

ISSUE 14 / JAN-FEB 2018

# OnRoute

Brought to you by Transport for London



## Stars in cars

### Fast forward

The future of  
the industry

### Safe keeping

Counter-terrorism  
measures

### Stop signs

New powers for  
compliance officers

### Charged up

London's rapid electric  
charger network

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

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

for operator and driver licensing enquiries and the Knowledge enquiries.

0343 222 5555 for vehicle licensing appointments and enquiries.

TPH news on Twitter: @TfLTPH

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

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

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

## Welcome.

This issue of OnRoute has a distinctly international feel to it. On p8 we catch up with four private hire drivers from around the world who all have another string to their bow.

At the end of last year, more than 100 delegates from across the globe met in London for the UITP conference to discuss the future of the taxi and private hire trades (p14). By sharing their experiences, the public bodies responsible for the legislation and the trades worldwide realised just how similar the challenges they face are.

Elsewhere in this issue, safety and security is highlighted with compliance officers getting new powers to stop vehicles (p6), counter-terrorism briefings for operators and drivers (p12), and a guide on how to store private data securely (p22).

With the whole landscape for the trades in our great city changing so rapidly, OnRoute covers the relevant stories and news, but if there is anything you would like to read about in future issues, please drop us a line at [OnRoute@tfl.gov.uk](mailto:OnRoute@tfl.gov.uk)

**D Pilgrim**  
Editor



### In our next issue...

- Going green and clean
- Test driving the new electric taxis

**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](http://www.met.police.uk)



# News



## Card readers in cabs

TfL has released figures showing almost 100 per cent of taxis have operational debit and credit card payment devices

This came into effect in October 2016 and by 16 September 2017, TfL had received just 192 customer complaints about drivers refusing to accept payment by card or claiming their card terminals were out of service. In the same period, 40,000 compliance checks were carried out on taxis and a problem with the card machine was found in only 300 cases.

## Transforming our city

The area around Waterloo roundabout is set to get a dramatic redesign. Work will start in early 2020 to make the junction safer for pedestrians, cyclists and motorcyclists with segregated cycle lanes, cycle-specific traffic lights and wider footpaths. The public spaces will also be improved to support the regeneration of Waterloo, including the expansion of the railway station, potentially attracting more taxi and private hire customers to the area.

The plans, developed after a public consultation and engagement with the local community and stakeholders, will make the most effective use of limited road space.

The changes include:

- Creating a new large public square by closing the south-west corner of the roundabout
- Returning safer two-way traffic around Waterloo IMAX
- Widening footways and improving a pedestrian crossing
- Improving the bus station on Waterloo Road

TfL is attempting to retain more trees in the area and will work with Lambeth Council to reduce any rat-running.



## Taxi ranks

Over ranking at Waterloo station is still causing problems. Drivers are asked to find alternative ranks and not to queue out on to Addington Street.

The new rank at Deptford High Street is now in use but will not be enforceable until the rank signage has been installed.

## Increase in penalties

At the beginning of this month the fine (penalty charge notice) for not paying the Congestion Charge in London rose from £130 to £160, or from £65 to £80 if paid within 14 days.

Now TfL is proposing to increase PCNs for traffic offences which take place on its road network (red routes). More than a third of all London's traffic uses red routes and in order to improve road safety, congestion, vehicle emissions and delays, it is proposed that vehicles blocking roads, driving in bus lanes, parking incorrectly or making banned turns will receive larger fines.

## First on the scene to give first aid

The app mytaxi has developed a new course to teach its 17,500 drivers life-saving techniques such as cardiopulmonary resuscitation (CPR) and how to use a defibrillator.

The course, backed by St John Ambulance, will also include body language training, so drivers can put passengers more at ease, advice on counter terrorism and security training.

An initial 50 of mytaxi's drivers are taking part in the initiative.

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

## TPH licensing in numbers

24,006  
Taxi drivers

21,529  
Taxi vehicle licences

114,844  
Private hire driver licences

88,462  
Private hire vehicle licences

2,396  
Private hire operators

## “You get lots of conversation starting in the taxi queues and that’s all you ever want, really”

Playwright Lucy Kirkwood on why she listens in outside the theatre



## In with the new at Old Street

Work to transform the area around Old Street, including the 1960s roundabout, is set to begin later this year

Islington Council is looking for new design ideas for the public space that will highlight its reputation as 'tech city'. As part of this the out-of-date roundabout will be removed and two-way traffic will be reintroduced along with segregated cycle lanes and traffic signals. The north-western 'arm' of the roundabout will be permanently closed and a public space with surface-level pedestrian crossings will be created.

The majority of the construction work will take place in 2019.

●●●  
For more information, go to [tfl.gov.uk/old-street-roundabout](http://tfl.gov.uk/old-street-roundabout)

## Fresh air proposals

TfL is now consulting on changes to the Ultra Low Emission Zone (ULEZ) and Low Emission Zone. The proposals include expanding the ULEZ in 2021 up to the North and South Circular roads so that all vehicles in this area are subject to emission standards.

This could affect 100,000 cars, 35,000 vans and 3,000 lorries a day. Drivers of non-compliant cars, vans and motorbikes would pay the same £12.50 daily fee as the central London

ULEZ seven days a week. Drivers of non-compliant lorries, coaches and buses would pay £100 a day.

Diesel vehicles that do not meet the Euro 6 standard and most petrol vehicles that do not meet the Euro 4 standard will have to take action or pay, making the ULEZ the tightest emission standard adopted in any major world city. The area covered by the expanded ULEZ would not include the North and South Circular roads themselves.

●●●  
The consultation closes on 28 February and full details of the proposals can be found at [tfl.gov.uk/consultations](http://tfl.gov.uk/consultations)

## No added extras

Charging more to use a credit or debit card became illegal in the UK on 13 January.

This will not affect taxi drivers as customers using cards in taxis do not pay a surcharge on their fare.

However, this will impact private hire operators that currently charge more for card or contactless payments.

●●●  
For more information, go to [www.gov.uk](http://www.gov.uk) and search under 'card charges to be outlawed'

## Latest trend



These are the topics trending @TfLTPH:

A couple of tweets from a taxi driver and a private hire driver about touting triggered a lively debate on the feed.

The new electric taxi from London Electric Vehicle Company (LEVC) received a good review from cabbie Grant Davis in The Sun (for more on the taxi see p17).

The feed retweeted a message from former boxer Chris Eubank about leaving his wallet in a taxi, while a journalist for The Sun praised a driver for giving her a free ride.

The @TfLTPH Twitter feed now has 14,027 followers.

# They've got the power

Compliance officers now have new powers to stop and inspect vehicles

Until recently, the officers carried out road stops with the police while checking drivers' licences and their vehicles. But with the number of licensed vehicles in London rapidly expanding, the officers have now been given new powers by the Metropolitan Police under the Community Safety and Accreditation Scheme (CSAS). This enables them to stop vehicles for inspection, testing and verification of licensing conditions, and the power to demand the name and address of the driver.

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.

Cliff Llewellyn, compliance manager at TPH, explains: 'We have more officers on the streets now, with a higher visible presence carrying out our own road

stops, letting the police get on with other things.

'It's a smarter way of working giving us an additional option to deal effectively with illegal activity and also allows us a wider coverage across London.'

The new road stops were introduced at Heathrow earlier this year and will be rolled out across London as more officers are trained and gain the relevant qualifications.

Under the new system, groups of six compliance officers cordon off a stop area which enables them to inspect both sides of the vehicle safely. Stops are carried out as quickly as possible so if there are any passengers on board, they are not held up unnecessarily.

Accredited officers have been issued with new CSAS hi-visibility jackets and so far drivers have welcomed this increase in compliance activity.

## Training day

Officers have to pass three qualifications in order to carry out the stops:

- **The Community Safety and Accreditation Scheme (CSAS)**  
Allows the compliance officers to stop the vehicle for testing purposes and demand the driver's name and address. They can call the police directly if they need assistance
- **Safety Coning Off BTEC**  
Ensures they can correctly cordon off the stop site without endangering themselves or anyone else
- **Hackney Carriage and Private Hire Vehicle Inspection BTEC**  
Certifies they have the competency to perform a vehicle inspection



## Existing compliance officer powers:

- Can request a copy of the certificate of insurance for inspection
- Inspect a driver's badge or photo ID
- Ask for a driver, vehicle or private hire operator licence for inspection
- Remove and retain a licence and vehicle plate/disc of a licence that has expired, or been suspended or revoked
- Request a vehicle to be inspected

## New CSAS powers:

- Requiring a person's name and address for road traffic offences or antisocial behaviour
- Stopping a vehicle for testing
- Controlling traffic
- Stopping cycles

**“ The trades have always wanted us to do more as far as compliance is concerned as we are here to protect their livelihoods. This allows us to focus on those who are not compliant and take action against them. We will be far more visible to the trades and the public as we find new sites where we can conduct road stops safely ”**

Cliff Llewellyn



# Other stories, other lives

Many of the drivers at Parker Car Service have fascinating tales to tell



**F**ounded in 1989 and based in Isleworth, the company's 650 drivers come from every continent on the planet, lots of them with interests outside driving and intriguing back stories. 'I'm always amazed at the sacrifices people make,' says customer service manager, Neil Martin. 'Many arrive here after escaping persecution or poverty, with a real desire to succeed. And they do. I'm in awe of them.'

## Mr Bollywood

**Major Sandhu, 51, moved to the UK from India in 1996. Every week millions of viewers across 106 countries tune in to watch him host his Punjabi chat show from London.**

His show, Punjabi Junction, demonstrates his range of talents. For example, rather than saying good evening like any other host, Major sings for three minutes to tell viewers that night's agenda.

Music and performing are in his blood. He says: 'I always sang. At school, I would sing the prayer every morning in front of 500 students.' He has also composed 25 Punjabi music albums and appeared in three Bollywood movies. 'My passport says I'm 51, but inside I feel sweet 16!'

He has come a long way since studying forensic medicine at university in India. 'I worked with the courts as a private

forensic investigator. I was well-educated but poor – and money was a priority for the family, so I came to the UK,' he explains.

Major worked for five years in the despatch department at Harrods and then joined Parker Car Service five years ago. He drives four days a week to allow himself time to perform. 'I've always enjoyed interacting with people and I think it's why I've been successful. It gives you a chance to get to know who you share the planet with.'

**Punjabi Junction is on the Akaal channel, Sky 843, 21:30 every Tuesday**

**“ Admittedly, there's not much time for acting these days, but if someone came along with a big film contract worth millions, well...! ”**

Major Sandhu

From left: Major Sandhu and Bahadur Shah Barai

'When I was younger, it was my dream to be an architect,' Bahadur says. 'At school I was good at maths and my father was an engineer, but when there is conflict in your country, it can be hard to find a course and opportunity, so I turned to journalism. I wrote general articles and even read the news on national radio but, with no freedom of speech, I began to feel very unsafe in my job.'

Despite having no friends here, Bahadur moved to the UK in 2003. He was sent to Devon while he waited for his visa application to be processed. It was another two years before his wife and children joined him.

Bahadur worked in a factory and retail before gaining his private hire licence, joining Parker Car Service in 2013. He's now doing the world-famous Knowledge, but admits he still yearns to write.

'I do miss journalism, but I have to support my family. A friend who works at the BBC once took me to Bush House [former home to the BBC World Service] and they offered me some work, but it involved going back into Afghanistan, and that is not an option for me.'

**“ I still try to write a little, and talk to other people from Afghanistan, so who knows, one day there might be a book in it! ”**

Bahadur Shah Barai

## The journalist

**Bahadur Shah Barai, 45, was a journalist in Afghanistan until he moved to the UK in search of greater freedom.**



### Did you know?

Parker Car Service was voted Best Private Hire Company in the UK at the Professional Driver QSI Awards in 2017

## The dissident

**Mehdi Chabouk, 55, left Iran in 1986 because he disagreed with the regime at the time.**

'I'd done my two years military service, but I was against the Government, so I moved to Sweden where my sister lived, to study languages and economics.'

After working at the Karolinska University Hospital in Stockholm, Mehdi and his wife came to the UK in the mid-90s where he started driving professionally, joining Parker Car Service in 2012.

When he's not working, Mehdi loves being outside in his garden – 'I spend a lot of time with my roses; they are like my children' – and recognises the value of the ULEZ being introduced in April 2019. 'The environment belongs to everyone, people and animals, and if it means having to buy a new vehicle, it's a small price to pay to help protect the planet.'



From top: Mehdi Chabouk and Sangeeta Birdi

## The contender

**Sangeeta Birdi, 30, is an undefeated semi-professional featherweight boxer.**

### Why boxing?

I began boxercise about four years ago for general fitness, but the coach recognised my potential and encouraged me to take it seriously. At the time, I was working at Heathrow Airport, but the shifts didn't fit with training, so my coach (a driver for 15 years himself) suggested Parker Car Service.

### How did you find driving?

I bought a vehicle and off I went. It was difficult at first, figuring out the routes, but now my brain is like a map. Every day is a fresh start and you never know who you're going to meet, plus the flexibility means I can live my dream.

### How often do you train?

When I'm preparing for a fight I train up to three times a day. I'll get up around 03:00 to do some cardio, or maybe a road run, start work around 06:00, then go back in the gym around 16:00 for some boxing and maybe do some weights later.

### What's your record right now?

I've had 18 wins out of 18 fights and I'm the current London Featherweight Champion. I've won the British featherweight title, I'm the European featherweight silver medallist and was Indian National Champion.

### What's next?

I took a break to have my daughter who is five-months-old, but I'm back in the ring in May at the O2 Arena. I know practically all the other Parker drivers and lots of them come to watch me. I get the loudest cheer in the auditorium!



**“Boxing is a discipline and it makes me who I am. I want to be an inspiration for all the girls out there”**

Sangeeta Birdi

●●●  
To find out about working for Parker Car Service, go to [www.parkercarservice.co.uk](http://www.parkercarservice.co.uk)

# COMMUNITIES DEFEAT TERRORISM

You can stop terrorists and **online** extremists by reporting **online** content anonymously.

The internet can be used to promote, glorify or help carry out acts of terrorism and extremism. We need your help to stop it.

Report **online** content which concerns you or which you think could be illegal by visiting **gov.uk/ACT**



**COUNTER  
TERRORISM  
POLICING**

**ACT**

**ACTION  
COUNTERS  
TERRORISM**

# Staying alert

The threat of terrorism remains very real, but you can help by keeping an eye out for London

“ There is no standard menu of what to look for, it’s things you think are out of the ordinary. Often people have a gut instinct about these things, a sixth sense. They may feel that it is silly to call the police about these, but if they genuinely think something is not right we would rather go out and investigate than not hear about it ”

Jay Patel



The current threat level to the Capital from acts of terrorism stands at severe meaning a terrorist attack is highly likely. Last year, there were more than 600 investigations into threats involving 3,000 individuals, while over the last four years, 20 major attacks have been foiled. This highlights just how important it is for members of the public to be on their guard and vigilant.

Six months ago we reported on the work being done by Wayne Watling and Jay Patel, counter terrorist police officers working with TfL. They want drivers to report anything they see that is out of the ordinary or suspicious – it doesn’t matter how unimportant you think it is, it could lead to an attack being thwarted.

To get the message across and highlight what to look out for, Wayne and Jay have been running training workshops for both taxi and private hire drivers and operators.

## Get in the know

Project Griffin is a free national scheme aiming to protect buildings, businesses and their surrounding neighbourhoods from the threat of terrorism. Wayne and Jay hold regular Project Griffin briefings across London where companies and their employees can learn how to detect and deter terrorism. Sessions last around an hour and a half and the briefing material is updated every three months.

They also offer shorter sessions to operators on their own premises, which can be adapted for their particular workforce. Lasting around 45 minutes, these can be delivered to groups of 10 to 150 people and can be arranged for early mornings or evenings.

Wayne says: ‘The sessions we have been running have been going really well with private hire operators, but we’d really like to step up sessions for the taxi trade. Although a few individual taxi drivers have joined our Griffin sessions, we’ve been trying to get them together to do a bespoke session. We are quite happy for them to contact us direct and are willing to travel across London.’

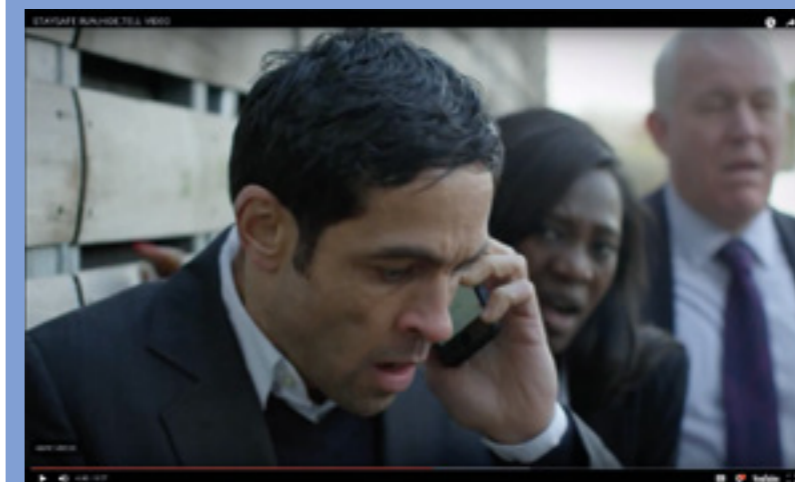
If you’d like to join one of the free sessions, you can contact the team at [rtpc-counterterrorism@met.police.uk](mailto:rtpc-counterterrorism@met.police.uk), or call 07881 501827 or 07825 256481.

## Stay safe: firearms and weapons attack

Wayne and Jay are also promoting the run, hide, tell video, which is available on YouTube. This explains what to do in the case of a firearms attack and how to keep yourself and others safe.

The key steps are:

- **Run:** if there is a safe route. Leave your belongings behind and insist others go with you
- **Hide:** if it’s not safe to run. Find cover, lock the door and barricade yourself in. Remember to turn your phone to silent and turn off vibrate
- **Tell:** call 999 when you are safe and give as much information as you can



Go to [www.youtube.com](http://www.youtube.com) and search ‘run, hide, tell’

## » What should I report?

You should report anything that seems out of place, unusual or just doesn’t seem to fit in with everyday life, such as people:

- Taking notes or photos of security arrangements, or inspecting CCTV in an unusual way
- Driving vehicles slowly near public buildings or road structures such as bridges
- Asking detailed or unusual questions about businesses or buildings
- Parking for no apparent reason or in suspicious circumstances



● ● ● If you see anything you think is suspicious, you can report it anonymously at [www.gov.uk/ACT](http://www.gov.uk/ACT). Or use the hotline 0800 789321. If you feel the danger is immediate, move away and call 999.



“ We still believe there is space for a two-tier (taxis and private hire) industry here in London, but we need the regulation and policy to keep up with all the changes ”

Helen Chapman, TPH's general manager

# Brave new world

In December, TfL co-hosted the fourth international taxi seminar in London

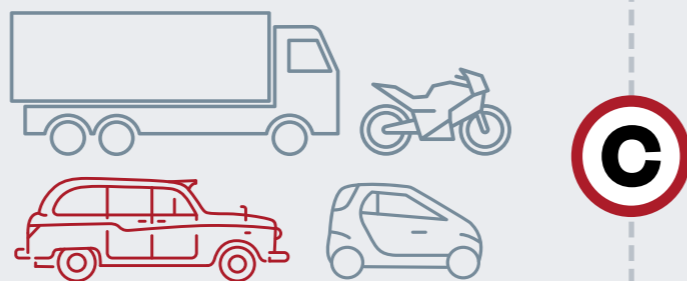
Members from the International Association for Public Transport (UITP) from 23 countries joined Helen Chapman, general manager of TPH, to discuss the future role of taxis and private hire vehicles in a rapidly-changing technological landscape.

Although legislation differs across the globe, the challenges facing the industry are roughly the same and cover four main areas:

- An increase in the number of vehicles and congestion
- Air quality
- Safety
- Accessibility and social inclusion

## Congestion

In London, one in four vehicles entering the Congestion Charging zone is now a taxi or private hire vehicle



The number of taxis remains around **21,000**

There has been a rise of **78%** in private hire driver licences issued since 2013/14

The number of private hire vehicles has increased by **51%** (to **88,000**)

This is contributing to high levels of congestion and TfL would like to be able to limit the number of licences it issues. It is lobbying the Government to be given this power.

## Air quality

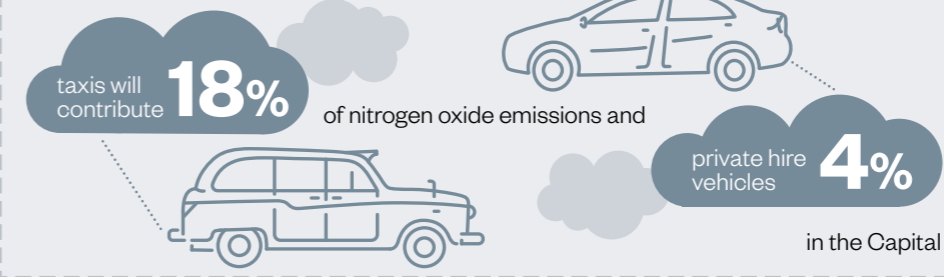


Just five days into 2017, London had breached its air pollution limits for the whole year

The Mayor Sadiq Khan has made cleaning our filthy air one of his main priorities and launched the T-Charge (emissions surcharge) in October last year, while the new ULEZ will come into force in



It is forecast that by 2020...



From this month all newly licensed taxis must be ZEC and from 1 January 2023 all newly licensed private hire vehicles will also need to be ZEC.

## » On the horizon

One of the liveliest sessions of the conference took delegates straight into the future world of autonomous vehicles (AVs) and their impact on the taxi and private hire trades. Led by Matthew Daus, president of the International Association of Transport Regulators in New York, it provoked more questions than answers.

With AVs already being trialled in many countries, they are a science fact rather than fantasy, but what will happen when they operate on our roads? Will there have to be segregated lanes separating them from conventional cars? Will passengers feel safe in them and how will insurance work if they are involved in collisions?

With the technology advancing fast, and Chancellor Philip Hammond wanting fully-autonomous cars to be on UK roads by 2021\*, AVs are a subject that will continue to provoke a lot of debate.

\*As stated in the Autumn Budget 2017



## “ Safety is the thread that runs through all of our operations and we set the regulation to ensure the safety of the industry ”

Helen Chapman, TPH's general manager

### Safety

A number of measures to enhance the safety of passengers were set out in the Taxi and Private Hire Action Plan published in 2016.

Driver safety is also very important because drivers work alone, sometimes at night with inebriated passengers in their vehicle. The requirement for taxi drivers to accept credit cards and the increasing shift to cashless payments in both taxis and private hire vehicles could help to reduce crime against drivers.

### Accessibility and social inclusion

Mobility-impaired customers and people from low income groups often rely on taxis and private hire vehicles for travel. In London, all taxis are wheelchair accessible and from 6 April last year, taxi and private hire drivers operating a wheelchair-accessible vehicle have been required to transport passengers in wheelchairs at no extra cost. Assistance dogs must also be carried with no extra charge to the passenger.

Dr Clare Linton, a researcher at the Urban Transport Group, which co-hosted the event, said: 'Taxis and private hire vehicles provide consumer choice and a means of getting from A to B when public transport isn't available. They are also a major source of employment. However, as the sector changes and grows the implications for a host of issues, including air quality, public safety and congestion, mean that we need a far more strategic approach at both national and local level. This will ensure the taxi and private hire sector provides a good and safe experience for users and drivers while going with the grain of wider policies to make our cities greener, more inclusive and less congested places.'

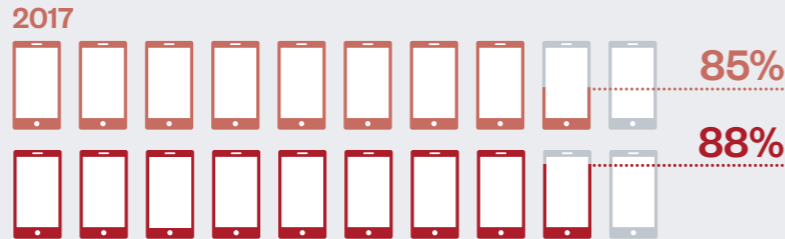
### » Mobiles for mobility

The area of technology that has had the biggest effect on the taxi and private hire trades isn't in car design but the rise of the smartphone. This has led to a number of transport businesses developing apps to match drivers to passengers. Known as Transportation Network Companies (TNCs), their success has encouraged existing taxi and private hire operators to adopt TNC-type approaches, such as launching their own apps. Customers like them because they offer convenience and ease of use, while for companies they create security of payment and a record of vehicle location at all times.

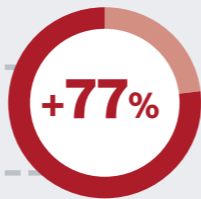


### Did you know?

By the middle of last year, 85 per cent of adults in the UK owned a smartphone. This is expected to rise to 88 per cent by mid-2018.



More than 77 per cent of all adults aged 18-75 in the UK use a smartphone every day.



### The way ahead

As the industry changes there are a number of issues TfL would like to see addressed (as set out in the Mayor's Taxi and Private Hire Action Plan). These include:

- Clear, statutory definitions of plying for hire and pre-booked services
- Limiting the number of private hire vehicle and driver licences issued
- Stopping cross-border hiring  
This is where a vehicle and driver are licensed in one area but operate in another. This creates challenges for enforcement officers who are only able to take action against vehicles licensed within their own area



### A tale of two taxis

The two 'stars' of the seminar were undoubtedly the new ZEC taxis on display from LEVC and Dynamo.

The all-electric Dynamo (top left) can seat five people (three forwards and two rear-facing), has a panoramic glass roof, a low electric step, a double-folded easy stow ramp and can do more than 170 miles on one charge. It is anticipated the Dynamo will be presented to TfL for licensing by spring 2018.

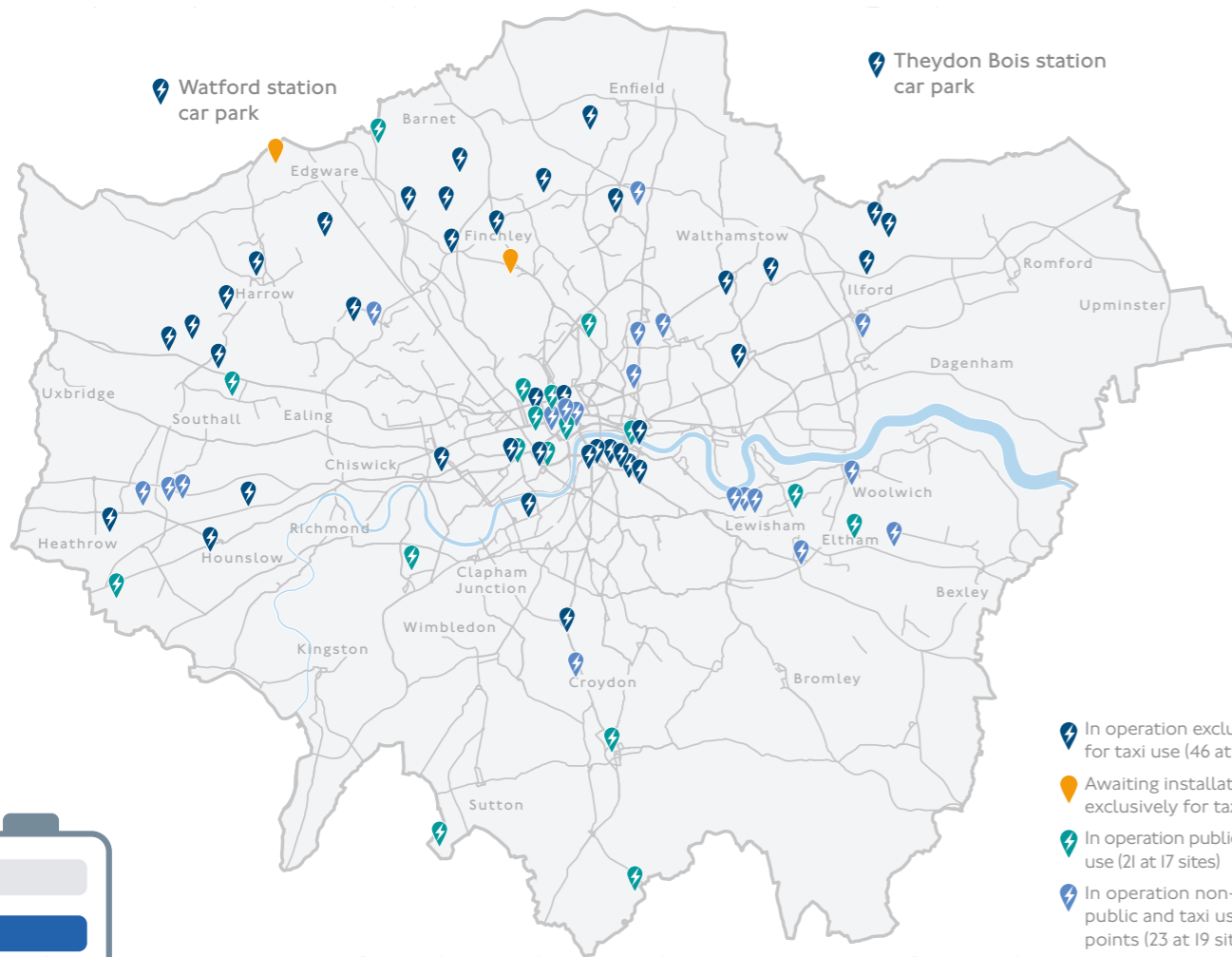
LEVC's TX eCity (bottom left) has an advanced battery electric powertrain with a small back-up petrol generator giving it a range of up to 400 miles (80 miles in pure electric mode). It has six passenger seats, forward-facing wheelchair access, power sockets for laptops and on-board WiFi. The TX eCity has passed TfL's Conditions of Fitness and is a fully-licensed vehicle.

You can read more about both taxis in the next issue of OnRoute.



“ We need a far more strategic approach. This will ensure the taxi and private hire sector provides a good and safe experience for users and drivers ”

Dr Clare Linton, Urban Transport Group



Further sites across London will be continuously installed

- In operation exclusively for taxi use (46 at 40 sites)
- Awaiting installation exclusively for taxi use (2)
- In operation public and taxi use (21 at 17 sites)
- In operation non-TfL funded public and taxi use charge points (23 at 19 sites)



# All charged up

To help keep electric and hybrid vehicles on the move, TfL is working with a number of partners to expand London's network of rapid charging points

At present, most people with ZEC vehicles charge them at home overnight or, if possible, at their workplace. But as London's taxi and private hire fleets become increasingly electric, the need for on-street charging points grows.

From the beginning of this month, all taxis presented for licensing for the first time in London have needed to be ZEC. From January 2020, all private hire vehicles under 18-months-old being licensed for the first time will have to be ZEC.

Providing a network of rapid charge points across London will help maximise the amount of time these vehicles can operate in zero emission battery mode.

Rapid (43kW or 50kW) charge points can provide full charge in approximately 30 minutes, whereas a standard charger (up to 7kW) can take between six to eight hours and a fast electric charger (22kW) up to two hours to deliver the same amount of charge. A 15-minute charge from a rapid charge

point could provide around 40 miles range, allowing high mileage drivers to top-up quickly without losing time and business.

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

At present, TfL has funded 67 rapid charge points at 57 live sites. Forty-six of the chargers at these sites are for taxi use only. In addition, there are 23 non-TfL-funded rapid chargers at 19 sites across the Capital for public and taxi use.

The price for using them depends on the operator and frequent users can join network membership schemes. However, you don't need to be a member as most can be accessed on a pay-as-you-go basis with a credit or debit card.

## Go Ultra Low City Scheme

The Go Ultra Low City Scheme (GULOS) is a joint TfL and borough programme that aims to deliver 2,000 on-street charge points for London's residents and car club vehicles by the end of 2020. The residential charging network will help Londoners without access to off-street parking make the switch to ZEC vehicles. Car club charging points will help car club operators transition their fleets.

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



“Check with your vehicle manufacturer what type of connector your vehicle uses and whether it is capable of rapid charging”

## Electric vehicle charging survey

UK Power Networks (UKPN) has commissioned a study to explore the potential impacts on the power network of taxi and private hire drivers charging electric vehicles at home. This includes separate surveys for taxi and private hire drivers.

The surveys only take a few minutes to complete and will help UKPN understand how drivers are likely to be charging their vehicles. If you would like to take part, please go to:

**Taxi drivers**  
[www.surveymonkey.co.uk/r/BlackCabTaxiDrivers](http://www.surveymonkey.co.uk/r/BlackCabTaxiDrivers)

**Private hire drivers**  
[www.surveymonkey.co.uk/r/PrivateHireVehicleDrivers](http://www.surveymonkey.co.uk/r/PrivateHireVehicleDrivers)

Information on all the rapid charge points across London, including their availability, connector type and cost, is available on interactive charge point maps, which will be updated as new points are installed.

Visit [tfl.gov.uk/airquality-consultation](http://tfl.gov.uk/airquality-consultation), or email [airqualityconsultation@tfl.gov.uk](mailto:airqualityconsultation@tfl.gov.uk)

You can find out more about TfL's commitment to expanding the rapid charger network at [tfl.gov.uk/rapid-charging](http://tfl.gov.uk/rapid-charging)

» There are five charging networks responsible for installing, operating and maintaining rapid charge points across the Capital:

- ESB EV Solutions
- Fastned
- GeniePoint
- Polar
- Source London

» Customers will be supported by the network operators via 24/7 call centres, information on the web and through apps.



# Safe on two-wheels

Boost your confidence on the roads while learning the Knowledge on a scooter

**A** two-hour 1-2-1 Motorcycle Skills course allows you to learn with an experienced trainer. Each session is tailored to the person taking it and you can choose where the ride will start and finish, and the route you will take.

Training is available seven days a week between 06:00 and 19:00. The trainer films the session and gives feedback and advice on your riding, including where you position your bike in the road and how you approach corners and junctions.

There are two training providers in London: Phoenix (for the south and northeast areas); and Universal (northwest region), and both have the capacity to train anyone who asks for a session.

The course is proving popular, with 221 people taking part last year. Charlie Mande, 37, trained with Universal last autumn. 'I could ride a moped and had already done my compulsory basic training, but I still felt that I wasn't too comfortable in certain areas of riding,' he says. 'The instructor came to my home and we took a route involving traffic lights, roundabouts and crossroads.

'The main points that I felt useful were where to place the bike on the road, advice on wearing protective clothing, checking

my bike's lights, horn and tyres before heading out to ride, and always looking before signalling.

'My trainer was very knowledgeable and I found that very reassuring and I feel a lot more confident. I would recommend the training to everyone, even experienced riders.'

TfL has also produced a free online course for novice motorcyclists. Preparing for your Compulsory Basic Training can be accessed via smartphone, tablet or PC and covers everything from the Highway Code to crossings, roundabouts, wearing the right gear and general road safety.

If you would like to take a more comprehensive, one-day course, BikeSafe-London offers training with expert police motorcyclists. Usually, there is a charge of £45 for this course, but riders taking the Knowledge get a discount of £20. You can book by calling 08444 151 206 or at [www.bikesafe-London.co.uk](http://www.bikesafe-London.co.uk) and use the code TPH.

●●●  
To find out more about the 1-2-1 training and the Compulsory Basic Training online course, go to [tfl.gov.uk/motorcycling](http://tfl.gov.uk/motorcycling)

**“ I am committed to reducing the number of motorcyclists injured on London's roads and improving riding standards. I'd encourage all riders to take part in this excellent short course. It is fully funded by Transport for London, so completely free to you ”**

Sadiq Khan, Mayor of London



If you hold personal information on your employees and customers it must be protected. If it is deliberately or accidentally misused you could be issued with a fine of up to £500,000\*



#### The personal information you need to protect includes:

- Records about your customers – names, phone numbers, collection and destination addresses
- Booking details, such as date and time, payment card data, lost property and complaints
- Records about your employees or suppliers – names, addresses, phone numbers, badge numbers, HR, payroll and bank account records

#### Defensive measures

You should have adequate firewalls and anti-virus software installed, and regularly tested and updated. If you use mobile devices, never leave them unattended to reduce the risk of theft or loss. They should also be encrypted, so any information they hold can't be easily accessed. If you handle debit or credit card information then additional security requirements may apply.

If you store hard/paper copies of personal information, then you must have appropriate security such as lockable rooms, drawers or filing cabinets and ensure that documents don't get left unattended.

Personal information should only be stored for as long as necessary. For example, private hire operator regulations now require records of bookings, complaints

and lost property, as well as driver and vehicle records, to be kept for 12 months. Data should not be archived after this time but permanently and securely destroyed so it cannot be retrieved again in the future.

In the case of electronic data, secure destruction means using recognised deletion software, or physically destroying the CD, DVD or USB stick the information is held on.

Paper copies should be destroyed using shredders or methods such as secure waste bins with a reputable confidential waste collection service. You should also get destruction certificates from suppliers who destroy information on your behalf.

\*Issued by the Information Commissioner's Office

#### Be data alert!

On 25 May this year, the General Data Protection Regulation (GDPR) will come into force.

Many of the legal points it contains are the same as those in the current Data Protection Act (DPA), so if you are already compliant you should remain so under the GDPR. However, the GDPR does contain some new elements and you may need to put new procedures in place to deal with its provisions on transparency and individuals' rights. It also puts more emphasis on the documentation you keep on personal data.



The Information Commissioner's Office has a checklist and resources to help you work out the main differences. It has a comprehensive Guide to the GDPR and its '12 steps to take now' document will help you map out which parts will have the greatest impact on your business. Go to [www.ico.org.uk](http://www.ico.org.uk) and search under 'for organisations'.

The Information Commissioner's Office produces a data protection self-assessment toolkit and privacy guidance for small and medium-sized businesses. Go to [www.ico.org.uk](http://www.ico.org.uk) and search under 'for organisations'.

TfL has a privacy and data protection guide for private hire operators, visit [tfl.gov.uk/tph-policy](http://tfl.gov.uk/tph-policy)

The National Cyber Security Centre has a small business cyber security guide, go to [www.ncsc.gov.uk/guidance](http://www.ncsc.gov.uk/guidance)

People are advised to follow the advice on the National Cyber Security Centre website:

#### ● Be alert to potential phishing emails

These are sent by fraudsters pretending to be from an established or trusted organisation trying to trick you into disclosing secure data, such as passwords. For more information, go to [www.ncsc.gov.uk/guidance](http://www.ncsc.gov.uk/guidance)

#### ● Watch out for scam phone calls

If you receive a call asking you for your security information immediately hang up. Make sure you inform the organisation the caller claimed to be from to report the suspicious call.

- If you think you have been a victim, contact action fraud on 0300 123 2040. For more information, visit [www.actionfraud.police.uk](http://www.actionfraud.police.uk)



#### Top tips

- Only collect information that is strictly necessary
- And only keep it for as long as necessary
- Ensure it is correct and up to date
- Regularly review the length of time you keep personal information
- Securely delete or destroy information that is no longer needed
- Update, or securely delete information if it goes out of date
- You must provide a 'privacy notice' – a short statement explaining who you are, what you will do with the information, and why
- If you have CCTV cameras in your premises or inside vehicles, you must put up signage

**You should not provide information about your customers' journeys in response to casual enquiries from someone else, even if they are known to you or the customer**

# Under inspection



If you rent your taxi, here's a handy daily check list to make sure it is compliant

## Driver's compartment

The driver licence identifiers should be placed in the correct holders and positions on the front and rear windscreens, and a valid insurance policy for the whole period the taxi is rented should also be displayed.

A working, sealed taxi meter should be installed and all controls in the driver's compartment should be working properly and be in good condition.

Visually check that:

- The driver's seat is in good condition, is secure and can be adjusted appropriately
- The steering wheel is not cracked or split, or of a type not supplied by the taxi manufacturer
- The brake pedal has an anti-slip cover
- The handbrake locking mechanism is working
- Driver warning lamps do not light up when the engine is started
- Driver tell-tale lamps are working correctly
- Windscreen washers and wipers are in good condition
- Devices for opening and closing the driver and front passenger windows operate correctly

## Passenger compartment

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

This includes:

- Seat belts fitted to all passenger seats, along with high visibility sight patches
- Passenger courtesy lights
- Wheelchair ramp/auxiliary step and locking key/door stop
- Wheelchair safety belts/seat belts
- Folding seats (these should rise when not in use)
- Swivel seat including locking mechanism (if seat is installed)
- Rear passenger seats (should be able to be raised and locked dependent on taxi model)
- Passenger/driver intercom and internal passenger compartment lights
- A TfL-approved card payment device/system (this must be able to issue a printed receipt) and signage
- TfL-approved no smoking signs and wheelchair signage
- All doors and automatic door locking mechanisms, and door locking indicator lights
- Passenger compartment heater and switch
- Any CCTV signage with data controller contact details

## Road wheels and tyres

Taxi tyres must be of the designated size, speed and weight rating for the make and model you are driving.

Tyres must be free from:

- Cuts and splits with ply or cord visible
- Lumps, bulges and tears
- Excessive or uneven tyre wear

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

## Outside the taxi

Make sure there are no signs of fluids leaking from under the taxi on to the ground. The intermediate step/ramp must be securely stowed as recommended by the manufacturer and the wheelchair ramp sections must be free from damage, sharp edges or corners.

You should check:

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

For more information, go to [tfl.gov.uk](http://tfl.gov.uk). Search under Taxi and private hire vehicle licensing inspection manual.

There will be a handy daily check list for private hire vehicles in the next issue of OnRoute.

# Letters

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

## Star letter

One night a taxi saved my life



On 7 October 2017, I was travelling westbound along the Embankment having just come through the Blackfriars Underpass. Suddenly, a cyclist with no lights on stopped in front of me and I had to swerve. I skidded head-on into a car coming in the opposite direction.

But - and it's a big but - this letter isn't about how I feel about the cyclist or to warn other drivers to beware of cyclists who choose not to use the bike lane, it's to thank the makers of my 08 reg TX4, because without its strength in front of me, I almost certainly wouldn't still be here to write this.

Yes, my taxi was written off, but I wasn't! And that is thanks to my cab. After eight years and almost 200,000 miles, I still had the original engine and gearbox.

It gave me amazing service but ultimately it gave me the greatest gift it could - my life!

Alan Fisher

London's taxis are known as some of the safest in the world, mostly due to the skill and expertise of the Capital's taxi drivers. However, as one of the main manufacturers of black cabs, LEVC (formerly LTC) also has a role to play in protecting both drivers and passengers.

The company has always built vehicles to the highest standards to ensure taxi drivers and those that ride in our taxis will always be safe.

LEVC is delighted to hear that you escaped a horrific accident unscathed Alan, and would be happy to introduce you to the team that built your cab and personally thank you for your custom.

LEVC spokesperson

## From our Twitter feed

### >> We say...

✔ We have information for taxi drivers about accepting card payments and details of the card payment providers and approved devices that meet the requirements on our website. Go to [tfl.gov.uk/cards-in-taxis](http://tfl.gov.uk/cards-in-taxis)

✔ Please report non-licensed vehicles on ranks to the local council. For the relevant links, go to [tfl.gov.uk/ranks](http://tfl.gov.uk/ranks)

### >> You say...

✔ Anyone know how I go about changing my address on my taxi licence?

Perry K

A Please call 0343 222 4444 to get your address changed. Or you can email [tplicensing@tfl.gov.uk](mailto:tplicensing@tfl.gov.uk)

## Traffic alerts

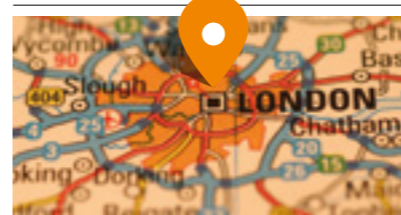
It would be very helpful to include motorway information on planned works on the M25 and all relevant connecting motorways round London. Thanks

### Del 70, by email

TfL doesn't have jurisdiction over motorways, such as the M25. These come under Highways England and its website gives works information at [www.roads.highways.gov.uk/roadworks](http://www.roads.highways.gov.uk/roadworks)

Each week, TfL goes through all of the major planned disruptions that are happening in London and picks out a top five to go in the Metro Travel page. That same list is used for the weekly TPH update, plus anything else that has a specific impact on taxis and private hire vehicles.

Unfortunately, due to the sheer volume of works and events in London, additional information cannot be included. There is a comprehensive list at [tfl.gov.uk/trafficnews](http://tfl.gov.uk/trafficnews)



## Do you know?

- 1 What is the oldest known true map of London?
- 2 When was the Geographers' A-Z Map Company founded?
- 3 Who produced the first A-Z map of London for the company?
- 4 Where is the largest map collection in London housed?
- 5 When was following directions on a sat nav added to the driving test in England?

1 The copperplate map of London, produced between 1568 and 1559 (only part of this survives) 2, 1936  
3 Phyllis Fearsall, MBE 4 The British Library in Euston Road has one of the largest collections of maps and topographical views in the world  
numbering some 4.5 million 5 Monday 4 December, 2017

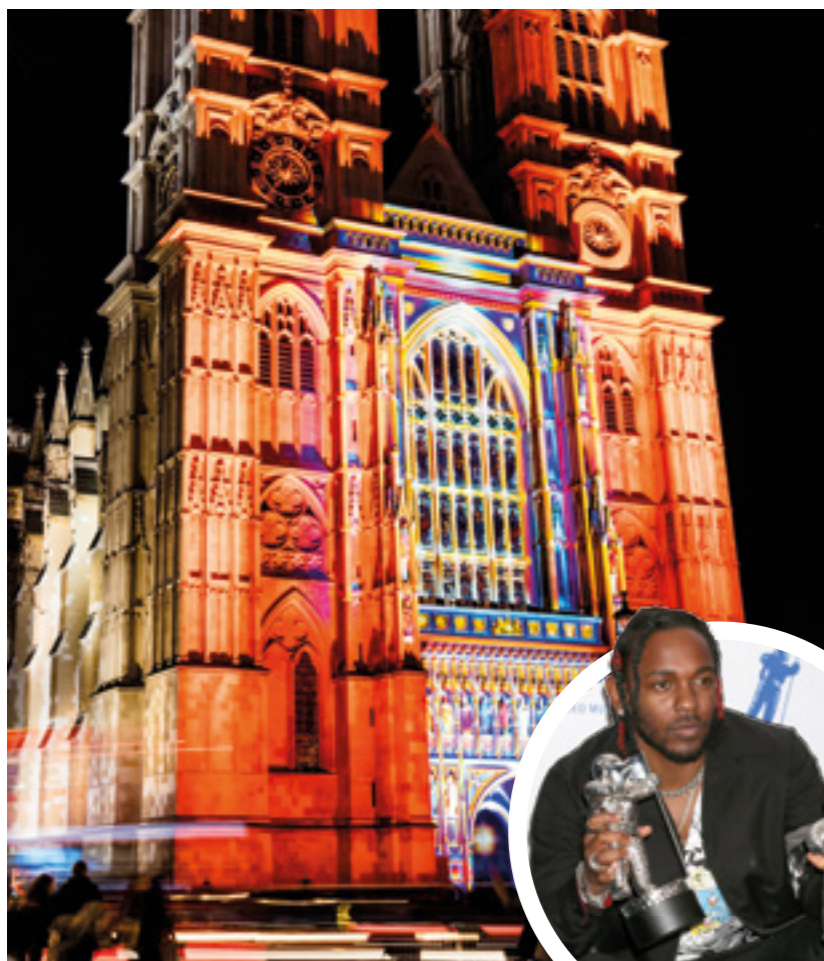
# Calendar



## January

## February

## March



**19 January**  
London Lumiere  
Oxford Circus,  
Regent Street,  
Piccadilly Circus,  
Leicester Square,  
Piccadilly, King's  
Cross

**Fast & Furious  
Live**  
O2 Arena  
(until 21 January)

**20 January**  
Saracens vs  
Northampton  
Saints rugby  
match (European  
Champions Cup)  
Allianz Park

**23 January**  
National  
Television Awards  
O2 Arena

**26 January**  
Chris Rock  
Wembley Arena

**The France Show  
2018**  
Olympia  
(until 28 January)

**27 January**  
Black Veil Brides  
Brixton Academy

Saracens vs  
Dragons rugby  
match (Anglo  
Welsh Cup)  
Allianz Park

**28 January**  
J Balvin  
O2 Academy

**29 January**  
Young Voices UK  
O2 Arena

**28 January**  
Imagine Dragons  
O2 Arena

**21 February**  
The Brit  
Awards 2018  
O2 Arena

**28 February**  
Imagine Dragons  
O2 Arena

**3 February**  
Architects  
Alexandra Palace

**4 February**  
Lady Gaga  
O2 Arena

**London  
Winter Run**  
Route: Trafalgar  
Square, Pall  
Mall, the Strand,  
Whitehall

**6 February**  
ICE Totally  
Gaming  
ExCeL Arena  
(until 8 February)

**10 February**  
Strictly Come  
Dancing Live  
O2 Arena  
(and 11 February)

**England vs Wales  
rugby match  
(Six Nations)**  
Twickenham

**14 February**  
An acoustic  
evening with a-ha  
O2 Arena

Saracens vs  
Newcastle  
Falcons rugby  
match  
Allianz Park

**11 February**  
Pure London  
February 2018  
Olympia  
(until 13 February)

**12 February**  
Kendrick Lamar  
O2 Arena  
(and 13 February)

**14 February**  
An acoustic  
evening with a-ha  
O2 Arena

**15 February**  
Classic Car Show  
ExCeL Arena  
(until 18 February)

**16 February**  
Wilkinson  
O2 Academy

**17 February**  
Cruise Show 2018  
Olympia (and  
18 February)

**Bowling for Soup**  
O2 Academy

**Arenacross  
cycling**  
Wembley Arena

**18 February**  
Chinese New Year  
Celebrations  
Trafalgar Square  
and Soho

**Davido 30  
Billion tour**  
O2 Academy

**20 February**  
Kendrick Lamar  
Wembley Arena

**21 February**  
The Brit  
Awards 2018  
O2 Arena

King Gizzard &  
The Lizard Wizard  
O2 Academy

**23 February**  
The Script  
O2 Arena (and  
24 February)

**24 February**  
X Factor Live  
Wembley Arena

**Fatboy Slim**  
Alexandra Palace

**28 February**  
Imagine Dragons  
O2 Arena

**2 March**  
Stereophonics  
Wembley Arena  
(and 3 March)

**Wiley**  
O2 Academy

**4 March**  
The Big Half  
(half marathon)  
Route: Tower  
Hill, A1203,  
Limehouse,  
Canary Wharf,  
Rotherhithe,  
A1203, Tower  
Bridge,  
Bermondsey,  
Rotherhithe,  
Surrey Quay,  
Greenwich

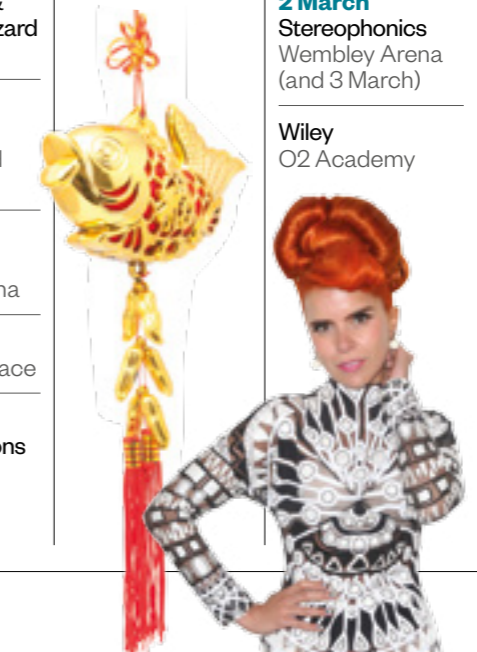
**7 March**  
Elbow  
O2 Arena

**9 March**  
Country to  
Country Festival  
O2 Arena  
(until 11 March)

**At The Drive-In**  
O2 Academy

**10 March**  
Million Women  
Rise March  
Trafalgar Square

**14 March**  
Paloma Faith  
O2 Arena



# Idling is fuelish

Switch off for cleaner air



## Vehicle idling action days

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

**Tweet: #Noldling**

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

SUPPORTED BY

**MAYOR OF LONDON**