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From: Paul Rowlands

Sent: 23 March 2018 16:21

To: HCO

Subject: Uber licence renewal

Dear Sir/Madam

I am writing to you regarding renewal of Uber's licence to operate in the city of Brighton and Hove.

I have held a Brighton private hire licence for the past thirteen years. Since the introduction of Uber to the city it has transformed the way in which I run my business. The flexibility that Uber has, allows me to work the times that I want and for the period of time that I want, whether that is ten minutes, or ten hours. That freedom is just not possible with any other Brighton based private hire company.

The way in which payments are received with Uber makes me feel much safer knowing that I don't have to carry a single penny in cash with me.

Because Uber have a ratings system for both passenger and driver, it ensures both parties are treated with respect and courtesy. Furthermore, this encourages me as the driver to give excellent service and for the rider to be courteous. This is demonstrated with my current rating of 4.95 out of 5, which is one of the highest ratings on the Uber platform for Brighton

The way in which the App allows rider to driver direct communication cuts out any ambiguity as to where the vehicle is enroute, so the rider feels more comfortable knowing when their vehicle will arrive.

Uber fits in with my personal clients, giving me greater flexibility and freedom. I can say hand on heart that every rider that I have picked up, loves Uber. They like the convenience and safety of Uber.

I personally like the share location feature where I can share my GPS position with a number of people if I feel uncertain about a particular rider, and riders are also able to use this feature to make them feel safer.

I am more than happy to be contacted should you wish to discuss further. But I think Uber has been a fantastic addition to the city of Brighton and Hove.

Yours faithfully,

Paul Rowlands

