

OnRoute

Brought to you by Transport for London

**Top tips
for winter
driving**

See p18

In the zone

What the ULEZ means for you

A helping hand

The Taxicard scheme

Tackling emissions

Taxi delicensing fund

Raising standards

Increase in compliance

Safe and secure

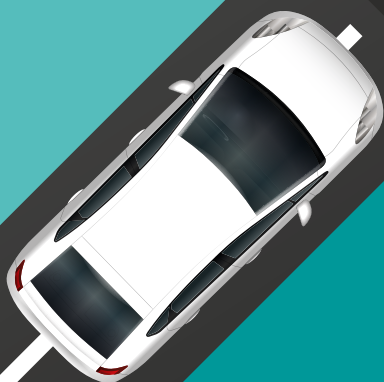
Getting your DBS code

Tell your passengers to belt up!

Drivers should encourage all adult passengers to wear a seatbelt for their safety and comfort, and make sure all children are appropriately seated and restrained.

Drivers can be issued with a **fine of up to £500** for seat belt offences.

Find out more at [gov.uk/seat-belts-law](https://www.gov.uk/seat-belts-law)



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Welcome.

There's plenty to catch up on in the trades as a new year kicks off. We've got news about the enhanced taxi delicensing fund, including converting Euro 5 taxis to Liquid Petroleum Gas (LPG). Find out if you're eligible on p6.

It's now only a matter of months before the Ultra Low Emission Zone (ULEZ) goes live on 8 April. Taxis are exempt from the charge, but if you are a private hire driver or operator you need to make sure what the new rules mean to you and whether or not you are going to have to pay the £12.50 daily charge. Turn to p10 where you can find out more.

There's encouraging news that there are more drivers and operators complying with the rules. Find out why on p8.

We're debunking the myths about card readers in cabs on p16 and explaining how you apply for your DBS check on p22. We also have news of increased disability training for drivers subscribing to the Taxicard scheme (p14).

Finally, be ready for anything the winter weather might throw at you with our handy list to checking over your vehicle on p18.

Stay safe, stay warm and if there's anything you'd like to see us cover in future issues of OnRoute, just drop us a line at OnRoute@tfl.gov.uk

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Visit the TfL website: 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](https://twitter.com/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.



In our next issue...

- Professional Driver of the Year
- Travelling with assistance dogs
- New advertising guidelines



News



Transformation of the Old Street roundabout

TfL and Islington and Hackney Councils have started work at Old Street to remove the outdated 1960s roundabout and create a better environment for cycling and walking

The work will see the northwest arm of the roundabout close permanently to all traffic, creating a major new public space with better walking and cycling access to Old Street station. Traffic will operate two-way through the redesigned junction, with fully segregated cycle lanes and cycle-only traffic signals around it.

The Congestion Charging and Ultra Low Emission Zone boundaries at Old Street roundabout are being amended. TfL will give a minimum one-month's notice before making the changes and there will be new signage for drivers to make clear the point at which the boundary begins.

The transformation is expected to be complete by the end of 2020.



For more information, go to tfl.gov.uk/old-street-roundabout

Speed control

The 33 London boroughs are considering whether to apply for a change in the law to secure powers to prosecute drivers who breach the speed limit.

Concern is mounting at the 'inadequate' level of enforcement by the Metropolitan Police Service, as traffic police have been temporarily switched to the Met's violent crime task force to crack down on knife and gun killings.

At the same time, boroughs are introducing a growing number of 20mph zones, while TfL has set a target to eliminate road deaths by 2041.

London Councils will also examine whether boroughs can secure the power to impose points on a driver's licence as well as issue a fine for speeding.



Number of ZEC taxis in London:

1,100

Taxi rank news

Changes are being made to the taxi rank passenger waiting area inside St Pancras International. At present, the area is too large and so some of the unused space is being converted into a larger retail unit. The work, set to begin this month and be complete by August, will provide an opportunity to improve the queuing system and refresh the signage at the taxi rank, while the taxi waiting bays directly outside of the station will be repainted. This will result in a better laid-out and more efficient queueing area.

A spokesperson for HS1/St Pancras International said: 'We believe these changes will create a better environment within the station that will benefit St Pancras International customers wishing to make onward journeys via taxis.'

On 6 January, the taxi rank at Euston moved to Euston Square Gardens. This new, canopied open air rank will have staff on hand to assist customers with mobility needs.

Getting the green light

A contract to create the next generation traffic control and highways management system, to help reduce delays for all London road users, has been awarded.

Siemens Mobility will develop, deliver and maintain Real Time Optimiser (RTO), a cutting-edge solution enabling traffic flow across the Capital's road network to be improved.

The cloud-hosted tool will continuously monitor traffic approaching the majority of London's 6,000 signal-controlled intersections. That data can then be used to change traffic lights, controlling vehicle movements in the most efficient way. The system is due to go live in 2020.

Water for free

Network rail has installed new drinking fountains at King's Cross, Cannon Street, Waterloo and Clapham Junction.

You can now fill up for free at these stations as well as Euston, London Bridge, Liverpool Street, Paddington, St Pancras International and Victoria.

The hope is that by offering a free refill point, the network will be able to reduce plastic pollution.



More lamp posts lighting up in town

In November, Southwark Council joined Siemens and its technology partner Ubitricity to unveil their first electric vehicle charge points, installed using the recently announced London Go Ultra Low Cities Scheme

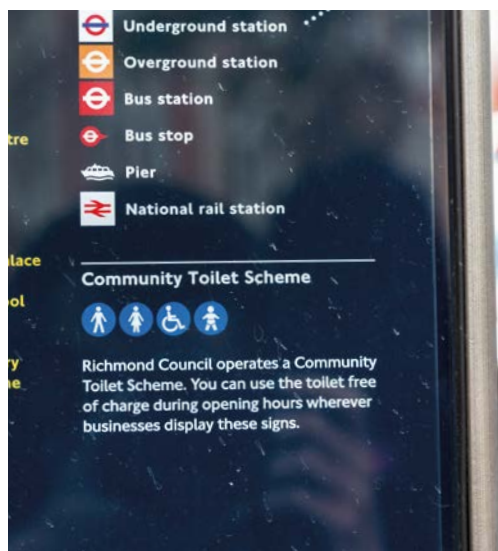
The first Southwark resident to use these charge points is cabbie Reiss Woodward, who drives an LEVC eCity. Reiss does not have access to off-street parking, so needed a charging solution he could use on-street. He is the first of 10 drivers taking part in a LEVC trial of the chargers. LEVC will be monitoring the installation for drivers involved in the project and getting feedback from them to understand if this could be a good long-term solution for drivers who cannot charge their taxis at home.

Don't spend a penny!

From 1 April, Network Rail will drop charges for using the public toilets at another five stations:

- Clapham Junction
- Euston
- King's Cross
- Liverpool Street
- Waterloo

For more information about where public toilets are in London, go to tfl.gov.uk/public-toilets



Charger update

TfL has delivered on its commitment to install 150 rapid electric charge points across London by the end of 2018. In addition, according to the Zapmap app, which provides locations of all charge points in London, there are another 82 rapid charge points installed by independent providers open to the public.



To locate a charger close to you, go to www.zap-map.com

TPH licensing in numbers

23,363

Taxi drivers

20,535

Taxi vehicle licences

107,118

Private hire driver licences

87,152

Private hire vehicle licences

2,231

Private hire operators

Cleaning up the taxi fleet

Find out how TfL plans to deliver the greenest taxi fleet in the world

Recent analysis by the International Council on Clean Transportation shows that real-world emissions from London taxis are seven times laboratory limits, far exceeding emissions from passenger diesel cars. TfL has announced a range of measures and proposals to tackle these emissions and support drivers switching to new zero emission capable taxis. These include:

- An enhanced delicensing fund
- A £2.5m fund to help drivers of newer Euro 5 taxis convert to much cleaner Liquid Petroleum Gas (LPG) fuel
- A consultation on a phased reduction in maximum taxi age limits from 15 years to 12 years by 2022

Taxi delicensing fund

Top payments of £10,000 are available to the first 250 applicants, with tiered payment levels available to subsequent applicants on a first come, first served basis:

Eligible vehicles	No. of payments available	Delicensing payment
Taxis younger than 13 years	250	£10,000
	250	£9,000
	250	£8,000
	250	£7,000
	250	£6,000
	250	£5,000
	250	£4,000
	250	£3,000
	500	£2,000
13 and 14-year-old taxis	1,000	£1,000



Eligibility

If you are the owner of a diesel taxi that is less than 15 years old you may be able to surrender your taxi vehicle licence and plate in exchange for a payment from TfL. Once a taxi vehicle licence has been surrendered and the vehicle delicensed it cannot be licensed in London again.

Apply for a delicensing payment

To apply for a delicensing grant you will need your vehicle registration number, Vehicle Identification Number (VIN) and vehicle licence number, as well as an email address we can contact you on.

Please ensure you have carefully read and understood the Terms and Conditions before applying.

Liquid Petroleum Gas (LPG)

A brand new £2.5 million fund to help owners of eligible Euro 5 taxis to convert to LPG, a much cleaner fuel system, has been created.

Independent testing shows that an average TX4 taxi emits more than 70 per cent less NOx after being converted to run on LPG. Trials also show that drivers of LPG-converted taxis can save around £200 a month in fuel costs.

A limited number of LPG conversion grants will be made available to drivers

of eligible Euro 5 taxis to support the shift of those vehicles with the worst NOx emissions to cleaner vehicles.

If you are interested in the LPG conversion grant scheme, please email TaxiDelicensing@tfl.gov.uk. This will enable TfL to contact you when the application process opens later this year. However, it does not constitute an application.

LPG and taxi age limits

TfL intends to consult on proposals to reduce the taxi age limit to 12 years by 2022. The 15 year age limit would be strictly mandated in 2019, with a proposed reduction in the age limit by one year, per year until a 12 year age limit is reached. The age limit for Euro 6, LPG and ZEC taxis is proposed to remain at 15 years.

The proposal for a 15 year maximum age limit for newly-converted LPG taxis would enable fuel savings, helping taxi owners to recoup the conversion costs while also reducing their contribution to damaging NOx emissions in London.

If your taxi has already been converted to LPG under the existing scheme it will not be impacted and will retain its exemption to the age limit.



For more information, go to bit.ly/taxidelicensingcheme



Congestion Charge scheme changes

TfL has announced that, following a public consultation, changes will be made to the Congestion Charge scheme to ensure it remains effective in reducing the use of cars in central London

Private hire vehicles

From 8 April 2019, private hire vehicles will no longer be exempt from the Congestion Charge when driving in central London during charging hours (Monday to Friday, 07:00 to 18:00).

This change will help reduce congestion and, combined with the start of the Ultra Low Emission Zone (ULEZ, see p10), will ensure further action is taken to clean up the fleet. Private hire vehicles that are designated as wheelchair-accessible will retain the exemption.

A new, phased Cleaner Vehicle Discount (CVD) will also be introduced on 8 April, replacing the existing Ultra Low Emission Discount. In the first phase of the CVD, only certain zero emission-capable vehicles will be exempt from the Congestion Charge. To qualify, a private hire vehicle must be Euro 6, emit no more than 75g/km of CO₂ and have a minimum zero emission capable range of 20 miles. Then, from October 2021, only pure electric vehicles will qualify for the discount. The discount will be withdrawn in December 2025.



Congestion Charge penalty charge notices (PCNs)

If you are required to pay the Congestion Charge and don't do so beforehand or by midnight on the following charging day, a PCN will be issued to the registered owner of the vehicle.

For more information, go to tfl.gov.uk/congestioncharge or call 0343 222 2222 (Monday to Friday, 08:00 to 20:00).

Feet on the street

An increase in compliance activity is having a positive effect on the trades

The rise in both drivers and operators who are compliant has been dramatic as Compliance Delivery Manager Edgerton 'Edge' Rodgers explains. 'We only had between 40 and 50 officers before, so we could not operate 24 hours a day or seven days a week. It restricted what we could do. We recruited extra officers in waves and it has now enabled us to cover the whole of London, including suburban areas. We can now put more resources on our night shifts and can schedule more shifts towards the end of the week in response to the weekend and night-time economy in London.

'It has enabled us to work much more closely with the police on things such as Operation Globe, going out in a compliance car on mobile patrols. We can also check more operators and target areas where we know there are higher levels of non-compliance such as Heathrow Airport and King's Cross Station.'

As a result, there has been a 10 per cent rise in drivers and operators who are compliant. The increase in officer numbers has also led to more detailed information being fed into Edge's team from the officers' hand-held devices, which has helped to deploy the officers more intelligently. 'We are in a better position now to protect the licensed trade and also members of the public,

and to keep abreast of any changes to where non-compliance is taking place,' he says.

According to Edge, the main areas of non-compliance from taxi drivers are unattended taxis and from private hire not wearing their identifiers. From the vehicle side, it's unauthorised signage, condition of the tyres, lights not working and damaged bodywork, and from operators it is failing to give a booking confirmation. 'We are visiting operators more frequently to bring them into compliance,' he adds, 'so a lot of what we are doing is about education.'

Anand Nandha, head of TPH Compliance, says: 'The compliance team is unrecognisable from that of two years ago and we have made excellent progress and improvement in raising standards, dealing with non-compliance and working with partners to deal with illegal activity. A large part of this has been possible because we have worked and listened to the trades and are much better at understanding intelligence to support deployment. Building capability with more powers has provided greater opportunity to deal with non-compliant vehicles. However, we can and will continue to improve further to ensure London has the safest and most reliable taxi and private hire services in the world.'



Compliance in numbers

- By late 2017, the number of checks carried out was 330,000, compared to 73,000 in the previous year
- In June 2016, the private hire driver compliance rate was around 76 per cent. The compliance rate has now improved by around 15 per cent and stands at 91 per cent
- 109 officers now have CSAS (Community Safety and Accreditation Scheme) accreditation which allows them to stop and inspect all vehicles
- If a driver fails to stop when directed by a CSAS-trained officer, it is a criminal offence and will be reported to the police and TPH for investigation and action



Operator inspections

4,033

15 Nov 2015 to
16 Dec 2016

5,168

30 Oct 2017 to
31 Oct 2018

“ We are in a better position now to protect the licensed trade and also members of the public, and to keep abreast of any changes to where non-compliance is taking place ” Edgerton Rodgers



Compliance officer powers

Compliance officers can:

- Request a copy of the certificate of insurance for inspection
- Request a driver, vehicle (and for PHV, operator) licence for inspection
- Request a vehicle to be inspected
- Request a badge/driver ID for inspection
- Remove and retain a plate/disc of expired, suspended or revoked licences

It is a criminal offence to obstruct a compliance officer from carrying out their duties and anyone doing so will be prosecuted.



		15 Nov 2015 to 16 Dec 2016		30 Oct 2017 to 31 Oct 2018	
		Inspections	Compliance rate	Inspections	Compliance rate
TPH driver licence	Taxi	14,650	79%	10,584	80%
	Private hire	29,782	76%	146,549	91%
TPH vehicle licence	Taxi	13,639	85%	11,572	73%
	Private hire vehicle	27,650	92%	158,807	83%
Totals		85,721	83%	327,512	86%

Are you ready for ULEZ?

Transport for London
ULTRA LOW EMISSION ZONE BOUNDARY
WILL OPERATE AT ALL TIMES FROM 8th APRIL 2019

Transport for London
Congestion charging
Central ZONE
Mon - Fri
7 am - 6 pm



The Ultra Low Emission Zone (ULEZ) launches in central London on 8 April. Here's everything you need to know

The ULEZ will replace the T-Charge from 8 April and will operate 24 hours a day, seven days a week, 365 days of the year, in the same area as the current Congestion Charging zone.

It will help take the most polluted vehicles off London's streets and is a central part of the Mayor's work to tackle the severe health impacts caused by London's toxic air.

What this means for you

Although London licensed taxis will be exempt from ULEZ, private hire vehicles will need to meet ULEZ emission standards. These are Euro 4 for petrol vehicles (roughly equivalent to not being more than 13 years old) and Euro 6 for diesel vehicles (roughly equivalent to not being more than four years old). If your vehicle does not meet the standards you will have to pay an additional £12.50 daily charge when travelling in central London. However, when carrying out a private hire booking for a TfL-licensed operator, private hire vehicles registered as wheelchair accessible will be exempt from the charge until 26 October 2025.

At all other times private hire vehicle owners will have to pay the charge if their designated wheelchair-accessible vehicle does not meet the emissions standards and is not in the disabled or disabled passenger vehicle tax class.

After 26 October 2025, all wheelchair-accessible private hire vehicles that do not meet the ULEZ emission standards will have to pay the charge to travel in the zone.

Getting the word out

TfL has been running an extensive communications campaign since spring 2018 to prepare drivers for the ULEZ. It has contacted registered Congestion Charge users whose vehicles do not meet the ULEZ standards, to remind them the new zone begins on 8 April. It is also contacting other drivers it identifies in central London whose vehicles are not currently ULEZ-compliant. This has helped encourage

more than 1.3 million visits to TfL's online compliance checker (see p12), where people can check if their vehicle meets the ULEZ emission standards.

It has also installed more than 300 ULEZ signs across central London at the same locations as existing Congestion Charge signs, warning drivers at all entry points to the zone and on a number of key approach routes to ensure their vehicle meets the tough new emission standards.

Nick Fairholme, Director of Project and Programme Delivery at TfL, said: 'We are committed to tackling the public health crisis that is London's toxic air. It affects all Londoners, causing 9,000 premature deaths every year and reducing the quality of life for thousands more.'

Future changes

From 25 October 2021, ULEZ will be expanded up to the North and South Circular boundaries to create a single enlarged zone. This will be an area 10 times bigger than the central London ULEZ, bringing an even greater reduction in air pollution.

The Mayor, Sadiq Khan, said: 'We're doing everything in our power to tackle air pollution and are starting to see improvements in air quality with the wide-ranging action we've taken already on tackling the most polluting cars, and cleaning up our bus and taxi fleet. An expanded Ultra Low Emission Zone, in conjunction with the Central London ULEZ, will really help transform the air that millions of Londoners breathe.'

TPH is introducing additional licensing requirements to ensure that by 1 January 2023, all vehicles granted a private hire licence for the first time are zero emission capable (ZEC), regardless of their age. From 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. Private hire vehicles more than 18 months old will need to have a Euro 6 engine when licensed for the first time. Then, from 1 January 2023, all private hire vehicles will need to be ZEC when licensed for the first time.

» Did you know...

Residents who are registered for the residents' Congestion Charge discount will get a 100 per cent ULEZ discount until 24 October 2021

ULEZ timeline

8 April
2019
ULEZ launches in central London

25 October
2021
Expansion of ULEZ up to the North and South Circular boundary

26 October
2025
Wheelchair accessible private hire vehicles being used for bookings start paying the daily ULEZ charge



To make Londoners aware of the launch of ULEZ, TfL has:

- Spoken to 5,000 businesses to discuss and support vehicle upgrade plans
- Sent more than 2.5 million emails to registered customers
- Placed large format roadside posters and digital displays across the TfL road network
- Run adverts in print, radio and video-on-demand



For more information and to check if your vehicle is compliant, go to tfl.gov.uk/ulez

Additionally, TfL is working with the DVLA to reach owners of non-compliant vehicles it has seen in the zone and provided detailed information on the TfL website.

Borough low emission zone schemes

Low emission zones are a policy in the Mayor’s Transport Strategy aimed at helping London to tackle air pollution and ultimately become zero carbon.

To date, two schemes have been implemented on a small number of roads by Islington and Hackney boroughs.

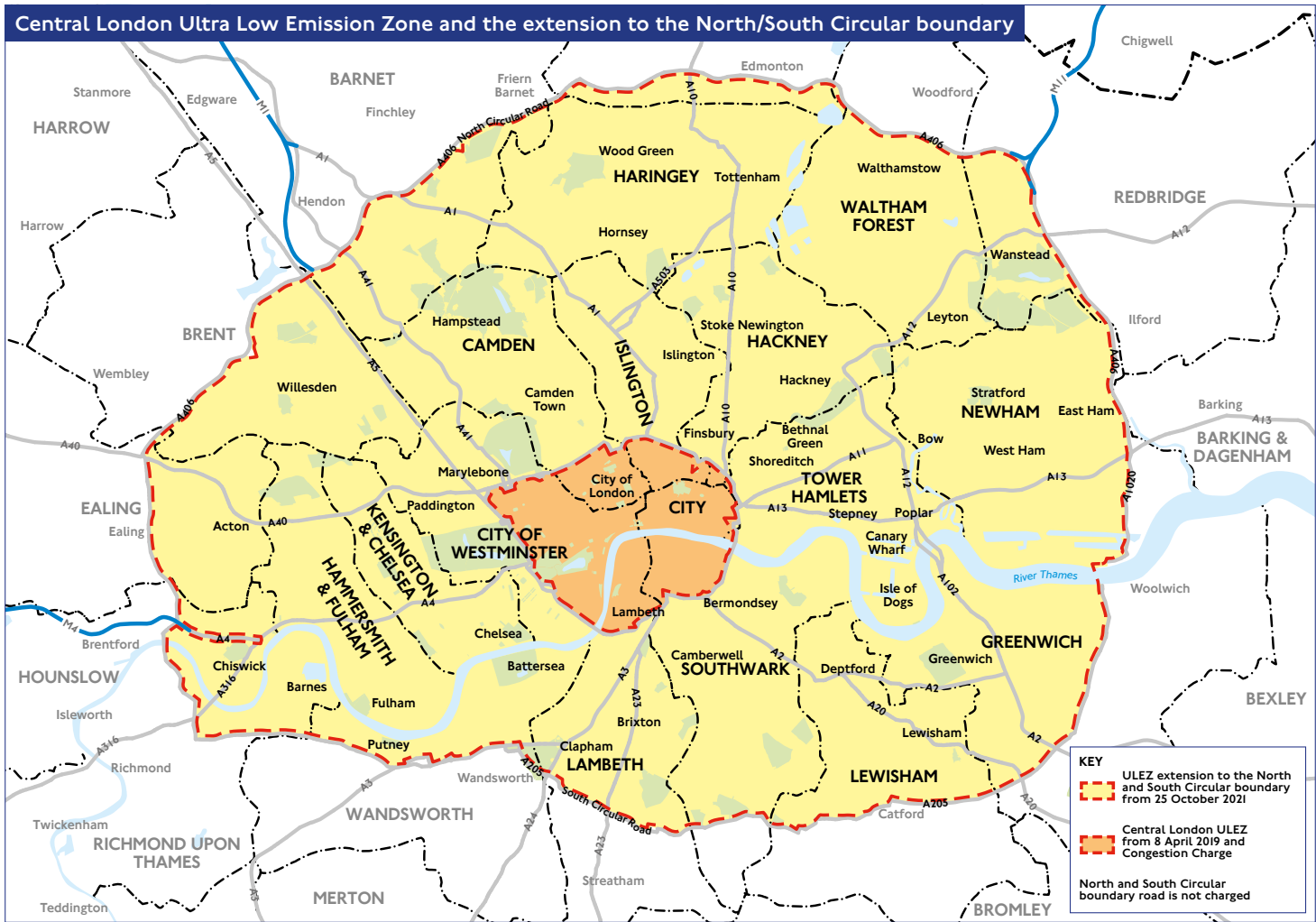
The Hackney scheme is currently subject to a legal challenge which means that, pending the outcome of legal proceedings, no enforcement action will be taken against taxis and private hire vehicles entering its low emission zone from Ravey Street then Willow Street.

TPH believes that the impact of any exclusion zones on disabled passengers should be fully considered by boroughs before making a decision on introducing them.

It is urging taxi drivers to inform passengers of any restrictions before the start of a journey and to take them as close as possible to the area if they still want to use a taxi’s services.

TfL will be preparing guidance for local boroughs to ensure a consistent approach by them in developing any new zero emission zones.

Issues that boroughs should consider include access to areas by taxis and private hire vehicles, as well as freight and servicing, and access for people with mobility needs.





Over 150 new electric vehicle rapid charge points will help you make a cleaner getaway

Some exclusively for taxis and others for rapid charging cars and vans

Working with partners, this is part of the commitment by the Mayor, Sadiq Khan, and TfL to help Londoners breathe cleaner air.

[Search TfL Improvements](#)





At your service

Taxicard already helps thousands of disabled people get around the Capital and the service is about to get even better

The Taxicard scheme provides subsidised door-to-door journeys in licensed taxis and private hire vehicles for customers who have serious mobility or visual impairments. It is funded by TfL and the London boroughs, and managed by London Councils on their behalf.

Customers use it for everything from going shopping to doctor or hospital appointments, visiting family and friends, and going for meals or out to bingo. They are a real mixture of ages and disabilities, although only one in four is dependent on a wheelchair.

A helping hand

The scheme has been running for more than 30 years and to enhance the service, customers can now request assistance from the drivers to get to and from their door. As a result, drivers are being offered new training giving them an understanding of disability and what is required of them.

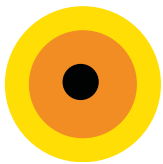
Alan McDonald is the Senior Account Manager at CityFleet which administers the Taxicard scheme. He explains: 'Drivers subscribe to our circuit and can stay with us as long as they like as long as they undertake some practical disability awareness training. Although private hire drivers fulfil only a small proportion of the Taxicard journeys we want all our drivers to have the same level of professionalism.

'We invite taxi drivers to come into a classroom on a day's training on how to provide the necessary customer services assistance. This is being rolled out to all the taxi drivers as they need to come into us to upgrade the equipment in their taxis. For our private hire operators, we are supplying a link to an eLearning module

so their drivers can do it at home. We will then be asking them for evidence they have completed the module.'

There is a six month plan for existing drivers to complete the training as well as some refresher passenger assistance training. New drivers subscribing to Taxicard will be given a pack and the eLearning link when they sign up to the scheme. After three years, all drivers will then need to do a refresher course.

Joyce Mamode is Head of Assisted Transport at TfL. She says: 'TfL would like to encourage more taxi and private hire supply into the scheme because with more drivers subscribing to it we can build more flexibility on journeys for customers. It's a significant amount of business for the trades and is a steady income for drivers as they are guaranteed a certain amount of journeys. They can always do work as an independent driver when not working for Taxicard. We are looking for drivers who feel they want to give something back to Londoners with disabilities.'



“Taxicard gives us the freedom to do everyday things without having to rely on friends or family for lifts”

Customer Olav Ernstzen

Real life stories

Gary is a taxi driver from Southend who has been on the ComCab radio circuit for more than 25 years and says customers are pleased for the help, company and service the drivers offer.

He adds: 'Many non-ComCab drivers I speak to are envious of the account and those that have gone on to join the circuit are glad that they did so with a far greater offering of work than any commercial account or street-hired jobs. I have learned many valuable life lessons from Taxicard passengers who are often elderly, disabled and vulnerable people, and many have become familiar and friendly customers, which makes an often trying working day a very satisfying one.'

Olav Ernstzen is visually-impaired and regularly uses the Taxicard service. He says: 'Disabled people enjoy the same lives as others, including going shopping, to classes or just enjoying ourselves. Taxicard gives us the freedom to do these things without having to rely on friends or family for lifts. I have used Taxicard for years and always find drivers friendly, helpful and professional. I am blind, and without something simple like guidance to and from my door, I am stranded without my transport or my independence.'



Taxicard - the numbers

- Established 30 years ago
- Currently around 1,750 taxi drivers which will increase to around 2,650 in the first quarter of 2019
- 66,000 Taxicard members
- 1.2 million journeys a year
- 90 per cent of journeys provided by taxi
- 10 per cent of journeys provided by private hire vehicle



Taxi drivers interested in subscribing to the Taxicard scheme should contact 020 8962 1800. Private hire operators interested in subscribing to the Taxicard scheme should contact servicepartners@cityfleet.co.uk

On the cards

Debunking the myths about card readers in taxis



With the rise of contactless bank cards, Apple Pay and Google Pay, we are increasingly moving to a cashless society and that is especially true when paying for transport. Half of all Tube and rail pay as you go journeys in London are now regularly made using contactless payment cards or mobile devices as many people no longer carry cash with them.

This was the reason why the TfL Board agreed that all taxi passengers should be able to pay by card, including contactless, back in 2016. From 31 October 2016, all licensed taxi drivers have been required to accept credit and debit card payments.

The easy way to pay

Payment cards themselves may be our 'flexible friends' but there is no bending of the rules about what payment devices are approved by TfL. Hand-held payment devices do not meet the licensing requirements. The devices are required to be fixed in the passenger compartment so passengers stay in control of their card details at all times. Only card payment devices installed in the passenger compartment which have the facility to produce a printed receipt on request by the passenger are approved by TfL.

There are no exemptions from the card payment mandate and any taxi found not complying with the regulations will be issued with an unfit notice. This will remain in place until the requirement is fulfilled and the vehicle is presented for inspection.

Writing in the London Evening Standard, Steve McNamara, General Secretary of the Licensed Taxi Drivers' Association said: 'London's taxi trade has operated since the 17th century in one form or another. We will continue to adapt to the needs of Londoners...

'Our adoption of app technology, with every taxi accepting credit and contactless payments, will ensure we will remain a valued part of our city's transport mix.'

Tap and go

According to the UK Cards Association, the volume of debit card purchases made in the UK is forecast to grow to more than 18 billion transactions in 2026. This represents a 57 per cent increase compared to the number of transactions in 2016, while contactless payment volumes will also rise and are forecast to account for more than half of all debit card payments in 2026.



Card payment providers

There are currently 16 card payment providers with approved systems for use in London taxis. Ten of these are approved for use in the new LEVC eCity taxi

Card payment provider	System(s)	Website	Approved for TX eCity?
Cab:app Ltd	Miura M010	cabapp.io	Yes
Cabvision Network Ltd	Ingenico IPP220 Ingenico IPP350	www.cabvision.com	Yes
CMT UK Ltd	CMT FREEdom Solution	www.cmt.london	Yes
ComCab	VeriFone VX820	www.comcablondon.com	Yes
Curb Mobility Ltd	VeriFone VX680	www.gocurb.com	Yes
Dial a Cab	Ingenico IPP350	www.dialacab.co.uk	Yes
Farepay Ltd	Miura M010	www.farepay.co.uk	No
Ingenico	Ingenico ICT220 Ingenico ICT350	ingenico.co.uk	No
iZettle	Miura M010	www.izettle.com	Yes
MyTaxi	SumUp Air	www.mytaxi.com	No
Payataxi	Miura M010	www.payataxi.com	Yes
SumUp (formerly Payleven)	Miura M010	www.sumup.co.uk/payleven	No
PayPal	Miura M010	www.paypal.com	Yes
Sherbet	MT Data Ingenico IPP350	www.mtdata-uk.com	No
Taxiworld Ltd	Taxiworld FREEdom Solution	www.taxiworld.co.uk	Yes
The Payment House	Miura M010	www.thepaymenthouse.com	No



If you know of a card payment device that has not been approved by TfL, but which you would like to use, please ask the company to contact TfL as it may be possible for their device to be approved for use.

Card reader checklist for drivers

- You should check that the card payment device is functioning correctly before you start work.
- If you have a problem with the card payment device you should contact the provider of the card payment system as soon as possible in order to report the problem and get it fixed.
- If you rent your taxi, tell the owner about the problem so they can report it to the card payment device company and arrange for the fault to be fixed, the device to be replaced or to provide you with a replacement taxi if necessary.

- When reporting a problem, the card payment device company should be asked to provide:

- Confirmation that the problem has been reported
- Details of the appointment for the device to be fixed or replaced

This information must then be produced if you are stopped by a compliance officer before the card payment device has been fixed or replaced.



Snow, fog, ice, sleet – make sure you and your vehicle are prepared for winter weather conditions

» Your vehicle - checks and measures

It's worth making a few simple checks to ensure your vehicle is in the right condition to deal with whatever the weather has in store.

1

Book a service

Breakdown bills can be costly so a service before the harsh conditions hit makes sense.

You should also conduct your own daily checks on your vehicle:

- Tyres (pressure, tread depth, sidewall condition)
- Oil level and coolant level
- Washer fluid
- Lights
- Horn, seat belt condition and door mechanisms

2

Check the battery

Batteries perform less well in winter months while having to cope with the increased use of lights, heater and blower, so make sure yours is fully charged.

Electric vehicles will use more charge during the winter months. Being fully charged will save you from range anxiety. If you drive an eCity taxi, try to charge your battery during, or at the end of, a shift when the battery is at operating temperature to speed up charge times. When starting from cold it's possible to operate in 'Save' mode for a few minutes. This runs the petrol range-extender to maintain the charge in the battery, but has the useful side effect of generating heat as a by-product of the internal combustion process, which can be used by the systems on-board to warm up the battery and cab.

3**Use antifreeze**

Engine coolant becomes more diluted over the year as you top up with water. The ideal mix is 50/50 water and antifreeze, so do top up your antifreeze if cold weather is forecast.

4**Check your brake fluid**

Low brake fluid levels could be an indication the brake pads are worn or there is a leak in the system, so check the level but don't top it up. If it is low it should be checked by a suitably qualified person.

Safe driving in winter

Weather conditions can deteriorate rapidly so allow extra time for your journey and reduce your speed; it's better to get there slightly later than not at all.

Major roads are more likely to be well-gritted than side roads, but do make sure you are aware of alternative routes if necessary.

You won't be able to spot black ice, so setting off in a higher gear can help avoid wheel spin. You should use higher gears once you are on your way and accelerate gently when the road is slippery.

On bends, apply your brakes before you turn the wheel to help avoid skidding. If you do skid, the advice is usually to steer in the same direction as the car is skidding.

5**Check your tyres**

Your tyres are essential to both steering and braking so they need to be in good condition. Make sure there are no cuts, tears or bulges and the tyre pressure is correct. The legal minimum tyre tread depth is 1.6mm in a continuous band across the central three-quarters of the tread width. Tyre wear bar indicators are positioned around the circumference of the tyre and if the tread pattern has worn down to the level of the indicators the tyre must be replaced.

In really adverse conditions you could also look at changing from summer to winter tyres as they have a higher silica content which gives you better grip in the cold and wet.

Eyes on the road

Adverse winter weather conditions can make it difficult to see clearly. There are the darker mornings, glare from the low setting winter sun and reduced visibility in rain and fog. All of these factors can make driving conditions more hazardous at this time of year.

If you've noticed changes with your eyesight, you need to get it checked out. Common problems include finding it harder to judge distances, struggling to read road signs or difficulties while driving at night (including 'halos' or fuzziness around bright lights).

All drivers should have their vision tested at least every two years, but if you notice any change in your eyesight, go and see your optician straightaway – don't wait until your next check-up or when your driving licence is due for renewal.

**6****Clean your lights, windscreen and wipers**

Give your windscreen a thorough clean inside and out and top up your screen washer fluid with antifreeze. Check all your lights are working.

7**Don't be fuelish, check your fuel and oil**

Make sure you've got at least a quarter of a tank of fuel in case of unexpected delay and check the oil level.

Calendar

January



18 January

The 1975
O2 Arena
(and 19 January)

19 January

Architects
Wembley Arena

22 January

24th National
Television Awards
O2 Arena

23 January

BETT 2019
ExCeL Arena
(until 26 January)

24 January

Education Show
ExCeL Arena (and
25 January)

25 January

The France
Show 2019
Olympia
(until 27 January)

Harlequins
vs Saracens
rugby match
The Stoop

St James's
Place Wealth
Management
O2 Arena

26 January

Snow Patrol
O2 Arena
(and 2 February)

27 January

David
O2 Arena

28 January

Young Voices
O2 Arena
(until 1 February)

February



1 February

The Wombats
Wembley Arena

3 February

Cancer
Research
London
Winter Run
Central London

4 February

Young Voices
O2 Arena
(and 5 February)

6 February

Tears For Fears
O2 Arena

7 February

Strictly Come
Dancing live
Wembley Arena
(and 8 February)

London Affiliate
Conference
ExCeL Arena
(and 8 February)

Boyzone

O2 Arena
(and 16
February)

9 February

Don Broco
Wembley Arena

Strictly Come
Dancing live

O2 Arena
(and 10
February)

10 February

Pure London
February 2019
Olympia
(until 12
February)

England vs
France rugby
match
(Six Nations)
Twickenham

11 February
Oszy Osbourne
O2 Arena

14 February
VidCon
London 2019
ExCeL Arena

16 February
Cruise Show
2019
Olympia
(and 17 February)

Harlequins
vs Worcester
Warriors
rugby match
The Stoop



March



Saracens vs Leicester Tigers rugby match
Allianz Park

21 February
Fatboy Slim
Wembley Arena

22 February
Catfish & The Bottlemen
Wembley Arena

Bright Serenity Ministries
ExCeL Arena

Massive Attack
O2 Arena

23 February
X Factor Live
Wembley Arena

24 February
Professor Brian Cox Live
Wembley Arena

Professional Beauty
ExCeL Arena

25 February
Steely Dan
Wembley Arena

26 February
International Confex 2019
Olympia (and 27 February)

27 February
Bryan Adams
Wembley Arena

2 March
LFCC Spring 19
Olympia

Flame 4 Conference
Wembley Arena

Asha Bhosle
Wembley Arena

Saracens vs Northampton Saints rugby match
Allianz Park

5 March
Security and Counter Terror Expo 2019
Olympia (and 6 March)

Futurebuild
ExCeL Arena (until 7 March)

6 March
WE Day 2019
Wembley Arena

7 March
Twenty One Pilots
Wembley Arena (until 9 March)

8 March
Move It
ExCeL Arena (until 11 March)

Country to Country 2019
O2 Arena (until 10 March)

9 March
England vs Italy rugby match (Six Nations)
Twickenham

Harlequins vs Gloucester rugby match
The Stoop

10 March
The Big Half (Half Marathon)
Central London

11 March
The NICKIHNDRXX Tour
O2 Arena

13 March
Disney on Ice
Wembley Arena (until 17 March)

Post Malone
O2 Arena (and 14 March)

16 March
England vs Scotland rugby match (Six Nations)
Twickenham

17 March
International Food and Drink
ExCeL Arena (until 20 March)

St Patrick's Day Parade
Trafalgar Square

Blue Planet II – Live In Concert
O2 Arena





Apply for a DBS code

Here's what to do when applying for, or updating, your enhanced criminal records check from the Disclosure and Barring Service (DBS)

You will have to submit personal data when applying for your DBS code. TFL processes this in compliance with the General Data Protection Regulation (GDPR) in order to keep it secure.

In the interest of your own data protection, you should only provide copies and not the original documents when sending in information containing personal details, such as DVLA share codes, driving licences and passport.



Did you know?

The DBS has an online subscription service that lets applicants keep their DBS certificates up to date. This also allows employers to check a certificate online, with the consent of the applicant. The update service can help to reduce possible delays in the processing of any application. It will also save you money as it is cheaper than paying for a new DBS check every three years.

You can register for the update service when you apply for your DBS check or by using your original DBS certificate number when it has been issued (you must do this within 30 days of your DBS certificate being issued).



To register for the DBS update service, go to bit.ly/dbs-update-service

To apply for a DBS certificate, drivers should:

1. Go to gbg.onlinedisclosures.co.uk and select Register, using the PIN code and secret word provided.
2. Complete the application online with all your details.
3. Select the relevant identification documents (driving licence, passport) for verification using the online help tool.
4. Print off the barcoded sheet from the online system and take it with your original identification documents (ID) to a Post Office to be verified.
5. Pay for the DBS application at the Post Office.
6. Once this has been done, you will be issued with an E-number. This will only be available for three working days following ID verification at the Post Office.

If you do not use your E-number within three working days following verification, it will expire and you will need to start the whole process again.

To request a paper application pack, please contact GBGroup on 0845 251 5000 or email ltph@gbgplc.com

Paper applications should be returned to LTPH GBGroup, 1 Wilford Business Park, Ruddington Lane, Nottingham, NG11 7EP.

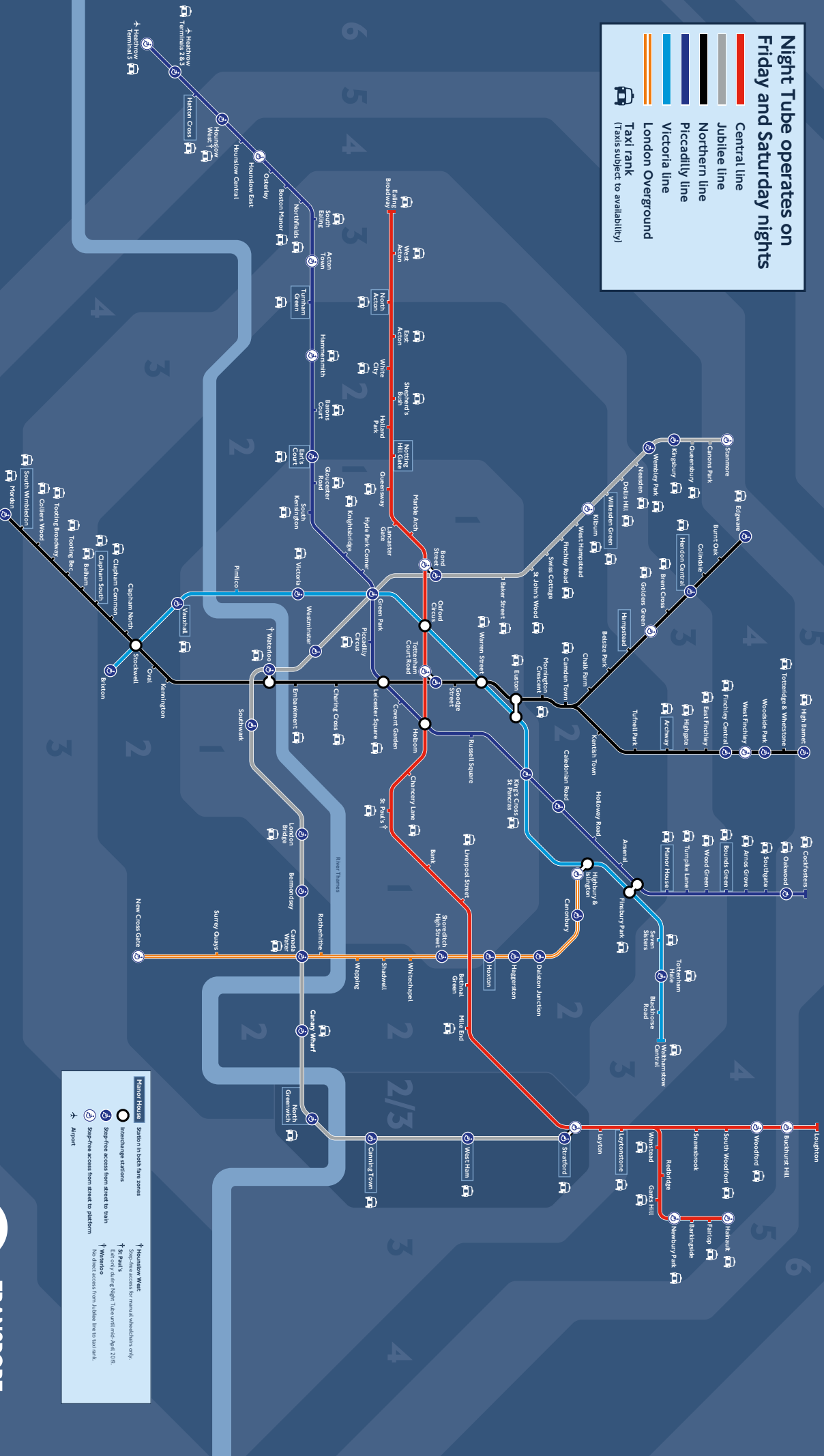


Night Tube taxi rank guide



Tube and London Overground Night Services

- Night Tube operates on Friday and Saturday nights**
- Central line
 - Jubilee line
 - Northern line
 - Piccadilly line
 - Victoria line
 - London Overground
 - Taxi rank (Taxis subject to availability)



Keynotes

- Station in both fare zones
- Interchange stations
- Step-free access from street to train
- Step-free access from street to platform
- Step-free access from station to platform
- Step-free access from street to platform
- Step-free access from street to platform

† Homeless Writ
Step-free access for removal when eddies only.

‡ St Paul's
Last entry during Night Tube until mid-April 2019

+ Waterloo
Step-free access from Jubilee line to taxi rank.

MAYOR OF LONDON

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