

OnRoute

Brought to you by Transport for London



The perfect match

Find out why pro footballers are swapping their kit for the Knowledge

Stress-busters

Top tips for peace of mind

Behind the wheel

Test driving the new TX eCity

Under inspection

Checking your rented private hire vehicle

Stop signs

Where you can and cannot stop and wait

A guide to assistance dogs for private hire drivers

Passengers with assistance dogs use private hire services to make their way around the Capital. In the UK there are more than 7,000 active working dogs. Assistance dogs are your passengers too.

Guide Dogs

'We wear **white** harnesses with **yellow** fluorescent stripes.'

Guide dogs are for young people and adults who are blind or partially sighted.



Hearing Dogs for Deaf People

'We wear **burgundy** jackets.'

Hearing dogs are for adults and children with hearing impairments.



Dog AID (Assistance in disability)

'We wear **red** jackets.'

Dog AID dogs are for physically disabled adults.



Canine Partners

'We wear **purple** jackets.'

Canine Partners' assistance dogs are for physically disabled adults.



Dogs for Good

'We wear **green** jackets.'

Dogs for Good assistance dogs are for people with physical disabilities, or children with autism.



Support Dogs

'We wear **blue** jackets.'

Assistance dogs for physically disabled adults, seizure alert dogs for people with epilepsy, and autism assistance dogs for children with autism.



Medical Detection Dogs

'We wear **red** jackets.'

Medical detection dogs are for adults and children with complex health conditions.



Did you know it is against the law to refuse or charge a passenger more because they have an assistance dog? Taxi drivers or private hire drivers and operators doing so could risk losing their licence or facing a fine.

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Welcome.

Taxi and private hire drivers love a chat about the footie, so what could be more perfect than an ex-footballer cabbie? In this issue of OnRoute we chat to ex-pros who have swapped their kit for learning the Knowledge (p12). We've also watched a fantastic new film about the history of the taxi trade in London and spoken to some of the cabbies who took part (p8).

You can find the TPH policy statement on private hire and ride-sharing services on p7, and the changes coming to private hire vehicle emission standards on p20. There's also a comprehensive list on what you should check on your rented private hire vehicle on p24.

LEVC's new zero emission capable (ZEC) taxi is now out on the streets of the Capital, but what's it like to drive? Two cabbies give their opinions on p16 and on p15 there's an update on where you can find rapid electric chargers.

Mental health has been much in the news of late and we've got some great tips and advice on how to cope with stress and anxiety on p22.

If there's something you'd like us to cover in future issues of OnRoute, just drop us a line at OnRoute@tfl.gov.uk

D Pilgrim
Editor



In our next issue...

- Learn to be a first aider
- Tax advice for drivers

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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

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

News

Cabs from Coventry

On Friday 12 January, London's Transport Commissioner, Mike Brown MVO, and TfL's Gareth Powell and Helen Chapman, travelled to LEVC's Coventry plant to see the new TX eCity taxis rolling off the production line (below). A week later, the first fully-licensed eCity was being handed over to its new owner (see p17).

Helen commented: 'Our world-renowned taxi drivers will be leading the way in cleaning up the air we live and work in with these ZEC taxis and I'd like to congratulate LEVC on the successful licensing of their first new TX eCity. We eagerly anticipate the number of these modern vehicles on the streets of London increasing in the coming months.'



Tax break for ZEC taxis

A new tax exemption for electric taxis comes into force this April. Worth £1,550, it will apply to new taxis purchased from April onwards and follows the Autumn Budget announcement that ZEC taxis worth more than £40,000 will no longer have to pay a Vehicle Excise Duty charge.

Chris Gubbey, CEO of LEVC said: 'We are delighted that the Treasury has brought forward previously announced changes to Vehicle Excise Duty for green taxis. These measures will encourage more cabbies to switch to zero emissions transport sooner – meaning improved air quality across the UK.'

'A small number of drivers who already own the TX eCity or are expecting to take delivery in March will still have to pay an additional £310 charge. However, LEVC will compensate these drivers to ensure that they are not penalised for being the first to make the transition to a cleaner vehicle.'

Stop press

Ascott Cab Company has been appointed as the first independent retailer of the TX eCity, www.ascotts.london/

Free parking

To support the uptake of ZEC taxis, TfL has worked with partners to install rapid charge points across the Capital. A number of these are exclusively for use by taxis, including 20 points at 10 Q-Park car park locations (see p15).

As an interim measure, TfL has arranged for ZEC taxis to be given free access to the Q-Park car parks using an access card (usual car park access cost is £2). Maximum stay will be two hours per visit for the sole purpose of charging the vehicle.

The cost of charging remains the responsibility of the driver.

●●●
If you own a ZEC taxi and wish to apply for an access card, please email RCPAccess@tfl.gov.uk

Consultation

Tower Hamlets is investigating a variety of electric charging point options across the borough in order to make it easy and convenient for residents to own an electric vehicle.

To ensure the most suitable chargers are provided in the best locations, the borough wants to find out from local residents where demand for the charging infrastructure will be highest.

●●●

The consultation is open until 31 December and you can have your say at www.pclconsult.co.uk/evchargers/

English language test

Since 14 October 2016, all new and renewing applicants for a private hire driver's licence have been required to be able to communicate in English to a B1 standard. TPH is now looking at introducing an English language test which is more relevant to the role of a private hire driver but remains at the same B1 standard. This could include language and vocabulary that directly relates to the role and responsibilities of a private hire driver.

A transitional process is in place and applicants for new licences and renewals have until 16 July 2018 to provide evidence that they meet the existing English language requirement.

For applications received after 16 July 2018, a licence will only be issued if applicants provide evidence that they meet the English language requirement as part of their application.

●●●
To find out more, go to tfl.gov.uk/ph-language

Powers over pedicabs

A new fleet of power-assisted pedicabs is now operating in the Capital. Pedicabs are the only form of public transport in London that is unregulated and TfL fully supports Paul Scully MP taking proposals forward in the House of Commons to allow TfL to regulate them.

Siwan Hayward, TfL's head of Transport Policing, said: 'The Mayor has been lobbying for powers to regulate pedicabs and we are pleased that the Government has committed to bringing forward legislation to help us to better protect the public.'



Round-up on the roads

- Until 05:00 on Tuesday 10 April there will be lane closures on Kensington High Street at the junction of Warwick Road and Holland Road while the traffic signals are being upgraded
- The A1201 Crouch Hill Bridge is closed until Monday 30 April while work takes place to increase its height over the Gospel Oak to Barking railway line. The closure is to all traffic between Trinder Road and Japan Crescent. There will be temporary traffic lights in place when it re-opens on Tuesday 1 May
- The 120-year-old Blackhorse Lane Bridge and nearby Addiscombe Park Bridge are being replaced at the same time later this year. Preliminary work will start in May, with the main construction planned between June and December. Both bridges will reopen to the public in January 2019



London calling

A collaborative effort between TfL, taxi drivers and the Intercontinental Hotel has led to the trial of an innovative new call-up system at the O2 taxi rank by North Greenwich station

The hotel concierge can now ring a special 4G line, which sets a blue light flashing at the head of the O2 taxi rank. This informs the driver on point that a taxi is needed at the hotel and so they should drive round to pick up a fare. TfL has also introduced a new three-bay rank at the Intercontinental Hotel to meet customer demand.

Teresa Reynolds, Ranks Liaison Officer, was responsible for the project and for setting up a training session for the drivers. She said: 'It has been a privilege to have worked on this project, being part of building a future for the trade and helping to increase their business.'

Compliance checks

The additional 250 compliance officers have now been recruited and trained, and are patrolling London's streets. This increase in numbers has enabled many more operations and checks to be carried out. From 1 April 2016 to 31 January 2017, a total of 102,406 checks were made. During the same period for 2017/18, a total of 347,476 checks were completed.

Anand Nandha, head of TPH Compliance, said: 'We now have a more advanced deployment and tasking process to plan patrols and operations, and a control room function which allows for real-time deployment of our officers to incidents that require a quick response.'

'Drivers and operators can help us by sending through any

intelligence or evidence of illegal activity. They can do this by using our online reporting tool.

All intelligence is assessed and the feedback helps us to deploy our officers more effectively.'

●●●
For the reporting tool, go to tfl.gov.uk/tph-comments

TPH licensing in numbers

23,909

Taxi drivers

21,246

Taxi vehicle licences

114,347

Private hire driver licences

88,295

Private hire vehicle licences

2,386

Private hire operators

Welcome to Limmo-land

Plans to transform an Elizabeth line tunnelling site into a new neighbourhood with 1,500 homes have been announced by the Mayor of London, Sadiq Khan.

Limmo Peninsula is a 12.3 acre site near Canning Town Tube station and forms an important part of the Canning Town and Custom House regeneration area. The development will be residential-led and it is hoped 40 per cent of the homes (600) will be affordable housing.

News

Latest trend



These are the topics trending @TfLTPH:

A BBC article about the problems of cross-border hiring got some attention. Followers were directed to the compliance and enforcement pages on the TfL website, where there is more information. tfl.gov.uk/TPH

The team was asked for information on a variety of subjects including the rules on smoking in vehicles, the number of female taxi drivers in London, how to challenge a PCN and children wearing seat belts in private hire vehicles.

There were a number of tweets about pedicabs with the Twitter team directing followers to the Taxi and Private Hire Action Plan 2016. See the news story on page 4.

The @TfLTPH Twitter feed now has 14,333 followers.



Gholam giveaway

Photographer and film-maker Mitra Tabrizian has set her new movie Gholam on the shadowy, twilight streets of North London

It's a bleak and brutal tale of a mysterious Iranian exile (Shahab Hosseini) who works as a private hire driver in the evenings. He keeps himself to himself, but when he gives a stranger a free ride and unwanted ghosts from his past come calling, he makes a decision that will have tragic consequences.

It's a dark, beautifully shot film with a compelling central performance from Hosseini, who previously won the Best Actor award at Cannes for his role in *The Salesman*.

The film premieres at the Barbican on Friday 23 March and we have a pair of tickets to give away to this performance. To win them, just email Onroute@tfl.gov.uk by Monday 19 March telling us which film Hosseini previously starred in. Please include your name, telephone number and email address.

Taxi rank news

- Until 23 March, the Hans Road (Harrods door 9/10) rank is suspended for works on the store's façade. A temporary taxi rank is available in the parking bays just up from the rank
- The new rank on Station Street at Stratford station is now operational, although the taxi stop has not yet been installed
- At Edgware station the one-bay rank on the forecourt has had its marking repainted making it a two-bay rank
- A new one-bay rank has been installed on the red route to serve the Mercure Hotel on Southwark Street
- There is now a three-bay rank in the grounds of Barnet General Hospital



Private hire and ride-sharing services

TfL has published a new policy statement setting out how private hire and ride-sharing services will operate in the Capital



This is in response to changes in the private hire industry and the many new services being offered. It has been designed to ensure London remains the world leader in regulating taxi and private hire services while maintaining the safety of passengers.

The private hire and ride-sharing market has been transformed in recent years as new technology has made it easier and cheaper to book rides through apps, resulting in a significant increase in the number of people opting to use private hire services. An increasing number of services are also emerging in London that include ride-sharing, in which passengers share vehicles and pay separate fares.

Current legislation was introduced before these technologies were developed and TfL recognises the need for clarity on

what is now required to ensure the highest possible standards are maintained.

Helen Chapman, Interim Director of Licensing, Regulation and Charging, said: 'The private hire market is unrecognisable from when current legislation was introduced. The growth of ride-sharing and other advances mean that regulation has to be fit for the next decade and not the last. Our vision sets out clearly how we will manage these new developments that improve convenience for customers, while ensuring safety remains our top priority. The document also makes clear that any new developments in the sector have to fit with the objectives of the Mayor's Transport Strategy.'

TfL is already progressing new regulations to assess private hire drivers and applicants on safeguarding, disability,

equality and knowledge of private hire legislation as part of an enhanced driver assessment package.

It is also already considering proposals for consultation in relation to an advanced driving test, private hire operator fleet insurance and private hire vehicle signage, and the impact of removing the Congestion Charge exemption for private hire vehicles.

To ensure regulation keeps up with the rapidly evolving private hire sector, licences may be issued for shorter periods during the programme of regulatory reform. Any advances in convenience for the customer have to be accompanied by the appropriate protections for passengers.

For the full copy of the policy statement, go to tfl.gov.uk/tph-policy

Plug in at a lamp post

Wandsworth Borough currently has 99 electric vehicle charging points in 34 locations. Now it is exploring the cost and logistics involved in providing a charging plug in every lamp post on its residential streets.

Wandsworth councillor, Jonathan Cook said: 'Our ambition is to introduce the most comprehensive network of chargers anywhere in London and one that provides a convenient charging point within easy reach of every resident. Soon there really will be no excuse for cabbies in these new eco-friendly taxis to say they won't come south of the river!'





The children on stage at the London Transport Museum

A bit of natter about the sherbet dab

A new oral history project, produced by schoolchildren, explores the rich history of the London cabbie



Arts and education charity digital:works has been working with two London primary schools, the London Transport Museum, Unite and taxi drivers themselves to uncover the history and stories from the lives of cabbies. The project explores the history of the taxi from a cabbie's perspective and features interviews with both current and retired taxi drivers.

Year 6 children from St George the Martyr and Westminster Cathedral Primary schools worked with historians at the London Transport Museum Depot in Acton to explore the history of the industry. Veteran taxi driver Alf Townsend and former cabbie Danny Freeman were also on hand to add their personal insights, while members of the London Vintage Taxi Association came along to show the children cabs dating from the 1930s to the present day. The children also met with other cabbies to find out more about their careers and lives.

They were then coached by digital:works in oral history and interview techniques, and how to film and record the sound for the documentary. The result is Sherbet Dab: An Oral History of the London Taxi. It's a

Colin Evans has had his badge since 1974



I think it's a wonderful archive for our trade. Matt and his team from digital:works were fantastic, but the kids really stole the show. Working with them was so good, they are so articulate, though they asked some very difficult questions! I really enjoyed (the experience) of it.

In this job you pick up lots of stuff and you remember lots of stories. I think it's really important that we have an archive because the trade is an important part of London. I'm going to continue to drive as long as I can because I just love it. This is the best city in the world in which to be a cab driver.

Louise Osborne gained her badge in 1993

After filming, the children talked to me in the classroom. We're all too quick to be blasé about it, but doing the Knowledge is a great achievement so I took with me the order of runs I was asked at my appearance 24 years ago. I gave them to the children and it was wonderful to see how appreciative they were. The kids were great, they knew their stuff and had the Knowledge.



thoroughly entertaining and very honest look at the way the industry has progressed in the Capital and even includes some laugh-out-loud moments.

Addressing the children directly at the launch of the film at the London Transport Museum, Danny Freeman, ex-driver and Unite education officer told them: 'I'd like to say a big thank you to the schoolchildren for all your hard work and skill. As a group you all came together and you should all be proud as a team. Your contribution has helped make this film, along with the teachers and my fellow cab drivers who gave up their free time. Unite is always proud to support initiatives like this as it recalls our history. It's all about the people who made the city work; we have all made history and the children have recorded London's heritage. The film you have made is an inspiration and I hope it will teach other people about the history of the cab. I hope you remember, because learning is a lifelong journey and it's always good to have a bit of knowledge.'

You can watch all 26 interviews at www.sherbetdab.org.uk/

The full interviews are also going to the London Transport Museum archive.

From left: Danny Freeman, Unite education officer, in conversation with the children; calling the runs; singing Take Me in a Taxi, Joe



“The black cab has a long history and this is a great opportunity to advertise ourselves online. It was just nice to see the children appreciate the industry and they were very professional. They put us in the shade”

Alf Townsend, cabbie for more than 50 years, journalist and published author



In clear sight

Make sure you know where to position smartphone and satnav cradles safely in your vehicle. Understanding the rules could stop you from getting points on your licence and save you money

“ From April 2017 to December 2017 the Taxi and Private Hire Policing Team has reported 303 taxi and private hire drivers for obscured vision. Before commencing any journey, we would advise all drivers to ensure they have a clear, unobstructed view through the windscreen and windows of their vehicle ”

Jas Sandhu, Roads and Transport Policing Command



These illustrations, based on photographs taken by the City of London Police, show just how much your vision is impaired by devices on your windscreen

Annex 6 of the Highway Code, which deals with vehicle maintenance, states: 'Windscreens and windows MUST be kept clean and free from obstructions to vision'. That means you shouldn't put or fix anything on your windscreen that will obscure your view of the road ahead. While that may seem like common sense, operations by the City of London Police and the Metropolitan Police's Roads and Transport Policing Command have seen drivers issued with tickets and Traffic Offence Reports (where they are asked to attend an awareness course) for having mobiles and other devices restricting their vision.

Be cradle careful

If you place a cradled device on the area on your windscreen that is covered by your wipers (known as the 'swept area'), you are committing an offence. At present, if you're prosecuted, you face a fine of up to £100 and three points on your licence.

Driving conditions can change rapidly and hazards, such as pedestrians suddenly stepping in front of you, or bikes coming out of side streets, mean you need to have a clear view of the road. Having a cluttered windscreen increases your likelihood of becoming distracted or not spotting potential

dangers. To avoid this, you need to make sure you position any devices so that they do not obstruct your vision.

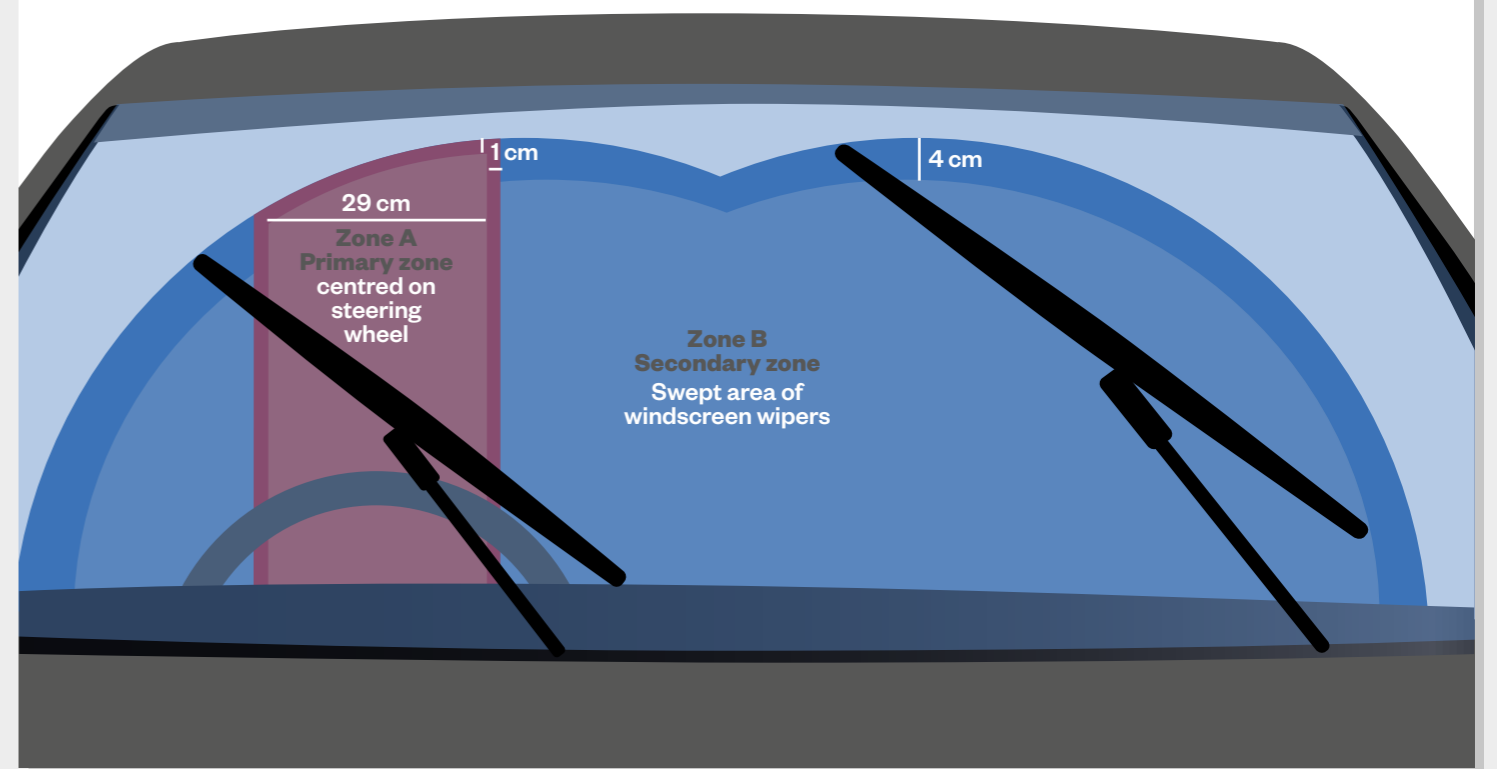
Jas Sandhu, an inspector with the Metropolitan Police's Roads and Transport Policing Command, says: 'Windscreens and windows must be kept clear and free from obstructions which obscure vision.'

'Positioning gadgets within the swept area of windscreens can block the driver's view, which is a danger to pedestrians, other road users, passengers and the driver.'

“ No person shall drive, or cause or permit any other person to drive, a motor vehicle on a road if they are in such a position that they cannot have proper control of the vehicle or have a full view of the road and traffic ahead ”

Construction and Use Regulations 1986

The swept area of a windscreen



The professionals



Many ex-footballers are swapping their kit for the Knowledge

Not every professional footballer gets to enjoy a long and goal-filled career on the pitch. For some, injury will cruelly terminate their playing days; others simply never make the cut.

The Professional Footballers' Association (PFA) encourages these players to take qualifications to develop their future prospects after football. Paul Raven, from the PFA education department, explains: 'We feel the Knowledge of London provides our members with the flexibility often

needed when preparing for, or following, their transition away from playing. For those who continue playing or coaching at non-league level, working as a taxi driver is also feasible.

'By producing case studies of some of the former players who have enjoyed long careers behind the wheel, as well as younger members currently taking the Knowledge, we hope to attract more of them to become London cabbies and PFA Education will support them to do that.'

Peter Cawley

Defender Peter, 52, started his professional career at Wimbledon, but is probably best remembered for his 200 appearances with Colchester United.

A recurring problem with hernias forced him to retire in 1998 and he went on to coach at Wimbledon and Wycombe Wanderers before doing the Knowledge.

'My son was with me when I was let go at Wycombe Wanderers and he was really upset, so I made up my mind to do something that allowed me to be in control of my own career. In a way, I wish I hadn't bothered with the coaching because from my own personal level of contentment, this (taxi driving) is what I should have done much earlier.

'It took me two years and four months to complete the Knowledge and I always remember when I got my badge and got in the taxi, I was so nervous it took

me an hour to pick up my first fare! But from that moment on it has been great. It gives me a huge level of flexibility and freedom and it is a wonderful job.

'These days there is a big emphasis on post-playing careers, it is ingrained into you from an early age that you do need a back-up just in case. Players need to have a second string to their bow.

'I would recommend taxi driving because you work when you want and for as long as you want. These days I'm working less but my needs are less and my hours reflect that.

'Despite what people say I still think our trade is the best. The Knowledge isn't going to disappear and it is always going to be important because people still rely on taxis as the gold standard transport experience in London. I'm proud to be a black cab driver.'

Left: Peter Cawley, right: Luke Colquhoun

Luke Colquhoun

Goalie Luke, 22, started his playing career at Charlton before going on to join Brighton. He is currently on his 21-day appearances on the Knowledge.

'I got signed to a three-year contract at Brighton when I was 16, but I never really reached the level to be awarded a new contract when that ended. In truth, I was hardly ever there because I was loaned out to St Mirren and also to Portsmouth.

'When I came back from St Mirren, I started playing non-league football and one of the boys on the team told me he had just done the Knowledge. He gave me some great advice, "do this now because you'll be giving yourself a career and you'll still have time to play football".

'With 500 young players being released at the end of each season, the PFA tells them, come to us for advice. I was 19 when I started the Knowledge and the PFA helped me make the decision by giving me a generous grant towards my moped and all of my course books, which basically helped me with my initial costs.

'I think the PFA and London clubs need to promote the Knowledge more to young players. The thing is, you grow up and you think you are always going to play football, then all of a sudden it is taken away from you and that can be devastating, but this (the Knowledge) has given me another lease of life. It has made me grow up and take responsibility. I feel I have become a lot more mature. It's been difficult but I've learnt a lot about myself.

'I know I'll break down in tears when I get my badge because I didn't take football as far as I could. But this is my chance to make that up to myself and take something as far as I can.'



"I've been injured since October – and that's another reason for doing the Knowledge; as a footballer you are always one tackle away from never being able to play again" Luke Colquhoun

»
Did you know...

The playing career of a professional footballer is on average eight years



Blue is the colour

Gilly Flaherty, 26, is Vice Captain of Chelsea Ladies Football Club. She started playing football for Millwall Lionesses when she was nine. She moved to Arsenal at 13 and was then offered her first professional contract with Chelsea when she was 21.

Why did you decide to do the Knowledge?

I was born in Rotherhithe, where my parents still live, and my dad started doing it when I was a little girl. He never carried on, but his knowledge of London roads was fascinating to me. My brother-in-law recently passed the Knowledge so I was interested in finding out more about doing it.

Being my own boss attracts me, working the hours I want to work. Also, a part of me is interested in doing a job which doesn't involve sport. I still want to remain within the game when I retire - I've coached since I was 16 years old - but I'd like to have a job which is separate from football and this is where I feel learning the Knowledge fits perfectly.

How has the PFA helped you in your ambition?

Being able to provide an income for my family is what motivates me to do this and as a PFA member, I can access grant funding towards the cost of training once I have passed out (fingers crossed I do!)

The plan is to start learning the Knowledge now so that it gives me five to six years to pass before my career comes to an end. This way I am not putting too much pressure on myself to complete it as soon as possible. It will be tough, but I feel I will be able to commit to learning it around my football as I get free time and days off. The aim is just to put 110 per cent into it and really be dedicated to doing the Knowledge.

Would you recommend becoming a taxi driver to other women?

Yes, I would 100 per cent. I've seen how much my brother-in-law loves the job! Driving a taxi will give me the flexibility to work the hours I wish and potentially provide me with an income which matches or comes close to what I'm currently bringing home.

What will passing the Knowledge mean to you?

I think learning the Knowledge and passing out is an incredible achievement. I've witnessed first-hand my sister sitting with my brother-in-law while he recites his runs to her and just thinking 'wow!' In 10 years' time I'd love to be in my own cab driving around the streets of London!

Adam Davy/EMP/CS Sport

>> Gilly's golden moments

- Winning the Euros with the England under-19 squad in 2009
- Making her senior debut for England's first team in October 2015 against China
- Being part of the quadruple-winning team at Arsenal Ladies Football Club

- Playing in the Champions League quarter final against Montpellier, legs 1 and 2 (21 and 28 March)

This is the first time Chelsea Ladies have got this far in the Champions League and OnRoute would like to wish Gilly and the team the very best of luck.

>> About the PFA

Set up on 2 December 1907, it is the world's longest established professional sports person's union.

It aims to protect, improve and negotiate the conditions, rights and status of all professional players by collective bargaining agreements.

●●● www.thepfa.com

Charging forward



In the last issue of OnRoute we reported on London's growing number of rapid electric charging points. Here we give an update on their numbers and locations

TfL has committed to installing at least 300 rapid charge points by 2020. It is working with the boroughs and investing £18m to upgrade the power supply and unlock potential sites, such as those on arterial roads owned and maintained by TfL, borough roads, car parks and on private land, including Heathrow Airport and multiple Shell service stations.

At present, TfL has funded 85 rapid charge points across London with 49 of these for taxi use only.

In addition, there are 23 non-TfL-funded rapid chargers at 19 sites across the Capital for public and taxi use.

The map below is regularly updated on the TfL website as more rapid chargers come online.

Finding your nearest rapid charger

Zap-Map lists the locations of charge points from many of the companies installing the chargers in partnership with TfL. Zap-Map users can search and apply filters to find charge points by location, EV models, connector type, connector speed, network, payment type and access type (including taxi only). You can download the Zap-Map app from www.zap-map.com

●●● You can find out more about TfL's commitment to expanding the rapid charger network at tfl.gov.uk/rapidcharging



- In operation exclusively for taxi use (49 at 43 sites)
- Awaiting installation exclusively for taxi use (2)
- In operation public and taxi use (36 at 30 sites)
- In operation non-TfL funded public and taxi use charge points (23 at 19 sites)

Further sites across London will be continuously installed



Electri-eCity

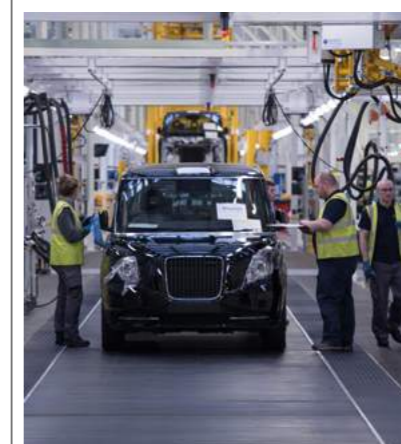


Scott Wolsey (above), test drove the TX eCity in January and had his son – also a taxi driver – along as a passenger

'It's a very luxurious motor. The vision is good and it is very quiet when in electric mode which creates a very nice environment. When the generator kicks in, you can hear that but it is certainly not as noisy as a diesel vehicle. There's no vibration going through it and you get a very smooth drive. I had my son in the back and he gave me a passenger's view as well and he commented on how quiet it is, making it really easy to hear the driver. I thought it was a lovely drive.'

Once again, it was the regenerative braking system that most impressed Scott, although he described the initial experience of it as being rather 'alien'. 'But, within an hour I'd come to terms with it, you just don't brake until right at the end,' he added. 'You are not using the brakes as much because the car does most of the braking for you. The only thing I was slightly concerned about is at the back; when you are using the regenerative braking no brake lights come on so drivers behind you need to be attentive all the time.'

'I am tempted to buy one because it is a very nice vehicle, but it is expensive. However, it is cleaner, it will be cheaper to run and will create a better environment for the driver, passengers and the general public.'



» **From 1 January this year all newly licensed taxis in London have needed to be ZEC and the first of these to be fully licensed by TfL is LEVC's TX eCity.**

••• **For more information on buying the new taxi, go to www.levc.com**
 ••• **The all-electric Dynamo will be featured in the next issue of OnRoute**



The first ZEC taxis are now out working on the streets of London. But what are they like to drive?

In December, OnRoute caught up with Patrick Follen (left), 57, who had been test driving a TX eCity for two months.

'I got my badge back in 1998 and own a TX4, which I bought in October 2012,' he explained. 'The biggest difference between the eCity and the diesel taxi is the comfort level. When you drive the diesel the brakes are horrible, but with this the performance level is off the scale. The whole package is stress-free for the driver with the regenerative braking, which is my favourite feature.'

It also has great suspension and the ride is a lot smoother.

'From a safety point of view, this is years ahead of the old taxis. For instance, once you are driving, passengers can't open the doors and my worry in the old taxi was always about having kids in the back.'

'All the things I would put on my wish list for my perfect cab are in this taxi. Now, when I get into my TX4 it feels like I'm going back 20 years – and it is only five years old.'



Electric pioneer

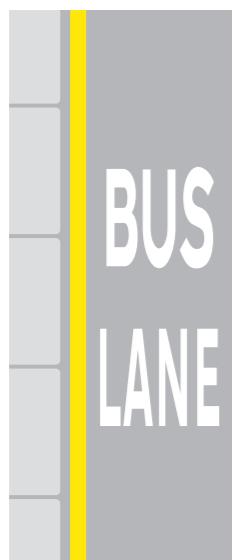
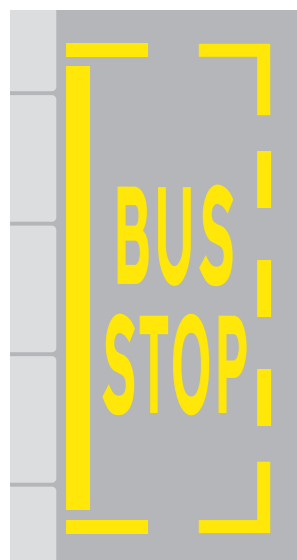
On Monday 22 January, 46-year-old David Harris (left) became the first driver to take delivery of the new TX eCity at LEVC's Brewery Road headquarters.

David is from Chingford and has been a cabbie for 21 years. He was one of the first people to put down a deposit for the new electric taxi last summer.

'I'm absolutely delighted to get the keys to my new TX electric taxi and there are two reasons I bought the cab,' he explained. 'First, I can't wait to see the response from passengers as I know that they're going to love it. And second, I'm going to see some significant savings on running the electric taxi. I should be able to charge the cab once a day at Heathrow. Combined with lower servicing and overall running costs, this means I should end up £500 to £600 a month better off before I even go out to work.'

Parking dos and don'ts

Knowing where you can stop and wait on London's roads helps make them safer, reduces congestion and could save you from getting fined



Bus lanes and bus stops

Taxis and private hire vehicles can pick up or set down customers in a bus lane even if they are not normally allowed to drive in it. The only exceptions are some sections of red route (see right) where stopping would cause too much congestion. Drivers should enter and leave the bus lane in the most direct and safe way.

Neither taxis nor private hire vehicles can stop at bus stops marked with a wide red line by the kerb.

Private hire vehicles also cannot stop at 'bus stop clearways' marked with a wide yellow line by the kerb.

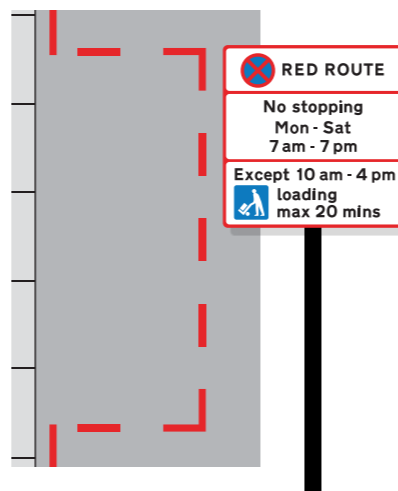
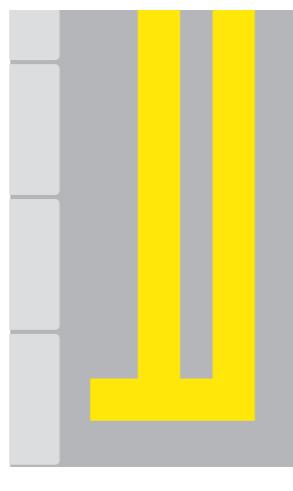
Only taxi drivers can drive in bus lanes – private hire vehicles are not allowed.

TfL has recently granted taxis access to 18 additional bus lanes on the road network and written to boroughs across London asking them to consider access for taxis to other bus lanes that they control.



Loading bays, single and double yellow lines

Picking up and dropping off is allowed but drivers should only stop for as long as it takes the passenger to get in or out of the vehicle. Wheelchair users and those with assistance dogs may need more time.



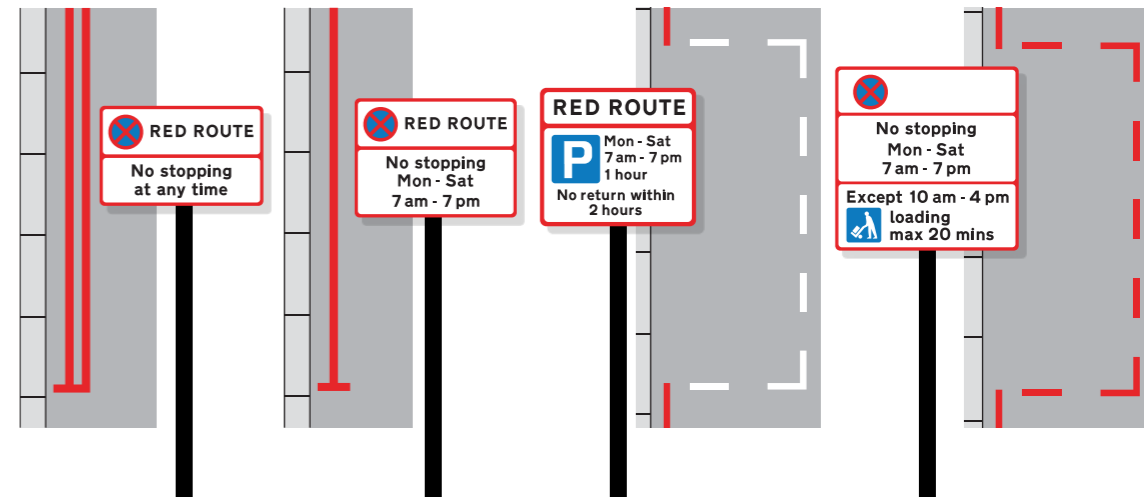
“ Private hire vehicles must never stop or wait in taxi ranks, even when picking up or setting down customers, or the driver will be subject to a Penalty Charge Notice (PCN) and potential licensing action ”



“ From April to December 2017, the Taxi and Private Hire Policing Team reported 819 taxi and private hire drivers for parking on zigzags. If you are caught doing so, it can result in a fine and penalty points on your licence ” Jas Sandhu, Roads and Transport Policing Command

Red routes

Drivers can pick up or drop off here, but should not stop where they would cause an obstruction or a safety hazard. However, they can't wait for a customer at a time and place where restrictions apply, even if they have arrived early for a booking or the customer is late or wants to visit a shop. Drivers can stop between 22:00 and 06:00 for up to five minutes so that customers can use cash points.



Taxi ranks

Taxi ranks are provided for taxis only. Private hire vehicles must never stop or wait in taxi ranks, even when picking up or setting down customers, or the driver will be subject to a Penalty Charge Notice (PCN) and potential licensing action.

Taxi drivers should never leave vehicles unattended on working ranks. However, at rest ranks taxi drivers can leave their vehicle for a maximum of an hour and on a refreshment rank for a maximum of 45 minutes.

Private hire vehicles parked on ranks or unattended taxis on ranks should be reported directly to TPH at tfl.gov.uk/tph-comments



Zigzag lines

These are used at pedestrian crossings and the entrances to schools indicating you should never park or wait here. Jas Sandhu from the Roads and Transport Policing Command explains: 'Stopping on zigzags at pedestrian crossings blocks the view for both pedestrians and traffic. These areas are no-parking zones and parking on them is both dangerous and illegal.'



Don't get penalised!

Taxi and private hire drivers can be given a PCN by parking attendants or a PCN can be sent to the registered owner of the vehicle as a result of camera observation.

Usually there is a discount for prompt payment. At present the charge is £130, or £65 if paid within 14 days.

Are you ZEC and ULEZ-ready?

From January this year, all newly licensed taxis have had to be ZEC, while requirements for private hire vehicles are getting greener and cleaner to meet new emissions standards

On 8 April 2019, the Ultra Low Emission Zone (ULEZ) will launch in central London to help improve air quality and the health of Londoners. In addition to the ULEZ requirements, the licensing requirements for private hire vehicles are changing to encourage uptake of ZEC private hire vehicles from 2020. These requirements apply to private hire vehicles across the whole of London, not just those travelling in the ULEZ.

The new licensing requirements are being introduced in phases. By 1 January 2023, all vehicles granted a private hire licence for the first time must be ZEC, regardless of age.

1 January 2018 to 31 December 2019

All private hire vehicles licensed for the first time must have a Euro 6 petrol or diesel engine, or a Euro 4 petrol-hybrid engine.

1 January 2020 to 31 December 2022

All new (less than 18 months old) private hire vehicles licensed for the first time will have to be ZEC. Those that are more than 18 months old will need to have a Euro 6 engine when licensed for the first time.

1 January 2023

All private hire vehicles of any age will need to be ZEC when licensed for the first time.

ZEC Vehicles	Category 1	Category 2	Category 3
CO ₂	<50g/km	<50g/km	50-75g/km
Zero emission range (miles)	70+	10-69	20+
Maximum grant	£4,500	£2,500	£2,500
Price cap	-	£60,000	-

Government plug-in car grant


The Government currently offers a plug-in car grant to reduce the initial cost of purchasing a new ultra low emission vehicle. This grant is applied to the vehicle at the point of sale. The size of the grant depends on its carbon emissions and electric range

2018




Taxis
All newly licensed taxis must be ZEC

2020



PHVs
Younger than 18 months must be ZEC

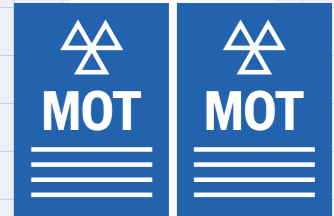
2023



PHVs
All PHVs of any age must be ZEC

For more information on ULEZ, go to:
 Taxis - tfl.gov.uk/green-taxis
 Private hire vehicles - tfl.gov.uk/green-phvs
 For the Government plug-in car grant, go to www.gov.uk/plug-in-car-van-grants

Two tests are better than one



Confused about when you need to have your second MOT in place? Here's our handy guide to make sure you get your dates right

» The second MOT ruling was brought in on 1 March 2013 to ensure taxis and private hire vehicles are in top condition and safe to be on the streets of London. However, some drivers are confused about when their vehicle needs to have passed its second MOT, as the tweet below shows.



» @acabbie
 Had my inspection today and cab passed. It's one year old in two days and I was led to believe that I wouldn't need an MOT until next year, but the examiner said I need to do one before Thursday but not in six months. Any help from @TfLTPH or others would be appreciated.

» @TfLTPH
 If it was first licensed when it was under one year old, then it does not require an MOT for that year of licensing, but it will need an MOT every six months after that.

Date for your diary

The Taxi and Private Hire Vehicle Licensing Inspection Manual states that all taxis and private hire vehicles that are newly manufactured and under one year old do not need to have passed an MOT when they are first licensed. They are exempt from needing to have an MOT in that first year.

However, all taxis and private hire vehicles more than twelve months from the date of manufacture, are required to pass two MOT tests as a condition of continued annual licensing.

First MOT

The first MOT certificate must be issued not more than fourteen days prior to the date of the licensing inspection. The easiest way to work this out is to count back 14 days from the inspection date. So, if your vehicle is being inspected on Thursday 22 March its first MOT should have been issued on or after 9 March.

Second MOT

If the vehicle passes its licensing inspection it will need a second MOT test certificate to be issued six months from the date the taxi licence starts.

Drivers receive a note detailing when the second MOT is due after the vehicle's first inspection. They are asked to keep this as a reminder so they don't miss their second MOT date.



» Did you know...

MOT is derived from Ministry of Transport and is a compulsory annual test for safety and exhaust emissions of motor vehicles of more than a specified age.

“ Drivers receive a note detailing when the second MOT is due after the vehicle's first inspection. They are asked to keep this as a reminder so they don't miss their second MOT date ”

Mid-year MOT Please retain for your records

Vehicles over one year old at the point of licensing

The registered keeper of the vehicle is responsible for ensuring that it complies with the requirement for a mid-year MOT.

The registered keeper will need to arrange for this vehicle to have its mid-year MOT six months from the date its vehicle licence starts (the date can be found on your vehicle licence). We highly recommend that you make a note of this date in the space below.

YOUR VEHICLE'S SIX MONTH MOT DUE DATE IS

.....
 (complete for your information)

For any further information or questions you may have relating to the mid-year MOT, please check online at tfl.gov.uk/tph

You can contact us by:
 Phone: **0343 222 4444**
 Email: tph.enquiries@tfl.gov.uk
 Post: **PO Box 177, Sheffield, S98 1JY**



Internal combustion

Living and working in the Capital can be noisy, crowded, expensive and very stressful. Here's our guide on how to keep healthy and happy

Being behind the wheel in traffic for long hours with no exercise and irregular shifts and meal times can all take their toll on your physical and mental wellbeing. But there are some simple changes you can make that really do improve your overall health.



Take five for a good life

According to the NHS, these are the five easiest ways to boost your mental wellbeing.

1

Connect

Strong relationships with family, friends and work colleagues allow us to share our feelings and let people know if things are bothering us. They provide an opportunity to share positive experiences, and can give us emotional support. Just talking about your day with someone you know can help relieve stress. Having a whinge – or even better – a good laugh with a mate can put everything back in perspective. Why not go for a coffee, share a rest break or sit down for a quick chat and make sure you take time to develop these relationships.

2

Be active

Getting out of your vehicle and moving about can do your body and mind the world of good. Not only does exercise lower your anxiety levels, it can also help you sleep better and boost your self-esteem.

You don't have to join a gym or run a marathon; there are plenty of everyday activities that are free or relatively inexpensive you can fit around your work patterns. Take a walk in the park, go cycling, play a game of five-a-side, do a martial arts or dance class, boxercise or have a swim. The trick is to find an activity that you enjoy, otherwise you won't keep it up.

NHS guidelines recommend adults do 150 minutes of physical activity a week. This should be a mix of moderate and vigorous exercise. A good rule is that one minute of vigorous activity (running) provides the same health benefits as two minutes of moderate activity (walking).

3

Keep learning

Keeping your brain active is just as important as exercising your body, as research shows learning throughout your life is associated with greater satisfaction and optimism. Again, the trick is to learn something you love doing – what about a Thai cookery course, playing the guitar, painting, learning to salsa or maybe even a foreign language?

Even better, you could incorporate your learning with stress-busting exercise by taking up tai-chi, Pilates or yoga.

4

Give to others

Stress can make us self-absorbed so doing something for someone else can take us out of ourselves. Small acts of kindness towards individuals or volunteering in your local community can give you a sense of purpose. If you have the time to volunteer it can be particularly useful as you will be working alongside other like-minded people and so expanding your social network. The various taxi charities are always grateful for any help you can give and a lot of private hire drivers volunteer within their own communities. See our feature in the next issue of OnRoute.

5

Be mindful

Mindfulness is all about living in the moment and stopping our minds from concentrating on worries and problems. It can positively change the way we feel about life and how we approach challenges.

An important part of mindfulness is listening to our bodies and what they are experiencing – the sights, sounds, smells and tastes all around us. Reminding yourself to take notice of your thoughts, feelings, body sensations and even your breathing can help on the road to mindfulness.

Some people use meditation to become more mindful, there are also visualisation tapes and apps that can guide you through mindfulness exercises. Check out the five free apps on the bemindful website (see below).



Top tip

A change of scene or a change of pace is good for your mental health. A few minutes can be enough for you to de-stress and give yourself some 'me' time

Don't forget your diet

Too much sugar, caffeine and alcohol can all take their toll on both our physical and mental health, so only have them in moderation. For a balanced diet eat:

- Different types of fruit and vegetables
- Wholegrain cereals or bread
- Nuts and seeds
- Dairy products
- Oily fish
- And drink plenty of water



Did you know?

One in four of us will have problems with our mental health at some time in our lives



The Mental Health Foundation is the UK's charity for everyone's mental health. It has an online mindfulness course at www.bemindful.co.uk

For general information on good health, go to www.nhs.uk or www.nice.org.uk

For more information on mental health issues, visit www.time-to-change.org.uk

Take the five-a-day for your mind challenge at www.mindapples.org

In good order



If you rent your private hire vehicle, this daily check list will help you make sure it is compliant

Paperwork

Before giving the vehicle the once over, you should ensure you have all your paperwork in order, including:

- A current MOT certificate issued within the previous six months (ensure it is valid for the whole period of the vehicle hiring)
- Valid road fund licence (road tax)
- Private hire vehicle hire and reward insurance
- Passenger lift LOLER certification (if applicable)

Driver's compartment

Visually check that:

- The driver's seat is in good condition, is secure and can be adjusted appropriately
- The steering wheel is secure and in good condition
- Clutch and brake pedals have anti-slip covers
- The handbrake locking mechanism operates correctly
- Driver warning lamps do not light up when the engine is started
- Driver tell-tale lamps are working correctly
- The horn works
- Windscreen washers and wipers are in good condition
- Devices for opening and closing the driver and front passenger windows operate correctly

Passenger compartment

This should be clean and all equipment in it must be in good working order.

This includes:

- Seat belts fitted to all passenger seats
- Upholstery, headlining, carpets and door trims
- Passenger courtesy lights
- Wheelchair safety belts/seat belts (if applicable)
- All doors and door locking mechanisms
- Vehicle heater system
- Any CCTV signage (this should be displayed in a prominent position with data controller contact details)

Wheels and tyres

Tyres must be of the designated size, speed and weight rating for that make and model of vehicle. You should make sure all wheel nuts are in place and secure.

Tyres must be free from:

- Cuts, lumps, bulges and tears
- Excessive or uneven tyre wear
- Excessive damage to the wheel rim

Tyre wear bar indicators are positioned around the circumference of the tyre. If the tread pattern has worn level to the indicators the tyre must be replaced.



Outside the vehicle

Make sure there are no signs of fluids leaking from under the vehicle on to the ground.

You should check:

- All external lamps and reflectors are present, secure, undamaged and operational
- Body panels have not been crudely repaired
- There is no evidence of significant damage to the external body panels
- There is no significant rusting or corrosion resulting in sharp edges
- All windows are clean, undamaged and free from unapproved signage or advertising material

The front windows must allow 75 per cent of light through and the front side windows at least 70 per cent of light through. If window tint is fitted to the rear screen it must be as supplied by the manufacturer. If any other tints are fitted, a hole must be cut through them for the display of the rear licence disc.

If the vehicle has operator signage displayed, it must be for the operator the driver is working for.



For more information, go to tfl.gov.uk

Search under The Taxi and Private Hire Vehicle Licensing Inspection Manual.

Letters

Email us at 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

All lit up over Lumiere



It's absolutely ridiculous to close major roads in London during the week of Lumiere. People were trying to get home with buses on diversion and it's just not fair on the general public. I feel that this should be looked at and events such as this should only be at weekends, not during the working week.

Stanley Alan Welsh

Can someone please tell me why London is used as an arena? It's as if no one works or lives in this city. Great chunks of London are closed off during rush hour for what? Some lit-up buildings.

Thousands of journeys delayed, appointments and theatre arrival times missed. From my point of view, it was impossible to get to the busy parts of town to make app pick-ups, so I turned down many job offers.

Mark Karpel

Lumiere is not a TfL-sponsored event. It is licensed by the authorities who gain much-needed income from it and it also increases the revenue for local businesses. These events act as a great advertisement around the world and encourage tourism that contributes to our economy. TPH looks to provide event taxi ranks with the cooperation of the event organisers and puts them in touch with licensed taxi marshals to assist passengers and drivers.

We always include major events which may cause traffic disruption in the weekly TPH update. You can also find traffic status updates at tfl.gov.uk/trafficnews and live information on the Twitter feed @TfLTrafficNews.

Gary Snewing, ranks and infrastructure manager, TPH

From our Twitter feed

>> We say...

- Save time, money and avoid delays when receiving your licence by signing up to the DBS Update Service. More info here: gbg.onlinedisclosures.co.uk
- When completing a new or renewal licence application, please ensure you answer all the questions. Missed questions on the application is one of the most frequent causes of licensing delays

>> You say...

- How does the law stand @TfLTPH with operating the in-car touchscreens that are prevalent in a lot of newer vehicles these days? Is it classed as different to touching a smartphone screen sat in a cradle?
Tony B
- A** Drivers must use common sense and good judgment, and must always be in full control of their vehicle while driving. Guidance on using mobile devices while driving can be found here: tfl.gov.uk/safetytips

Save the date

Dear OnRoute, The London Taxi Drivers' Fund for Underprivileged Children will be holding its 90th anniversary dinner and dance on Saturday 23 June. The fun starts at 18:30 at the De Vere Grand Connaught Rooms, Great Queen Street. There will be a five-course meal and dancing to the New Foundations. Tickets cost £65. For more information and to book, call 07710 388588 or email m.son@btconnect.com.



Michael Son, BEM

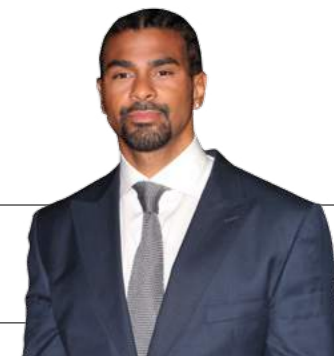


Do you know?

- 1** When was the speed limit in towns raised from 2mph to 14mph?
- 2** When did it become compulsory for all drivers in England to have a driving licence?
- 3** Which Act of Parliament introduced tax discs?
- 4** When was compulsory third-party insurance introduced?
- 5** Which Act of Parliament reintroduced speed limits which were abolished four years earlier?

1. 1896 (in the Locomotives on Highways Act) 2. 1904 (Motor Car Act 1903) 3. Roads Act 1920 4. 1930 (Road Traffic Act) 5. Road Traffic Act 1934

Calendar



March

April

May



20 March
Unleash
ExCeL Arena
(and 21 March)

Abu Dhabi
Grand Slam
ExCeL Arena

The London
Landmarks
(half marathon)
Route: Pall Mall,
Trafalgar Square,
Aldwych, Holborn,
Waterloo Bridge,
Embankment,
Blackfriars,
St Paul's,
Bank, Tower
Hill, Victoria
Embankment,
Westminster,
Embankment,
Whitehall

29 March
Flight Of
The Conchords
O2 Arena
(30 March and
3 April)

Singapore Day
Clapham
Common

Saracens vs
Harlequins
rugby match
London Stadium

31 March
Fall Out Boy
O2 Arena

Boat Race
West London

27 March
The Wombats
Alexandra Palace

Kingdom
Brixton Academy

25 March
Nagar Kirtan,
Southall
Ealing

Thirty Seconds
To Mars
O2 Arena

1 April
Harbhajan Mann
Wembley Arena

7 April
Bath vs Leicester
rugby match
Twickenham

14 April
The Wedding
Show
ExCeL Arena
(and 15 April)

21 April
Muslim Lifestyle
2018
Olympia
(and 22 April)

24 April
RCCG
ExCeL Arena

4 April
MO
Brixton Academy

10 April
The London Book
Fair 2018
Olympia

The Vaccines
Alexandra Palace

Nashville in
Concert
O2 Arena

25 April
The Streets
Brixton Academy
(until 27 April)

5 April
Friendly Fires
Brixton Academy

11 April
Harry Styles
O2 Arena
(and 12 April)

Saracens vs Bath
rugby match
Allianz Park

Trivium
Brixton Academy

27 April
Festival of Life
ExCeL Arena

6 April
Macklemore
Brixton Academy
(and 7 April)

Arcade Fire
Wembley Arena
(Until 13 April)

18 April
London Marathon
Exhibition
ExCeL Arena
(until 21 April)

Salute event
ExCeL Arena

Skindred
Brixton Academy

Sam Smith
O2 Arena (7, 9
and 10 April)

Students
Rugby Day
Twickenham

20 April
Dua Lipa
Alexandra Palace

London Marathon
Central London

The Vamps
O2 Arena

2 May
Adobe Summit
ExCeL Arena
(and 3 May)

Bellew vs Hays
rematch
O2 Arena

11 May
Nickelback
O2 Arena

3 May
Plan B
Brixton Academy

More Life
Brixton Academy

12 May
Moonwalk 2018
Clapham
Common
(and 13 May)

4 May
Abode in the Park
Finsbury Park
(until 6 May)

Army vs Navy
rugby match
Twickenham

TUC
Demonstration
Route: Victoria
Embankment
to Hyde Park,
followed by rally
in Hyde Park

5 May
Infosecurity
Europe 2018
Olympia
(until 7 May)

Saracens vs
Gloucester
rugby match
Allianz Park

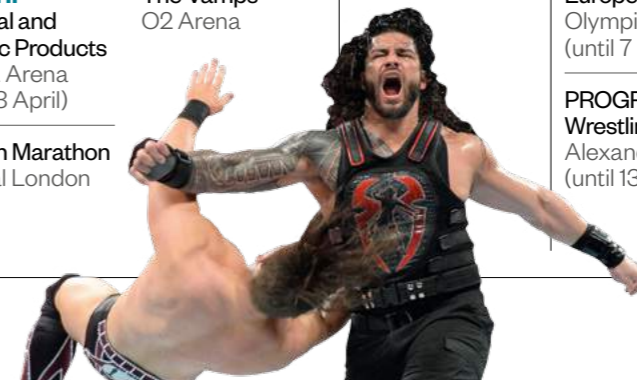
14 May
WWE Raw
O2 Arena

6 May
Scooter
Brixton Academy

RFU Cup Finals
Twickenham

PROGRESS
Wrestling
Alexandra Palace
(until 13 May)

10 May
Tears For Fears
O2 Arena



Conveniently, all
London taxis now
accept cash, card
and contactless

Search TfL Improvements



MAYOR OF LONDON



**TRANSPORT
FOR LONDON**
EVERY JOURNEY MATTERS