

Dear Sir/Madam of the licensing committee,

I am a Lewes District licensed Hackney Driver. I have held my licence for over 10 years. I have worked for company's within my district but found the restrictions put on drivers hard to understand. I much preferred the Airport transfer side to the business rather than the repetitive local taxi work having to constantly return to a rank, a station or supermarket so after several years I set up my own company and introduced myself to other companies along the South coast who now call upon me when needed.

This much better suits my lifestyle as I can choose the jobs that I undertake.

The problem I had was that once I completed an Airport pick up and dropped passengers off in Brighton, I always had several wasted hours before my next job.

A friend told me of Uber coming into Brighton and were looking for Drivers to work in the City under the Uber App. I like the freedom in having control when I start and finish working with Uber on any given day, so I registered with them and have been working in Brighton for over a year now.

I would like to say that as a Brighton Uber Driver and having completed many hundreds of trips around the City, the service Uber provide to the community and visitors is a worthwhile and productive one.

The feedback I receive from the customers is highly complimentary

The way in which Uber works is very appealing to the customer and the Driver alike.

Uber sends the nearest Driver to the customer, this results in a quicker pickup time. I often get an additional trip request whilst I am on another, as the app knows where I am going to be and when I will be there and has calculated that I will be the quickest Driver to pick up the second passenger request. *This in turn reduces traffic congestion, wasted fuel and pollution.

The passenger is given my name, my vehicle type and registration number.

*They also are given a truthful and accurate time of arrival and can see my progress through traffic on their sat nav within the Uber app. They are generally waiting for me as I turn the corner to them *This reduces waiting time and taxis waiting for passengers clogging the roads for all other road users.

The Driver is also furnished with the Passengers name so we can greet each other by name as they enter the vehicle.

Another great feature is that in the same way they see me driving towards them, *they can then also monitor the route I take to their destination as well as sharing that information with a family member so they also know my name, car type and Reg number and in real time on their own device see my car taking their family member/partner/friend home.

Once delivered to their destination they quickly leave the vehicle (as no payment is taken directly)and I quickly rate the customer. I can then leave them within seconds and I am on my way *this reduces the time I am pulled over reducing congestion on the road.

If they choose to do so, the customer can rate me using a 5 star system, they can also leave a compliment sign such as Excellent Service/Nice Car etc.

What I particularly appreciate is when they take the time to write a note about the service they receive. I find this very rewarding.

I have found that over the year I have been working for Uber, they are constantly seeking to improve their procedures by tweaking things as well as adding new improvements to help the experience for the Drivers and the passengers alike. I personally have recently been asked by Uber to join their new Engage Advisory Board, to act as a liaison between the Uber Drivers and passengers, talking to them and gathering their views, opinions and suggestions and relaying them to the Uber management with the regard to improving things in the future.

I like the way that Uber is forever trying to improve upon their business and I have agreed to join as an Engage Advisor.

From the feedback I receive daily from passengers, is that they enjoy using Uber and are grateful for the fact they now have a choice of Taxi company to use in Brighton.

May I conclude in saying that as a Lewes District Driver as well as an Uber Driver. All my colleagues have a great respect for the Brighton City Council Taxi Drivers. and sincerely hope we can all work in this fast growing City of ours together as gentlemen of the road, serving our community and visitors by giving a safe and secure value for money service.