

U B E R

March 8, 2015

The Honorable Annise Parker
City of Houston
PO Box 1562
Houston, Texas 77251

Dear Mayor Parker,

I am writing to address your recent statements regarding Uber's compliance efforts in the City of Houston.

When the city instituted the new permitting process in November, several thousand Houstonians were already using the Uber platform to make a living or supplement their income. As we have discussed with city officials on numerous occasions, it has been a challenge to move this large volume of drivers through the city's permitting process. Nonetheless, we remain committed to educating our driver partners on how to comply with the process and their responsibility to adhere to the City of Houston's rules.

We have been working closely with your staff at the ARA since these regulations were initially implemented to ensure that they can efficiently manage the large number of drivers who seek to obtain a permit.

Becoming a driver on the Uber platform is an intensive and thorough process. Before an individual obtains a permit from the City of Houston, he or she must first pass a multi-level background check conducted by a nationally-accredited third party that reviews criminal and driving records at the county, state, multi-state and federal level, including a review of the National Sex Offender Registry. Once drivers complete Uber's background check process, they are directed to obtain a permit from the City of Houston if they choose to accept requests within the city limits.

We encourage these driver partners to move quickly to obtain a city permit and are clear about the fact that it is required to operate in the City of Houston. In addition to holding group information sessions as well as one-on-one meetings with driver partners multiple times each week and providing instructional materials that outline the numerous steps required to obtain a City of Houston permit, we follow up with emails, texts, and personal phone calls to ensure they complete the process in a timely manner.

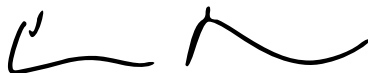
We understand that it is imperative for all Uber driver partners that operate in Houston to have a city permit, and we have taken repeated action to enforce these rules. Since the City of Houston implemented its new regulations, Uber has denied access to the platform to more than 2,000 Houstonians who have not obtained a city permit but provided rides in Houston. We will continue to take such action and work closely with the city to ensure compliance with these permitting requirements.

In recent media reports, you have questioned Uber's decision to allow drivers to access the platform before they complete the city's permitting process. It is important to remember that many drivers that use the Uber platform do not live or operate within the city limits. The City of Houston is the only city within a 200 mile radius that requires permits. Meaning, only drivers that accept trips within the City of Houston are required to obtain a permit. All drivers are instructed to obtain a permit if they choose to operate in Houston. If drivers fail to comply, they are removed from the platform until they present a permit.

We are working hard to help move drivers through the process as quickly as possible so the residents of Houston have continued access to alternative transportation options and economic opportunity. As you referenced yesterday, your leadership was instrumental in bringing Uber to Houston, and we appreciate your ongoing efforts to ensure Houstonians have continued access to a safe, reliable ride.

If you have any questions or would like to discuss this matter further, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, consisting of a stylized 'C' followed by a series of connected loops and a final upward stroke.

Chris Nakutis
General Manager
Uber Texas