

# OnRoute

Brought to you by Transport for London

## A blueprint for London

**Backchat**  
the Edge of reason

**Spine savers**  
don't get your back up

**Rank patrol**  
out with Operation Border

**The big event**  
planning road closures

# Have your say on the Mayor's Transport Strategy

The Mayor, Sadiq Khan, wants to create a better city for all Londoners, and transport is at the heart of his vision.

The Transport Strategy sets out his plans to transform London's streets, improve public transport and create opportunities for new homes and jobs.

To find out more about the consultation and to submit your views, visit [tfl.gov.uk/mayors-transport-strategy](http://tfl.gov.uk/mayors-transport-strategy)

Consultation ends 2 October 2017



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Visit the TFL website: [tfl.gov.uk/tph](http://tfl.gov.uk/tph)

0343 222 4444 (lines open from 08:00 to 18:00, Monday to Friday)

For operator and driver licensing enquiries and the Knowledge enquiries. 0343 222 5555 for vehicle licensing appointments and enquiries.

TPH news on Twitter: @TFLTPH

For constant updates on diversions, congestion and accidents: @TFLTrafficNews (roads)

TfL produces a weekly email with information on current and forthcoming road closures and diversions. If you would like to receive this, please contact [tph.enquiries@tfl.gov.uk](mailto:tph.enquiries@tfl.gov.uk)

The views expressed in OnRoute are not necessarily those of TfL.

## Welcome.

London is a great and proud city, home to millions of people and visited by many more. So when it is rocked by terrible events, such as the attacks on Westminster and London Bridge, and the fire at Grenfell Tower, it affects us all. The Capital's taxi and PH drivers showed just what makes London so special and we've heard some heart-warming stories of individuals coming to the aid of those affected, offering free rides and helping in any way they could. I want to thank you all.

Reassuringly, there's a huge amount of work going on to keep London safe, and it's something you can help with. Read our feature on counter terrorism on p8.

We also offer advice on looking after your back when you're driving for long hours (p18), find out how TfL plans road closures for big events (p26) and talk to one of the stars from the Knowledge TV documentary (p10).

If there's anything you'd like us to feature in the magazine, please do drop us a line at [OnRoute@tfl.gov.uk](mailto:OnRoute@tfl.gov.uk)



**Helen Chapman**  
General Manager  
Taxi and Private Hire



### In our next issue...

- Taxi delicensing
- Assistance dogs
- Cabs on film

# News

## Night Tube at Charing Cross

In late June, Charing Cross became the latest station to join the Night Tube service. Northern line trains now run throughout the night on Fridays and Saturdays. Customers are being advised to enter and exit the station via the two staircases in Villiers Street at the junction with the Strand. This may increase use of the feeder taxi rank on the Strand, which has space for six taxis and operates 24/7. This rank feeds into Charing Cross station forecourt, which holds a further 10 taxis.



## Winding your way down to Baker Street

### Two-way traffic for shorter journeys

Work to remove the one-way gyratory system and reintroduce two-way traffic along Baker Street and Gloucester Place will start on 24 July.

The project runs until late 2018 and will reduce traffic along both streets, shortening journey times as drivers won't have to follow long routes around the existing one-way system.

It will be completed in phases to keep disruption to a minimum and is being coordinated with other projects, including planned Thames Water mains replacement works on Park Road and Baker Street.

Both Baker Street and Gloucester Place will be one-way until early 2019, although there will be lane closures, turning restrictions and some parking, loading and bus stop suspensions. Marylebone Road will also be affected.



For more information, go to [tfl.gov.uk/baker-street-roadworks](http://tfl.gov.uk/baker-street-roadworks)

### Is 20 plenty?

Sustrans is conducting a three-year study to see how 20mph speed limits in Edinburgh and Belfast are improving road safety. The impact will be measured by calculating the number of traffic collisions and fatalities before and after the speed limit was lowered.

### TPH licensing in numbers

24,264

Taxi drivers

21,121

Taxi vehicle licences

116,742

Private hire driver licences

87,639

Private hire vehicle licences

2,426

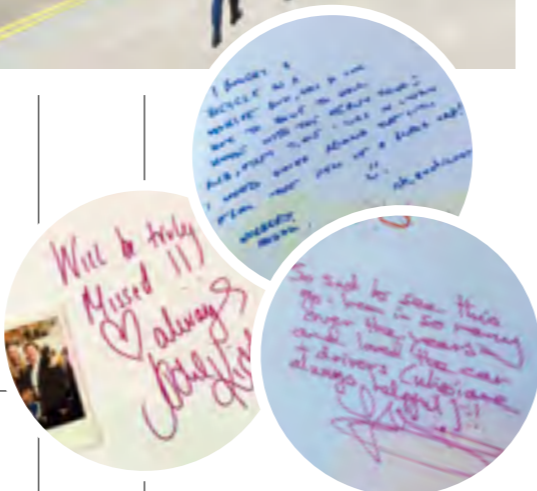
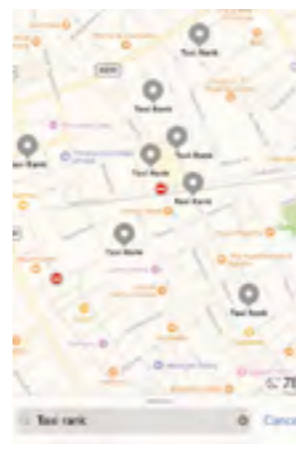
Private hire operators

## Where's my rank?

Thanks to TfL sharing its data, customers can now search for their nearest taxi rank via Apple Maps. They just type in their requirements (say, taxi rank Haymarket) and add a place marker (drop pin), then a selection will appear. If they click on one of these, they'll get details of the rank and its operating hours. There are more than 580 ranks listed and Apple plans to develop the programme even further in the future.



For more information, go to [www.apple.com/uk](http://www.apple.com/uk)



## Goodbye TX4

People attending the London Motor Show in May bid a fond farewell to LTC's TX4 by signing a 'leaving card'. Celebrity fans include Jodie Kidd (pictured below) and Tiff Needell.



## Back to the beaches

### Sixty years after they fought in Normandy, veterans return by taxi

The Taxi Charity for Military Veterans commemorated D-Day by taking a group of Second World War veterans back to the beaches of Normandy.

Thirty London taxis set off from Horse Guards Parade on 4 June. They joined 60 more cabs carrying veterans and their families as they drove to Portsmouth and then across to Caen. During the five-day trip, the veterans laid wreaths at the Commonwealth War Grave Cemetery at Ranville and attended a Royal British Legion service at Bayeux and a reception given by the Mayor of Caen.

Another highlight came when veterans Fred Glover and Ted Pieri joined the Red Devils parachute display team for a jump into the Merville Battery to raise money for the charity.



For more information, go to [www.taxicharity.org](http://www.taxicharity.org)



## New name, new product for LTC

On Tuesday 11 July, the London Taxi Company relaunched as London Electric Vehicle Company and unveiled its new electric taxi – the TX. It has a battery electric powertrain along with a small petrol generator, giving it a range of more than 400 miles.



For more information on the TX, visit [www.theelectrictaxi.co.uk](http://www.theelectrictaxi.co.uk)



## Ranks update

New ranks have now been installed at the following locations:

- At Beaumont Place, UCL Hospital, Camden, there is a two-space rank operating around the clock
- The Double Tree Hotel in Kingston now has a two-space rank and TfL is working with the borough to formalise arrangements
- A five-space rank is now open at Fernbrook Road, Hither Green station, with the first two bays operating 24/7 and the rest in use from 16:00 to 07:00

# News

## Latest trend



These are the topics trending @TfLTPH:

The Twitter team has been reporting on compliance activities and this has been very well received. Lisa from the feed joined a night-time operation and her tweets were widely 'liked' and retweeted.

Many people have been reporting instances of drivers running their engines while parked. These have been passed on to the compliance team to help shape future deployments (see p29).

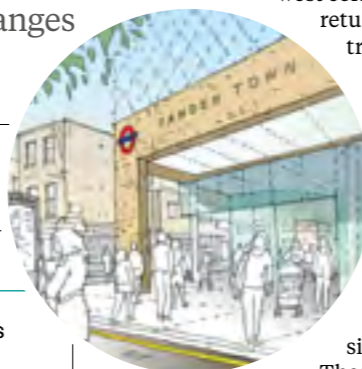
The @TfLTPH Twitter feed now has 12,746 followers.



## Consultation round-up

Have your say on proposed changes to Waterloo, Lambeth Bridge and Camden Town station

Network Rail's plans to expand Waterloo station are set to make the surrounding area more congested than it already is. To alleviate this, TfL is proposing to create a large public square by closing the south-west corner of the roundabout, returning to safer two-way traffic around Waterloo IMAX and improving the bus station on Waterloo Road.



At Lambeth Bridge both the northern and southern roundabouts would be removed and replaced with safer signalised crossroads.

These would remove a number of conflicts between cyclists and vehicles and provide signalised pedestrian crossings.

Proposals to treble the size of Camden Town Underground station include building a new entrance on Buck Street.

Both the Waterloo and Lambeth North consultations close on 20 August. For more information on the Waterloo area, go to [tfl.gov.uk/waterloo-roundabout](http://tfl.gov.uk/waterloo-roundabout) and for Lambeth Bridge proposals go to [tfl.gov.uk/lambeth-bridge](http://tfl.gov.uk/lambeth-bridge)

The Camden Town station consultation closes on 18 August. To have your say, go to [tfl.gov.uk/camden-town-upgrade](http://tfl.gov.uk/camden-town-upgrade)

## Taxi!

Adele waves to 107,000 adoring fans as she leaves her Wembley Stadium show in a London taxi driven by cabbie Gary Zylberszac. You can read more about Gary's company, the London Cab Co, which supplies taxis for film and TV work, in our September/October issue.



# Idling is fuelish

Switch off for cleaner air



## Vehicle idling action days

Did you know that idling your engine while stationary contributes to local air pollution and damages your health? We are running monthly events to educate people about the issues of idling and encouraging motorists to switch off when stationary.

**Tweet: #Noldling**  
**Visit: [idlingaction.london](http://idlingaction.london)**

SUPPORTED BY

**MAYOR OF LONDON**

# Keeping us safe

With London on high alert, drivers out on the streets at all times of the day and night can act as its 'eyes and ears'



The horrendous attacks in London and Manchester have shown that terrorists can strike anywhere without warning.

Wayne Watling and Jay Patel (pictured above) are counter terrorist police officers working with TfL. They want drivers to understand that if they see or hear something that could suggest a terrorist threat to London, even if it seems minor, the information could help save a life.

Jay says: "The police can't be everywhere 24/7 so we look to people who are working in London and who know the city to help. Taxi and PH drivers are out all the time so they see different

things. It's like a sixth sense; if you see something that doesn't seem right, trust your gut instinct and call the police. If you are wrong, it doesn't matter, but let us decide.'

Wayne adds: 'We would rather deal with 99 false alarms to get that one genuine terror threat. Giving drivers the confidence to come to the police is the most important thing we are trying to do.'

## Out of the ordinary

While planning an attack, terrorists carry out 'hostile' reconnaissance to try to get mobile footage of security measures, so will visit areas frequently. Look for anything that seems out of the ordinary, such as people:

- Masking their identities
- Taking photos of unusual things (such as CCTV cameras)
- Watching a building or structure from a stationary vehicle
- Asking detailed or unusual questions about buildings and businesses
- Driving vehicles slowly near public buildings, structures or bridges
- Parking for no apparent reason or in suspicious circumstances

## » Get informed

Wayne and Jay have developed a free session that provides an overview of the current threat level and explains what to do in different situations and how people can help keep London safe. It can be adapted for your particular workforce and lasts anything from 45 minutes to an hour and a half for groups of 10 up to 150.

If you would like to arrange a session for your team, contact Wayne or Jay at [rtpc-counterterrorism@met.police.uk](mailto:rtpc-counterterrorism@met.police.uk), or you can call 07881 501827 or 07825 256481.

● ● ●  
The anti-terrorism hotline can be called anonymously on 0800 789 321. If you think that you have seen someone acting suspiciously, or if you see a vehicle, unattended package or bag that might be an immediate threat, move away and call 999.

## A helping hand

If you were caught up in the terrorist attacks in London and would like to talk to someone about how it has affected you, TfL has a fully confidential helpline – the

Sarah Hope Line – you can use. Its team works in partnership with organisations that can provide further specialised support.

If this would be helpful to you or anyone else you know (passenger or driver), call 0343 222 5678. The helpline is open Monday to Friday, from 08:00 to 18:00.



## London's heroes

As mentioned on p3, many drivers made heroic efforts to help during the terrorist attack at London Bridge and the fire at Grenfell Tower. These included taxi and PH drivers Mohammed Jones, Jack Ross, KellyJane Cashman, Scott Lane, Branislav Lukic and Courtney Connell.

PH companies that carried passengers out of the area for free include MM Station Cars, based in Mortlake, and Addison Lee.

Taxi driver Darren Kenny, 45, was driving his black cab to London Bridge station when the attack began and says his automatic reaction was to get people into the back and drive them to safety. Although the bridge was at a standstill, he used his knowledge of London to get back towards Southwark Bridge via a cut through. In a letter to commend Darren, Helen Chapman, General Manager of TPH, said: 'Taxi drivers have a long and proud tradition of helping London in times of great need. Thank you for so selflessly continuing that tradition despite the personal danger you may have been in that night.'

For anyone else involved but not mentioned here, thank you.

# Thanks for the memory

Aspiring taxi driver Mike Hewett was one of the stars of the recent TV documentary *the Knowledge*. Now he's got his licence, Mike tells *OnRoute* about his journey from beginner to badge holder



**T**he first things you notice about Mike are how chatty and refreshingly honest he is. He is the first to admit his terrible memory contributed to it taking him five years to pass the Knowledge of London and explains: 'I wanted to pass before I was 60, but finally managed it just before I'm 61.'

In his defence he initially only did bike work one day a week before increasing to two, then three days. In the last three months he was doing the Knowledge full-time with a little bit of casual work in-between.

He originally trained as a teacher for teenagers with special needs, then set up churches, before deciding to do the Knowledge. It was the flexibility of being his own boss that attracted him to taxi driving. 'I had a friend who'd driven a taxi and my son was looking to do the Knowledge, so I started and then it just took over my life,' he explains.

**“ Now I've passed the Knowledge, I feel like I have a new life ”** Mike Hewett

'I said to my friend "I don't want to be obsessive about it" and he replied "you will, you have to be!" It wasn't until I passed that I realised just how obsessive I had become. My wife Jill said I couldn't have a conversation without the Knowledge coming into it and with my son doing it too and then my brother-in-law, it was just ridiculous. We had to have a rule that at family events the Knowledge was banned.'

Mike's now driving full-time in a rented taxi. He sees being a cabbie as a public service, so wants to do it well. 'Everybody says after you've passed the Knowledge then you have to learn the job. That's so true. I've given myself a task that every week I look over the maps because I want to be good at this. It takes you a little while to learn where to go and I think I've got more efficient about where I go and when.'

His appearance on the TV has made him something of a celebrity and he comments: 'It's been quite strange really. I've been stopped nearly every day since the documentary aired, mostly by other cabbies.'

He says he's loving it, especially the banter with his passengers, and is feeling a lot more confident.



# A city of opportunity

Mayor of London Sadiq Khan launched his draft Transport Strategy on 21 June and is now inviting people to have their say as part of a public consultation. Improving Londoners' quality of life over the next 25 years is at the heart of the strategy.

“Transport is a cornerstone of my vision for a fairer, greener, healthier and more prosperous city. As Mayor, I'm working to deliver the affordable, reliable and safe service Londoners deserve and to unlock the power of transport to improve people's lives... and I'm constantly looking for new ways to innovate, including accelerating the move towards zero emission vehicles”

Mayor Sadiq Khan

The public consultation is open until 2 October. Read about the main proposals and how you can have your say on p14-17



# A Capital fit for the future

With London's population expected to reach 10.5 million by 2041, the Mayor's draft Transport Strategy sets out his vision to transform the Capital's streets. It includes...

## Taxi and private hire

London's taxis will play an important part in tackling the city's poor air quality. From 2018, electric charging points will be provided to support the introduction of zero emission capable (ZEC) taxis.

To maintain the iconic London taxi brand, TfL will continue to monitor standards, improve customer service using technology and introduce more taxi ranks to support the Night Tube. It will look at ways to make becoming a taxi driver easier, without compromising the service. Legislation will need to take into account innovations in vehicle technology.

The Mayor wants TfL to be given more powers over the private hire trade in London, including the ability to cap numbers. New safety, equality and regulatory knowledge assessments for PH drivers will be introduced by 2018.

Instances of taxis and PHVs working away from the area in which they are licensed are increasing. The Mayor believes the Government should provide statutory definitions of plying for hire and pre-booked services to clarify the difference between taxi and PH services.

## Timeline for new initiatives

**October 2017**

### T-Charge

£10 daily emissions surcharge for most polluting vehicles. Taxis and PHVs exempt.

**2019**

### Ultra Low Emission Zone

Introducing stricter emissions standards for vehicles 24/7.

**2025**

### Zero Emission Zones

Introduced in town centres and central London

**2033**

### ZEC

All taxis and PHVs across the whole of London

**2037**

### ZEC

All buses across the whole of London

**2040**

### Inner London zone

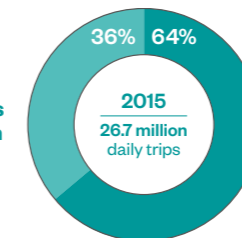
Zero emissions for all new vehicles in the zone

**2050**

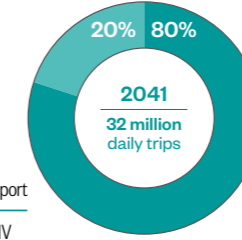
### London-wide zone

London's entire road system to be zero emission

Current and expected share of daily trips in London



Walking, cycling and public transport  
Car/taxi/PHV



## Age limits



Taxis  
**15-year age limit**



PHVs  
**10-year age limit**

## A zero emission city

TfL's ambition is to make London's road transport system zero emission by 2050 at the latest. Recent air quality consultations, plus the introduction of the Ultra Low Emission Zone (ULEZ) in 2019 and the T-Charge (October 2017), are significant steps forward.

Proposals include introducing central London and town centre Zero Emission zones from 2025, an Inner London zone by 2040 and a London-wide zone by 2050.

All taxis and PHVs will be ZEC by 2033 and buses will follow suit by 2037.

The Mayor wants the Government to encourage the uptake of ZECs through financial incentives and provide funding for sufficient and appropriate charging and refuelling infrastructure, both in London and across the UK.

**2018**



Taxis  
**All newly licensed taxis to be ZEC**

**2020**



**Younger than 18 months**  
PHVs must be ZEC

**2023**



**Older than 18 months**  
At first registration PHVs must be ZEC

## Going zero emission

The Mayor wants to encourage and speed up the switch from diesel-powered to ZEC taxis by providing financial incentives and keeping a taxi age limit (set at 15 years). The aim is to have a minimum of 9,000 ZEC taxis in the fleet by 2020.

All newly licensed PHVs will have to meet continually improving minimum emission standards. Currently, there is a 10-year age limit for PHVs.

From 2020, all new PHVs younger than 18 months will need to be ZEC. From 2023, all PHVs older than 18 months at the time of first registration will have to be ZEC.

**“The Mayor is determined to establish London's taxi fleet as the greenest in the world and to phase out diesel by requiring all newly licensed taxis to be ZEC from 2018”**

(Draft Mayor's Transport Strategy, June 2017)





Illustration of the healthy streets approach from the Mayor's draft Transport Strategy

**Healthy streets**

The Mayor plans to make London's streets cleaner, safer and quieter. Designing streets that encourage people to walk and cycle will reduce Londoners' dependency on cars, and improve people's health.

The aim is to cut car trips by three million a day and increase the proportion of people walking, cycling and taking public transport to 80 per cent of journeys by 2041. The Capital will see record investment in walking and cycling, and building developments will be designed around public transport, pedestrians and cyclists.

The healthy streets approach will make London a city for everyone by taking the emphasis off motor vehicles.

Streets will be designed to keep speeds low and have more 20mph limits. There will be additional green spaces with seating areas to spend time in, safer crossing places and wider and more level pavements.

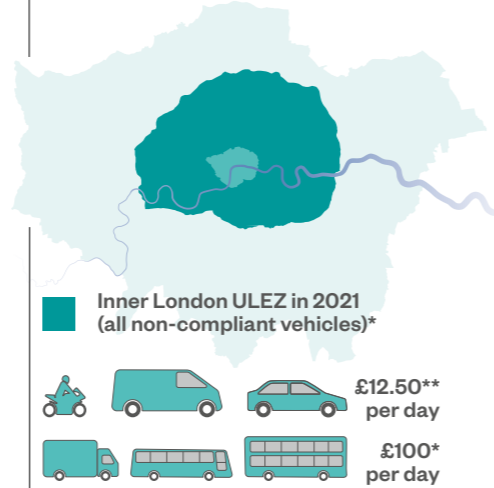
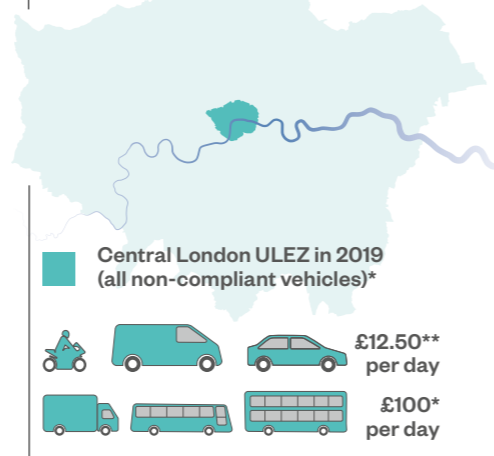
**Vision Zero to tackle road danger**

The Mayor has pledged to make streets safer by tackling road danger. His 'Vision Zero' aims to eliminate road traffic deaths and serious injuries by addressing the dominance of motor vehicles on London's streets.

It focuses on four areas:

- Safe speeds – a person is five times less likely to be fatally injured if hit at 20mph than at 30mph
- Safe street design – especially in high-risk areas, such as at busy junctions and roundabouts
- Safe vehicles – making sure those vehicles that need to use London's streets are as safe as possible
- Safe people – improving the behaviour of all road users, especially vehicle drivers

**ULEZ proposals**



**Changing the way we pay for roads**

The Congestion Charge was introduced 14 years ago. However, the challenge facing central London has changed as the roads are now busier than ever.

Addressing the way people pay to drive on London's roads could help cut congestion and emissions. Also, while the number of private cars that pay the Congestion Charge is falling, the amount of PHVs (which are exempt when the driver is working) is rising.

More than 18,000 different PHVs enter the Congestion Charge zone each day during operating hours. Since 2013, the number entering the zone during Friday charging hours has increased by more than 50 per cent.

TfL will keep existing road user charging schemes under review to monitor their effectiveness. This includes the Congestion Charge, Low Emission Zone, Ultra Low Emission Zone and the Silvertown Tunnel. New charging systems will also be developed.

**Other proposals in the strategy**

Improving accessibility across the city for all Londoners, including disabled and older people

Expanding the transport network to improve journeys and unlock housing developments, creating thousands of jobs

Identifying new revenue sources to invest in vital transport infrastructure across the Capital

Supporting new homes and jobs to help the city grow in a way that benefits everyone

Taking advantage of technology to improve passengers' experience

**October 2017**

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| 16 | 17 | 18 | 19 | 20 | 21 | 22 |   |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 |   |
| 30 | 31 |    |    |    |    |    |   |

consultation ends

**Have your say**

The Mayor would like to hear your views on his draft Transport Strategy. To find out more, visit [tfl.gov.uk/mayors-transport-strategy](http://tfl.gov.uk/mayors-transport-strategy)

Alternatively, email [consultations@tfl.gov.uk](mailto:consultations@tfl.gov.uk) or post your comments to FREEPOST TFL CONSULTATIONS.

The public consultation will be open until 2 October 2017.

Responses will help to shape the final Transport Strategy, which will be published in 2018.



**“ Only by focusing on active travel, providing efficient zero emission transport and reducing our dependency on cars, can we improve the health of Londoners, support economic growth, deliver homes and jobs, and make our city an even better place to live ”** Mayor of London Sadiq Khan

\*ULEZ standards: Petrol – Euro 4; Diesel – Euro 6/VI; Motorcycle and L-Cat – Euro 3. \*\*ULEZ charge levels are indicative only and refer to the current scheme proposals

# Are you sitting comfortably?



Long hours at the wheel can make professional drivers prone to back injuries. Here's how to reduce the risks

**A**round 80 per cent of the population will suffer from back pain at some point in their lives. Acceleration, deceleration and vibration from driving all put additional pressure on the spine and muscles. Add in poor posture and seat design, and it's easy to see why back pain is one of the biggest injuries reported by drivers.

Even basic actions like pressing the pedals can make the problem worse as it means the feet are not being used to stabilise the body, which puts more pressure on the back.

### Take a seat

Before you start your shift, make sure you are sitting correctly. Take your phone or wallet out of your back pocket as this can actually put your back out of alignment. Take a few moments to put your seat in the correct position. Your lower back should be pushed up into the seat and your thighs should be in contact with the base. Keep a gap of about two fingers between the edge of the seat and the back of your knees as this improves circulation.

If your seat doesn't provide much support for your lower back, then you

can use specially-designed cushions, or even a rolled-up scarf, to help take some of the strain off this area and reduce the impact of jolts and vibrations.

### Get moving

Whenever possible, get out of your car and take a short rest. Frequent breaks of just a few minutes will help get your circulation going, which is particularly important for your back as the discs in the spine do not have their own blood supply and rely on regular movement to get the essential nutrients.

When getting out of your car, try to avoid twisting. Instead, turn your whole body towards the door, lower your feet to the ground and then stand up. This is the same for getting back into your car – try sitting on the edge of the seat and rotating your body into position. If it's a bit of a squeeze then slide the seat right back before getting out, which will also make it easier to get back in.

If you have been driving for a while then your back will be weaker, so try to avoid overstretching or bending.

### Good posture

After time at the wheel it is easy to start slouching and slipping into bad habits. Try to keep your chin tucked in, stay relaxed and grip the wheel lightly. Keep your shoulders loose and your head upright.

Adjust your headrest so it sits in the middle of your head, which should be in a neutral position, not leaning forward or tilting back. Position your mirrors so you only have to move your eyes to look behind you.

Everything should be aligned when driving. Put the palms of your hands together, bend your wrists and touch your chest. If your fingers are not pointing to the centre of the steering wheel, it may not be properly aligned. Put both hands on the wheel and look down at your legs between your arms. If one leg is more obscured by your arms than the other, your back is probably rotated in relation to your pelvis.

### Back it up

Test your knowledge of back pain and the ideal driving position with this quiz. You can find the answers and some more information on the next page.

**1** How many working days are lost in the UK every year because of back pain?



- A**  1.3 million
- B**  13 million
- C**  31 million

**2** What type of car is associated with more back problems?



- A**  Automatic cars
- B**  Manual cars
- C**  No difference

**3** What is the ideal hand position on the steering wheel to prevent back pain?



- A**  Eight and four o'clock
- B**  Nine and three o'clock
- C**  Ten and two o'clock

**4** What position should your arms be in when driving?



- A**  Straight out in front
- B**  Bent at around 90 degrees
- C**  Bent at around 120 degrees

**5** How many bones are there in the spine?



- A**  33
- B**  43
- C**  53

**6** What is the best angle for the back of a driver's seat to be in?



- A**  90 degrees
- B**  100 degrees
- C**  140 degrees



### Back to basics

Here are two simple exercises you can do when sitting at the wheel (but not driving) and when taking a break. Take care not to overstretch if you have an existing back problem.

#### At the wheel

This exercise is good for the shoulders and neck.



Keeping your back straight, look to the left and count to three. Return your head to the central position. Look right and count to three. Try not to compress your neck when doing this exercise. Repeat 10 times.

#### During a break

This exercise is designed for the lower back.



When standing up, start with your feet hip-width apart and your hands on your hips. Bend slowly to the left and then slowly to the right. Do not tilt forward. Repeat 10 times.



### Further advice

For more details on preventing and treating back pain, visit: [www.backcare.org.uk](http://www.backcare.org.uk) or [www.nhs.uk](http://www.nhs.uk)

## Answers

### 1 C

Figures from the Office for National Statistics suggest almost 31 million working days are lost as a result of back injuries, costing the UK economy around £14bn each year.

### 2 B

Constantly using the clutch pedal in a manual vehicle puts extra pressure on the lumbar discs in the back, so automatic cars could do less damage when driving for long periods.

### 3 B

While new drivers are taught to hold the wheel at the '10 to two' position, research has found that adopting the nine and three o'clock position can ease pain, especially in the upper back. Try to grip the wheel as lightly as possible. Never hold the top of the wheel with one hand as this causes the shoulder to work harder and twists the spine.

### 4 C

The ideal position to drive in is with a slight bend of around 120 degrees. As a guide, when you sit with your arms out straight and shoulder blades pressed back into the chair, your wrists should be able to hang over the top of the steering wheel. This means that when driving, there should be a suitable bend in the arms.

### 5 A

There are 33 vertebrae in the spine. The lower back, or lumbar, has five vertebrae, which are the largest of the body's weight. Most causes of back pain originate in the lumbar spine.

### 6 B

Experts recommend adjusting the back of the chair to 100 degrees, with the bottom of the seat angled five degrees upward. While 130 degrees is the ideal position for your back, this slightly narrower position allows drivers to rest their neck against the padding and still see the road.

# Putting a stop to human trafficking

Licensed drivers and operators are helping to stamp out exploitation



Above left: Metropolitan Police Service's child sexual exploitation poster. Above right: The Salvation Army promotes its Stop Human Trafficking campaign

**B**ased in Leytonstone, Goldline Cars is a family-owned private hire company established more than 50 years ago. It has 400 plus drivers doing 25,000 jobs a week, so reaches a lot of people. This makes it an ideal business to spot and report anything suspicious its drivers may pick up on while working.

Four years ago it decided to use its network to help stop child sexual exploitation and human trafficking. General Manager Anjum Chowdery recalls: 'We were invited to a meeting with the Metropolitan Police, Waltham Forest Council and The Salvation

Army. After hearing the details behind these two campaigns, I made an immediate commitment that our company would fully support any efforts to tackle this hidden problem.'

So far, Goldline has provided safeguarding training to its office staff, given talks to its drivers and set up reporting lines so they know what to do if they see anything suspicious. The Metropolitan Police team taps into the company on a regular basis and representatives have attended conferences to meet other operators and partner agencies to discuss their approaches.

**“The bottom line is that we want to make a difference in our community by helping to reduce this type of criminal activity”**

Anjum Chowdery, General Manager Goldline

'The bottom line is that we want to make a difference in our community by helping to reduce this type of criminal activity,' Anjum continues. 'We also have posters up in our offices, which highlight our commitment to enforcing this message.'

'For our drivers it is about having a voice – they feel empowered to report things and know the office will support them and know what to do. We pick up from a lot of hotels and they are now also being encouraged to get involved in the campaign as we want to do more in that area.'

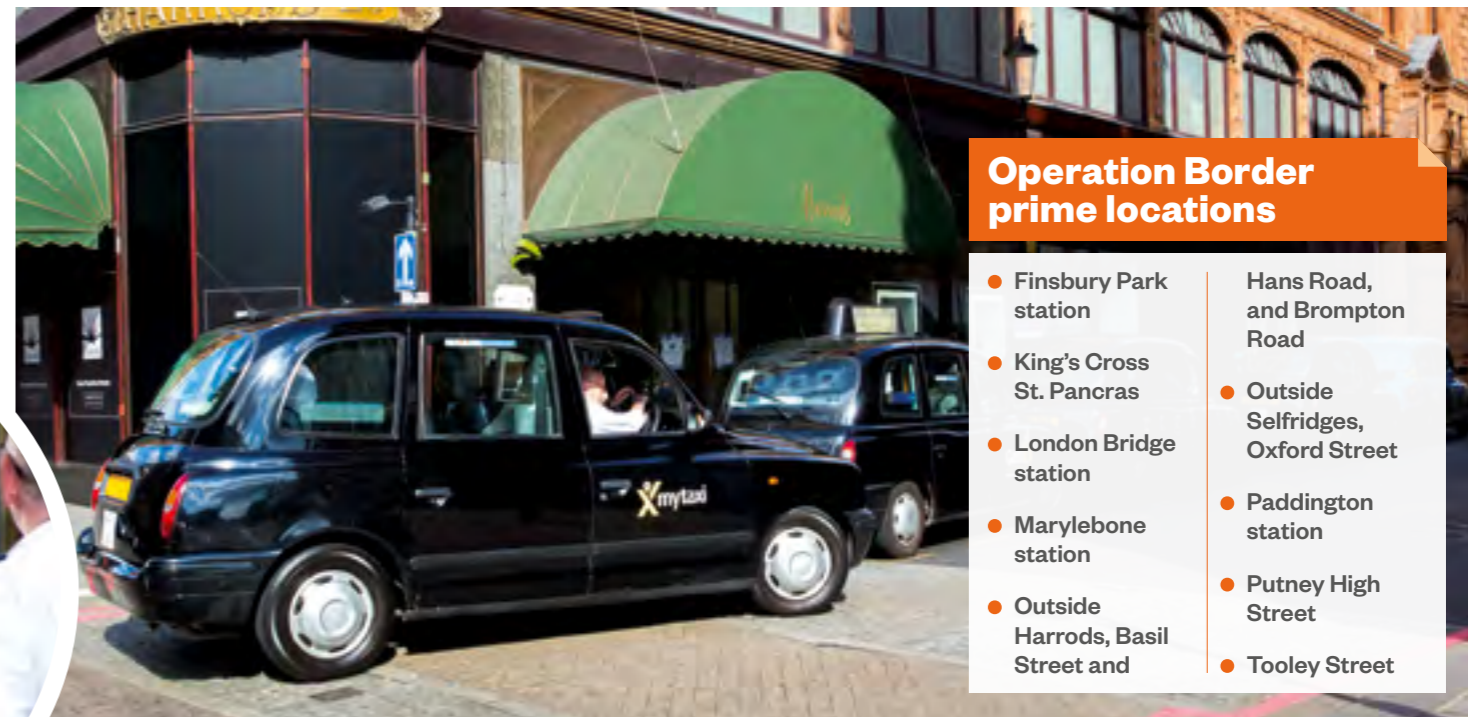
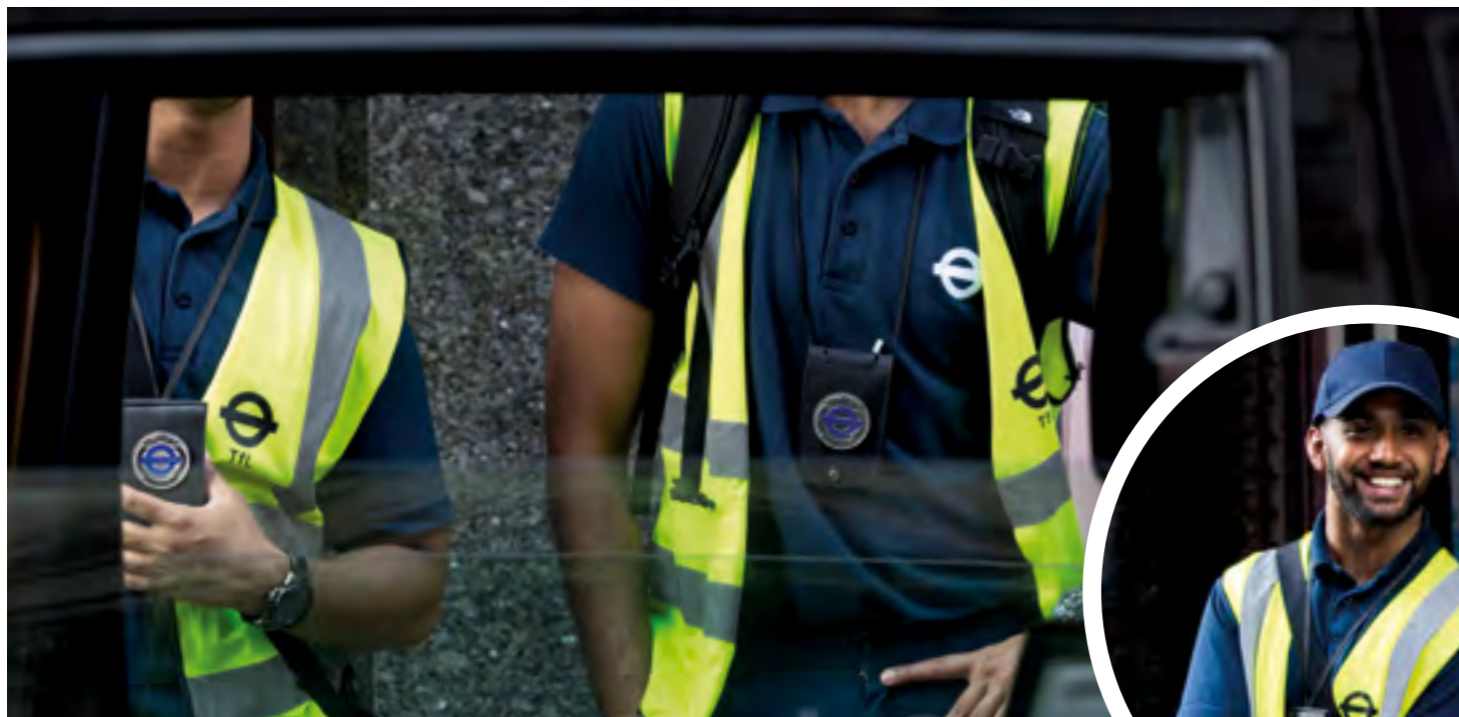
Taxi and PH drivers looking out for vulnerable individuals is a positive and worthwhile message for the industry to promote, but as Anjum says, the work isn't over yet.

'The more the message gets out there the more it encourages other people to get involved. This affects our communities so we need to open our eyes to the problem.'

### » What to do

If you see something that doesn't look right you can report it anonymously.

For child sexual exploitation, go to [www.met.police.uk](http://www.met.police.uk) or call 101 and quote Operation Makesafe. For human trafficking, go to [www.modernslavery.co.uk](http://www.modernslavery.co.uk), phone 0800 0121 700 or download the STOP APP.



**Operation Border prime locations**

- Finsbury Park station
- King's Cross St. Pancras
- London Bridge station
- Marylebone station
- Outside Harrods, Basil Street and
- Hans Road, and Brompton Road
- Outside Selfridges, Oxford Street
- Paddington station
- Putney High Street
- Tooley Street

# Border patrol

Private hire drivers illegally parking on ranks and taxis over-ranking is a major cause of traffic congestion in London. OnRoute meets the new team set up to work with drivers to help solve the problem



**O**peration Border launched last year to target rank abuse, loitering and obstruction, which put additional pressure on the road network, potentially blocking junctions and bus stops.

**Identify your target areas**

To target the ranks where the problem is greatest, TfL's intelligence and analysis team gathers information from a variety of sources. These include its compliance officers, the police, members of the public, taxi drivers (mainly via the Twitter feed), local authority traffic wardens and CCTV cameras.

The data helps identify prime locations situated around major transport hubs such as King's Cross and Waterloo, and the ranks outside Harrods and Selfridges.

**Deploy your teams**

This joint operation, which has been running since November 2016, takes place regularly. It involves TfL compliance officers and members from the roads and transport enforcement team, along with parking wardens from the borough being patrolled (mainly Kensington, Westminster or Camden). Teams can range in size from two to four, or eight to 10 depending on the area they are visiting. The intelligence and analysis team also tracks footfall at the locations so Operation Border patrols are deployed at the busiest times.

The aim is to educate drivers about the impact they can have on other users by obstructing the road.

**Did you know?**

TfL's compliance team is also tackling the issue of unattended taxis on ranks. This has been highlighted in suburban areas where taxi drivers and passengers have been unable to use ranks

**Operation Border in numbers**

More than **80** operations have resulted in **5,000 +** drivers being advised and asked to move on

By this autumn, TfL will have 250 additional compliance officers (225 have already been recruited). Having more officers on the streets shows drivers the problem is being addressed and it also reassures local businesses and customers that their concerns are being listened to.

**Plan for the future**

PH drivers need to recognise that taxi ranks in London are for the use of licensed taxis only and PHVs must never stop on them, even when picking up or setting down customers. Doing so can lead to the driver receiving a warning or having their licence suspended – so the advice is, just don't do it. Taxi drivers should never leave taxis unattended on ranks or over-rank as this leads to unnecessary congestion.

Edgerton Rodgers, TPH's compliance resource manager, says: 'Most drivers do follow the rules and it's good for them to know we are dealing with those who don't, because PHVs illegally parking on taxi ranks has an impact on taxi drivers and is a public safety risk. But we are making sure we are being even-handed and making roads accessible to all road users.'

●●● You can report any problems by filling out a form on [tfl.gov.uk/tph](http://tfl.gov.uk/tph) and going to compliance and enforcement, or via Twitter: @TfLTPH. If you have any photos these can also be sent using the Twitter feed.

Problems with private cars parked on taxi ranks in the Westminster area can be reported to [www.westminster.gov.uk/contact-parking-services](http://www.westminster.gov.uk/contact-parking-services)

**“ Most drivers do follow the rules and it's good for them to know we are dealing with those who don't, because PHVs illegally parking on taxi ranks has an impact on taxi drivers and is a public safety risk ”** Edgerton Rodgers

# A man on the Edge

When TPH's compliance resource manager Edgerton 'Edge' Rodgers joined London Transport his beloved Arsenal had just won the league and John Major was Prime Minister.

## Q What does your team do?

A Intelligence-led enforcement of the taxi and private hire trades with a strong emphasis on customer focus and partnership working.

## Q What does a typical work day look like for you?

A It begins on the commute into work answering emails. Once I'm in the office, the day is kick started by a management meeting. From there I will be involved in lots of discussions with work mates and external colleagues and coordinating enforcement activity. If I am lucky I may even have lunch!

## Q Do you see or hear things on the job that still surprise you?

A I have seen and heard a lot because in an operational environment anything can happen, and usually does! I once helped organise a weekend late-night stop site staffed by TPH compliance officers and the Metropolitan Police Service. They stopped a private hire vehicle during a routine compliance check. As the vehicle came to a halt the passenger opened the door and ran off. The officers gave chase and during the pursuit the passenger threw away a loaded gun.

Meanwhile, the driver of the vehicle was compliant with all checks

and was completely unaware their passenger had been carrying a loaded firearm.

## Q What's been your best and worst moment at work?

A One of my best moments was receiving a Metropolitan Police Service commendation at New Scotland Yard for the work I did to improve bus CCTV following the London bombings in 2005.

The worst has to be standing up to give a presentation in front of a large audience and being overcome by nerves. There was nowhere to hide, I could hardly speak and my legs were trembling – not good!

## Q You're a sharp-dressed man Edge, how would you describe your style?

A Until my early 20s I used to be extremely scruffy, so it makes me

smile hearing you say that. I don't go for designers per se, more for a certain look. I am at the stage in life where I enjoy vintage, classic or retro clothes and designs. Some of my favourite items have come from charity shops or markets.

## Q Suited and booted or casual?

A For the most part I like to be suited and booted (unless I am lying on a beach with sand between my toes!)

## Q Do you have a talent outside of work?

A I make one of the finest fish finger sandwiches on planet earth!

## Q If you were in charge of London, what would you do?

A I would conduct a survey of the top five most important issues Londoners want addressed and try to achieve a successful outcome for each one.

**“ I have seen and heard a lot because in an operational environment anything can happen, and usually does! ”**

Edgerton Rodgers





# Along for the ride



RideLondon is one of the largest annual road events in the Capital. We go behind the scenes

**L**ike many cities London plays host to a number of large events every year, with most of them affecting the Transport for London Road Network. They attract visitors and boost our economy.

It's the job of Paula Keeping, events and filming manager in TfL's London Streets Traffic Control Centre (LSTCC), and a small team to make sure these events are successful while keeping disruption to a minimum. 'We have to make these events work, but we try and make the whole process as smooth as possible for everybody,' she says.

In January, the team started planning for this year's RideLondon weekend. All the affected highways agencies and local authorities got together to look at the potential impact from other events and roadworks. They assess what the impact is for the affected area and how the rest of the road network will run while the event is happening.

The team also works closely with the police to maintain an overview of security. This is even more important in the current climate, with more emphasis on barriers.

**“ We want events to be successful for the participants, the organiser and London, while trying to manage the impact of the closures on our customers who are going about their normal business ”**

Paula Keeping, TfL

Other elements of the event, such as where the closure points will be, crowd management and barrier plans, are agreed with the event organiser.

### Who is involved?

All of this requires a lot of meetings with specialised groups. Sitting at the top level is the licensing operational safety planning group. This consists of the GLA, Westminster City Council, the City of London, ambulance service, fire brigade, the police, the event organiser and TfL departments including the LSTCC, London buses, the road events team and Taxi and Private Hire.

It meets monthly and agrees what road closures and diversion routes are needed, where traffic lights will have to be re-timed, where barriers need to go, which bus routes will be diverted, what infrastructure needs to come out and which taxi ranks will be suspended.

### Countdown to the big day

Before RideLondon starts, the road surface is surveyed. On event day there are highways reps on call throughout, making sure bollards, traffic light poles and islands are temporarily removed.

The weekend of the events is where all this preparation comes together. 'My team comes in to deliver RideLondon,' explains Paula. 'Day one, on the Friday, is just within the Olympic Park. On the Saturday we have FreeCycle for the public and later the same day the Classique elite women's cycling event, which takes place on some of the same roads as FreeCycle. That can be a challenge as we have to open some roads and leave others shut. This is where the team's knowledge and experience come into play.'

'Sunday is our busiest day and the action begins at 03:00 for us as the Prudential RideLondon-Surrey 100 for amateur cyclists starts at 05:45. The closures will go in for the cyclists starting from the Olympic Park to Hyde Park Corner then out to Surrey. I'll be here with a member of my team and we check all the road closures have gone in via CCTV and with the event traffic manager. We will put out reports on the Traffic Information Management System, which goes out to the public and has a direct link to TomTom, Waze and Google. To minimise congestion on the diversion routes we have a team of engineers that can create bespoke traffic signal plans.'

The elite race of 150 of the world's top cyclists starts from Horse Guards Parade at 13:15 and comes back at

### » Events in numbers

Annually, the events team plans and runs **400 + events**

Major events around **50 +**

RideLondon, New Year's Eve, Notting Hill Carnival, London Marathon, Pride, London Triathlon, State opening of Parliament

Other events around **350 +**

sporting events including British 10k and Vitality 10k, celebration events such as Lord Mayor's Show and Rathayatra, protests and demonstrations, ceremonials including Trooping the Colour and Remembrance Sunday and community events such as victory parades



Clockwise starting top left: The Classic elite men's race; The London Surrey 100; Spectators; Laura Trott winner of the women's Grand Prix 2013



around 18:30. The riders are followed by a red vehicle signifying the rear of the race and as soon as that goes through an area, Paula's team and the traffic event manager review the road to make sure it is ready to be reopened.

Paula also has a group of officers from the roads and transport policing command on motorbikes along the route, who monitor the roads and sort out problems such as cars blocking junctions or exits.

'The stretch from the Olympic Park to Hyde Park Corner isn't used for the elite race so we get that reopened by about 11:00,' Paula explains, 'although there are still lots of other closures in place at this point. The route is broken down into sections with teams based on the ground at each one,

making sure everything that has been taken out goes back in again and the barriers are removed.'

It really is a huge undertaking with many teams working together, but Paula says she wouldn't have it any other way. 'I really enjoy it. It's a very long day. It's busy and noisy and there are lots of people in the control room. It's our longest event of the year as it's over three days, but New Year's Eve is our biggest in terms of the sheer size and scale.'

For more information, including maps of the routes and road closure times, go to [www.prudentialridelondon.co.uk/info-hub/](http://www.prudentialridelondon.co.uk/info-hub/)

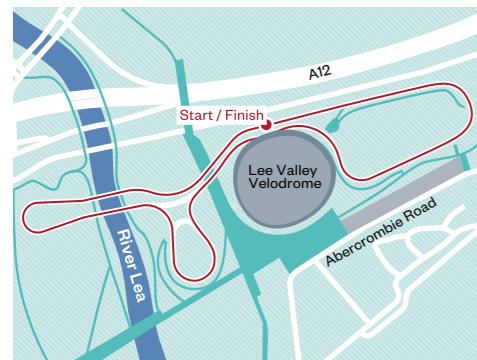
You can check individual month's road status updates at [tfl.gov.uk/traffic/status/](http://tfl.gov.uk/traffic/status/)

## 2017 is the fifth year RideLondon will be held in London

### Friday 28 July

#### Prudential RideLondon Grand Prix 13:00-19:00

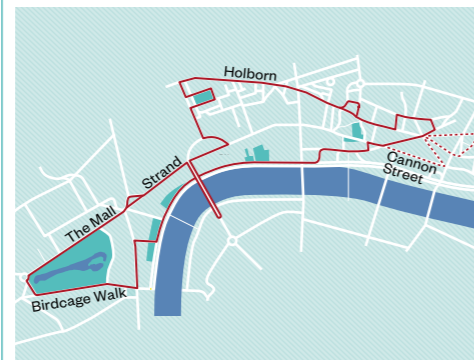
A series of handcycle, youth and BMX races within the Queen Elizabeth Olympic Park, Stratford E20 2ST



### Saturday 29 July

#### Prudential RideLondon FreeCycle 09:00-16:00

A traffic-free circuit on closed roads through central London for members of the public



#### Prudential RideLondon Classique 17:00-18:45

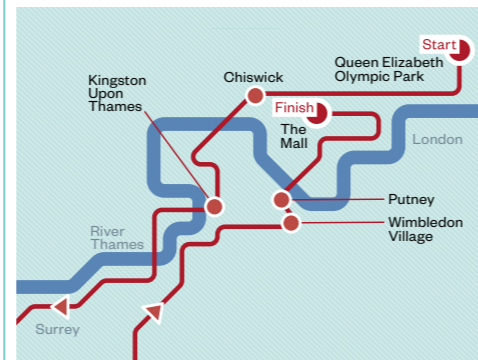
Will take place on a 5.5km circuit in central London, beginning and finishing on The Mall



### Sunday 30 July

#### Prudential RideLondon-Surrey 100 05:45-17:30

25,000 amateur cyclists start in Queen Elizabeth Olympic Park, travel through London and Surrey, returning to The Mall



#### Prudential RideLondon-Surrey Classic 13:15-18:30

150 of the world's top cyclists start from Horse Guards Parade and then ride out into Surrey before returning



**“The route is broken down into sections with teams making sure everything that's been taken out goes back in”**

Paula Keeping, TfL

# Letters

Email us at [OnRoute@tfl.gov.uk](mailto:OnRoute@tfl.gov.uk). We will print a selection of emails every issue - and there's a £20 Amazon voucher on offer for the best.

## Star letter Wear your badge with pride



Hi OnRoute,  
If a passenger asks me to show my ID before getting in my car, what do I have to do?

Shahid Khan (via email)



One of the main compliance issues that officers come across relates to badges (taxi drivers) or photo IDs (PH drivers) not being worn. A customer must be able to identify a driver at all times while working and it is a requirement for drivers to comply with this. It is important for compliance officers, police officers and customers to be able to see that the person driving the vehicle is a licensed driver and for PH that the picture on the ID is of the driver.

Compliance has improved over the past few months and I want to thank all those drivers who are now meeting this requirement. However, in May there were more than 750 reports submitted by officers about this issue. While it may seem to be a minor offence, it is the small things that create and lead to bigger and more serious problems. We want to ensure that customers using a taxi or private hire vehicle are provided with the best and safest service possible and are being driven by an identifiable London licensed driver.

Anand Nandha, Head of Compliance

## Help clear the air

You need to have someone stationed around the clock on Cavendish Square. Always lots of cabs lined up, engines idling.

Rob Francisco (via Twitter)

Your feedback regarding issues with engine idling on Cavendish Square has been given to TfL's compliance team.

Leaving your engine idling is illegal and adversely affects air quality. In London each year around 9,400 premature deaths are attributed to illnesses related to the poor air quality.

As taxi and PH drivers you can help by turning your engines off when stationary and waiting for a customer. Not only will this save money on fuel, but it could also prevent you from getting a £20 fixed penalty notice.

You can find out more at Lambeth's idling action event on 20 July in the car park of St Thomas's Hospital ([www.idlingaction.london/action-events/](http://www.idlingaction.london/action-events/)), or visit [tfl.gov.uk/tph](http://tfl.gov.uk/tph)

OnRoute

## From our Twitter feed



### » We say...

All taxi vehicle owners must ensure a 2nd MOT is carried out six months from when the vehicle licence is

issued. Action will be taken where vehicles are found to be without one

Our counter service is open

weekdays from 09:00-17:00 for help with taxi and PH driver application queries. Call 0343 222 4444

### » You say...

@TfLTPH just been inspected by CO 'Muj' @LondonCityAir. Top bloke, thoroughly professional with

a human touch and very efficient Khalid via Twitter

Where can we find the stats of people on various

stages of the Knowledge?

On the website, updated weekly [tfl.gov.uk/info-for/taxis](http://tfl.gov.uk/info-for/taxis)



## Do you know?

- In which year were pedestrian crossings first introduced?
- Who invented tarmac?
- Which road is regarded as one of the spookiest in the UK?
- When was the first test for an automatic vehicle introduced?
- How many attempts did it take singer Ozzy Osbourne to pass his driving test?

1. 1943, but the black-and-white stripes were not added until 1961 2. Edgar Hooley 3. The M6 apparently has the highest number of ghostly sightings 4. 1969 5. 19

# Calendar

## July

## August

## September



**21 July**  
World League Hockey semi-finals, Hockey and Tennis Centre  
Queen Elizabeth Olympic Park, Stratford (until 26 July)

**22 July**  
IPC Athletics World Championships 2017 (paralympics)  
Queen Elizabeth Olympic Park, Stratford (and 23 July)

**Champions Tennis**  
Royal Albert Hall

**London Triathlon event**  
ExCeL Arena (and 23 July)

**Hola! concert**  
O2 Arena

**23 July**  
Pure London July 2017  
Olympia (until 25 July)

**Women's Cricket World Cup Final (test match)**  
Lord's

**27 July**  
England vs South Africa cricket test match  
Oval (until 31 July)

**28 July**  
GamerMania 2017 event  
ExCeL Arena (until 30 July)

**London Film and Comic Con 2017**  
Olympia (until 30 July)

**Prudential RideLondon weekend**  
Central London (until 30 July) see feature p26

**Prudential RideLondon Cycle Show**  
ExCeL Arena

**29 July**  
Celine Dion concert  
O2 Arena (and 30 July)

**Ealing Jazz Festival**  
Walpole Park, Ealing (and 30 July)



**1 August**  
The Emancipation Day March  
Windrush Square, Brixton

**2 August**  
Hillsong Conference Europe  
O2 Arena (until 4 August)

**4 August**  
Paw Patrol concert  
Wembley Arena (and 5 August)

**Summer in the City event**  
ExCeL Arena (until 6 August)

**World Athletics Championships 2017 (Olympic Stadium)**  
Queen Elizabeth Olympic Park, Stratford (until 13 August)

**5 August**  
51st State Festival  
Trent Park, Enfield (and 6 August)

**Afrika International Day of Action festival**  
Kennington Park

**AFL London Grand Final Day**  
Clapham Common

**Dazlyn Groove in the Park concert**  
Brockwell Park

**6 August**  
FA Community Shield (football)  
Wembley Stadium

**Middlesex vs Warwickshire cricket (county championship)**  
Lord's (until 9 August)

**IAAF 2017 World Athletics Championship - marathon**  
Central London

**Moon Dance Festival**  
Trent Park, Enfield

**7 August**  
World Athletics Championship 2017 (Olympic Stadium)  
Queen Elizabeth Olympic Park, Stratford

**8 August**  
Great British Beer Festival 2017  
Olympia (until 12 August)

**11 August**  
Magic: The Gathering  
ExCeL Arena (until 13 August)

**12 August**  
Rugby vs Marlborough cricket  
Lord's

**Sunfall event**  
Brockwell Park

**Touch In The Park**  
Clapham Common

**World Athletics Championship 2017 (Olympic Stadium)**  
Queen Elizabeth Olympic Park, Stratford (and 13 August)

**13 August**  
IAAF Race Walk  
The Mall

**15 August**  
MCC vs Scotland cricket  
Lord's

**16 August**  
President of Cross Arrows XI vs Cross Arrows cricket  
Lord's

**19 August**  
Bros concert  
O2 Arena (and 20 August)

**Elrow town Slammin events (North West Lawn Zone)**  
Queen Elizabeth Olympic Park, Stratford

**25 August**  
SW4 2017 concert  
Clapham Common (until 27 August)

**26 August**  
Challenge Cup Final (rugby league)  
Wembley Stadium

**27 August**  
Boy Better Know Takeover concert  
O2 Arena

**England vs Samoa rugby**  
Twickenham

**Notting Hill Carnival**  
Notting Hill (and 28 August)

**Surrey vs Middlesex (County Championship)**  
Oval (until 31 August)

**28 August**  
Waterways Festival  
Queen Elizabeth Olympic Park, Stratford

**30 August**  
MCC Schools vs English Schools Cricket Association  
Lord's



**1 September**  
Interpol concert  
Alexandra Palace

**2 September**  
Leytonstone Car Free Day  
East London (and 3 September)

**London double header**  
Saracens vs Worcester Warriors  
London Irish vs Wasps rugby  
Twickenham

**Nooran Sisters concert**  
Wembley Arena

**3 September**  
IACF Antiques and Collectors Fair  
Alexandra Palace

**International Jewellery London 2017 event**  
Olympia

**Parallel London (Hopkin's Field)**  
Queen Elizabeth Olympic Park, Stratford

**Speciality and Fine Food Fair 2017**  
Olympia (until 5 September)

**7 September**  
England vs West Indies cricket (test match)  
Lord's (until 11 September)



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