

with video and audio recording capabilities. If they feel the need to record the ride, they can do so at any time using their phone. As someone who once worked in the domestic violence field helping victims of abuse and who takes safety issues seriously, I hope that if City Council is genuinely concerned about public safety, that you will focus on the safety problem that exists within the taxi industry and implement effective solutions.

With regard to surge pricing, this should be a non-issue. Because we work whenever we want and wherever we want, Uber doesn't know how many drivers will be in any particular area at any moment. If there's too many customers needing a ride in particular areas, Uber surges the price there and gives a monetary incentive to drivers to go out of our way to those areas, so that those customers can get served as quickly as possible. Once enough drivers have traveled to surge areas, the surge goes down, usually within 5 to 10 minutes. Surges at less than 2x the rate are basically still cheaper than a cab, and in those rare occasions when it surges over 2 times the rate, the cab industry should love that because it only makes them busier, as our customers then sometimes choose to take a cab, which we completely understand. The most important thing is that our customers know that they have the choice to take a cab, or wait a few minutes for the surge to come down, or accept the higher price and perhaps do a 4-way split fare with their friends easily through the app.