

LICENSING COMMITTEE INFORMATION SHEET
05 JUNE 2024

TYPE OF APPLICATION: Grant of a Taxi & PHC Booking Office Licence
APPLICANT: Uber Scot Ltd

INFORMATION NOTE

Application submitted on 12/04/2024

Application to be determined by 11/01/2025

485 notifications of support have been received for this application and 23 objections to the application have been received timeously.

In addition 3 objections were submitted out-with the required cut-off date.

All objections and messages of support are detailed below.

DESCRIPTION

Renewal of Second Hand Dealer Licence

CONSULTEES

- Police Scotland

OBJECTIONS/REPRESENTATIONS

23 + 3 Submitted Late

COMMITTEE GUIDELINES/POLICY

N/A

GROUNDS FOR REFUSAL

A licensing authority shall refuse an application to grant or renew a licence if, in their opinion—

(a) the applicant or, where the applicant is not a natural person, any director of it or partner in it or any other person responsible for its management, is either—

(i) for the time being disqualified from holding a licence, or

(ii) not a fit and proper person to be the holder of the licence;

(b)the activity to which it relates would be managed by or carried on for the benefit of a person, other than the applicant, who would be refused the grant or renewal of such a licence if he made the application himself;

(c)where the licence applied for relates to an activity consisting of or including the use of premises or a vehicle or vessel, those premises are not or, as the case may be, that vehicle or vessel is not suitable or convenient for the conduct of the activity having regard to—

(i)the location, character or condition of the premises or the character or condition of the vehicle or vessel;

(ii)the nature and extent of the proposed activity;

(iii)the kind of persons likely to be in the premises, vehicle or vessel;

(iv)the possibility of undue public nuisance; or

(v)public order or public safety; or

(d)there is other good reason for refusing the application;

and otherwise shall grant the application.

UBER OBJECTIONS

Hi, please forward my objection to the relevant dept/persons.

I would like raise my objection to ubers operators licences base on a number of facts. First my main objection is the fact that they have a surge pricing structure and this is only there to benefit uber themselves and not the general public that use them. Fares can and will jump upto 4 X at peak time and will not help or benefit aberdeen. They claim that each ride will add an additional £18 to the local economy (base on the chamber of commerce interview claiming £18 million per 1 million hire over a year) this is clearly an exaggerated number to encourage the grant of their licence. I would ask that if uber wants to operate in Aberdeen that a requirement for Grant of licence is that all cars operating for Uber much have a meter fitted as all current PH that work for all current operators do. This not only protects the general public for price fixing/Surging but also allow current operator and uber a level fair playing field/environment operate in. This is something the licencing committee can legal impose and Uber already use the cat meter model in cities in ireland and around the world. My second objection is my concern for a new feature on the app that record any conversation within car and allows Uber to ask the passenger if the driver need to stop talking to them. Recording sound within a Taxi/PHVis currently against aberdeen licencing rule and this should be addressed (Mute Driver) I would like both these brought up and address and all Uber Car made to install meters to their vehicle.

Please add my objections to the application

Many Thanks

Can u confirm receipt as I know today is the final day to object and would like to attend if possible

Hello, i think if you accept uber in Aberdeen City they will destroy many jobs. Look at Edinburgh.
In Aberdeen all the time all rank are full with taxis. The only busy time is when everyone is going to the club. If you give 200-300 license to new drivers this problem will be solved, but uber is not for Aberdeen. This is my opinion.
Thank you and have a nice day Trimis de pe iPhone-ul meu

I have worked as a taxi driver for three decades. However, over the past six months, the Evening Express, Aberdeen Inspired, and now the Aberdeen Chamber of Commerce have launched a media campaign that

has unjustly demonized dedicated individuals like me who face significant abuse and hostility while carrying out our duties. These organizations should feel ashamed of their actions.

The online critics have made me feel as though I must defend my profession constantly. While I take pride in my work and find fulfillment in it, I've recently been taken aback by the level of animosity and astonishment that leads people to generalize and demonize every taxi driver.

What concerns me is the existing shortage of wheelchair-accessible taxis in Aberdeen, exacerbated by many drivers leaving during the pandemic. Unlike employees who received 80% of their wages, self-employed individuals received 80% of their profits, which presented challenges as car payments are tax-deductible. The financial support provided posed a dilemma between covering car expenses or essential living costs. Returning to the issue of wheelchair accessibility, Uber does not offer this service in their business model. If Uber displaces current drivers, will the people of Aberdeen consider the impact on them? As the son of a wheelchair user, I personally purchased a wheelchair-accessible vehicle for my mother.

I object to Uber gaining a licence.

Uber should not be allowed to operate in the city.

They would completely saturate the market. That would be to the detriment to the taxi industry in Aberdeen.

Just by making a few changes to the street knowledge test would get more taxi drivers.

They would going around the city unregulated. What would be the standard of vehicle would the driver be safe to the customer.

They do have history of not following any rules and regulatuons in other parts of world. Basically riding roughshod.

To me that is a completely unacceptable way to run a buisness.

Kind Regards

Dear Sirs,

I would like to object to Uber coming to Aberdeen City, my reason as below:-

The current business platform that Uber uses evolves surcharging. This means when taxis are in high demand, the cost of a taxi home is non-transparent and may cost considerably more than any other taxi. This would be out with the control of Aberdeen City Council and their current pricing structure.

Kind Regards,

Dear sir, madam.

I am very concerned about all the talk of Uber coming to the City.

They are now saying they will take current Taxi Drivers on to their fleet. This will cause job losses in the Taxi Companies.

This is also concerning for the Taxi Schools.

We do not need Uber in Aberdeen there are more and more drivers passing the Taxi test and coming into the trade all this Uber Talk is scaring possible drivers away.

If they steal drivers from our current trade then i see no point of them getting a licence.

I hear Uber and Aberdeen Inspired have wasted your time by not turning up to meetings. Now we have Uber bragging they will be starting in June so who is making the decisions Uber or yourself as right now Uber are telling you.

Again this will cost Aberdeen people their Jobs. The only time we struggle is the early hours after the night clubs come out, bit this will happen in any city when clubs all come out at the same time.

Kind Regards,

Hi with the news that Uber are applying for a license me personally i don't have a issue only if the follow the same rules that taxi drivers do.

As being a driver myself i studied and passed the street knowledge test bought a vehicle. Maintained my car to the standards that are required. Passed all background checks to make that i am safe to pick up members of the public. I am coming up for 7 years as a taxi driver. In that time i have come across all walks of life. The very large majority are very nice. There is the few that are some seriously nasty pieces of work. Some really challenging people. When you work over a weekend you can smell the drugs on them. Quite a few where they are very intoxicated with alcohol and drugs.

When i first went to do the street knowledge test people don't last. They don't stick it out. I think the knowledge test could be done quicker. Having more evenings in the week to study for it. Its not rocket science. People complain and say they not got the time. They can make the time.

Bus companies could do more. They make millions a year and then claim they cant afford to pay there bus drivers. They deserve triple time to take over 50 people that are intoxicated with alcohol and drugs. Uber have this surge pricing model when a job that costs a £15 could cost £40 £45. If Uber was to be allowed to operate with no rules that apply to taxis in Aberdeen. It would seriously damage the trade. As far as putting rainbow city taxis out of business. It would be that bad. The reaction of people doesn't bear thinking about.

Now the section between union street market street and bridge street is closed for a long time that will mean our job will take longer to do. Will cost the customer more money. I think till the centre section of union street is re opened it would help that taxis are to be allowed to travel along union street.

The knowledge test has to be reviewed try get something kinda quicker to go through without losing any integrity. I dont think its fair Uber get special treatment. They have not cared about trampling over other taxi businesses over the world. With re search i have done on them it looks like that a bit.

Anywhere in the world you go there are still not enough drivers out there. Thats where there is Uber and Lfy.

20 to 25% of any fair goes to uber who are not based in the Uk. It goes to the USA. Read about them on wikipedia they have been guilty of violating regulations.

Keep the money in the UK.

People forget we are self employed can work when want. People dont feel comfortable picking people up that are intoxicated.

Drivers do have running costs if you saturate the market drivers barely make any money that is important to realise i think

A good level of integrity has to be maintained.

I have tried to write this best can. Hopefully it has made some sense. Basically no special treatment for uber.

I was made aware that the application that Uber had made was not valid. They made a operating profit of over a Billion last year. They apply to operate and they cant get the application correct.

I was told that previous objections wont be valid. Basically i am sending a new one in.

I worked over the weekend and passenger's were saying night busses were good. Not everyone wants taken to there door service.

In my time as a taxi driver its not really busy every weekend. I not saying we are quiet either. This sat past was quiet. You could say that was the calm before the storm because a lot of people were off for the may day holiday. There was a lot of people out then. That's were bus companies could have a few busses running just for that day. You could have some busses on just for that specific dates. You can anticipate when sat night into sunday morning be busier than others.

That is all what is needed to be done.

If read all this without frying your brain well done

KInd Regards

I object to Uber, unless they abide by the same rules and regulations as current Aberdeen operators and taxi drivers.

As in some other cities in the UK Uber have saturated the local market and this is having an impact on the current taxi drivers trying to make a living (e.g. Lincoln). London has issues with Uber constantly failing to comply with the law of Private Hire. Uber have issues in other cities as well with drivers operating in areas that they aren't licenced to do so in. Can Aberdeen City Council guarantee that they can regulate Uber, and these issues don't arise ?

Having local taxi companies, helps keep the money in the local economy , whereas Uber is international much of this will leave the local area.

I worry that during this cost-of-living crisis Uber will have an impact on local taxi drivers who already struggle to make a decent wage, due to the high costs of Licensing, Hackney's twice a year and MOT, rising fuel costs, LEZ having to purchase new vehicles. I feel that the council should be looking at trying to recruit and maintain local taxi drivers, rather than issuing Uber a licence.

How does bring Uber to Aberdeen help with the poor conditions of Union Street, the problem is far deeper than the short fall of taxis !

Regards

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https://www-lincolnshirelive-co-uk.cdn.ampproject.org/v/s/www.lincolnshirelive.co.uk/news/lincoln-news/fears-uber-rise-lincoln-kill-9162128.amp?amp_gsa=1&_js_v=a9&usqp=mq331AQIUAKwASCAAgM%3D#amp_tf=From%20%251

<https://www.google.com&share=https://www.lincolnshirelive.co.uk/news/lincoln-news/fears-uber-rise-lincoln-kill-9162128>

Good evening,

I would like to share with you my objections to introduce Uber Taxis to Abedeen.

1. Uber is not employing any of the drivers, there is limited responsibility by the company;
2. Drivers are usually immigrants with limited knowledge of language and town topography;
3. Uber operates as an app access only, not suitable for all potential clients;

As a person, who used to live in a town, where Uber was one of the operators, I've heard very disturbing incidents regarding drivers' behaviours and who would be responsible for them.

I hope that this will help you with making the decision.

--

Best regards,

Good morning

UBER is a company that operates in a similar way to Airbnb and has destroyed the economy in small towns in the south of the UK and beyond.

Having observed this company in Poland before I moved to Scotland permanently, I have observed the effects of allowing very poor quality services provided by very random people. UBER drivers are not employees of UBER so UBER as a company is not responsible for any actions of drivers.

Observing companies such as UBER eat, deliveroo etc. I believe that the economic damage they do to local communities is enormous and UBER and similar business models should be banned.

I am in favour of there being no such companies in our environment.

Pozdrawiam/Best Regards

My concern with uber coming to Aberdeen is as follows:- Will the drivers have to sit the knowledge test like the existing drivers.
Will they have to put on wheel chair accessible cars like the existing drivers.
Will they be disclosure checked.
Will the driver and the cars be licensed through the council ie taxi badge and plated vehicles.
Will the Uber cars be put through the Hackney test every 6 months.
Will the cars have meters as Uber don't work meter systems and prices change depending on how busy the demand is.

I personally don't think Uber will help one bit to entice people to think about becoming a taxi driver. I think it'll cause frustration with current drivers as Uber will or should work like private hire taxis ie can't pick up at ranks can't be flagged down so busy times Friday/Saturday nights will still have people in ranks in long queue's. I also think they'll be complaints about the pricing structure cheap at quiet times and expensive at busy times unlike a metered taxi where it's set by the council.

Moving forward the council should look at letting existing licensed taxis (red and green plated cars) to pick up at ranks between the busy hours ie midnight and 4am this would help get people home rather than driving passed in a empty cars getting people frustrated.

Many Thanks

To whom it may concern

I'd like to submit my objection to Uber operating in Aberdeen City.

I have no problem with any form of competition in the industry at all, but only if the competition has to go through the same legislations as we all do.

I have recently purchased a new Taxi and would not want to be put in a position where I can no longer afford payments on the vehicle if the market is flooded with untested Uber drivers.

Competition is good for any industry but giving one of the competition an easier transition into the market would no longer be competition, it would be favouritism.

Also I have my worries about Uber with the following -

Untested drivers

No liability insurance

No 2 hackney's per year + mot

No background checks (police)

No meter (can charge as they see fit)

This is my reasoning behind my objection to Uber operating in Aberdeen City

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Regards

Hi.

I am writing to record my objections to the proposal from Uber to provide their service in Aberdeen.

My Objections are regarding road safety and double/illegal parking.

On terms of road safety. Uber drivers have no additional training that allows them to deal with the demands of meeting targets or punctuality.

This may lead to speeding, bad parking and red light jumping.

Double parking is on the rise from delivery drivers and Amazon vans. This will only increase from Under drivers who have no overseeing organisation.

Finally, taxi drivers invest in themselves and their car. Both go through rigorous checks for obvious safety reasons. Uber do not.

Regards

To whom this may concern,

Since Covid lifted and many people left to go back home this is the due reason to a shortage of taxi's, however it's always very difficult to get the licence also. I don't think Uber would work well in Aberdeen due to just being to small of a city. There is going to be more vehicles on the road and potentially causing obstruction in areas. If they are voting yes I work firstly be looking at fixing all the roads as more cars means more holes on the road.

Thanks

Hi,

As someone who has used Aberdeen taxi services for more than 50 years through thick and thin, the last thing we need - despite shortages at peak times - is a swathe of non-licensed, largely unregulated drivers working for a company whose sole priority is squeezing the city's visitors and citizens for as much cash as possible while taking away business from our own hard-pressed cabbies - and no, I'm not one of the latter, just a concerned citizen.

Regards,

To whom it may concern,

The safeguarding put in place for our Taxi's would be rendered obsolete with Uber, who do not have even close to our safeguarding and monitoring of drivers, and therefore lead to putting often vulnerable customers in danger.

To whom it may concern,

Please do not allow UBER to take up business in Aberdeen, as they provide no real training to their employees. Frequently UBER drivers disallow disabled clients, and will refuse to work with them in any way which is contrary to public codes. Historically, UBER drivers have also taken advantage of blind people by driving them longer routes than needed to tack on extra mileage so they can charge more. UBER drivers also frequently refuse to allow service animals into their vehicles, leaving disabled clients without a ride and having to rebook; these same drivers can then go into their app and give the disabled clients bad ratings so they are unable to get a ride at all using the app.

Allowing UBER to operate in the city would make transportation far less accessible in the city, and would do more harm than good.

Sincerely,

Good morning

Hope you are well?

I just want to write my objection to Uber coming to Aberdeen.

It is largely unfair on our local taxi drivers, who all have to go through extensive tests etc to be able to work in Aberdeen. Uber drivers would not need to go through this.

I feel like if Uber manage to come in, then it is a huge stab in the back to our taxi drivers, who do a brilliant job.

Kind regards

Hello,

I am writing in regards to the recent news story in the EE again in regards to Uber.

So, when I was reading this, I noticed "**The news comes after Aberdeen City Council were revealed to be in talks with a "global taxi operator" earlier this year to address the city's shortage – especially at peak times**" Is this correct?

I am against Uber coming to Aberdeen and hope the council supports the taxi drivers against uber also.

This Uber issues seems to have been driven by Aberdeen Inspired & Our Union Street, two local companies who want locals to support local, yet want an international company into Aberdeen who wont spend any of its money in Aberdeen.

So, Our Union Street & Aberdeen Inspired really think Uber will encourage people to come into Aberdeen? Are the shops going to be filled up because Uber has come to Aberdeen? I think we all know the answer to that.

I decided to come back to taxi driving late last year and so far, have enjoyed returning. When I returned, I decided I wouldn't be working weekend due to previous experiences and the behaviour of a small minority of Aberdeen public but I cover early morning work Monday to Friday and work the odd weekend early mornings also. If Uber are granted a licence and the rules from ACC change, I will be giving my taxi badge up and going back to my previous job. I have spoken to a few drivers and they plan on doing the same.

I truly hope the rules in place won't be changed to help Uber into the city.

We taxi trade in Aberdeen needs to do something to encourage new drivers and I would think that having Uber being mentioned every 5 minutes is stopping people coming in.

Just need to read the Uber FB page to see how bad a company they truly are.

I recently received a booklet from Cab Direct and these are some of the WAV prices (total cost from Cab Direct if bought via finance)

Ford Grand Tourneo Connect - £37411.20

Peugeot Premier - £47770.80

Ford Grand Journey - £48807.00

Ford Tourneo Custom - £56836.20

Renault Trafic - £55698.60

At these prices who would be mad enough to pay out for one of these when uber could come in and slash said driver's takings?

One suggestion to help with lack of taxis is more yellow plates given out to saloons. As you can see from the prices above more drivers are going PH and going into saloon cars. One way of helping is drivers who have been in the trade for a certain length of time can get a yellow plate? The length of time would be set by ACC? I would think this could help encourage drivers to work weekend?

The Aberdeen taxi trade has a fleet of WAV's and saloons on yellow plates yet Uber can come in and operate within our city only using saloons, isn't this discriminating against people who use wheelchairs? Again this is not a good look for Uber.

I hope ACC takes note of objections to Uber and tells them the rules are here to stay.

Regards

Pls they are very bad service and over charge from customer and taking commission nearly from rider 50 to 60 all online companies rabis and it not fit for country all underage children using they application

Hi I write to email my objection to Uber operating in Aberdeen.

I just think all current conditions must be met just the same as all the other taxi companies and drivers in Aberdeen and agree all drivers must pass the street knowledge test.

Also I don't agree with Uber price surging.

I disagree with Uber to be operating in Aberdeen myself a taxi driver things are bad enough with us fighting for all the same business as it is. Uber would just make things worse for all genuine taxi drivers business is slow there is hardly anyone out during the week and weekends last weekend there were more taxis in the ranks than people waiting for cars kind regards from

9/05/24

Dear Sir/Madam

Regarding Uber Scot's application dated 15/04/2024

I would like to object on various grounds to this

1.They are a company who are constantly facing litigation from various organisations/companies and taxi drivers both here in the UK and abroad for their aggressive tactics in muscling in to the

detriment of both existing badge holders and new ones with their cavalier attitude towards licensing rules and regulations and requirements, this is evidenced by their original application in 2017 where they placed the notice at ankle height in the Regus building so that no one would notice and recently when they withdrew their March 2024 application after getting various objections to it

2. What guarantee is there that they will not recruit Aberdeenshire licensed drivers for their app and bypass ACC rules, will ACC check on them at all, will there be constant check on what licensed vehicles they will use?

3. I believe that they will have vehicles with no meter fitted so that they can surge price when busy so thus costing 3-4 times the maximum tariff

4. Their business model is to undercut the tariff in the location they operate in by 20%, then their drivers get charged 25% from the fare, so for example a fare which would normally be £10 would generate £8 less 25% so £6, the whole purpose of our tariff is to take into account the running costs of operating a vehicle as a taxi and for the driver/operator to make a small profit so as to make it worthwhile, this model in my honest opinion would be to the detriment of the driver/operator

5. The increased demand for taxis at the moment is due to a lot of drivers either retiring, moving to other regular income jobs or sadly passing away during Covid, this was a once in a lifetime situation which affected the taxi industry more than most other industries, the demand during the night is greatly reduced Sun - Thursday, with even Friday into Saturday not being massively busy, saturation during the week will kill the taxi trade as it is already quiet and Uber will not just operate at busy times

6. They also seem intent on trying to change ACCs licensing laws to suit them instead of just complying with them by openly criticising the current/existing rules and regulations.

Yours Sincerely,

Dear Licensing Committee

I would like to ask a few short questions about the operation of Uber potentially providing a transoott service in our fine city

1 - What measures and assurances will be in place to satisfy Licensing & Committee that the uber app will be 100% geofenced for within the Aberdeen area, not only for the consumer but for any Aberdeen city drivers that may want to sign up to their platform. This ensures cross border hiring does not happen as per the law in Scotland unlike in England?

2 - Will the registered office in Berry Street be affected - note the application (copy attached for a Booking Office Licence the day to day manager has an address in York? Will work be distributed/ allocated to drivers from this address or Berry St ?

3 I understand the Uber model has surge pricing as part of its business structure, what condition(s) and measures will be in place from ACC Licensing ensuring that in PH areas and/or Taxis WITH meters that this method of pricing could not occur, taking into account the fixed meter is calibrated by ACC whereas the Uber app is not

4 - What checks and balances will be in place to ensure the fixed meter is engaged and not the app on each hire ?

5 - How often would this be checked ?



Surge pricing



Geofencing

Licensing Team

Legal and Democratic Services

Corporate Governance

Business Hub 6 L IS

Marischal College

ABIO IAQ. Aberdeen

9 May, 2024

Dear Licensing Team,

Objection to Uber Booking Office Application.

We understand that Uber Scot Ltd has made an Application for Booking Office at 1 Berry Street, AB25 1 HF Aberdeen and thus put a notice for Display at the premises on 15 April 2024. We are writing to object the application based on the following grounds:

1. Uber initially applied for booking office Licence and put a display notice on the 11 March 2024 but later withdrew the application after series of objections were put forward. Thereafter, they reapplied again to invalidate the objections earlier submitted. This attitude has wasted the time of the Council staff that had to send letters to all people that objected to submit another objection. This attitude also wasted the time of those that had objected. Due to this dodgy attitude, their application should be rejected as they are looking for short cut to get a licence without any objection. As usual, once granted the licence, they will exploit the system to their advantage.

2, The display notice reads, "Vehicle Booking Office". However, there is no such Licence, rather the Licence Application Form reads, "Taxi and PHC Booking Office". The term Vehicle Booking Office is a generic title on the website and could be interpreted to mean any vehicle if such Licence is granted. The notice should specify "Taxi and PHC Booking Office" Application as stated on the Application Form otherwise, their Application should be rejected

3. Uber (Uber Britannia Ltd) was previously granted a Booking Office Licence in 2018 but they could not comply to the BO Licensing Conditions by providing a relevant vehicle and licensed driver as set out

on the Civic Government (Scotland) Act 1982 Conditions. As a result of their inability to comply with the Licensing Conditions, they failed to resume operations and gave up the Licence. There is no recent document or information that reveals their operating model have changed for them to comply to the BO Licensing Conditions when they were granted BO Licence in 2018. Therefore, their application on this occasion should be rejected.

4. Uber's business model does not comply to the BO Licencing Conditions as set out on the Civic Government (Scotland) Act 1982, Conditions Applicable to Booking Office Licence Mandatory Conditions. Therefore, they have indulged in foregoing the licence granted to them, withdrawing their application to invalidate objections, and reapplying over again until they get what they want. This attitude is not a genuine business practices, hence their application on this occasion should be rejected.

5. In all cities in the UK where Uber operates, their model of operation is to use unlicensed drivers and unlicensed vehicles. ACC booking office conditions do not allow unlicensed private hire drivers (PHD) that have not got a licence granted under section 13 of the Civic Government (Scotland) Act 1982. Uber knows fully well that their operating model does not comply with the ACC Booking Office Licencing Conditions but chose to apply for the BO Licence. This behaviour does not make any business sense. We believe Ubers' BO Licensing Application is a mockery of the Civic Government (Scotland) Act 1982 and should be rejected.

6. Uber Scot Ltd has an SIC code (82990) on Companies House which is not a taxi operation code and they do not state if they offer any Booking Office Services or Related Services via a Software Application. The nature of their business is unclassified and dodgy. Except they change their SIC code to reflect the actual service that they provide, their application for the Booking Office License should be rejected.

7. There is a growing concern for Uber's regulatory framework. There are issues relating to safely of Passengers, fair competition, and lack of adherence to longstanding regulations and the Civic Government (Scotland) Act 1982. Uber is known to set their price model, not using Taxi meters, inflating prices at peak time to rip off customers when they needed their services most. Based on the above, their application should be rejected as their operating model does not comply with the Civic Government (Scotland) Act 1982.

8. If Uber is granted a Booking Office Licence with a different Operating Condition, and allowed to use unlicensed PHD, then any other Booking Offices (including LeadRyde) in the City should be allowed to use unlicensed drivers and vehicles to provide transportation service to the public. If this should not be the case, then Uber's Booking Office Application should be declared invalid and unsupported by the current Act and thus rejected.

Due to the above objection grounds, we implore the Licensing Team and Committee to consider our objection and decline Uber's Booking Office Application to safeguard the Civic Government (Scotland) Act 1982 and the Taxi Trade in Aberdeen.

Yours sincerely,

Licensing Team

Legal and Democratic Services

Corporate Governance

Business Hub 6 LIS

Marischal College

Aberdeen

Dear Licensing Team,

We, the Taxi and Private Hire Consultation Group, wish to express our second submitted objection and representation to the Booking Office Licence Application by Uber Scot Ltd for the premises located at 1 Berry Street, Aberdeen, AB25 1 HF, based on the following grounds:

While we acknowledge and respect the previous issuance of a booking office licence by Aberdeen City Council to Uber Britannia Ltd, subsequently transitioning to Uber Scot Ltd (formerly a different entity from the current applicant, which remains Uber Scot Ltd), permitting operation from the Regus Serviced Office premises at 1 Berry Street, Aberdeen, on December 12, 2017, there are fundamental points we, as a trade, have since realised were overlooked at that time and which we now wish to bring to the attention of the local authorities.

As representatives of the Taxi and Private Hire industry in Aberdeen, encompassing a diverse range of industry experience, we wish to highlight our concerns and submit grounds for refusal regarding the application by the registered company Uber Scot Ltd (a subsidiary of Uber UK, itself a subsidiary of Uber Technologies Inc) initially applied for on March 11 2024 with that application then being withdrawn which in itself raises questions especially around the objections or representations not being heard to that initial application and then after withdrawing the application and no objections or representations being heard they have now then reapplied on 15th April 2024 which could be perceived as them withdrawing their application to avoid any objections or representations (Which we are sure could not be the case? But perhaps that could be confirmed to council?) However, the newest application is now the licence application we wish to make the necessary objections and representations to.

To do this, we have done so following council policy and submitted this representation in the necessary format which states on section (1)b of the application:

- Any objection or representation relating to an application shall be entertained by the council. ONLY IF, the objection or representation — (a) Is in writing (e-mails are not acceptable)
2. An objection or representation shall be made for the purposes of (1) above if it is delivered by hand, within the time specified, to the council or posted (by registered or recorded delivery post) so that in the normal course of post it should expect to be delivered within that time.

It is on this occasion we have chosen to Hand deliver our letter on the 8th Of May 2024.

We firstly wish to strongly object to Any or all representations or objections that have not been submitted in writing not be heard by the council on this application, There has been a lot of Social media and online posts highlighting the ability to email the council with support to this application, However this in itself would be a breach another breach to the terms of the application and should not be supported or encouraged.

Primarily, we direct attention to the conditions of licensing outlined in the Civic Government Act (Scotland), which all operators are mandated to comply with. Over the course of approximately 15 years, Uber Technologies inc.'s operations globally have garnered significant negative media attention, indicating a potential exploitation of local authority regulations, as documented in various cities worldwide.

The Scottish Government's Civic Government Act (Scotland) 1982 and Aberdeen City Council's local licensing conditions stipulate that a booking office licence must be held within the jurisdiction of the local authority in which the operator intends to conduct business, with all relevant records to be maintained.

One key issue pertains to the operational structure of Uber Technologies Inc., particularly in relation to the handling of "E-hailing" trip requests. These requests are initially directed to an electronic server in the Netherlands, under the auspices of Uber BV, before being relayed to pre-registered driver applications in Aberdeen under the Uber Scot Ltd banner. This convoluted process raises questions regarding record-keeping responsibilities, contractual obligations to customers, and the ultimate control over trip communications and revenue distribution, which appear to be predominantly managed by Uber BV in the Netherlands. However this is dressed up careful scrutiny needs to be applied to the actual transparency of this process not only protect the interest of the public but also to address the wider corporate responsibility of the operator for things not limited to but including tax and vat responsibilities.

We contend that operating a taxi and private hire service from a serviced office suite presents inherent challenges. Such an environment lacks the physical infrastructure necessary to maintain operational integrity round-the-clock, potentially compromising public safety and data security, given the absence of a tangible presence and auditable infrastructure.

Furthermore, the requirement for the licence holder to maintain records on-site, accessible for inspection by the licensing authority upon request, poses logistical challenges in a shared service office setup. Questions arise regarding public access to the premises for taxi bookings, the method of record-keeping, and compliance with licensing conditions, particularly considering the absence of physical operations at the designated address.

The trade expresses grave concerns regarding the potential granting of a booking office licence, particularly concerning the operational framework of the Uber application for both its clientele and drivers. It is abundantly clear that drivers and customers are bound by the "Uber" Pricing model outlined in their own terms and conditions, with Surge pricing recklessly inflating costs by up to 50% whenever they perceive a surge in demand. This not only confers an unjust competitive advantage that other operators cannot and would not dare to exploit, but also demonstrates a blatant disregard for the public and the licensing stipulations mandated by Aberdeen City Council.

All operators, whether licensed drivers or booking offices, are obliged to adhere strictly to the tariff structure prescribed by Aberdeen City Council for both taxi and private hire vehicles. It is imperative, in our firm belief, to safeguard the public interest by enforcing a fair, transparent, and consistent pricing regime in accordance with the Civic Government (Scotland) Act 1982. Any new entrant into the city's transport sector must unequivocally abide by this requirement and be compelled to utilise a taxi meter for all journeys undertaken. We are aware of the legislation stipulating that where a taxi meter is installed, it must be utilised—a principle upheld by all operators throughout the city.

The last thing our hard-working drivers need, having tirelessly campaigned for fair remuneration, is to be undercut by operators who brazenly flout meticulously devised local regulations, thereby betraying transparency and integrity.

An array of safety concerns looms over the compliance of the E-hailing application. It's our understanding that booking requests for private hire vehicles on the app can be made from within 50 metres of a taxi rank or even from a taxi rank itself. This would clearly contravene the law, as Uber

Technologies Inc., in their own terms and conditions, explicitly state their intent to utilise private hire vehicles only. Even if they were to use taxis, customers would still not be legally permitted to book from a taxi rank, as is the established status quo with all other operators in the city.

Questions need to be asked as to who the operator is also, the actual operator is Uber Technologies inc and they are the end licensee then the persons acting on their behalf of it under Uber Scot Ltd are not the main persons.

It is our Collective opinion of The taxi industry and its current operators that we are All a lot more than just a piece of taxi App software, we have All worked extremely hard both collectively with the council and individually as drivers to firstly achieve their licence through the street knowledge test and secondly adhere to and uphold all of the conditions of licencing set out by Aberdeen City council it is on this occasion that to us it feels like something that is simply Just a Taxi App (of which there has been multiple in Aberdeen for more than a decade) can set with a lobbied Agenda to ultimately sway public opinion on these regulated standards when everything they already get is simply a whole lot more than just a Taxi booking app.

Considering these concerns, we urge the Licensing Team to carefully consider the implications of granting a licence for operation from a serviced office environment and to scrutinise the application thoroughly to ensure compliance with local regulations and safeguard the interests of both industry stakeholders and the public.

What are ACC Grounds of Refusal?

The grounds of refusal are —

- (a) The applicant or, where the applicant is not a natural person, any director of it or partner in it or any other person responsible for its management, is either — (i) For the time being disqualified under Section 7(6) of the Act; or (ii) Not a fit and proper person to be the holder of a licence.
 - (b) The activity to which it relates would be managed by or carried on for the benefit of a person, other than the applicant, who would be refused the grant or renewal of such a licence if he made the application himself.
 - (c) Where the licence applied for relates to an activity consisting of or including the use of the premises, the premises are not suitable or convenient for the conduct of the activity having regard to: -
 - (i) The location, character, or condition of the premises.
- Updated 1 April 2018
- (ii) The nature and extent of the proposed activity; (iii) The kind of person likely to be in the premises;
 - (iv) The possibility of undue public nuisance; or (v) Public order or public safety.
 - (d) Where there is other good reason for refusing the application.

Yours sincerely,

UBER SUPPORT

Dear Licensing Office,

I am writing to express my enthusiastic support for the approval of Uber's licence to operate in Aberdeen. As a resident of the city, I have witnessed first-hand the challenges posed by the severe shortage of taxis and the resulting impact on our community's social and economic life.

Aberdeen currently faces a critical shortage of taxis, particularly during evenings and weekends, when demand is at its highest. This shortage not only leads to lengthy wait times and exorbitant fares but also discourages people from going out and enjoying the city's nightlife. Many individuals, including myself, refrain from visiting bars, clubs, and restaurants during these peak times due to the uncertainty of securing a ride home.

Introducing Uber would address this significant barrier to social and economic activity. By providing a reliable and convenient transportation option, Uber would encourage more residents and visitors to utilise local businesses during evenings and weekends. This, in turn, would stimulate economic growth and contribute to the vibrancy of Aberdeen's nightlife and hospitality sector.

Moreover, Uber's technology-driven platform offers features like real-time tracking, upfront pricing, and user feedback, enhancing convenience and transparency for passengers. This level of service would undoubtedly enhance the overall mobility experience in our city.

I urge the licensing office to consider the broader social and economic benefits that Uber's presence would bring to Aberdeen. Granting Uber a license is not only about addressing transportation challenges but also about fostering a more dynamic and inclusive city.

Thank you for considering my perspective on this matter. Please feel free to reach out if you require further information.

Yours sincerely

Dear licensing board,

I am writing today in anticipation of the meeting to discuss Uber's application to the city council. I would like to voice my support for said application and my belief that it would not only bolster Aberdeen's

excellent hospitality sector but also improve safety for all aberdonians out late at night and make navigating our city easier.

Many thanks

Hi there,

Apologies for the late email.

I wish to write in support of UBER being brought into Aberdeen and the surrounding areas. As a member of the hospitality industry; anything that can be done to bring people into the city is an absolute must. I believe this could be hugely beneficial for the city and the industry.

Best,

To whom it may concern,

As you may be aware, Aberdeen & Grampian Chamber of Commerce have recently (w/c 6th May) conducted a public survey (2,377 responses) on the topic of taxi provision in/around the Aberdeen City region. Within this survey, there were a number of specific questions relating the live application by Uber for a licence to operate with the City boundaries.

The headline results from this survey which specifically relate to the application are:

- 93% of respondents (2,193) think that Uber coming to Aberdeen would be a good thing
- 91% are Extremely likely/ Likely to use Uber if it comes to Aberdeen City.
- 74% of respondents said that Uber coming to Aberdeen would encourage them to go out in Aberdeen city more than they currently do.

I have attached a copy of the results topline analysis and would ask that this is taken into consideration by the Committee when determining the Uber licence application.

[Overview of research:](#)

- In May 2024, Aberdeen & Grampian Chamber of Commerce (AGCC) reported that Uber had submitted a licence application to Aberdeen City Council (ACC) and was aiming to be operational in Aberdeen by summer 2024.
- Reflecting on this, AGCC undertook an online survey into current taxi provision and use in Aberdeen City and Shire, as well as exploring public opinion to the Uber application and how that might impact their behaviours.
- Promoted via Morning Bulletin (daily subscribers 17,000) and a wide range of social channels, including local community platform FUBAR News, the survey received an unanticipated response rate and was closed after 40 hours of going live, with a phenomenal 2,377 taking part.
- The survey consisted of quantitative and qualitative questions and was designed to be neutral, fully objective question set that enabled those taking part to demonstrate positive or negative opinions of current provision as well as the anticipated impacts of Uber's licence application going through.
- Respondents were an even mix of Male and Female and spread across age groups from Under 18 to 65+. Although not a representative sample of the age profile of the City or Shire, it likely reflects the ages of those more commonly using taxi or private hire services.
- 81% of respondents live in Aberdeen City, 18% in Aberdeenshire and 1% were out with the region/unknown.
- Whilst not a key objective of the survey, we also captured whether the respondents consider themselves to have a disability or mobility issue which allows the results to be viewed in that context. This insight is valuable when considering the potential impact of those with perhaps fewer alternative transport options to most.
- As a qualifying question, the survey first explores taxi use in Aberdeen City and Shire with only 1% (15) citing that they have never used a taxi in Aberdeen City or Shire before.
- The study then explores frequency and purpose of taxi travel, times of day and how accessed / ordered and well as opinions on current pricing and availability of taxis in general.
- Following an overview of current opinions and habits the survey then asks for opinions on the Uber application, intentions to use Uber if they are successful and what potential impacts the availability of Uber may make on their behaviours to go out in Aberdeen City.
- There were frequency open-ended follow-up questions that have also been analysed and presented, providing further context to the statistics below.

Headlines:

Current Taxi Provision / Use / Opinions

- 99% of respondents (2,362) have used a taxi in Aberdeen City / Shire.
- Currently, 49% of respondents use a taxi once or twice a month and 41% less frequently.
- The top 4 reasons people use a taxi are:
 - o Airport, Bus, Rail or Port transfer
 - o To and from bars, clubs
 - o To and from entertainment events – music venue, theatre
 - o To and from restaurants, cafes

- The top 3 reasons remain consistent across both Aberdeen City and Shire taxi use.
- Considering what time of day people most often require a taxi, there is a good spread across times from 5pm overnight to 12 noon, with the least use between 12 noon – 5pm (17%)
- In terms of how taxis are currently ordered / accessed, 47% book over the phone and 38% via the Internet or through an app or email.
- Current taxi prices are considered Extremely expensive or Unaffordable (65%).

- Currently, in Aberdeen City there is a strong feeling that taxi provision is lacking:
 - o 33% I struggle to get a taxi when I would like one
 - o 31% the taxi ranks often have long queues
 - o 24% even if I book they're often late or cancel

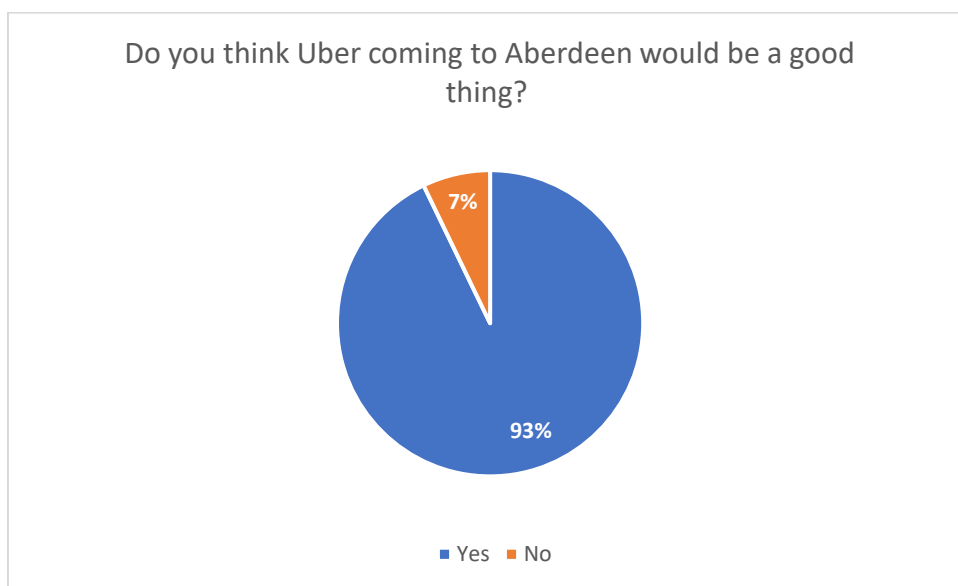
- Of those who indicated that they felt there is not enough taxi provision in Aberdeen City / Shire:
 - o 84% said it caused them to be concerned about how they'll get home when out
 - o 77% said it deterred them from visiting bars / clubs / music venues in Aberdeen City at night (between 10pm and 3am in particular)
 - o 68% said it causes them to cut their night out short
 - o 61% said that it deters them from visiting large events in Aberdeen City and Shire
 - o 59% said it deters them from going out for food and drink

Uber's application for a licence in Aberdeen City

- 93% of respondents (2,193) think that Uber coming to Aberdeen would be a good thing
- 91% are Extremely likely/ Likely to use Uber if it comes to Aberdeen City.
- 74% of respondents said that Uber coming to Aberdeen would encourage them to go out in Aberdeen city more than they currently do.

Qualitative Insights:

Do you think Uber coming to Aberdeen would be a good thing?

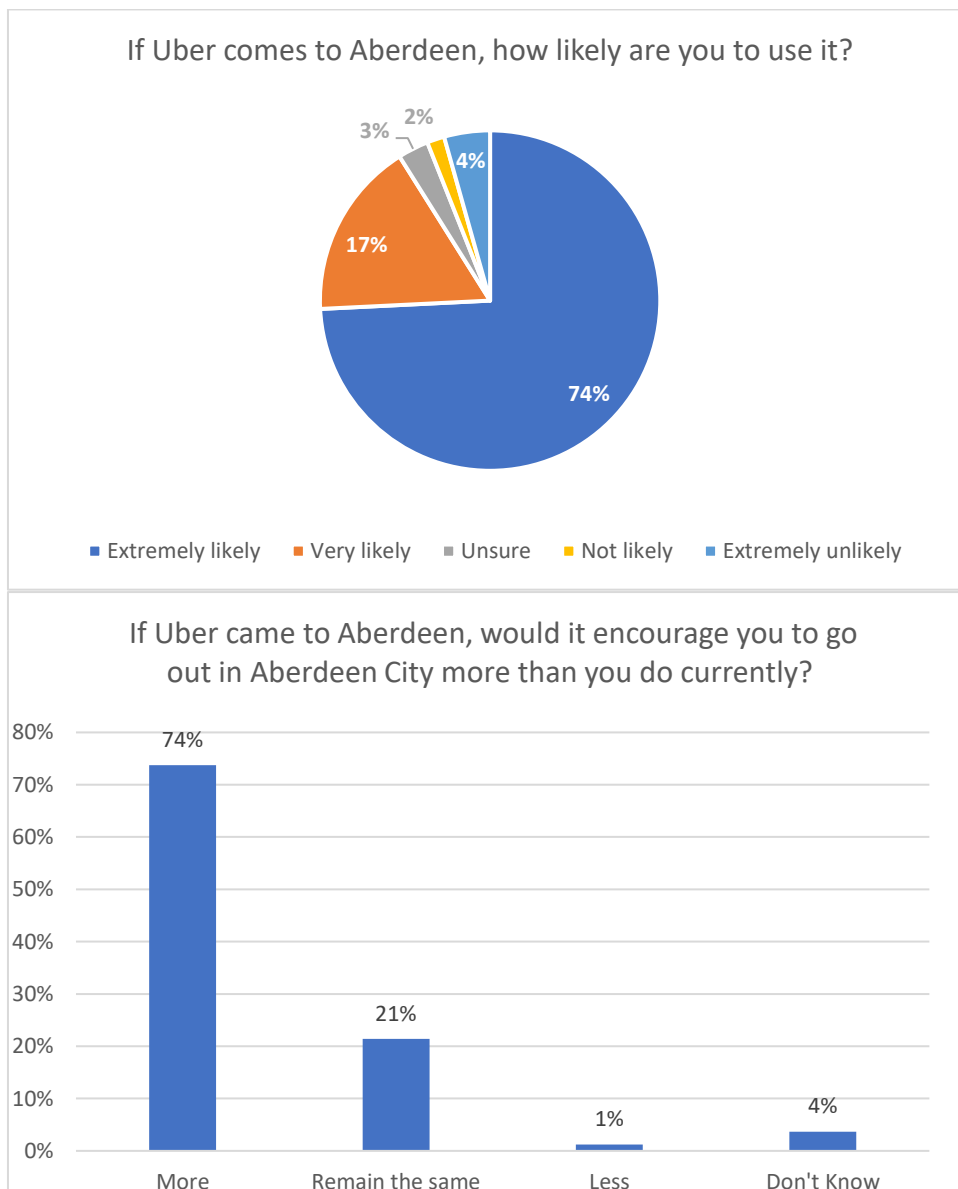


Why do you say that?

- **93% of respondents (2,193)** think that Uber coming to Aberdeen would be a good thing
- Of those who support the application, the common themes in their reasoning were:
 - **1. Lack of Availability:** Many express frustrations over the difficulty of getting a taxi, especially during peak times or late at night. This impacts their ability to go out and travel safely.
 - **2. High Prices:** There's a common complaint about the high cost of taxis in Aberdeen, which makes them inaccessible for some and discourages others from using them.
 - **3. Competition and Choice:** Respondents advocate for the introduction of Uber to introduce competition into the market, potentially lowering prices and improving service quality. Many express dissatisfactions with the current taxi service in Aberdeen, citing long waiting times, high prices, and poor customer service as reasons for seeking alternatives like Uber.
 - **4. Reliability and Safety:** Uber is praised for its reliability, ease of use, and safety features, such as tracking drivers and transparent pricing.
 - **5. Job Opportunities:** Some see the introduction of Uber to create more job opportunities for drivers and provide flexibility for those seeking additional income.
 - **6. Modernisation:** Many believe that Uber would bring Aberdeen up to speed with other cities and improve its image as a modern and progressive city.
 - **7. Convenience and User Experience:** The convenience of booking, transparent pricing, and ease of use through an app are highlighted as key benefits of Uber compared to traditional taxi services.
 - **8. Impact on Business and Tourism:** Concerns about the negative impact of the current taxi situation on local businesses and tourism, with long wait times deterring people from going out and enjoying the city's amenities.
 - **9. Economic Impact:** Many believe that Uber would benefit the local economy by creating jobs and attracting more visitors to the city.
 - **10. Comparisons to Other Cities:** Respondents who have used Uber in other cities highlight its success and efficiency, advocating for its implementation in Aberdeen to align with global standards.
 - **11. Impact on City Life:** The lack of reliable taxi services affects people's willingness to go out, impacting the city's nightlife and economy.

- Of those who don't support Uber coming to Aberdeen (**7%, 169**) the themes of 'why' were:
 - **1. Safety Concerns:** Many express feeling unsafe, particularly lone women, due to perceived lack of vetting for drivers and unroadworthy vehicles.
 - **2. Regulation and Licensing:** There are worries about whether Uber is regulated adequately, including concerns about driver licensing, vehicle safety, and background checks.
 - **3. Impact on Local Economy:** There's apprehension about the potential negative effects on local taxi businesses and drivers, including job loss and decreased earnings.
 - **4. Service Quality:** Issues with service quality, including cleanliness of vehicles, reliability, and surge pricing, contribute to scepticism about Uber's benefits.
 - **5. Ethical Concerns:** Criticisms extend beyond operational aspects to include ethical considerations, such as exploitation of drivers and corporate responsibility.
 - **6. Saturation of Market:** Some argue that there's already enough taxis in Aberdeen, and Uber's entry could lead to oversaturation, decreasing earnings for existing drivers.
 - **7. Preference for Local Services:** Many express a preference for supporting local businesses and drivers, emphasizing trust in established taxi services.

If Uber came to Aberdeen, would it encourage you to go out in Aberdeen City more than you do currently?



- Of those who said it would encourage them to go out in Aberdeen City more the qualitative themes were:
 - **1. Availability / Unreliable Taxi Services:** Many respondents expressed frustration with the current taxi services in Aberdeen, citing issues such as long wait times, unreliability, and high costs. Participants seek increased availability of transportation options, particularly during evening hours, to avoid long waits for taxis or being stranded. Users anticipate that Uber's availability and response times would be better than existing taxi services, reducing the uncertainty of getting home after a night out.
 - **2. Limited Services / Public Transport Issues:** There is a perceived lack of transportation options, especially during the early hours of the morning or in areas outside the city centre. Limited bus services and expensive parking further exacerbate the issue. Uber is seen as a more accessible option, especially for those living in rural areas or areas poorly served by public transportation. Criticisms of the current public transport system, including inefficiency, limited availability, and high fares, contribute to the desire for alternative transportation options like Uber. Many see Uber as a more convenient and accessible way to navigate the city, especially when public transport is inadequate.
 - **3. Safety:** Safety concerns, especially for young women, are raised regarding the difficulty of getting home late at night. Uber is perceived as a safer option, providing peace of mind, and eliminating the need to wait alone for a taxi. Additionally, the convenience of Uber's app-based service is praised for its ease of use and transparency.
 - **4. Flexibility and Convenience:** The flexibility offered by Uber, such as being able to track rides, know the cost upfront, and book through an app, was highlighted as a significant advantage over traditional taxi services.
 - **5. Impact on Social Life and Economic Activities:** The lack of reliable transportation options was seen as a barrier to socializing and participating in evening activities in Aberdeen. Many believe that the introduction of Uber would encourage more people to go out and contribute to the city's economy. The availability of Uber could potentially lead to increased socialization and spending in the city centre, as people would feel more confident about reliable transportation options.
 - **6. Cost and Affordability:** The high cost of traditional taxis is a significant barrier to going out, with many feeling that Uber would offer a more affordable alternative. Concerns about the expense of taxis, particularly for longer journeys or late-night trips, discourage people from socializing or exploring the city. Affordability is a significant concern, with many mentioning that current taxi services are costly, and they hope Uber would offer more competitive pricing. Many express that Uber is perceived as cheaper than traditional taxis, which would make going out more financially feasible.
 - **7. Desire for Choice and Competition:** The monopoly of traditional taxi services is viewed negatively, with many expressing a desire for more choice and competition in the transportation market. Uber's entry into the market is seen as a positive development that could lead to lower prices, better service, and increased accessibility.
 - **8. Desire for Uber:** Several respondents mention positive experiences with Uber in other cities and express a preference for its reliability and convenience over traditional taxi services. Respondents expressed a strong desire for Uber to be introduced in Aberdeen, citing its ease of use, affordability, reliability, and safety features. Many believe that Uber would provide a solution to the current challenges faced with traditional taxi services.
 - **9. Convenience:** Ease of use and convenience are highlighted as important factors, with respondents preferring a service that is user-friendly and accessible through an app. Uber offers easier access to transportation, especially during peak times or events when traditional taxi services may be overwhelmed. Uber's app-based system offers flexibility

in booking and payment methods, making it more user-friendly compared to traditional taxis.

- **10. Spontaneity:** Many express a desire for more spontaneous outings, which they feel are limited by the current unpredictability and high cost of taxi services.

If you've never used a taxi in Aberdeen City / Shire - can you tell us why? **(12)**

The themes in these responses highlight several common issues with taxi services in Aberdeen, the key themes being current unreliability of taxi services and that the cost is prohibitive.

Any other comments on taxis in Aberdeen & Aberdeenshire?

The feedback provided revolves around several key themes:

1. Transportation Accessibility / Poor service with taxis: Many residents express frustration over the lack of efficient transportation options, particularly to and from the city centre, the airport, and during peak times or late at night. This lack of accessibility is seen as a deterrent for both locals and tourists.

2. Reliability / ease of use: Instances of taxis not showing up, being late, or refusing bookings contribute to a lack of confidence in the current service. Many believe that Uber would make it easier for tourists to navigate Aberdeen's transportation system and enhance the overall visitor experience.

3. Issues with Current Taxi Services: Traditional taxi services are criticized for being expensive, unreliable, and lacking in availability as well as complaints around rude drivers and poor customer service. Complaints about rude or unprofessional behaviour from taxi drivers are common, contributing to negative experiences.

4. Regulation and Licensing: There are calls for changes in regulations and licensing requirements to accommodate services like Uber and to address the shortage of taxis. Some feel that the current system is too restrictive and outdated. There are some concerns about Uber's entry needing proper regulation and checks to ensure safety and quality of service.

5. Competition and Innovation: Many believe that introducing Uber would bring much-needed competition to the market, leading to improved service quality, lower prices, and better availability. There is also a desire for technological innovation, such as app-based booking and payment systems. Criticism is directed towards the existing taxi 'monopoly', with calls for more competition and better service standards.

6. High Prices: Many respondents mention that taxi fares in Aberdeen are too expensive compared to other cities like Glasgow and Edinburgh. Additional charges, such as those at the airport, are also criticized. Many find the current taxi fares to be unreasonably high, especially considering the level of service provided.

7. Need for Modernisation: The consensus is that the current taxi system is outdated and needs to modernize by integrating technology like GPS and apps. Users appreciate the transparency and convenience offered by Uber's app-based system, including more transparent pricing models and driver tracking. Respondents express a desire for modernization in taxi services, including the introduction of Uber or similar ride-hailing services. They emphasize the need for convenient booking methods, trackable rides, and lower prices.

8. Safety and Accessibility: Concerns are raised about safety, especially for vulnerable groups like wheelchair users, as well as the lack of availability during late hours, impacting nightlife and overall accessibility. Concerns about rude or unsafe behaviour from taxi drivers contribute to a desire for

alternative options like Uber. Some users, especially women, express concerns about safety and the difficulty of getting home, particularly late at night.

9. Economic Impact: Respondents believe that improving taxi services, including introducing Uber, could have a positive economic impact by encouraging more people to spend locally and supporting businesses.

10. Airport Service: Criticism is directed towards the inadequate provision of taxis at Aberdeen Airport, causing inconvenience for travellers. Complaints about the lack of taxis at the airport, high drop-off charges, and overall dissatisfaction with airport transportation services are common.

11. Demand for Uber: There is a strong demand for Uber in Aberdeen, with many expressing the view that it would improve transportation options, especially given its success in other cities. Many express a strong desire for Uber to enter the market, citing its convenience, reliability, and affordability based on experiences in other cities. Many see Uber as a solution to the existing problems, citing its convenience, affordability, and popularity in other cities.

Overall, the feedback reflects a strong desire for more accessible, reliable, and affordable transportation options in Aberdeen, with many residents advocating for the introduction of Uber as a solution to current shortcomings in the taxi service.

A range of responses received:

Very difficult to get a taxi when attending events at large venues like P&J Live unless you book days in advance

My experience of taxis in the past 2 years have been terrible. Waiting 2 hrs at Aberdeen airport late at night for a taxi with my son. Unable to get a taxi during the day and having to walk 1 ½ miles to get to my location. My lack of trust in being able to get a taxi has severely dented my confidence in getting a taxi when I want to, this has resulted in me choosing not to attend events and going out into town in the evenings.

A classic example. We are a family of 6 and booked 2 taxis for a red eye flight to London. One turned up late and I had to drive to the airport myself also to ensure we didn't miss the flight as no second cab was dispatched despite booking 24 hours in advance and making it clear we needed 2 cabs.

I am always worried as I don't live in the city centre, I worry how I will get home as you can't rely there will be availability

nearly missed a flight once when local Aberdeen taxi didn't show up.

The taxi provision in Aberdeen is dire.

Last bus to bridge of Don is 10.30 and can never get a taxi so would come home early or not go out

Lack of the Uber app is mind-blowing to visitors, everyone assumes it will work here and thinks Aberdeen is from the past when they realise it doesn't. "I had to get a special taxi app just for Aberdeen" - then the local taxi provision is so poor it makes us look ridiculous.

Often late when you have booked well in advance, and they don't care

Usually, pre book return journey earlier than I want to so I can ensure getting a taxi home

Insufficient taxis so getting home needs a planned approach

Taxis in the evening are hit or miss, same as taxis at airport if later flight. There's simply not enough and their costs are too high

Booked to go out for a meal at 7pm on a Friday, my boyfriend phoned a taxi company at 6:20pm and was told there was no taxis available all evening. Had to request a lift from a friend instead.

Still currently cheaper to drive and park during the day. At night, I don't want to spend long periods in taxi queues.

I have been going out less due to the hassle of getting a taxi home at night

I'll think twice about going out in Aberdeen if I know I'll struggle to get home.

It does deter me when going out, as I generally walk home instead of waiting over an hour for a taxi in the mornings.

It's becoming difficult to get around Aberdeen, especially in the evening. Typically, no taxis available 10pm-12 and this puts people off coming into town. I've heard many times "I'm not coming in because I won't get home". Uber is not new, and we use it in many cities around the world. We need Lift in Aberdeen too, to drive come competition and consumer value.

The wait to get a taxi is unbearable (if you can even get one)

Can never get a taxi, must wait ages and it costs a fortune

There's never enough taxis! It also gives more job opportunities! Uber is so useful, and I use it in every city I visit so I would use it all the time here too

Because it opens more possibilities for ways to get around the city especially when taxis aren't as available

I have stopped going out to anywhere that I cannot either walk home from or get the bus as taxis are too unreliable. I have started getting a lift or driving to the airport because I cannot guarantee a taxi turning up.

Have used service in other cities, more affordable and reliable. Know the price you pay is what it will cost, great service.

Many times, I have had to walk home in the early hours from bars / clubs to Northfield as could not get a taxi. Very unsafe for a young woman.

Uber will add competition to the cities taxi services, incentivising improvements. Uber has also been successful in many other cities

I use it in other cities, and it helps me know exactly how much the journey will be

There aren't enough taxis to service everywhere: even when pre-booking, taxis are not guaranteed to show up. The prices are also extortionate. I have sympathy for taxi drivers as they have gone down in numbers since the pandemic, but the monopoly on taxis which is currently happening, with sometimes 2 hour waits for a taxi in the centre of town even at quiet times is ridiculous. If Uber can fill in the gaps in the service provided by the taxi firms for short journeys, and they are reliable this will make travel a lot easier for people going around town.

Taxis are outrageously expensive, completely unaffordable. But the service is completely inadequate, they take far too long to arrive and are nearly always overbooked during peak hours. I have had times where I can't even get a taxi to the airport or a prebooking has not arrived. Add to this during events at the P&J the whole taxi system falls apart. There simply is not enough taxis in the city, while some drivers refuse to drive events, and serve the nightlife. It is shambolic it has got so bad; the monopoly needs to be altered.

Too few taxis, poor attitude from some drivers

Taxis have let us down / no shows which is completely unacceptable when it's an early morning run to the airport for business, no tracking available, expensive. Can barely even get a taxi in some areas. Rural pubs are closing business as there's no way of getting to and from in the countryside as taxi's won't take on the job. taxi ranks are crazy.

Uber is used in virtually every other major city in the UK. It is super easy to use and would negate the problems Aberdeen has been having with taxis for years. It is a deterrent for most people, including me for going into town because of how bad the taxis are in the city. By looking at social media, it is apparent that everyone living here wants to welcome Uber into Aberdeen with open arms. So now up to the council to try make a good decision about something that will benefit the city for once.

Taxi availability at Aberdeen airport are an embarrassment to the city. There are plane loads of people waiting for a taxi for hours. In my experience I had to stand in the cold for up to 3 hours waiting for a taxi as only one would come every 20 minutes. When I travel internationally, I can book an Uber, I can see who the driver is, the type of car they are driving, their performance rating, and where they are on their journey to pick me up. It's easy, safe, and convenient. The cost from my home to the airport in a taxi is £25, which is a 17-minute journey. With Uber in Los Angeles for a 90-minute trip I'm \$60 which includes the tip. My adult kids regularly use Uber Black in L.A. which is affordable for long distances.

It has been difficult to get a taxi in the late evening and this has deterred us from going out so frequently

With Uber, I know I can get a taxi when I need one. I know how much it will cost. I will know who the driver and car are and where they will get me.

General cost of going out and state of Aberdeen. Easier and nicer to stuff in the Shire as opposed to going into Aberdeen

I only use a taxi if I need one

Taxi's not essential for me from city centre

I certainly would not get into an Uber if the regulations were not the same as current taxi services. Safety is key for passengers, vehicle and drivers

Bringing Uber to Aberdeen will chase away the normal taxis and Uber will have the market and your left with no other choice to use Uber. That's what they have done in other cities. The problem with Aberdeen is humans have changed attitudes in life and aren't as nice as they used to be and at night it's not a place to be anymore.

Would only use recognised firms

The taxi knowledge test needs to be changed to encourage more people to enter this occupation

I am not sure my behaviour would change, but if cheaper than taxis and not much more than bus trips I would likely use Ubers more.

Aberdeen City is deteriorating to be honest so unsure

Closing thoughts:

It is clear that there is overwhelming support for Uber's application for a licence in Aberdeen City as there likely would be in Aberdeenshire.

Not only do people anticipate that the introduction of Uber would resolve some of the challenges of transportation in Aberdeen, particularly regarding the availability, reliability, and affordability of taxi services currently; there is also evidence, both in the quantitative and qualitative contexts, to suggest that there would be positive impacts for the economy of our City Centre. The majority anticipating an increase in their visits to retailers, hospitality venues and events as a result of more availability and confidence in their transport options.

Currently, many express frustrations with long waiting times, high fares, and difficulty in securing a ride home, especially late at night.

The introduction of Uber is seen as a solution to these problems, offering easier, more convenient, and potentially cheaper transportation options. People are hopeful that Uber will provide a reliable service with transparent pricing, allowing them to go out more frequently and feel safer when traveling home, particularly during late hours. Additionally, the current limitations in public transportation, such as bus schedules and routes, further emphasize the need for alternative options like Uber to improve accessibility and mobility within the city.

To enable our economic vision to be realised, we need people and organisations to bring investment, innovation, skills, and jobs here. And to retain those we already have.

Dear Convenor,

Uber Booking Office Application – Aberdeen City Council

I refer to the above and on behalf of Aberdeen Inspired, the city's Business Improvement District (BID) I write to offer my full support for this application by Uber.

Aberdeen Inspired represents some 700 levy paying businesses in the city centre and a constant issue raised, not least our many hospitality venues, is the lack of taxi provision at all times of the day. This is particularly prevalent during the late hours, where often the dearth of taxis has adversely affected the public's confidence in spending time in our city centre and crucially has led to legitimate safety concerns. The challenge around taxi provision for the evening/night-time economy was identified in the last Purple Flag (national safety accreditation) audit of our city centre.

This is also at a time when our city centre businesses are operating at the most challenging of economic circumstances.

Of course, there are wider issues around taxi provision in the city, including challenges around the 'knowledge test', that cause us, as a city, to be at odds with most licensing areas across the country. In saying this, I do respect that the licensing committee, our hard working local taxi industry and other partners are looking to meaningfully collaborate towards modernising these processes.

The city is strategically looking to diversify with tourism coming much more into play. Whether it is passengers from a cruise ship or recent arrivals through our excellent airport or railway station, the over-whelming majority will expect to find an Uber presence in our city.

Uber can speak for themselves but they now successfully operate in so many other large cities across the country, including Edinburgh and Glasgow. Moreover, it is fair to say that many of our levy payers and the wider north-east public speak so positively of the personal experiences they have when using the Uber service elsewhere - citing the convenience and ease, reassurance around safety and dependability and/or the cost. It is understood that Uber alone might not solve the current challenges around taxi provision in the city, but it will certainly be a much needed step forward and if the experiences elsewhere are anything to go by, will encourage more drivers into the industry.

Aberdeen Inspired was the first organisation to reach out to Uber in this process and we remain

committed to bringing them to the city.

I am only too happy to provide further information in support and/or attend any hearing that you feel is appropriate.

Yours faithfully,

Hi Aberdeen City Council,

I support the granting of licence to Uber. I think this would bring many jobs to the city. I think it will greatly improve transport around the city.

Thanks,

Dear Licensing Office,

I am writing to express my strong support for the approval of Uber's application to operate in Aberdeen.

There appears to be a significant lack of taxis currently operating in Aberdeen. On multiple occasions, I have experienced lengthy delays getting home at night and I've spoken to many others who say the same. Standing in a taxi rank is a rather unpleasant way to end an evening. Often people have had too much to drink and their behaviour is unpredictable, which can lead to abusive language and fighting. As a woman I have felt uncomfortable and vulnerable in this situation, and with my daughter due to turn 18 in the near future, I worry for her safety when trying to get home from an evening out.

The difficulties I've encountered obtaining a taxi has often deterred me from going into town altogether, especially in winter. I'm sure I am not alone in this, so by granting Uber a license to operate in Aberdeen, you are potentially opening up the city to a higher footfall, bringing benefits to businesses and improving the vibrancy of the city.

The train station and airport are other places I've had difficulty in getting a taxi. The lack of reliable transportation options not only affects residents but also reflects poorly on Aberdeen as a destination, potentially deterring tourists from visiting.

I urge the licensing office to act in favour of the Uber application due to the unquestionable need for additional transportation options, particularly for the safety and well-being of women in our community. The introduction of Uber could help improve the prosperity of Aberdeen, encouraging tourism and economic growth.

Lastly, I have used Uber in other cities in the UK and abroad and have found it to be safe, reliable, convenient and affordable, so I sincerely hope that Uber will be able to operate in Aberdeen in the near future.

Thank you for considering my perspective on this matter.

Yours sincerely,

Hello

I'm writing to you in support of Uber's application for operating in Aberdeen..

I believe this will open up the opportunities for transportation especially to and from City Center to outskirts and from the airport in busy times. I've often stood for an hour to get a ride and nowadays. I just drive and park at the airport for example to avoid taking the risk of not getting a taxi.

Regards

Good evening,

I would like to submit my vote of support for granting UBER a license in Aberdeen.

I use Aberdeen taxis regularly for personal and business use Over the last 2 years it has become an inefficient private service, I have been late numerous times for reservations and engagements due to taxis turning up late with no apology other than "we are short of drivers" with no warning.

We have many international business partners visit our business, who end up stuck in queue at Aberdeen airport and vent their frustration as to why there is no UBER in Aberdeen. It is genuinely embarrassing explaining we have no UBER and our local taxi providers cannot meet demand.

It also negatively impacts the nighttime economy in the Aberdeen as it actively discourages people to come into Aberdeen City centre as they are uncertain if they can get a taxi home.

I hope you seriously consider these issues affecting the city, at it's weakest point.

Kind regards

Dear ACC,

I've been living in Aberdeen for 5 years. I think having Uber is a great idea in terms of giving me employment in my green electric vehicle. Thanks

Hi,

I support having UBER in Aberdeen.

Regards

Good morning,

I would like to add my support for the Uber license in Aberdeen.

Having used them in other major cities, and airports, I see them as a huge step forward for Aberdeen.

Knowing my family can pre-book a taxi that will collect them as agreed and take them home safely is a major benefit compared to the current taxi service.

I often have to go into town on cold, wet nights to collect family after a pre-booked taxi has failed to arrive. The alternative of standing in a queue in these conditions for hours is totally unacceptable.

Airports, well, try getting a taxi after arriving on a late flight into Aberdeen.

Let's move forward with the times and address the atrocious service we currently accept in our city.

Thanks

Please accept this communication as formal support for the approval of Uber's license application. This would bring Aberdeen in line with other Scottish/UK cities providing a vital and much needed service to the oil and gas capital of Europe.

Kind Regards

Uber Response

The lack of taxi provision across Aberdeen causes issues for all venues owned by REDACTED. There is a severe lack of taxis at all times throughout the day but, in particular, the venues that remain open past the last bus times.

In previous years, we would have encouraged our staff to the extra mile and call taxis for our customers whether this was for them to go to one of our transport hubs such as the airport, or to return to their workplace, home, or next destination. However, even with our 'taxi butler' it seems impossible to get a taxi or even a rough estimate of how long it will be for them to attend a venue. In more extreme terms, we recently arranged a taxi for 3 pm for a Bride and Groom to get from their wedding ceremony at Duthie Park's Winter Gardens to their Wedding Reception at Union Kirk, but it failed to show up as they had no taxis available resulting in them walking between the venues in the rain.

What do we do in this situation? As part of taking a function, do we have to transport our customers to and from our venue too?? What happens if something happens to the person driving them? Or if something happens in our venues when the Manager has left the building?

Similarly, many of our venues, in particular, REDACTED were extremely popular during Offshore Europe 2023. Staff across all of these venues had to face dissatisfied customers who were appalled that they were unable to get taxis to their functions around the city and to the airport. As a worldwide conference, it is humiliating that we can't even transport people around our city!

Furthermore, recruiting and retaining staff is proving difficult across the board with staff struggling to get home and just adding another hurdle to the hospitality industry. Again, Managers are filling the taxi gap by taking staff to and from work to ensure that they attend work and can also get home safely.

Working in the licensed trade we must abide by Aberdeen City Council's Licensing Policy which includes a local condition on duty of care. The lack of taxis makes abiding by this rule completely unmanageable. We have 15 minutes after closing time to get people to leave our venues and disperse home. However, the consequence of the shortage of taxis is causing tensions between customers leaving venues instigating conflict and altercations, whilst also leaving vulnerable patrons unable to get home. Similarly, our duty of care Company policy encourages Managers to get in touch with the Street Pastors, but they also can't get patrons home safely.

Exciting changes are happening with our city from the upgrading of Union Street to the beach regeneration. This combined with the Port of Aberdeen bringing thousands of people into our region, we need to look at viable solutions to enhance the movement of people around our city to work alongside the current public transport network to combat the taxi challenges that Aberdeen is facing.

Uber currently provide their services in over 10,000 cities across the world. Uber offer a fixed rate taxi service via their pre-booking app which will offer the people of Aberdeen an alternative to the existing taxi services. The introduction of Uber may not be the perfect solution but it is a forward-thinking approach to trying to start to tackle an ongoing challenge for Aberdeen.

Current public opinion on taxis is that they are impossible to get a taxi regardless of the time of the day. The local business community, in particular the hospitality sector, need the public to trust in the public transport network to encourage them to use the city centre. All the positive changes and initiatives Aberdeen Inspired, our Union Street and Aberdeen City Council execute to promote our city and drive footfall are futile if the public still don't have faith that they can return home at the end of the day, regardless of the time of day.

Moreover, as an international destination for tourists, in particular with the work of Visit Aberdeen and Port of Aberdeen, we need to ensure that our reputation as a vibrant, attractive cultural city continues. People visiting Aberdeen expect to be able to get a taxi whenever they need it and with Uber operating in over 70 countries all over the world, it is the norm for them to expect to be able to use a pre-booking app such as Uber to get safely from one destination to another.

Aberdeen has consecutively been awarded the Purple Flag award for safety for the past ten years for recognition of its commitment to promoting a safe and secure night time economy. As a city, much praise was received due to collaborative working between all the local stakeholders, including taxi companies. We must continue to promote how safe our city is to tourists and locals alike. Increasing the volume of taxi drivers and/or the amount of business they can undertake will continue this.

REDACTED are proud to be a local, family-run company whose roots have firmly been in Aberdeen since REDACTED. We want to see people in our city enjoying all that Aberdeen has to offer throughout the whole day. By no means will Uber be the magic that fixes Aberdeen but it can certainly be a step within the greater picture of encouraging and increasing footfall around our city.

To Whom it may concern,

I would just like to forward my approval that UBER could be allowed to operate in Aberdeen city and shire. I work all over the UK and when I major cities, I always use UBER, I find their service is second to none and the App is really easy to work and very user friendly. Unlike the Rainbow app that's constantly being turned off with the answer "we do that when we are busy"

When using UBER I like the fact that you know the fare before you get in the car and its all-automated transactions so no cash is handed over, you can pick options of type of car from standard to luxury. Every car that I have used (even in London) have been spotlessly clean and well presented.

I have lived in the City since 1996 and the service of the taxis has been going down hill for years with my biggest bug bear being the Airport Service which is to be honest an absolute Joke! No other major city in the UK has a taxi rank where you have to wait for sometimes up to 30 mins just to get a cab (London flight generally)

And the fact that many drivers (Hackney) drive around with there light on to which if I remember correctly means "available for hire" and refuse to stop when flagged (every other city allows this) so why not in Aberdeen ?

And many a time it is a lottery to see if the taxi will even turn up on time for the booked time? UBER app you know exactly where the car is (even if its 10 mile away) and how long it will be before you get the cab! Whereas the rainbow app the location of the taxi is never shown until the cab is about 2 mins for the pick up location

Its about time that the city had some decent choices for people as I believe that the City taxi companies are basically a Monopoly and I think people should be given the choice of another option such as UBER.

So in My Opinion if this was put to a vote, it would be a YES, YES, YES in Favor of UBER in the City and shire.

Please approve their application and give people what they want !

Regards

Dear sir

We have full support for Uber taxi to launch in Aberdeen. I work late at night and I see many people struggle to get taxi at weekends. Some wait hours for a taxi to get home. Please consider Uber to launch in Aberdeen.

Hello

Just sending an email in support of Uber hopefully being introduced to Aberdeen! We would 100% travel in from Inverurie more often- the trains are unreliable or often not late enough and the queue for the taxi rank is a ridiculous wait at the weekends- puts us off venturing in.

Kind regards

Good Afternoon,

I would like to note our families support for Uber getting a licence to operate in Aberdeen.

4yrs ago we were against Uber, in order to support local taxi drivers. However there is now sadly not enough taxis. You cannot rely on taxis for a night out which results in my family leaving the city centre early, reducing revenue. We have also been late to dinners and evening events when taxis have not showed. I know many friends feel the same. The upcoming LEZ also now means that we cannot drive my Skoda yeti into town, further reducing options for me to pick up family and friends. Sadly, Uber is now a necessity.

Many Thanks,

Good morning,

Please accept this email as my support for Uber being granted a license in Aberdeen.

The current taxi situation is extremely poor due to the following factors:

Availability.

I've waited for over an hour at a taxi rank after a night out in the recent past. It's a health and safety issue to ask people to stand outside at this time of morning for so long. It will promote drunk people walking home instead which is risky and dangerous.

Cost

The cost charged by Aberdeen taxis is absolutely extortionate. They offer no value for money and I always feel ripped off. It was expensive before the cost of living crisis and now is even worse.

Reliability

I had a pre booked taxi via the ComCab app to take me home from a wedding last year. It didn't show up and I had to wait in the hotel reception at the end of the night for over three hours. Again, unacceptable service for an extortionate price.

If Uber don't get their license granted, it's yet another reason for me to leave this city and to relocate somewhere else where my quality of life would be greatly improved.

Regards,

Dear Licensing,

This is an open letter for support for Uber coming to Aberdeen. The reasons are the following:

- I have used Uber when travelling for business or pleasure in other cities and found it to be very reliable because of the taxi rating system and app automations.
- Uber has the advantage of when there is a taxi problem, it automatically re-routes another taxi without any manual or human interaction saving lots of time and stress.
- I have lived in Aberdeen for nearly 10 years. I have used different Aberdeen taxi services (different companies) several times and have found the service to be unreliable at times. Sometimes it has been very good but it is down to the individual taxi driver.
- For example: Taxi no-shows when needing to get to a time-bound appointment – i.e. a flight from Aberdeen airport. This caused a lot of stress for family that we nearly missed our flight to see relatives.
- During no-shows, the operator has to manually re-route another taxi which causes delays and stress.
- The apps by local Aberdeen companies are mediocre compared to Uber and they are not interconnected between operators which means you have to have an app for each company which is cumbersome.
- Current digital taxi system is ineffective, i.e. it is a basic tracking system for location of taxi with a single operator without any enhanced features.
- Local operators have little to no motivation due to lack of competition (i.e. Uber) to improve service offering.

Whilst I recognize that local taxi companies do not support Uber for a number of good reasons, I strongly believe that Uber will create the necessary competition to improve service levels to citizens of Aberdeen of which the current taxi system lacks.

Kind Regards

Hello

I wholeheartedly support Uber operating in Aberdeen to improve the current dire and inflexible taxi service.

Many thanks,

Dear Sir

I am aware that Uber has applied to operate in Aberdeen.

The application must be approved. There is a chronic shortage of taxis in Aberdeen. I was at a recent event at TECA and ordered a taxi for midnight. It did not appear until 1am. My pick up was 20mins later than booked. This does not reflect well on our city. The airport is another case in point, never a taxi to be had and the airport has ramped up the cost to pick up.

Ever other city I visit now has Uber and a taxi is available immediately and at a competitive price.

Let's join the 21st century.

I very much approve of Uber operating in Aberdeen.

Regards

I support the Uber application.

Kind Regards,

I'm a student/live in aberdeen and support Uber coming to the city because it will increase my safety on a night out where I usually can't find a taxi to take me home. I'll also be more likely to go into the city centre to bars and restaurants if Uber was available.

To whom it may concern,

I writing to register my SUPPORT for Uber coming to Aberdeen for the following reasons:

- Currently there is a severe shortage of taxis in Aberdeen, I have personally waited over an hour to get a taxi from the airport into the city centre, this is unacceptable in a city of size. It makes Aberdeen look backwards and must not be pleasant for visitors to the city.
- Current taxis are cost prohibitive – from my home in Ferryhill to the airport the cost of a taxi is now nearly £30! I am hoping that the introduction of Uber will make these types of journeys more affordable.
- As a follow on to my point above, if there were more affordable taxis it would really encourage people to come into the city centre. At the minute there is a lack of taxis and so people are put off.
- Uber would make travel to the city centre and general area more accessible which would in turn increase footfall and support local businesses and the nighttime economy.
- With the current focus of ULEZ in the city centre, the introduction of UBER would make it more practicable for people to live without having a car.
- I feel it would help Aberdeen as a city to be viewed as more cosmopolitan and future thinking.
- Lastly, I feel the introduction of Uber would improve the quality of life for all residents and those that visit the city.

Thanks,

Dear Aberdeen Council,

I am writing to add my support to UBER's application to apply for a license to operate in Aberdeen.

I believe UBER will bring much needed supply to the transport market in Aberdeen. The taxi market has been constrained for too long leading to unsafe and frustrating conditions. UBER bring flexibility for domestic and foreign travellers with a trusted brand and vast experience. I use UBER when I travel out with Aberdeen in UK and abroad and have only positive feedback.

From a business and personal perspective, I support UBER's application.

Best Regards,

Good Morning,

Granting Uber a license in Aberdeen would be a welcome solution to the unreliable current taxi situation. Presently, Aberdeen faces challenges with inconsistent availability and long wait times for traditional taxi services, especially during peak hours or in remote areas. Introducing Uber would address these issues by providing a reliable alternative, offering prompt pickups and drop-offs through its efficient dispatch system.

This would significantly improve the overall transportation experience for residents and visitors, ensuring that people can get to their destinations swiftly and without unnecessary delays. Moreover, Uber's user-friendly app allows for seamless booking and transparent pricing, eliminating the frustration often associated with traditional taxi services.

By embracing innovation and competition in the transportation sector, Aberdeen can enhance its reputation as a modern and accessible city for all.

Regards,

To whom it may concern,

As a resident of Aberdeen my opinion is that having Uber in Aberdeen could be a vast improvement on the current state of taxis in the city.

There have been times where I have waited over 3 hours for an available taxi - sometimes even with prebooking. I have also had to wait for over an hour at a taxi rank, where behaviour from others can be dangerous or at the very least disruptive. This is not safe for young people or women on their own, and for a city with so many students it's a disgrace!

I fear that the current lack of consistent availability, and the fact night buses don't appear to be available anymore, has the very real danger of encouraging those who should not be driving after a few (or more) drinks to do so as it may be the only way to get home.

Uber has benefited cities around the world, I've used it in multiple different cities and countries, and have long wondered why Aberdeen has been on the back foot this entire time. As a tourist you don't need to google local taxi numbers or figure out where a rank is located (or know if it is a daytime or nighttime rank) you can simply use the app you have used countless times to get around.

If you think the people of Aberdeen's ability to choose is important, support Uber's application!

Many thanks,

I would like to state I am in favour of this proposal.

I find it increasingly difficult to find a taxi in the early evening in town at the weekend.

This puts me off going into town

Good morning,

I'd like to add my support to the Uber application to Aberdeen city.

The taxi situation has been woeful for the past few years, so any help is welcome.

I often have clients visiting the city for work, and it's embarrassing how many pass comment at how bad the situation is at the moment. It's literally hurting businesses and isn't helping to paint the city in a positive light.

Please do the right thing and accept the application, I see it as another positive step forward for the city.

Thanks & regards,

I am sending this to show my support for the introduction of uber to Aberdeen. Please allow uber to operate in Aberdeen as it greatly helps the many people reliant on public transport.

Thank you.

To whom it may concern,

I overwhelmingly support Uber in Aberdeen. This is based on continued use of apps like Uber and Bolt in other countries, most recently in Poland where this was our main form of transportation.

It makes accessing taxis easier and better, not only for locals but for tourists as well. It provides transparency upfront on the costs and allows you to better track the taxis.

There is as I understand it, vetting in place, so I don't see it as a risk to the public.

Kind Regards

I support having Uber in Aberdeen. Too many times I've had to walk home as there's no night buses or available taxis. It's dangerous!

Kind regards

Dear Sir/Madam,

I wish to record my overwhelming support to Uber's application to operate in Aberdeen. It's such a useful transport tool in other main towns and cities, providing a quality service and great value. It would be a huge benefit to the people of Aberdeen and Aberdeenshire, where rural to city transport is often a major difficulty. We need this.

Kind regards

I think Uber would be a great asset to Aberdeen.

Dear Sir, Madam,

Please accept this email as my letter of support for allowing UBER to operate in Aberdeen. Travel in and around Aberdeen has become a challenge for our business and local residents due to the availability /

shortage of taxis, as a result many venues are missing out on valuable local trade and we are forced to look at different travel arrangements

I would like to express my support for uber being licensed in Aberdeen. I own 12 properties in Aberdeen at AB11 6LR and AB11 5AH. The current provision of taxis at the airport and station is third world level. The introduction of Uber will bring Aberdeen in line with other cities that that already realise decent service is paramount.

Thanks

I fully support the approval of a licence to operate for Uber taxis.

The cost of taxis in Aberdeen is prohibitive and availability, even when booked in advance, is very unreliable.

The requirement for a street knowledge test for private hire drivers seems outdated with the availability and usage of satnav. The highly visible rating system of Uber drivers would easily root out those not up to the job.

I believe having Uber in Aberdeen would revitalise the city, particularly in the evenings. I would certainly make use of this service.

Yours sincerely

I fully support the application for Uber to provide taxi / hire travel in Aberdeen.

Best Regards

With regards to the recent Uber licence application for Aberdeen I completely support the proposal. The flexibility, and most importantly, the availability of this service in Aberdeen would transform the city centre. The current lack of coverage, including late buses, is a serious blocker to revitalising the cities social life.

In addition to the licence application I also don't believe that a full Hackney licence is required for Uber. Robust background checks and screening are vital, but with modern technology there is no need to waste further time and money on the Hackney licence.

Regards

I am a student studying In Aberdeen and feel the introduction of Uber to the city would be beneficial. The main argument I've heard against Uber being introduced in Aberdeen is that it would result in less business for the taxi companies, however, the taxi industry in Aberdeen is already overwhelmed with demand resulting in hours long waits that are not viable for many, getting from place to place safely is of great concern for everyone, but in particular young women, I have had to help home many young girls who have found themselves in situations that could have easily been avoided had they had access to safe travel. The safety of Aberdeens residents should be prioritised over making excess profit. Another benefit of Uber is the possibility to bring back the vibrant nightlife that Aberdeen use to have.

Thanks,

I fully support granting Uber a licence to operate in Aberdeen. Getting a taxi, especially in the evening/night time is becoming increasingly difficult, to the point it actively deters me from going out. As a woman, the thought of standing by myself in a taxi queue for ages, late at night, or even being forced to walk home is extremely off putting for me. Having access to Uber would give us all more option to move around the city which is likely to result in more people going out and spending their money in the city which can only be a good thing.

Regards

I would like to support the introduction of Uber. For a modern city I believe it should be a no brainer.

I do not believe that passing a detailed 'knowledge' test is required.

I do believe that pick up at the airport should be allowed for all taxi operators. I travel through the airport a lot and the inevitable long queue in the evening with no Airport Taxis available is a nonsense and a poor welcome to Aberdeen for visitors.

Regards

To whom it may concern,

I am writing as both a local business owner and a resident of Aberdeen to express my support for Uber being granted permission to operate in the city. The main reason being making taxis more accessible will provide less obstacles to people going to city centre bars, restaurants and nightclubs which will stimulate a currently failing nighttime economy which I am involved in.

Furthermore from my perspective as a student/ resident it will increase safety as it will be significantly easier to find taxis home from where I need them at night.

Also anecdotally from speaking to drivers I feel this will be more fair as the current rainbow city monopoly unfairly distributes jobs among longer serving members of staff. Uber would be more impartial making it more attractive for new drivers. Especially in the current economic climate ,while not ideal, it's better for people to have easy access to "side hustle " jobs than not.

Regards,

I am a student and also live in Aberdeen and am adamant to support Uber coming to the city. Numerous times I have not found a way home after a night out safely, as I cannot find a taxi. It will increase my safety. I'll also be more likely to go into the city centre to bars and restaurants if Uber was available, as the buses are a hassle & taxis are too expensive, which puts alot of people off from going into town, and encourages online shopping.

Hello

Please use this email as confirmation of my support for UBER in Aberdeen

Yours

I am in favour of UBER coming to Aberdeen.

I use UBER when in Edinburgh and London and find the service provided convenient, efficient and reliable.

Regards

Good Evening,

I want to send a quick message in support of Uber's bid to operate in Aberdeen.
It will make getting transport into the city much easier and hopefully help our ailing high street.

Thanks for taking my message into consideration.

Best

Dear Aberdeen City Council,

Please consider Uber for Aberdeen. As a young(ish) female, having to walk home from nights out, or even long distances through parts of town I am unfamiliar with, I would feel much more comfortable and confident if I could rely on Uber.

I used Uber when I lived in the States, on a daily basis and when I lived in London, Edinburgh and Glasgow and always felt comfortable with the service. It is impossible to get a taxi in Aberdeen these days, the city used to be inundated with them but it seems ACC have driven them out of work and out of town since Covid.

Please think of the safety of young people in Aberdeen, our buses are so unreliable.

How many members of ACC have to wait for over 40 minutes for a taxi home after midnight? I doubt any of the councillors do because you seem to spend so little time in the city centre, or you would know how horrible it's becoming. We have one of the healthiest air pollution levels in the whole of the UK, so the LEZ is not a legitimate reason to ignore this application.

This is a plea to please considering the benefits to the people of Aberdeen.

Regards,

An Aberdeen resident of over 20 years

Good evening,

I am writing to express my support to the possibility of Uber starting their service in Aberdeen.

Kind regards

Hi,

I vote in favour of Uber taxis coming to Aberdeen.

Regards,

Hi there,

My name is REDACTED and I have been a resident of aberdeen my whole life. I am fully in support or uber operating in Aberdeen and would likely apply to be a driver myself.

Hello,

I am a resident of Queens Cross and local business owner.

Over 18 years, I've put on events across the city including venues such as Unit 51, Tunnels and The Music Hall.

I've never known the taxi situation being so bad, or the detrimental effect it's having on the wider night time economy.

Wanted to highlight this dire situation city centre businesses are experiencing.

While giving my support for Uber coming to the city.

We've seen attendances plummet at our events. Down 50% since last year.

Colleagues in the bar, club and restaurant are experiencing the same. Many are at risk of closure and jobs lost.

One of the main issues is that getting a taxi in the evening is difficult. With long waits and no guarantee you'll get one home without waiting for hours.

Also the bus gates and the introduction of ULEZ is discouraging people driving to the city centre. It's giving the impression Aberdeen is closed for business.

Customers are avoiding the city centre, as they're concerned they'll get a fine.

In support of Uber and scrapping of the 'the knowledge' test, which discourages new drivers from becoming taxi drivers;

Modern cars have sat nav and every smartphone has google maps, or a similar app, which helps drivers get from A to B.

Uber Eats, Deliveroo, Just Eats all use app based sat nav, have no requirement for any knowledge tests and operate very well.

They do an almost identical role as a taxi, only they are moving food rather than people.

All taxi hailing apps use live traffic updates making drivers aware of any road closures or traffic congestion which ensures the best route is always taken. Which is very important for reducing carbon emissions and improving traffic flow in the city. Any knowledge test does not provide this up to the minute information. Taxi hailing apps supersede any knowledge test.

(We're one of the only cities in the UK who still has this (not fit for purpose) test.

Which was created before smartphones were invented. It's time to modernise).

Uber drivers can work two jobs, and casually pick up fares over busier times eg on a Saturday night.

The current severe lack of taxi's situation in Aberdeen is not only inconvenient, it's a danger to the public.

Colleagues who work in hospitality & events have many tales of staff, having to walk for miles at the end of shifts to get home in the early hours of the morning because they cannot get a taxi. Females having to walk for miles alone, late at night.

My sister, for example, after travelling from Countesswells to Union Street for dinner and drinks recently, had to queue for 2 hours for a taxi home at night. By herself till 4am. This is ridiculous and unsafe. This has put her off going into the city centre for the foreseeable future.

Family friends came over from Spain to visit and had to wait for an hour and half for a taxi from the airport. This is embarrassing and a terrible first impression of Aberdeen to people coming to visit for the first time.

We surveyed our customers recently, regarding the taxi situation in the city. With over 1100 responses. I've attached the results.

We asked a range of questions.

A huge 73% said they'd had trouble getting a taxi, and an eye watering 93.8% said they'd had trouble getting a taxi home.

79.1% said they felt unsafe walking due to the lack of taxis.

94.7% said they were more likely to visit the city centre if Uber was introduced to the city.

There's also many comments in the survey of people's bad experiences. Please give it a read over.

It's time for change. Scrap the test and allow Uber to operate.

Our city, people and city centre economy badly needs it.

Kind Regards

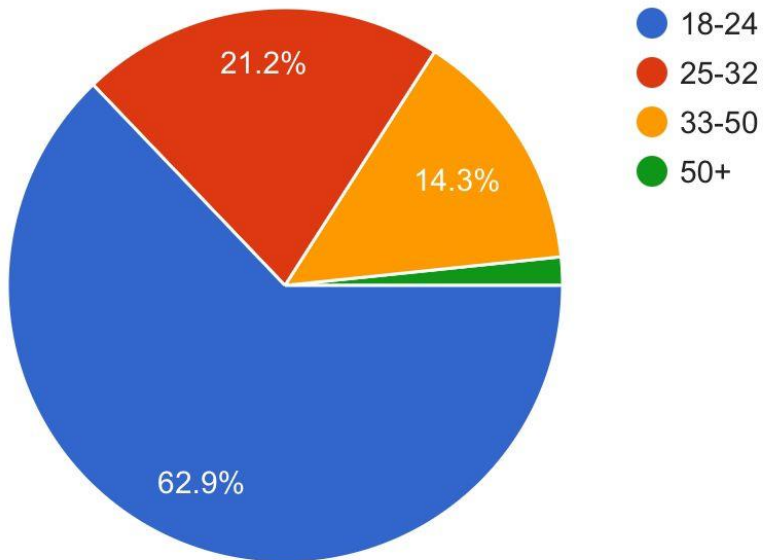


Aberdeen Nightlife -
Taxi Survey (Response

What age bracket do you fall in?



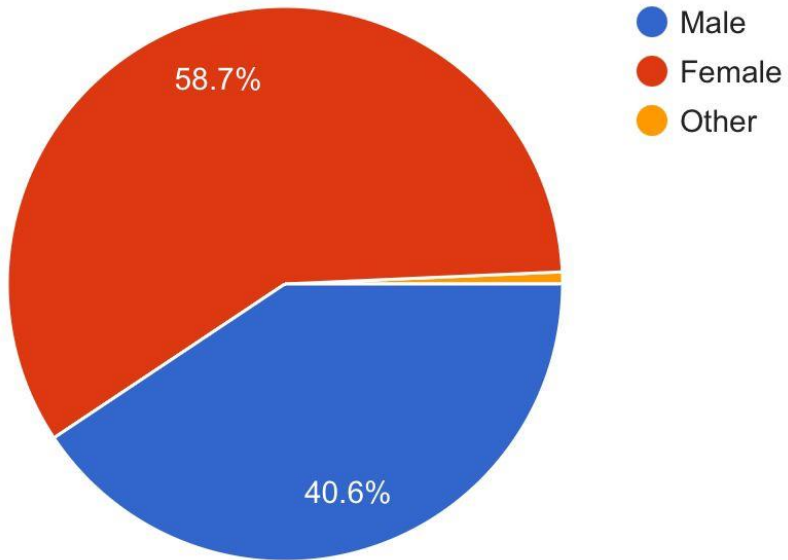
1,155 responses



Are you?

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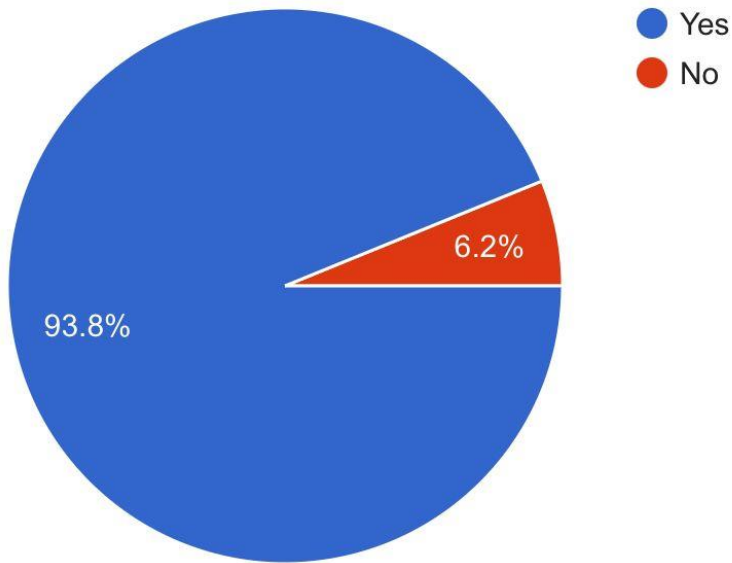
1,149 responses



In the last 6 months, have you had trouble getting a taxi home from the city centre?

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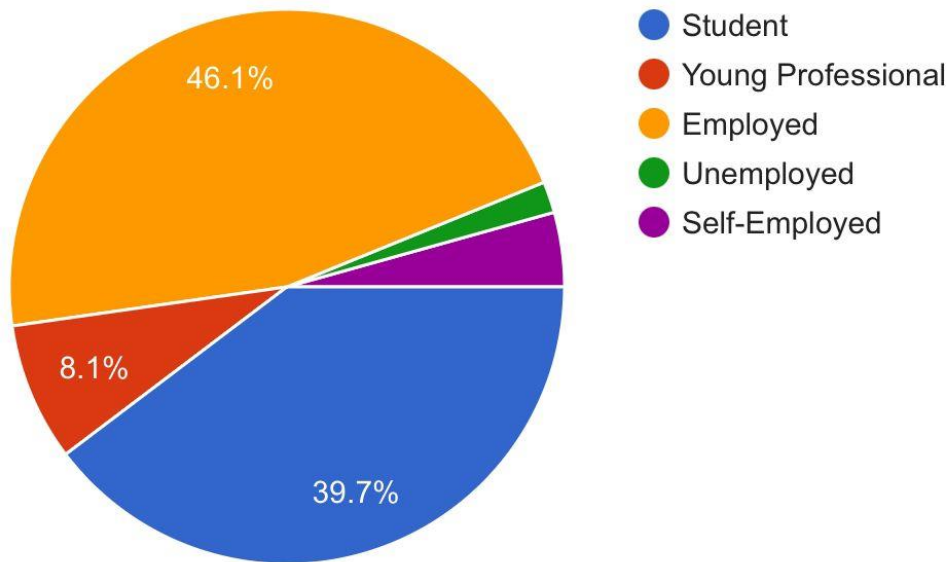
1,153 responses



Which one of the following best describes you?



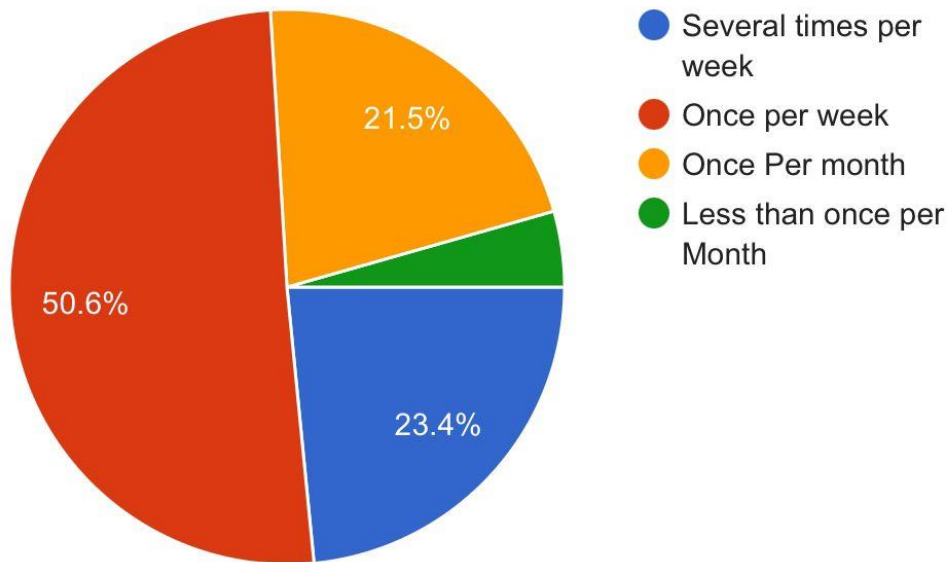
1,154 responses



On average, how often do you frequent these establishments?



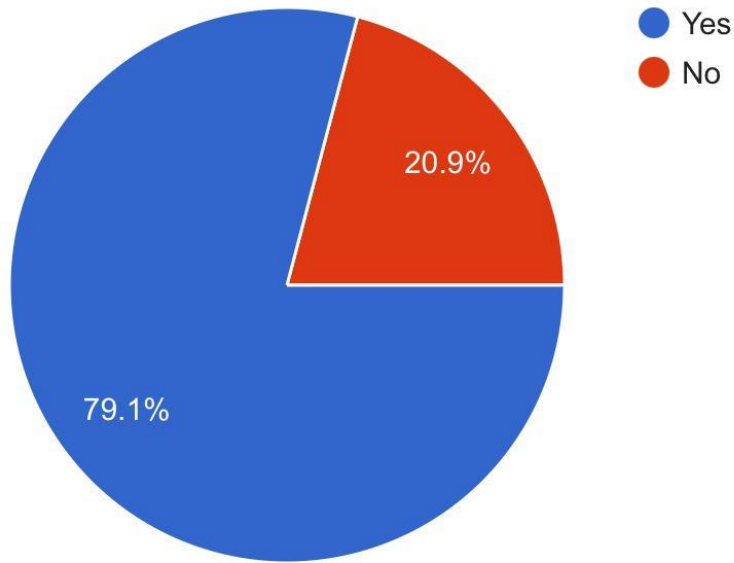
1,156 responses



Have you ever felt unsafe walking to or from the city centre due to a lack of taxi transport?



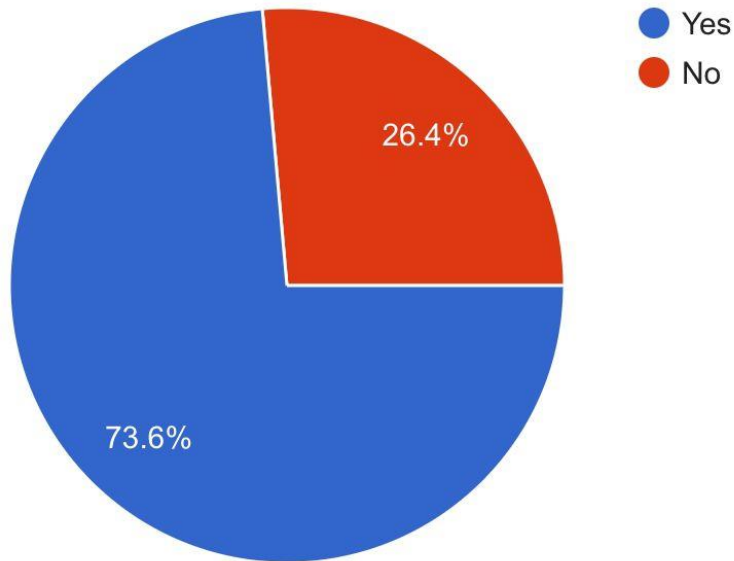
1,134 responses



In the last 6 months, have you had trouble getting a taxi into the city centre?



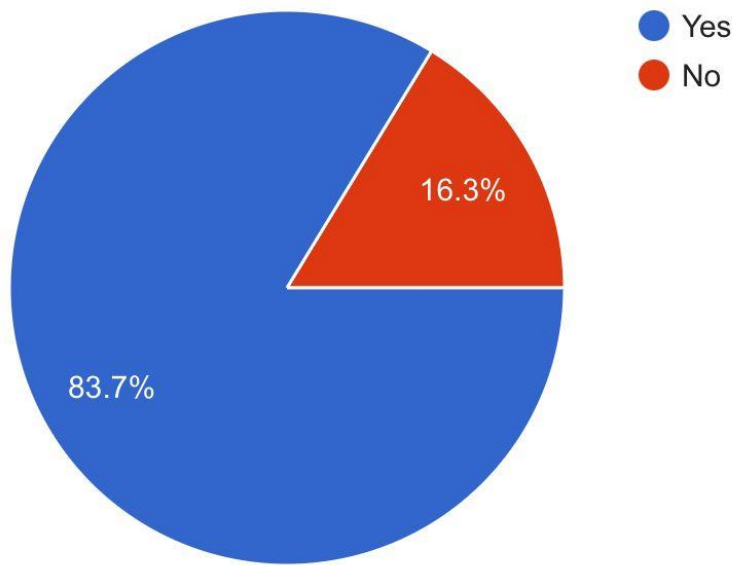
1,147 responses



Is access to transport a factor in how often you visit pubs, clubs and restaurants in Aberdeen city centre?



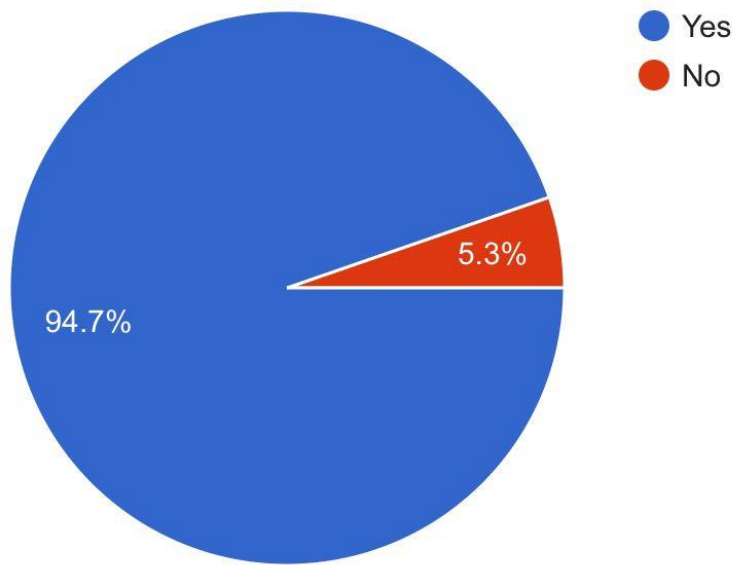
1,149 responses



If UBER were to operate in Aberdeen, do you think you would be more likely to visit pubs, clubs and restaurants in the city centre?



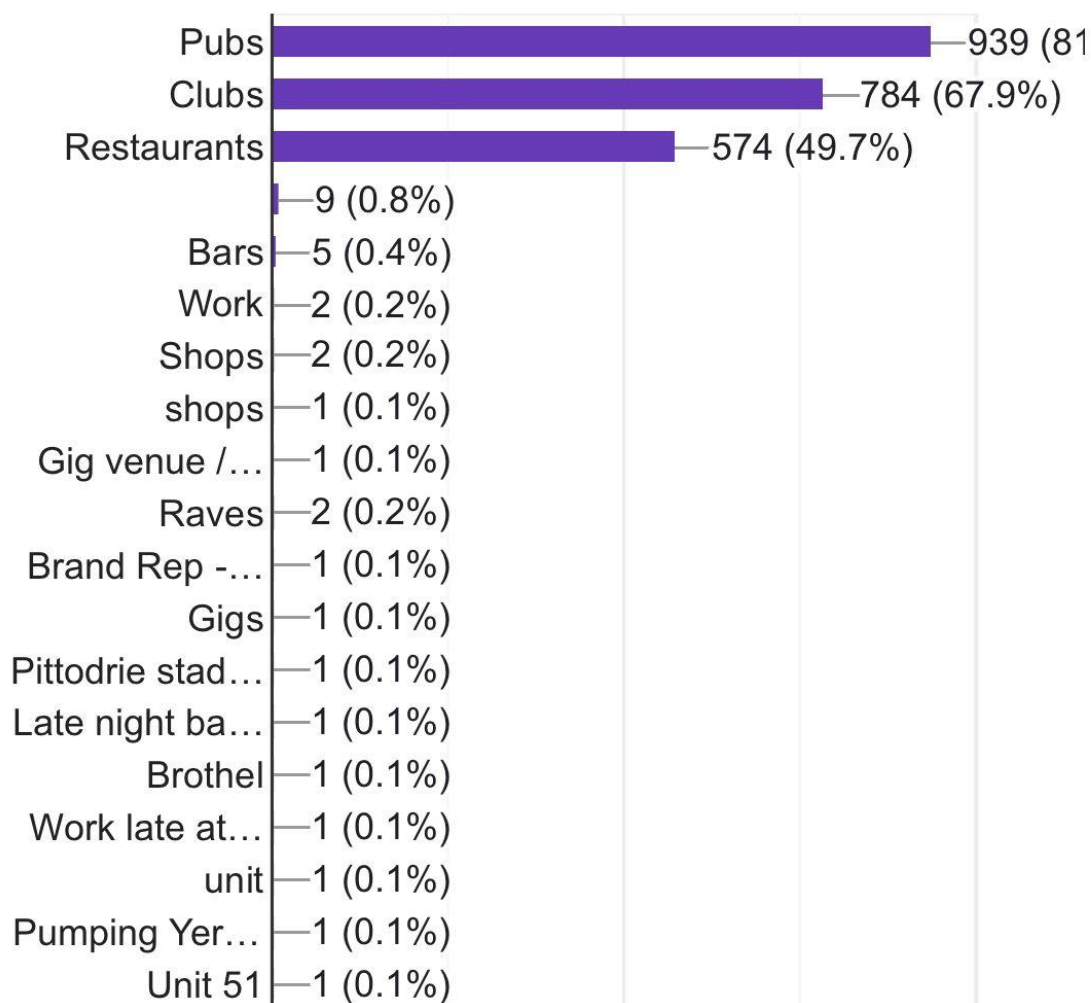
1,151 responses



Which type of establishment do you most frequent in Aberdeen city centre? (Check one or Multiple).



1,155 responses



To whom it may concern

I write in support of the recent application for license for Uber to operate in our city, I live in Aberdeen city but split my time between Aberdeen and London. When i come home to Aberdeen the taxi situation is honestly embarrassing, from the long queues at the airport to trying to get a taxi to take us to a local

restaurant for evening dinner, minimum 30 minute wait if you can get one at all! Booking a return to the airport is also difficult with any local operator only allocating any bookings to drivers only 20-30mins before the actual booking time, resulted in numerous times drivers being late for my pick up time.

In any other major city it takes minutes to obtain an Uber to take you to your destination, if Aberdeen is to compete with any other city for tourism allowing Uber into the city will bring it one step closer into making it "user friendly" city for tourists.

I look forward to hearing that Uber is to start operating in the city in the very near future.

Kind Regards

Afternoon,

Please can you review the licensing for Uber in the city. This is drastically needed to help bring people into the centre. Given you have bus lanes, ulez and horrific charges for parking it's not helped in killing of the centre.

The list of benefits are too many to mention. But it's an start to revamping our city

Thanks

Dear Aberdeen City Council,

As a person who travels regularly for both work and personal purposes in and out of Aberdeen, I would totally support the step of allowing Uber to operate in Aberdeen City and Shire.

I have stood at Aberdeen airport on many occasions when waiting for a taxi to arrive after long business trips.

I have had clients and suppliers visiting Aberdeen bemoaning the fact that they land at the what we call as the Oil Capital of Europe, to wonder why they cannot get a taxi ?

Every other city that I visit regularly has Uber, Aberdeen comes across as a backwater without it.

Increased competition is always good for the consumer, and I see this as no different and can see no logical reason why the licence would not be granted.

Regards,

Hi there,

Just a quick email to note my support for the Uber application for Aberdeen. I've used Uber in several places around the world and have found it to be a fantastic user experience. It makes getting about a lot easier, and I believe would encourage more people out and about more often in and around the city.

I believe that Uber would result in a boost in trade and economy for customer serving facilities, tourist, nightlife and dining venues. It's safe, the driver and car details are provided and you know the route you'll be taken in advance. Long waits in taxi ranks will be reduced, which would improve associated rubbish and anti-social behaviour, and for those like me who don't live in the city centre offer much more choice in terms of travel options particularly where public transport isn't available or is not direct.

Many thanks,

To whom it may concern,

Please accept this email as a note of support to granting a licence to Uber in Aberdeen. For too long consumers in the Northeast have had inadequate access to taxis, and the wait times have grown to be excessive. Historically it has felt as though taxi drivers and private hire operators have provided obstacles to having the likes of Uber operate in Aberdeen, it has been anti-competition, as a consequence the people and business of Aberdeen have suffered, we need to adapt with the times.

If we want Aberdeen to get back to becoming competitive in all aspects of business, we need a flourishing economy, people need to feel that they can go out for dinner and drinks to boost the hospitality sector without fear that they'll be standing in the cold and rain for hours trying to get home. There are many facets to the problems that this sector faces, but it feels as though one of the major problems could be addressed here with relative ease.

Best regards,

Dear Aberdeen City Council,

I am writing regarding the news that Uber is applying again to operate within Aberdeen.

I would offer broad support, but with a few caveats. Firstly, will this actually increase the number of drivers in Aberdeen? Will drivers be required to perform the same tests to gain their ticket that is now faced by Aberdeen

drivers? And will the fares in the large part be lower? My understanding is that the fares charged by the current Aberdeen taxi drivers are set by ACC themselves— and so I see it as problematic that the local drivers will not be able to be competitive regarding pricing. Or will the Uber app function as a meter in its own right, and therefore cause Aberdeen City Council-set pricing to kick in? My understanding is that they would act as private hires and therefore be exempt of some of the standards and prices, but that is an issue in its own right.

Sadly, though, I think that the number of people to whom I speak who are put off from visiting Aberdeen during the day or night because of the sense that there is an endlessly changing and seemingly unpredictable network of roads that can no longer with bus gates and ULEZ and parking restrictions etc be used and because the public transport offering is so poor indicates that any additional means of navigating the city would be welcome.

Hello,

I support the application for the allowance of Uber to operate in Aberdeen as we currently have a shortage of taxis.

Thanks

Hello,

I would like to comment that I am in support of Uber arriving in Aberdeen.

Aberdeen taxi's are unreliable and unaccessible, living in the Shire means that we are reliant on taxis to get home due to the lack and poor bus service. We often don't bother with Aberdeen and we have no way of getting home most of the time if Uber were to come to Aberdeen we would spend much more time and money in the centre.

Many thanks

Dear Sir/Madam

REDACTED has suggested that we submit our support for Uber to be granted an operating licence in Aberdeen. Please take this as a note of support for the licence application.

We have travelled extensively and have used Uber in many different locations, all without any problem. Aberdeen appears to have a significant shortage of taxis (and maybe also taxi drivers) and thus the city lets itself seriously down when travelers return to Aberdeen at the airport and have to wait a very long time for a taxi. People also feel reluctant to travel to the city centre at night and at the weekends as there are too few taxis.

Uber may not solve all the city's travel woes, however, awarding Uber an operating licence may be one of the catalysts that the city sorely needs to create a viable future.

Thank you,

Good morning,

I write this email in support of the proposal of Uber to operate in Aberdeen.

The current provision of taxis in Aberdeen, including those that can be pre-booked, is unreliable and inadequate. The arrival of Uber would help address this and encourage people to travel to and from the city centre.

In addition, tourists visiting Aberdeen will be familiar with Uber and would expect to be able to use the service when in the city. Requiring them to understand and use the current system for getting a taxi in Aberdeen seems to be at odds with tourist expectations in the modern world.

The arrival of Uber by itself will not solve all of the transport problems in Aberdeen but it's a helpful start. It is also important to make it easier for people to become taxi drivers and to operate between Aberdeen and Aberdeenshire. Other measures are necessary too, in order to make it more appealing and less burdensome to visit the city centre.

I look forward to hearing further news about Uber's plans and those of the council for improving taxi provision in Aberdeen.

Best wishes,

To Whom It May Concern,

I am writing to express my support for the new licence to operate application submitted by Uber. The introduction of Uber's services in Aberdeen represents a significant advancement in transportation options for our residents, providing a reliable, efficient, and technologically driven alternative to traditional taxi services. Uber's innovative platform not only offers convenience but also promotes economic growth by creating new job opportunities. I trust that the council will consider the positive impacts that granting this licence can bring to our community.

Yours faithfully,

Good Morning,

I write in support of the licensing of the Uber application for Aberdeen City. If there is a formal application form to complete , please let me know.

Thanks,

Good morning,

Following on from the news article with quote from REDACTED, I wish to add my support for UBER to come to Aberdeen and the shire.

Having used UBER regularly in other cities London, Edinburgh, Glasgow, and throughout Texas (Spring, humble, Conroe, Houston) it is the best way to travel. Cost effective, reliable, safe, and efficient way to travel.

Living in the shire it is a nightmare to travel anywhere and we have to resort to our own vehicle at all times, which I now see myself avoiding Aberdeen City at all costs. Buses, trains, and taxis are unreliable. Taxis are scarce and the dangerous situations that this leaves us at night waiting hours in taxi ranks especially in biting cold nights in the city centre. Then there is the lack of taxis at airport's absolute shambles to call international airport.

Happy to provide more details and experiences of why we should move with the times and make a change to allow more options to travel to the City.

Best regards,

I support Uber's application for a license to operate in Aberdeen. Having lived in and visited cities that have Uber it is clear it changes how people think about transport. Use of personal cars reduces as it is easy and, relatively cheap, to get an Uber ride at short notice. For people without access to a car Uber gives transport options to supplement buses and taxis.

The use of smartphone satnav has "deskilled" navigation, the type of tests taxi drivers used to do (maybe still do) are unnecessary now.

From a safety perspective I feel much safer in an Uber as I can see the license plate number and driver name before I even get in the car. I can share this if I want and in the event there are any issues it is clear who picked me up, where, and where I was taken, Uber will have a record of this.

Regards,

Yes to Uber coming to Aberdeen, is 100% needed for so many reasons.

Kind Regards

I support UBER coming to Aberdeen.

The waiting times for taxis are ridiculous and so are the fares.

Kind regards

Hi, please take this email as my support for the Uber application in Aberdeen City. Many thanks

Hello,

I am writing to strongly support the application of Uber for the city of Aberdeen.

I regularly travel and there have been numerous times I have arrived back to Aberdeen Airport and waited more than an hour, in several cases more than 2 hours for a taxi to turn up.

The taxi service generally in Aberdeen is expensive (due to lack of competition) compared to Edinburgh or Glasgow. Frequently on Friday or

Saturday nights taxis are not available, and there is a lack of tech available for booking/paying for taxis.

To put it bluntly, the Aberdeen taxi service as it is today is not fit for purpose.

Kind regards

Hello,

I am writing to strongly support the application of Uber for the city of Aberdeen.

I regularly travel for work in the international oil and gas business and travel to far reaching destinations, many of them in the second or even third world. One thing that is unique about Aberdeen compared to just about every destination I have visited over the past 4 or 5 years is the numerous 1 of times I have arrived back to Aberdeen Airport and waited more than an hour, in several cases more than 2 hours for a taxi to turn up.

The taxi service generally in Aberdeen is expensive (due to lack of competition) compared to Edinburgh or Glasgow. Frequently on Friday or Saturday nights taxis are not available, and there is a lack of tech available for booking/paying for taxis.

To put it bluntly, the Aberdeen taxi service as it is today is not fit for purpose.

Kind regards

I'm visually impaired, the taxi service in Aberdeen is terrible. Uber would make things much easier for me and I would love for it to be implemented in Aberdeen.

Thanks

Due to my recent poor experiences of current taxi operators in Aberdeen, I support Uber's application.

For a city lacking in public transport in the evenings to some of the suburbs, this may allow more people to venture into the city and support the local economy. The private taxi companies have had it their way for far too long.

Good evening

I would like to submit a letter of support for the application of Uber to operate in Aberdeen city.

The taxi services available in Aberdeen at present are a disgrace.

I thought it was just bad on a Friday and Saturday evening but I tried to book a taxi to the airport at 4pm last Friday and was told there were no taxis available until after 8pm.

All that the taxi drivers in Aberdeen do is moan and moan.

I am so relieved that Aberdeen council are finally considering Uber as an option compared to the severely outdated service we have at present.

I cringe to think what visitors and tourists must think when they get into an Aberdeen taxi.

I have been told on numerous occasions from moaning Aberdeen taxi drivers that since Covid they are more than a hundred taxis short in the city and there is not enough of them.

The drivers that do work the city don't even do peak hours and you can be standing waiting hours on a Friday and Saturday night trying to get a taxi.

There is no where near enough airport taxis either and those that do work tend to like to strike as well.

The biggest worry for me is both my kids are soon going to be an age when they will be going into town at the weekends and I hate the thought of them standing in the cold and the rain waiting hours for a taxi and none being available.

It is completely unsafe with the current situation .

I urge you to approve the application and allow Uber in Aberdeen.

Regards

To whomsoever it may concern,

Currently, it is extraordinarily difficult and expensive to travel in Aberdeen. Just the other day, I hit a pothole with my car and had to leave it at the repair shop. I ended up waiting 4 hours for someone to pick me up because all of the other taxi services in Aberdeen currently require booking much further in advance, and it costed 30 pounds for a 10 minute ride. The lack of Uber in Aberdeen has also made going to and from university a living nightmare for those without a car who live off campus. Please consider bringing Uber to Aberdeen to improve the quality of life of its residents.

Regards,

Dear Aberdeen City council,

I am writing to express my strong support for Uber's application to operate in Aberdeen. As a resident of this city, I believe that the introduction of Uber would greatly benefit many.

Aberdeen is home to a significant student population, many of whom struggle to afford traditional taxi services or public transportation fares. With Uber's entry into the market, students would have access to a reliable and affordable transportation option, enabling them to travel safely to and from campus, work, and other essential destinations without breaking the bank.

By granting Uber a license to operate in Aberdeen, local authorities would not only be supporting the needs of students and low-income residents but also promoting competition in the transportation sector, which ultimately benefits consumers by driving down prices and improving service quality.

In conclusion, I urge you to consider the pressing need for a cost-effective transportation option in Aberdeen and to support Uber's application for a license. Doing so would contribute to the accessibility, affordability, and safety of transportation services in our community.

Thank you for your attention to this matter.

Sincerely,

Dear Aberdeen city,

I urge you to consider the pressing need for a cost-effective transportation option in Aberdeen and to support Uber's application for a license. Doing so would contribute to the accessibility, affordability, and safety of transportation services in our community.

It is imperative you see the plea of us citizens. we would truly benefit from having this option for transportation throughout the city and shire. buses from my home to town are not £7 and taxis at £20+ for short journeys. this is extremely unaffordable , being crushed under costs. many friends of my family have left Aberdeen . To places in England or elsewhere in Scotland where transportation is not incredibly expensive and unreliable .

Thank you for your attention to this matter.

I fully support Uber to have a licence in Aberdeen to operate, as there is such a shortage of taxis in Aberdeen.

Regards

Subject: Urgent: Support for Uber's License Application in Aberdeen

Dear Sir/Madam,

I am writing to express my strong support for Uber's application to operate in Aberdeen. As a resident of this city, I believe that the introduction of Uber would greatly benefit low-income individuals who rely on cost-effective transportation options.

Aberdeen is home to a significant student population, many of whom struggle to afford traditional taxi services or public transportation fares. With Uber's entry into the market, students would have access to a reliable and affordable transportation option, enabling them to travel safely to and from campus, work, and other essential destinations without breaking the bank.

Furthermore, Aberdeen has a substantial population of individuals from low-income backgrounds who face financial constraints when it comes to commuting. Public transportation, while available, may not always be the most convenient or affordable option for them. Uber's presence would provide these individuals with a more accessible means of transportation, empowering them to access employment opportunities, healthcare facilities, and educational institutions without undue financial burden.

Moreover, Uber's innovative technology offers numerous safety features such as real-time tracking, driver identification, and emergency assistance, ensuring the well-being of passengers at all times. This would provide alternatives for those who cannot afford traditional taxi services.

By granting Uber a license to operate in Aberdeen, local authorities would not only be supporting the needs of students and low-income residents but also promoting competition in the transportation sector, which ultimately benefits consumers by driving down prices and improving service quality.

In conclusion, I urge you to consider the pressing need for a cost-effective transportation option in Aberdeen and to support Uber application. I have lived in Aberdeen for 20 years and see traditional taxi prices going up all the time. In England, we have alternate transportation including Uber is comparable towns for the residents.

Thank you for your attention to this matter.

Dear Aberdeen city

I am writing to express my strong support for Uber's application to operate in Aberdeen. As a resident of this city, I believe that the introduction of Uber would greatly benefit everyone

For example my Father can no longer drive following a stroke . However the current situation of taxis in Aberdeen means he is so limited when needing to travel urgently.

He is not alone in this position and i believe uber will improve on-demand travel for countless people city wide.

Accessibility is key for a city to thrive!

Thank you for your attention to this matter.

To whom it may concern

I write to this email address having read an article in Friday's Press and Journal.

I write in support of permitting Uber to run a service in Aberdeen. Given the lack of a reliable supply of taxis at peak times and a fare structure that seems to not serve the public well, a properly controlled and monitored Uber service, as works well in hundreds of similar sized and larger cities, ought to be additive to the city and benefit its residents, visitors and businesses.

I am unclear whether the plan is to include the airport as part of the service area; but from personal experience and hearing the experiences of others, the airport pick-up location is one which needs attention to ensure that arriving passengers are guaranteed taxi availability, as happens at virtually every other similar sized and larger airport.

Kind regards

Dear Aberdeen Licensing Office,

I am writing to express my strong support for Uber's application to operate in Aberdeen. As a resident of this city, I believe that the introduction of Uber would greatly benefit not only students but also low-income individuals who rely on cost-effective transportation options.

Aberdeen is home to a significant student population, many of whom struggle to afford traditional taxi services or public transportation fares. With Uber's entry into the market, students would have access to a reliable and affordable transportation option, enabling them to travel safely to and from campus, work, and other essential destinations without breaking the bank.

Furthermore, Aberdeen has a substantial population of individuals from low-income backgrounds who face financial constraints when it comes to commuting. Public transportation, while available, may not always be the most convenient or affordable option for them. Uber's presence would provide these individuals with a more accessible means of transportation, empowering them to access employment opportunities, healthcare facilities, and educational institutions without undue financial burden.

Moreover, Uber's innovative technology offers numerous safety features such as real-time tracking, driver identification, and emergency assistance, ensuring the well-being of passengers at all times. This would provide peace of mind to students and vulnerable individuals who may feel apprehensive about using traditional taxi services.

By granting Uber a license to operate in Aberdeen, local authorities would not only be supporting the needs of students and low-income residents but also promoting competition in the transportation sector, which ultimately benefits consumers by driving down prices and improving service quality.

In conclusion, I urge you to consider the pressing need for a cost-effective transportation option in Aberdeen and to support Uber's application for a license. Doing so would contribute to the accessibility, affordability, and safety of transportation services in our community.

Thank you for your attention to this matter.

I hope this email finds you well. I am writing to express my enthusiasm for the idea of introducing Uber to Aberdeen. As a resident of Aberdeen, I believe that the addition of Uber would greatly enhance transportation options for both locals and visitors alike.

Aberdeen is a vibrant city with a growing population and thriving economy. However, one area that could be improved is the availability and accessibility of transportation services. While traditional taxi services are available, they may not always meet the demands of a dynamic city like Aberdeen, especially during peak times or in areas with limited coverage.

Introducing Uber to Aberdeen would offer several benefits. Firstly, it would provide residents and visitors with a convenient and reliable transportation option, allowing them to move around the city with ease. Whether it's a ride to work, a night out with friends, or a trip to the airport, Uber would offer a convenient solution for all transportation needs.

Furthermore, Uber's technology-driven approach would enhance the overall experience for both riders and drivers. The use of the Uber app allows for easy booking, real-time tracking, and cashless payments, streamlining the entire process and ensuring a seamless experience for all parties involved.

Additionally, introducing Uber to Aberdeen would stimulate economic growth by creating new job opportunities for local residents. As Uber drivers, individuals would have the flexibility to work on their own schedule, supplement their income, and contribute to the local economy.

I understand that there may be considerations and challenges involved in introducing a new transportation service to Aberdeen, but I believe that the benefits far outweigh any potential drawbacks. By embracing innovation and expanding transportation options, we can make Aberdeen an even more dynamic and accessible city for everyone

This email is to express my absolute delight for Uber to come and operate in Aberdeen.

About time!

NO OBJECTIONS!

Thank you

Dear Sir/Madam,

In my experience the current taxi service in Aberdeen is awful. I don't go on nights out into town with my wife any more because it is almost impossible to get a taxi home. Queues at stands are lengthy and unruly. Night bus services are too few and inconvenient. We also have trouble getting home from Aberdeen Airport. We have stopped waiting in line for taxis because so few are available. Our last experience pre-booking a taxi cost us £25 in parking fees alone because the taxi had to wait as our bags were delayed.

In my experience the world over, Uber taxis offer choice, reasonable fares and a quick service. Yes, there are surge prices but it's relatively easy for drivers to sign up so taxi numbers will increase over time to meet demand.

Regards,

Sir/Madam,

I strongly support the Uber licence application.

They have transformed service levels in many other cities, and will do the same for Aberdeen.

The current level of service in Aberdeen is below acceptable standards and doesn't respond to supply/demand in the same way that the Uber model does.

Kind regards

Im in full support to have uber in Aberdeen, i fly regularly for work and always have to wait ages for a taxi in the airport rank. It also provides jobs for so many more people with qualifying cars.

Regards

Hello!

I wanted to write a short letter in support of Uber coming back to Aberdeen. I'm originally from the United States where I did my undergraduate degree, and Uber was a fantastic resource in towns around the size of Aberdeen. We still had several taxi services, but it gave people options. Union Street buses have already been crowded, and with the new changes in the city center there will be even more delays.

And on a separate note, Uber is usually great for people who have anxiety and other health issues who would prefer a more private way to travel than public transportation.

Thank you for asking for our input!

Hi I support the license of Uber in Aberdeen as have been facing a lot of issues with taxi

Thanks

Good day

There is serious shortage of taxi service in Aberdeen.
We strongly support the idea of licensing the Uber service in Aberdeen.
It will be very beneficial to the citizens of Aberdeen.

Hi,

Aberdeen needs to get with it and bring in UBER taxi service.

I don't know anyone who believes our existing taxi service is suitable.

It's not about cost of service it's about the ease of booking taxis, response time and DON'T even start me on Airport taxis.

Ok I've got to detail my thoughts on Airport taxis .. it's an embarrassment and complete shambles.

Please, please do what's necessary to bring UBER to Aberdeen it's tried and tested.

Hi there,

Sending my thoughts in on the opportunity for Uber to come to Aberdeen.

Great idea and glad to here they are applying for licensing here.

Hi,

I live in Hatton and think Uber would be a great idea.

Hi

I think the city centre would improve greatly if more people start living in the centre and these people and those living in surrounding areas have easy travel options in out and around the city. This would hopefully result in people using facilities midweek not just at weekends. Although I understand local taxi firm's' potential concerns I feel Uber availability would bring the city into line with other modern cities and in the end I think there would be work for local taxi firms and Uber .

Many thanks for taking this into consideration Kind regards

I am in favour of offering Uber a licence to operate in Aberdeen. The shortage of taxis at a regular basis is very frustrating.

Regards

Hi there,

I am in full support of Uber coming to Aberdeen. After many, many nights being ruined by the inability to get a taxi. It has prohibited us from going into town and been a huge issue. However, I am against Uber drivers having to sit the current taxi test. This is an outdated and backwards test that is completely unnecessary now that we have maps on our phones and in our cars.

I am unsure if I have the correct email, but I would like to lodge my support of the Uber application to operate in Aberdeen.

For the attention of Aberdeen City Councillors on the Licensing Committee

Dear Councillors

I am writing to make the following comments and request they are to be taken into consideration when the Committee of the Licencing Board make their decision whether to allow Uber to operate their service in Aberdeen.

Taxi provision in Aberdeen is the worst it has ever been. Aberdeen is being left so far behind most other cities who are now embracing Uber as the way forward to provide safe, cost efficient and pleasant, private transportation.

Service

Uber is self-regulating due to the rating system. I'm ashamed to say but Aberdeen Taxi drivers' behaviour is often well below a satisfactory standard. I am going to list some of the experiences I have encountered.

1. A driver who was deaf and had "forgotten" his hearing aid and proceeded to insist he spoke to me when I was in the back seat...driving while swivelling his head to look at me while he spoke - paying little attention to looking forward. I was terrified.
2. My daughter arrived back from London to Aberdeen and was subjected to a very unpleasant, sexist conversation from a male taxi driver. My daughter was so upset she asked to get out of the cab before her destination and walked wheeling her case the rest of the way instead.
3. On many occasions I have sat silent as a driver has expressed (often ranting) political, racist and unpleasant diatribes the whole of the journey. I often hear of their personal marital, health or money problems. They are often oblivious that I am not engaging or responding to the conversation, but carry on regardless.
4. Recently I got into a taxi and the driver was eating a hot meat pie. He, therefore, did not have two hands available to drive the taxi safely in heavy traffic. The smell was disgusting in the cab.

I have used Uber (and other similar companies) all over the world. I have found Uber drivers are so very careful and safe drivers - very polite, have clean cars and are always very aware that their good ratings are so important to keep them on the road and in business. It is a very efficient service as the fare is decided beforehand and no money or card payments are exchanged in the car, so no time is wasted. They use the optimum route and do not try and spin the journey out. They have always been helpful with my baggage.

Economics

I hear time and time again that people will not go out at night in Aberdeen. There are long waits for taxis and the uncertainty of getting home just spoils the evening. Aberdeen Taxis are so expensive – many people just do not want to add this cost onto a night out. With Uber in the city

– people would, once again, visit theatres, bars and restaurants...Aberdeen would become a vibrant city and pick up economically.

Taxi Knowledge Test.

This is a completely outdated way to run a business. No one nowadays needs to know every street. Satellite, Google and Online map apps have made this test irrelevant.

Uber instructs the drivers on the best route according to traffic conditions at that very moment and provides the destination with no guesswork for the driver or any passenger guidance. It is accurate and efficient.

In conclusion, for the good of Aberdeen City to go forward as a relevant, vibrant, modern city, and for the many, many members of the public who are forced, at the moment due to the monopoly, to use substandard Aberdeen City Council regulated Taxis, please allow Uber into our City so we can revitalise the city centre and support many businesses by having an effective, efficient, safe, less expensive and pleasant private transport system.

No one should be apprehensive of healthy competition. Uber will bring standards up.

Thank you. Please vote 'yes'.

Dear Council

Bringing Uber to Aberdeen is the best thing you could ever do.

The taxi services currently offered are very poor.

When visiting other cities that have Uber, it makes ones life very easy when requiring such a service.

I wish to make the following comments in support of the application from Uber to operate a taxi service in Aberdeen.

I think this would be a very positive move for the city, where the current taxi provision is abysmal.

There appears to be a current shortage of taxi drivers. Uber has a track record of attracting a mix of experienced drivers and new blood to their ranks. They provide so much of the service from their back

office that the entry requirements are less onerous than the traditional archaic approach currently adopted in Aberdeen.

While there are some pleasant Aberdeen drivers, I have had many bad experiences with others who have been insistent on sharing their political, racist and sexist views with their passengers. I recently had a ride from a driver who chomped his way through a Greggs sausage roll throughout the journey. The Uber ratings system would deal with these behaviours as drivers need positive responses from customers to ensure they are selected for future trips.

Aberdeen taxis are very expensive compared to other parts of the world. I spent an hour's journey in an Uber in Central London last weekend at peak time which cost the same as a 15 minute journey home from Aberdeen airport.

Of course there were no taxis actually available at the airport leaving the many external visitors in the rank bemused and upset - I suggest that the Council remove the airport licence from the Airport company and give it to a competent operator such as Uber, perhaps.

The Uber operation is slick, safe and efficient. The booking system is easy and provides a record of the driver and their car. The price for the journey is fixed in advance and payment is through the app with no involvement of the driver in the process.

It is a completely enhanced customer experience over what is currently experienced in Aberdeen. There would be a huge benefit to the city as residents and visitors would be able to access a trusted system that they are used to elsewhere in the world.

I suspect the only objections will be from existing operators and drivers whose cosy cabal will finally be challenged. However in other cities the traditional taxi businesses have risen to this challenge and enhanced their own customer service levels.

In conclusion I request that the Licensing Board look favourably on this application and perhaps take the opportunity to also review the overall taxi service in the city.

To whom it may concern,

I'm a resident in Aberdeen and I'd like to express my strong support for Uber to start their service in the city. The current situation with taxi waiting times is horrendous with over one hour wait being the standard when you land in the airport or if you want to go back home in the weekend at evening. Uber would help alleviate a situation that is not sustainable as there are clearly not enough taxis to satisfy the demand for taxis in the city. I believe that it will be an improvement for all the residents of Aberdeen and local businesses.

Thank you for your time

Please please please permit Uber in the city. It would make life so much easier and safer for me and my family.

Kind regards

I am supporting uber coming to Aberdeen.

There is such lack of taxis in Aberdeen.

I fully support uber to get accepted.

As a regular Uber user in Edinburgh I welcome the arrival of Uber in Aberdeen. The lack of taxis, particularly at weekends, is a major problem and impacts on the desire of residents to visit the centre. If we are to regenerate Aberdeen, we should approve the Uber request.

I give my support for Uber.

It is embarrassing that Aberdeen have little or no shows of taxis

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Please please please grant UBER a license it's near impossible to get a taxi in Aberdeen these days !

Hi,

I'd like to voice my support for Uber being granted a licence in Aberdeen.

I also fully believe that the knowledge test should be abolished in order to open up the market in Aberdeen. It is no longer relevant with freely available online maps.

Restrictions on pick up locations should also be lifted and there should be consistency or requirements between city and shire.

To whom it may concern,

I write to confirm I wholeheartedly support Uber being granted a licence to operate in Aberdeen.

Hi,

I support Uber coming to Aberdeen. Severe lack of taxis in the city.

Brilliant idea. Not before time.

Regards,

Good morning,

We would like to express my support for Uber coming to Aberdeen!

Thank you.

Dear Sirs,

I fully support Uber's application to operate in Aberdeen. I would be more inclined to use Aberdeen airport if I thought I wouldn't have long waits for a taxi on my return from travel.

My friend (a non-driver) has cut the number of gigs he performs in Aberdeen city centre as it is so difficult to get a taxi at the end of the evening to transport himself and his amplifier home.

Uber seems to work well in cities like Glasgow and Gdansk so why not Aberdeen?

I totally support the granting of a license to allow UBER to operate in Aberdeen.

I've travelled to cities all over the world where UBER operate and every time they have proved to be a safe and reliable service.

With the technology available today it makes more sense to use Sat Nav, which gives updates on traffic conditions, road closures and accidents than to rely solely on the drivers knowledge of the fastest route to a destination.

I hope the licensing board see sense and grant the UBER application.

Hi,

I would like to say I support Uber coming to Aberdeen. Getting a taxi in Aberdeen is such a nightmare it puts me off going out. I've had to walk home

on many occasions which is 2 miles and as a lone female not my choice! Have used Uber in many other cities and it seems unfair that Aberdeen doesn't have the option.

Resident of REDACTED

I will like to support Uber service in Aberdeen for the following reasons

1. it wil provide an additional and easy alternative for passengers to move around the city. Particularly at night where taxis are limited and customers wait long . This discourages people to go into the city at night and with Uber available more people will go out . Boosting the city centre entertainment business
 2. Creates jobs (particularly part time) for families
-

Dear ACC
Granite city is in desperate need of a Good Taxi service.
I would welcome UBER to Aberdeen

As a resident of Aberdeen I would Iike to offer my support to Ubers plan to launch in Aberdeen.

Good morning

I am writing to express my support of the recent reapplication by Uber to facilitate the Aberdeen area.

At the moment, it is impossible to secure a taxi in Aberdeen; therefore I am in favour of this due to the safe and reliable service I have experienced when using Uber in other cities, globally.

I am support of Uber Taxi service working in Aberdeen and surrounding areas.

Hi

I have lived and visited many places around the world, including several town and cities in the UK. Where available I have found UBER provides a reliable and safe service to their customers. As an employee of a major international oil company with a very strong safety focus, I was asked to use UBER (or similar) for travel.

Contrast that with my recent multiple experiences of arriving at Aberdeen Airport with no taxis available.

I STRONGLY SUPPORT UBER OPERATING IN ABERDEEN. It's time that Aberdeen demonstrated that it is in the 21st century! And there's nothing to stop local taxi drivers signing up to drive for UBER.

Good day,

I am writing to express my strong support for the introduction of Uber services in Aberdeen City. I believe that Uber's presence will not only benefit our local economy but also provide residents and visitors with fairer rates and better access to transportation, addressing the current challenges posed by local taxi services.

The potential introduction of Uber services offers significant advantages for our community:

1. **Economic Boost:** Uber will stimulate economic activity by creating job opportunities for drivers and fostering entrepreneurship. This additional income will circulate back into our local economy, benefiting businesses across Aberdeen.

2. **Fairer Rates and Transparency:** Uber's fare structure is known for its transparency and affordability. Unlike traditional taxis that often charge exorbitant rates, Uber offers upfront pricing, eliminating surprises at the end of a journey. This ensures fairer rates for passengers and encourages more people to use transportation services.

3. **Improved Accessibility:** Uber will enhance transportation accessibility, particularly in underserved areas of our city. Residents who currently struggle to find reliable transport options will benefit from Uber's efficient and convenient service. This is especially important for vulnerable populations, including seniors and individuals with disabilities.

4. **Addressing Service Issues:** Many residents have experienced poor service from local taxi companies, including long wait times, rude drivers, and inconsistent pricing. Uber's arrival would introduce healthy competition, encouraging existing taxi services to improve their standards and prioritize customer satisfaction.

5. **Cost-Effective Alternative:** The high cost of traditional taxis in Aberdeen has been a burden on residents and visitors alike. Uber's entry into the market will provide a cost-effective alternative, making transportation more accessible and affordable for everyone.

In conclusion, I believe that embracing Uber services in Aberdeen is a progressive step towards enhancing our city's transportation options and supporting economic growth. By promoting fairer rates, improved service quality, and greater accessibility, Uber will positively impact the lives of our residents and contribute to a more dynamic local economy.

I urge you to support the introduction of Uber services in Aberdeen City and to consider the significant benefits it will bring to our community. Thank you for considering this matter, and I look forward to seeing Aberdeen embrace innovative solutions for better transportation.

Good morning,

I would like to show my support towards the approval of Uber's application to work in Aberdeen. There definitely is a distinct lack of options available particular at busy periods. But also a lack of healthy competition.

On the flip side, everyone providing the same service should have equal requirements to adhere to in whatever form that may be in terms of tests/suitability/safety. How that's decided is up to you, but I'm sure there is a compromise that can be made from all parties involved.

Good morning,

I would like to state that I wholeheartedly support the Uber licence application. I personally feel the existing taxi arrangement in Aberdeen is heavily outdated and very much in need of modernisation. In recent years getting a taxi within Aberdeen has become more difficult and in some late night situations near impossible. Uber will certainly help reduce demand at peak periods.

As a life long Aberdeen resident my personal opinion is that there is a level of corruption and a cabal type organisation within the council and the airport, with local taxi firms / drivers who look out for the interests of themselves and not what is best for the general public. In my opinion it does feel like they create an agenda and rules to make it difficult for the likes of Uber to enter the Aberdeen area. Uber is available in most of the cities I have traveled to. I have used Uber many times and found it to work very well. If Uber is good enough for major cities why isn't it good enough for Aberdeen? The model used in other cities can easily be adapted for Aberdeen to help reduce the red tape.

The main benefit of Uber is the fixed price system and having peace of mind that the longer distance is actually the fastest route. This rules out the hassle of some rouge taxi drivers who regularly take the wrong routes to over charge.

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The main benefit of Uber is the fixed price system and having peace of mind that the longer distance is actually the fastest route. This rules out the hassle of some rouge taxi drivers who regularly take the wrong routes to over change.

Best regards

Dear council member,

I hope this email finds you well. Uber taxi is exciting development that will enhance transportation options within our city.

With this addition, residents and visitors alike will have access to a convenient, reliable, and efficient mode of transportation.

Uber taxi services have been proven to provide numerous benefits, including reduced congestion, increased accessibility, and greater convenience for passengers.

By incorporating Uber into our city's transportation ecosystem, we aim to address the evolving needs of our community while promoting sustainable and efficient travel.

I also believe that Uber's priority is to provide safe, reliable, and affordable transportation options for everyone in our city!

Thank you for your attention to this matter, and looking forward to the positive impact that Uber Taxi services will bring to our community.

Best regards,

Good morning,

I would like to submit a note of support for Uber in Aberdeen.

We live in Deeside and the only means of getting in and out of the city if you aren't driving is the bus (which is unreliable and long journey time). Taxis are few and far between and are very over priced. All of this currently puts us off from coming into the city of an evening for dinner and drinks as it costs too much and logistics are too annoying.

If Uber were available and covered Aberdeenshire as well as city (we are in Banchory) we would be using it frequently to visit the city of an evening and weekend.

I believe Uber is long overdue here and would significantly help to bring people from the outskirts of the city in to help support the economy and local businesses.

Thank you

Writing to support Uber to be given license to operate in Aberdeen.

Best Regards

Hello

Please allow Uber to work in our area. Taxi availability in Aberdeen and Shire is not sufficient and Uber would alleviate pressures. It should boost local economies by encouraging people to go out knowing they won't struggle to get home.

Kind Regards

100% approve of Uber operating in Aberdeen. I don't know anybody that would disapprove.

Thanks,

Hi

This email is to show my support for having Uber in Aberdeen.

Local taxi drivers are only a few, they are expensive and almost never on time.

Every developed and serious city has a ride sharing company i.e uber or bolt or lyft.

Is Aberdeen a serious city?

Uber is long overdue in Aberdeen, I fully support Uber coming to the city.

Hi there,

Would just like to note my support of introducing Uber into Aberdeen. It is impossible to get taxis at peak times currently and puts people off coming into the city which I believe has heavily contributed to the downturn in the city centre.

Aberdeen is falling behind other major cities and should be doing everything possible to promote businesses and shops, nowhere else would a city of Aberdeen's size and affluence not have Uber.

I cannot stress enough how much it would benefit the Aberdeen, having lived in and visited other cities it is such a major asset to have.

Kind regards

Dear Sir/Madam

I would just like to show my support for Uber in Aberdeen. I definitely feel this would be great for the city.

I live REDACTED & the lack of public transport that we have available to us in the new builds there is quite unbelievable.

I personally very rarely come into the city centre for a evening out as I know that many of the taxi drivers we have available to us do not want to work later in the evening which causes issues for getting home.

Kind regards

Hi,

I'm sending you a letter of support for Uber. I think Uber would be a great addition to the city. I've used it many times in other cities such as Edinburgh, Glasgow and London as well as abroad in the states. In all of these places it has been a quick and easy process. I actually find it better than a traditional taxi. With Uber you can track your driver, see their ratings, get up to date journey times and well as the biggest draw a set fare. It tells you exactly how much you will be charged. None of this "I'll head down this way it will be quicker" when in actual fact the taxi is going 3 times the distance increasing the fare only to get you there in the same time it would take via the most direct route. We are in a world where technology is massive nowadays and to be able to book, track and pay for your lift home is a very easy and convenient way to move forward.

At this present time getting a taxi in this city is very near impossible especially on a weekend. Since covid the number of taxis in Aberdeen is alarmingly low and it doesn't seem to be improving. It has made me massively reduced my visits into the city as I don't know if I'd even make it home without a pre arranged lift from family member or friend and therefore many local businesses are losing out on not only my trade but many more who I know are in the same boat.

I'd expect a fair bit of push back from local taxi drivers/firms but I don't see it as them being fearful of losing out on potential clients. I see it as a fear that they won't be able to rip off the people of Aberdeen anymore with extortionate fares. In these other cities I mentioned taxi prices are half what they are in Aberdeen. Even in London which is a very expensive city the fares are a lot more competitive than in Aberdeen.

There is a larger customer base ready to use taxi's but I don't feel there is anywhere near enough taxis to meet the demand and for me that's the biggest reason uber should be allowed in this city. Not only will it ease the demand but it will also offer job creation for many. It's an economic boost the whole city would benefit from and I for one hope that uber is allowed is this great city of our's sooner rather than later.

Thanks, Lewis

Yes Yes and YES!!!! to Uber in Aberdeen.

Many thanks,

Hi,

I am writing to express strong interest and requirement for Uber to be given permission to operate in Aberdeen.

Aberdeen since covid has been extremely lacking in taxis. It is almost impossible to get a taxi, with frequent calls to various taxi companies resulting in repeatedly being told there are no taxis available. I have also experienced booking a taxi multiple days in advance and still having a no show taxi.

With this reason I think the demand is huge currently. I have resulted in avoiding going out in Aberdeen now as I know I will have no way home. I highly doubt I am the only one with this view and think it is integral to increase the number of taxis operating to keep businesses afloat in Aberdeen and to ensure people can enjoy Aberdeen and know they have the means to travel home.

I hope you take this into consideration and allow Uber to obtain a license to operate.

Kind regards,

Hi,

I strongly support Uber operating in Aberdeen. The city centre needs quick, reliable and cheaper taxis in order to help rejuvenate the area.

Best regards,

Hello,

Definitely, yes for Uber launch in Aberdeen. I see this as a positive change in the city.

Thanks

Begin

>

> Yes please, the present set up is not only embarrassing, it is unsustainable.
> Kind Regards,

Hi,

I would just like to state my support for Uber's application for a license to run in Aberdeen, after having to walk there miles home after a night out at Christmas time, and having to wait until 6/7am for taxis when phoning around 2am in the past year or so, I fully support more operators.

Also, as Uber's service is app driven with built in Sat Nav I do not feel there is a need for the knowledge test to run, I feel that this would also speed up the servicing going live and being fully staffed.

People actively avoid going on nights out due to the taxi situation, it's time we improved it by whatever means

Thanks,

Hi,

I 100% support for uber to operate in aberdeen. The taxi situation is so dire i no longer go into aberdeen for nights out as i have no way of getting home.

Best regards

Hi there,

I REDACTED, whole heartedly support the uber license in Aberdeen.

The city sorely needs this to keep the city centre alive .

Good afternoon,

I would like to support the application of launching Uber in Aberdeen as I believe it will help to boost the local economy and experience.

Thank you.

Hi there,

I just wanted to send this email to voice my support for Uber to come to Aberdeen. There has been too many times in the past where I am waiting an hour or so for a taxi after a night out, or where there have just been none available. Uber is also so much more convenient to use as well compared to traditional taxis. Of course, there will still be times where a taxi is the better option, and I think both can easily co-exist in Aberdeen.

Kind Regards

I fully support the above as I've used Uber in Glasgow and Edinburgh and it is a great door to door service with ease of payment and good helpful drivers. My wife and I have all but given up going out on a Friday and Saturday having queued a number of times for up to and well over an hour for a taxi on Union Street. What a disgrace for a City like Aberdeen having such a poor and expensive taxi service. We've even used Uber in Canada many times and it makes it a joy to visit a city and relax knowing you'll get a taxi when and where you want and at what cost

So please please support Uber - we need them!

Dear sirs

Please use this e.mail as confirmation of my support for UBER in Aberdeen city

As a family, we have used UBER many times in cities throughout the UK and have nothing but praise for the service they offer

Regards

I feel Uber would be a brilliant addition to aberdeen and should have happened a long time ago.

It will bring life and footfall back to the dying city centre

Good evening,

I am writing this e-mail as a note of support for the requested license for Uber to operate in Aberdeen. In recent years, I have been put off going into Aberdeen city centre at the weekends to socialise in bars with friends, purely out of the annoyance of having to wait such a long time to get home. In many instances waiting over an hour(9 times out of 10 in the freezing cold).

I have been to many cities around the world where Uber operates, and it is fantastic how easy/fast it is to get around.

I feel this would definitely encourage more travel in and out of Union Street especially.

Best regards,

Please support the Uber application. The situation is dire

Dear Sir/Madam

I would like to add my support to bring Uber to Aberdeen.

This would bring a much needed service to the city for tourists, business people and everyone who needs to get about in the city, especially travelling to and from the Airport. Railway Station and with the cruise liners coming into the city.

There is a lack of taxis at the moment in the city and I have heard a lot of complaints about waiting times especially at the Airport and Railway Station - Uber is a much needed service for residents and visitors.

I have used Ubers in many cities throughout Europe and find them very efficient, fast and reliable. Uber would improve the transportation system in Aberdeen and would be a huge asset.

I look forward to the approval of Uber's licence to operate in Aberdeen

Hello,

I trust this finds you well.

Please find attached a document with feedback to the consultation into the license request from Uber to permit operations in the city. Apologies but I only saw the email address to which responses should be sent rather than a formal consultation document. If there are any areas where you feel I could provide additional feedback, please do not hesitate to ask.

I feel strongly in favour of this and therefore am happy to speak further or attend any meeting where further input from me would be helpful, particularly where this pertains to the impact on disabled or other vulnerable people.

Finally, you may be aware that I am also REDACTED of REDACTED. Please note my submission is an individual one and is not a view representative of that held by REDACTED. I have however tried to address issues that may impact on others within my own feedback, even if that does not necessarily represent my own view. I mention this only for clarity to avoid any confusion depending on who reads this.

All the best for now and take care.

Consultation into Uber operating license (Aberdeen).

Submission: Individual

I write to express my own strong personal support for the decision by Uber to apply for a booking office/operator license in Aberdeen City. I believe this will significantly improve the availability of and respond to the heightened demand for door-to-door transport within and outside the city limits, something which has come under sustained pressure since the Covid19 pandemic.

To provide context to the below comments, please note that I am a disabled person who is registered blind and who also suffers from long-term chronic pain. This severely restricts my ability to both walk independently and use bus transport, something which has been impacted further since the Covid19 pandemic as a result of the uncertainty exacerbated by the Spaces for People and understandable health and physical distancing measures. Despite extensive mobility rehabilitation training, once a visually impaired person loses their confidence, it is exceptionally hard to regain it, particularly following a prolonged period of curtailed movement as was experienced during and between lockdown measures.

Taxis have become a lifeline for me both due to their travel function and more importantly due to the assistance available from and provided by the driver. Such assistance includes sighted guiding to my final destination (e.g. to the reception desk at a hotel or the ticket barriers at the rail station) or help with other everyday tasks such as shopping or collecting prescriptions. The reduction in taxi availability has necessitated longer waiting times, restricted the ability to travel spontaneously and required increased and more detailed journey planning including pre-booking, all of which impact on the activities I wish to undertake and the quality of those experiences.

I currently use Uber for the majority of my door-to-door (taxi) travel in Glasgow, Edinburgh and other cities where available, and both enjoy and trust the experience. Advantages include a greater availability of drivers and all times of day as well as overnight, lower prices, the ability for direct contact with the driver (increasing and giving greater confidence to the assistance available from them), guaranteed credit card payment and a screen-reader accessible booking and vehicle tracking platform (currently the majority of mobile apps used by taxi operators in Aberdeen are completely or partially inaccessible when using the Talkback (Android) or Voiceover (iOS) operating systems on their respective devices). Granted, there are times when I prefer to use a taxi; predominantly where licensing restrictions prevent Uber pickup or drop-off at the same locations as a licensed taxi (e.g. entrances to railway stations or outside buildings where particular road or cycle infrastructure is present) and where, as a result, walking distances are longer or conflict with the comfort levels of assisting individuals (staff or members of the public). However, when travelling, Uber generally offers greater convenience and reliability owing to the same challenges as currently affect taxi operations in Aberdeen.

Despite my strong personal support for this, I should note that not all disabled people will be comfortable with using, or able to use, Uber as a platform. Reasons include an inability to use the app or unfamiliarity with mobile devices, the affordability of the mobile data plans needed to use them, concerns over the availability of wheelchair-accessible vehicles on the platform and the lack of the Uber Assist option (a scheme drivers are able to join voluntarily and which provides them with enhanced training on working with disabled passengers). People may also be concerned about the safety checks conducted on registered drivers and the lack of a requirement for the same testing and certification as for regular taxi drivers.

I would therefore ask that, should, as I hope, the Council are minded to grant any application for a booking office or operator license, the following requirements are stipulated as a condition of approval:

- The requirement to sit the existing, or a variation of, the street knowledge test.
- The requirement to actively pursue the recruitment of drivers driving a wheelchair-accessible vehicle and active monitoring of the number of such vehicles on the platform.
- The requirement to implement the Uber Assist programme (as is available in Glasgow and Edinburgh) and to actively recruit drivers to that programme.
- The requirement to undergo the same safety and eligibility checks as for a current taxi driver and for recruited drivers to be subject to current Council complaints procedures if relevant.
- The ability to accept booking departing from or arriving at locations outside the Aberdeen city limits (e.g. Portlethen).

A particular concern is the potential for existing taxi drivers to migrate to the Uber platform due to the actual and perceived cost benefits, thus reducing the pool of 'traditionally' operating taxi drivers. This is particularly relevant to those currently required to pay routine booking office, radio or vehicle rental fees. This would destabilise the existing taxi and private hire market, exacerbating the existing challenges and widening inequalities for those who are reliant on taxis, but who, for the reasons above and more, are unable to use the Uber platform. Maintaining the principle of customer choice is essential in ensuring taxi users continue to have confidence in service provision as a going concern. I would urge the Council to carefully monitor the uptake of Uber as a driver platform as well as the existing taxi and private hire operating models. One suggestion is the potential to permit existing drivers to work for both Uber and to maintain their existing booking office or sole-operator affiliation. This would mitigate the current challenges experienced by some drivers whereby the availability of hires is transient and thus guaranteed income uncertain. Another suggestion is to only permit new drivers to join the Uber platform, but with the ability to join an existing booking office or act as a sole operator as an addition to their license should they wish.

Finally, the council should be aware of the current role Aberdeen City-licensed taxi drivers play in nearby Aberdeenshire communities. For example, city operators regularly accept bookings to and from Portlethen due to the severe under-prevalence of Aberdeenshire-licensed drivers who choose to operate in these smaller localities. I would welcome Uber being given the flexibility and strong encouragement to expand operations to these areas. My understanding is that, should they choose to do so, drivers licensed in Aberdeen City and registered on the Uber platform would still have the flexibility to accept such bookings as they do at present. Should this not happen there is the unintended consequence that the ability of those living in communities in close proximity to Aberdeen to access require taxi or private hire transport would be further eroded, with consequential impact on their use of services, business and other facilities hosted within Aberdeen.

I trust the above feedback is helpful in relevant deliberations. As a frequent taxi user (averaging 30-40 per month) and someone with a transport background, I am happy to be involved in further discussions or to attend any committee or other meetings to expand on the above should this be helpful.

I support this 100%

Hi there I'd like to just show my support for Uber to operate in Aberdeen/Aberdeenshire, would it also be possible to ask a few questions about if Uber employees would have any additional tests or requirements to work in Aberdeen on behalf of Uber?

I am writing to express my elation after reading today that Uber might be coming to Aberdeen. This would bring us in line with the rest of the world in terms of paid private taxi services. I fully support it and hope that this process will be expedited in order to encourage people in to the centre of Aberdeen. Further it will provide a much needed service for people requiring taxis around Aberdeen City.

Many thanks,

Good afternoon,

I am a resident of Aberdeen, living just between the city and shire. I wish to note my support for the possible introduction of Uber to the city.

I have used Uber several times in other areas in the UK and also abroad and have always had a positive experience. I think it would encourage people to visit the city centre much more frequently if the service was available.

I am very hopeful that the licence application is accepted.

Best regards,

To whom it may concern

This email serves to submit my support for Uber in Aberdeen.

Definitely needed!

Regards

Hello,

I would like to show my support for the licence application to Aberdeen City Council by Uber. I hope you grant the licence for them to operate as soon as possible.

I am born and raised in Aberdeen (36yo) and the taxi service has got to be the biggest let down of this city by a country mile. We don't visit the city in the evenings (and neither do our friends) due to the fact that we can't get home. Booking well in advance makes no difference either. It is unsafe for vulnerable people at night in the city and is a breeding ground for people praying on young, boozy students who are stuck in town.

Please bring us into the 21st century and allow Uber to operate. I know it will upset a handful of Taxi company executives, but it will vastly improve the lives of everyone else in Aberdeen.

Thank asking the time to read this.

Good afternoon,

I would like to express my support for Uber applying for a license in Aberdeen. The taxi situation is dire and unsustainable causing damage to our city hospitality trade.

Kind regards,

Good afternoon,

I am writing to express my support for Uber to come in Aberdeen for taxi purposes.

It has been a massive issue for a prolonged amount of time and it is about time to get it sorted.

Bringing Uber to Aberdeen means more safety for public on night outs, more jobs and affordable rates on travelling which can actually help Aberdeen economy and night life too.

Personally, I don't go out often for the concerns of safe getting home. I strongly believe Uber would be great improvement.

Kind regards,

Hi,

I would like to notify of my support for the Uber licence application.

Kind regards

Hi,

I would like to say I am very pleased to hear that we may be getting UBER in Aberdeen.

Great news and been needed for a long time.

Dear Sir/ Madam,

I wish to show my support for UBER licence in Aberdeen.

The current setup with the taxi service provided in Aberdeen is appalling.

I have been left stranded on my own at the airport, train station and city centre unable to get a taxi.

When asking the taxi companies or airport staff where the taxis are being told ' yeah taxis don't like coming to the station and ' all the airport taxis decided to go home early ' even though they knew a delayed flight was coming in.

The situation is not only dangerous for lone females or vulnerable people, it also affects the prospects of the city as a tourist and business destination.

It is embarrassing that a city this size can't provide a transport system fit for purpose.

Uber offer an amazing service and whenever I am in another city this is always the method of taxi service I would use. It is safe, reliable and affordable .

Do not stifle the advancement and safety of Aberdeen by rejecting this licence.

Thank you

Dear Sir/Madam,

I am writing in support of the Uber application for license to operate in Aberdeen. I regularly travel to parts of the world which have Uber & I know first hand how great it is. I dont use Taxi's but I use Uber.

I now live in Banchory and will be much more inclined to have a night out in Aberdeen if I know I can use Uber to get home with a transparent cost.

Please let the city move forward for once!

Many thanks,

Good afternoon,

I write to you in support of the Uber application to operate in Aberdeen. Aberdeen City's current taxi situation has been an absolute embarrassment to the city for a number of years, it has an effect on business also. Cities all across the UK and the world operate without issue and brings a modern and very capable system that people outside Aberdeen now expect. Unfortunately, Aberdeen operates solely an archaic system of taxi ranks and poor service from the current providers.... That is without even considering the absolute shambles status of Aberdeen International Airport's taxis.

I fully support the Uber application.

Kind regards

I would like to add my support for licence for UBER - I am unable to drive for health reasons and the lack of reliable taxis has meant limit to visits to town .Given many online complaints about taxi availability I am not alone and think this initiative should be supported .Many foreign visitors to the area are astonished that UBER now regarded as a feature of modern life is not available in a city of this size

To whom it may concern,

The fact that Uber has been blocked from coming to Aberdeen has been an absolute travesty. We are one of the only major cities in Scotland that does not have access to quick transportation. There aren't

enough taxis to support the people of this city. This becomes much worse when students are here since we have 2 major universities in the same area.

Furthermore, Aberdeen taxi queues are extremely dangerous. The amount of fights that occur because you have intoxicated folk all rounded up in one area for hours is ridiculous.

We need Uber in this city. We have needed it for years.

I would like to lodge my support for Uber Taxi in Aberdeen.

On several occasions I have been stranded at the Airport with no Taxi as they do not want to come to the airport.

I have also had to wait more than 1 hour at the train station on 4 or more occasions late at night in the dark. As a single women I did not feel safe so completely support UBER in Aberdeen.

Good afternoon,

I would like to issue my support for the Uber application in Aberdeen City.

As a resident of the city, I would like to support this application due to the lack of city taxis available to the public. From my own personal experience, I have struggled to book a taxi without providing several days notice. Uber is utilized in most UK cities and offers the public an alternative to traditional taxis which are typically expensive in price. It may also increase footfall to the city centre, especially during the evenings.

Kind regards,

Hello , my name is REDACTED. I booked a Rainbow taxi to pick up my child from school. Although I made a reservation in advance, the taxi did not show up due to the short distance and I was very late to pick up my child. This problem recurs in rainy weather and at certain times of the day. We are very unhappy with the taxi companies in Aberdeen and I support the introduction of uber.

Hi,

Just reading the news that Uber has applied for a license in Aberdeen, this is great news.

This is going to have a massive positive impact on the local economy and will help encourage more people into the city centre, which we all agree is drastically required.

I work for an oil company based in Dyce and each time we have visitors staying with us from other cities (UK and further abroad), one of the first comments they have is always around how poor the taxi service is within Aberdeen. This has resulted in most of the visitors renting a car to avoid having to wait up to 60 minutes for a taxi.

Having visited numerous cities which has Uber operational the difference is unbelievable and it encourages you to use them due to the efficiency and the lower cost. I myself booked a taxi this week which was over 25 minutes late which is just unacceptable.

I really hope this gets approved as it will be seen across the region as a massive positive.

Thanks

Dear Sirs,

I am in support of Uber being permitted in Aberdeen. The sheer lack of taxis in Aberdeen and the outskirts is disgraceful. Uber will be of great benefit to the city.

Dear Licensing committee,

Finally a fantastic opportunity arises to bring Uber to our City.

I have used Uber all around the UK and can say this has made city's more accessible.

This is my personal experiences in the city here having lived in Aberdeen now for 4 years. I reluctantly end up driving on the odd occasion if I want to go for a meal with my family. This then inhibits me from having a Glass of wine with a meal.

We have had to do this because the current sad state of affairs with taxis and not being able to get home later.

Having options like Uber would absolutely increase my trips into the city centre for the restaurant industry.

Let's be in sync with all other major city's and make sure we approve this or we get left behind and see more businesses suffer in our city.

Kind regards

Good afternoon whomever may be reading,

I would like to put forward my support and approval for Uber to have licencing in Aberdeen. I have only lived in Aberdeen for 2 years as a student but from my experience living and working here, I think it would be enormously beneficial to have Uber taxis.

Personally, I travel a lot for work and to go to and from my hometown and the state of most of the taxi services I have used has been abysmal. Especially for late night party-goers and late/nightshift workers. Many of the local taxi apps don't work, and when phoning, I am usually told they are too busy for my request or have no cars in my area. When I worked late nights in the city centre, I would have to book my taxi at least 3-5 hours in advance or when I woke up in the morning. Otherwise, I had no transportation home at night. This would leave me stranded, having to walk at least 40 minutes back to my flat. As someone who is very cautious and fearful, it made me extremely anxious when I had to do so.

Having a reliable transport system is the least the city can give to its citizens.

But of course this doesn't go without it's benefits to the economy and for people in need of work.

I apologise for my lack of grace in writing this email to you, but please know how many people would benefit from the Uber service and how many people are in support of it (from whom I've spoken to, this is mainly students and young people who do not have their own means of transportation).

Thank you for taking the time to read my email,

hope this message finds you well. I am writing to express my full support for the granting of a license to Uber in Aberdeen. After careful consideration of the potential benefits and impacts, I firmly believe that allowing Uber to operate in our city will bring numerous advantages to both residents and visitors alike.

Uber's presence in Aberdeen will significantly enhance transportation options for our community. The convenience and accessibility offered by the Uber platform will undoubtedly benefit individuals who rely on reliable and efficient transportation services. Additionally, increased competition in the transportation sector can foster innovation and improve service quality across the board.

Moreover, Uber provides valuable economic opportunities for drivers, offering flexible employment options that can contribute to the local economy. By empowering individuals to earn income through driving, Uber helps create job opportunities and supports entrepreneurship within our community.

In conclusion, I believe that granting a license to Uber aligns with the interests of Aberdeen's residents and will contribute positively to our city's transportation landscape. I am confident that by embracing innovation and fostering competition, we can create a more vibrant and accessible transportation system for all.

Thank you for considering my perspective on this matter.

Warm regards,

Dear Sirs

I was encouraged to read in today's P&J that Uber are in talks with ACC over a license to operate in the city Aberdeen, its residents and visitors would benefit from this enormously and it would be a welcome addition to our transport options

Yours sincerely

To whom it may concern I have no objection to the Uber License on the understanding that all driver's shall be fully licensed knowledge tested & medical certificates , also the vehicles will be inspected twice per year as the current taxi fleet , the drivers will have the appropriate insurance & the rates remain competitive

Dear Sir / Madam,

I like to send through my support for Uber to operate in Aberdeen. After a horrendous experience in Aberdeen in recent weeks with local taxi companies It would be very much welcomed by many to have a reliable company in the city. I know many people who refuse to go into Aberdeen because of the current taxi service in the city. It would be a huge boost for Aberdeen.

Kind Regards

I would like to note my support for application for Uber in Aberdeen for the following reasons

Safety: currently taxi availability or supply is unreliable. Often it results in long waits or vulnerable people walking home
Economic: availability uncertainty also puts off people coming into the city centre to the detriment of the hospitality business

Hello,

I am writing to lodge support for the Uber service here in Aberdeen City.

I am one of the many youngsters who live here in Aberdeen and have done my whole life, and the sheer lack of service on any night of the week has not only deterred me from joining my peers in many of the entertainment venues in the city centre, but others also. As time goes on, there are more and more people who rely on other methods of transport rather than taxis simply because there are not enough to feed demand (or there are too many available when demand is low). There are many more reasons for why I think Uber would overwhelmingly benefit the population of Aberdeen City, and they are as follows:

1. Taxi fares are becoming increasingly more expensive. Uber would alleviate this financial burden with their lower ride-sharing costs for some users, especially those who have been affected by the cost-of-living crisis who simply cannot afford spending £20+ on a taxi fare to get them home from the City Centre.
2. Taxi services are seriously declining, especially after 1am on weeknights which leaves many young people vulnerable with no way of getting home after most venues close at 3am. Also, working in a well-known retail park has left me questioning why the taxi rank has multiple taxis sitting around waiting for passengers with drivers standing outside their vehicles smoking cigarettes chatting away at around midday but come 3/4pm, there are none to be seen. This leaves all sorts of people stranded if buses are not an option to get them to where they need to be i.e. the elderly, students who live off of bus routes etc.
3. Another reason Uber would be beneficial is that Uber would benefit the local economy, especially that of the City Centre which has already been affected with the introduction of the bus gates and restricted areas for parking. Uber could work alongside the current taxi services in the City to bring increased footfall to the likes of Union Street, George Street and others. The availability of more services rather than buses would be appealing to the general public who maybe only need a few things from these areas or have important meetings to attend to. This would also benefit the

entertainment sector in the evenings and weekends where footfall has fallen due to my above points.

4. My last reason may seem far-fetched but, in a day and age where mental health is becoming increasingly worrying, and where technology is evolving right before our eyes, the convenience of 'booking' an Uber for pickup straight from your phone is significantly more appealing to those who find it difficult to physically call for a taxi, or simply suffer from any type of Mental Illness which adds difficulty in the booking process for a taxi here in Aberdeen.

Overall, the current taxi services in Aberdeen have slowly started becoming inefficient and lacklustre across the City. From the elderly struggling to find a way home any time after 4pm on weekdays to the younger population putting themselves at risk in an overcrowded taxi rank at 3am on weekends, it's fair to say there needs to be change to the overall taxi service.

I would like to note that the introduction of Uber has more benefits to current taxi drivers in the City than negatives. From an unbiased point of view, it looks as though taxi drivers in the City will choose when they want to work which is fair as this is the type of sector they work in, but the lack of service as mentioned above with the addition of Uber would alleviate the stress of the public in finding alternative methods of transport when the typical methods are not available/appropriate whilst also allowing current taxi drivers to keep to the hours in which they like to operate.

Thank you for reading and I hope this feedback is important in the Aberdeen City - Uber scene.

Regards,

Good afternoon

I am writing to put my support behind offering Uber a licence to operate in the city.

I have lived in Aberdeen my whole life (69years) and I've never seen the taxi situation so tragically dier.

I have used Uber multiple times while traveling and never had an issue. In Aberdeen your lucky if the taxi even answers your call let alone picks you up.

It is time for Aberdeen to upgrade with the rest of the world

Best regards

Dear Licensing Team

I am writing to express my strong support of approving plans, or any future plans, to bring Uber to Aberdeen.

Years of dwindling availability in local Taxis, and generally persisting poor (and expensive) bus services, across city and shire have resulted in multiple occasions where vehicles are not available when needed.

Having used Uber services around the UK, and internationally, I feel they would be a positive addition to our transport landscape in the city and would bring much needed competition within the market to improve services around the city and increase choice for residents.

Many thanks

I am writing to support the application by Uber to operate in Aberdeen. I have used Uber across the UK and in Europe and the USA and the convenience it provides would encourage more people to travel to and from the city especially in the evenings. Having an Uber service would also cut down the queues at taxi ranks at peak periods.

Regards

Dear Sirs

I submit my approval of the Uber taxi License in Aberdeen

Afternoon,

I hope this message finds you well. I am writing to express my full support for the granting of a license to Uber in Aberdeen. After careful consideration of the potential benefits and impacts, I firmly believe that allowing Uber to operate in our city will bring numerous advantages to both residents and visitors alike.

Uber's presence in Aberdeen will significantly enhance transportation options for our community. The convenience and accessibility offered by the Uber platform will undoubtedly benefit individuals who rely on reliable and efficient transportation services. Additionally, increased competition in the transportation sector can foster innovation and improve service quality across the board.

Moreover, Uber provides valuable economic opportunities for drivers, offering flexible employment options that can contribute to the local economy. By empowering individuals to earn income through driving, Uber helps create job opportunities and supports entrepreneurship within our community.

In conclusion, I believe that granting a license to Uber aligns with the interests of Aberdeen's residents and will contribute positively to our city's transportation landscape. I am confident that by embracing innovation and fostering competition, we can create a more vibrant and accessible transportation system for all.

Thank you for considering my perspective on this matter.

Warm regards,

Hi there

I just want to register my support for Uber starting up their business in Aberdeen.

At the moment we do not have enough taxis in the city and the ones we have do not run on time.

Kind Rgds

Hello,

I am writing in support of this application as I have noticed since the covid 19 pandemic the availability of taxis in the city is dreadful. I travel frequently through the airport and have heard foreign visitors complaining after long waits at the airport taxi rank, I don't think this is the right first impression for the

city, even if uber isn't allowed to operate from the airport this will still reduce demand for taxis overall and support consumers.

The Hackney test requirement is outdated and ridiculous in 2024 and should be abolished for all taxis drivers, Sat nav and Google maps is perfectly adequate with hard copy maps as a backup. It will provide the opportunities for people with limited English and flexibility for all. This is one of the biggest complaints I hear from all taxi drivers.

Uber have also operated in the biggest cities in the UK and Scotland, it's long overdue in Aberdeen.

Kind regards

Aberdeen City Council,

I recently read that Uber has reapplied for an application to conduct services in Aberdeen. **I am writing in support of Uber's application.**

I am a resident of the United States, but have two adult children that reside in Scotland - one of whom lives in Aberdeen. My wife and I travel regularly to Scotland for visits. The lack of Uber services in Aberdeen makes travel difficult given existing taxi services, which we have found to be wholly unreliable and expensive.

We have yet to have an Aberdeen taxi reservation meet with what a typical customer would expect as being a satisfying experience. We have had taxi reservations cancelled, not show up, and show up quite late. These negative experiences with the current state of taxi services in the city reflects poorly on the city and, in particular, the city council.

Furthermore, the lack of Uber services in Aberdeen is not tourist friendly. I can visit Edinburgh and Glasgow, for example, and very easily book a Uber ride that is both punctual and affordable. By our calculations, travel from Aberdeen's airport to city center (Union Street) is about 30% more than it should be using the existing Aberdeen taxi services due to lack of competition from Uber. These funds could be better spent by tourists on supporting small local businesses such as cafes, pubs, shops, etc. instead of taxi drivers that face little competition.

My hope is that Aberdeen city council will seriously consider the negative consequences that result from the current lack of Uber services - especially on local tourism and small businesses - and enthusiastically support Uber's application.

Dear Members of the Licensing Committee,

I am writing to express my strong support for the application of Uber to receive a license to operate within Aberdeen City. As a resident and community member, I believe that Uber's presence in our city would significantly contribute to our transportation options, providing a reliable, efficient, and economical service that is much needed.

Uber's innovative platform has transformed urban mobility in cities across the globe, and Aberdeen should not be an exception. The convenience of booking a ride through a mobile application is unparalleled, especially for those who may not have immediate access to traditional taxi services. Moreover, Uber's commitment to safety, with features like ride tracking and driver verification, ensures a secure experience for passengers.

The introduction of Uber to Aberdeen also promises economic benefits. It will create new job opportunities for drivers and provide a boost to local businesses by increasing accessibility for residents and tourists alike. Furthermore, Uber's carpooling options could contribute to reducing traffic congestion and pollution, aligning with Aberdeen's vision of a greener, more sustainable city.

I trust that the Aberdeen City Council Licensing Committee will consider the positive impacts that granting Uber a license would have on our community. I, along with many fellow Aberdonians, look forward to welcoming Uber to our city and enjoying the improved mobility it will undoubtedly provide.

Thank you for your attention to this matter.

Dear whomever it may concern,

This is a letter of support to approve Uber's licence to operate in Aberdeen.

I am a student at the University of Aberdeen, however I am originally from Glasgow. In Glasgow, Uber is an excellent and efficient service which I use very regularly. It ensures I can safely get from A to B at night time, something which is a large concern for a teenage girl. It is a trusted and established service so I have no concern over it sincerity. It also prevents the hassle of standing in the cold hollering a taxi, or the countless calling to try and get hold of a taxi company.

In Aberdeen, I have unfortunately been left in various situations as a result of the current taxi scheme. On one occasion, after a University ball, myself and my friends were left to stand in the Union Street taxi rank for over an hour in the peak Winter. Not only did this effectively dampen a lovely evening, but health-wise it was really concerning due to the fact we were in ball attire. On another occasion, we were relying on a taxi turning up for an important event. We had booked the taxi days in advance and unfortunately it did not show up. We called other companies, and none came. We therefore missed the event.

All of the aforementioned circumstances would not have unfolded had Uber been an option. Even if we would have had to wait for a taxi on the Uber app, at least we could have done this from indoors and not outside. Pre-booking with Uber is a trustworthy and hassle free service which would be greatly supported by all University students.

I also believe it would lead to greater support to hospitality in the city. If students are able to get more accessibly into town, then we are more likely to go.

I really hope this letter has demonstrated the benefits of allowing Uber into the city, with its key benefits being its safety, ease and reliability.

Kind regards,

It is essential for sorting the unworkable shortage of taxis in Aberdeen. Welcome UBER.

I wish to convey my whole-hearted support for the introduction of the Uber service (and any future competing ride-sharing services) to Aberdeen as soon as possible.

Travelling nationally in the UK and globally around the World, every large and small city has Uber or multiple ride-sharing services available (and has done for many many years in all cases), as an alternative to taxis or other transport options.

Aberdeen has needed this for many years so please expedite the progress to allow Aberdeen locals and visitors to have a sensible choice of transport across the city and beyond.

I am writing to express my enthusiastic support for the introduction of Uber services to Aberdeen City. As a resident and business owner, I believe that Uber's presence would bring significant benefits to our community.

First and foremost, Uber's innovative transportation platform has the potential to improve mobility options for Aberdeen residents and visitors alike. With convenient access to reliable ridesharing services, individuals would have greater flexibility in getting around the city, whether for work, leisure, or essential errands.

Additionally, Uber's arrival in Aberdeen would create economic opportunities for local drivers. By joining the Uber platform, drivers can earn a flexible income while providing valuable transportation services to their fellow community members. This could particularly benefit individuals seeking flexible work arrangements or supplementary income streams.

Furthermore, Uber's commitment to safety and accountability is commendable. The company implements rigorous background checks, vehicle inspections, and safety protocols to ensure the well-being of both riders and drivers. By prioritizing safety, Uber can contribute to enhancing the overall transportation experience in Aberdeen.

Moreover, the introduction of Uber could stimulate competition and innovation within Aberdeen's transportation sector, ultimately leading to improved service quality and affordability for consumers. Increased competition often leads to better options and pricing for consumers, which is a win-win situation for everyone involved.

In conclusion, I strongly believe that Uber's entry into Aberdeen City would be a positive development for our community. I urge you to consider the numerous benefits that Uber could bring and to support their efforts to operate in our city. Thank you for your attention to this matter, and please feel free to reach out if you have any further questions or require additional information.

P&J Live

The Event Complex Aberdeen
East Burn Road
Stoneywood
Aberdeen **AB219FX**

Thursday 25th April 2024

Dear Sirs,

Uber Licence Application

As the largest live events venue in the region, P&J Live requires an effective and safe transportation service is in place for its patrons and staff looking to travel to and from the TECA site.

While our team works closely with public transport authorities to try to facilitate a reliable transport service, we are often at the mercy of Aberdeen's taxi service provision.

The lack of current provision is well documented in the local media and

having gathered feedback from local, national and international guests to the venue, the lack of available taxis is having a detrimental impact on visitor experience, not just to our venue, but to the Aberdeenshire region as a whole.

The work and dedication which countless organisations put into attract visitors to the city is being let down at the final hurdle, simply because it is virtually impossible to get a taxi that will get them to their final destination on time.

It is obvious that a viable alternative must be found to support the city's economic recovery and to protect its reputation as we continue to secure major concerts, events, conferences and meetings with more than 350,000 people visiting the venue annually.

It is because of this that our venue wholeheartedly supports any effort to enhance and improve the current taxi provision in the city, including the approval of a license to enable Uber to operate in Aberdeen which I understand has recently been submitted.

Yours sincerely,

Sending this email as I feel Aberdeen would benefit so much from having Uber, so many people struggle to get home at night, socialising in town is not a pleasant experience when you've no way to get home. Also booking a taxi is not reliable even when confirmed, as it depends who turns up to work, I've been let down many many times even with a booking. This is no way to operate a much needed service. Don't even get me started on the airport, there's never taxis enough if any for people arriving. Please implement Uber and bring our city inline with other cities in the uk and Europe.
Kind regards

Hello,

Hope you are well.

I wanted to write a letter of support for the Uber application in Aberdeen.

I have lived here for over 10 years now and I have never seen the taxi availability as poor as it is currently. This is a real negative impact on the cities economy. Especially the hospitality sector. It is also a major issue for elderly who struggle to get to their hospital/doctors appointments.

Uber is a great system that I have used all over the country when travelling for work or pleasure, I have never had an issue with it and the safety and communication that app offers to customers is second to none. You know the driver, registration, make and model of the car before they pick you up, along with full journey tracking and payment via the app so no messing around with broken card machines.

You can also get picked up from wherever you are, which is a major safety boost, especially for females who may feel intimidated or vulnerable joining the main taxi queues or flagging one down on the street.

Rainbows app currently just gets turned off when it gets busy and their phone operators don't want to speak to you and won't give you a booking. They are not fit for purpose anytime between 17:00 on a Friday and 07:00 on a Monday morning. During these hours the chances of getting a prompt taxi is very slim.

To encourage new drivers joining the cities pool of taxis the street knowledge test should be scrapped for all private hire drivers. Everyone is driving with sat nav now and this is more efficient than street knowledge as Google maps etc updates automatically with road closures, accidents and traffic delays.

Scrapping this outdated test would allow many who may look at Uber driving as a second income stream to pick up working at the weekend when the demand is so high and regular taxi drivers do not want to work.

Please make the process of getting Uber into operation in our city as quick and easy as possible and you will see a significant increase in trade in the city. Especially from those who currently stay in the suburbs I.e Westhill, Cults etc and currently struggle to get home after a meal in town.

Kind regards,

Hi,

I saw an advert for views regarding Uber operating in Aberdeen. Given the difficulty in getting a taxi here I would fully support this - it's currently a reason not to go out at the weekend.

Sincerely,

Essential to sort the tragic taxi position holding the city back - welcome
UBER

Dear Members of the Council,

I am writing to express my strong support for the proposed introduction of Uber services in our city. As a resident, I believe that this initiative will bring numerous benefits to Aberdeen.

The availability of Uber will significantly enhance our city's accessibility, especially for those with mobility challenges, ensuring that everyone can travel freely and independently. It will also provide a reliable and convenient transportation option for our tourism sector, contributing to a more welcoming experience for visitors being able to utilise a service that many are already familiar with.

Moreover, Uber can play a crucial role in managing the dispersal of crowds after nightlife events, offering a safe and efficient way for people to return home. This service will likely encourage more residents, including myself, to visit the city centre, as it presents a more flexible and often more economical alternative to buses and trains from the Shire and the costly city centre parking, which offer very little in the way of options for overnight stays.

The introduction of Uber is not just about improving transportation; it's about moving forward as a vibrant, inclusive, and modern city. I trust that the council will consider the positive impact this service can have on our community's economic and social well-being.

Thank you for your attention to this matter.

Sincerely,

I write in support of Uber's application to operate taxis in Aberdeen. The current position is a dreadful...taxis are scarce, expensive and unreliable.

I would like to state my support for getting Uber into Aberdeen.

For a city of Aberdeen's size, the current transport situation is simply not working. My parents were up visiting last week and my mum is not great at walking so whether or not we could get taxis was a major deciding factor in everything we did over the weekend.

My partner and I are so used to defaulting to walking everywhere but we're unbelievably lucky that we're able to do that.

Taxis and lack thereof is also a massive factor in the decrease of life quality for supported people. I think there are about 3 wheelchair taxis in all of Aberdeen so it's disastrous if you're non-mobile and need to get anywhere, let alone things like urgent medical appointments.

Hi,

I would like to email you to support the application of UBER into Aberdeen. The main thing holding this what could be great social hub of a city is the transport and lack of. Taxis in ranks are ok if you start in the

city, buses are ok if you want to go into or out of the city but neither of these work if you want to move around without going via the city. The lack of taxis is terrible and is one of the main reasons me and folk I know avoid going into the city. Introducing UBER would help greatly as there would always be an affordable way to get home. Being more income to the city leading to more jobs and revenue into the city. Having only 2 taxi companies who when you call never have drivers available. And then have a separate street car drivers who only work from ranks just makes it harder to move about the city. The amount of young and/or vulnerable people who end up having to walk home in the dark late at night is amazing as it's their only choice to get home without waiting for a long time at a taxi rank which is drip fed drivers over the period. Again this only works for people who are going out of the city not for instance who are trying to get to and from places like Rosemount, Garthdee, Torry. For a city who is looking to modernise the city centre we need to modernise the transport for the people too. Uber is safe and reliable and the app tracks, passenger, driver and you as a passenger can let someone else track you for added security.

Many thanks

Hi there,

I am all for uber coming to Aberdeen. It's a no brainer, it operates in every big city in the world so why not here? "The taxi drivers have local knowledge" this is true, but with GPS/sat nav nowadays is it really needed?

People are fed up of being ripped off by taxi drivers, which are by far the most expensive in the UK. With uber, at least you know in advance what your fare is going to be.

It's time for a change folks, get it done for the good of Aberdeen

i support aberdeen ubers

Dear Licencing team

I write in full support for UBER to operate in Aberdeen City. This is very welcome news.

Finally we might be able to catch up with rest of world.

That and ulez/bus gates. What a poorly planned setup. More pollution due to round trips.

Hello,

I've understood that anyone with an opinion on the possibility of Uber arriving in Aberdeen should contact yourselves.

I live in Aberdeen city centre and am a frequent user of taxis mainly to travel to Aberdeen Airport. I fully support the idea of Uber coming to Aberdeen and encourage the city council to make it happen. Due to work reasons, I travel throughout Europe and the US where I frequently use Uber and find it extremely disappointing that such a useful service is not available in my home city.

Regards,

Hi, I am an Aberdeen resident wholly in support of Uber gaining a license. Its been known for years that there isn't enough taxi drivers in Aberdeen, particularly on the weekends and Uber can only help this.

The lack of transport infrastructure in Aberdeen in general is very poor, with the inter city night buses no longer running and taxi queues on a Saturday night being 2hrs long there is no alternative to standing in the cold and rain for hours, or walking miles home. This is why the city centre is suffering.

Regards

Dear Sirs,

I write in support of Uber's application for a licence to operate in Aberdeen. Uber's operation will provide much needed additional taxi services to the Aberdeen area. On Monday 22 April I arrived back in Aberdeen airport from Heathrow at around 9 pm after a long flight from the USA. Although I was among the first off the flight with no checked baggage, there was a queue of about 20 people waiting at the taxi rank and the attendant informed us that there were only two taxis operating. I hate to think what sort of impression this gives to visitors to the city.

Dear licensing board

I am writing to provide my support for an application you have received from UBER to operate in Aberdeen.

Not granting the license risks Aberdeen falling even further behind key Scottish and UK cities in terms of its offering to visitors and residents. The lack of availability of taxis in the city combined with them not having modern means of booking (Apps) makes Uber even more important to the city.

Kind Regards

Hello there,

I'd just like to email my words of support for bringing Uber to Aberdeen.

For too long now the local taxi companies have been allowed to supply an unsatisfactory service to the city.

As we all know at the current time when it comes to weekend nights the service provided is simply unacceptable. Que's that go on for hours can be seen all along Union Street, forcing locals and tourists to stand for hours sometimes in the freezing cold waiting for a taxi.

The simple fact is that in other Scottish cities such as Edinburgh and Glasgow, that isn't a problem, due to Uber being an option.

They should have been allowed to provide their service in the city years ago. I hope you as the council see the benefits to bringing their service to Aberdeen and how beneficial it will be for local businesses trying to make a living out of the struggling nightlife in the city.

Kind Regards,

I am wholeheartedly in favour of Uber being granted a license to operate in Aberdeen

Good Morning,

This email is to confirm that I am in full support of Uber being launched in Aberdeen.

Hi there

100% Uber is needed in Aberdeen.

I am a hairdresser in Aberdeen city centre, I have many clients all agree the same. It is a regular topic of conversation.

Thank you

To whom it may Concern,

This Taxi mafia has lasted too long in Aberdeen and it is time for it to end.

The lack of genuine transport options in Aberdeen is ludicrous and it has significant negative effects on the night life within the City.

Please take the sensible option to allow Uber to operate within Aberdeen, it will improve our city as a whole, with a focus on the City Centre.

Do the right thing.

Do what is best for your city.

Do not let us fall behind even further.

Kind Regards,

Hi,

I would like to send support in for the move to include UBER into Aberdeen.

Many parts of the day Taxis can be unavailable (dependant on location) and the amount of taxis who still do not transact with Card payment is just crazy!!

It's 2024 and the ability to not have the choice to pay with card is now unheard of!

I believe the inclusion of UBER into the fold will not only assist in the guarantee or shorter wait times for a ride, but I believe this will also add a competitive element for cost as Taxis can be extortionate for what seems like a very short journey.

Thanks!

I vote my yes

Hi There,

I am just getting in touch as I have just viewed the P&J article regarding Uber starting in Aberdeen.

Personally, I think it would be a great decision. There have been many nights I have been left stranded in the city centre on a night out due to there being no taxi's available. Being a young female, this can be worrying and dangerous.

Many people I know avoid going into town now as they know they will not be able to get home due to the taxi wait. This in turn, does have an effect on the economy.

I also hope Uber will make it more affordable, as taxi prices have gotten rather expensive over the past few years.

Kind Regards,

I would like to add my support for Uber taxis in Aberdeen, I have used them in many cities home and abroad

You know the type of car the drivers name you also no how much the fare is before you book it

I've always felt safe travelling with Uber

Please allow Uber and/or Bolt to Aberdeen asap.

The benfits to the city would be astronomical. I really can't see any good reason not to allow licence.

Me as well as many others are fed up with the current lack of taxi availability.

Kind regards,

Good Morning Licensing Committee,

Just reading the article in the P & J about Ubers potential arrival in Aberdeen and request for letters of support.

I regularly travel with work and have to say that the current taxi situation in Aberdeen is embarrassing. Pointing out the obvious, it is particularly bad at the airport and when trying to get home on the odd occasion I do brave going on a night out. Not being confident in how I will get home is a huge deterrent to me going into town, and I'm sure collectively across the city this has a huge impact on the night time economy.

While the majority of taxi drivers I meet are polite hard working people, I feel the entire approach around the knowledge is out dated and find Aberdeen prices to be exuberant for an average and often unreliable service.

As consumers we should have a choice as there is in London- I can pay more for a black cab but I also have other options and different price points. I feel safer using an Uber style app that predetermines fairs, shows routes and allows me to share my location.

It does feel like the current situation is very much like a cartel and I think massive disruption is required that focuses on what is best for the prosperity of this city and to serve the people that live here.

I very much hope this feedback will be taken on board and know many share my views.

Good Morning

I have been advised that Uber have requested a licence to operate in Aberdeen and I would like to lend my support to their application. I am not associated to Uber or have any financial interest in the company.

I have used Uber many times before in other cities in the UK and have found them to be very reliable, efficient and cost effective.

Kind regards

Please consider this email as full support of Ubers application.

Hello,

Just want to state my case for support for Uber in Aberdeen. The availability of taxis is very poor because of the cost of the taxis meaning they have to work many hours for it to breakeven. Uber would provide flexibility in hours enabling access to more drivers. This will help with getting people into town on the weekends, using P&J live, using our local airport.

It's £30 to the airport with the £5 from great western Road, which is as much as many of these budget airline flights. On return, the queue for the taxi rank is massive and takes ages as there are so few drivers. On a Saturday night you can be waiting >1hr in the taxi rank queue. The drivers openly admit it's not worth the hassle for the fee. If Uber is around there may be surge charges in place that make it more attractive for the driver, but also gets people off the streets quicker.

It will also create jobs for people and if they are willing to do the lift for the price listed, why should we prevent it? And if Uber or equivalent is safe in 100's of other cities, then this shouldn't really be a part of the debate - it would be no different in Aberdeen.

I'm 100% for it.

Regards,

I would 100% support the granting of an UBER License for the Aberdeen region with no reservations.

Hello

I'd like to voice my support for allowing Uber to operate in Aberdeen. It will create jobs and allow for greater access through out the city.

The taxi situation in Aberdeen is quite frankly a shambles and daylight robbery. Often they do not show up when requested (this is multiple companies) or show up late.

Uber would allow transparency between costumers and drivers and would eliminate the handling of cash between both.

Uber works in the capital city well I have used it many times across many countries.

It's time for Aberdeen to catch up to other cities and move on with the times.

Best regards

Dear Licensing Authority,

I am writing to express my strong support for Uber's licensing application in Aberdeen. As a resident of Aberdeen, I believe that Uber's presence in our city will bring numerous benefits to both passengers and drivers alike.

First and foremost, Uber will provides a convenient and reliable transportation option for residents and visitors of Aberdeen. With the touch of a button, passengers can quickly and easily request a ride, reducing the reliance on traditional taxi services and providing greater flexibility in transportation choices.

Traditional taxi firms in Aberdeen have had more than ample opportunity to collaborate and provide a service even close to the convience of Uber and yet have progressed little past creating their own booking apps which fall short of the usability of the Uber app.

Furthermore, Uber promotes economic opportunities by offering flexible employment options for drivers in Aberdeen. By allowing individuals to work as independent contractors, Uber enables drivers to earn income on their own terms, whether as a primary source of income or as a supplementary source of revenue.

Uber also enhances safety and security for passengers through its rigorous screening processes for drivers and its robust safety features within the app. With features such as GPS tracking, driver identification, and 24/7 support, Uber provides peace of mind to passengers and ensures a safe and comfortable ride experience.

Moreover, Uber's presence in Aberdeen can contribute to reducing traffic congestion and carbon emissions by providing a more efficient use of existing transportation resources. By facilitating carpooling and ridesharing options, Uber helps to optimize vehicle occupancy and reduce the number of vehicles on the road.

In conclusion, I believe that Uber's licensing application aligns with the interests and priorities of the Aberdeen community. By supporting Uber's presence in our city, we can enhance transportation options, promote economic opportunities, and improve the overall quality of life for residents and visitors alike.

Thank you for considering my input in support of Uber's licensing application. I trust that you will recognise the numerous benefits that Uber can bring to Aberdeen and approve their application accordingly.

Sincerely,

Sirs,

Having been let down twice recently by pre-booked taxis (station and airport) from a company, which I have used for years, I have concerns about our current set up.

Whilst visiting Birmingham twice I used Uber a lot and found it to be perfect for me.

I would be tempted to give them a go.

Yours,

Sir,

As a regularity user when on holiday I support the application for Uber to operate in Aberdeen.

When I book an Uber in Portugal I know the name of my driver, what car I am looking for and what my fare will be. If we get detoured or held up my fare doesn't change.

Uber have an excellent satnav that often changes the route to avoid congestion. Same price. No need for drivers to learn the streets of Aberdeen.

As drivers are rated after every trip I have always found them engaging and courteous, unlike some taxi's I have caught.

It would also be useful, when people are expressing their opinions, if they stated the last time they used an Uber (yesterday and today)

Thank you,

Hi,

I'm in strong favour of Uber coming to Aberdeen. The taxi situation in the city has been shocking since covid19. Having Uber will surely make it more appealing for people to go into the city centre for day/nights out knowing you can get home.

Hi,

Getting Aberdeen up to the latest taxi format is a must to keep the community moving. So often are we told there are no drivers available but then walk from say old Aberdeen to the closest taxi rank in town only to find 3 waiting. If there was a central app like uber we could get them from our original point.

Would also lessen the need for a taxi rank and drivers would be more likely to get return fares earning them more and saving on petrol. Increasing life around. Less groups of people at taxi ranks would also cause less disruption and aggro late at night.

Uber would also mean less young women walking home alone at night as there is no drivers available and huge queues at ranks. As no cash is used in uber as well it makes it safer and the app tracks the driver, the passenger and the passenger can share their ride with others so they can monitor the ride for safety too. Being in a city with only 2 cab companies and a system where you cannot even flag down a street car with a light on puts us behind many smaller towns around the country. Please let uber in as it will bring more people into the town as people cannot get home so often don't bother to go out.

Thanks

The taxi service in Aberdeen has always been appalling so I would support Uber trying to make life more bearable for us

I full support Uber in Aberdeen, as I live in Dyce now and either have to get the last train or Bus home. Or if I want to stay out late at the weekend I have to stand in a taxi queue for a ridiculous amount of time due to the lack of late Buses.

Uber must get the go ahead in Aberdeen or the dwindling night life in the city will die out.

Best regards

Sirs - I am writing in support of the application by Uber to run a taxi service in Aberdeen City. They offer a service whereby you know what you are going to pay before you book a car. This is a major advantage especially for those on a limited budget. It is a service which is available to residents in Scotland's other major cities and I feel that the population of Aberdeen should also be able to take advantage of it. If they want to continue to support existing operators then that is an option that is available to them.

Yours sincerely

Good morning,

I'm writing to you in support of Uber coming to Aberdeen, this is long overdue and something Aberdeen is in desperate need of due to the abhorrent taxi service we have here in Aberdeen. We are way behind most cities in the world and Uber, Bolt etc is used in most cities across the world, including cities in Colombia, Nigeria, South Africa, Romania, countries that are seen to be 'less developed'.

The taxi service in Aberdeen has been extremely poor for a number of years however it's now at the point where it is not fit for purpose, this is a safety risk especially for women's safety and also has a knock on effect to the city's economy, as people do not want to go out in the city centre and spend money in bars and restaurants as they know it's nearly impossible to get home. There is also absolutely no point in calling a taxi when you need one as the wait time is frequently over an hour and pre booking is pointless as taxis aren't designated in advance only at the time the booking is required for.

This is certainly not a one off. There is also an issue with Aberdeen taxi drivers refusing to take 'short' fares, forcing women to walk home and also a very common problem is that Aberdeen taxi drivers will tell you 'cash only', which is extremely outdated and again puts the safety of customers in jeopardy if they do not have cash for what would seem to be the purpose of tax evasion. This issue also disproportionately affects disabled people who may not have the ability to walk home.

We are also the only city I have ever been to where you arrive at the airport and there are no taxis waiting.

Unfortunately I think the taxi drivers in Aberdeen have been spoilt over the years with the many fares from the oil and gas industry and also company accounts, resulting in taxi drivers only wanting to work Mon-Fri 9-5 and not when there is actual demand for the service. Resulting in very few taxi drivers working when they are really needed at weekends, especially late at night and also late nights from the airport throughout the week.

I am asking for you to:

make it easier for Uber, Bolt, Ola, Freenow and/or Lyft to come to the city.

This means have the same conditions they do elsewhere in the world to operate and not have them jump through ridiculous hoops like a knowledge test when it is no longer needed when there is GPS. If we get ride sharing companies in Aberdeen this will:

- omit the issue of taxi drivers who refuse short fares
- omit the issue of taxi drivers who state 'cash only'
- ensure people can get home safely at all hours seeing as you can't enforce taxi drivers to work shifts

- this would mean there is adequate cover at peak times and not 20 taxis sitting on Back Wynd and Chapel Street at 11am on a Wednesday morning, allow people to get home safely, especially women when violence against woman and girls is a global health concern, something Aberdeen taxi drivers don't seem to currently understand or care about.

It would appear that taxi drivers and companies are profiteering from having the monopoly of the market, the lack of any competition at all and low driver numbers. Taxi drivers especially do not want the change as they can maximise their profits, and are terrified of losing out to Uber, but this should not be the expense of the public's safety, after all it's the public that keep them in jobs in the first place,

Kind regards

I strongly support Uber coming to Aberdeen.

To whom it may concern,

There is a clear shortage of taxis throughout Aberdeen. Not only is this as embarrassment to a city of our size but also a safety issue for vulnerable people who need access to this type of transport. It will also allow new drivers to start a business without need for the "knowledge" as its all based on GPS which is in every modern car. A city of this size needs a modern taxi system to remain competitive with similar sized cities. Aberdeen needs to be more outward looking, and this type of proposal shows intent to modernise and improve for locals and visitors alike. Please get this rolled out ASAP.

Regards,

Good Morning,

To whom it may concern,

I am writing to express my support for the introduction of Uber in Aberdeen.

As a lifelong resident of Aberdeen, I believe that Aberdeen has seen a significant decline in recent years in terms of taxi provision, and I firmly believe that Uber's presence will greatly benefit our town in several ways.

1. **Enhanced Transportation Options:** Uber will provide a much-needed alternative to our existing transportation options. This will help improve mobility for residents who do not own a car or prefer not to drive, and with the introduction of the new bus gates, and LEZ zones, it will also

benefit those who rely on public transportation but may face challenges due to limited schedules or routes.

2. **Economic Growth:** Uber's arrival in our town can stimulate the local economy by creating job opportunities for drivers and potentially increasing business for local establishments as transportation becomes more accessible.
3. **Safety and Convenience:** Uber's platform offers safe, reliable, and convenient transportation, features such as real-time tracking and transparent fare estimates, residents can travel with confidence. Additionally, Uber's services can help reduce drunk driving incidents by providing a safe ride home from social events, which although thankfully we do not appear to see a large number of these instances, the safety of members of the public who frequent Aberdeen city centre at the weekend has certainly become a 'hot topic' due to the declining numbers of taxis on our roads.
4. **Accessibility and Inclusivity:** By offering various ride options, including accessible services for those with disabilities, Uber can help make our town more inclusive and accommodating to all residents.
5. **Tourism and Visitor Experience:** As our town grows as a tourist destination, having Uber available will enhance the experience for visitors. They can explore our town easily and enjoy all that it has to offer without worrying about transportation logistics.

For too long Aberdeen has been the poor relation of Edinburgh & Glasgow, and in summary, I wholeheartedly support Uber's presence in our town and urge you to consider allowing its services to operate here.

Thank you for your attention to this matter.

I am wholeheartedly in support in Uber coming to Aberdeen,

Hi,

Absolutely great for Aberdeen. The amount of times I have to wait for taxis is getting ridiculous.

I travel a lot and use UBER in major cities and its excellent service and the car is there exactly when you need it and you know the price before you even get into the car.

I'm all for it.

regards,

The taxi situation in Aberdeen is unacceptable – I have had friends round to mine and tried to leave around 11pm – been told '*nothing available*' – this has happened several times, so friends have landed up having to walk home on own.

I fully support the application by UBER to operate in Aberdeen. I used their service regularly when visiting other cities in the UK and overseas and find it frustrating that it's not available in my home city. So much more convenient than having to order a taxi from one of the legacy providers plus better from the point of view you know exactly how much your journey is going to cost.

Regards,

Thank you for holding a public consultation on whether Uber should come to Aberdeen.

I frequently use Aberdeen airport taxis coming back home on weekends, and the wait for a taxi is a disgrace for our city. The licensing regime which divides up taxi services between locations, and rules by which taxi firms are allowed to carry only certain customers from a certain location, is the weirdest regulation I have come across anywhere in a European city.

I have never experienced the long waits and absence of taxis at any other airport in the world, only in Aberdeen.

The other problem I have been told by my young adult children is the lack of taxis at night or the evening when coming back from clubs or other entertainment downtown. Uber would greatly help. In fact both of my children always compare the situation in Aberdeen negatively with Edinburgh and Glasgow where they are at university, making fun of "Uber-less" Aberdeen.

It is high time that Aberdonians' taxi plight is remedied by letting Uber operate in Aberdeen. I do not want to see all other taxi firms disappear, so perhaps some light handed regulation might be useful. The regulations existent at the airport are extremely heavy handed, and letting Uber help where there is most need would be essential.

Best wishes

I have been advised that Uber are applying for a license to operate in Aberdeen and this email address has been provided to submit letters of support or objections.

I would like to add my support to the application and would suggest that Aberdeen is in dire need of the likes of Uber to address the inadequacies of the current system and complete lack of taxis and competition within the city. It is hoped that bringing Uber on board would also help with the appalling Airport Taxi monopoly.

Good morning,

I'm writing to you in support of Uber coming to Aberdeen, this is long overdue and something Aberdeen is in desperate need of due to the abhorrent taxi service we have here in Aberdeen, which I have written to you and my MP about previously detailing my points below. We are way behind most cities in the world and Uber, Bolt etc is used in most cities across the world, including cities in Colombia, Nigeria, South Africa, Romania, countries that are seen to be 'less developed'.

The taxi service in Aberdeen has been extremely poor for a number of years however it's now at the point where it is not fit for purpose, this is safety risk especially for women's safety and also has a knock on effect to the city's economy, as people do not want to go out in the city centre and spend money in bars and restaurants as they know it's nearly impossible to get home. There is also absolutely no point in calling a taxi when you need one as the wait time is frequently over an hour and pre booking is also pointless, in 2022 a colleague of mine pre booked a taxi a week prior to the Christmas party to ensure she could get home safely, and the taxi did not turn up and when she called the taxi company she was told pre bookings are allocated at the time the taxi is required and not in advance and there was nothing available, so she had to walk to Cove, this is an utter disgrace.

I've had numerous examples over the years, including myself last year after the work Christmas party, I live in town and I said at 2am that a colleague could come to mine to call a taxi as I did not want her waiting on her own, as there were a number of lecherous men hanging around. I called ComCabs at 2am who accepted the booking, and subsequently cancelled it at 3.30am, I tried rainbow numerous times and Aberdeen taxis, neither would accept my booking. Eventually a taxi showed up at 5am. I have multiple sclerosis and having to stay up all through the night to ensure someone from my work got home safely is certainly not good for MS fatigue.

This is certainly not a one off and I've had similar experiences when having dinner at a friend's and then trying to get home. There is also an issue with Aberdeen taxi drivers refusing to take 'short' fares, forcing women to walk home and also a very common problem is that Aberdeen taxi drivers will tell you 'cash only', which is extremely outdated and again puts the safety of customers in jeopardy if they do not have cash for what would seem to be the purpose of tax evasion. I have witnessed a drunk young lady in a taxi queue be turned away by numerous drivers including a woman, due to the 'cash only' trope and then the young lady wandered off out of the taxi queue on her own. This issue also disproportionately affects disabled people who may not have the ability to walk home.

We are also the only city I have ever been to where you arrive at the airport and there are no taxis waiting.

My uncle is a taxi driver in the city and unfortunately I think the taxi drivers in Aberdeen have been spoilt over the years with the many fares from the oil and gas industry and also company accounts, resulting in taxi drivers only wanting to work Mon-Fri 9-5 and not when there is actual demand for the service.

Resulting in very few taxi drivers working when they are really needed at weekends, especially late at night and also late nights from the airport throughout the week.

I am asking for you to:

- make it easier for Uber, Bolt, Ola, Freenow and/or Lyft to come to the city. This means have the same conditions they do elsewhere in the world to operate and not have them jump through ridiculous hoops like a knowledge test when it is no longer needed when there is GPS. If we get ride sharing companies in Aberdeen this will omit the issue of taxi drivers who refuse short fares, taxi drivers who state 'cash only', ensure people can get home safely at all hours seeing as you can't enforce taxi drivers to work shifts, this would mean there is adequate cover at peak times and not 20 taxis sitting on Back Wynd and Chapel Street at 11am on a Wednesday morning, allow people to get home safely, especially women when violence against woman and girls is a global health concern, something Aberdeen taxi drivers don't seem to currently understand or care about.

It would appear that taxi drivers and companies are profiteering from having the monopoly of the market, the lack of any competition at all and low driver numbers. Taxi drivers especially do not want the change as they can maximise their profits, and are terrified of losing out to Uber, but this should not be the expense of the public's safety, after all it's the public that keep them in jobs in the first place,

Kind regards,

Please can we have Uber's ASAP. The taxi situation in Aberdeen is dire at the present. We also require a much better service to the Airport. A wait of 40-60 mins is just not acceptable for the City. The shelter is either cold or boiling hot in the summer with no escape. Visitors to Aberdeen are in in disbelief about the situation and their welcome to Aberdeen. Probably much easier to get to the city from a Cruise Ship!

To whom it may concern,

This is an email of complete support for the Uber licence to operate in Aberdeen.

This city badly needs more taxi's and this is the simplest and best option. I have personally had two very bad experiences with not being able to get home which simply would not happen in any other city/town in the UK or Europe. One occasion I waited over 2hrs at the airport to get home, I eventually ended up walking back to collect my car to go and collect my family. The other occasion I waited over 3 hours at a taxi rank to get a ride home in sub zero conditions.

We just don't go into town at all anymore without the car as it is essentially impossible to get there or get home reliably.

Dear Aberdeen City Council,

I am writing to express my full support for Uber's application to operate in Aberdeen city.

Uber's presence would provide residents and visitors with a reliable, convenient, and affordable transportation option.

In addition to enhancing mobility, Uber's services promote safety by offering users access to driver information and trip tracking.

I believe that granting Uber a licence to operate in Aberdeen would not only benefit the community but also contribute to the city's transportation infrastructure and economic growth.

Good Morning,

I send this email to say that I think bringing Uber to Aberdeen City is a great idea.

Uber is very successful in other cities, not only could this open job opportunities, but also allows the city residents to move around perhaps with more options, allowing more time spent in the city centre than now.

Now currently, there isn't near enough taxi's to service the city, and Uber could be a great advantage for us all.

I hope you will consider allowing this licence to proceed.

I understand you are considering a proposal to bring Uber here.
I strongly support this.
Our current arrangement isn't working and we are being held to ransom by the few taxi companies we have. The service is appalling and the drivers often rude.
We need to bring in competition to improve the service. Uber work extremely well in other cities.

Taxi service in Aberdeen has not recovered from Covid. Something needs to be done to improve taxi services in the city. Uber works very efficiently in many UK cities and worldwide.

We cannot just sit back and do nothing.

On another subject I have spent many hours standing in the queue for a taxi at Aberdeen airport while taxis dropping off passengers leave empty because they cannot pick up passengers from the Airport. This is a ridiculous situation.

It is with some slight regret that i support Uber's application for a licence to operate in Aberdeen. It is clear that the existing taxi providers are unable to offer a quality service with significant queues, delays even when services have been booked and a frankly appalling service at the airport. Uber will create an alternative allowing an increased number of drivers and potentially (and hopefully) breaking drivers being tied to one of the two major operators in Aberdeen

To whom it may concern,
> I fully support awarding a licence to Uber Taxis.
> Currently I find it a lottery to get a taxi after 10.30pm on Friday nights and at weekends.
> As a result I do not visit the centre as often as I would like to.
> Please bring Aberdeen into the 21st century and award Uber a licence to operate as they do in Edinburgh and Glasgow.
> Regards,

Morning,

I support Uber looking to come to Aberdeen

Want to lodge my support of Uber in Aberdeen.

I wholeheartedly support the introduction of Uber in Aberdeen.

It's 2024 and it's about time we start thinking forward and looking to develop Aberdeen as a modern city. . Every other major city in the world has Uber working alongside taxis, and with a severe lack of them in the city, why are the citizens being punished.

With the new port being one example, would we not want visitors to the city to be able to explore the area allowing them to invest in local business with ease and in an affordable manner?.

I appreciate that in the past Aberdeen taxis were a priority but times and attitudes have changed. People are struggling financially , the city centre is dead, and there is no reliable taxi service.

We need to stop driving people away and making life difficult and start making changes. I wholeheartedly support the decision to allow Uber a license to operate.

Good morning,

I would like to express how important i think Uber would be to Aberdeen.

I am sure you are aware how difficult it is to get a taxi in Aberdeen these days, potentially leaving people vulnerable or stranded, especially after a night out.

Its difficult for the people of Aberdeen and the shire to rely on public transport as it seems there are not enough taxi drivers for the demand and buses are always late or sometimes never turn up, missing key stops on their route. Not to mention a lot of night services to the shire have been cancelled.

In a cost of living crisis, which i'm sure we are all feeling, i feel it would be an incredible misuse of power, to not allow the people in the city and shire to not have access to a more reliable, and affordable mode of transport.

Previous experience while using Uber in other countries and cities have proven to me that it would be invaluable to myself, friends and family to have in Aberdeen. I'm sure that is reflective across many other people too.

If required, do not hesitate to contact myself.

To whom it may concern,

I would just like to offer support to Uber's application to operate in Aberdeen.

The taxi system in the city has been nothing short of abysmal in recent years with myself having personally waited 45 minutes in a taxi rank in the freezing cold at 2am.

Uber would offer more taxi's and better service for the people of Aberdeen and would be greatly beneficial to tourism throughout our city too

Hi,

Emailing to support Uber coming to Aberdeen!

Morning all

Fantastic opportunity for Aberdeen to follow on the footsteps of most cities in the UK with a great Taxi service!

Great APP and easy to use but the best bit is, **we know the drivers name and cost of the journey before we even see the car!** which is great for us Aberdonians and visiting travellers.

Hopefully it works out this time round, you have my full support!

Hello

I wish to support the application from Uber for a license to work in Aberdeen. The current taxi system does not work well for the population and I feel that Uber, which I have used elsewhere would be an excellent addition to the facilities available at present, allowing Aberdonians to get around the city and environs more easily.

Regards

This 100% needs to go ahead. I am 49 and won't out as often as I would like due to transport home. If Uber was available this would be a great benefit. There are not enough taxis in and around Aberdeen & Aberdeenshire.

Good morning

I've just read the article in the p&j re Ubers application to operate in Aberdeen. Having spent many cold hours waiting for a taxi at the station after arriving on a late train from London , I welcome an increase in the supply of taxis in the city .

Regards

I support Uber in providing services in Aberdeen.

I support Uber being given a licence to operate in Aberdeen.

Aberdeen needs a company like Uber to bring it in line with other cities of scales around the world.

The current lack of technology and the fear of unknown costs a taxi around the Aberdeen and shire stops people enjoying the city nightlife and more.

This would be game changing for the city and should have arrived a long time ago

I would urge SUPPORT for the Uber bid.

It would add to the very limited options for taxi services in Aberdeen, in particular ease the problem at peak times and the issue of the limited number of taxi ranks.

Aberdeen's taxi drivers are of course a great bunch, but the firms operating seem to hold a chokehold on our options for service.

Dear Committee

With regards to your request for feedback on the arrival of Uber to the city, my thoughts are that this will be good for Aberdeen. Currently there is a great shortage of taxis and it certainly deters myself and friends from coming into the city centre as there is no guarantee you can get home, especially in winter months as a lot of taxis won't stay out in case they damage their cars.

Giving people the confidence that they can get home after a night out can only be good for the regeneration of our city's restaurants and nightlife.

I would imagine all the other major cities in the UK already have them so why not here.

Good morning,

Having seen articles in the press yesterday regarding Uber reapplying for a license I felt compelled to submit my letter of support for this to be approved.

The current taxi situation in Aberdeen City is dire and not sufficient for a city this size. Bringing in Uber would alleviate the current lack of drivers and be a real boost to the aberdeen economy.

Yes please we need more taxi firms in Aberdeen there just isnt enough, too many long waits for taxis or being late when you order one, I use taxis quite a lot .

I wholeheartedly support the introduction of Uber in Aberdeen. With the city facing taxi shortages, Uber's presence would significantly alleviate transportation challenges, making it easier for residents and visitors to get around. This accessibility not only enhances convenience but also fosters economic growth by promoting tourism and facilitating local commerce. Uber's arrival promises to be a boon for Aberdeen's transportation infrastructure and overall prosperity.

Good Morning

The lack of availability of taxis in Aberdeen recently and the increasing fares are reasons why I would fully support Uber coming to Aberdeen. Whilst in other cities Uber is something which I always use and would fully encourage and support it here in Aberdeen.

Hello,

I am massively for UBER coming to the city, the amount of times people are left stranded and the end of the night and left to walk home is too much

I have used Ubar in both London and Edinburgh - which was brilliant. So efficient. We must support their licence to come to Aberdeen. Move with the times.

I give my support to have them here.

Good morning,

I write this email to show support for Ubers application. Aberdeen city has a real shortage of taxis and this is a way to help make travel easier and would definitely help bring more trade into the city centre.

Good morning,

I would like to express my support for bringing Uber to Aberdeen. I have used their services in other locations extensively and always been impressed. The current taxi provision in Aberdeen is poor and expensive, the tracking apps are sub-par and pick-ups are rarely on time. I think Uber will improve this with healthy competition.

Hello,

I would like to fully endorse Uber getting a licence in Aberdeen. I think it would have a huge benefit to the city and would encourage people to visit the city centre and Aberdeen in general.

Thanks,

Hi,

I want to offer my support of the increase in additional taxis in Aberdeen.

Hi,

Uber in Aberdeen would be great. It would encourage more to travel to eat and drink in the centre. I would use it as it works great in other cities.

I don't mind if Uber operates in Aberdeen long as they follow the same rules as Aberdeen taxi drivers and the same meter prices as like normal taxi firms. Because Aberdeen is a very small city and we have 3 taxi companies already. If they come with cheap taxi prices it's not fair on the local taxi drivers because the council has put meter tariffs on the city that is good for drivers and passengers. Hope Uber comes with same rules as Or City Taxi Drivers and same tariffs

Hello

Please let this happen the taxis in Aberdeen are a joke. As a support worker I booked a taxi to take someone to the theatre, also arranged a time for pick up. They got us there in time but we had a two hour wait in November to wait before they turned up to get home.

The taxis in this city are terrible and some competition would be a good thing for them.

The fair price is insane but then so is the price of everything in Aberdeen.

So this is an email in favour of having a Uber service in Aberdeen.

I hope this mail finds you well. This is to inform you that I hereby support this uber license application.

Uber is drastically required in aberdeen, it's so long overdue. That is all I have to say. Roll it out!

Dear Sir or Madam

I am a local resident who supports Uber's application to provide services in Aberdeen.

Good morning

I would like to submit a letter of support for the application of Uber to operate in Aberdeen city. The current taxi provision is not suitable, it is difficult to get a taxi at all on the phone and it puts me off going out in the evening as I'm not sure how I can get home. The service at the airport is also not up to standard, I don't mind paying the extra fee for airport pickup but the taxis seem to have issue with this and you can often spend up to an hour queuing for a taxi. I have used Uber in other cities, both in Scotland and abroad and it works so well. All online based, including paying and tips, it also feels more secure as you can track the car, get information on the driver as well as their rating. The drivers are usually very pleasant, unlike the moany Aberdeen ones. Having two teenagers who will soon be going out in town, I would feel much more comfortable knowing that they could get an Uber home if needed, rather than wandering the streets trying to get a taxi.

Hi I just want to provide my support for Uber in Aberdeen. It is difficult to get a taxi at any time of day and this will assist on getting home in an evening when the buses are no longer running.

Hello Licensing,

I cannot express in words how much I support Uber coming to the city.

There is a serious shortage of taxis on both Friday and Saturday nights, not to mention the extortionate charges. I live a 3-5 minute drive from union square and they charged me £8 when I was late for a train! More people are likely to use Uber over their personal vehicles to come into the city for food and drinks which will also bring more money to the local vendors.

Please approve Ubers move to Aberdeen.

Uber: Letter of support

Please accept this as a letter in support of Uber's recent application for a taxi license in the city.

I have used Uber in many cities around the world, and absolutely love the flexibility and reliability of the service.

I strongly believe that having Uber operate in the city will drastically increase the numbers of people visiting the city centre, which in turn will make the city a more attractive proposition for businesses.

Hi team,

Please accept this email a "Yes" vote for allowing Uber into Aberdeen.

Could you please let me know if you think the licence will be granted.

Can you please let me know what the requirements are for Uber as I am interested in joining.

Hi team,

I am in favour of getting Uber into Aberdeen City.

It would be really helpful for myself especially when I need to go to college and need a ride as soon as possible.

Please confirm receipt of this email.

I'd like to add my support to Uber to be allowed to operate in Aberdeen, the council absolutely needs to cut all the red tape and barriers to entry to bring our economy back to life and stop bringing in problems and start listening to the public more.

I've used Uber all over the UK and the world and it's always been competitive and safe and an absolute pleasure, please please can we bring Aberdeen in line with other forward thinking cities around the UK and get out of the dark ages!

Dear Sir/Madam

I am writing to support Uber's application for a licence to trade in Aberdeen City. Taxi services at present are extremely unreliable; I have at times even been waiting for a booked taxi, only to find my booking cancelled (I am guessing due to high demand and firms prioritising customers with accounts with them). Likewise, living in the outskirts of the city, I would at present refrain from

visiting the city centre late at night unless driving due to the practicalities associated with trying to get a taxi – who wants to stand around in a taxi rank for hours, particularly in Aberdeen weather?

I think that Uber would be a positive move for the city, providing increased transport options and also supplementing the taxi service, which at the moment is extremely unreliable. I also think that it would bring positive benefits for the night time economy in the city centre.

You will no doubt receive objections, I guess from taxi drivers. I firmly believe competition is good and that the introduction of Uber might also drive improvements in the quality and reliability of the taxi service in the city.

Hello,

Please bring Uber to Aberdeen!!

This is a message in support of Ubers application.

1. My mother is almost 80, can't drive or walk even a short distance. The availability or lack of taxis in Aberdeen causes her much distress as she doesn't venture out as she doesn't know whether she will be left standing or be able to get home from her lunch/visit/theatre etc. just last week she was kept waiting for 90 mins after a show at the theatre at 5pm in the afternoon. She can use her phone and will use an app such as UBER.
2. I was recently at a dinner at TECA. The queue for taxis was 2 hours at midnight on a Thursday. Unacceptable.
3. I frequent the centre of town at weekends almost every week and it is clear that the lack of reliable taxi availability is affecting people going into town. There are simply not enough to service our night time economy.
4. The airport is a joke. We have people arriving in ABZ for the very first time and unable to get a taxi whilst standing in a car park under a Plastic shelter until one turns up. Every other airport in the world embraces ride share and we should as well.

Just 4 instances where this makes sense. As for "the knowledge" - newsflash, the app does it. They follow a blue line.

Please grant the application and help Aberdeen help itself.

Good evening,

I would like to extend my support for the application Uber have launched to operate in Aberdeen. There is a dire need for improved access to transport

out-of-hours, as our local taxis are far outnumbered by the volume of people in town on weekends, and at the airport. This would be a welcome addition to our city, in my opinion.

Dear Sir/madam

I wish to support the application by Uber to operate in Aberdeen. We have used Uber all over the world with great ease and think they would be a huge asset to the city. We have struggled getting taxis for a while now and have encountered extremely high prices and many discourteous drivers. Let's bring Aberdeen in line with many other popular European cities and give locals and visitors alike a fair choice of travel options.

I fully support Uber operating in Aberdeen, I have used Uber in other cities and overseas and feel it would be beneficial to Aberdeen.

This is a must for the city to progress!

I have used all over the world and fully support Uber coming to Aberdeen.

I'd like to show my support for Uber to operate in Aberdeen. It would have massive benefits to the night life of the city and boost the economy tremendously

Good evening as a business owner and a high user of taxis in Aberdeen I would like to add my support to the UBER application to operate in Aberdeen

I use this service globally from New Zealand to USA and in Glasgow and Edinburgh more locally, I find it competitive on price, quick and safe as you have a record of who was driving.

Hello Committee

I strongly support introducing Uber in Aberdeen at the earliest.

Hi there

As a resident of aberdeen, our family, many friends in aberdeen, and friends who visit aberdeen would all love to have Uber to service the aberdeen area. The lack of taxis has been very inconvenient for getting around safely in the city.

It's about time there was a decent taxi service in Aberdeen, even during week days you have wait for an hour or two, on a Saturday night the waiting time can take an hour, not good with the weather in Aberdeen. Can't wait for UBER

Hey guys

I would absolutely love it if Uber came to Aberdeen. I travel a lot and Uber is a brilliant way to get around cities. It's easy and safe.

Unfortunately getting a taxi in Aberdeen is currently very difficult. Even booking a taxi in advance often results in disappointment - either a late pick up or simply no cars being available.

Also taxi drivers in Aberdeen often request cash, I never carry cash and this can be an unexplained inconvenience.

Uber's system is well tested and valued around the world, and I would fully support its presence in Aberdeen.

I support uber application

I support uber application

Hi

I hope this mail finds you well. This is to inform you that I hereby support this uber license application.

I support Uber application.

Hi

I hope this mail finds you well. This is to inform you that I hereby support this uber license application.

Hi

I would like to offer an observation with regard to the application for an Uber operation in Aberdeen.

Whilst I do not have an objection to a licence being granted, I would hope that a condition will insist on Uber having an office in Aberdeen, rather than rented temporary accommodation, as they provided previously.

I'm sure that if sufficient drivers sign up to Uber, this could theoretically reduce fares for the citizens of Aberdeen.

With regards

Hi

I hope this mail finds you well. This is to inform you that I hereby support this uber license application.

Hi

I hope this mail finds you well. This is to inform you that I hereby support this uber license application.

Dear Licensing Committee,

I wish to support UBERs license application in Aberdeen.

Having worked and visited many cities in which Uber operates I feel confident that it would enhance the transport options in the region

Hello,

I would like to express my support for Uber coming to Aberdeen, therefore please count me among those who support Uber's arrival in Aberdeen.

To whom it may concern

Subject:

I am writing to express my strong support for the introduction of Uber services in Aberdeen. As a resident of the shire, I have experienced firsthand the challenges posed by the limited availability of taxis, particularly during critical evening hours.

Collaboration with the shire is crucial to ensure smooth transportation links between Aberdeen and surrounding areas. By working together, we can create a seamless and efficient network that benefits residents, businesses, and visitors alike.

Aberdeen's vibrant nightlife and cultural events are a significant part of our community's identity. However, the scarcity of transportation options during peak times often leaves residents and visitors stranded, hesitant to venture out due to uncertainty about their return journey. This limitation not only affects our social lives but also impacts local businesses that rely on nighttime footfall. Moreover, the current taxi system, where drivers can pick and choose their working hours and fares, often leads to inconsistent service quality and availability. This approach does not cater adequately to the needs of Aberdeen and shire's residents, who require reliable and affordable transportation options at all times.

Introducing Uber to Aberdeen would address these issues by providing a reliable, efficient, and accessible transportation alternative. Uber's innovative technology and flexible pricing model can help ensure that residents and visitors alike have access to safe and affordable rides when they need them most.

Furthermore, Uber's presence would stimulate competition in the local transportation market, encouraging existing taxi services to improve their offerings and customer service. This healthy competition would benefit consumers by driving up service standards and enhancing overall customer satisfaction.

In conclusion, I believe that Uber's arrival in Aberdeen would be a positive development for our city, improving transportation accessibility, supporting local businesses, and enhancing the overall quality of life for residents.

I urge you to consider this proposal favourably and support the introduction of Uber services in Aberdeen.

Thank you for your attention to this matter. I look forward to seeing positive changes in our city's transportation landscape.

Hello,

I have been a resident of Aberdeen city all my life. The city has been a leader of innovation and technology for many years, yet is falling miles behind when it comes to the transport and has been short sighted in allowing Uber to operate in the city.

I have travelled many a time with work, and can't explain the joy and ease it makes, when you step out of the airport or train station and easily manoeuvre around an unknown city to get where you want to go using Uber or the like. People visiting our city shouldn't have to struggle or wait for an age to get a taxi, this kind of experience isn't the example we should be setting for our city. This transport opportunity can only make work connections even better allowing working visitors to easily travel around Aberdeen.

With the addition of the new harbour this can only be encouraging new visitors to Aberdeen. They will more than likely already be very familiar with Uber. The frustration for them trying to get around our city may deter them from returning or passing on their negative experience of our great city.

Furthermore, from past experience Aberdeen taxis seem to be far more expensive than other cities, there needs to be alternative options for travellers especially with cost-of-living crisis everyone is struggling with.

This application is a must to keep Aberdeen at the forefront of modern society. Please take this email as my support for this application.

I vote for UBER to be given a license to work in Aberdeen

Hi, I am writing to support Ubers application in Aberdeen. There have been multiple occasions where I have been unable to get a taxi after a night out which is hugely frustrating. I believe the city needs another taxi company to help solve the current shortage.

>
> I have used Uber in other cities and have always had good experiences with their service.

Hello

Please accept this as a show of support for Uber in their plans to operate in Aberdeen.

As someone who travels regularly to, and around, other cities in the UK, I am delighted to hear Uber may launch in Aberdeen.
I would support this wholeheartedly, hopefully help with the shortage of taxis in Aberdeen that already limits how often I, and most of my friends, go out and spend money in the city!
I always feel safe when I travel in Ubers, their sharing status facility is excellent.

Please accept this email as support for the proposed addition of Uber to Aberdeen. I think it would help to bring people into the city centre and also may help with antisocial behaviour at taxi ranks at club closing time as hopefully people wouldn't be waiting around for hours at taxi ranks anymore.

Hello.

I support uber to be granted a license for Aberdeen and Aberdeenshire, the Shire desperately needs transportation especially for rural areas this will be a great asset as current taxis are abysmal.

I am most certainly in favour of Uber being allowed to operayte in Aberdeen. I think it will be allow flexibility alongside more vehicle availability which will support the economy in all areas.

Healthy completion and there reliability in an available and safe vehicle option is a business priority.

Dear Licensing Board,

I hope this email finds you well. I am writing to express my support for the approval of Uber's application to operate in Aberdeen. It is evident that there is a persistent issue with the capacity of taxi services in our city, particularly during peak times such as weekday mornings and late evenings/early mornings on weekends.

This ongoing shortage significantly impacts the ability of residents and visitors to access efficient transportation services when needed. Introducing Uber to Aberdeen would undoubtedly be a positive step towards addressing this longstanding issue. The convenience and accessibility offered by Uber's platform would be warmly welcomed by both residents and visitors alike. I am confident that a significant portion of non-taxi drivers, possibly up to 90% or more, would readily embrace Uber as a reliable transportation option - I come to this conclusion based on current and historic discussions within News&Media Facebook posts pertaining around Uber coming to the city.

I urge the Licensing Board to carefully consider the benefits that Uber's presence would bring to Aberdeen. By diversifying the transportation options available to the public, we can improve overall mobility and ensure that everyone has access to timely and convenient travel solutions.

Thank you for your attention to this matter. I trust that you will give due consideration to the potential positive impact of approving Uber's application.

Dear ACC,

This is just to say I fully support Uber taxis setting up in the city. I've used them all over the UK (and abroad) and they have always provided a great service.

Long overdue!

I support bringing Uber to Aberdeen
I have been too many times let down waiting
30min-1 hour in Aberdeen for a taxi service To get to work, or town. I fully support this

Hello

I am writing to express my enthusiastic support for the introduction of Uber services in Aberdeen. As a resident of this vibrant city, I believe that embracing innovative transportation solutions like Uber will greatly benefit our community in numerous ways.

One of the most compelling advantages of Uber is its user-friendly booking system, which eliminates the need for traditional phone calls or precise address knowledge. By leveraging location services, Uber ensures that passengers can effortlessly hail a ride with just a few taps on their smartphones. This not only enhances convenience but also improves safety by reducing the likelihood of individuals resorting to jumping into random cars at taxi ranks. It allows discreet booking for anyone looking to get out of a situation and also offers upfront visibility on cost and convenient ways to split costs.

Moreover, Uber's presence will alleviate the current taxi shortage crisis in Aberdeen, particularly during peak hours. This increased availability of transportation options will undoubtedly contribute to the safety of our residents, ensuring that everyone can return home safely after a night out. Furthermore, the accessibility of Uber will be a boon for visitors and business travelers navigating our city, as it provides a reliable means of transportation even for those unfamiliar with Aberdeen's streets.

Another notable aspect of Uber is the transparency and accountability it offers through driver reviews and the option to share ride details and locations with friends. This

additional layer of security enhances the overall experience for passengers, instilling confidence in their chosen mode of transportation.

In addition to these benefits, the arrival of Uber in Aberdeen holds immense potential for supporting local businesses by facilitating increased foot traffic and economic activity in the city center. By ensuring that residents and visitors alike have convenient and reliable transportation options, Uber can play a pivotal role in revitalising our community and fostering growth.

Having used Uber in several major cities all over the world, I know first hand how efficient it is for anyone on business. I genuinley believe having such transport option available increases productivity and makes our city more open for business.

I for one won't miss having to call round numerous taxi companies during busy times waiting on hold to be told they are fully booked.

Uber will be massive in boosting footfall at TECA also. Some people just do not want to use public transport and the lack of taxi's is the main reason I avoid big events there at present.

As a business owner Uber is brilliant as it is also very easy to download receipts and book taxis for other people without them having to pay it and then claim it back.

I do not believe existing taxi drivers will suffer as I think more people than ever will want to use taxis and there will be more demand for taxi drivers. Ubers technology predicts demand and means taxi drivers are paid more when it is busy. At the moment taxi drivers spend lots of time sitting around during quiet periods. The app would position them where they are needed and not all wasted in one location. They would spend more time driving passengers and earning fares. They can also choose not to work and sit around if they see things are quiet. The Ai technology that uber uses is amazing at predicting supply and demand. Current taxi drivers have everything to gain and nothing to lose.

In conclusion, I urge you to consider the numerous advantages that Uber brings to Aberdeen and to support its integration into our city's transportation network. Embracing innovation and providing accessible, safe, and reliable transportation options is essential for the continued prosperity and well-being of our community.

Thank you for your attention to this matter.

Good evening,

I have just seen the Evening Express's article regarding Uber and their plans to submit an application to allow them to work in Aberdeen.

It is no secret the Aberdeen has been on a decline the past few years with regards taxis etc.

All too often you now here stories of people who have walked home at early hours of the morning as the wait for a taxi was too long. Or people waiting sometimes over an hour.

I was in Glasgow at the weekend and ended up using Uber for the first time and it was brilliant. Longest wait to be picked up was around 3 minutes, the journey was pre paid via my phone so no need for cash or questioning routes / pricing. All plain and simple and very efficient.

I think the proposal from Uber needs to be taken very seriously as I feel it would only help benefit Aberdeen, especially the city centre. A small help maybe but a help none the less

Hi I'm expressing my support for Uber's launch in Aberdeen as it would be incredibly handy and less hassle when you can't get a taxi.

I wholeheartedly support Uber coming to Aberdeen

Living in Bucksburn I have waited in the last few months over an hour and a half for my taxi to arrive because we are "further out"

Hi,

I read the article in the p and j regarding Uber applying for a license in the city. I would like to provide support for this application having used Uber in several other cities I feel not having this service makes us look like a backwater. Having been let down on several occasions by the current taxi service in Aberdeen I think having Uber will make a massive difference

To whom it may concern,

As a resident of Aberdeen I feel the addition of Uber taxis would be of great benefit to the city. The downturn in taxi numbers since the pandemic has seen extreme wait times for cars especially in the late evenings, therefore this addition can only be beneficial for the city and its residents.

> Hi

>
> Just want to indicate my support for Uber to come to Aberdeen, our city is awful. I am a woman walking in and out of town now on weekends as I can't get a taxi, and I think this is disgraceful, as anything could happen to us! Aberdeen isn't one of the safest cities anymore. Consider in that lady who was murdered in Dyce.

>
> I can leave the pubs anytime from 1am-5am and it's the same no taxi, que for 2 hrs in the cold. So walking is easier takes 30-40 mins.

>
> It actually puts off so many people coming to Aberdeen as well, and nights out everyone leaves early to get a bus or train. Which is losing customers for everyone.

>
> Went to Glasgow the other week and it was amazing using Uber, know where they are, price and they pick you up where are. It's fab.
>
> Aberdeen needs to move into the times and make the city safer so folk get home in a reasonable time instead of having to take risks.
>

Hi,

A short note to say that I fully support the Uber licencing application in Aberdeen

Over the last few years there has been a clear erosion in the local taxi services having a detrimental impact on the people and businesses in Aberdeen. At many times of the day and week, it can be physically impossible to obtain a taxi. I'd say an average of 1/4 times I manage to obtain a taxi. This negatively affects my safety as a female as the result is I walk home myself. Recently, I have moved out to Milltimber and have made the decision only to come in for nights out if I can get the bus home which results in the businesses in Aberdeen loosing my business on a regular basis.

More availibility through companies like Uber could stimulate the local economy, improve transport links and help businesses thrive

Please add my name to the list to approve a license for Uber.

I'm writing to communicate my support for the proposed movement of Uber to Aberdeen.

It is sorely needed in the city to improve the safety of those looking for transport.

I confirm my support for the introduction of uber in Aberdeen city

I would definitely support UBER being granted a licence in Aberdeen. The reason for this is that there is a serious lack of taxi's available in Aberdeen. We were let down twice recently for daytime rides. We had booked taxis but in In both cases the companies said that they did not have cars available at the allotted times.

It is also almost impossible to get a taxi home in the evening, which is badly affecting restaurants around the town

Please grant a licence to UBER to help alleviate this problem

I & many people I've spoke to over the years would be delighted if Uber started operating in Aberdeen. There's such a shortage of Taxis these days especially in rural areas where bus services are few and far between.

Dear sirs

Please support the move from Uber to enter Aberdeen.

The taxi services are a complete shambles for business users and also locals alike.

Good afternoon!!

Me and my family are very optimistic that finally UBER will come in Aberdeen !!!

Please, do something for us, for people who's waiting hours for an taxi....for people also who want to work, to find a job...

Myself I called at all taxi companies in Aberdeen, last 2 weeks and they gave me 2 hours to wait....for a taxi ???

It was URGENT to bring my kid to hospital...

I really don't think is fair !!!!

I know a lot of people also who want to become a taxi driver but because of this knowledge test they moved to different cities in uk....Inverness, Glasgow, Edinburgh....where you don't need this test for private hire taxi drivers...

So, if you really care about people who live in Aberdeen, PLEASE let UBER to come !!

Thank you very much.

Hopefully this time will be great for us!!

I fully support the granting of a licence to operate their taxi service in Aberdeen city and shire. It will bring much needed competition to the existing "establishment" and provide customers with more options. I personally find the taxi service from the railway station to be sub-standard and I've lost count of the number of times I've come out of Aberdeen airport to be greeted by a long queue of people and no taxis. Uber would improve the situation

Dear Sir or Madam,

Please could you consider granting a license to Uber that would see them being able to operate in Aberdeen.

It can be difficult to get a taxi out of the city centre these days what with quite a few drivers, since the Covid pandemic, not choosing to work evenings and nights therefore, less people, me included, rarely go into the city centre in an evening and at weekends, unless I drive which means I don't drink in the city centre bars. Having additional taxis would help to support the night time economy in the city by giving revellers assurance that they have a better chance of getting home. And of course, it is also healthy competition for the existing drivers!

Good Afternoon,

I would like to confirm my full support for Uber in Aberdeen. Being a young professional in the city centre and speaking to lots of my colleagues and friends on this matter, it is clear that Uber is needed. The current system is not effective and unsafe because people are significantly less inclined to get a taxi home due to queues and an inefficient system / lack of ease.

Other major cities have Uber and I believe it is time for Aberdeen to follow, in the hope it will benefit the city centre

Hi there

I would be in favour of Uber coming to Aberdeen to help with the taxi shortage.

I support Uber's application to operate in Aberdeen.

Hi,
Following a Facebook post by the council, I am emailing to give my support in favour of Uber operations in the city. Will add significant more availability to the taxi situation. Came off a late flight last night and taxi queue was large and no taxis to be seen

To Whom it may concern,

I fully support the granting of a licence for Uber to operate their Taxi system in Aberdeen and surrounding region. Competition is needed and most other cities in UK allow their service.

Good Afternoon,

Following an update from REDACTED - Our Union Street, I would like to make Aberdeen City Council aware of my support for UBER in Aberdeen.

I have personal experience with UBER not only in Glasgow/Edinburgh and London but also else where in Europe such as Vienna and Budapest. When I am in a city that has UBER this is my preferred travel option, it also makes it so much easier to get to places locally. I feel like this would be a big impact on the support for local businesses if they can be accessed easily.

Personally I have stopped using Aberdeen taxis as I have found a significant decline in their reliability. Several times I have attempted to book a taxi and they have not shown up, and the taxi queues are ridiculously long on union street at the weekend. Additionally, not all taxi's accept card payments still and therefore this can make things more inconvenient in todays times. Therefore, I have found myself either declining to attend social events or driving and leaving earlier. I feel that if there was UBER that could make these travel journeys more accessible I would be more inclined to go out more often, or stay out to have some drinks at the local bars.

In conclusion, i feel like UBER would be a benefit to Aberdeen's local economy and bring back some life to the city centre.

Good afternoon,

This is a letter in support of the Uber license application recently made with Aberdeen Council.

My experience with taxi companies in Aberdeen over the last 3 years has been extremely poor and every person I know in Aberdeen is of the same opinion. It would be good for an element of competition to be added to this market so I am writing to express my support. I hope a decision is made in favour of this matter and I'm grateful for the opportunity to express my views.

As a resident of Aberdeen city I would fully support Uber coming here. There is a lack of taxi's. This would only benefit all the people who live in Aberdeen.

Dear Licensing Team,

I understand Uber have applied to operate in Aberdeen. In the interest of keeping the city safe and accessible to all (cutting down drunken taxi queues and vulnerable people walking home alone due to high rates as two examples) , and the boon this would be on businesses throughout the city, I would fully support this application.

To whom it may concern,

As a resident of Aberdeen I am writing to firmly communicate my support for Uber coming to Aberdeen. I, like many in the city, have experienced the struggle of trying to get a taxi in Aberdeen. This has included finding it a challenge to get a taxi home from town on the weekend as well as trying to get a taxi from the airport.

Having lived abroad and extensively traveled, I have also experienced the convenience of using Uber and similar apps. They make life much easier and it is a very convenient way to get around cities. During my time studying in Glasgow, I also got to see how seamlessly the app can work in another Scottish city. So, why can't it work in Aberdeen? Why can't we make the lives of our residents easier? I believe we should remove the previous regulations that put Uber off the last time they sought to set up in Aberdeen.

There are so many great things about our city and it is improving all the time - so many excellent and varied new restaurants opening and the beautiful UTG to name but a couple. Uber will help make getting around our city far easier - especially for all the tourists coming off the cruise ships and students coming from all over the globe. Let's show the world that we are a forward facing city that embraces the innovation that is available to us.

Hello

I would like to support Uber's application for licence in Aberdeen. I have used Uber nationally and internationally and I enjoyed this service. Would be very happy to use Uber taxi in Aberdeen

Hello,

I'm in favour of Uber obtaining the right to operate within Aberdeen. Current Taxi services are poor, expensive and in need of a shake up.

Uber operates well in every city I've used it in and would likely be a positive change in the city

I would like to express my support to bring Uber to Aberdeen. Cheaper and better availability of convenient transport will not only make the city safer, but this move will encourage people to venture out to eat and drink in the city centre. If Uber was to come to Aberdeen, travelling into the city centre would be much more attractive, as it would take away the need to arrange or pay for parking, or wait for unreliable and expensive taxis.

Good Afternoon,

I would like to register my support for the Uber Licence Application.

Aberdeen has been in dire need of Uber for a number of years, the taxis in this city are becoming non-existent.

It is about time Aberdeen caught up with the rest of the country and had Uber operating within the city, it would bring greater footfall to the city centre.

I myself have not ventured into the city as often as a result of not knowing how I will get home, whereas in Glasgow and Edinburgh there is always the reliant option of Uber.

Hello,

I am all for granting Uber the licence they applied for. I am not exactly a friend of such big companies, but: In Aberdeen, there is essentially only Rainbow Taxis if you don't have a car and want to get somewhere public

transport is not ideal to reach. Some competition will be good, and might lower the price of a drive. Plus, it might avoid situations where you can't get a taxi because they are all booked

Dear Sir/Madam,

The good people of Aberdeen have suffered long enough with the paltry taxi service currently available in the Silver City.

Imagine having your car break down early one morning before going to work, and calling Rainbow City Taxis to hear something along the lines of "Sorry, we don't have anything for the next hour."

Approving Uber's application would also mean that potential passengers will be able to actually book taxis to visit Union Street on a night out. This would introduce significant cashflow into an area of the city that truly needs it.

As of now, if you wanted to book a taxi to visit Union Street you would need to call as much as a day in advance!

Please approve Uber's application for Aberdeen.

Please accept this as my vote of support to allow UBER start providing a taxi service in Aberdeen.

Residents and tourist need a cost effective and let's be honest, more reliable, option available to them.

I personally use UBER in any city where it's available globally and 100% support them.

I write in support of Uber being granted a licence to operate in Aberdeen.

The current level of taxi service is extremely poor and unreliable, particularly in the evenings and weekends. Taxi drivers I've spoken to admit that they pick and choose their own operating hours to suit themselves, rather than customer demand.

Increased competition from Uber can only improve the customer experience and drive an improvement in overall taxi service and reliability within the city.

Hi there,

I represent The Tippling House at 4 Belmont Street and would like to offer our support to Uber's application to operate in Aberdeen. We have a policy of contributing to late-night travel for our staff to get home safely, but in recent years the lack of taxi availability during the midweek and weekend nights has seen taxi expenses receipts from our team go from a handful per week to zero. With Uber operating, we would be able to open a business account and ensure our staff get home safely.

Hopefully their application is successful.

I would like to write this letter of support for Uber. The lack of taxis in Aberdeen is a disgrace and Uber would be a very welcomed addition

Hi there,

I'd like to voice my support for Uber getting a licence in Aberdeen.

Our taxi firms need competition, to up their game, for the modern age. To force them to improve their apps and ALWAYS take card/contactless.

Getting a taxi from the city centre on a Friday/Saturday night is almost impossible. One time, about 6 months ago, I tried to get one from the Union Street rank and got 5 cars deep of drivers saying "cash only" before I gave up and did the 45 minute walk home instead. But many don't have that option.

Rainbow City offer an app for ordering vehicles and give an estimate of the cost for your journey. But this is nowhere near what Uber offers in their app. They offer great safety features, like sharing your journey with friends/family. I have no doubt that the women of Aberdeen would feel significantly safer with an Uber journey that can be tracked by their loved ones. I would feel much better with my 18 year old niece getting an Uber, so I can check she's got home safe.

I have used Uber in Glasgow, Portsmouth and New York. But in these cities I've also decided to use a conventional taxi or public transport instead. Uber is a great choice for some journeys/situations, but not the best for others. So it can definitely operate alongside other transportation options, like conventional taxis.

It would improve the mobility of Aberdonians, not just in being an additional option, but also in forcing every other transportation choice to improve, in order to be competitive.

Lived in Aberdeen all my life (35 years)

Good day

I was told to email you in relation to bringing Uber to Aberdeen. The taxi fares are incredibly high and having a more efficient and hopefully budget friendly system would be of great value to the city.

I am writing in support of granting a licence for Uber Taxis in Aberdeen.

We, unfortunately, had the bad experience of waiting for a taxi at Aberdeen Airport for almost two hours. The people of Aberdeen and surrounding areas deserve a better taxi service which Uber could give.

A short email in letter of support of Uber operating in Aberdeen. Aberdeen is a city with a need of its residents to have a much larger pool of drivers than it has currently for convenience but most importantly safety of travelling home.

I've been in the city centre on various occasions over the last 12 months after midnight and been unable to get a taxi home especially if the weather is bad. Not to mention rush hour taxis it's just not an option if you try to book on the spot.

Anyone opposed to having Uber in the city has a vested interest in current taxi pool which just isn't working for the needs of the city and its people.

Hello,
I'd like to pledge support for UBER operating in Aberdeen - the taxi services are among the most expensive I've ever encountered, prohibitively so, we need to adapt to a more modern way of providing local transport.

Good afternoon,

This email is to support the application of an Uber license being available in Aberdeen which I feel it requires for further options of travel.

To whom it may concern,

Please can you allow Uber to operate within the city of Aberdeen. This is because there have been various times where me or a family member has needed to urgently call a taxi and none have been available. In one case it was a medical emergency and no one near had a car that could be used to transport someone to A&E.

Hi I would like to note my support for an Uber service to start in Aberdeen. I travel and do business around the country and have found nothing but positive feedback from businesses and customers when an Uber service operates in an area.

Dear Licensing at Aberdeen City

I am writing to express my strong support for Uber's presence and operations in our city due to the dire lack of reliable taxi services.

Over the past few years, it has become evident that our city is suffering from an abysmal shortage of taxis. Residents, tourists, and commuters alike have faced significant challenges in finding accessible transportation options, especially during peak hours and late at night. This lack of availability has had severe consequences, leading to inconvenience, increased waiting times, and even compromising safety when alternative means of transportation are sought.

Fortunately, Uber has emerged as a reliable and efficient solution to address this pressing issue. Uber's innovative ride-sharing platform has successfully filled the void left by traditional taxi services, providing a convenient and dependable mode of transportation for countless individuals in countless cities. The use of modern technology and the extensive network of drivers associated with Uber have significantly improved the accessibility and availability of transportation in cities around the world.

By supporting Uber's operations in our city, we can alleviate the hardships faced by residents, tourists, and visitors who rely on transportation services. Uber's advanced mobile app, which allows users to request rides, track drivers in real-time, and make cashless payments, offers a level of convenience and reliability that is sorely needed. Additionally, the rigorous driver screening process, GPS tracking, and user ratings ensure a safe and secure transportation experience.

Moreover, the introduction of Uber would not only benefit individuals but also contribute to the overall development and growth of our city. The presence of Uber would attract more visitors, enhance the tourism industry, and foster economic opportunities for local drivers who wish to provide their services on the platform. Furthermore, introducing healthy competition in the transportation sector can encourage existing taxi services to improve their quality and efficiency, ultimately benefiting consumers.

In conclusion, I urge you to consider the significant benefits that supporting Uber's operations would bring to our city. By embracing innovative transportation solutions like Uber, we can overcome the current scarcity of reliable taxi services, enhance convenience for residents and visitors, and contribute to the overall growth and development of our city.

Thank you for your attention to this matter. I would appreciate the opportunity to discuss this further and offer any assistance needed to facilitate the integration of Uber into our city's transportation landscape.

I want uber to get their licence in Aberdeen.

I have been on holiday in many cities across the globe and the Uber service is the most reliable and safest system to order taxis .

This is a must in Aberdeen and for all visitors to the city its do easy to use.

Just get them here .

Hi,

I am getting in touch today to voice my support for Uber being granted a licence in the city.

I travel often for work and on multiple occasions over the past two years I have had prebooked taxis either appear very late or be a complete no show when I've needed them to take me to the airport. This has caused me no end of frustration and stress given I could be missing flights and meetings.

Adding Uber to the city will give me more options rather than solely relying on taxis and also might in turn create an improved taxi service if they have competition.

Another point to add to bringing Uber to the city is my social circle has seen a massive decrease in late nights out in the city at weekends due to the severe lack of taxis and the inevitable 30+ minute wait on Union Street to get a taxi. To the point where almost nobody is willing to even stay out past 9pm. Uber will fix this and in turn (on this small sample size) instantly bring more money into the city as we'd all be back out in town with the prospect of an easy taxi journey home.

Good morning

I am writing to give my unconditional support to the concept of Uber in Aberdeen.

Kind Regards

I wholly support Aberdeen city council granting a licence to Uber for taxi services in Aberdeen. Furthermore, I think the city council should revise the taxi rules/restrictions affecting the airport so that any licenced taxi can wait there for collections.

Lastly, I don't believe it is relevant to have expensive knowledge based tests for drivers provided they have suitable sat nav installed in the car. We should adapt our rules in line with the latest technology where appropriate and sat nav is well established enough to support this.

Hi there

i am writing to formally register my support for the above licence application.

I would fully support the introduction of Uber to Aberdeen.

Hi!

Just wanted to send an email expressing my support for allowing UBER to operate in Aberdeen

I would like to support this option for our city. Not only will it help the failing nightlife in the city but if given the opportunity will bring Aberdeen airport and the new port of Aberdeen into the current century with respect to travellers arriving in our city.

Currently the airport taxi situation is frankly embarrassing

I wanted to give my support for bringing Uber to Aberdeen. I think it would be a great benefit to the transportation options, particularly for those of us who do not drive. Particularly during rough weather conditions, it can be a good alternative when choosing between public transportation options

Dear Sir / Madam,

I am writing this note of support to express my opinion on the great need for Uber to be successful with their application to operate within Aberdeen. The massive lack of taxi cabs in Aberdeen at the key moments when they are required is now really poor. Arriving late into the airport or leaving the centre of Aberdeen as the pubs are closing is now something most locals know to avoid which must in turn be having a hugely detrimental affect on the city's business' who are trying to operate.

Having recently visited Edinburgh and Glasgow and used Uber services in both city's (less than a 5 min wait wherever / whenever) Both city's are enjoying thriving nightlife scenes with pubs and restaurants busy every evening! This is because the patrons do not have to worry about how to get home.

Please approve the Uber licence application.

My mother has had issues with the taxi services for the past 3 years. She is elderly and has loved the convenience of uber here as she has in Poland and Edinburgh.

Uber would truly improve Aberdeen's urban city status.

I think Uber would be a great addition to Aberdeen. In my opinion getting taxis in Aberdeen is very difficult as there seems to be a shortage so getting more Uber taxis on the road would definitely benefit the residents and visitors. Waiting for a taxi is never a selling point for a city.

Regards

Hello,

I'm writing to show support for bringing Uber to Aberdeen. Our city needs options like Uber, especially when weather is less than ideal and buses are running behind. We moved here with the intention of walking everywhere or using options like Bus, Taxi, etc. Having Uber as an option would be greatly appreciated.

Please approve their request for license

Good morning,

I just wanted to email in and say that I am in full support of Uber coming to Aberdeen. It is a fantastic service that I heavily use when I travel to larger cities such as Edinburgh and Glasgow.

The app is extremely convenient and I feel the fare prices are very reasonable with prices being low and only being increased during busy high demand periods.

If you need anything further, just let me know.

Good afternoon,

- >
 - > I write to wholeheartedly support the Uber licence for Aberdeen.
 - >
 - > Living outwith the city, the current taxi situation causes huge problems for our family and friends. There are quite simply not enough, which leads to dangerous situations and prevents us from going into town / staying out as long as we wish too.
 - >
 - > The cut in taxis coupled with the stopping of night buses has been disastrous. My son has been stranded late at night a few times, once in a dangerous situation, well used to a convenient and safe Uber system, no matter the hour, in Edinburgh and other cities.
 - >
 - > The lack of a convenient and safe way to get home puts us off going to visit restaurants and bars in the city centre and anywhere not walkable. We lived overseas for a few years and Uber was so convenient and reliable.
 - >
 - > Introducing Uber will increase the footfall to hospitality establishments that badly need the custom, make the city centre a safer place for all, especially late at weekends and provide a reliable resource for tourists - the current situation of taxis at the airport does not reflect at all well on the city.
 - >
 - > I really hope Aberdeen can support this licence and bring a much needed resource to residents.
-

Please grant Uber a licence to operate in Aberdeen as the lack of current Taxi's is a disgrace to our lovely city.

No one understands why Uber is not being allowed to operate in Aberdeen, is it down to profiteering by the council and the likes of Aberdeen Airport?

Sorry I am just for having uber in the city. I am not applying for license. Thank you.

Hi

I'd like to express my full support for allowing Uber to operate in the Aberdeen area.

The current provision of taxi services in the city is unreliable and unacceptable. There are not enough taxi drivers willing to operate at night time, especially at the weekends, and this has a significant impact on the Aberdeen night time economy, and also makes it very unsafe especially for women. My son recently waited 2hrs at a taxi rank on a Saturday night as there were not enough taxis operating. How can this be acceptable, and it's like this every weekend.

There is also no reason these days for potential taxi drivers to sit a knowledge test before they can get a licence to operate. Everyone has access to maps on phones or satnav.

There really needs a complete rethink and overhaul of how taxis are licensed, operated and priced.

Being a very frequent visitor to the city centre and also a frequent traveller by rail and air it is unfortunately clear that the current taxi services available are not fit for purpose. Lack of taxis extremely frustrating and also gives a very poor first impression of the city to visitors. I therefore support Ubers licence application.

Please let Uber operate in Aberdeen. The Taxi service is abysmal. Charging extremely high rates, especially to the airport, and often don't even come on time. We need Uber.

Hi there,

I understand there's a possibility of granting Uber a license to operate in the city.

I think it would be silly of the council not to issue a license for Uber considering the dire state of taxis and buses within the city.

My wife and I rarely venture into the city for a night out as we know we won't get a taxi back.

In December on a Christmas night out I walked for an hour and a half from the city centre to cove due to not getting a taxi.

Uber will fill the void of taxis in the city and it will also provide some income for members of the public by allowing them to become Uber drivers.

I would very much urge the council to consider this license for Uber.

Good evening,

I would like to write this email to show my support for Uber being introduced in Aberdeen.

There is currently a severe lack of taxi service in Aberdeen as it stands, which is making life difficult for a lot of people who need this method of transport, and also increasingly unsafe for young people travelling alone in an evening after nights out etc.

Aberdeen is also VERY behind in the times, given that most other major cities are on board and thriving with Uber already. It's time to join the 21st century!

Therefore, I think this is a great idea and fully back it.

Hi folks,

I am writing to voice my wholehearted support for Uber in Aberdeen. The key point to highlight from this is that the service provided by taxis in Aberdeen has been well below par for decades, ensuring that the city fell way behind the modern day standard. Going into town has become difficult for many in the first place and the prospect of maybe having to wait 3 hours for a taxi to get home has put so many off of going into town. Uber liberates the people of the city and allows them another, more frequent and transparent method of transportation.

I lived in New Zealand for several years, and when flying to Dunedin for the first time, I asked "does Dunedin have Uber?"

"Pfft! Of course they do. It's not a third world country."

I had never been so embarrassed of my home town. Please change this.

I am a resident of Aberdeen and whole heartedly support ubers introduction into the city. Not only for job creation but saftey and convenience. Please give this your full consideration

To whoever this may concern,

I would like to offer my support for Aberdeen City licensing board to approve Uber to operate within Aberdeen

Hi
I fully support Uber coming into Aberdeen.

Finally we are moving Aberdeen into the 21st Century by having Uber available.

I've used Uber in multiple cities around the world and there is no reason I can think of (other than current taxi driver resistance) to block this from happening.

Sort the other embarrassment of having no taxis at the Airport when you arrive home please. I doubt any other city in the world has this bizarre set-up.

Hi,
Would like to offer support for the application of UBER taxi service in Aberdeen.

As a regular user of taxi services in the city for both personal and business use, having more options for taxi services and competitive providers to ensure regular availability and multiple options can only be a positive for the city.

It is not uncommon to arrive in ABZ and there are no taxi options at the airport or rail station. In today's connectivity dependant world, this is quite backward. As an Aberdonian and proud of the city, it's hard to defend the shortfalls in public transport options to visitors, holiday makers and business associates who are stuck in long taxi Qs, often asking WHY is there no UBER here.

We all know competition is good and time to move onwards and upwards, aligning with the other major cities in the UK and world.

This is also an opportunity to show to the wider world Aberdeen is open for business and not a closed shop monopoly.

Hi,

This is a message of support for allowing Uber to gain a license in Aberdeen.

I think Uber will promote tourism, as it's the main choice of transport I choose when I am abroad and is very easy to use. It is also very good and useful in Edinburgh and Glasgow.

Uber will promote the night life in Aberdeen. Many of my friends are currently put off going out as it takes hours to get a taxi.

It will also improve safety at night, allowing people to get home without needing to wait on the streets for excessive periods of time.

I really hope this gets accepted as I believe it will be positive for all those in Aberdeen and the vicinity. Even taxi drivers as I believe many more people will visit Aberdeen at night for shows, food, drink, bars etc.

Thanks,

Good evening,

I saw this email was to be used for licensing comments. I wanted to say how much this city needs Uber, and in plentiful supply for taxis to operate at all hours of the night without the awful queues at taxi ranks.

Aberdeen is the only city I've been to that is honestly shameful for taxis, I refuse to use them now unless it's the middle of the day or in the early hours of the morning when it's quiet so I know one will actually arrive within 20 minutes, which is a reasonable time frame.

Luckily I can walk home in 45 minutes from town after a night out but many people can't. Thankfully I'm a male but I feel so bad for women who struggle to get home safely because 1 taxi drives past after midnight every 10 minutes, with queues backed up into McDonald's since buses have stopped running.

People wait hours in the cold and wet on Saturday nights, and in rush hour you won't get a booking so why bother. For Aberdeen to move forwards and get people out into town to keep the city alive, Uber is a must so that people can get to and from town safely and affordably when they want to.

To whom it may concern,

I'd like to record my support for Uber coming to Aberdeen. Readily available taxis to take us from one side of town to the other, with greater confidence that one would arrive, with easy tracking and online payment, would make a huge and positive difference to Aberdeen city centre.

Yes we badly need them

I am writing in support of Uber's application for licence to operate in Aberdeen.

Uber will provide a much need transportation option to the City and Shire.

The current taxi offering is inadequate and failing the citizens of Aberdeen and the surrounding areas.

Hi there

There is a desperate shortage of taxis in Aberdeen giving a terrible impression of the city at key gateways such as the railway station and airport to visitors and tourists.

Alongside that it's near impossible to get taxis home following a night out which does not make the city as safe as it should be for young, old and our thriving student community.

It's incredible that Aberdeen is so behind other cities and does not have Uber.

Pls give the go ahead to Uber and help make our city safer and more attractive to visitors, tourists and those who live and support the city and its businesses.

Good Evening

I hope this email finds you well. As a resident of Aberdeen I am sending this email as a letter of support for the Uber licence.

I think this is something which would be extremely welcomed in the city and would help ease pressure on late night taxi availability.

Many thanks in advance

Hi,

I live in REDACTED in Aberdeen.

I'm emailing to voice my support for having Uber in Aberdeen.

It is clear that the current taxi providers in Aberdeen are not providing a sufficient service for the city, which is having a huge impact on footfall in the city. A huge amount of Aberdeens population live in suburbs in the city and there is no doubt that the inability to get taxis into the city, and more importantly home, is impacting the number of people heading into town.

I hope common sense prevails and Aberdeen welcomes Uber like every other city I've lived in.

Dear Sirs / Madam

Please accept this email as my letter of support for allowing UBER to operate in Aberdeen. Going out in Aberdeen has become a hassle and a safety concern for my family and many of our friends due to the availability / shortage of taxis, as a result many of the bars and restaurants are missing out on valuable local trade.

This is my support for Aberdeen allowing uber to operate. Taxis are a shambles in Aberdeen currently and are never available, it is unsafe at end of an evening that you can't get a taxi.

Definitely all for Uber coming to Aberdeen.
Lots of people put off city centre because you can't order a taxi in or out
!!!!

I wholeheartedly support Uber in Aberdeen. As a service user, I have been badly let down by our largest taxi company 3 times from home. I have also experienced very long waits at the airport taxi stance - despite being near the front of the queue.

Dear sir or madam

I am writing in support of the request by Uber for a licence in Aberdeen.

This is long overdue and would bring Aberdeen in line with other major cities and will hopefully go some way to improving the catastrophic situation with taxis at Aberdeen airport

Good evening

I am writing in support of UBER being granted a license in Aberdeen. As a resident who stays in a remote part of the shire, despite being only 10 miles from city centy, options for travelling into and out of the city are limited unless driving. Uber provides a safe, traceable way for me to get home that is often much cheaper than a traditional taxi. It provides certainty around the cost of travel and I can share my journey with loved ones for peace of mind. I have used Uber all over the world and it has become a 'norm' for most people - so tourists and travellers to the city will already be familiar with the process and it will likely encourage more movement between the various areas of the city and suburbs.

Dear ACC

Please note my support for Uber to be granted a licence in Aberdeen.

It is very difficult to get a taxi at times in Aberdeen and having Uber as an option would help greatly. We frequently use Uber in other cities without any concerns

This email is just to say that I fully support Uber being granted a licence to operate in Aberdeen. There are so few taxis in Aberdeen that it puts me off from visiting town in the evenings. If I miss the last bus I cannot get home without waiting sometimes hours in a taxi queue.

Hello

I just wanted to express my support and eagerness to get Uber into the Aberdeen area. It is badly needed and would solve a lot of problems currently being faced - jobs, late night availability , etc.

Strong support from me to get Uber into Aberdeen

I support ubers license application

I am in full support of Uber being licensed in Aberdeen as I have experienced its benefits in other areas and think this is what Aberdeen needs to support the public.

Dear Sir/Madam,

I am writing to support Uber being granted a license for Aberdeen City.

Please let me know if I need to do anything else to support this request.

I am in full support of Uber being licensed in Aberdeen as I have experienced its benefits in other areas and think this is what Aberdeen needs to support the public.

Good evening,

Please accept this email as my support to allow Uber to operate in Aberdeen.

The lack of taxis in Aberdeen cannot continue

I read today about the consideration for Uber to be granted a license in Aberdeen.

I wish to email to endorse my support support for such a move.

I'm a keen Uber user in other cities both in the UK and internationally and I find it such an easy process.

I also find a really easy process for a business case to claim expenses.

I know my exact requirements and I have reliability of service and I can also check out drivers and exactly my route, car, driver etc. will be as intended and the price as agreed, with no surprises

Evening,

I would like to show my support for Uber in Aberdeen.

I wanted to drop an email to show my support for Ubers application

I wanted to drop an email to show my support for Ubers licence application.

There is insufficient number of taxis operating to service the requirements of the public in Aberdeen especially at the weekends when attending events so its essential that Aberdeen moves with the times as we are attempting to encourage business growth and footfall in Aberdeen, which can only benefit our local economy and the future of Aberdeen long term.

100000% in favour of bringing Uber to Aberdeen.

Best regards

Yes absolutely bring UBER to Aberdeen city and shire.

Good evening,

I am writing to show my support for Uber coming to Aberdeen.

I think it is a no brainer and the constant supply of taxi's will only be a positive for our city centre. Having a more guaranteed way of getting home will encourage people to go into the city centre for dinner and drinks, which will in turn increase the footfall in the city which is what everyone in Aberdeen is wanting.

I think it will be a huge backwards step if they application is rejected.

Good Afternoon,

Please accept my email as a letter of support in favour of introducing UBER to Aberdeen. Its exactly what the city needs.

To whom it may concern,

I wholly support the introduction of Uber in Aberdeen to provide more cost effective and reliable options for transport in and around Aberdeen.

I would like to give my support for allowing Uber to be an option available to us to utilise with our visits to Aberdeen.

We live in Westhill and the bus service is irregular with non appearance or cancellations so an alternative to the expensive taxis that are available is something we would gratefully appreciate.

The £5 charge after 8pm before you get in the taxi I feel is ridiculous and have never experienced this whilst using Uber in other cities.

Furthermore this again would be a service that would be appreciated for airport runs, esp the issues that we have experienced over the past year when arriving back and no taxis with huge queues. Not a great welcome to Aberdeen for any tourists or visitors!

Allowing Uber into our city and shire would allow competition and free enterprise to thrive.

Aberdeen and Shire should not be a closed shop and if other large City Councils are allowing and encouraging Uber why should Aberdeen still be in the dark ages!

I look forward to seeing the Uber proposal accepted and the citizens of Aberdeen and Shire having a choice of taxi options.

I confirm my support for the introduction of Uber in Aberdeen

Please consider granting Uber a license in Aberdeen. It would help improve the night time economy of the city. Since Covid many local taxi drivers have chosen not to work evenings and weekends. Currently I rarely go out in the city as it is so difficult getting home later in the evening.

Good afternoon,

I am just writing to show my support towards Uber acquiring a license to operate in Aberdeen.

As a student, I not only have had to pay my fair share on taxi fares in my 2 years being here, but I also have had to wait for them – often during a cold or windy night – for too long. It is not an uncommon experience to be rejected when trying to book a taxi because of lack of availability or high waiting times (starting from an hour!). For a city the size of Aberdeen, there are little things we can tell ourselves to justify this. I believe allowing Uber to operate not only will create much needed jobs, but also will make the city feel safer and more accessible, especially to minoritised groups like women, LGBTQ+ and disabled people who are either more at risk of being harassed or simply cannot navigate Aberdeen as easily.

Considering the shocking lack of public transportation after 23:00, Uber could really make a positive impact for the city centre re night life, late events, etc. And also it would be so helpful to night workers who need and want to get home as quickly, safely and comfortably as possible after a late shift.

Please consider granting the license to operate to Uber.

The current status of trying to get a taxi in Aberdeen is beyond ridiculous and almost impossible even if an order is taken to ensure they turn up or indeed turn up at all. The cost is also extortionate.

I would therefore very much support Uber being given a licence to operate in Aberdeen.

Good evening,

I am emailing to voice my support for the proposition of bringing Uber to Aberdeen.

As a young person, I find myself increasingly avoiding going on late nights out in the city due to the lengthy taxi queues. The current system can be quite unsafe, particularly for women. It is not unusual to have unwanted attention given when waiting for a taxi, but due to long queues people feel trapped in these situations as they are desperate to get home. Over the winter months, having waited over an hour for taxis in below-0 temperatures, I find myself less willing to frequent local clubs and bars.

Having used Uber in other cities such as Edinburgh, the convenience was fantastic. Having quick, clear service allows people to visit venues further

apart in distance. I hope that if Uber was implemented in Aberdeen, it may support more people to visit more places in the city and make the place more lively.

I look forward to seeing what happens with this proposal.

I fully support the operation of Uber in Aberdeen.
I spend a lot of time in other parts of the country using both local taxi firms and Uber and both seem to operate side by side successfully.

Dear Sir / Madam,

I am writing this note of support to express my opinion on the great need for Uber to be successful with their application to operate within Aberdeen. The massive lack of taxi cabs in Aberdeen at the key moments when they are required is now really poor. Arriving late into the airport or leaving the centre of Aberdeen as the pubs are closing is now something most locals know to avoid which must in turn be having a hugely detrimental affect on the city's business' who are trying to operate.

Having recently visited Edinburgh and Glasgow and used Uber services in both city's (less than a 5 min wait wherever / whenever) Both city's are enjoying thriving nightlife scenes with pubs and restaurants busy every evening! This is because the patrons do not have to worry about how to get home.

Please approve the Uber licence application.

Hi

I am told that Uber are applying for a licence in Aberdeen. This has my full support fed up paying so much for taxis in Aberdeen we need more competition in the city.

Hi

I am writing to fully support UBER being granted a licence in Aberdeen due to the lack of available taxi's in Aberdeen especially in the evening. I think this would help the current situation out.

Please take this email as 100% support for Uber being granted a License in Aberdeen City.

Would like to request Uber in Aberdeen

Could you grant permission for Uber in Aberdeen

Hi I would like to request uber in Aberdeen. Thank you

Having being a frequent user of Uber in London, Edinburgh and other international cities (Houston, New York....) I am a big supporter. Relatively speaking I have found the Aberdeen taxi service to be very poor in that you often have to wait a long time to get a taxi and I'm afraid the bus service is just not frequent enough, despite significant related investment.

The only security concerns I have experienced related to Uber has been scare mongering from other taxi drivers, although I'm sure there will be very isolated incidents (like with every such service).

Get Uber into Aberdeen quick - no nonsense!

To whom it may concern,

I for one am in favour of bringing Uber to Aberdeen, however, I would love to see it extended to Aberdeenshire where taxi's are very limited and very expensive when needed.

I use them all over the world and it is a great service.

Thank you in advance of a positive outcome

To who it may concern

I am sending this email as I would like to support the application for Uber to operate in Aberdeen.

Uber operates in most major cities in the UK so Aberdeen would definitely benefit from the service. I for one use Uber in other UK cities and all over the world so would regularly make use of it in Aberdeen.

I also know of people who would like to drive for Uber so it would bring jobs to Aberdeen which is a benefit.

I really hope the application is considered and granted and would be delighted to see Uber in Aberdeen in the near future.

Dear who it may concern

It was brought to my attention that uber have applied for a licence in Aberdeen and that the people have been asked to show their opinion on the matter.

I cannot stress enough how vital uber is for Aberdeen, due to the LEZ zones to reduce congestion a large majority of people will avoid cars to get to town. The only other alternatives of motor transport available are first busses and taxis. The issue with busses is that they are notoriously unreliable and do not show up 9n time. With taxis they are far to expensive which is why most people avoid them. I would walk 45 minutes to cults rather than get a 10 minute taxi because of the cost. Having uber would give the people of Aberdeen a far superior service with increased safety, fixed acceptable prices, and a valid reason for LEZ zones when Aberdeen is a very small city with a drowning economy. Uber helps us all

I am a bartender and a photographer and have been told on numerous occasions by others in both of my industries of the lack of professionalism from taxi drivers across the board. From being rude and dismissive to downright creepy behaviour with women. They also do not drive the fastest route but the one that makes them the most money, this is deceitful and out of order. With uber we know the exact route we are going because we have a live map so the driver has to go that way with no diversions, we also have photo ID and the name of the driver in the uber app which offers an increased level of safety that taxi companies in Aberdeen have never bothered to introduce.

In short I believe taxis in Aberdeen harm the economy while uber would help increase it. More would be willing to comply with ULEZ zones and laws, it would offer a cheaper, safer more effect service, more people would be inclined to seof money during the day and the night, due to cheaper methods of travel and insured safety.

I would also like to add that I used to live in Edinburgh where uber has a licence and can tell you from personal experience that the level of professionalism from them is excellent but I cannot say the same for

taxis in Aberdeen but the opposite, there was one occasion where a taxi driver belittled me and my profession because of his personal beliefs. That is not someone who should be working with the public.

Furthermore I am aware that uber have applied for a licence in Aberdeen before but it was denied due to the taxi companies complaining about damage it would do to taxi buisness. Uber is the better service and to have denied us uber before to keep a subpar service is an insult to the people of Aberdeen and the people at the council who work so hard to try and make Aberdeen a better place to live.

I fully support uber and them getting a licence in Aberdeen as it is exactly what Aberdeen needs to help the flow of economy in the city back to a good place. In addition to my support I also suggest a boycott of taxis. what do you think is more important, selfish gold digging taxi companies, or making Aberdeen city a better place to live?

If it's the latter then uber is the way forward

Think this would be a great help to bring Aberdeen into more modern times with competitive taxi fares.

Fully support Ubers presence in the city and shire.

Dear Aberdeen Council,

If you truly represent the people and Council Tax payers in Aberdeen, you will support and approve Uber's application to operate in Aberdeen.

We have recently used Uber in Edinburgh, Glasgow, England, USA, Australia, Budapest, Dublin We have found it to be excellent and in my opinion would definitely help the demise of our City Centre. Thank goodness for REDACTED who has the vision (as did REDACTED) that the council lack.

I strongly encourage you to support the Uber application and relax whatever antiquated knowledge checks and whatever other stipulations you require in line with Glasgow and Edinburgh. The current taxi service is appalling and needs overhauled.

Please approve the Uber application and show that you truly support the majority of Aberdeen Council Tax payers and let's get Aberdeen into the 21st Century!

I'll be looking for how the votes go on the day and sincerely hope that the petty party politics and small mindedness that plague ACC are put to one side and you do what is in the best interests of the city.

Hi

I fully support the application by Uber to come to Aberdeen

Having had to endure over an hour wait, in a hostile taxi rank, anytime I have taken a taxi when they are moved on to Union Street is scary for a lone female. Since COVID I have never managed to get a taxi in under 10 mins no matter the time. Even before midnight at they weekend usual taxi ranks are scary.

Numerous occasions we have also ordered taxi from the house and they are often late as there are none to dispatch at the time required.

Due to the lack of taxi, at the moment I do everything I can to prevent having to call one so I am not let down. I have also stopped going into town or staying out after 10.30pm due to the lack of available taxi. My safety is paramount.

The council should keep the stern reminder that a lone female was murdered in Aberdeen not that long ago walking home from a pub.

Hi

I would like to support Uber in their application to be granted a license to operate in Aberdeen. I think this would be a huge asset to the city Kind regards

Good afternoon,

I would like to lodge my support for Uber coming to Aberdeen.

It has become almost impossible to find a taxi on a Friday or Saturday night in Aberdeen. It puts me off going out at night. I was recently stuck in town with no taxi available when trying to book by phone and walked home (it took 75 minutes) on my own late at night as I had no luck flagging down a taxi in the street either. Not ideal for a lady in her late 50's.

I have never had this supply problem in Edinburgh or Glasgow. More taxis in the streets of Aberdeen can only be a positive move

Hi

I would like to show my support for this application. I travel extensively on business and find Uber in Manchester and London to be an excellent alternative to other public transport. In contrast, we waited 90 minutes for an Aberdeen taxi to take my elderly mother home from a family occasion. Things need to change in Aberdeen.

I am writing in support of Uber's application to introduce an Uber cab service to Aberdeen.

For decades Aberdeen taxi provision has had a poor reputation both within the city and for visitors. Uber offers a level of service common with other major centres around the world - if it wasn't good it would not have survived.

Visitors will know what standard to expect from Uber and Aberdonians will love the new approach appreciated everywhere it has been introduced - in my experience Uber is good for customers and drivers alike and will likely increase the number of cab drivers available - a persistent problem here in Aberdeen.

Let's not shy away from change as we usually do - take a deep breath and embrace it.....

Hello,

I noticed in social media that the council is considering allowing Uber to operate in Aberdeen. I never do things like email the council but for this I had to.... please, please can you bring Aberdeen into the modern ages and allow Uber to operate.

We just returned from a weekend in Glasgow and once again we used Uber to get around. A safe, effective and a reliable service was provided... in a couple of occasions we were outwith the city centre but without fail our lift appeared.

We currently stay in Newtonhill and getting home from a night out isn't always easy esp with the severe lack of taxis nowadays. There's an opportunity here to improve and provide for the city and shire... please give Uber the chance.

A GREAT IDEA AND LONG OVERDUE.

To Whom It May Concern:

I am writing in support of Uber being granted a licence for Aberdeen city. This will give people a new and better option to get home safely, in particular women who are out at night. When in other cities, both in the UK and abroad, we use Uber a lot and would also make use of it in Aberdeen. It is important to note that **this isn't instead of** traditional taxis – the things we like about Uber (cost sharing / flexibility / safety / convenience) are not offered by these existing taxi firms.

All modern cities have Uber and Aberdeen is very overdue opening this up to its residents.

I would like to support UBER's request for license to operate in Aberdeen.

Dear Sirs

I firmly support Uber coming to Aberdeen

Thank you for listening

I write in support of the application by Uber to start providing services within Aberdeen city.

Regards,

Please oh please allow UBER to operate in Aberdeen 😊

Aberdeen Council must be the laughing stock of the UK, actually the world, by not having introduced Uber yet!

I have travelled to Edinburgh, Glasgow, Newcastle, London recently & used Uber, it's the best taxi service, it's easy, efficient, reliable, cheap, value for money. Recently I used Uber in Australia & Washington, USA-again the best taxi service.

More importantly it will fix the lack of taxi service in Aberdeen. It will attract people to go out & spend money in hospitality around the city which will help our local economy.

The Council has been extremely short sighted in not having already introduced Uber & seem unable to explain why they have rejected all applications when every other major city in Scotland, England, Ireland and Wales have Uber!

Please do the right thing Aberdeen City Council 🙏 relax the antiquated 'knowledge test' or at least update it & join the 21st century! Everybody (even Councillors) has a mobile with google maps!

I very much support Uber coming to the city of Aberdeen. Provides consumer choice and will make getting around much easier for visiting guests.

Aberdeen needs to be seen to be a progressive city in order to keep attracting visiting tourists. The taxi options as current are far too limited.

This email is to express my support for Uber to come and operate in Aberdeen

I would like to offer my support of this application.

This email is to express my absolute delight for Uber to come and operate in Aberdeen.

About time!

NO OBJECTIONS!

Hello,

I would like to register my view of support in bringing Uber to Aberdeen

To whom it may concern,

I am writing to express support for Ubers application in Aberdeen. Since COVID, getting a taxi home from a night out in the city centre is an absolute nightmare and puts myself and my friends off from even bothering going out. In one such instance, I queued for a taxi on Belmont street for close to an hour, just as I got to the front of the queue, the police came by to advice that the taxi rank was now closed and we had to move to the rank on Union street. Everyone behind me in the queue charged over and I was left waiting from the back of the queue again. Lack of options for getting home from a night out is both bad for the economy of the city centre nightlife and also a safety issue, particularly for women. Uber would be a great asset to help our declining city centre by increasing footfall and get people spending in town Kind regards

Hi all

I am emailing today to notify of my support for Uber to be granted a license to operate in Aberdeen City.

The current taxi licensing is not fit for purpose. We need to address the lack of available taxi drivers, and the incredibly high cost. Not to mention, I feel far safer utilising apps such as Uber for transport.

It seems outdated that Aberdeen will not embrace a new technology that has flourished in all other cities. The rationale for not allowing Uber into our city is both insincere and unsubstantiated.

Hi

I would like to note my support in taking Uber to Aberdeen. No taxis impact people all over Aberdeen & is shocking for people arriving at the airport/station etc.

It's a major blocker for people entering the city centre as they can't get home!

Please approve their licence to operate.

Thank you

Afternoon

I completely support Uber coming to Aberdeen - it'll be good and healthy competition to taxi companies who have a monopoly in Aberdeen - I've used Uber in other cities and found it brilliant and very reliable.

I wholeheartedly support Uber's application for a license in Aberdeen city.

Poor taxi provision in Aberdeen has been a long-standing issue, and the knock-on effect on business, leisure and people's lives and livelihoods cannot be underestimated.

Whenever I travel, whether in other parts of the UK or abroad, I will use Uber, and always found it to be safe, quick, reliable and cheap.

There is no rational reason for Aberdeen City Council to block this application

Good afternoon,

I am emailing today to notify of my support for Uber to be granted a license to operate in Aberdeen City.

The current taxi licensing is killing off our city centre and companies like Uber that will increase driver numbers and ease of use in taxis should be encouraged.

Hello.

I understand that Uber have applied for a license to operate in Aberdeen. I am fully in support of that application being granted. The city has been massively impacted in recent years by an under supply of taxi services in particular in weekend evenings and from the airport. It's very clear that the weekend restrictions have driven a huge change in habits across the city (avoiding late evenings) to the detriment of all who live here. People are now going out at 2pm, home before taxis effectively stop running / buses not available. Another blow to under-pressure shops as people are not shopping on a Saturday when they are starting 'a night out' at lunchtime.

An Uber-type service would incentivise a taxi-like provision of some sort in the weekend evenings at least and may drive taxi industry to resolve the chronic under supply of taxis at the airport (although covered by an exclusive contract & in recent months has been better from my experience).

I would like to register my support for this application.

Good afternoon,

As a citizen of Aberdeen and a resident of the village of Fittie, I wish to express my support for application by Uber to work in Aberdeen.

Fittie has always had a poor bus service, with no transport to/from the village in the evening.

However, now we are reduced by First Bus to a shoddy 4 buses per day. If they turn up at all.

As walking home at night through Aberdeen's harbourside red light district or along the unit Esplanade is not a safe choice for anyone, I welcome the option of a wider, more convenient taxi service.

At busy times, existing taxi services in Aberdeen can't manage the volume of potential passengers. Sometimes phones are no longer answered or wait times are untenable.

I have enjoyed the ease and convenience of using Uber taxis in London and I believe that there is a need for this service in Aberdeen; it will be made welcome by those who are weary of an inadequate service that has long suffered from hubris caused by having a monopoly. A bit like First Bus...

Hi,

This is a very quick email to support the idea of allowing Uber to operate in Aberdeen.

There is a real issue with getting a taxi - especially during busy times like Saturday night or public holiday - so having an alternative like Uber would be a good way to improve the service. It would also bring us in line with other major, forward thinking cities around the world.

To whom it may concern,

I recently read that Uber have again approached Aberdeen City Council with regards to operating in Aberdeen City.

May I take this opportunity to show my support for this move to happen. I think it is essential for Uber to gain the access to operate within Aberdeen and provide more taxis for people across the city. There

seems to be a lack of taxis in general and this would provide a good opportunity for the service to improve once and for all.

Kindest Regards,

To whom it may concern

I would like to note my support for the application for uber to operate in Aberdeen city.

As someone who works in the city, and lives in the Shire, it would make a huge difference. Currently trying to get a taxi in the city is a nightmare. My office is based near the airport and our Norwegian colleagues on visiting couldn't believe when we were unable to book a taxi within the hour to take us into the city centre for a dinner we had booked (after 3 companies telling us there was no-one in the area we had to organise lifts from colleagues, and this is not uncommon).

Similarly, trying to get a taxi home from the city centre is a major issue and discourages many of us having a night out in town - the taxi queues in the evenings, even midweek, are incredibly slow. I have seen myself standing waiting 2hrs+ on a Friday night and having to call a taxi from Inverurie to collect us in the end - and that's not due to the number of people in the queue, but due to the lack of taxis available, with just 1 turning up every 20minutes or so despite the demand. On a cold dark night in the early hours, as a woman the last thing I want is to have to stand in a queue of drunk people for longer than I have to - safety is a key issue here as well.

For a city trying to generate footfall and investment, availability of decent transport is key and Uber would make a huge difference to the city. In this day and age to require drivers to pass an exam on their street knowledge - when everyone uses GPS - is crazy, and having used Uber in every other modern city I've visited and finding it convenient and easy to use as a tourist, we are behind the times not having this available in Aberdeen.

Hello

Regarding the license for application for Uber to be granted permission to operate in Aberdeen. I would like to note my support for this application as I think it will send out a positive message that Aberdeen is a forward thinking city and allow us to become a more attractive tourist destination than we already are.

To whom it may concern,

I fully support allowing UBER to operate in Aberdeen. The city needs this as to many Taxi drivers are giving up and finding other career paths. Having UBER will be able to support the Citizens of Aberdeen by giving them a chance to move around the city easily and getting a taxi will be a lot easier than it is now.

Please take this email as a letter of support for Ubers application to operate in Aberdeen City Council.

Hi there,

As a resident in the Rubislaw / Hazlehead area, this is just a note to say I support the idea of Uber coming to Aberdeen.

UBER OBJECTIONS RESPONSE

Licensing Section
Aberdeen City Council
Marischal College
Broad Street
Aberdeen
AB10 1AB

By email only: licensing@aberdeencity.gov.uk

24 May 2024

Re: Uber Scot Limited - Application for a Booking Office Licence

Dear Licensing Committee Members,

I look forward to attending the next meeting of the Council's Licensing Committee on 5 June 2024, at which Uber Scot Limited's application for a booking office licence has been tabled for formal consideration. Ahead of that meeting, I am grateful to Aberdeen City Council for providing me with an opportunity to review the letters of support and objection that it has received in the course of the recent consultation period.

Building positive and collaborative relationships with local communities - with riders, drivers, and local officials - is at the heart of Uber's mission. For that reason, I was delighted to read the 481 letters the Council has received in the course of the consultation period in support of Uber's licence application. It is

striking that so many Aberdonians share my view that Uber's operations would provide passengers greater transport options around the City and create new earning opportunities for drivers.

There is well-reported demand for more transport options in Aberdeen – in particular, late at night and during the weekend – and we know that hundreds of thousands of Uber users have opened the Uber app to try and book a trip in Aberdeen, especially during commuting hours and to get a safe trip home from the City Centre late at night. I believe that fulfilling this unmet demand will support the local economy: in particular, by growing the night time economy, supporting the hospitality sector and high street, and helping to deliver large-scale events in the City. It is apparent that this is one of the reasons why Uber's application has secured strong support from the local business community.

I have also read the letters of objection received by the Council, and given these careful consideration. These letters raise several concerns about Uber's operating model, perceptions of the way that Uber 'does business', and our impact on local communities. It is important to me that, if Uber's application is granted, our operations enjoy the broadest possible base of support. In advance of the 5 June meeting, I would therefore like to take this opportunity formally to respond to some of the key themes raised in these letters.

Our offer to drivers

We believe that Uber is good for drivers. The more than 100,000 drivers who use the Uber app in the UK come from all backgrounds and industries, setting their own schedules to make work fit into their lives, not the other way around. Drivers are given the flexibility to choose when, if, and where they work, meaning that they can select the times and places to work that suit them best. That flexibility is a core reason they choose to earn with Uber.

Uber already has been licensed in Glasgow and Edinburgh since 2015, with drivers on average earning over £30 per hour in both cities. Our drivers – unlike other drivers across the private hire sector – receive holiday pay, a guaranteed National Living Wage, and access to a pension. An industry-leading partnership between the Open University (OU) and Uber also offers eligible drivers on the app - or a nominated family member - to study a higher education qualification up to undergraduate degree level, with Uber covering their tuition fees. Launched in 2019, there are now nearly 1,500 students having studied courses and modules with the OU, fully funded through the Uber partnership.

We have robust processes in place to ensure that all drivers are appropriately licensed and have all the required documentation in place. Every driver who uses our app in the UK has been licensed by a local authority – and every driver who would operate under our Aberdeen Booking Office Licence would be required to hold a private hire car driver licence issued by Aberdeen City Council.

As part of their onboarding process, new drivers complete several training sessions over and above local licensing requirements. This training ensures drivers meet the highest road safety standards, covering topics like safe pickups and drop-offs. Drivers can also access additional training materials covering a variety of safety-related topics, and are given the opportunity to refresh their knowledge and expertise regularly.

We hope that the launch of Uber in Aberdeen will encourage new drivers to get licensed and sign up to our platform, and so help meet the current levels of unmet demand from riders.

Our commitment to safety

It is right that many respondents have highlighted the vital importance of safety. Uber is committed to safety. All potential Uber drivers must complete a criminal background screening process before they can accept ride requests through the Uber app. We have continually raised the bar on safety, seeking not only to meet our regulatory requirements but also to raise standards across the entire industry.

The many safety features which are designed into the Uber app are outlined on our website (<https://www.uber.com/gb/en/ride/safety/>), and I would be happy to discuss any of these further with the Committee. Highlights of our work in this area include:

- **Uber's Safety Toolkit:** a single place in the Uber app where riders and drivers can access safety features during a trip. This suite of resources includes features like Share My Trip, Follow my Ride, Trusted Contacts, and the In-App Emergency Button, which are more fully described on our website. The Safety Toolkit also provides key safety information, including safety tips built in partnership with law enforcement agencies, driver screening processes, insurance protections, and Community Guidelines.
- **Share My Trip** is one of Uber's most long-standing safety features. It gives riders and drivers the option to share trip details so loved ones can follow them on a map in real time.
- We've also launched innovative **de-escalation and sexual misconduct training** for drivers, and last month launched in-app notification and audio **seatbelt reminders**.

These safety features benefit drivers, as well as riders. For example, **Follow My Ride** is a similar feature to Share My Trip which is available to drivers, enabling them to designate loved ones in advance to share their live location during or in between trips. Uber also partners with leading insurance providers to help protect every trip. Further information on the safety features we make available to drivers can be found on our website (<https://www.uber.com/gb/en/drive/safety/>).

I believe this enduring commitment to safety is a key reason why UK riders have taken over one billion trips with Uber, changing the way that people move around towns and cities.

Our relationships with regulators

Some respondents have highlighted negative perceptions of the way Uber approaches regulation and engages with regulators. Contrary to the assertions made by some respondents, Uber operates according to the high standards set across the industry and abides by the same regulations as all other private hire car operators.

In recent years Uber has transformed almost every aspect of how it operates in the UK, turning the page on many issues which have been extensively reported before. For example, Transport for London (TfL) awarded us a 30 month licence in 2022, after assessing Uber to be a fit and proper operator. We also took the decision to provide all drivers in the UK with new rights such as a guaranteed national living wage, holiday pay and access to a pension plan, as well as striking an historic deal with GMB Union to represent drivers.

These steps show the transformation at Uber in recent years, and while we recognise that being a better company today does not erase the failings of our past, we are proud of the way Uber now operates and the role we are playing in the cities we serve.

We are proud of our strong working relationships with our regulators and the over 60 licensing authorities across the UK where we have an operator's licence - including in Edinburgh and Glasgow. Last year, both of our Scottish offices were subject to successful routine council base inspections. We look forward to building on this success in Aberdeen.

Our pricing

As several respondents have noted, some private hire cars licensed in Aberdeen carry taximeters, and fares for trips taken in these vehicles are calculated according to the Taxi Fare Tariff. We are fully aware of this requirement.

Some respondents have raised concerns with how Uber prices the trips that riders take on our platform in vehicles not fitted with taximeters. I believe that some of these concerns are based on a number of misconceptions of Uber's pricing model, and I am grateful for this opportunity to provide clarification.

The Uber app is designed to show riders the expected fare that they will pay at the end of their trip – before they make their booking request. This ensures that riders have all the information they need to make an informed decision about how and when to travel. Further information is set out on our website (<https://www.uber.com/en-GB/blog/uk-upfrontpricing/>).

Uber trips are subject to dynamic pricing. This means that the fare a rider sees is based on variables that are subject to change over time. These variables include the estimated time and distance of the predicted route, estimated traffic and the number of riders and drivers using Uber at a given moment. Contrary to the concerns raised by some respondents, we believe that dynamic pricing benefits both riders and drivers. In particular, our pricing model ensures that riders can always receive a quick pick-up, by helping to match driver supply with rider demand. Further information is set out on our website (<https://www.uber.com/en-GB/blog/uber-dynamic-pricing/>).

Final comments

I would also like to briefly address and correct two assertions made in the objections raised by the Taxi and Private Hire Consultation Group.

- Uber's decision not to commence operations in Aberdeen following the grant of our previous booking office licence in 2018 was driven entirely by commercial considerations and not, as has been asserted, due to any incompatibility of Uber's operating model with the requirements of the 1982 Act. As I note above, Uber has successful operations in Edinburgh and Glasgow, governed by the same statutory regime.
- Uber did not withdraw and then resubmit its current application "*looking for a short cut to get a licence without any objection*". Our initial application for a booking office licence was not delivered to the Council as a result of a technical error with the Council's systems, and Uber resubmitted its application in response to a direct request made by the Council.

My colleagues and I look forward to attending the 5 June meeting and to answering any specific questions the Committee may have arising from this feedback. Please let me know if you would like further information in advance of that meeting.



Aberdeen City Council

May 2024

Uber Booking Office Application - Licensing Committee Presentation
Agenda

01 UK Footprint

02 Uber Rider

App

03 Safety

Features

04 Driver and

Vehicle

Onboarding **05**

Booking

Records

06 Safety

Complaints

Process

07 Enhanced Pick
up and Drop off

08 Law

Enforcement

Liaison

09 EV and Net

Zero **10** Uber
and GMB

UK Footprint

Uber

60+

Towns and Cities

100,000+

Drivers

5

Acti

1B+

Completed Trips

£5bn

Economic activity unlocked
in the UK in 2022

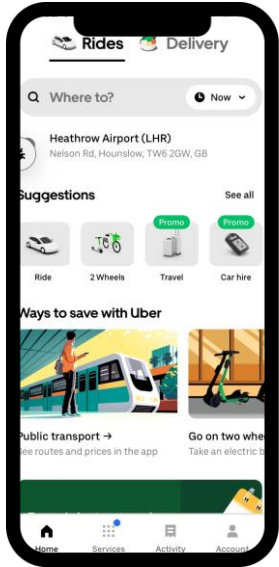
£68

Night time c
er

Driving with Uber

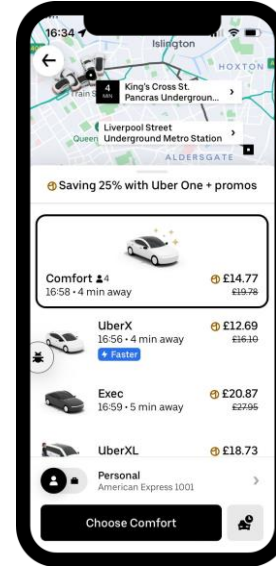
Uber Rider App

Open



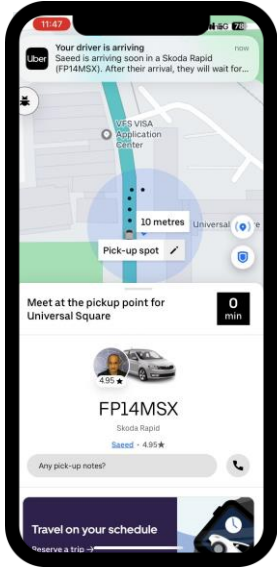
GPS identifies location and riders enter a destination.

Book



Riders see an upfront price (UPF) and click to book their ride.

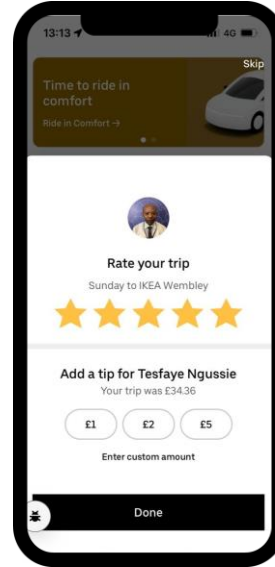
Ride



what car they are in,
and can track
progress.

Rate

Riders know exactly who is
picking them up and



made and an email
receipt sent.

Provide feedback after
every trip. Payment is

Safety Features

Before Trip



Drivers and vehicles are licensed



Technology-assisted background checks to verify driver information

The rider knows the part of the driver's name when picking them up and the driver's name and PIN verification code when they get in the car



Anonymised calls and text messages between rider and driver



Uber tracks all trips and keeps a record of driver location



Riders and Drivers can see their estimated arrival time, which is tracked in real time so loved ones can follow the driver's location throughout the trip.



You can use the emergency button to contact local authorities. The location of the car, your location and trip details are shared with the authorities



RideCheck can identify if a trip has an unexpected stop or a possible detour. If a problem is detected, RideCheck will call the driver and rider to see if everything is OK. If not, RideCheck will call the police and contact the rider to see if they need help.



During Trip



1 - 5 star feedback rating on each trip



Fast response to issues and a rigorous approach to dealing with complaints



The system can prevent certain riders and drivers being matched on future bookings

After Trip

Driver and In Person ID

Drivers attend an in person ID check at one of our

Vehicle appears in the app. Uber team

Onboarding

Check

Greenlight Hubs. An

member will take a photograph of the driver which then

Document Upload

Driver and vehicle documents are uploaded remotely by the driver via the Uber app. Information on the documents are transcribed into Uber systems. E.g. expiry dates.

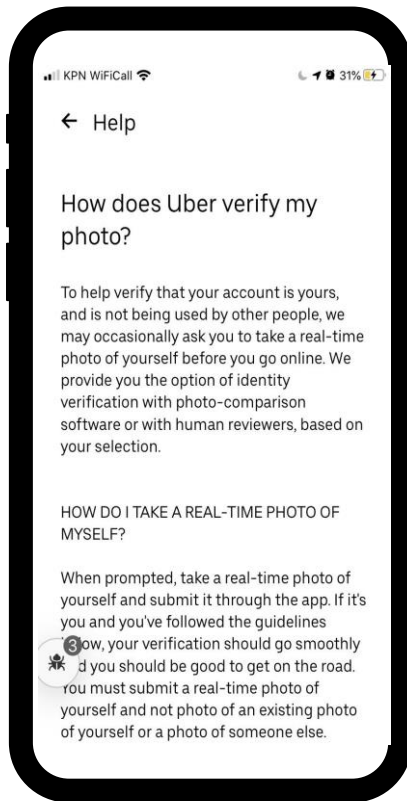
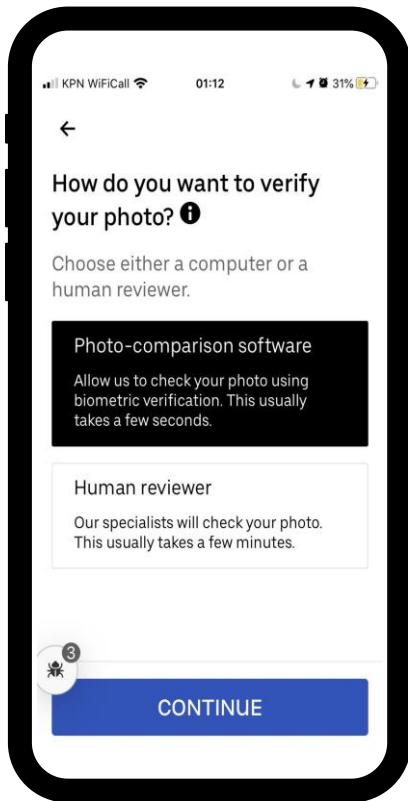
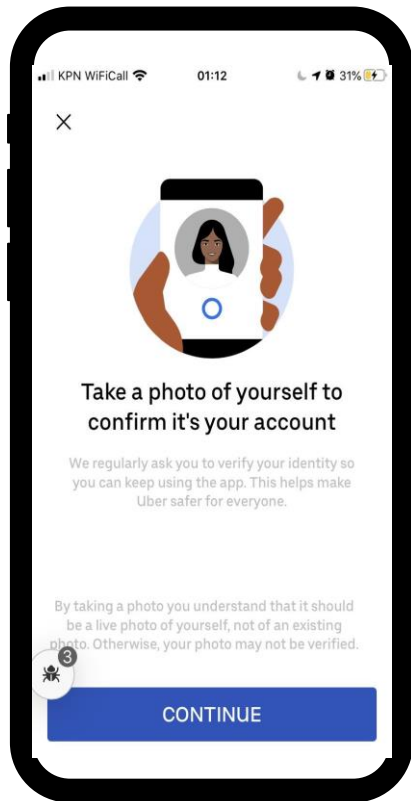
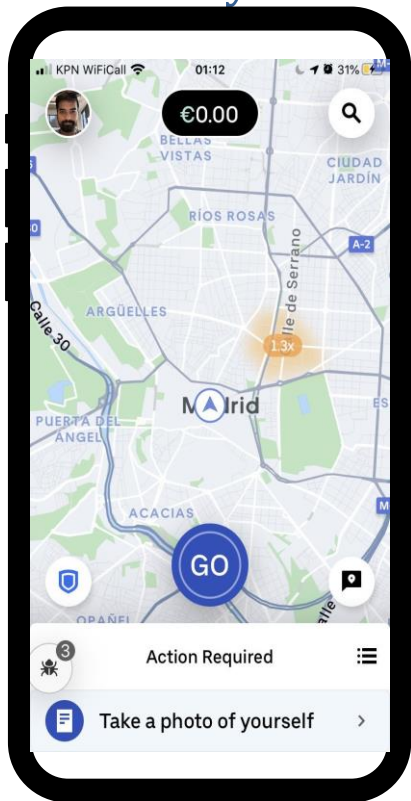
Document Checking

Documents are then checked against template versions received from the Council to identify potential fraudulent documents. Through API integrations with certain insurance companies, vehicle insurance documents are then checked with the insurer for their validity. If a Public Register is provided by the Council than that is also checked.

Green Light

Drivers are only eligible for dispatch when all required documentation is approved/checked and the onboarding session is completed.

Real Time Hybrid ID Check



Booking Records

Every trip is logged in the Uber database, even if the trip is subsequently cancelled.

Trip information is immediately available in case of any incident. The trip log will show us:

- The exact route of the trip
- The timings of booking, arrival, trip commencing, trip ending
- Details of rider, driver and vehicle

Dedicated 24/7 email

Dedicated 24/7
Regulatory Phone Line

In person inspections /
prints at licenced office

Commercial in confidence

- Price of trip
- Fare quote provided to the customer before the trip

Intake	Triage	Reporting	Investigation	Outcome
<p>Riders can contact uber support via:</p> <ul style="list-style-type: none">-24/7 Phone line-In-app help centre-Web: help.uber.com <p>We also respond to complaints directed at us on social media</p>	<p>We automatically route complaints to the appropriate agent based on the type of complaint.</p> <p>If appropriate, we suspend users access to the app while we investigate.</p>	<p>In line with regulatory requirements, we will report specific complaints to the local authority.</p> <p>We also report complaints to the relevant police force, in line with our agreed police reporting processes.</p>	<p>As appropriate, our Support Agents will reach out to impacted parties to gain their perspective, as well as reviewing any applicable records.</p>	<p>Our Safety Liaison Officers will make an outcome determination on the case.</p> <p>All records retained inline with conditions.</p>

Enhanced Pick up and Drop off

Commercial in confidence

Allows Uber to create geofences and set pick up and drop off points within in a mapping tool.

Riders requesting a trip to or from a location within the geofence will be automatically routed to the set pick up or drop off point.

This tool is useful for:

- Large and complex venues like airports, football stadiums and racecourses
- Music festivals
- Pedestrianised Streets
- Hackney Ranks
- Railway Stations

Example: York City Centre. Pick up and drop off points outside of the new barrier entrances. The geofence is timed to turn on and off in sync with the new barriers.



Law Enforcement Liaison

As part of Uber's commitment to safety, we have a dedicated team that responds to requests for information from law enforcement and public health officials.

This support team is available everywhere we operate, 24 hours a day.

In line with Uber's Global Data Sharing Policy requests must be legal, proportionate & necessary and linked to an active investigation.

All requests are subject to a legality, proportionality & necessity (Privacy Focused) assessment.

A valid and sufficient legal process is required for disclosure of business records regarding customers or trips (IPA/MLAR/MLAT).

- Submit legal process
- Make emergency requests
- Request direct liaison
- Check ongoing requests
- Submit Common Law Police Disclosures

Video for more information: <https://youtu.be/gkjbXTxwTP8>

The screenshot shows the Uber Public Safety Response Portal. At the top, there is a navigation bar with the Uber logo, "Legal guidelines", "Help", "English", and "Sign in/register". The main header features the text "Public safety response portal" next to a graphic of a blue bell icon inside a white circle with a grid pattern. Below the header, the text reads "Committed to public safety and data privacy". A sub-header states: "As part of Uber's commitment to safety, we have a dedicated team that responds to requests for information from law enforcement and public health officials. This support is available everywhere we operate, 24 hours a day." A "Watch the video" button is present. The main content area is titled "Submit a request" and lists "for the below businesses" with logos for Uber, Uber Eats, Postmates, and Uber Freight. Two request categories are shown: "For law enforcement requests" with a police badge icon and "For public health requests" with a medical cross icon, both with right-pointing arrows.

<https://publicsafety.uber.com>

Uber Legal guidelines Help English Sign in/register

Public safety response portal

Committed to public safety and data privacy

As part of Uber's commitment to safety, we have a dedicated team that responds to requests for information from law enforcement and public health officials. This support is available everywhere we operate, 24 hours a day.

[Watch the video](#)

Submit a request

for the below businesses

Uber Uber Eats Postmates Uber Freight

For law enforcement requests →

For public health requests →

Electrification and Net Zero

We're committed to changing the way the world moves forward.

That's why we're aiming to be a zero-emission mobility platform across the UK by the end 2030.



Active EVs

13.5k Active EVs in October 2023. By the end of 2025 we aim to have 100% electric vehicles in London with and the rest of the UK by the end of 2030.



Charging Incentives

Uber Pro account users can save on their monthly BP Pulse Subscription and access exclusive Uber charging points and reduced kWh rates.



EV Fund

Up to £150m fund for drivers to access to help them move to an EV vehicle.

Uber and GMB

In 2021, Uber and GMB signed the first national union recognition agreement ever in the gig economy.



Driver Casework

Over 1,000 drivers have been helped with Uber and GMB working together on casework to resolve driver issues.

Joint Training

We have designed and launched de-escalation training for drivers to support them in handling difficult interactions out on the road.

Driver Campaigning

Drivers should be free to work for multiple operators. All drivers should have worker protections including minimum earnings, pension and holiday pay. Ensuring where possible that drivers are seen as a key profession that keep communities and cities moving.

Driving with Uber

As workers; Uber drivers are entitled to the National Minimum Living Wage, Holiday Pay and access to a Pension.



Minimum Earnings Guaranteed

A guarantee to earn at least the National Living Wage while you're on Uber trips after



expenses. This is a minimum amount, not a maximum, and you will continue to have the opportunity to earn more.



Holiday Pay

Drivers receive holiday pay. You will receive an additional 12.07% of your weekly

earnings (after expenses) to reflect statutory holiday pay, making it easier to plan some much-needed downtime with family and friends.

Pension Plan

You will have access to a pension plan that will include contributions from you and Uber, helping you plan ahead and build a nest egg for the future.



Uber

End of Presentation

