

ISSUE 22 / AUTUMN/WINTER 2019

OnRoute

Brought to you by Transport for London

Wellbeing

How to get a better night's sleep in 10 easy steps

Private hire charges forward

The vehicles helping to clean London's air

Keep your vehicle safe and secure

See our expert advice

Caring for our vulnerable customers

Become a Dementia Friend

Introducing the Dynamo

The first all-electric taxi

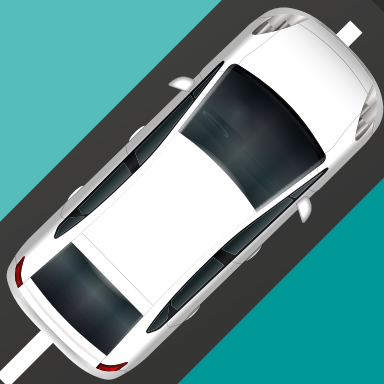
Tell your passengers to belt up!

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



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

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



Welcome

Last year a number of you responded to an OnRoute survey telling us what you wanted from the magazine. Almost twice as many respondents said they preferred to read OnRoute in its digital format, so we've been working to produce this version of the magazine, making it much easier to read on your phone or iPad.

We've also listened to what you told us about the content of the magazine, so as to bring you more of

the features you said you liked – such as technological innovation, road works and advice on re-routing, and information on changes to and new taxi and private hire policy and legislation.

In this issue we look at how private hire companies and drivers are helping improve London's air quality and the taxi delicensing scheme. We also focus on safety, security and wellbeing. We'd love to know what you think. Just drop us a line at OnRoute@tfl.gov.uk.

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OnRoute's at-a-glance directory of useful contacts

Contact us at OnRoute@tfl.gov.uk



London Taxi & Private Hire, 5 Endeavour Square, London E20 1JN. For general enquiries: tph.enquiries@tfl.gov.uk. Visit the TfL website: tfl.gov.uk/tph
Call 0343 222 4444 (lines open from 08:00 to 18:00, Monday to Friday) for operator and driver licensing enquiries and the Knowledge enquiries.
Call 0343 222 5555 for vehicle licensing appointments and enquiries. TPH news on Twitter: [@TfLTPH](https://twitter.com/TfLTPH). For constant updates on diversions, congestion and accidents: [@TfLTrafficNews](https://twitter.com/TfLTrafficNews) (roads). TfL produces a weekly email with information on current and forthcoming road closures and diversions, if you would like to receive this, please contact tph.enquiries@tfl.gov.uk. The views expressed in OnRoute are not necessarily those of TfL.

Driving seat

Putting you at the heart of taxi and private hire

Tell your passengers to belt up!

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SAFETY

Buckle up

Drivers are being urged to encourage all adult passengers to wear a seatbelt when travelling in a taxi or private hire vehicle.

When carrying children, they must be in the correct car seat for their height and weight until they reach 135cm or their 12th birthday.

Drivers can be fined up to £500 for seatbelt offences.

w For the full interpretation of the law visit www.gov.uk/seat-belts-law



WELLBEING

Staying healthy

Following discussions with the trades, TfL has added a wellbeing page tfl.gov.uk/tph-wellbeing to the TPH section of its website. It contains information from a range of organisations that have specialist knowledge in the fields of health and wellbeing. The aim is to empower licensees to seek help if they feel they need it and provides a range of options for them to access support and advice.

A veteran on Remembrance Sunday with a heritage taxi



CHARITY

Wear your poppy taxi with pride

This year, Remembrance Sunday falls on 10 November and this just happens to be the tenth year Poppy Cabs will be carrying veterans from London's main rail stations to the ceremony on Whitehall and back for free. If you'd like to volunteer your taxi and time to this great cause, please tweet [@PoppyCabs](https://twitter.com/PoppyCabs), or just turn up at a mainline station on the day. A fabulous FX4 London taxi 'poppy' badge is now available for a minimum donation of £6 plus £2 p&p with all funds being raised going to the Royal British Legion.



w For more information, email Mike Hughes from [@PoppyCabs](https://twitter.com/PoppyCabs)



SAFETY

Kill your speed

New cars sold in the UK from 2022 are set to have devices fitted which stop them breaking the speed limit.

The Department for Transport (DfT) said new EU rules that have been provisionally agreed would apply to the UK despite Brexit.

Intelligent speed assistance is one of a raft of safety measures set to become mandatory in European vehicles after the plans were given approval by the European Commission.

It is claimed the changes could help save more than 25,000 lives and avoid at least 140,000 serious injuries by 2038.

Intelligent speed assistance systems will be able to work out the exact speed limit while driving and will ensure that the car doesn't exceed it.

Other measures to be implemented into road safety standards include automated emergency braking with pedestrian and cyclist detection.



Keep it clean

Drivers are being urged to keep their number plates clean as they could risk a fine of £1,000 if they are obscured by dirt. Although there is no law for having a dirty vehicle, a number plate must be readable so it can be identified as and when required.

EVS

Supercharge at the supermarket

ChargePoint Services, owner and operator of the GeniePoint Network, has installed rapid electric chargers at Morrisons supermarkets nationwide.

Morrisons will provide its customers with the fastest 50-100kW rapid chargers, enabling those with electric vehicles to charge them in around 20 minutes.

The first 15 chargers are now up and running, including at the Colindale (Edgware), Croydon (Fiveways) and Watford branches of Morrisons. By the end of the year, it is hoped 100 chargers will have been installed at Morrisons. When made live, Zap-Map will include all new charge points on the map.

w The GeniePoint Network is free to join and there is no monthly fee – drivers pay for what they use. Register at www.geniepoint.co.uk



GeniePoint rapid charger

George Parsons and Jeffrey Hayward celebrate their 100th birthdays



CHARITIES

A duo of centurions

On 15 August, the 74th anniversary of V-J day, the Taxi Charity helped two veterans celebrate their 100th birthdays at the Union Jack Club.

Jeffrey Hayward and Chelsea Pensioner, George Parsons, were joined by a group of fellow veterans, family friends and their volunteer taxi drivers. The Taxi Charity was delighted its Patron, Vice-Admiral Sir Adrian Johns, was also able to attend.

The occasion provided the opportunity for everyone to wish D-Day veteran Harry Bailey a belated happy 98th. It was wonderful to see Harry back on his feet again following a serious chest infection, and he was clearly delighted with the many gifts he received, all themed on his reputation as the Taxi Charity's 'collector extraordinaire.'

What a wonderful day it was, and certainly a birthday party none of the sixty people lucky enough to attend it will ever forget. Everybody had a great time and really enjoyed Jeffrey and George's birthday cakes!

w For more information on the charity, go to www.taxicharity.com



Driving seat

STaN

Staying safe at night

This year, TfL ran its annual Safer Travel at Night (STaN) operation from 16 September to 29 September to coincide with universities' Freshers' week, and then again between 2 December to 22 December in the run-up to Christmas. This is a joint operation between TfL, Metropolitan Police Service and City of London Police, working together to help make London safer at night. It aims to deter, detect and disrupt illegal and non-compliant taxi and private hire activity. As part of the operation, officers engaged with members of the public to raise awareness of the rules around taxi and private hire journeys, the dangers of taking unbooked private hire vehicles and how to report any inappropriate behaviour including touching, remarks about their appearance or anything that would make them feel uncomfortable.



w We encourage you to report any unwanted sexual behaviour or inappropriate behaviour you see by calling the customer complaint line on 0343 222 4000, emailing, or filling in the online complaints form.

If you feel a customer may be in immediate danger, call 999. All complaints and reports to TfL or the police will be fully investigated and appropriate action will be taken.

TAXI PR

All hail the street hail

London Taxi PR has launched a new advertising and promotional campaign, celebrating 365 years of hailing a London taxi. 'All Hail the Street Hail', is being displayed on 24 central London digital billboard location sites and on some taxi rooftop display boards.

With the increased usage of apps to hail taxis, the ads serve as a reminder to the public of just how easy and simple it is to hail a London taxi on the street, rather than by using a mobile phone.



The new London Taxi PR ad campaign

TPH licensing in numbers

22,893

Taxi drivers

19,088

Taxi vehicle licences

106,986

Private hire driver licences

91,367

Private hire vehicle licences

2,179

Private hire operators

Taxi rank news

The next quarterly closure of Tower Bridge will take place between 15 to 19 October, from 22:00 to 05:00.

A diversion will run as follows: Tower Hill – Lower Thames St – Upper Thames St – Southwark Bridge – Southwark St – Borough High Street – Tooley St (And then reverse).

Until April 2021, the whole rank at Kennington Oval (east side) will be suspended while the stadium is being extended.

The whole rank outside the Jumeriah Carlton Tower Hotel (Cadogan Place) is suspended and the hotel closed until Monday 10 August 2020 while refurbishment takes place.

A guide to assistance dogs for private hire drivers

Passengers with assistance dogs use private hire services to make their way around the Capital. These are some of the dogs you might come across. Please remember not all assistance dogs have a jacket to identify them. If in doubt, you should allow the assistance dog to travel with their owner. Assistance dogs are your passengers too.

Guide Dogs

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

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



Hearing Dogs for Deaf People

'We wear **burgundy** jackets.'

Hearing dogs are for adults and children with hearing impairments.



Dog AID (Assistance in Disability)

'We wear **red** jackets.'

Dog AID dogs are for physically disabled adults.



Canine Partners

'We wear **purple** jackets.'

Canine Partners' assistance dogs are for physically disabled adults.



Dogs for Good

'We wear **green** jackets.'

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



Support Dogs

'We wear **blue** jackets.'

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



Medical Detection Dogs

'We wear **red** jackets.'

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



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

Alternative technology vehicles

Welcome to the electric revolution

In July this year, the Government released its **Road to Zero strategy**, outlining the ambition to see at least half of new cars to be ultra low emission by 2030.



Charging a Nissan Leaf

The measures will put the UK at the forefront of a global revolution in motoring and help to deliver cleaner air, a better environment and a strong clean economy. Both the taxi and private hire trades in London are playing their part by becoming cleaner and green with the introduction of zero emission capable (ZEC) taxis and private hire companies introducing a variety of greener vehicles to their fleets.

In its **Low emission taxi guide**, which includes private hire, the Low Carbon Vehicle Partnership, along with the Energy Saving Trust, lists the benefits of adopting low emission vehicles. Obviously, emitting fewer emissions will help to clean up the environment, but additionally, drivers and operators replacing their vehicles with low emission models will not be required to pay a charge to enter the Ultra Low Emission Zone (ULEZ). There may also be grants available, offering support for buying newer, cleaner vehicles, which may be cheaper to operate than conventional and older technology vehicles.

At present, 82 per cent of the private hire fleet in London is ULEZ compliant (either ZEC, petrol Euro 4 or diesel Euro 6) and the Mayor's ambition is for all road transport in the Capital to be zero emission by 2050.

OnRoute talks to some of the pioneering private hire companies leading the charge.

“Sustainability and good ethics is at the heart of our business.”

Jonny Goldstone, Green Tomato Cars

Green and clean

Established in 2006, Green Tomato Cars was the UK's first all-hybrid private hire operator and in 2016 it achieved another first by adding 25 Toyota Mirai hydrogen fuel cell cars, creating the largest zero-emissions fleet of private hire vehicles in the UK.

Jonny Goldstone (below) is the company's co-founder and managing director. 'We started with four Priuses and the business took off amazingly quickly,' he recalls. 'On the first day we had 50 companies signed up, so that was a really exciting beginning.'

'We expanded quickly and grew to 30 cars in the first year and then added another 60. We got to 300 cars after about six years and then UBER came to town. Like many operators, we lost drivers and business was really tough. However, in the last two years we've refocused on our

corporate market and have managed to grow the business back to about 350 company cars, plus owner/driver. Our business is now about 90 per cent corporate – taking people to the airport, events, roadshows – although we still have a strong following of loyal retail customers.'

Most of the Green Tomato fleet still comprises Priuses. However, with the changes to the legislation in London and the advent of suitable zero emission vehicles, the company has started replacing these with ZEC vehicles and it is about to add another 25 Mirais to its fleet. It also has a Tesla, 60 plug-in hybrid Mercedes and BMW vehicles, 35 Ford Galaxy people carriers and works with its network of owner/drivers using low emission vehicles or, for high end corporate clients, Mercedes V Class vehicles.

'When it comes to zero emission

“Our Mirai drivers get free fuel as well as premium rate earnings when clients request our Zero Emission service. It’s no surprise Mirai driver earnings are well above average Prius earnings”

Jonny Goldstone, Green Tomato Cars

technology, our drivers need to be able to refuel or charge their vehicles quickly, and they need to have a good range. Our drivers use the public charging infrastructure around London and our Mirai drivers use the public hydrogen refuelling stations, but there needs to be much more charging infrastructure in place before we can confidently roll out pure electric vehicles. At the moment it is a chicken and egg situation – why would you buy a plug-in car if you weren't confident of being able to plug it in? The infrastructure has to be there first.

'In the meantime, the Mirai is the only zero emission option that ticks all these boxes. It takes about three minutes to fill the tank, which gives you more than 300 miles range.'

'Green Tomato is a successful business and we want to show environmentally friendly businesses can be financially viable, and that it is the right thing to do. We want to show other operators that this business model can work. Currently, we have more demand for our services than we can manage. Back when we started, only a small number of people understood about environmentally friendly vehicles. Nowadays, it's the norm. Businesses want to work with us because they know we are helping clean up London's air quality.'



Green Tomato Cars' co-founder and managing director Jonny Goldstone

What are the alternatives?



Charging a Kia Soul

The electric vehicle market grew 19 per cent in 2018 with nearly 60,000 new plug-in electric cars registered in the UK and a recent poll by Go Ultra Low saw two in three of respondents expecting to drive electric in the future. But these are not the only alternatives to diesel and petrol vehicles.

Battery electric vehicles (BEVs)

Also known as pure electric cars, these have an internal electric battery to power the car and no internal combustion engine to act as back up when the battery is powered down. They are recharged by plugging into the mains.

They produce no tailpipe emissions and newer models on the market offer a range of around 100 miles, though many offer more.

Hybrids

Hybrid cars are partially electrified vehicles that still have an internal combustion petrol or diesel engine to drive the wheels or charge the battery. They cannot be plugged in to recharge, instead they use

regenerative braking, with lots of little micro top-ups during normal driving. They have small-capacity batteries so they can use both the battery and engine in daily driving, rather than an extended zero-emissions electric range. Examples of hybrids include the Toyota Prius (also available as a plug-in – see below) and the BMW 330e.

Plug-in electric hybrids (PHEVs)

These can be recharged by plugging them into an external source of electric power, as well as by their on-board engine and generator.

Charging the battery from the grid can cost less than using the on-board engine, helping to reduce operating costs.

Examples of PHEVs include the Prius, BMW i8 and VW Golf GTE. They typically have bigger battery capacities than hybrids to enable their longer electric range (anything from around 30 to 80 miles).

Hydrogen gas

Vehicles fitted with hydrogen fuel cells use compressed hydrogen to generate electricity to power

an electric motor. The only by-products emitted by these vehicles are heat and water vapour. They typically have a range of 300 plus miles on one tank of gas and the refuelling time can be under five minutes. There are currently three models of hydrogen cars publicly available: the Toyota Mirai (see page 12), the Hyundai Nexo, and the Honda Clarity, although several other companies are working to develop hydrogen cars.

Liquid petroleum gas (LPG)

This is a blend of propane and butane. It is stored as a liquid under pressure and is almost colourless.

The combustion of LPG produces carbon dioxide (CO₂) and water vapour, so there are no nasty emissions to pollute the atmosphere.

Most diesel and petrol cars and taxis can be fitted with an LPG conversion, turning them into 'dual-fuel cars'.

For more information about the new LPG conversion grant scheme for Euro 5 diesel taxis, read the story in The manual on page 19 or go to TfL's taxi delicensing page.

Trial of the new all-electric Audi e-tron

Addison Lee Group has made a range of industry leading investments to help reduce emissions, including a carbon offsetting programme, a £41m investment in 1,200 new ULEZ compliant VW Sharans and piloting a partnership with Audi to integrate the recently launched all-electric luxury SUV Audi e-tron into its London fleet.

OnRoute How big is the AL fleet?

Addison Lee We operate a fleet of more than 5,000 vehicles in London.

OR What percentage is classified as 'green'?

AL Our entire fleet is ULEZ compliant and our entire passenger and courier fleet is 100 per cent carbon neutral.

OR When were the Audi cars introduced and how many of them?

AL In May this year and there are five vehicles.

OR What do the drivers think of them?

AL After initial apprehensions about range and operational implications, the chauffeurs quickly formed a very positive opinion of the e-trons. In fact, within a month they had become so attached to them they really don't want to hand them back at the end of the pilot.

OR Has anyone been experiencing range anxiety?

AL The chauffeurs were concerned about charging prior to the trial but, once they began driving the cars and got into the routine of charging, they were not anxious about the process.

OR Where do the drivers charge the e-trons?

AL Two chauffeurs have in-home chargers, one uses the charger at his gym and others charge while they are on the move.

OR What's the average charging time?

AL The charge time can vary depending on the charger used and whether the chauffeur has a home charger. Not all chauffeurs have off street parking and some opted not to have a home charger installed as they lived near to a public rapid charger.

The e-tron has a 95kW battery, which will typically take two hours to charge on a rapid (50kW) charger or around 30 minutes on one of the new ultra-rapid (150kW) chargers.

OR Are the cars cost effective?

AL We have conducted a total cost of ownership assessment which



highlighted that there could be a cost benefit for our drivers if the vehicles can be charged from a home charger. However, as VAT applies to electricity used through on-street chargers, the total cost of ownership would be roughly equal for drivers who have to rely solely on public and on street chargers. We would like to see a change to this policy as VAT exemption on the electricity from public chargers would significantly impact the likely uptake of electric vehicles among our drivers.

Addison Lee fully supports the Mayor's ambition to improve the Capital's air quality and has committed to have a ZEC fleet by 2022. The trial with the Audi e-tron has been a great success and has provided us with invaluable insights into the operator, driver and vehicle experience of shifting to an electric vehicle. We are keen to share the findings from this trial, particularly the infrastructure challenges that London faces to enable a shift to electric vehicles.



The e-tron takes two hours to charge on a rapid charger.

A day in the life of a Mirai driver

Theo has been driving a hydrogen-powered Toyota Mirai for Green Tomato Cars since December 2015

OnRoute Were you unsure about driving this alternative technology?

THEO Yes, I was unsure about fuelling – how often and how far I could drive. All I wanted was a brand new, comfortable and cool-looking car with character. I also wanted a car that I could use to drive senior and executive clients.

OR How do you find it now?

THEO The Mirai is a very reliable, practical, smooth and robust vehicle. I've driven it daily since 2015 and it has never stopped. We have been through narrow country lanes, off roads and motorways during summer, autumn and winter periods. Through sleet and snow, heavy puddles and rough road surfaces, there has never been any mechanical or technical defect or loss of efficiency in its progress.

OR What are the best things about driving it?

THEO It's a very comfortable car to drive; so practical, smooth and handles the roads very well. The car is also environmentally friendly, hence wherever I drive, I know I am not causing any pollution.

OR How often do you have to refuel the vehicle?



Theo (right) with former Secretary of State for Transport, Chris Grayling

THEO The whole fuelling infrastructure is new, with just a few hydrogen stations in east and west London, A40 and M25 Cobham junctions. That is not a problem, as when fully tanked, you get more than 300 miles to drive and on average, we only drive about 150 miles a day. Anytime you drive past a station, you just top up and it takes less than five minutes.

OR Talk us through a typical working day.

THEO I normally start off by collecting a client who lives locally and is heading into central London, or for a business meeting abroad, hence to an airport. The day continues from there, where pickups could be from within a three mile radius to outside London or surrounding areas. Clients and destinations differ on a daily basis and you gain different experiences each day.

OR If money was no option, would you buy a Mirai?

THEO Driving the Mirai changes your perception of choice of car as it is

zero emissions. If money was not an issue, I will definitely buy a Mirai as I hate having to hang around charging stations, waiting to charge up.

OR What would you say to urge other private hire drivers driving more polluting vehicles to go zero emission?

THEO The Government and councils are encouraging businesses and industries to be environmentally friendly. To reduce pollution and emissions, there are charges for driving through most major city roads in the EU so the cost of private hire operations is rising. To reduce operational cost, the advice is to use low emission vehicles, so I'd say start investing in these vehicles for long-term sustainability.

OR What would you say to customers to convince them to always use environmentally friendly vehicles?

THEO There are environmentally friendly private hire car companies available in London with similar premiums to normal private hire operators. A simple internet search will help you find these operators. ■

OnRoute: the inside story



VEHICLE SECURITY

Better safe than sorry

One vehicle is stolen every minute in England. Make sure you keep your vehicle safe from vehicle crime



Inside story

These days, cars are more secure than ever before, with manufacturers continually working on new security features. Investment in new technology means that all new cars sold in the UK now have an immobiliser and many are fitted with an alarm and double locking as standard.

While car theft has fallen significantly since the mid-1990s, the latest police figures show that reported car theft incidents are now rising. To help keep your vehicle secure, follow our top tips below.

What the experts say

Thatcham Research was established by the motor insurance industry in 1969, with the specific aim of containing or reducing the cost of motor insurance claims while maintaining safety standards.

Richard Billyeald is Thatcham's chief technical officer and says: 'Staying ahead of the criminals is a game of cat and mouse. Just as one loophole is closed, criminal gangs find another to exploit.'

'Carmakers are investing millions into digital security and are introducing fixes to thwart hi-tech thieves. These include keys which go to sleep so their signal cannot be relayed, to switching to more secure wireless technology and improving key encryption to reduce the risk of blank key programming.'

Be aware of relay attacks

Many modern vehicles use keyless entry systems, which allow drivers

to open and start their cars without removing the keyless fob from their pocket. However, these can be vulnerable to relay attack where one criminal holds a device up against the front wall or porch of a home, searching for a signal from the keyless fob. The device then relays the key's signal to another individual, who is holding another device against the car door.

The car is effectively fooled into believing that the owner is within two metres with their key and so the door opens. The signal is then relayed a second time, instructing the car to start.



In London, only 15 per cent of car thefts result in a suspect being identified

All volume produced cars have a Thatcham immobiliser fitted as standard

w You can obtain further information from your local Crime Prevention Officer at your local police station, or visit: www.secureyourmotor.gov.uk

w For further information on Thatcham security systems, go to www.thatcham.org

Thatcham's new safety rating

In March, **Thatcham Research** launched a new safety rating designed to warn vehicle buyers of the theft risk posed by models with insecure keyless entry systems.

The rating labels each vehicle as either 'superior', 'good', 'basic', 'poor' or 'unacceptable' based on their vulnerability to thieves.

Of the 11 cars the company has tested so far in 2019, six have received a 'poor' rating as they had no way to prevent relay attack thefts. Tested cars that earned a 'superior' rating all used more secure wireless technology for their keyless entry/start systems, or key fobs that go to sleep when idle.

Richard Billyeald says: 'We've seen too many examples of cars being stolen in seconds from driveways. Most of the cars rated 'poor' would have achieved at least a 'good' rating had their keyless entry/start systems not been susceptible to the relay attack.'

'Security has come a long way since vehicle crime peaked in the early 1990s. But the layers of security added over the years count for nothing when they can be circumvented instantly by criminals using digital devices.'

Tracking Devices

If you own an expensive vehicle or one which has sentimental value, you could enhance security further by adding a tracking device which meets with the Thatcham Category 5 after theft system criteria.

This means your vehicle's location can be recorded on a detailed mapping system so it can be located and recovered quickly following a theft.

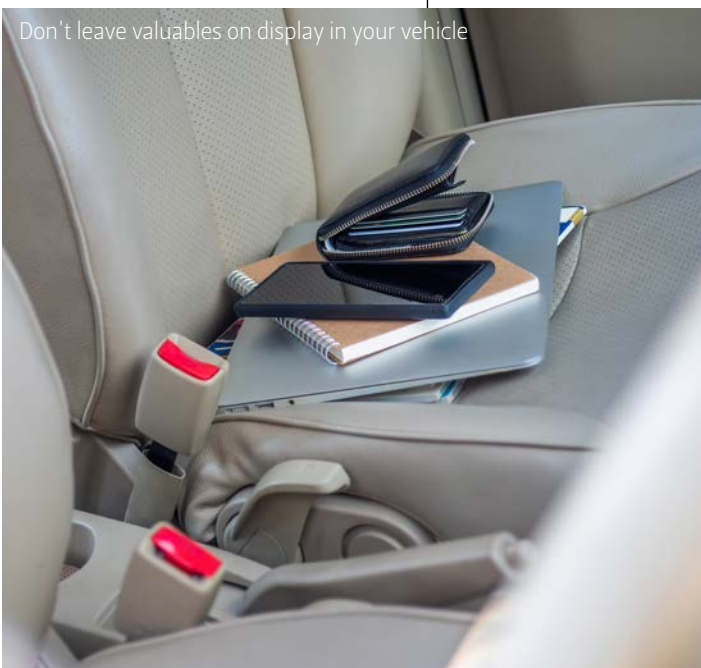


TX private locking

All TX taxis have private locking, which securely locks the boot compartment.

This works a bit like the safe in a hotel room, where you enter a passcode to securely lock the boot. Once activated, the boot cannot be opened until the passcode is re-entered, even if the vehicle key is present.

Don't leave valuables on display in your vehicle



Top 10 security tips

1. Always remove the keys from your ignition and lock your vehicle when leaving it. The same goes for closing windows and sunroofs.
2. Most vehicles have a dead-locking system, in some cases activated by pressing the lock button on your fob twice. Dead-locking your vehicle whenever you park ensures a thief cannot smash a window and reach in to open the car door from the inside.
3. Thieves can attempt to jam the locking signal from your key fob, so always observe for visual confirmation that your car has locked successfully (eg folding wing mirrors and flashing lights).
4. Never leave valuables on display. Lock them away in luggage or storage compartments instead.
5. Park your vehicle in a secure well-lit location, in your own garage or a secure public garage if possible.
6. Not all vehicles have standard fit alarms and immobilisers. Check what security systems are on your car and if necessary look into Thatcham Research certified 'aftermarket' solutions.
7. Be vigilant and report any suspicious behaviour in your neighbourhood to the police.
8. If your car has keyless entry, ask your dealer about software upgrades and the availability of fobs which can be turned off completely or that go to sleep when idle, to prevent criminals relaying the signal (see opposite).
9. Store all keys (spares included) away from household entry points, as far into your home as is possible, hampering a criminal's ability to detect and relay its signal.
10. Faraday pouches and containers can block the signal from a keyless entry fob too, but test they are effective yourself. ■



The big picture

Introducing the Dynamo electric taxi

On 28 August, the first **Nissan Dynamo taxi** was licensed by TFL as a taxi, having passed the London Taxi Conditions of Fitness assessment.

The Dynamo is the first pure electric taxi licensed in London and the second taxi model to meet TfL's ZEC requirement. Along with LEVC's TX, this vehicle will help to accelerate the growth of cleaner, green taxis on London's roads to meet stringent air quality targets.

Look out for more on the Dynamo taxi in our spring issue. ■

e-NV200 Specification

Motor	80Kw electric motor
Motor type	AC synchronous
Max motor output	80Kw/109 ps
Battery type	Laminated lithium ion
Voltage	360
Capacity	40 Kwh
Charging cable	6M long 3.5Kg weight
Rapid charging	50Kw
Driving modes	D,b, eco, non eco
Electricity consumption	165 Wh/km
Range	170 Miles

Interior and body technical specs

- Intelligent key
- Reversing camera
- AM/FM/CD system
- Automatic headlights
- Rain sensing windscreen wipers
- Nissan carwings telematics system
- Heated front seat, steering wheel and door mirrors
- Rapid charge port (allowing 50kw rapid charge)
- Electric slide away step
- Extra wide nearside door for wheel chair access
- Panoramic sun-roof
- Locking holes for wheel chair ramp
- Double folded, easy stow ramp
- Wheel chair 4 point fixing straps
- 5 rear seats
- Rear compartment heating and lighting
- Taxi door locking system
- Intercom, driver and passenger
- Taxi for hire illuminated sign
- Exclusive Dynamo seating, with logos
- Climate control
- 6.6Kkw charger
- Front fog lights

Five fantastic things about the new Dynamo...



80Kw electric motor

producing no harmful emissions

Panoramic sunroof

passengers get a great view of London

Rain sensing windscreen wipers

automatically activated by water droplets

Front wheel drive

with automatic transmission and a single speed gear box

170 mile range

on a full charge with maximum speed of 76mph

The manual

Tips, advice and policy updates from TfL

POLICY

Remember, remember the 1st of November

From 1 November 2019, no taxi will be licensed to operate beyond its current age limit. Taxi vehicle ages will continue to be calculated from the date of the vehicle’s first registration with the DVLA under the Vehicle and Excise Registration Act 1994.

Any licensed vehicle that is 14 years old can be relicensed for a full 12 months up until 31 October. This will allow these vehicles to operate into their 15th year.

Between 1 November 2020 and 1 November 2022, the age limit of Euro 2, 3, 4 and 5 diesel taxis will be reduced by one year, each year. The age limit for ZEC taxis, Euro 6 vehicles and taxis newly converted to run on Liquid Petroleum Gas (LPG) will remain at 15 years throughout this period (see following story).

Taxi age limit exemptions will also be removed from 1 November 2019. This includes:

- Alternative fuel conversion exemptions (such as LPG)
- historic and classic/niche vehicles exemptions
- hardship/personal circumstance exemptions

Find out more go to the TPH pages on the **TfL website**.

All exemptions granted to specific taxi vehicles or drivers prior to 1 November 2019 will be retained.

Exemptions will still be granted, but only in exceptional circumstances. All applications for an exemption will be assessed on a case-by-case basis.



Date effective	Taxi age limit/ maximum operating age			
	Euro 2, 3, 4 and 5 diesel taxis	Euro 6 diesel taxis	Taxis newly converted to run on Liquid Petroleum Gas (LPG)	Taxis that meet the zero emission capable (ZEC) taxi requirements
From 1 November 2019	15	15	15	15
From 1 November 2020	14	15	15	15
From 1 November 2021	13	15	15	15
From 1 November 2022	12	15	15	15

Tax breaks for electric taxis

It was announced in July that the Government was introducing new legislation to exempt electric taxis from the premium rate of vehicle excise duty.

The move will push forward the Government’s ambition for net zero emissions by 2050 by reducing costs for taxi drivers and companies who purchase ZEC taxis over conventional petrol or diesel models.

POLICY

Gas guzzlers

From 1 November 2019, newly converted liquid petroleum gas (LPG) taxis will have a 15 year age limit. A new LPG conversion grant scheme will be made available in November to convert a limited number of Euro 5 diesel taxis.

The £5 million fund will provide £5,000 each for up to 1,000 owners of eligible Euro 5 diesel taxis to convert to LPG. There is more information available on **TfL's taxi delicensing page**.

If you want to express interest in applying for an LPG conversion grant, please send an **email**. You will then be contacted when the application process opens. This does not constitute an application.

LPG-converted taxis with an alternative fuel conversion age limit exemption granted before 1 November 2019 will retain their maximum operating age of 20 years.

CONSULTATION

Fares fair for taxis

There were 2,624 responses to TfL's recent **taxi fare consultation**. Proposals included increasing the minimum fare and certain tariffs, while maintaining other tariffs at current levels.

The plan would see the minimum fare increase by 20 pence, taking it from £3 to £3.20 and also increasing Tariffs 1 and 2, while Tariffs 3 and 4 would be frozen as TfL believes increasing these would have a negative impact on both taxi users and drivers. Respondents were also asked their views on:

- Extending the arrangements in place to cover significant increases or decreases in the price of diesel
- Increasing the fixed fares for shared taxis from Euston Station to Lord's Cricket Ground by 50 pence when Tariffs 1 and 2 apply
- Changing when the tariff rate for journeys of more than six miles (Tariff 4) starts

POLICY

Taxi delicensing payments

The **taxi delicensing fund** supports taxi drivers who want to delicense their Euro 3, 4 or 5 vehicles.

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

The scheme has £42m of funding and is expected to help around 5,000 taxi drivers to go green. The scheme could help reduce NOx taxi emissions by as much as 20 per cent.

Top payments of £10,000 were available to the first 1,250 applicants, with tiered payment levels available to subsequent applicants. More than 4,400 applications have been received and applications made now would be eligible for a maximum payment of £8,000:



Payment breakdown

Eligible vehicles	Payments available	Delicensing payment
Taxis younger than 13 years	1,250	£10,000
	1,100	£9,000
	850	£8,000
	500	£7,000
	400	£6,000
13 and 14-year-old taxis	1,000	£1,000

Anyone applying for the scheme will be placed in a queue and given a number. If you have applied and have not yet heard from TfL, you do not need to take any further action. Your application will be processed and you will be contacted by TfL as soon as possible.

The manual

BEST PRACTICE

The lowdown on spit kits

Being spat at is a nasty – and very personal – form of assault. But taxi and private hire drivers can take positive action by carrying a spit kit in their vehicle so spitters can be identified and prosecuted.

The kits were first trialled in 2003, by London Underground in partnership with the British Transport Police. They have proved to be a really successful deterrent on the Tube by dramatically increasing the probability of conviction of offenders. Of the cases taken to court in the last financial year (2017/18) where a spit kit was used, 90 per cent resulted in a successful prosecution.

Kits contain a swab that can be used to collect DNA samples from saliva when someone spits

at you. They are widely available to purchase online and cost just a few pounds.

Spit kits are now also being used by NCP Parking attendants, bus drivers and NHS staff, as well as many other public-facing services.

If a correctly used spit kit is submitted to the police for analysis, there is an 80 per cent chance of identifying a suspect. However, in many spitting cases people don't have a spit kit to hand or they use it incorrectly, so here are a few pointers.

Top tip

Do check the 'use by' date on your kit. Most have a shelf life of about two years.



Know your kit

When your kit arrives, check that it contains everything it should:

- Instruction leaflet
- A sterile swab in tube
- An exhibit bag
- One pair of sterile gloves

The process

1. Remove gloves from the sterile packaging and put them on
2. Ensure the seal is unbroken on the swab tube (don't use if it is broken)
3. Remove swab from sterile tube and apply cotton bud end directly on to the contaminated area (where it has landed on your skin or clothing)
4. Immediately replace the swab in the tube when this is done

If you are a victim of a spitting incident

- Use your spit kit at the first available opportunity
- Only swab from the skin or clothing. Do not swab from surfaces that passengers have access to. This may lead to cross contamination which could make the sample inadmissible
- Use the gloves supplied
- You should then write your full name and the date on the tube's label. Put the tube into the evidence bag and seal it, then fill in the information panel on the front of the bag and dispose of the gloves
- The sealed bag should be taken to a police station as soon as possible where you will be asked to write a witness statement (the police will help with this and also in filling in the information panel on the bag, if this information is required)

LICENSING

Uber London Limited licensing decision

On Tuesday 24 September, TfL announced its decision to issue Uber London Limited (ULL) with a two-month private hire operator licence ahead of consideration of any potential further licensing application.

The new two-month licence will have the same conditions that ULL has been subject to for the last 15 months, along with new conditions to ensure passenger safety. These cover ride sharing, appropriate insurance and driver document checks by Uber.

TfL's original decision not to license ULL has led to the app-based firm improving its culture and governance. TfL is requesting additional material from ULL and this additional information will help inform any future licensing decision.

A TfL spokesperson said: 'Uber London Limited has been granted a two-month private hire operator licence to allow for scrutiny of additional information that we are requesting ahead of consideration of any potential further licensing application.'

**CONSULTATIONS**

Have your say...

The Government is currently running two consultations on electric vehicle charging. Both close on 7 October 2019, so make sure you have your say.

Electric vehicle smart charging

The Government's mission is for all new cars and vans to be effectively zero emission by 2040. For this to happen, our electricity system needs to be able to meet the extra demand created by electric vehicles. Shifting the time of day when an electric vehicle charges or modulating the rate of charge – known as smart charging – will help to reduce and manage the impact of electric vehicles on the electricity system and maximise the use of clean, renewable electricity.

The aim of this consultation is to outline the Government's approach and objectives for smart charging of electric vehicles and to seek views on the regulations it proposes to create under the AEV Act in 2020.

Electric vehicle chargepoints in residential and non-residential buildings

This consultation proposes regulatory changes which will result in thousands more chargepoints across the UK, in homes, new office blocks and supermarkets. The policies it outlines represent the most

ambitious regulatory package in the world for electric vehicle infrastructure and will help ensure the UK has one of the best electric vehicle infrastructure in the world.

Key points include:

- Every new residential building with an associated car parking space to have a chargepoint
- Every residential building undergoing major renovation with more than 10 car parking spaces to have cable routes for electric vehicle chargepoints in every car parking space
- Every new non-residential building and every non-residential building undergoing a major renovation with more than 10 car parking spaces to have one chargepoint and cable routes for an electric vehicle chargepoint for one in five spaces
- At least one chargepoint in existing non-residential buildings with more than 20 car parking spaces, applicable from 2025.

To view and respond to these consultations, go to www.gov.uk/government/consultations

Your wellbeing



Sleep tight every night

Getting a good night's sleep can keep you safe and boost your mind – here's what to do to make sure you get the rest you deserve.

According to the NHS, one in three of us suffers from poor sleep. This makes us feel grumpy and unable to concentrate and can also have serious health implications such as obesity, heart conditions and diabetes. Driver fatigue also causes thousands of road accidents a year as sleepiness reduces your reaction time. In this, the first of our new series on wellbeing, we give you the top tips to getting a good night's sleep and staying safe on the roads.

Put the phone away

Bedrooms are for sleeping in so do your best to get the phone out of the bedroom! This also applies to laptops and iPads, so power down electronics at least 30 minutes before going to bed. If you really can't, be sure to use your device's Night Mode (if you have a modern smartphone), which blocks out blue spectrums of light.

Experiment with time!

We sleep in 90-minute cycles. You should be getting five to six of these per night. This works out between seven and a half and nine hours a night. Experiment by going to bed earlier or later to see what works best for you.

Relax and sleep will come

Make some time before going to bed to relax: read a book, do some deep breathing, have a good stretch or a warm bath. You could also listen to some relaxing music or download and use a meditation app.

Eat well, and not too late

Leave two or three hours between your last meal and bedtime and don't pile into the carbs – plates of pizza and pasta are more likely to keep you awake than fish, turkey, eggs, nuts and whole grains. These all contain B vitamins which regulate melatonin, a hormone that regulates your sleep cycles.

But don't force it

Don't try and force yourself to sleep. The sleep cycle starts with a dip in melatonin so notice when you start to get tired in

the evening – it's your reminder that it's probably time to get yourself to bed.

Jot down thoughts

If the day's worries are keeping you awake, have a notebook by your bed to jot down thoughts or to-dos that are keeping you up at night. Once you do this, before bed, shut the book up, symbolically shutting away your bad thoughts and worries.

Lay off the pop

Restrict the amount of caffeinated or fizzy drinks you are having during the day. They may boost your energy temporarily, but can seriously disrupt your sleep patterns.

Get some exercise

Even moderate exercise on a regular basis, such as swimming or walking, can help relieve tension, leading to a better night's sleep. Investing in an activity tracker, which records the number of steps you walk, as well as your heart rate, will help you monitor your health and wellbeing. Some activity trackers even track your sleep, showing you when you're in a light or restful state throughout the night.

Avoid alcohol

Alcohol might help you nod off in the first place, but even just a couple of drinks can affect the quality of your sleep. If you are going to have a drink, try to avoid it too close to bedtime. Give your body time to process the alcohol. On average it takes around an hour to process one unit (a pint of four per cent beer is two units).

Get tech help

Download the Headspace app. This teaches you how to meditate, which has been shown to help people stress less, focus more and sleep better. Sleep meditations create the inner conditions needed to settle the mind, and that restfulness is what makes it easier to wind down and drift off. For more information go to www.headspace.com ■

The ideal temperature for sleeping is from 18 to 24 degrees

Check out the new **health and wellbeing pages** on the TFL website

Taxicard update

Taxicard, what's new?

Taxicard provides subsidised taxi and private hire journeys to approximately 57,000 Londoners with mobility impairments or who are visually-impaired.

The scheme is funded by TfL and the boroughs and contracted to CityFleet.

Members make more than a million journeys a year and it's a lifeline to many people who wouldn't be able to get to important appointments, or visit friends and family, without it.

In early 2019, changes were made to the scheme. These included the introduction of fixed price fares for customers and drivers. Although the benefits to the customer were clear, the changes proved unpopular with a number of drivers doing Taxicard work.

To improve this situation, the way drivers are paid was changed in July. It is now linked to the meter (although customers still pay a fixed per mile rate). A representative from London Councils, which administers the scheme, told OnRoute: 'Taxis are essential to delivering this vital service for disabled and older people. We recognise that while the fixed prices worked well for customers, they made Taxicard less attractive for drivers. Returning to meter-based payments will hopefully encourage more drivers to do Taxicard work.'

This seems to be the case. Since July, performance has increased significantly with more Taxicard users having their journeys covered on time. This means more of them can get out, see loved ones and enjoy all the other things Taxicard allows them to do. However, there is still room for improvement



Taxicard helps its members get out and about

and London Councils and CityFleet would like to attract at least 400 more taxi drivers to do Taxicard work.

CityFleet has already taken steps to attract more drivers by reducing their weekly subscriptions by £10, to 10 per cent of fares plus £5 until the end of 2019.

Future developments

Taxicard, wants to encourage new drivers to the scheme to help provide journeys to its members. A drivers' app is currently in the last stages of development and will be launched in the spring, making it easier for licensed taxi drivers to help mobility and visually-impaired Londoners get out and about.

As well as the app, taxi drivers who subscribe to cover Taxicard trips have the added benefit of maximising their earning potential using a new feature called Futures, which allows the driver to bid for pre-booked trips up to a day in advance. This is popular among suburban drivers as it means they can schedule a day's work to reduce their downtime. The current device to receive trip offers is being upgraded and drivers will soon be able to select their Future trips from the comfort of their own home. ■

Any taxi drivers interested in helping to deliver Taxicard can call 0208 962 1800. If you quote 'OnRoute' you will receive a special offer of reduced subs for three months.

The Taxicard service is also provided by a network of local private hire companies. If you are a private hire driver and the company you work for is interested in joining the Taxicard supply network, the company should contact our **Service Partner team**

Dementia update

A helping hand

The taxi and private hire trades can support some of the most vulnerable members of society by becoming dementia friendly.

People living with dementia can find it difficult to access public transport or to drive. This can be especially distressing as they need to travel to their GPs and to hospital appointments, collect medicine from pharmacies and might need to shop more frequently. This is why so many rely on taxis and private hire vehicles to get around.

People with dementia can have challenges handling or recognising coins, using chip and pin credit cards, difficulty with automated call menus or forgetting information like addresses or destinations. However, there are plenty of things drivers and operators can do to help.

According to Esther Watts, Senior Dementia Friendly Communities Officer for London, **Alzheimer's Society**, dementia is the greatest health and social care challenge facing London today. There are more than 72,000 people across London living with dementia, with many more friends and family affected by the condition.

As dementia progresses, navigating public transport or driving a car can become highly stressful situations for people living with dementia. By becoming dementia friendly and making small changes taxi and private hire drivers can empower and enable people with dementia to live life as well as possible in their community. ■

The Scottish Dementia Working group has produced a video which gives an overview of the challenges that people with dementia might face when travelling. Go to **YouTube** and search **Travelling with Dementia**.



Here are some ways you can be more dementia friendly

Tips for drivers

- Call or text pre-booked passenger to remind them of the pickup time
- Knock on doors and wait as it might take the passenger some time to get to the door
- Walk the passenger to the end destination so they arrive safely
- Chat or provide updates of where you are to reassure the passenger and put them at ease
- Encourage the use of account systems so passengers do not have to handle cash
- Drivers should be aware of identity card schemes which provide information on the passenger's condition and where they are going to and from
- Make sure passenger preferences are recorded on booking systems for future drivers

Tips for operators

- Encourage staff to become Dementia Friends (see below)
- Join the local Dementia Friendly Community and get involved
- Make sure everyone is aware of safeguarding measures to protect vulnerable passengers
- If you have public-facing buildings, remove or reduce physical or sensory barriers so all spaces are as accessible as possible for visitors
- Encourage customer accounts with the necessary information recorded, providing same regular taxi driver, knocking on doors and waiting to give them time to get up and to the door.
- Offer reminder systems via call or text on the day of the trip
- Consider how you could support your employees who might be carers or affected by dementia

w To find out more about dementia, go to **Alzheimer's Society website**, or ring its helpline on **0300 222 11 22**.

Find out if there is a local dementia community in your area and join up to **Dementia Friends**

Rapid charger round-up

Get connected

Rapid charge points – the numbers

204	73
Total	Taxi only

TfL has now delivered 204 rapid charge points across London. The newest points are at:

- I Limburg Road, Clapham Junction
- Russell Square (taxi only)
- 248 a and b Streatham High Street
- 24 Frogmore, Wandsworth Town



Rapid electric charging point

Hub sites

TfL is also developing rapid charge hub sites to serve high-mileage/business users who need fast and available charging. Multiple charge points in known locations help to increase consumer confidence that they will find a reliable and available charger. Currently, a hub site, to be delivered by the City of London in Baynard House car park, Queen Victoria Street, is being built. It is proposed the site will have 10 rapid charging points with at least half of these for taxis only.

A further hub site in Greenwich is in the design phase. If planning approval for this hub is granted, it is expected to be installed in the first quarter of 2020. This will have up to eight charging points, with a number likely to be dedicated for taxi use.

TfL is also working with a number of private landowners for the delivery of further hub sites across London.

Did you know...

There are now more electric charging points across the UK than there are petrol stations. Figures from Zap-Map show there are 9,300 electric vehicle charging stations compared with 8,400 fuel forecourts.

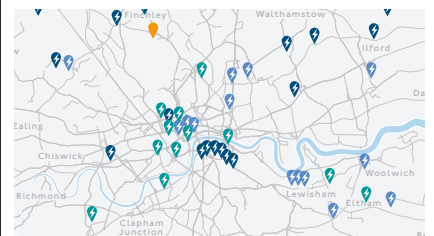


Electric vehicle charge points maps

Mayor's electric map

The **London electric vehicle charge points map** is a simplified map of rapid charge points across Greater London and up to the M25. The map shows:

- Your nearest public and taxi-only charge points
- Charging speed
- Which network the charge point is operated by
- Operating hours
- Charge points delivered with TfL's support
- This map only shows TfL-funded charge points in London. For a list of all the charge points across the capital use **Zap-Map**.



Zap-Map app

You can now easily access Zap-Map – the electric charge point locator – on your phone with the free to download app from the **Apple App store** (iOS) or from **Google Play** (for the Android app). The Zap-Map electric car charging app offers a UK-wide charging point map currently showing more than 6,000 charging locations and 19,000 connectors. Clicking on menu gives users the option to search UK charge points, filter charger or plan a route. In addition to the map view, there is also a list view, accessible from the navigation bar. ■

Got questions? Get answers!

Go Ultra Low is a joint Government and car industry campaign providing all the facts and figures you need to make an informed choice about switching to an electric vehicle. Go to <https://www.goultralow.com/>

Infocentral

OnRoute's directory of useful contacts

Taxi and private hire

General enquiries (including driver licensing and Knowledge enquiries):

Email: tph.enquiries@tfl.gov.uk

Phone: 0343 222 444 (08:00 to 18:00 Monday to Friday)

TfL website: tfl.gov.uk/tph

TPH Twitter: @TfLTPH

Travel updates: @TfLTrafficNews

Licence checker:

- Private hire driver licence checker
- Private hire vehicle licence checker
- Private hire operator licence checker

Vehicle licensing appointments and enquiries:

Phone: 0343 222 5555

Reporting private hire vehicles on taxi ranks:

Use the **dedicated form** or **tweet**

How to report other vehicles on taxi ranks:

Contact the relevant borough



Locate your nearest electric charger

Government

Main Government website:
www.gov.uk

DBS online checker
DBS website:
www.gov.uk/dbs-update-service

General Data Protection Regulation rules
Data protection website:
www.gov.uk/data-protection

Driving licence renewal
Licence website:
www.gov.uk/renew-driving-licen



Emotional support

You can contact the Sarah Hope Line after a traffic incident to access a range of practical and emotional help and referral to a number of support services including counselling.

The Sarah Hope Line

Phone: 0343 222 5678
(08:00 to 18:00 Monday to Friday)
Email: incidentsupport@tfl.gov.uk

Electric charger location maps

London electric vehicle charger map

Website: <https://maps.london.gov.uk/ev-chargepoints/?intcmp=52680>

Zap-Map

Website: www.zap-map.com/location-search/london-charging-points/

Public toilets

Website: www.toiletmap.org.uk/

Free water fountains

Website: <https://cityhall.maps.arcgis.com/apps/webappviewer/index>

Refill London

The Refill campaign has been launched to help fight against single-use plastic bottle waste. If you see this sticker on a cafe, shop, museum, etc. you can refill your bottle there free of charge. Find all the refill points by **downloading the app** ■



Over 175 electric vehicle rapid charge points will help you make a cleaner getaway

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

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

[Search TfL Improvements](#)



MAYOR OF LONDON



TRANSPORT
FOR LONDON
EVERY JOURNEY MATTERS