, Director of Surface Operations, TfL
[REDACTED], GLA Transport Team

Meeting note

Val set out a number of priorities that she is working on with TfL, including raising the standards within the private hire industry - a key part of this was pressing forward with the implementation of the proposals from the regulations review.

Andrew and Jo confirmed that Uber was supportive of raising standards – including an enhanced topographical test and English language requirement and said that Uber was keen to support existing drivers meet these new standards. Uber has been working with TfL to develop a topographical testing system, but had voiced concerns about the availability of TfL invigilators. Val reassured them that TfL has been planning for enhanced capacity to support the roll out of the new regulations.

There was some concern around the potential cost the English language test and also potential delays in completing the test. Uber's view was that the reading and writing requirement elements of the test were not necessary, but Val said that it is an essential skill – for example to be able to read road signs and notices. Peter also updated on the outcome of customer research work, which demonstrated that customers thought that the language barrier was a key issue.

On the issue of cross border hiring, Uber confirmed that it is exploring allowing out of town drivers to operate in London, particularly around Heathrow and other airports. Val explained that if we are raising standards within London, this is an area of concern. Andrew and Peter have discussed this issue and Andrew has committed to providing Peter with a note setting the proposals out in more detail. Related to this, Uber has been working closely with Heathrow Airport to develop a dedicated carpark for private hire drivers, to relieve the pressure on local residential streets. Uber has introduced a geofence so that only Uber drivers parked within that zone can receive jobs.

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06 October 2016

Dear Mr Khan,

It is with great regret that I am writing to let you know Uber has sent a pre-action letter to Transport for London about the new topographical assessment.

I realise that this is the second time in as many months that we have had to consider legal remedies. But we feel that we have no other option. It really is a last resort. Uber has worked hard to engage on the details of these regulations: for example we have written to TfL ten times over the last three months and our questions have largely remained unanswered. In the last ten days TfL missed its own deadline to get a replacement test up and running. Not to mention the fact that TfL has also failed to clarify its own English language policy by when it said it would. Thousands of prospective drivers and existing licensees who have a renewal in coming weeks have been left in the dark about what they will need to do.

As a result there are people who want to drive for a living who cannot work for no fault of their own - but simply because their applications are in limbo.

As we said throughout the private hire regulations review process, we want to work with TFL on proposals that help raise standards for passengers. We welcome the closure of poor testing centres. And we work hard to comply with the different regulations in London today because we understand that these help keep people safe.

I remain available to discuss these issues - and any others - whenever you are available and look forward to hearing from you.

Yours sincerely,



Jo Bertram
Regional General Manager, Uber