

ISSUE 6 / SEPT-OCT 2016

OnRoute

Brought to you by Transport for London



Moving forward: changes to taxi and private hire

Knowledge bank:
have you got what it takes?

Plastic fantastic:
card readers in cabs

Better bodywork:
your health under the spotlight

Tackling touting:
the compliance team expands

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Plastic fantastic

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Cutting congestion

Looking at the technology that keeps traffic flowing

Welcome.

We've now been publishing OnRoute for a full year so to mark our first anniversary, we asked Helen Chapman, general manager of taxi and private hire (TPH), to guest edit Issue 6 (p8).

You may have noticed we delayed publishing this issue. This was so we could include the newly launched Taxi and Private Hire Action Plan, containing 27 measures to drive up standards and improve safety (p18).

In this issue we also look at the extra compliance officers being recruited to tackle touting and other offences (p17).

On p24 we cover compulsory card readers in taxis and on p12 how drivers can stay healthy.

After receiving a tweet from taxi driver Rosh Varma about whether we would run an article on the Knowledge, we have (p10). It even includes some quotes from Rosh himself. So, if there's something you'd like us to cover, just get in contact at OnRoute@tfl.gov.uk

D Pilgrim
Editor



In our next issue...

- Late night London
- Tackling illegal parking
- Inside the cabmen's shelters

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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 (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.

SAY SOMETHING IF YOU SEE SOMETHING

WATCH FOR

- UNUSUAL BEHAVIOUR OF PEOPLE TRAVELLING TOGETHER, ESPECIALLY IF THERE ARE ADULTS WITH YOUNG PEOPLE
- YOUNG PEOPLE BEING PICKED UP AND TAKEN TO HOTELS, PARTICULARLY AT ODD TIMES OF THE DAY AND NIGHT
- ADULTS PUTTING A YOUNG PERSON, WHO MAY BE UNDER THE INFLUENCE OF DRUGS OR ALCOHOL, INTO YOUR CAR

THIS IS ABUSE. DON'T MASK THE PROBLEM.

Report it.

Call 101, quote Operation Makesafe.

www.met.police.uk



News

Clean and clear

London Mayor Sadiq Khan has announced a five-fold increase in the money City Hall will spend on tackling air quality hot spots.

A previous £2m budget to fund two low emissions neighbourhoods has been boosted to £11m by the Mayor, including £5m from TfL. He also confirmed there will be three further locations.

The proposed schemes include:

- Better management of taxi ranks and an electric vehicle delivery scheme in Westminster
- Parking spaces for the use of the cleanest vehicles in Hackney, Islington and Tower Hamlets
- No-idling zones and green taxi ranks for Zero Emission Capable cars in the City of London
- Car-free days in the centre of Greenwich
- A green barrier between the road and pavement to reduce pedestrians' exposure to fumes in Redbridge



Stand up against hate crime

Have you or someone you know been the victim of hate crime?

A new initiative by TfL and its police colleagues, called #WeStandTogether, aims to raise awareness of hate crime and gives practical information about what to do.

How to report hate crime

- Text 61016 from a mobile phone or call 101. In an emergency call 999
- If anyone feels uncomfortable speaking to the police about a hate crime, they can visit report-it.org.uk and make a report anonymously
- Anti-Muslim incidents can be reported to: **Tell MAMA on 0800 456 1226, WhatsApp 0734 184 6086** or at tellmamauk.org
- Anti-Semitic incidents can be reported to the **CST on 0208 457 9999** or at cst.org.uk



One year on

This issue of OnRoute marks our first anniversary. We'd like to hear what you think about the magazine – the way it looks and the content – and what you'd like to see in future issues. Drop us a line at OnRoute@tfl.gov.uk

TPH licensing in numbers

24,737

Taxi drivers

21,423

Taxi vehicle licences

110,164

Private hire driver licences

82,308

Private hire vehicle licences

2,705

Private hire operators

Take a ride in London's Pride



Two London cabbies are making it their mission to help raise the profile of the iconic black taxi.

Gary Long and Lee Sheppard have been taxi drivers for more than 20 years and last year set up LondonTaxiPR to promote the trade through advertising campaigns.

Lee says: 'We just decided that there was never enough positive press about London taxis. They carry ads for everybody else's businesses but no advertising for the trade, so we decided to set up a Twitter account giving a more positive spin.'

The pair has since run advertising campaigns with JC Decaux on 54 telephone kiosks around Soho and with Verifone on their taxi-top digital signs.

They have also led social media drives during the Wimbledon tennis finals and at London Pride.

Gary adds: 'The more people we can reach the more interest we can generate in supporting London cabs. How much better for us as a trade if we start promoting ourselves.'

For more information, go to www.londontaxipr.com and @Londontaxi_pr



Temporary closure of Tower Bridge

From 1 October, the City of London will close Tower Bridge to vehicles for three months while structural repair and maintenance work takes place

The bridge was last refurbished in the 1970s and its timber decking is in need of attention.

While a crossing for pedestrians will be maintained at all times (with a free ferry service provided on the three weekends the bridge cannot be used), vehicles will have to find alternative routes.

The City of London will be working closely with TfL and the London boroughs of Southwark and Tower Hamlets to minimise disruption.

Tooley Street is now also closed eastbound until 2018 to allow Network Rail's rebuild of London Bridge Station. Drivers are urged to plan their routes carefully.

Please go to tfl.gov.uk/tower-bridge-closure

Count down to card readers in cabs

The deadline for drivers to have an approved fixed card payment machine fitted in their taxi is approaching (31 October).

For more information see p24. For approved suppliers, please visit tfl.gov.uk/cards-in-taxis

Parking update

TfL has published a new parking information page on its website explaining where taxis and private hire vehicles can and cannot park in London. It also covers picking up and dropping off customers in bus lanes and on red routes.

For more information, go to tfl.gov.uk/tph-parking

News

All of a Twitter



A Tweet the Manager session hosted by David Hall, who heads up the Knowledge team, proved to be the most popular yet – and OnRoute even got a mention.

One driver asked if we would run an article on the Knowledge – we have included it in this issue (see p10).

Other major topics included card readers in cabs, hire and reward insurance for private hire drivers, more compliance officers and the announcement that Cycle Superhighway 11 will be going ahead.

Lots of drivers are now using @TfLTPH to report illegal activity, which helps to shape deployments for the police and the compliance team.

@TfLTPH Twitter feed has 10,015 followers.



Ambitious plans for the Old Kent Road

The Borough of Southwark, together with the Greater London Authority, is preparing a new plan for the Old Kent Road area

The Old Kent Road Area and Action Plan will guide and manage new development and growth in the area over the next 20 years and contains details on:

- A revitalised high street with shopping and town centre facilities
- Improvements for pedestrians and cyclists, including new links and making existing routes safer

- Public transport improvements including an extension to the Bakerloo Line and two new underground stations
- Locations for 20,000 new homes, including new council homes
- A strategy for growth in jobs and businesses

The consultation closes on 4 November 2016.

A boost for ranks

To help customers make the final leg of their journey home after using the Night Tube, nine new taxi ranks have been introduced. These are at Fairlop, Wanstead, Hainault, South Woodford, Woodford, West Acton, North Acton, East Acton and White City. In total, 27 Night Tube stations across the Central and Victoria lines are served by taxi ranks.

Joining forces

Daimler's mytaxi has merged with British rival Hailo in creating Europe's largest smartphone-based cab business.

In June, private hire company Addison Lee bought Tristar, which runs the largest executive car fleet in the UK. It makes the company Europe's largest car service operator with more than 5,000 cars and drivers.



In October, a new taxi app run by drivers is launching. They pay £20 a month membership but keep the whole fare on each trip booked via the app. Any profit will be used for admin and PR. For more information, go to

www.taxiapp.uk.com

Their best friend

TfL has produced a new animation to raise awareness about allowing assistance dogs to travel with their owners. This is part of a range of information for the trade including a 'Your guide to assistance dogs' leaflet and poster. There is also a leaflet for customers explaining their rights when travelling with an assistance dog.

To view the animation, go to www.youtube.com and search for 'guide to assistance dogs'.

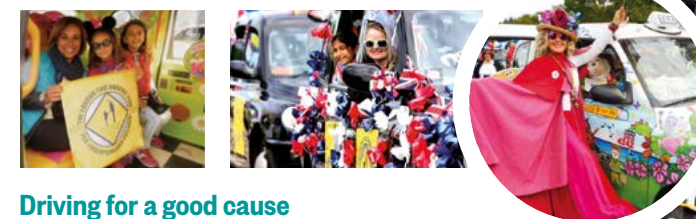
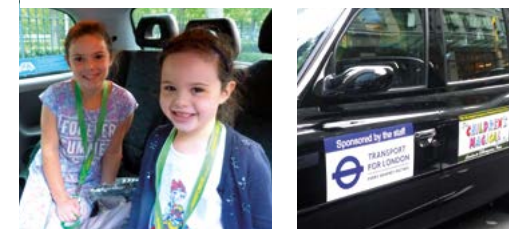


Charity round-up

Disney delights

This year's Children's Magical Taxi Tour took place from 16 to 18 September. One hundred London taxis took 100 children with life-threatening illnesses to Disneyland Paris. The drivers give up their time (and taxis) for free to make this trip of a lifetime come true. TPH also did its bit raising funds for the tour with Helen Chapman, Peter Blake, Graham Robinson and Silka Kennedy-Todd all doing sponsored stints on the counter service at 230 Blackfriars Road. At the time of going to press £1,375.59 had been raised by TFL staff.

To find out more, visit www.magicaltaxitour.com



Driving for a good cause

On 13 July, a convoy of 100 cabs drove 300 children to Southend for a day of entertainment including ice cream, face-painting and a disco.

The event was planned by the London Taxi Drivers Fund for Underprivileged Children (LTFUC). It has been running outings for young people since 1928.

Joining the London drivers was Caterina Bellandi, 51, (known as Zia Caterina), who drove her cab all the way from Florence to make the wishes of an eight-year-old bone cancer sufferer

come true by bringing her to England.

The LTFUC is grateful for all parties involved in making the annual day a success. It would also like to say well done to Michael Son, a London cabbie since 1965 and a committee member of the fund since 1990, who has been awarded a British Empire Medal (BEM) by Her Majesty the Queen for his services to charity.

For more information, go to www.thelondontaxidriverschildrenscharity.co.uk



Honouring our veterans

On Remembrance Sunday (13 November) Poppy Cabs will once again be operating their free taxi service for veterans.

They will run between all mainline railway terminals, Victoria Coach Station and the Union Jack and Victory Services clubs. Many of the veterans are wheelchair users who would not be able to attend without the facilities provided by London's taxis.

The Poppy Cabs will also be bringing a group of Gurkhas from Plumstead

and taking a group of Chelsea Pensioners from the Royal Hospital to Westminster Bridge.

Started in 2009 the Poppy Cab service is provided by taxi drivers, often with family members to assist. Marshalling on the day is under the main direction of the United Cabbies Group, although drivers come from all representative organisations.

You can find the latest news at @poppycabs



Everyone's a winner

On Friday 26 August the Taxi Charity celebrated winning a £3,000 National Lottery Volunteer Award by having a good old knees-up at the Royal Hospital Chelsea. Taxi drivers, veterans and special guest and Strictly Come Dancing finalist Katie Derham all took to the dance floor and enjoyed vintage tunes provided by the D-Day Darlings.

For more information, go to www.taxicharity.org



Improving our service: Helen Chapman

It's been a year since we launched OnRoute as part of our work to improve how we communicate with taxi and private hire drivers and I've been asked to guest edit this special issue.

A lot has happened in that time, including changes to private hire regulations which came into effect on 27 June following an extensive consultation process. This took on board the views of more than 20,000 people, including many private hire licensees and customers that use private hire services.

These changes will significantly improve passenger convenience and safety and are the result of an extensive consultation with the trade and public.

An important day for the taxi trade is 31 October, with the introduction of the card mandate. Customers will be able to take any taxi in London knowing that they will always have the option to pay by card or contactless if they wish to. We expect this to be very popular with the public and a boost to income for taxi drivers. We are planning a public information campaign to coincide with this change so customers know how quick and easy it will be to pay by card. When card acceptance was mandated in New York, taxi drivers there saw a significant increase in their takings.

New action plan

We've just launched our new action plan. (p18) and in the past 12 months improved your experience of dealing with us. Now it's easier for you to get in contact to renew your licence. We've added more taxi and private hire information to our website, launched a new customer comments hotline, increased the number of compliance officers and got more active on Twitter. We've also introduced this



magazine and the weekly news email.

Outside of work, my team has also been busy raising funds towards the annual Children's Magical Taxi Tour, when up to 200 taxis take children with life-limiting illnesses to Disneyland Paris.

Last but by no means least, how fitting in this year of the Transported by Design campaign, that the black London cab should be crowned as the Capital's top transport design icon.

If you have any ideas on what we should focus on next, please get in touch at OnRoute@tfl.gov.uk

Helen Chapman, general manager, TPH

“We've just launched our new action plan and in the past 12 months improved your experience of dealing with us. Now it's easier for you to get in contact to renew your licence”

Taking a new direction

The private hire topographical assessment is changing from October

To help raise standards, an enhanced test will be carried out by TfL's own team of 20 assessors in a network of approved centres. Drivers will face the tougher exam from this Autumn.

Jackie Smith, head of driver assessment at TfL, explains: 'There are currently five modules: map reading ability; local, intermediate and long distance route selection; and the driver's general sense of direction such as where Gatwick is in relation to central London. We are now adding questions about points of interest, like historic buildings and tourist attractions, and asking them to identify some common road features, for instance a red route or one way street.'

Extra modules will be added on areas such as driver responsibilities, customer service and disability equality.

A formal English language requirement for all drivers – of a similar standard to that achieved in the early years of secondary school – will also be introduced.

'The aim is to provide high quality customer service for all those who use private hire – so these changes are good news for customers and the industry as a whole,' says Jackie.

Centre stage

Stricter guidelines are also being applied to the test centres. Jackie continues: 'We've invited companies to apply to become approved centres. Our assessors will carry out the tests at their premises – from checking a candidate's ID at the start, to invigilating and marking.'

There are more than 80 centres throughout London under the current system, but this is likely to change when the new requirements are introduced. They include more rigorous health and safety specifications.

The scheme will be reviewed regularly to make sure the number of centres meets the demand from candidates for assessments.



Questions about points of interest will be added to the test

For more information, contact tphtopo@tfl.gov.uk

Becoming one of the best

It's recognised as being one of the toughest exam processes around, but the Knowledge is also why London's taxi drivers are the best in the world

Spending hours scooting around the city learning 320 runs (routes) and 20,000 points (landmarks) across 25,000 streets is only the start. It can consume up to four or more years of your life and has been known to make grown men and women weep – either with joy when they pass or frustration when they fail one of its six stages.

David Hall and his team of 13 examiners are all licensed taxi drivers so know just how hard it is. The drop-out rate is about 70 per cent, so David says would-be candidates should think carefully before they even start.

'A lot will depend on whether you are currently working while trying to do the Knowledge and how much time you can devote to it,' he explains. 'The main error most people make is a lack of bike work (getting on a bike or scooter to drive and learn all the runs). If you can afford to do it full time and get out on that bike and really go for it six days a week, then you can complete the Knowledge much more quickly than if you are doing a full-time job and have family commitments.'

Pairing up

David also recommends attending one of the large Knowledge schools to find a good 'call-over' partner to go through the points and runs with you. 'You want someone who is also out there because they can push you, so it is definitely best to have a partner who is learning at the same time as you.'

You can discover the runs together and share information, give each other updates and support each other.'

So why do people put themselves through so much to become a London taxi driver? 'You are self-employed and have no boss,' David explains. 'You can take holidays whenever you wish to.'

'You've got freedom and flexibility. People just have to remember there are no shortcuts to doing the Knowledge.'



For more about the Knowledge, go to tfl.gov.uk/tpk and click on Licensing.

Know-how

The 'Knowledge of London' test was introduced in 1865.

Drivers are expected to know:

- All 320 standard routes on 25,000 roads in central London
- All points of interest within quarter of a mile (All London candidates) or half a mile (Suburban) of each route end
- The fastest route to any destination

It typically takes 34 months for candidates to successfully complete the Knowledge.



Mark Gunning, Knowledge examiner, mapping it out

»» Did you know...

Both the All London and Suburban versions of the 'Guide to Learning the Knowledge of London' are known as the 'Blue Book'.

Green Badge (All London)

You must learn everything within a six-mile radius from Charing Cross (King Charles I island). This area is approximately 113 sq miles and contains the 320 routes that you must learn. You must also know the 25 suburban routes from central London to the suburbs, and to and from Heathrow and London City airports.

Yellow Badge (The nine suburban sectors)

The number of routes you must learn for your particular sector depends on its size. All suburban drivers must also have knowledge of central London. TPH is now discussing options for having the Knowledge accredited as a formal qualification.

“ Sometimes drivers will come up with things that are really good and you think 'well done', then you can reflect that in the marking ” David Hall

The Knowledge – how it works

Stage 1

- Voluntary self-assessment on the first five 'lists' of runs

- Each correct answer is worth 10 marks so a total of 50 marks is available

Stage 2

- Written examination – should be taken when all 320 runs have been learnt

- Again, 50 marks are available. If you fail you will have to retake the exam

- Stage 2 costs £200
- The pass mark for stage 1 and 2 is 60 out of 100.

- Once you have achieved this you can go on to stage 3

Stages 3, 4, 5

- One-to-one testing (known as appearances)

- The stage 3 appearance lasts 30 minutes whereas stage 4 and 5 appearances last 20 minutes

- Normally, 4 runs are called during an appearance

- You need to score 12 points to progress from stage 3 to stage 4 and 12 points to progress from stage 4 to stage 5

- As you move from one stage

to another, the intervals between appearances will become shorter

- Stage 3 is every 56 days, stage 4 is every 28 days and stage 5 is every 21 days

- There is a £400 fee for all appearances

Stage 6

- Held around 6 weeks after your final stage 5 appearance

- All London applicants must learn the 25 suburban runs and suburban applicants must have knowledge of runs from their sector into central London

»» A driver's view



Forty-year-old Roshan Varma has been a taxi driver for two years. Before doing the Knowledge he drove lorries around Europe but wanted a job that was both flexible and financially rewarding. He took four years to complete the Knowledge.

“I was on appearances for two years. I can't really explain it but I went through every emotion on my journey. It brings grown men to their knees in tears, but before we are released into the big city in our taxis, the examiners have to be satisfied that we are ready.

'Doing the Knowledge is not for the faint-hearted. It is the most difficult

thing I've ever done in my life. I often hear the arguments about Sat Naves versus the Knowledge – the Knowledge wins hands down every time. Our customers appreciate our in-depth knowledge of London and its complicated layout. It is the best topographical test in the world. ”

»» A student's view



Gavin Masters is 53 and worked as a money broker for 25 years before deciding to become a taxi driver.

“I wanted something that would make me 100 per cent independent. I started in February 2014, but I kind

of played around with it for a bit – dipping in and out – but then I really began in earnest in January 2015. I got my head down and realised I needed to concentrate and it became all-consuming with the scooter work and going to school.

'I've had six appearances at stage 3 now and if I don't score on my next appearance I'll have to go back to the

beginning. The examiners are very good at knowing if you are ready to progress or not. If I fail I'll be okay because if I'm not ready, I'm not ready. But I am definitely going to carry on. I will persevere. It's completely out of my comfort zone but now it's personal because I want to prove to myself I can do it. ”

Eat, sleep, drive

Sitting behind the wheel for hours on end can really affect your health and wellbeing. But it's never too late to take action

According to a recent Health Survey for England, shift workers (anyone with a working pattern outside the normal eight-hour day) are more likely to report general ill health, have a higher body mass index (BMI) and suffer from chronic diseases such as diabetes.

Not getting enough exercise can play havoc with your cardio-vascular system, eating at odd hours can lead to digestive problems, disrupted sleep patterns can make you feel permanently tired, while traffic congestion and demanding passengers can send stress levels soaring. But it's not all bad news. There's plenty you can do to keep yourself healthy and fit – even from behind the wheel.

Judith Batson is an equality officer for the GMB Union and knows first-hand what an unhealthy lifestyle can do to you. She was a full-time chauffeur but long shifts and a bad diet started to take its toll. 'I took the path of least resistance,' she admits, 'then a dear colleague at work died unexpectedly and that was my wake-up call.' She took up yoga and improved her diet. She now feels so passionately about drivers' health that she runs wellbeing workshops for them.

Judith's top sleep tips

- Don't go to bed hungry
- Keep your bedroom dark and at a comfortable temperature
- Avoid coffee, chocolate and cola before bed
- Create a bedtime routine that helps you wind down

'We need to encourage all drivers to look after themselves because it's very easy to get into bad habits,' she says.

Get moving

Just 30 minutes of physical activity a day can improve your health, fitness and sleep quality. Doing the gardening or housework, walking the dog, playing football, going for a bike ride or a swim all count. You can break it down into shorter bursts through the day and you should find an activity you enjoy so you're more likely to stick with it.

There are plenty of fitness apps around too, such as the 7-minute workout (free daily exercise routines) and My fitness pal (calorie counter and nutrition and exercise information).

Judith explains: 'A lot of drivers do sports or go to the gym before they start driving, then give it up because they say they don't have the time or can't fit it in with their shifts. But you have to make the time to do it.

'It doesn't matter how far out of shape you may feel, there is always a way to improve your health.'

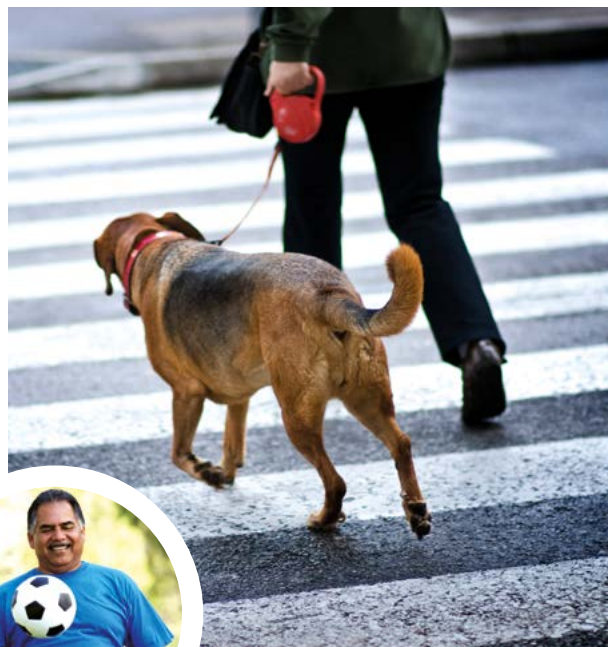
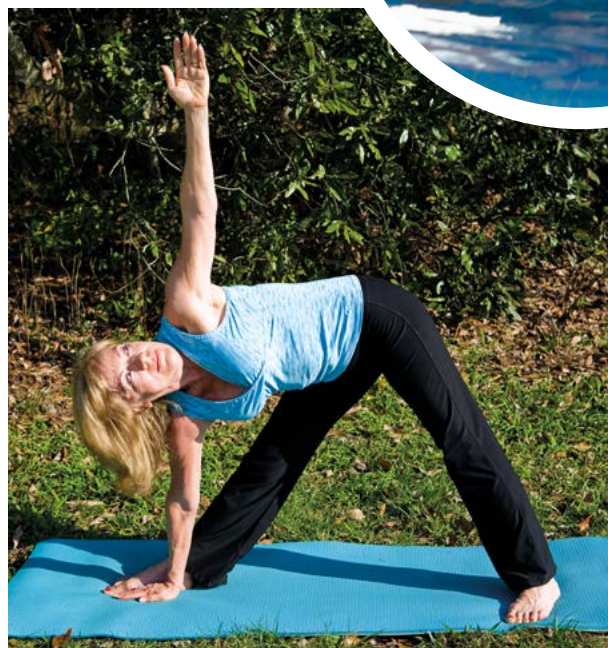
Research shows that shift workers are also less likely to eat healthily as they try to fit in with family meals as well as their own work pattern and breaks. They may also have more caffeinated drinks to help stay awake, but this can interfere with sleep.

'It's easy for drivers to eat fast food, but rather than a burger and fries it's just as simple to pop into the supermarket and get fruit and veg snacks,' says Judith.

She recommends that drivers plan their food to help stay alert and awake, and suggests that regular, lighter meals are best.



For more information on nutrition and exercise go to www.nhs.uk/livewell



“ Just 30 minutes of physical activity a day can improve your health, fitness and sleep quality ”



Vida Bediako, taxi driver

“ I've been a driver since 2002 and my husband is a cabbie too. I go out for my first shift at 08:00 in the morning and come back at 13:00, then have a sleep in the afternoon before going out again at 17:00 and finishing at 22:00.

‘I exercise before leaving for work in the morning, whereas my husband goes to the gym and regularly plays golf.

‘To care for my health I maintain a balanced diet as well as getting the most out of my morning exercise sessions. My advice for other drivers to stay healthy would be to find time in their schedule to fit in exercise.’”



Simon Virgo, private hire driver

“ Keeping healthy is really important to me so I belong to a gym where they do the Les Mills workout classes. I do Combat, and the Grit high intensity interval training. On Sunday I do four different sessions of half an hour each so that's a two-hour workout and I'll do about an hour and a half on Saturday. During the week I'll do another two hours or so over different days where I just get on the cross-trainer or rowing machine.

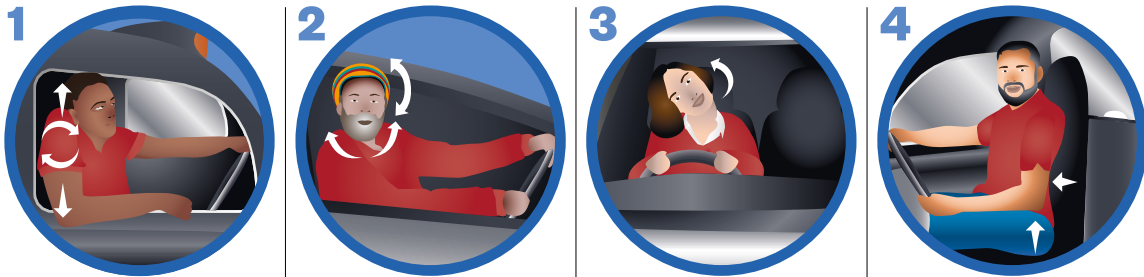
‘I try to eat before I start work at about five so I don't get hungry when I'm out, but I keep pistachio nuts in the car as a healthy snack. It's far too easy to just sit in your car, so keep a pair of trainers in the boot and get out and walk around between jobs.’”



Exercising with your vehicle

If you sit behind a wheel for long hours your body stiffens up and your blood circulation is impeded, while your neck, shoulders and lower back can become tense. These exercises fend off fatigue and increase joint and muscle flexibility.

Inside the vehicle



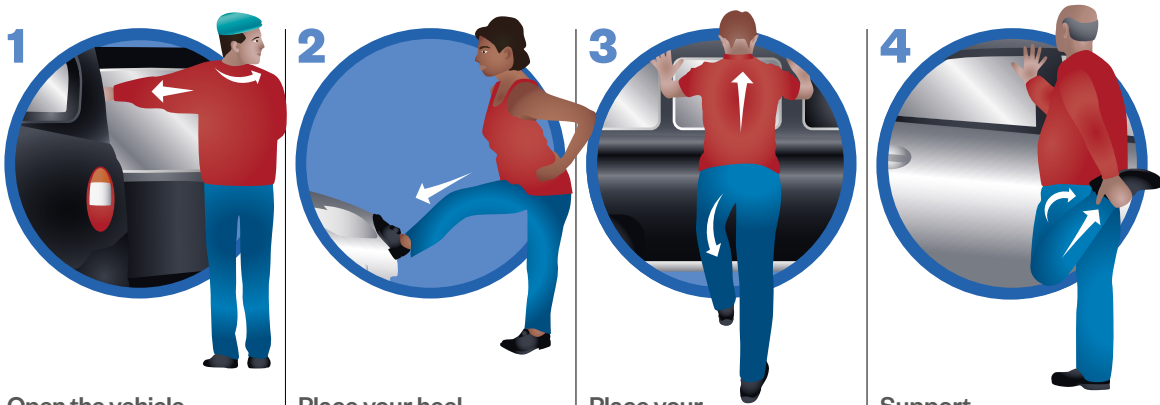
1 Roll your shoulders back in a circular motion to release tension and increase blood circulation. Repeat several times. Raising your shoulders towards your ears and holding for three seconds before releasing has the same effect.

2 To loosen up neck muscles, jut your chin forward then pull your chin in. Repeat several times. Turn your head gently to the left and to the right as far as you can. Also repeat several times.

3 Lean your ear down towards your shoulder and feel the tension in your neck muscles. Change sides. Hold for 15-30 seconds on each side.

4 Clench your buttock muscles so that you rise up from the seat. Hold for five seconds, then relax and drop down. Repeat. Bend and arch your lower back pushing your shoulders into the seat. Hold for five seconds, relax and repeat.

Outside the vehicle



1 Open the vehicle door and place the palm of one hand against the inside of it. Turn your body away from your arm, so you feel the stretch across the front of the shoulder. Change sides. Hold for 15 to 30 seconds on each side.

2 Place your heel on the front or rear bumper with your knee slightly bent. Put your hands behind your back and bend forward, stretching the back of your leg. Change legs. Hold for 15 to 30 seconds on each side.

3 Place your hands against the vehicle and bend forward while moving one foot back. Push your back heel down and feel the stretch in your calf muscle. Change legs. Hold for 15 to 30 seconds on each side.

4 Support yourself with one hand on your vehicle. Grab your ankle, keeping your knees together and pushing your hip forward. Change legs. Hold for 15 to 30 seconds on each side.

Top exercise tips

- Make activity a part of your life
- Build-up gently
- It doesn't have to hurt!
- Make it fun

Changes to Private Hire Regulations - update



In the light of ongoing legal proceedings, which have been brought in relation to recent changes made to private hire regulation by TfL, Notice 14/16 has now been published

It relates to certain aspects of three of the 19 changes that have been introduced:

- the provision of contact facilities
- the English language requirement
- the requirement to notify TfL of operating model changes

Provision of contact facilities

Regulation 9(11) of the Private Hire Vehicles (London) (Operators' Licences) Regulations 2000 states: 'At all times during the operator's hours of business and at all times during a journey, the operator shall ensure that the passenger for whom the booking was made is able to speak to someone at the operating centre if they want to make a complaint

or discuss any other matter about the carrying out of the booking.'

In Notice 10/16, issued in June, TfL indicated that existing licensees would be required to comply with this condition by 1 October 2016. In the light of the ongoing legal proceedings, licensees are not required to comply with this condition before either:

- the conclusion of the proceedings or
- further relevant developments in the proceedings

TfL will provide a further update, should the situation change.

English language requirement

In Notice 10/16 TfL stated that the English language requirement will not apply to people who are from a majority

English speaking country. It is no longer TfL's intention to proceed with this exemption. TfL will publish further details of the English language requirement in the near future.

Changes to operating models

TfL intends to publish further details concerning what steps operators should take in order to comply with this requirement in the near future.

••• If you need further guidance having looked at the information on our website, please email us at tph.enquiries@tfl.gov.uk, or call our licensing team on 0343 222 4444 (Monday to Friday, 08:00 - 18:00).

Talking to the trade

TPH has regular meetings with the taxi and private hire trades and the police to talk about licensing, compliance and enforcement. We list the big discussion points from the most recent meetings

Taxi, August meeting

- A meeting will be set up with TfL Road Safety to listen to concerns raised by the trade about an increase in collisions
- A fault (now fixed) with PayPal's payment system meant some taxi drivers were being unfairly financially penalised by the company. TfL has published a link to PayPal's refund procedures on the credit card mandate section of its website
- TfL will also publish information on Vehicle Identification Numbers, the vehicle licensing process and what powers enforcement officers have on its website
- Some passengers have complained that when they book a taxi via a radio circuit or app they are not clearly informed about the minimum fare admin charge. There were worries TfL's customer complaints team was logging the complaints against the individual drivers so TfL will ensure they are recorded correctly

- Some drivers are not wearing their badges so TfL is looking at ways to raise awareness. Another issue that concerned the trade was the high number of plying for hire offences by taxi drivers – TfL will supply the trade with examples to help explain what the issues are
- TfL is looking into concerns regarding private hire vehicles using timed taxi ranks when they are being used for parking, and whether it could be misleading to the public

Private hire, July meeting

- As the DVLA has said it will not support a trial on new number plate signage, TfL is looking at what can be done on this issue and will meet the trade to discuss at a later date
- TfL is going to investigate whether it is possible to split the enforcement statistics on touting, insurance and illegal parking to see if the driver involved is connected to an operator at the time of the offence
- TfL and representatives from the Private Hire Board and the GMB union met on 17 August to get trade feedback on how to enhance website content and navigation, and to look at improving the wording of licence applications. TfL will also publish additional advice on the website about the new private hire regulations coming into force (see p15)
- The issue of drivers not wearing their identity badges was discussed and TfL will look at further ways to increase driver awareness
- TfL will clarify the requirements for private hire vehicles to be exempt from the Congestion Charge following concerns about drivers entering the zone in anticipation of a booking
- Information on surrendering vehicle licences will be made available to licensees. TfL will also examine costs of surrendering a vehicle licence and then reapplying
- TfL will review its private hire operator application process
- TfL will look at the possibility of introducing first aid training for both taxi and private hire driver applicants

Taxis

Taxi licensing, compliance and enforcement meetings take place six times a year with representatives from the London Cab Drivers Club, London Taxi Drivers Association, Unite, City of London Police and the Metropolitan Police Service.

Private hire

Quarterly private hire licensing, compliance and enforcement meetings take place with the Licensed Private Car Hire Association, GMB union, Private Hire Board, Chauffeur and Executive Committee, the City of London Police and Metropolitan Police Service.

More feet on the street

A beefed-up compliance team means more officers to tackle illegal activity



The Mayor has committed to expand TfL's team of compliance officers by an extra 250 people over the next year. Responsible for tackling touting and other offences, the team provides a highly visible, uniformed presence in the West End, City and other areas across London.

The number of back-office people will also rise to support on-street officers. There will be a new, dedicated team within the TfL Surface control room, which will be in constant contact to improve information to and from the officers on the street.

Graham Daly, head of operations for TfL's Enforcement and On-street directorate, says: 'We will be able to put officers in certain problem locations, such as St. Pancras and Heathrow airport, for longer to respond to intelligence reports from the trade. This information is vital because it helps shape our deployments and with extra officers we will be able to cover more ground.'

This boost in numbers follows a huge increase in the amount of private hire vehicles

and drivers in recent years.

The new officers will be funded through changes to private hire operator licensing so that larger firms pay a greater share of the costs of enforcement.

TfL and its partners regularly organise operations to deter and disrupt illegal minicab activity in the Capital and protect the public from touts.

Report it

Your reports of illegal taxi and private hire-related activity are vital to TfL. You can use the web form at tfl.gov.uk/tph-report

Alternatively, many drivers are now tweeting their reports using @TfLTPH

» **Operation Neon:**
This is just one of the activities carried out by the compliance team, the Metropolitan Police Service and Westminster City Council. Since May 2015, there have been 135 operations.

10,248
private hire drivers advised and moved on to keep roads clear for taxis and booked private hire cabs

456
private hire drivers reported for not having a badge and stopped from working for the remainder of the evening

5,242
private hire drivers reported for not wearing their badge

65
private hire drivers reported for plying for hire offences

1,330
private hire drivers reported for parking on taxi ranks

3,260
parking tickets issued

“ I want Londoners to feel safe when they take a taxi or minicab and that is why I have approved a major increase to the size of our team that targets touts and illegal activities ” Mayor of London, Sadiq Khan



Taking Action

On 13 September, the Mayor Sadiq Khan announced his **Taxi and Private Hire Action Plan** to drive up standards and improve safety in the trade

As the world's greatest city, London deserves the best taxi and private hire services available,' said the Mayor. 'I am determined to create a vibrant taxi and private hire market, with space for all providers to flourish. Making this happen means reinforcing the two-tier system between taxis and private hire services and taking account of the phenomenal change seen in the industry in recent years, in particular the role of new technology in enabling journeys.'

The plan contains 27 measures under five themes: enhancing public safety; new initiatives for the taxi trade; delivering the greenest taxi fleet in the world; lobbying for additional powers; and improving engagement with TfL.

Committed to change

Following the Private Hire Regulations Review, some measures have already been announced such as quadrupling the number of on-street compliance officers by the summer of 2017 (see p17) and introducing a more robust topographical test for private hire drivers (p9).

New initiatives to be introduced include:

- Opening up an extra 20 bus lanes for use by taxis this year and asking London boroughs to consider access for taxis to a further 40 bus lanes on roads they control
- Improving the standards of driving across the

industry by requiring that private hire drivers pass an advanced driving test before they can be licensed or relicensed

- Developing options for the use of technology to provide customers with information to help connect them with taxis more quickly and easily, including adding taxi information to TfL's Journey Planner
- Raising the profile of the Knowledge by establishing accreditation as a formal qualification, potentially enabling applicants to apply for study loans
- Working with the Department for Transport to produce national

guidance on ride sharing to ensure driver and passenger safety

- Rewarding taxi drivers who pioneer green technology by offering exclusive access to certain facilities, such as zero emission ranks, and working with boroughs to explore areas where taxis and other vehicles must operate in zero emission mode
- Lobbying Government for:
 - Control over cross-border hiring for both taxi and PHVs licensed outside of London
 - Approval from the Secretary of State for TfL to issue Fixed

Penalty Notices (FPNs), which would act as an instant deterrent for more minor offences

- The introduction of legislation to control and regulate pedicabs in London

Work on bringing these measures into force has already started and regular updates will be provided at meetings with the taxi and private hire trades.

'This plan is an important step,' said the Mayor. 'However, it is also a first step, and as the industry changes and develops, this plan will be kept under review to ensure this rapidly changing industry, and the customers it serves, are fully supported now and in the future.'

Taxi and Private Hire Action Plan

The plan contains 27 measures under five themes:

- Enhancing public safety
- New initiatives for the taxi trade
- Delivering the greenest taxi fleet in the world
- Lobbying for additional powers
- Improving engagement with TfL

●●●
To read the complete plan, go to tfl.gov.uk/tp-h-policy

A quiet revolution



» Electric and hybrid vehicles on Britain's roads

Last year
28,000
Today
70,000

Plug-in car sales

In the first three months of 2016 a plug-in car was sold every

13 minutes

Government grants

These are available for

35%
of the cost of a plug-in or plug-in hybrid car

Savings

Fuel savings for a year on average mileage can be

£750

Support for Electric

A survey for the London Taxi Company shows

80%
of taxi drivers are interested in buying a ZEC taxi

The switch to electric vehicles is quietly gaining ground – a bit like the vehicles themselves

The first Zero Emission Capable (ZEC) cabs are already being trialled on the streets of London and around 20 per cent of the private hire fleet is hybrid/electric. Some of these are older hybrids but most major car manufacturers now offer cleaner plug-in hybrid/electric models.

Just as important, keeping them running is becoming steadily easier.

More than 1,400 electric charge points are now in place across the Capital, and private networks are looking at further expansion, with Source London expecting a total of 6,000 to be

installed by 2018. Chargemaster's Polar network is planning another 1,000 points and is already rolling out 40 of its 50kW Ultrachargers, which can power up an electric vehicle in less than 30 minutes. TfL is also developing a network of rapid charge points, with 150 due by 2018, 90 of which will be on-street 'taxi dedicated' rapid chargers.

Cleaning the air

The electric revolution is, it seems, quietly taking place. No one can dispute the need to reduce our reliance on fossil fuels or, more specifically,

Picture credit: Go Ultra Low

More than 1,400 electric charge points are now in place across the Capital

cut pollution in London. But issues around up-front costs, restricted vehicle range and limited availability of charge points have all been seen as deterrents. So, two years ago the Government got together with the car makers to launch a campaign, Go Ultra Low, to provide comprehensive information about the options and benefits, and in the words of its head, Poppy Welch, 'reduce the misconceptions and bust the myths'.

Last year, she says, there were 28,000 electric and hybrid vehicles on Britain's roads. Today there are 70,000, and the UK is now Europe's leading market with fleet operators the biggest »

The buzz on electric taxis

There are currently three electric models either being developed or tested before the new rules come in from January 2018.



TX5

The London Taxi Company's new model has six seats, a panoramic glass roof, space for a forward-facing wheelchair and a Wi-Fi hotspot. There is a small, back-up petrol generator to recharge the battery if vehicle charge points aren't immediately available, which also allows for motorway speeds over long distances.



Frazer Nash Metrocab

The Metrocab is driven by two electric motors with a one-litre petrol engine, coupled with a generator, which only recharges the battery pack when necessary. Already on trial in London with five licensed cabs, the hybrid model has a claimed battery range of more than 50 miles. It can be charged through the mains.



Karsan Concept V1

Turkish car manufacturer Karsan is working with the Royal College of Art and Hexagon Studio on a new taxi with a state-of-the-art electric power pack, as well as a range extender version to achieve zero emissions for town-based journeys. It has a claimed range between recharges of 80 to 100 miles.

» **A helping hand**

There is funding available to help achieve a target of

9,000

ZEC taxis by 2020.

At present, TfL will provide purchase grants of

£3,000.

Also up to **£4,500**

is available through the Office for Low Emission Vehicles (OLEV) plug-in car grant. This may be subject to change.

Up to **£5,000**

will be available to drivers who want to de-license their taxi once it reaches

10 years

of age, with the exact amount depending on the number of years of licensing left. The taxi de-licensing scheme will be available from next spring. Information on how to apply will be published nearer the time.



customers, accounting for two-thirds of all sales. During the first three months of 2016 a plug-in car was being sold every 13 minutes in the UK.

The recent rapid rise is due, Poppy believes, to a variety of factors. First, the technology itself has improved. 'The big manufacturers are now producing really good electric vehicles,' she says.

'Performance is brilliant. For round-town driving they are very good – smooth and quiet, with good torque and acceleration.'

Government grants are available towards the cost of a new electric or plug-in hybrid car – 35 per cent of the cost, up to a maximum of either £2,500 or £4,500 depending on the model – and home chargers can be bought for little thanks to supplier incentives.

Added to this, Go Ultra Low estimates annual maintenance to be around £300 for an electric car, and puts fuel savings at a further £750 a year on average mileage. Running costs average 2p a mile compared with 10p to 12p for petrol and diesel cars.

Once you take into account the tax incentives available to fleet operators and the fact that no Road Fund Licence is required, the economic arguments begin to look quite different.

Poppy also points to other advantages – no Congestion Charge in London for electric and most plug-in hybrid cars and free-parking concessions in plenty of places.

The market for electric and plug-in hybrid vehicles is clearly growing. Indeed, Poppy believes the tipping point, when the majority of cars on our roads are electric or hybrids, is no more than a decade away.

●●● **For comprehensive information about going electric go to goultralow.com**

“Electric vehicles are an indispensable part of my vision for a greener London. That is why I have pledged in my manifesto to deliver the infrastructure, in partnership with the private sector, required for a major expansion in the use of electric vehicles” Mayor of London, Sadiq Khan

» **Action on air quality**

With around 9,500 Londoners dying owing to long-term exposure to air pollution every year, Mayor Sadiq Khan recently consulted on plans to crack down on high polluting vehicles in the Capital.

Proposals include:

- Introducing an emissions surcharge (dubbed the 'T-charge') on the most polluting vehicles entering central London from 2017. It would apply to all vehicles with pre-Euro 4 emission standards (mainly those registered before 2005) and would be on top of the existing Congestion Charge
- Introducing the Ultra Low Emission Zone* (ULEZ) one year earlier in 2019
- From 2020, extending the ULEZ beyond central London to the North and South Circular for motorcycles, cars and vans; and for lorries, buses and coaches London-wide
- Developing a detailed proposal for a national diesel scrappage scheme for the Government to implement

*The ULEZ will cover the same area as the current Congestion Charging zone and operate 24 hours a day, seven days a week

The long and the short of it



The average length of a taxi journey in London is three miles. But as Ian Beetlestone explains, not all trips are average



Rounding the bend into Aldwych one Saturday night at about midnight I was hailed by a young man in a tuxedo who said: 'It's a long shot, I know, but how much would it be to go to Leicester?*' That's definitely my longest roader to date. I didn't really want the job after working all day, so I said, 'oh mate, it'd be a fortune' and quoted him an estimate on the meter rather than offering a discount. I hoped it would put him off, pointing out it would be much cheaper to spend the night in a hotel. Undeterred, he bartered £50 off the quote and started counting out notes, saying 'I'll give it to you in cash right now if you'll take me'. Apparently he'd just had a big win at the casino. My resistance crumbled and I let him get in.

It turned out neither of us really had a clue where we were going. He'd just moved into a new build in an area of the Leicestershire countryside he didn't know, which had a postcode my Sat Nav didn't recognise. It was quite an entertaining journey and we found it eventually, with the meter just £2 shy of my original estimate. He gave me another fifty – my largest tip to date, too – said thanks very much and went on his way.

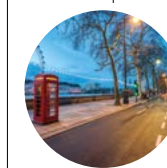
Not a bad finish to a shift.

My shortest job was a street hail from Shoreditch High Street to just a little further down Shoreditch High Street that I did for £2, which is actually a negative figure when you consider the flag fall of (at the time) £2.40. Still, it was two quid for doing what I was doing anyway.

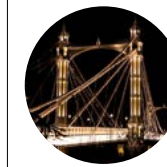
I've never had anything else remotely as good as Leicester, though a Heathrow run is always pleasing. I've had millions of short jobs of course, and I tend to think they're the best – a good job being one that ends where you're likely to get another one soon. On an average day I might cover miles of north, south, east or west London, exploring the suburbs one hour and going back and forth in Oxford Street the next. Sometimes

I might never leave the West End. On other occasions I'll look back and think, 'Amazing, I haven't been down Piccadilly at all today'. Ultimately it's the punters who call the shots – they take me places, it isn't the other way around. That's what makes it – on a good day, when arms are going up all over the place and the cab's hardly ever empty – such a buzz.

Five favourite runs



Garriok Theatre to Jubilee St, Tower Hamlets. This was on a Saturday night as the theatres burst. In a moment of genius I spun round, went down Northumberland Avenue to the Embankment and stayed there all the way to King David Lane. It took us about 10 minutes and the passenger thought I was a magician.



Heading southwest at night, cutting through Belgravia and the backs of Eton and Sloane Squares and going over a lit up Albert Bridge.



Anything that allows me to fly up over the Westway and land a few minutes later in an entirely different part of the city.



Baker Street to Camden Town, getting to use both the Inner and Outer Circle in Regent's Park.



Aldwych to Marylebone, zig-zagging a beautiful diagonal line up through Covent Garden, Chinatown, Soho and Fitzrovia.

*The distance by road from central London to Leicester is about 90 miles

Your flexible friend

By 31 October all London taxi drivers must demonstrate they have the ability to accept card and contactless payments

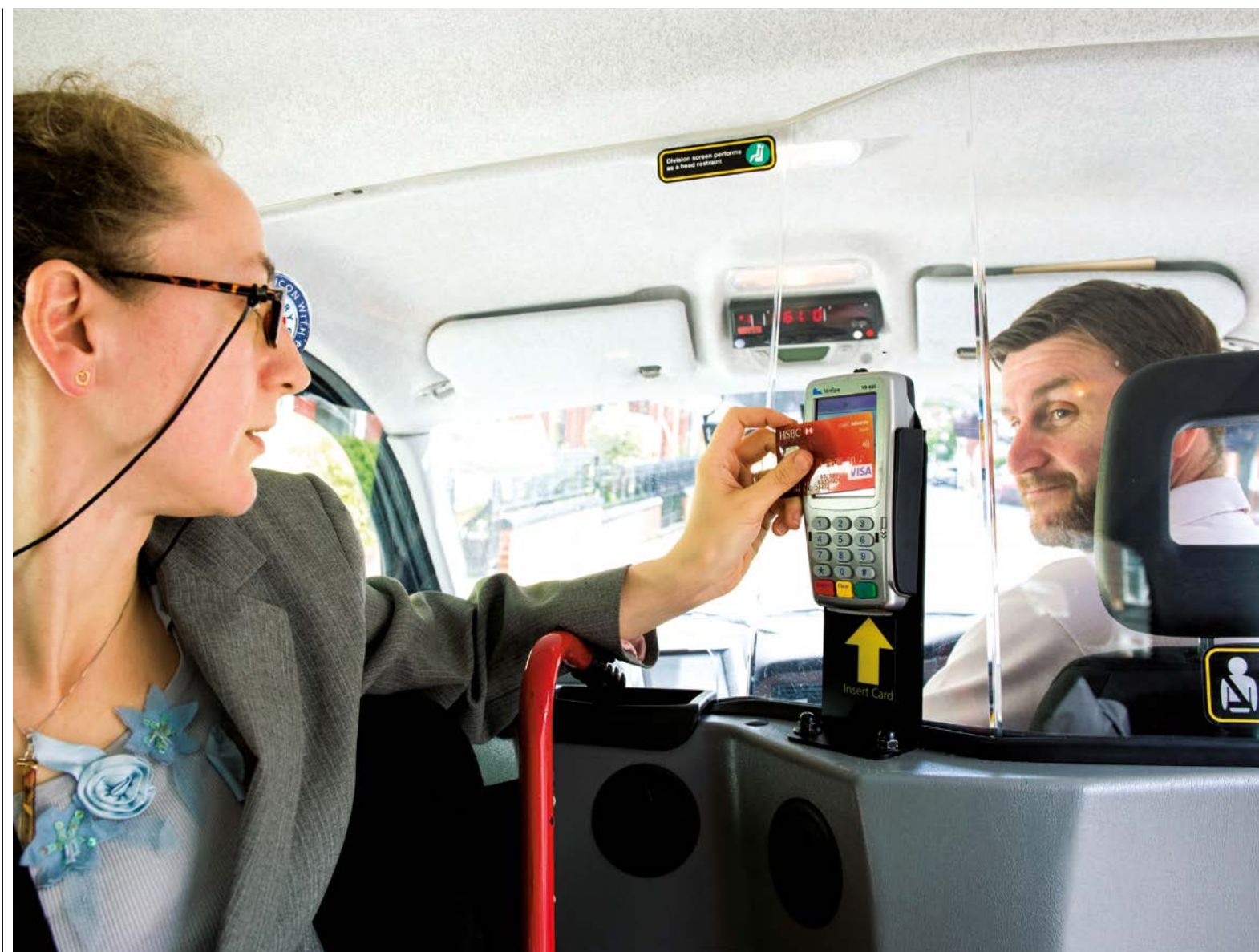
Helen Chapman, general manager Taxi and Private Hire says: 'Our city has the best, most qualified taxi drivers in the world and it is our aim to make taking a taxi even more convenient, so providing a modern, world-class service for years to come. 'Accepting credit, debit and contactless payment is an important step in protecting the status of our taxis, making travelling by taxi and paying the metered fare much easier and a more attractive option for passengers.' In response to concerns raised by the trade that more

time is needed to install systems, TfL has made some changes to the dates by which vehicle owners and drivers must be compliant: By 31 October, drivers must demonstrate:

- They have the ability to accept card and contactless payments
- The taxi must be displaying TfL's card and contactless payment signage stickers, in the correct position
- The driver can provide written evidence from a card payment system

provider that the taxi is booked in to have a device (or cradle for a handheld device) fitted in the passenger compartment of the taxi

By 1 January 2017, all taxis must have an approved card payment device fitted within the passenger compartment. Any taxi found not meeting the requirement by this date will be issued with an unfit notice, which will remain in place until it is met and the vehicle is presented for inspection.



» Next steps

- If you already have one of the approved fixed card payment devices in your passenger compartment, the taxi will remain compliant. If you have an approved device that is not fixed in the passenger compartment, it will need to be by no later than 1 January 2017
- If you have one of the approved handheld payment devices, you must contact your payment provider to arrange for a cradle solution to be fitted in the passenger compartment before 1 January 2017. The cradle system will allow you to remove the device when you are not working
- If you do not currently have a card payment system, please research which of the approved providers offers the best solution for you, and ensure you have evidence, by 31 October, that you have a booking for one to be fitted by 1 January 2017
- If you currently have a card payment device that has not been approved, encourage your provider to contact TfL as it may be possible for your device to be included in the approved list

Further information on this important change is available at tfl.gov.uk/cards-in-taxis
 If you need further guidance, please email us at tph.enquiries@tfl.gov.uk or call our licensing team on 0343 222 4444 (Monday to Friday, 08:00 to 18:00).

For many customers, paying by card is a more convenient option



TfL approved card systems

Provider	System(s)
Cab:app Ltd	Miura M010
Cabvision Network Ltd	Ingenico IPP 220, Ingenico IPP 350
CMT UK Ltd	CMT FREEdom Solution
Farepay Ltd	Miura M010
Ingenico	Ingenico ICT220, Ingenico IPP 350
iZettle	Miura M010
Payleven	Miura M010
PayPal	Miura M010
Sherbet	MT Data, Ingenico IPP 350
Taxiworld Ltd	Taxiworld FREEdom Solution
The Payment House	Miura M010
Verifone	Verifone Vx510, Verifone Vx810, Verifone Vx820

TfL approved card payment systems

TfL has 12 card payment providers with approved systems (see left). TfL is working with the card payment system suppliers to ensure they are prepared for the changes.

Receipt printers

Taxis must have the facility to offer printed receipts on demand. Because of the scheme rules of card providers such as Visa and Mastercard, and the fact that 69 per cent of all taxi passengers said they ask for a receipt for at least some of their journeys, this requirement will

remain in accordance with TfL's Electronic Payment Guidance.

Exemptions

TfL has received some requests for exemptions from various aspects of the card mandate. After careful consideration these will not be granted.

Signage

Taxis will be required to display TfL card and contactless acceptance signage stickers by 31 October. The stickers will be sent out to taxi vehicle licence holders in the coming weeks, along with instructions on where

they need to be positioned in order to be compliant. Taxi proprietors will be contacted separately to ensure they have their required number of signage stickers. In addition, the stickers will be available from the Counter Service at 230 Blackfriars Road and the six NSL test centres and will form part of the inspection process.

Promotion to customers

The introduction of acceptance of card and contactless payment in all London taxis will be supported by a TfL marketing campaign, which will launch with radio advertising on 31 October.

“Accepting credit, debit and contactless payment is an important step in protecting the status of our taxis”

Helen Chapman

» Visit tfl.gov.uk/cards-in-taxis

Eyes and ears of the roads

With major construction schemes taking place across the Capital, TfL has a challenge to keep London's roads moving. We look at the technology that cuts congestion and keeps traffic flowing

The first thing you spot when you step through the security doors at TfL's Surface Transport Traffic Operations Centre (STTOC) is a giant video wall like something out of a sci-fi film. However, this isn't tracking some imaginary high-tech future; it's showing London's roads in real time.

The operators use these live pictures (along with those on the screens at their desks) to keep London's roads moving. They have eyes across the Capital, with access to more than 5,000 closed circuit television cameras to help ease congestion.

There are more than 6,300 traffic signals across London and a large percentage can be remotely controlled, as Michael Bloomfield from TfL explains. 'Many of these are SCOOT (split cycle offset optimisation technique) signals which allow us to make live changes second by second. During the recent works at Elephant and Castle we trialled new controllable temporary traffic signals to ease congestion and these will now be used on other major schemes.'

» CCTV cameras in London

Police*
367

TfL
1,251

Local boroughs
1,859

Highways England
1,864

Total 5,323

Information on the city's traffic also comes from bus drivers. When anything happens on the street it's likely a bus will be nearby. Other sources include the police, who have officers in the room, and members of the public, including taxi and private hire drivers who often tweet tip-offs to the centre's Twitter team. The police presence allows for good communication so all parties can act quickly and effectively on any information.

While the operators never know when incidents will occur, it is possible to predict when certain roads will be more congested by looking at past patterns. Most weekdays, the afternoon surge starts at around 16:00. But on Friday, the busiest day of the week, it begins an hour earlier as a large number of Londoners will drive out of the city for the weekend.

Where possible, the operators deal with any disruption or congestion before it becomes serious. Making sure roadworks don't unnecessarily block lanes or close roads is the

work of TfL's Mufu Durowoju and his team. He says: 'I know all the construction and roadworks taking place across London are affecting drivers. Our aim is to smooth the process to deliver all these works with less pain to everyone.' »

“I know all the construction and roadworks taking place across London are affecting drivers. Our aim is to smooth the process” Mufu Durowoju

The London Permit Scheme

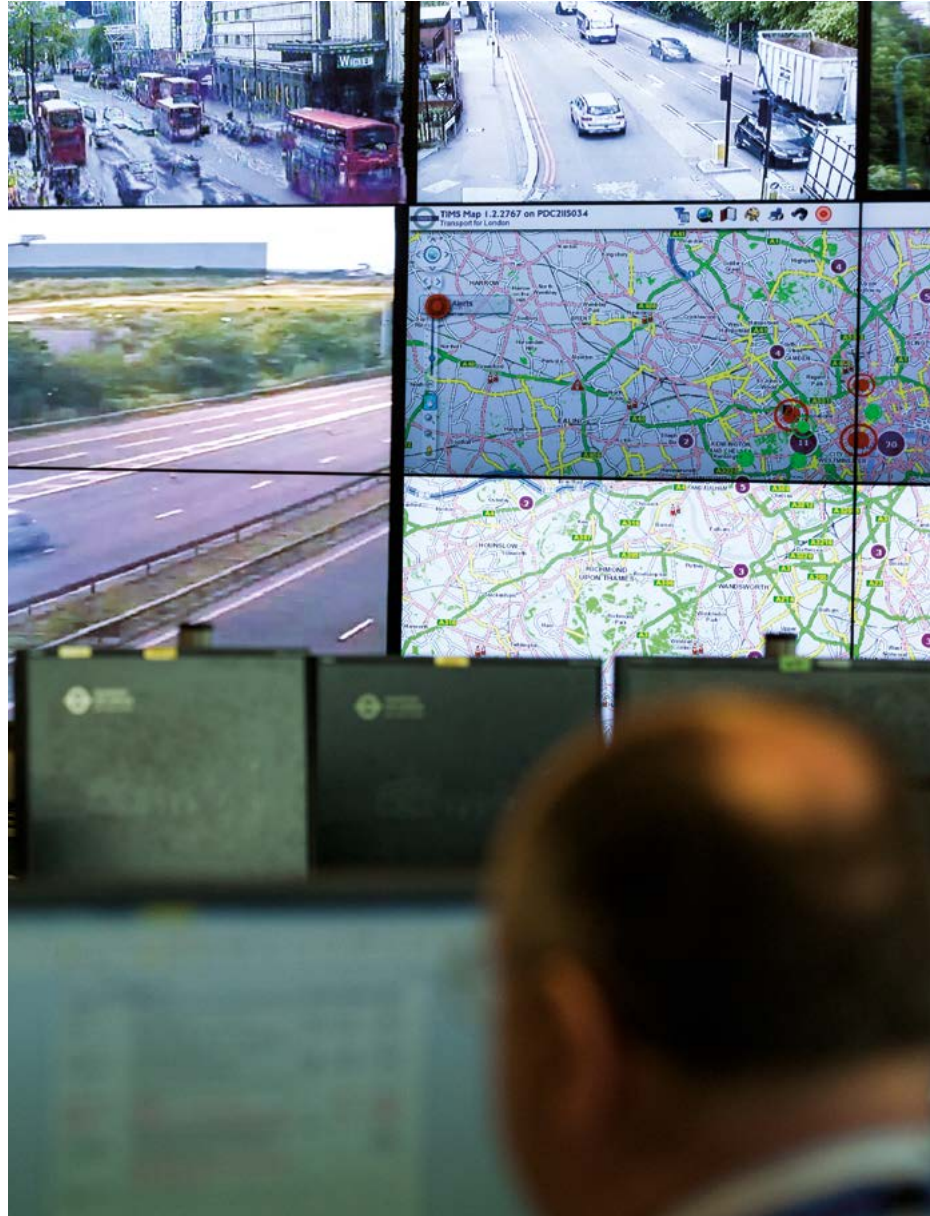
Introduced in 2010, it allows TfL to monitor and regulate the number of roadworks taking place on its roads at any one time, and ensures they don't exceed the agreed limit. Traffic Police Community Support Officers are also used to clamp down on roadworks taking place outside of their permit.

This year, BT has already been ordered to pay more than £13,000 following two separate prosecutions brought by TfL for breaching the terms of permits at Brixton Road, Clapham Road and Victoria Street.

In June, Vodafone pleaded guilty to not serving a required statutory works notice and failing to pay a Fixed Penalty Notice. It was fined £1,250 and ordered to pay £1,386.50 in prosecution costs.

» London Permit Scheme prosecutions since 2010
TfL has a 100 per cent successful prosecution rate against utility companies.

British Telecom	National Grid Gas
41	5
Thames Water	Cable & Wireless
13	3
Infocus	Vodafone
11	3
Virgin Media	Abovenet
10	2
Fulcrum	O2
9	1
UK Power Network	McNicholas (Virgin)
5	1
Total 104	



Under the London Permit Scheme the companies carrying out works have to complete them in an agreed way and timeframe, and they must be coordinated with any other activities in the area – such as utility works or events.

If contractors are going to occupy parts of the carriageway during the busiest times of the day, it is likely they will be liable to pay under the Lane Rental Scheme. This encourages companies working in an area at the same time to join forces. In these cases TfL will consider waiving the rental charge.

Nobody likes traffic congestion and Mufu says he and his team do as much as possible to minimise delays and the frustration to road users. 'We always consider the impact on taxis and private hire, especially around stations where we know they need access. For instance, around London Bridge we put a lot of effort into ensuring adequate provision was made for taxis all around the proposed redeveloped station.'

This year's model

Before a road scheme even starts, computer modelling is used to see how it will affect traffic

» Scoot - traffic signals

6,300 traffic signals

more than 4,000 are currently SCOOT computer controlled

1,000 sets of signals are reviewed annually to ensure they are performing as they should

SCOOT has been proven to reduce delays by

13%

in the area. For example, the new Elephant and Castle northern peninsula was built in 11 major phases and each was modelled to look at the impact on traffic. Light timings were also designed and tested before going live on street.

Keep in the picture

Operators in the STTOC share real-time information through social media channels and feed it to the media, satellite navigation companies and third parties including web and app developers.

For more information, visit tfl.gov.uk/roads For constant updates on traffic conditions, go to [@TfLTrafficNews](https://twitter.com/TfLTrafficNews) You can report disruptive or badly-managed roadworks and road defects at reportit.tfl.gov.uk

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
Roadwork woes



When are you going to get the roads sorted – roadworks everywhere and you can't even coordinate when and where they're going to take place? It's carnage out here!!

Andrew James Walker

We do appreciate your frustration – there's a lot of construction under way across London with projects such as Crossrail, Nine Elms/Vauxhall, and Victoria and London Bridge stations. We are also investing £4bn to modernise and adapt the road network for the benefit of all Londoners. We do recognise that, because of this, there is disruption to everyday journeys. However, please be assured all works are coordinated and we have a range of initiatives to minimise disruption, such as mobile variable messaging signs that can be deployed around London, our Lane Rental Scheme and regular traffic tweets. You can read all about these in our article on p26.

We are also learning lessons from the construction carried out over the last two years, which can help ensure future works are less disruptive for all road users.

Road Space Management (RSM) TfL

Visit tfl.gov.uk and [@TfLTrafficNews](https://twitter.com/TfLTrafficNews) for the latest traffic news.

» Why 'OnRoute' and not 'EnRoute'?

There's no such expression or phrase as 'on route' but the phrase 'en route' does exist and would therefore make a most appropriate title.

Regards Tony Paknadel

We wanted an English title so decided to anglicise the French phrase, while retaining its meaning. What do you think? Let us know at Onroute@tfl.gov.uk

» My Good Samaritan

I'd like to try and track down a taxi driver to say thank you. I was 33 weeks pregnant on Friday 24 June when I tripped on an uneven kerb on Buckingham Palace Road and landed on my stomach. I was in shock, crying and quite distraught. I went with a colleague to take a taxi to the hospital from the back of Victoria station. We were picked up by a lovely man wearing a checked flat cap and glasses at around 6.15pm. He took us to Chelsea & Westminster (my maternity hospital) – scooting round the back roads to avoid the traffic. At the hospital, despite me trying to pay, he wouldn't hear of it, saying that I should get the baby checked out. The baby, thank goodness, is fine. The driver could see the distress I was in and was wonderful, calm and got us to the hospital as quickly as possible using his area knowledge. I want to extend a heartfelt thank you but don't know how to find him.

Is this you? If so, email OnRoute@tfl.gov.uk

From our Twitter feed

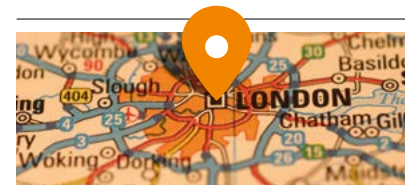


» We say...

- To report to us call 0343 222 4000 or make a complaint using our online form tfl.gov.uk/forms/12396.aspx
- For information on accepting credit cards go to tfl.gov.uk/cards-in-taxis
- If you are renewing your licence online, please ensure you complete a renewal application, not a new app, as many are making this error

» You say...

- TfL TPH Retweeted 4 AugNoigroup @noigroup In praise of the London Cabbie. Another wonderful post from @fiorilass
- 'The Knowledge', Hippocampi and nutcrackers You can read the full article 'In praise of the London cabbie', at www.noijam.com



Do you know?

- 1 How many gondolas are on the Emirates Air Line cable car?
- 2 What colour are the seats in the House of Commons?
- 3 How many steps to the top of Big Ben?
- 4 Which court house currently stands on the site of the former Newgate prison?
- 5 In which London cemetery is Karl Marx buried?

1 36 passenger gondolas, of which 34 are in use at any one time; 2 Green; 3 334; 4 Central Criminal Court; Old Bailey; 5 Highgate Cemetery

Calendar



October

1 October
Matt Goss concert, Wembley Arena

NFL on Regent Street, Pedestrianised

Andrea Bocelli, O2 Arena

2 October
Knitting and Stitching Show, Alexandra Palace

7 October
Graduate Recruitment 2016, Olympia (until 8 October)

Bear Grylls Endeavour, Wembley Arena (until 9 October)

Jean Michel Jarre concert, O2 Arena

8 October
Argentina vs Australia, Rugby Championship Test, Twickenham

England vs Malta (World Cup qualifier), Wembley Stadium

11 October
Justin Bieber concert, O2 Arena (and 12 October)

Employee Benefits Live 2016, Olympia (until 12 October)

Brand Licensing 2016, Olympia (until 13 October)

13 October
All Saints concert, Brixton Academy

14 October
The Chocolate Show London 2016, Olympia (until 16 October)

Seasick Steve concert, Wembley Arena

15 October
Africa on the Square, Trafalgar Square (and 16 October)

Steel Panther concert, Wembley Arena

16 October
Diwali, Trafalgar Square (and 17 October)

17 October
Nickelback concert, Wembley Arena

18 October
Independent Hotel Show 2016, Olympia (and 19 October)



Augustines concert, Brixton Academy

19 October
MIPIM UK, Olympia (until 21 October)

Great Russian Circus, Ealing Common (until 30 October)

Moscow State Circus, Clapham Common (until 30 October)

Jamie Lawson concert, Brixton Academy

21 October
The Baby Show 2016, Olympia (until 23 October)

22 October
Rumfest, ExCeL Arena (and 23 October)

23 October
Prime Impact, Alexandra Palace

26 October
Classic Car Show, Alexandra Palace

27 October
Four Tops and Temptations concert, O2 Arena

28 October
London Expo, ExCeL Arena (until 30 October)

29 October
Kickback London 2016, Olympia (and 30 October)

30 October
Diwali celebrations, Neasden Temple

31 October
Bring Me The Horizon concert, O2 Arena

Spirit of Christmas 2016, Olympia (until 6 November)

November

4 November
WWE Live, Wembley Arena

Killing Joke concert, Brixton Academy

5 November
Southwark fireworks display, Southwark Park

Vauxhall Trust Fire Festival, Vauxhall Pleasure Park

Annual Vintage Car Show, Regent Street Pedestrianised

Harlem Globetrotters, O2 Arena

London Borough of Wandsworth fireworks, Battersea Park

Barbarians vs South Africa (rugby), Wembley Stadium

7 November
World Travel Market, Excel (until 10 November)

8 November
Bear's Den concert, Brixton Academy

11 November
The Spanish Riding School of Vienna, Wembley Arena

England vs Scotland (World Cup qualifier), Wembley Stadium

12 November
Lord Mayor's Show, City of London



Lord Mayor's Show fireworks, Central London

England vs South Africa (rugby), Twickenham

13 November
Remembrance Day, Whitehall

Rugby League in the Stadium, Queen Elizabeth Olympic Park

ATP World Tour finals (tennis), O2 Arena, (until 20 November)



