

William Vanderhoeven

From:
Sent: Wednesday, October 26, 2016 5:09 AM
To: William Vanderhoeven
Subject: FW: I am not done yet ... but what do you think?

From: r
Sent: Tuesday, October 25, 2016 6:13 PM
To: 'Brett.chang@Uber.com' <Brett.chang@Uber.com>
Subject: FW: I am not done yet ... but what do you think?

Good Evening Brett,

Thank You for the invitation to speak at the public meeting in London Ontario on Wednesday evening, it is an honour to be invited.

I have made a rough draft of what I would like to say, but I wanted you to see it first in case any thing I have here undermines anything you may be working on.

Your Input would be appreciated

William (Michael) Vanderhoeven

From: William Vanderhoeven
Sent: Tuesday, October 25, 2016 2:04 PM
To: r
Cc: Vanderhoeven, Anya
Subject: I am not done yet ... but what do you think?

Good Afternoon Ladies and Gentleman and thank you for allowing me this opportunity to speak to you this today about ride sharing in London.

I became an Uber partner in February of 2016 when a change in circumstances at my day job happened and I was no longer able to work at both my day job and a part time job I had delivering fast food. The UBER model was perfect for my situation because I was used to waking up at 430am, so I would wake up and log on to the UBER app. I was pleasantly surprised at how busy I was even at that early hour for the day ... the stereotype of UBER to me was that it was a late night operation.

Since February, I have had the pleasure of meeting some of the nicest people the city of London has to offer. I meet business people, business travelers, Western and Fanshawe

students etc., etc. People will often ask how long I have been an UBER partner and whether I like it or not. I sincerely tell them that I love it! I truly enjoy talking to my passengers, getting to know them a little bit, listen to their stories and then move on to the next passenger. In this time I have had over 2000 rides and I can think of only 2 times that I have riders that I would rather not see again.

As an Uber Partner I am able to log onto the UBER app WHENEVER I want ... If I cannot sleep at 4am on a Saturday morning, I can and HAVE logged onto the app and I have been kept quite busy on those occasions.

UBER to me is the perfect part time job!

“The nine most terrifying words in the English language are, 'I'm from the government and I'm here to help.' ” . – Ronald Regan

The reason we are here today is to discuss the rules and regulations that ridesharing will have to adhere to going forward in the city of London.

Now I am not here to suggest that UBER drivers be given Cart Blanche to do whatever they want without any oversight, we have to be sure the vehicles we use are safe, which they are through regular inspections, and the people driving them are not unsavory, which they are not because UBER will conduct a background check on its partners. We have to be sure that the people offering ride sharing are properly insured, which they are thanks to UBER and Intact Insurance.

But this is where I believe that any government interference needs to stop. The free market will take care of the rest.

In the event of a price surge the customer is warned ahead of time and given the choice as to whether to accept the surge price, wait until the surge goes down or make other arrangements. The surge is simply the market doing what it does best and that is matching the supply with demand.

There should be no limitation on how many partners UBER is able to put on the road because the market will take care of that as well ... If partners do not see the exercise as worthwhile, they either log off the app or not log on at all

Cameras, UBER Partners do not handle any cash period ... why would we need cameras?

Lastly, and with all due respect I would suggest this. And it goes back to my point about the market. If the taxi industry was working as it should ... nobody in this room would have ever heard of UBER. There would be no need for it. But it is not. I hear from my passengers on a consistent basis that cab drivers (not all of course) are rude, their cars are in horrible condition and that rides are very expensive. And I think that the taxi industry has gotten itself into the position it is in because of excessive regulation and because of that monopolies were created. The government should stick to government issues and let free enterprise take care of free enterprise

Thank you for your time this evening!