

OnRoute

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From A to Z: private hire topographical testing

Need to know:

private hire regulation changes

Comfort break:

locating public toilets

'You what?'

A guide to taxi slang

In good health:

medicals explained

Check live traffic conditions before you travel

Cindy,
Transport for London
Traffic Control Centre



While we're improving London's roads as part of our Road Modernisation Plan there will be disruption. Check your route before you travel to avoid any unnecessary delays. Sign up for weekly email alerts, follow us on twitter @tfltrafficnews or view real time road updates at tfl.gov.uk/trafficnews

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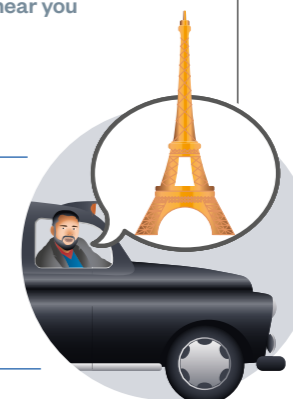
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Welcome.

London has spoken and in May Sadiq Kahn was elected Mayor. As a new era starts at City Hall, the taxi and private hire industries are already moving forward, with card readers in taxis set to become compulsory in October (p26) and private hire changes coming into force (p10). Topographical tests for private hire drivers are being made more stringent and OnRoute has had a go. See how we got on (p7).

The TPH compliance team regularly visits private hire operators to check driver and vehicle licences, and give advice. Get the inside line on p23.

In this issue we also celebrate London's unique taxi slang (p18), check out where drivers can find their nearest public convenience (p17) and conduct a health check on medicals (p20).

If there are any stories you'd like us to cover, get in touch at OnRoute@tfl.gov.uk

D Pilgrim
Editor



In our next issue...

- OnRoute celebrates its first year
- Delving into the Knowledge
- Inside the cabmen's shelters

Contact us at OnRoute@tfl.gov.uk

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For general enquiries email: tph.enquiries@tfl.gov.uk

Visit the TFL website: tfl.gov.uk/tph

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

for operator and driver licensing enquiries and the Knowledge enquiries.

0343 222 5555 for vehicle licensing appointments and enquiries.

TPH news on Twitter: @TfLTPH

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

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

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



TRANSPORT FOR LONDON

News

Latest trend

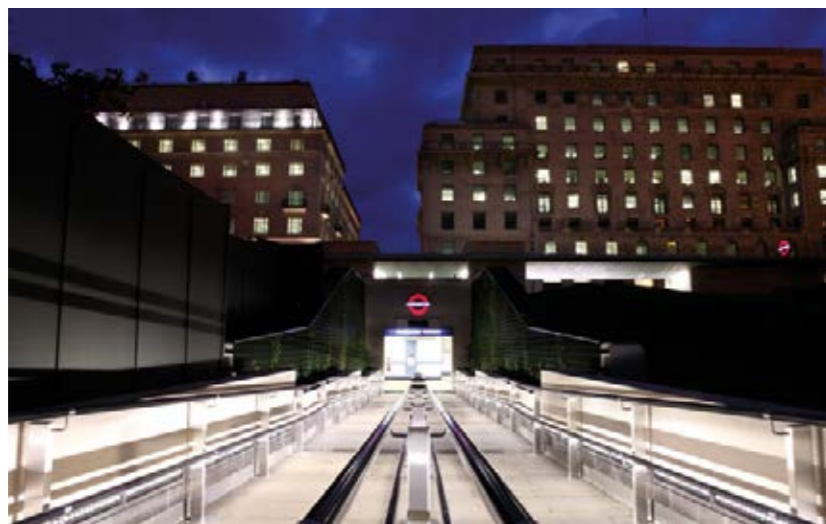


As we go to press, these are the hot topics trending on @TfLTPH.

A Tweet the Manager session with Graham Robinson (head of licensing) and Anand Nandha (head of compliance) received a very large number of tweets.

Signs indicating taxis could no longer use the bus lane on Westminster Bridge Road towards Waterloo Road generated a lot of tweets. Subsequently, taxis have now been reinstated in that lane and the signs have been updated.

The @TfLTPH Twitter feed now has 9,122 followers.



Night Tube launches

Mayor of London, Sadiq Khan, announces the launch of Underground services through the night

LONDON will see the first 24-hour weekend Tube travel from Friday 19 August. Initially, the Central and Victoria lines will run all night with the Jubilee, Northern and Piccadilly lines following in two separate phases later in the autumn.

New taxi ranks have been appointed at the following Night Tube stations: Dollis Hill; Finchley Central; High Barnet; and Totteridge & Whetstone. New ranks are also planned for: Gants Hill; Hainault; South Woodford; and Woodford. For further new taxi ranks at suburban Tube stations, see page 15.

The 24-hour Tube is expected to boost London's night-time economy by £360m.

Westminster Bridge South



TfL is developing plans to improve the roundabout to the south of Westminster Bridge so that it's safer and easier to use. Proposals include segregated cycling facilities on the approaches to Westminster Bridge to enhance connections to the wider cycling network and a new pedestrian crossing.

TfL is still talking with Network Rail regarding proposed changes for taxis on Station Approach Road. An announcement will be made when an agreement is reached.

The work is planned to start in 2017.



Find out more at tfl.gov.uk/roads

TPH licensing in numbers

24,743

Taxi drivers

21,596

Taxi vehicle licences

105,360

Private hire driver licences

80,435

Private hire vehicle licences

2,777

Private hire operators

Pedicab update

Rip-off pedicab drivers who charge extortionate fares to take passengers on short journeys are to be driven off the road under government proposals.

An estimated 400 of the unregulated vehicles operate in central London. Under the proposals, pedicabs and their drivers will have to meet minimum safety standards and will only be allowed to charge reasonable fares. The plans are designed to deliver safer roads and ensure passengers do not get taken advantage of by drivers overcharging.

Keeping you informed

TfL has added more taxi and private hire information to its website.

Along with the weekly email keeping drivers and operators up to date with news, the taxi and private hire pages online now cover topics such as card payments in taxis (see also p26), the location of public toilets in and around London (see also p17) and enforcement and compliance statistics. It also has updates on the private hire regulations review updates (see also p10).



To view the new pages, go to tfl.gov.uk/tph

Getting to the TaxiPoint

Launched in February, TaxiPoint is the first London taxi trade communications app.

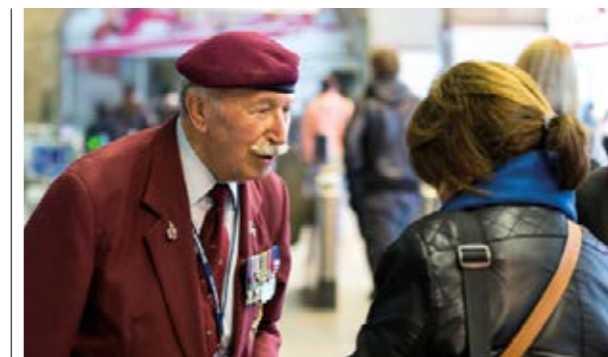
It was founded by London cabbie Perry Richardson, 34, and provides a platform for all taxi organisations, stakeholders and individual drivers to communicate with other users associated with the trade.

Content includes written, video and audio media, as well as interactive surveys and there's a forum area where users can comment on the articles that appear and create topics for discussion. Icon notifications are sent directly to the user when any new material is uploaded.



The TaxiPoint app is free to download on both Apple and Android platforms. Search 'TaxiPoint' in either Apple Store or Google Play to download.

There is also a TaxiPoint website at www.taxi-point.co.uk



Still giving

They say charity begins at home, but for some war veterans it also travels abroad

The Taxi Charity has been busy fundraising with veterans at Blackfriars and Waterloo stations (pictured above) and at Millwall FC. Money raised is used to take the veterans on trips, such as the 10 May visit to the Menin Gate in Belgium (pictured below). The group was made up of 98 veterans and 64 taxi drivers in their cabs.



To find out where the veterans will be collecting next, and to donate online, go to www.taxicharity.org/



Air freshener

Westminster Council has appointed two traffic wardens as an 'air force' to stop drivers leaving their engines idling and raise awareness about air quality.

They are able to issue £20 on-the-spot fines if drivers refuse to turn off their engines when parked. If this pilot project is successful, four more traffic wardens will join the pollution-busting team using electric mopeds and bikes to get around.

It coincides with additional funding recently provided by TfL for 11 London boroughs, led by the City of London Corporation, to get together and deliver an on-street behaviour change campaign to persuade drivers not to leave engines running when parked.

Westminster Council and the City of London are two of nine local authorities bidding to receive £1m funding from the Mayor's Air Quality Fund to set up a Low Emission Neighbourhood. The Westminster bid would be in Marylebone, where four of the traffic wardens would operate to complement other pollution-busting initiatives, such as the introduction of on-street electric charging infrastructure for taxi drivers and residents.

News

Giving people hope

TfL has launched a new telephone helpline to support people affected by injuries on London's transport network.

Staffed by a TfL support team, it is the idea of Sarah Hope. Nine years ago Sarah, her mother Elizabeth and her daughter Pollyanna were all involved in a collision with a bus in south London. Both Sarah and her daughter were severely injured, while sadly her mother was killed.

The helpline will provide a range of practical and emotional support to those affected, including assisting with travel, accommodation and other needs following an incident, and referral to a number of specialised support services including counselling.

Sarah Hope said: 'The line will be a "voice of kindness" for the victims of collisions and ensure that even in their darkest hour there will be someone to try to help them through it.'

●●●
The Sarah Hope Line is on 0343 222 5678



Transported by design

A one-day festival of transport will take place on Sunday 3 July along the length of Regent Street.

The free Transported by Design festival, supported by Exterior Media, will see the whole of Regent Street closed from Piccadilly Circus to Oxford Circus Tube stations. It will celebrate the transport that has kept London moving from the past into the present and future.

The Capital's most famous and iconic transport designs will be on show including black cabs, red double-decker buses and Tube carriages, as well as stunning archive and contemporary posters.

The event is part of 'Summer Streets', where Regent Street goes traffic-free every Sunday in July.

●●●
For more information on the Transported by Design free festival, please visit tfl.gov.uk/transportedbydesign

Round-up on the roads

Brent Cross Cricklewood

Work starts this month (June) on the new Brent Cross Cricklewood development.

Staples Corner roundabout will be given a larger, signalised junction and the entrance to Brent Cross shopping centre from the A406 will be improved with a new slip-road. Internal roads and roundabouts will be enlarged and the river Brent diverted. A new pedestrian bridge (a living bridge with planting) will be built over the A406 to give access to Brent Cross, while the A406 Tempelhof Avenue will be replaced. Work is scheduled to continue until 2021.

Over-ranking really rankles

A number of hotspots have been identified where over-ranking is causing significant problems:

- Outside Selfridges has the highest number of reported complaints about taxis, with drivers stopping at the bus stop when the taxi rank is full. As a result, buses are unable to pull into the bus stop safely, which causes more congestion and endangers those boarding or exiting buses
- There are continuing issues with taxis over-ranking around Harrods, including illegal parking and over-ranking at the Sloane Street bus stop. This has caused safety issues and traffic congestion in the area. There are also complaints from residents and businesses about taxis obstructing traffic in Basil Road and Hans Crescent
- Illegal ranking at Paddington Station and Praed Street is affecting buses, cyclists and businesses in the area
- Both Tooley Street and Finsbury Park station have been subject to frequent over-ranking obstructing cyclists using the designated cycle lanes. In addition, over-ranking by Finsbury Park has caused issues for buses entering the bus station

TfL's compliance team is targeting rank abuse by taxis, private hire vehicles or any other vehicle. Drivers should be aware of their responsibilities when using taxi ranks as these issues may affect future requests for new ranks in areas of high demand.

●●●
Report any problems by emailing TPHintel@tfl.gov.uk - if you have any photos these can be sent to the same email address



Following the recent private hire regulations review, TfL is introducing a number of measures to raise standards for London's private hire drivers. OnRoute's Mark Hodgkinson sees if he knows his Knightsbridge from his Kentish Town



One person's experience

To find out just how stringent the new topographical test is, Mark sat it himself.

'Over the course of the test, I didn't move from the desk at 230 Blackfriars Road. But somehow – with an atlas, a magnifying glass and my imagination – it felt as though I was travelling across the city. While I drive regularly in London, I wouldn't ever dare claim to be an expert on its geography, but I managed to navigate my way around the Capital with some degree of success.'

'Sitting the topographical skills test under exam conditions, I plotted short, medium and long routes for my imaginary passengers. I was also asked to find other locations in the atlas (page number and grid reference) as well as answering questions about the geography of London and its surroundings.'

So how did Mark do? A very commendable 79 per cent. (A pass is 60 per cent or above). At present 30 per cent of people pass.

The topographical test is a requirement for all those wishing to become a licensed private hire driver in London. Currently, it examines a driver's ability to read a map, plot a route and demonstrate directional awareness plus a general geographic understanding of the city. Now, the topographical element is being updated and extra modules are being added to cover areas such as customer service, disability equality and the overall responsibilities of a private hire driver. In addition, drivers who don't come from a majority English speaking country will need to demonstrate they can communicate effectively in English. Details of this assessment are being finalised through the regulations review.

As Jackie Smith, head of driver assessment at TfL told OnRoute: 'We want to expand the assessment so it becomes more thorough, and to make sure that drivers have a better understanding of their responsibilities.'

'The aim is to improve standards for all existing and prospective private hire drivers. That's why we are committed to making the changes and enhancing the topographical element of the test as well as introducing additional areas of assessment. There have always been standards that we expected of those wishing to become drivers, and now we are looking to add to those and to take a direct role in ensuring those standards are met.'

Centres under scrutiny

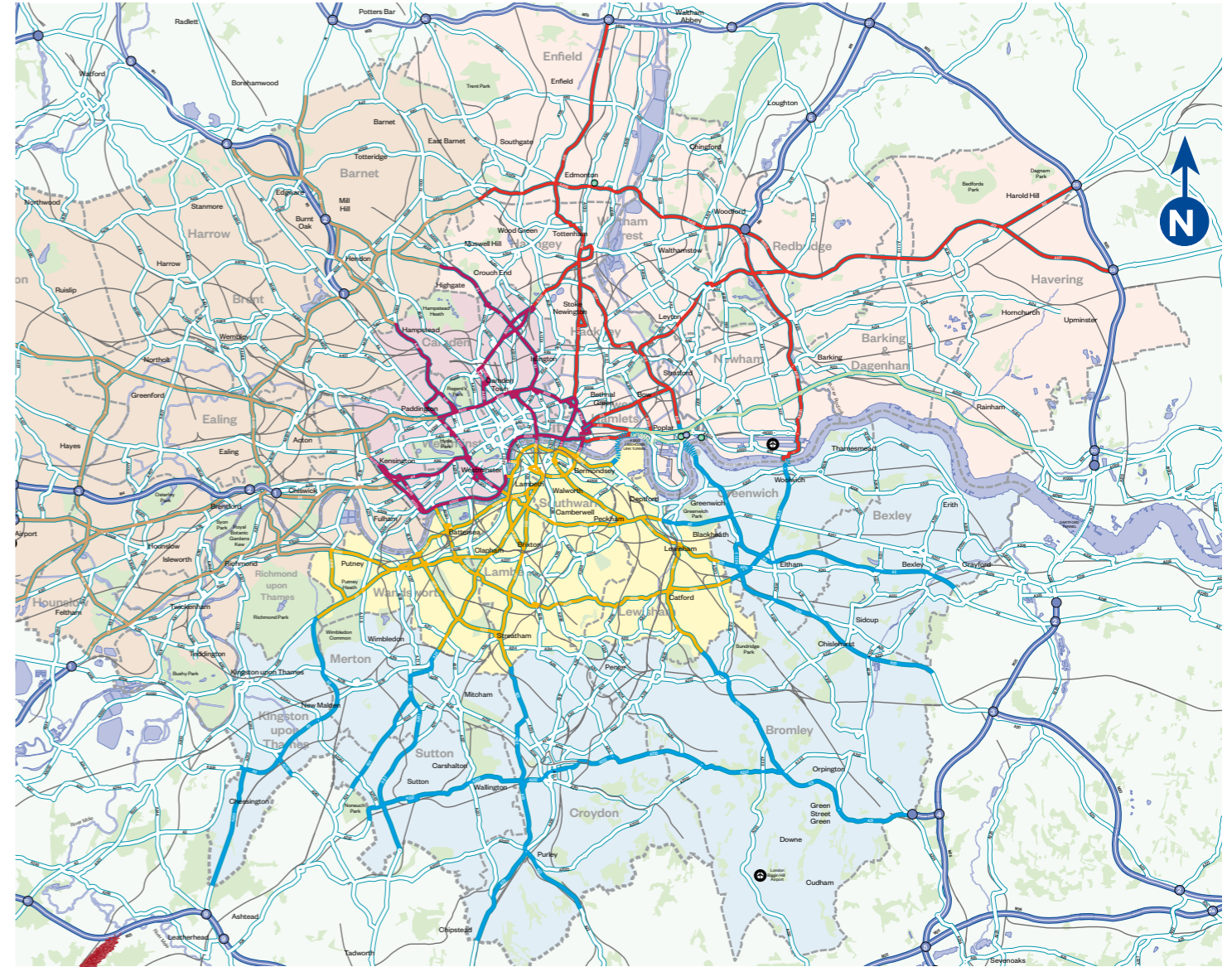
TfL has also looked closely at the centres accredited to administer the test, even going undercover to check the robustness of the testing. 'We had some concerns about the way that testing was being carried out at certain locations. So we reviewed all accredited centres. We did some of that covertly using mystery shoppers,' explained Jackie. 'That allowed us to identify issues and take action. We have gained a greater understanding of how the test is being delivered so we can also offer clear guidance on what is required.'

'We have also been keeping the trade representatives up to date and taking on their feedback so there is support for these changes.'

At the time of writing, 17 centres have had their accreditation suspended and in some cases, revoked. Applicants for a private hire driver licence who passed the test at these centres have been required to resit the topographical test at TfL's offices. Currently, only 30 per cent of people pass and Jackie explains the main reason for failure is that language is a barrier for a high number of candidates. 'They are having trouble understanding the questions and therefore they often don't complete the paper or it's difficult to understand what they have written. Also some people just aren't prepared and lack the ability to read a map or they don't have the required basic geography.'

Future directions

At present, some centres are still doing the test on paper while others are using software. 'We're going to be improving the technology and delivering an online system later this year to coincide with us taking over all testing of candidates,' said Jackie. 'We will also be



“ There should be a robust and clear testing element – that part needs to be carried out under exam conditions by TfL staff ” Jackie Smith



revising our requirements for accredited centres to accommodate the introduction of TfL assessors who will be responsible for conducting the assessments.

'We're going to be explaining to the centres how they can participate in the process to become accredited, and will continue to provide them with information over the coming months.'

The distinction between training and then testing drivers also needs to be more clearly defined. 'There should be a robust and clear testing element – that part needs to be carried out under exam conditions by TfL staff. That's not to say that a candidate can't do some training beforehand, but we want to make sure that the distinction (between training and testing) is much clearer. Only then can we be satisfied that the candidate has met the required standard. One of the questions in the current test asks which counties border the M25. That's basic information that you would expect a private hire driver to know.'

'We understand the Sat Nav technology is there to assist drivers but it's not always reliable or available. You need the basic topographical understanding and awareness to support this technology. If you want to be a private hire driver, there are standards you must meet.'

Private hire notice

The following notice has been issued, detailing TfL’s changes to private hire regulations

On 18 March 2016, we issued Notice 07/16, notifying you that the Transport for London (TfL) Board had approved new regulatory changes to raise standards in London’s private hire industry, improving safety and convenience for customers.

The changes to the regulations will come into effect on Monday 27 June 2016 for new private hire licence applicants. All existing licensees will be expected to comply by the dates set out in the tables below to prepare for

some of the more significant changes. It is vital that both existing licensees and new applicants (for private hire operator, driver, and vehicle licences), prepare now.

New requirements for private hire vehicles

Vehicles must be covered by hire and reward insurance at the point they are licensed and for the entire time the vehicle is licensed, including when the vehicle is not in use as a private hire vehicle. Existing licensees are expected to comply by 11 July 2016.

Details of the vehicle’s hire and reward insurance must be carried by the driver or displayed* in the vehicle at all times while the vehicle is licenced as a private hire vehicle. Licence holders will continue to be required to make insurance details available to the police or a TfL compliance officer. They are also expected to provide those details to a passenger upon request or a member of the public in the event of a collision. Existing licensees are expected to comply by 11 July 2016.

*Guidance on this regulation can be found at tfl.gov.uk/ph-regulations

Signs or advertising material must not be displayed from, in or on the vehicle unless the sign or material is exempt or has been approved by TfL. Existing licensees are expected to comply by 11 July 2016.

The private hire vehicle licence of a person whose private hire driver licence has been revoked will be considered for revocation depending on the individual circumstances.

New requirements for private hire drivers

Private hire drivers will be required to carry a copy of the vehicle’s valid hire and reward insurance at all times. They will be required to provide evidence that they are insured to operate the vehicle under that policy (for example, under fleet insurance), and to make that evidence available to the police or a TfL compliance officer upon request. They would also be expected to provide it to a passenger upon request or a member of the public in the event of a collision. Existing licensees are expected to comply by 11 July 2016.

All new applicants and existing private hire drivers applying for or renewing their licence will be required to meet a new English language requirement from 1 October 2016. This will not apply to people who are from a majority English speaking country. Details of this requirement will be provided in summer 2016.

From 1 October 2016, private hire drivers will be required to provide TfL with their National Insurance number when applying for or renewing their licence.

New requirements for private hire operators

Operators must provide a booking confirmation to a passenger before their journey starts. This must include the first name of the driver, their licence number, vehicle registration mark and – where the passenger can receive it – a photo of the driver. Existing licensees are expected to comply by 1 October 2016.

Operators must ensure that passengers are able to speak (verbally) to someone at their operating centre if they want to make a complaint or discuss any other matter about their booking. That service must be available at all times during the operator’s hours of business and at all times during a passenger’s journey. The operator should provide details to passengers of how they can speak to someone. Existing licensees are expected to comply by 1 October 2016.

Operators must inform TfL of any changes to the operating model of their business before they are made. This will help ensure that the changes are compliant with private hire legislation, in the interest of passenger safety.

Operators must ensure that all staff who have face-to-face contact with the public (for example, in a minicab office that is open to the public) have, or have proof they have applied for, a Basic Disclosure check – available through Disclosure Scotland. This is in addition to the requirement for private hire drivers to have an enhanced Disclosure and Barring Service check. Existing licensees are expected to comply by 1 October 2016.

From 11 July 2016, all operators will be required to email TfL details of the drivers and vehicles they have used to fulfil bookings, or have had available to them to fulfil bookings. TfL will contact each operator directly to confirm how this information should be provided, in what format, and for what time periods.

Operators must provide their customer with an accurate fare estimate before the journey starts (unless the fare has been pre-agreed). Existing licensees are expected to comply by 1 October 2016.

Operators must keep records for a minimum of 12 months. This includes records for bookings, complaints and lost property, as well as driver and vehicle records. Existing licensees are expected to comply by 11 July 2016.

Operators must record the main destination of the customer’s journey, before the journey starts. Existing licensees are expected to comply by 1 October 2016.

Operators will be limited to having no more than five business names attached to their operator’s licence. Existing licensees affected by this change will be contacted by the licensing team. Existing licensees are expected to comply by 1 October 2016.

From 1 October 2016, operators will be required to provide TfL with the relevant National Insurance details when applying for or renewing their licence.



In addition to the above, from 27 June 2016, TfL will no longer accept payment for licence fees by cheque or postal order.

Licensing action will be taken in cases of non-compliance.

Further information on these changes is available at tfl.gov.uk/ph-regulations, and the information will be updated on certain requirements,

such as the English language requirement, over the coming months. We strongly advise licensees to monitor the website for updates.

If you need further guidance having looked at the information on our website, please email us at tph.enquiries@tfl.gov.uk or call our licensing team on 0343 222 4444 (Monday to Friday, 08.00 – 18.00).

Regards,

Helen Chapman
General Manager
London Taxi and Private Hire

» For previous notices visit tfl.gov.uk/tph



When the hotlines get hot ter

TPH's customer support team is handling record numbers of calls from drivers – and not all of them are routine

At 230 Blackfriars Road, London Taxi and Private Hire's customer support team has never been busier. The well-documented delays in the Home Office Disclosure and Barring Service (DBS) checks – previously known as criminal record checks, see OnRoute, April issue – have meant a dramatic increase in enquiries.

While TfL and the DBS have taken significant steps to help the Metropolitan Police Service ease the backlog in enhanced checks, the Blackfriars Road team has been at the forefront, dealing with calls from drivers and first-time applicants.

The customer support team that manages these enquiries is the first point of contact for drivers and operators – both existing and new licensees – needing advice.

Its role is to help callers understand what is required and to try, according to licensing manager Georgina Carey, to answer their questions fully and immediately. That's not always possible, of course. Sometimes further research is needed. 'But the key thing,' she says, 'is always to call back when we say we will.'

Even without answering calls about DBS delays, the team's workload has been growing, largely in line with the increase in private hire applications.

Ever-increasing demand

When the team was formed in 2011, it handled around 4,000 calls a week. Five years on, the team is regularly taking 6,000 calls or more between Monday and Friday.

Not surprisingly perhaps, queries

about DBS delays from anxious drivers and new applicants have been uppermost. 'This has not only caused an increase in calls but the nature of the calls is sometimes difficult,' says Georgina. 'The team and I do everything within our gift to get drivers back to work as quickly as possible while ensuring public safety is maintained.'

Those issues aside, most calls are from drivers following up licensing decisions, making changes to personal details, or simply wishing to confirm receipt of an email, as well as people wanting to apply for a taxi or private hire licence.

The calls are by no means all routine, however. Georgina cites two queries that have cropped up more than once. 'We've had drivers calling to say "thanks for sending my licence

Customer service team in numbers

4
team leaders

44
administrators

1
floor walker

6,000+
calls per week

– can you send me some jobs now please?' And we do get passengers calling to book a vehicle.'

Another caller had a simple request: 'Can you put me through to the Mayor?'

Knowing their stuff

A comprehensive understanding of licensing rules, regulations and procedures is of course essential, but keeping abreast of them all is not easy.

'The knowledge the team must have is so vast that we have weekly briefings to update everyone on changes,' says Georgina.

Mondays tend to be busiest – simply because they're closed at weekends. 'This is the day when everyone is purely focused on answering the calls coming in. It can get quite loud,' she admits. From Tuesday to Friday, when

the calls settle down a little, the team takes care of admin tasks including responding to emails and correspondence.

More help is at hand

Over the past five years the team has doubled in size to cope with the mounting workload and ensure customers' queries are answered quickly and efficiently. There are now 44 administrators handling calls and paperwork, plus four team leaders and a 'floor walker', to help provide on-the-spot solutions to tricky issues.

Whatever the question, they usually have the answer.

●●●
Call 0343 222 4444. Lines are open from 08:00 to 18:00 Monday to Friday

Good advice

When it comes to licensing regulations, John Cohen (above) probably knows the score better than most.

An administrator-licensing officer, he has 20 years' experience of licensing and has been a member of the customer support team since it was established.

There is, he acknowledges, still a lot to learn.

'Whether it is new legislation on electric or hybrid vehicles, or emission zones, we have to keep up with it all,' he says. 'You have to be careful in advising drivers correctly.'

'After all, you don't want to give a driver bad advice. They may be buying a vehicle that's several years old but it's still a massive outlay and you don't want them to make mistakes.'

They do get occasional complaints. John adds: 'Often that's because of our strict guidelines on people applying for a licence for the first time – a lack of understanding. But we're getting far fewer now and, actually, more letters and calls thanking us for our help.'

“The team and I do everything within our gift to get drivers back to work as quickly as possible while ensuring public safety is maintained” Georgina Carey

(from left) Administrators Will Davies; Kedisha Henry; Adetola Ayankoya; Jin Sung Sim; John Cohen



Listening to the locals

You spoke, we listened. OnRoute reports back after TPH's first round of suburban taxi forums

In December and January, almost 250 suburban sector drivers attended forums across the Capital. These meetings offered them the chance to discuss their industry and concerns with TPH senior managers.

Topics covered included improving ranks, sector extensions and even intelligence on illegal activity. We've already reported on what drivers asked for in sectors 1, 2, 8 and 9. On the following pages you will find the requests and suggestions from the remaining five sectors, and what TPH has achieved so far.

Commenting on the first round of forums Silka Kennedy-Todd, head of taxi and private hire stakeholder relations, said: 'We're really grateful to all the drivers who took the time to meet with us in December and January, and we're taking action on issues they raised with us - from tout reporting to requests for ranks. We will be back to visit each sector between July and February.'

Above: Drivers before the first Sector 8, Ealing and Hillingdon suburban taxi forum December 2015

>> The 9 suburban sectors



What you asked for

Sector 3 Bexley, Greenwich and Lewisham

- Continue discussions with Lewisham Borough Council on the Clocktower rank, following its relocation to a place where customers couldn't see it
- Look at improving signage at Lewisham and Eltham stations, and at the O2
- Investigate allegations of touting by Lewisham station and at 368 Club, Broad Street, Greenwich

Sector 4 Bromley

- Investigate the feasibility of a new rank by Princess Royal Hospital and liaise with the council regarding problems parking up and dropping people off by Kent and Canterbury Hospital, Ethelbert Road (eye clinic)
- Look into the possibility of a disabled drop-off point outside The Glades in Bromley
- Investigate allegations of parking on ranks by taxi drivers and delivery drivers at Market Square, Bromley South station and on the High Street (outside TK Maxx)

Sector 5 Croydon

- Liaise with the borough to investigate installing a rank on the Croydon side of the road, near Crystal Palace station
- Look at an issue with the lights at the junction of George Street, Park Lane and Wellesley Road, which often skip the phase for traffic to go from George Street
- Consider whether marshals can be deployed at Park Street

Sector 6 Merton and Sutton

- Investigate allegations of poor taxi driver behaviour on the rank by Centre Court shopping centre, Wimbledon and see if the rank is too close to the traffic lights
- TPH Knowledge manager to attend the next meeting with sector 6 to address concerns about a perceived lowering of standards

Sector 7 Hounslow, Kingston upon Thames and Richmond upon Thames

- Consider how to make stewards aware of the different rights of taxi and private hire vehicles at Twickenham stadium
- Investigate allegations of illegal ranking on Putney High Street outside All Bar One, the south bank of Surbiton station and outside the Fez Club, Upper Richmond Road
- Liaise with the borough to investigate introducing new ranks outside all night-time venues

What is being achieved in the suburban sectors?

Sector 1

- A new rank on the Seven Sisters Road will be appointed this summer
- Waltham Forest Council has agreed in principle to the provision of a new rank at Chingford station, following a request from TfL
- The late-night marshalled rank trial in Dalston is continuing
- Trial of a new taxi rank at Leyton station is continuing
- A new night-time rank has been installed at Oakwood station

Sector 2

- New ranks have been appointed at West Ham, Upton Park, Fairlop and Wanstead stations
- Romford station (Eastern Road) and Romford High Street ranks have been extended
- A new rank has been appointed at High Street/Billet Lane
- New ranks have been appointed at Upminster Bridge Road station and Collier Row

Sector 3

- A proposal for a new taxi rank funded by TfL in Broadway Shopping Centre, Bexley has been agreed with the borough
 - New taxi ranks have been requested at Blackheath station and The Venue nightclub
- ### Sector 4
- The rank in Market Square has been extended from three to seven spaces. The first portion of this rank is also now in operation 24 hours a day
 - New feeder ranks for Orpington station have been appointed

Sector 5

- The rank at Norwood Junction, Station Road has been moved to a better location

Sector 6

- A new feeder rank has been appointed in Sutton High Street
- A new night-time taxi rank at Colliers Wood station will be appointed this summer

Sector 7

- A design for a new night-time taxi rank at Hounslow East station has been prepared and submitted to Hounslow Council for consideration

Sector 8

- New night-time taxi rank proposals for North Acton, Northfields and West Acton stations are being discussed with Ealing Council

Sector 9

- New taxi ranks have been appointed at:
 - East Finchley station
 - Christchurch Avenue (Kilburn station)
 - Chapter Road (Dollis Hill station)
 - Neasden Lane (Neasden station)
 - Queensbury Station Parade (Queensbury station)
 - Brent Cross station



“We’re really grateful to all the drivers who took the time to meet with us in December and January, and we’re taking action on issues they raised with us”

Silka Kennedy-Todd

» Keeping you updated

More information from the forums is available at tfl.gov.uk/suburban-forum

Next round of forums

The next forums will start in July. Suburban taxi drivers from each sector will be welcome to attend on a first come, first served basis, along with representatives from the driver associations. We will also invite representatives from the relevant local borough councils. The meetings will run for two hours.

| Date | Sectors | Hotel |
|-------------|--|--|
| 19 July | Sector 1 Haringey, Enfield and Waltham Forest | Gilwell Conference Hall, Chingford |
| 18 Aug | Sector 2 Barking and Dagenham, Havering, Newham and Redbridge | Hallmark London Chigwell Prince Regent |
| 15 Sept | Sector 3 Bexley, Greenwich and Lewisham | De Vere, Devenport House |
| 13 Oct | Sector 4 Bromley | Bromley Court Hotel |
| 10 Nov | Sector 5 Croydon | Jurys Inn, Croydon |
| 1 Dec | Sector 6 Merton and Sutton | Holiday Inn, Sutton |
| 2 Feb 2017 | Sector 7 Hounslow, Kingston and Richmond | Holiday Inn, Sutton |
| 12 Jan 2017 | Sector 8 Ealing and Hillingdon | Double Tree, Ealing |
| 12 Jan 2017 | Sector 9 Brent, Barnet and Harrow | Double Tree, Ealing |

At your convenience



When you’re driving around London all day, knowing where to go when you need to ‘go’ is vital. So here’s our guide to finding public toilet facilities across the Capital

These days, there’s an app for everything and that includes locating public conveniences close to you. Some of the most popular apps include Toilet Finder, Flush Toilet Finder and City Toilet Finder.

There’s even the Great British Toilet Map giving the location of public toilets across the UK, including in London. Go to greatbritishpublictoiletmap.rca.ac.uk

Where to ‘go’

If you regularly drive in a specific area, make sure you know where the nearest toilets are.

Retail outlets such as supermarkets and DIY or department stores often have some of the best and most accessible toilet facilities and those further out of central London may also have parking available.

Many boroughs are working with local businesses to introduce the

Community Toilet Scheme, aimed at providing clean, safe and accessible public facilities in more convenient locations. Look out for the Community Toilet signs.

Details of public and community toilets are provided on most borough websites. The information varies and in some instances may be hard to read or access on a smartphone or tablet. To view full details, go to tfl.gov.uk/public-toilets

Station to sanitation

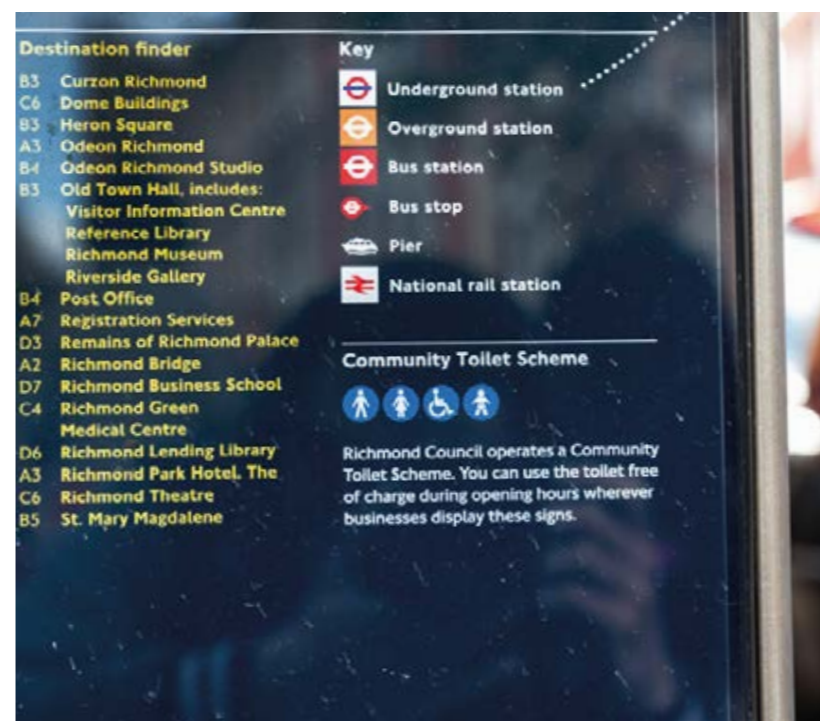
Public toilets are available at some stations across the central London, Heathrow Airport and London City Airport areas. Do check the opening hours and whether or not you have to pay to use them. Some rest rooms in Network Rail stations (marked + on the list on the right) may be inside the station’s gateline.

» Public toilets at stations

- Camden/Regents Park/ Baker Street**
 - ☺ Marylebone
 - ☺ Baker Street
 - ☺ St. John’s Wood
- Canary Wharf/ Isle of Dogs**
 - ☺ Canning Town
- Chelsea/Pimlico**
 - ☺ Victoria Station
 - ☺ Vauxhall
 - ☺ Battersea Park+
- City of London/ St. Paul’s/Farringdon**
 - ☺ Bank
 - ☺ Monument
 - ☺ Old Street
 - ☺ Cannon Street
 - ☺ Blackfriars
 - ☺ Liverpool Street
 - ☺ City Thameslink+
- Euston/King’s Cross/ St. Pancras**
 - ☺ Euston
 - ☺ King’s Cross
 - ☺ St. Pancras
- Kensington/Notting Hill**
 - ☺ Earl’s Court
 - ☺ Kensington Olympia+
- Knightsbridge**
 - ☺ Earls Court
- London City Airport**
 - ☺ Canning Town
- London Heathrow**
 - ☺ Heathrow Terminals 1,2,3,4,5
- Hatton Cross**
- Osterley**
- Boston Manor**
- Northfields**
- Acton Town**
- Staines+**
- Feltham+**
- Hounslow+**
- West Drayton+**
- Southall+**
- Hanwell+**
- Ealing Broadway+**
- Mayfair/Oxford Street**
- Green Park**
- Paddington/Bayswater**
- Paddington**
- Shepherd’s Bush/ Olympia**
- Hammersmith**
- Earl’s Court**
- Kensington Olympia+**
- Soho/Covent Garden**
- Piccadilly Circus**
- Charing Cross**
- Tower of London/ Borough/London Bridge**
- London Bridge**
- Elephant & Castle**
- Fenchurch Street+**
- Victoria/St. James’/ Westminster**
- Victoria**
- Westminster**
- Vauxhall**

Legend

- ☺ London Underground, ☺ DLR,
- ☺ Network Rail



Slanging match

London cabbies have a language all their own.
Ian Beetlestone guides us through it

If I told a non-cabbie I'd got a single pin from the gas chamber they might well wonder what the hell I was talking about. So might some cabbies too, for that matter as I'm not sure how much cabbie slang is merely talked about rather than talked. It often seems to be 'as the old boys used to say', rather than actually said, but then most of the cabbies I talk to are new boys, like me.

It doesn't take too much imagination to figure out that a single pin might be a lone passenger; one person in the back. If I'd picked them up at the gas chamber that would be the underground taxi rank at Euston station.

My favourite cabbie slang, I read about somewhere (and I can't remember where, so that I often wonder if I imagined it) was 'France' for anywhere south of the river. I love the dismissiveness of this – somehow, dismissive of both France and South

London – and also the sense of self-deprecation, the playing up to the old cliché about 'not going south of the river at this time of night guvnor'.

Some cabbie slang is obvious, or picked up from elsewhere, such as bowlers (or bowler hats) for City gents, a phrase still understood widely despite the disappearance of the headgear.

Others are specific to the trade, like butterboys for those new cabbies fresh from the Knowledge. As is so often the case you hear different versions of the origins of this: that they steal the bread and butter from the mouths of established drivers' families; that they can't be trusted to follow the trade's intricate etiquette – they're slippery, oily, buttery; and the more prosaic derivation from 'but a boy', which is most likely but the least creative.

A way with words

It's the creative ones I like best. I love Stage Door for the main taxi drop-off at Waterloo station, because it's just such a perfect fit for the door straight on to the platforms, which absolutely are stages when you think about it. And I like the exclusive feel of it, each passenger coming out a celebrity being ushered into a waiting vehicle far cooler than a limo, to be whisked off wherever their whim takes them.

The Bat Cave is another favourite, for that strange little undercover bit of Lower Robert Street that looks like you're heading into a solid wall but then suddenly brings you out on to the other side of the Adelphi and down on to the Embankment. I've not had the chance to use it with a passenger yet but I'd like to think they'd find it as thrilling as I would (though I've used

Hills Place to impress them from time to time, which has a similar effect, albeit without the roof).

Talking of passengers, I see a fresh lease of life in cabbie slang in the new age of Twitter and apps like Hailo. It's thanks to their 'Person On Board' driver status that pob has become a twenty-first century alternative to punter. Not only that, but among my cabbie friends at least, pob has become a verb, too – as in 'they're pobbng like crazy in Shaftesbury Avenue, the theatres have just burst'. (Burst being another favourite, because that's exactly what they do, and then flood all over the pavements and roads and, ideally, into waiting taxis.)

This burgeoning use of the word pob (useful in the limited space allowed by Twitter and text messages) makes me wonder what other new slang we can invent. All drivers and their circles of

driving friends must have their own that they use together.

When my friends and I say the Mandy we mean the Mandarin Oriental Hotel. When we say the Dol we mean the (dear old) Langham Hotel, on whose rank I spend half my working life and when we say Nice-Smelling

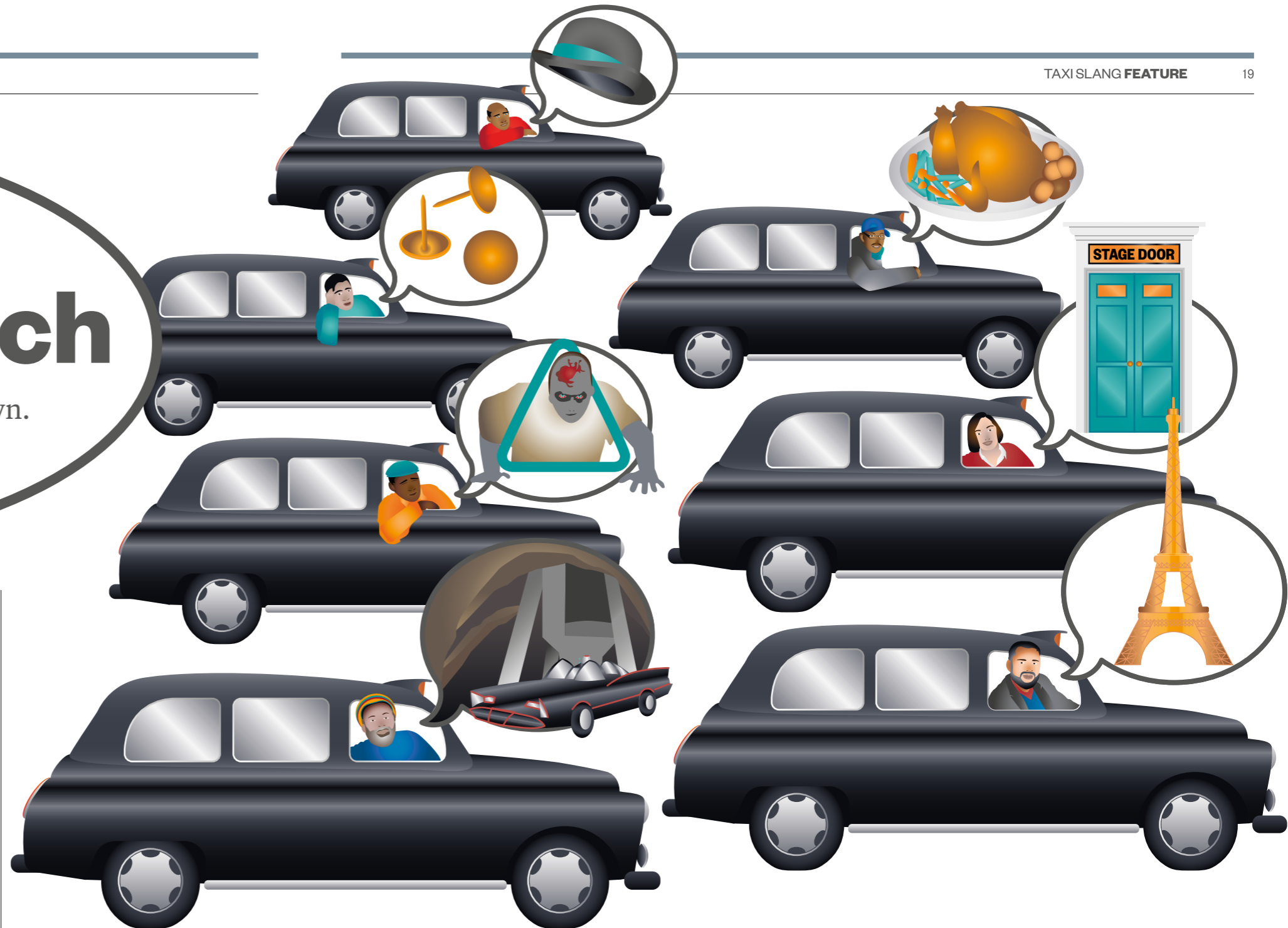
we mean the Holiday Inn Kensington Forum, with its calmingly-scented foyer that has, for some reason, tickled us. We have BDE, too, meaning either 'best day ever', or used ironically to indicate the opposite, our own sardonic take on the Game being dead.

Game dead or alive, there's nothing

like a roader or a flyer to cheer you up after roasting for hours on a dead rank or being bilked in the Zombie Triangle. Be lucky out there...



Know any other slang terms? We'd love to hear them, please send to OnRoute@tfl.gov.uk



Mind your language!

The Kipper

The period between New Year and Easter when trade is quiet, derived either from 'flat

like a kipper' or drivers being so poor that's all they can afford to eat

Roader

A long job out of town

Flyer

A job to an airport, usually Heathrow

Roasting

Spending a long time in a rank waiting for a job

Bilked

Having a passenger do

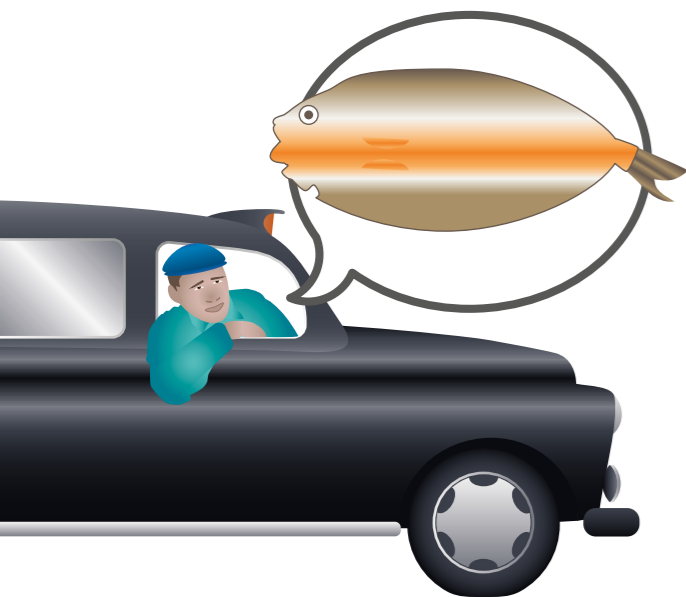
a runner without paying you

Legalled off

No tip from the passenger, who just paid the legal fare

Zombie Triangle

The area between Old Street, Great Eastern Street and Shoreditch High Street



The doctor will see you now

For some drivers, the mere mention of a medical assessment can cause unease. But the licensing team at TfL is there to guide you through the process

Before any London taxi or private hire driver is issued with a licence, TfL needs to be satisfied they are medically fit. This means meeting the DVLA Group 2 medical standards.

You may ask why the requirements are more robust than for an ordinary driving licence, but as Dee O'Leary, licensing team leader explains, TfL's main priority is public safety.

'Drivers need to look after themselves and the public. A regular driver may only be on the road for a couple of hours a day, whereas taxi and private hire drivers can be out for hours for most days, and that's why the

guidelines are more stringent.'

You should undergo a medical examination with someone who has access to your full history, ideally your GP. TfL sends out a medical declaration form – or PHV/204 form – for the medical examiner to complete. Before you send the form back, it is important to check no questions have been missed or only partially completed.

Passing your exam

The check lasts around half an hour and covers heart and circulation problems, brain injuries, epilepsy, mental disorders, drug and alcohol

addiction, vision, and any physical disabilities or impairments. In addition, a urine sample must be given so it can be tested for diabetes.

Dee says it is really important all sections of the form are completed fully to avoid further information being requested. 'We frequently have to ask for information regarding a driver's vision. To help, we have simplified this section of the form and drivers can have this completed by an optician if they so wish.'

The best way to avoid the possibility of a licence being suspended, or even revoked, is to talk to TfL alerting them to existing conditions, however big or small. Drivers are also required to notify TfL within 21 days of any change to their health that might

Contact details.

Telephone
0343 222 4444
(select option 1)
lines are open
from 08:00 to
18:00, Monday
to Friday

Email
tph.enquiries@tfl.gov.uk

Address
London taxi
and private hire
230 Blackfriars
Road
London
SE1 8PJ

affect their ability to drive. In addition, disabled drivers should tell TfL of any modifications they have made to their vehicles.

'We know it's not always easy to have the medicals done on time,' says Dee. 'If, for whatever reason, we've requested information and you don't think it's going to be possible to get it to us in time, then please give us a call, we may be able to give you an extension. It is much better to stay in touch with us, as this will avoid us having to send out reminder letters or even to suspend or revoke a licence, which no one wants.'

'We are really keen for drivers to contact us whenever there is a change in their health. We don't want them to be afraid of getting in touch. Where possible, we want drivers to keep on driving, so the sooner a driver tells us about any medical conditions they have, the sooner we can begin to deal with them. Any question you want to ask, go ahead and ask it.'

The role of TfL's occupational health team

While most of the medical declaration forms are processed directly by TPH, those that contain more complicated medical queries are assessed by TfL's occupational health team.

There are three possibilities:

- The driver can be judged suitable for licensing, so TPH would continue to process the application
- They can be found unsuitable (though this may only be for a limited period until the driver can provide evidence showing they meet the required medical standards)

- Further information is needed, and these cases are usually reassessed

Occasionally, an unsuccessful application will be resubmitted to the team with additional supporting information. There are also times when an applicant takes their case to court. In both scenarios, the occupational health team ensures it outlines their findings in layman's terms, and where possible, tries to find a way forward.

“A regular driver may only be on the road for a couple of hours a day, whereas taxi and private hire drivers can be out for hours for most days, and that's why the guidelines are more stringent” Dee O'Leary

A guide to getting your licence

Did you know you can apply for and renew your licence online?

First, you need to register for an online account using the web portal at tfl.gov.uk/tph

You will be asked to provide a valid email address, a memorable password and a security question and answer that you must enter every time you login to your account.

If you are unsure of your password it can be reset using the forgotten password link. If you forget the answer to your security question you can call TPH to provide additional security information in order to have it reset.

Uploading your documents

Make sure you save all your documentation in a specific folder on your laptop or desktop ready to upload.

One of the main reasons applications are left incomplete is people attempting to upload several pages of a document as individual files but missing out several pages. So, if you have documents that are more than one page, such as your Medical Declaration form, then scan all the pages and save them as one document.

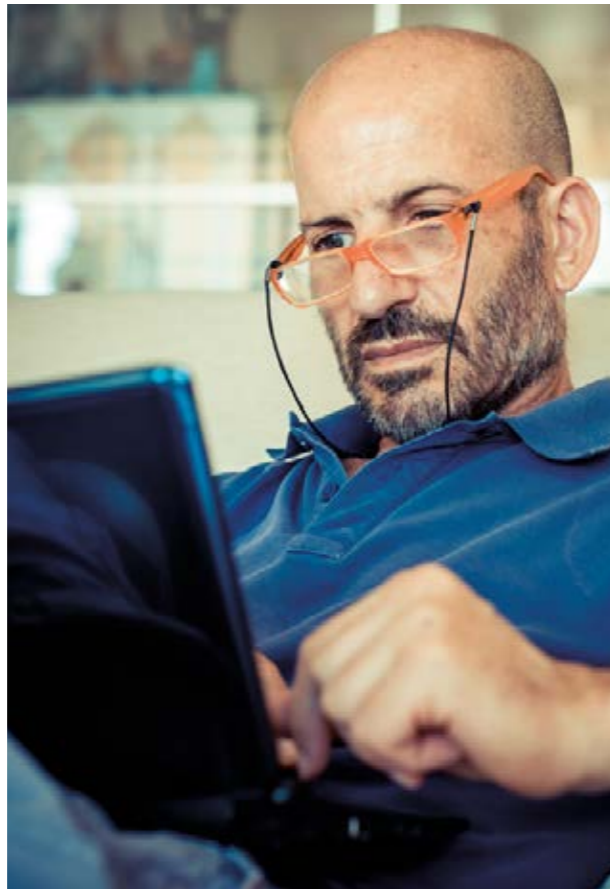
Making a payment

To submit an online application, you will need to pay the appropriate fees so you'll want your credit or debit card close to hand.

If you need help with the online process you can also book an appointment to visit the TPH counter service at Chancel Street (behind 230 Blackfriars Road).

Existing licensees

If you are registering for an online account and already hold a valid London taxi driver or PHV licence you need to answer 'yes' to the question under the heading 'For existing licence holders'. It is important to do this, as it will link your online account to your London taxi driver or PHV licence. If you don't, existing licence holders will be registering as new drivers. TfL



If you are an existing licensee and suspect you may have registered as a new applicant or submitted a new application by mistake then please call TPH on 0343 222 4444 so that this issue can be resolved.

has found this to be quite a common problem that can delay processing of the renewal applications.

After you have selected 'yes' you will be asked to provide a customer online reference number and your driver licence number in the drop down boxes. Both of these will be provided in the renewal pack sent out to existing licensees when it is time for them to renew.

If these numbers are entered incorrectly the account cannot be successfully linked and this can cause various issues.

Submitting a new application instead of a renewal can also delay the processing.

If you are an existing licensee and think you may have registered as a new applicant or submitted a new application accidentally then please call the taxi and private hire team.

Important information for new applicants

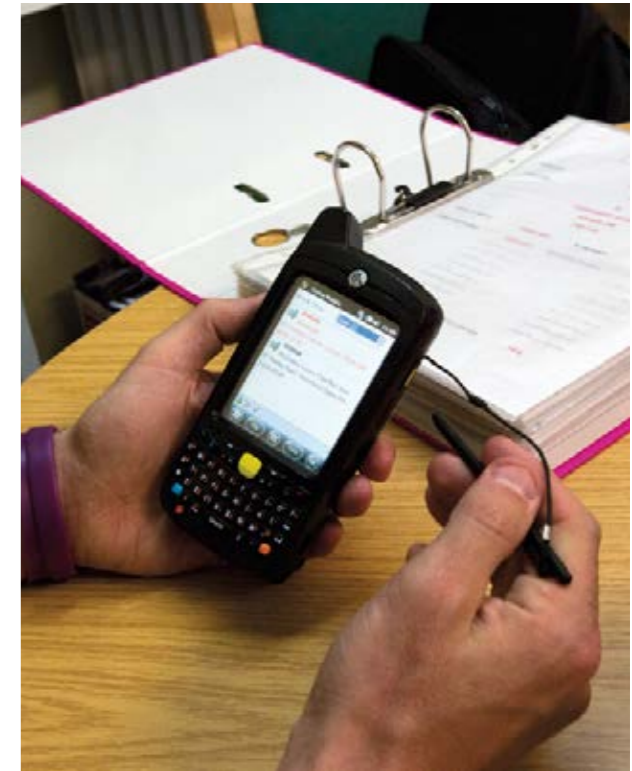
Before the application is started, new applicants should carefully read the advice on the website. This is to ensure that they have all the required documentation and meet TfL's mandatory requirements.

Several applicants have attempted to apply a number of times. This can delay processing of an application and lead to multiple financial charges being incurred by the applicant. If you need help at any stage of the process, please call the TPH contact centre.

Any questions?

If you need any help with applying for a new or renewal driver licence please call our team on **0343 222 4444**.

Lines are open from 08:00 to 18:00, Monday to Friday



Well documented

Operators: you'll need your files in order when the TPH compliance team comes to call

Perry Kissin checking files at Chequers Cars



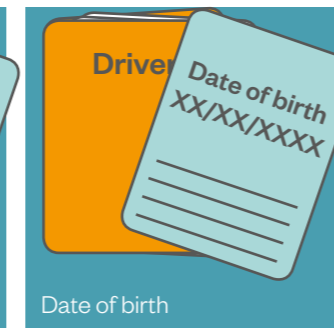

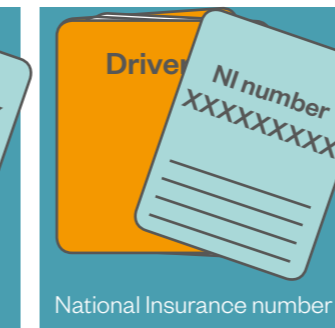


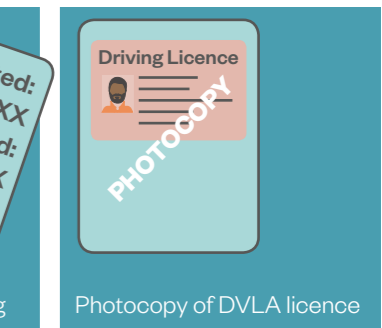
Fire up a private hire operator's computers, or reach for their ring-binders, and it's virtually impossible to predict what you might discover.

According to Perry Kissin, TPH compliance officer, some operators keep very good accurate records and set a benchmark of what is expected while some can have multiple problems which can result in their licence being suspended or revoked.

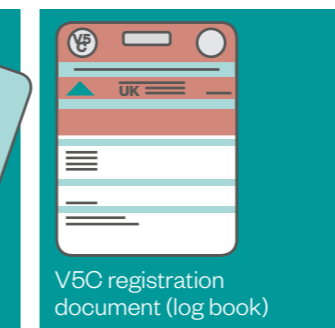
Compliance officers go through intensive training and decisions are taken very carefully as they understand the impact on the livelihoods of operators, their staff and drivers but at the same time they are aware of the need to maintain the safety of customers using the service.

» **Paperwork check list**
Make sure you have the following up to date

Drivers »

| | | | | | | | |
|---|--|---|---|--|--|--|--|
|  Photograph |  Name XXXX XXXX |  Date of birth XX/XX/XXXX |  Address X XXX XXXX XXXXXX XXX XXX |  NI number XXXXXXXXXX |  Private hire driver's licence |  Date started: XX/XX/XXXX Date finished: XX/XX/XXXX |  Photocopy of DVLA licence |
|---|--|---|---|--|--|--|--|

Vehicles »

| | | | | | | | |
|---|--|--|---|---|---|--|--|
|  Make XXXXXXXX |  Model XXXXXXXX |  Colour XXXXXXXX |  Year XXXX |  V5C registration document (log book) |  Private hire vehicle paper licence |  Valid hire and reward insurance certificate |  MOT Test Certificate VOSA MOT (every six months, unless the vehicle is under a year old) |
|---|--|--|---|---|---|--|--|

Operators »

| | | | | | | |
|---|---|--|--|---|--|---|
|  Must display operator licence |  Employer liability insurance (£10m minimum) |  Public liability insurance (£5m minimum) - if public access |  VAT accounts |  Booking records |  Complaints records |  Lost property records |
|---|---|--|--|---|--|---|

» From Monday 27 June new private hire vehicle licence applicants must be covered by a policy of hire and reward insurance at the point of licensing and for the entire time the vehicle is licensed, including when the vehicle is being driven for personal use. This insurance must then remain in place for the duration of the licence. Existing licensees must be covered from 11 July.

“I've never had a problem with an operator, they've got something to lose, their licence, so they're always more than helpful” Perry Kissin, compliance officer

‘I've never had a problem with an operator,’ says Perry, ‘they've got something to lose, their licence, so they're always more than helpful.’

All in order

The compliance team visits almost 3,000 operators checking that their paperwork is complete.

Generally, operators don't have any advance warning that the officers are coming, which means they need to stay on top of everything from their drivers' licences (both DVLA and Private Hire) and photographs to vehicles' MOT certificates and insurance documents.

The officers scan all the paperwork

using their hand-held devices and anything that's missing gets recorded as not compliant.

Here are our top tips for operators

- If you are employing a driver, you have a legal responsibility to ensure that your employee has the right to work in the UK. If in doubt, contact the Home Office website
- Make sure you see the original driver's licence photocard and that the address matches that on their PHV driver licence
- It is good business practice to check original documents at regular intervals

- Ensure that private hire insurance cover is correct and up to date for the vehicle named. From 27 June new operators will be required to keep all records, including insurance documents, for a minimum of 12 months. This will apply to existing operators from 11 July

- Remember, if a driver leaves the company it is the operator's responsibility to keep his/her driver file for 12 months

••• You can find out if a potential employee has the right to work in the UK at www.gov.uk/legal-right-work-uk

Philip Alexander, the managing director of Chequers Cars, says he is reassured by visits from the compliance officers.

“There are certain standards and these visits demonstrate to the public that the industry can maintain those standards. I'm always very happy for the officers to call by. They can only be a benefit to the trade as they help companies to improve their standards. It's a question of working well together, and speaking to each other in a sensible and reasonable way.”

» The compliance officers usually work in pairs, although occasionally up to **20 officers** will visit one company at the same time due to a high number of drivers and vehicles.

Non-compliant operators, or those that have had complaints made against them, are visited more frequently. There are currently **2,777 private hire operators** in London

Common reasons for non-compliance

- Incomplete driver file:**
- Missing DVLA licence
 - Missing driver photo
 - Expired driver licence
- Incomplete vehicle file:**
- Hire and reward certificate not in file or out of date
 - Missing MOT

It's in the cards

The Twitter feed has been buzzing about card readers in cabs. So here's the low-down on accepting plastic

Who is liable if a taxi is stopped for not having a valid card payment system?



Answer

It's the driver's responsibility. From 3 October all London taxis must be fitted with a working card payment device, or the driver could find the vehicle they are using is taken off the road. They will be required to accept card payments as a condition of their licence, so if TfL has information that a driver has refused plastic, it may consider appropriate licensing action.

From 3 October all London taxis must be fitted with a working card payment device, or the driver could find the vehicle they are using is taken off the road.

If a driver has a mobile hand-held card payment device, can they use this instead?



Answer

Yes, as long as it has been approved by TfL and it uses a cradle device in the passenger compartment (these are currently being developed). For more information on approved card readers and how to get a cradle fitted, visit tfl.gov.uk/cards-in-taxis

If a credit card terminal fails to respond, should the driver get into the back of the vehicle to try to correct the fault?



Answer

No, the driver should not. First of all, the driver should ask the passenger to try again. If the fault persists, they should contact the payment device supplier for support and see whether they can fix the fault or take an over-the-phone transaction.

Once a fault has been acknowledged, the vehicle should be taken out of service until it is fixed.

Why does the device have to be fixed in the rear passenger compartment?



Answer

This makes it quicker and easier for a customer to pay and also means people keep their payment card with them at all times. Some existing TfL approved devices, including mobile devices, will require fixing or repositioning.



If a credit card terminal fails to respond for any reason, can cab drivers ask for cash?



Answer

The driver or owner must make sure their vehicle can accept card payments via an approved device. If it's faulty, the taxi is unfit and should be taken for repair.

Can a driver legally ask for a credit card payment in advance for a long journey?



Answer

For fares for journeys over 12 miles, or where a taxi fare is likely to be high, TfL thinks it is acceptable for drivers to ask for a payment in advance – if the passenger agrees. Otherwise the fare should be on the meter and customers cannot be charged more than the amount showing at the end of the journey.

Will drivers have to issue receipts?



Answer

Card payment systems must be able to offer a printed receipt on demand as specified by VISA and MasterCard card payment rules. This policy is currently being reviewed.

For more information on card readers in cabs, go to tfl.gov.uk/cards-in-taxis

The Ultra Low Emission Zone

Arrives in 2020 to improve air quality and the health of Londoners



In September 2020, the Ultra Low Emission Zone will launch in central London to help improve air quality and the health of Londoners.

Vehicles registered as new with the DVLA before the following dates may be affected:

Lorries, buses and coaches registered before January 2014, petrol minibuses registered before January 2007, and diesel minibuses registered before September 2016.

If you're planning a fleet renewal, please consider the new Ultra Low Emission Zone standards and check the age of your fleet on your V5C vehicle registration documents. Some vehicles will be exempt.

Search 'Ultra Low Emission Zone' to find out more about how you may be affected and to know your options.

Taking Pride

This year's Pride Parade takes over central London on Saturday 25 June, and Ian Beetlestone will be there in his cab



I was amused in the run-up to last year's Pride Parade by the bit in the information pack warning drivers of floats – about how slowly they would need to go and to be alert to the crowds that they'd be driving through. With the possibility of excited revellers jumping out in front of them, it didn't sound all that different to driving down Oxford Street on any other Saturday afternoon.

Although I'd never participated in the parade before, as a cabbie I'd driven the route with my for hire light on a thousand times. Down Baker Street, left into Oxford Street, right at Oxford Circus down Regent Street, through Piccadilly Circus and on to Trafalgar Square. I'd never seen it looking like it did on Pride day, though.

The deep crowds lining the roadside made the streets barely recognisable, especially going down Regent Street, where people in doorways and up on window ledges gave the impression of being tiered, creating a kind of canyon effect. The last stretch down Lower Regent Street was particularly disorientating, especially as I've never driven that way before, it usually being one-way up to Piccadilly Circus, not down. I had only a kind of peripheral idea of where I was – in a kind of slow-moving bobsleigh tunnel surrounded by colour and light and noise – until we burst into Trafalgar Square at the end and then dispersed off down Whitehall.

The atmosphere was incredible. It was a glorious, hot, sunny day. So much colour

everywhere – in the sky, in the floats, in the costumes and flags. It was a riot of noise – cheering, music, horns and whistles blowing. I got so into beeping my horn for the crowds that it stopped working, which was somewhat dispiriting – the last section into Trafalgar Square I drove silent, impotent, slightly sheepish. I'd been beeping a lot of call-and-response with Danny, who was driving the rainbow bus behind me. Quite funny now to think of a bus and a taxi in Oxford Street beeping their horns at each other out of fun rather than disagreement, driving

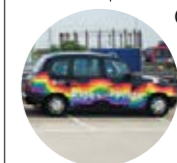
together with the same purpose and having the time of their lives.

It felt so right to have the two of us driving together in the parade, world-famous icons of London, and both of us spreading a positive message about our industries for everyone to see.

One of my favourite moments in last year's parade was spotting a guy lining the route in Oxford Street, proudly waving his Green Badge at me. I drive my London taxi with pride and it is with great pride that I drive it with the rainbow livery on it. I love driving around in a moving advert that instead of trying to sell anything just gives, stating to all Londoners and visitors alike that the cab trade is open to all and celebrates difference and love. It's such a refreshing riposte to the clichéd image of the grumbling cabbie of popular imagination. I can't wait to do it again this year.

Highlights of the Pride Parade day

My rainbow taxi



Of course, which will be parading again in TfL's entry and on the streets before and after.

The rainbow bus



A gleaming and iconic new Routemaster, a massive moving wall of colour. Pretty easy to spot. Drives the number 8 route when not parading on Pride day.

Best place to watch the parade



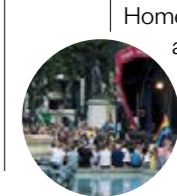
Piccadilly Circus. You get the view of the parade approaching down John Nash's beautiful Regent Street curve, and you're raised at the top of the hill to watch it disappearing down towards Pall Mall too.

Soho



Becomes an uproarious street party after the parade ends. Naturally, Old Compton Street is the centre of the action with crowds throughout the street and all the bars doing very brisk business indeed.

Trafalgar Square



Home to the official afterparty post-parade time. Expect a slew of cheesy, gay-friendly pop acts and lots of silly fun.

Letters

Email us at OnRoute@tfl.gov.uk. We will print a selection of emails every issue – and there's a £20 Amazon voucher on offer for the best.

Star letter OnRoute reflecting its readership



I was most interested to read the April/May edition of OnRoute magazine, noting in the opening pages that there are approximately four private hire drivers for every one taxi driver. Why then, after going through the pages of that edition, do I count nine articles about taxis, 13 that might apply to both taxis and private hire, but only two aimed solely at private hire? Surely if this publication is to reflect its readership then for every taxi-related story there should be four stories about private hire?

Neil Harrison, private hire driver

As TfL licenses both taxi and private hire, the magazine is most definitely aimed at both and we endeavour to be as even-handed as possible. We also try to be newsworthy and so some issues of the magazine will have more pages dedicated to either taxi or private hire depending on what is happening at the time. For instance, because of the changes being brought in to the private hire regulations, this issue contains three major features dedicated to private hire. Other features, although not specifically aimed at private hire, will definitely be of interest including the medical checks, the role of the customer service team and tips on how to apply for a licence online.

We are always pleased to hear from anyone in the trade and if you have any ideas on topics you would like us to cover in future issues, then please do let us know.

D Pilgrim, editor



Kindness of strangers

Quick shout out to London black cabbies... parking up at Great Ormond Street Hospital (GOSH) today, there was a young girl and her mum getting out the back of a cab. Mum asked how much the fare was and reached for her purse. Fella driving the cab wouldn't take a penny off her. Heard the cabbie say he doesn't take fares for rides to GOSH and neither do any other cabbies.

So I haven't got the guy's plate number or that but fair play to you and all the rest of you cabbies who do the same. Your small act of kindness shows why London black cabbies are the best in the world. Well played.

Ryan Cord, GOSH Volunteer

From our Twitter feed



We say...

If your badge/licence is lost or stolen you can email tph.enquiries@tfl.gov.uk or call 0343 222 4444 to request a replacement.

private hire driver application queries. Call 0343 222 4444 to book an appointment.

If your licence is close to expiry you may be eligible for a temporary measure if you are still waiting to hear back from the DBS regarding

your disclosure. Please DM us some details so we can look into it.

Thank you for your intelligence reports – we use these to shape deployments for the police and our compliance teams.

You say...

Why not allow taxis to use the London Bridge bus lane? Total gridlock while only a couple of buses are using lane! @cockneyboy76

It wasn't possible to allow taxis to use the London Bridge bus lane - traffic light times were adjusted to help reduce queues. @TfLTPH



Where am I?

- 1 Marble Arch was relocated from which famous building?
- 2 Outside which London hospital is a statue of King Henry VIII?
- 3 Which bridge crossing London's River Thames was built between 1886 and 1894?
- 4 Outside which famous sporting stadium will I see a single statue of Bobby Moore?
- 5 Name the hospital on which the Lanesborough Hotel now stands?

(Apparently, during the 1970s miners' strikes, the hospital would be powered by Harrods' generators. All cash tills went to manual operation.)

Calendar



June

23 June Barry Manilow concert, O2 Arena

24 June Rihanna concert, Wembley Stadium

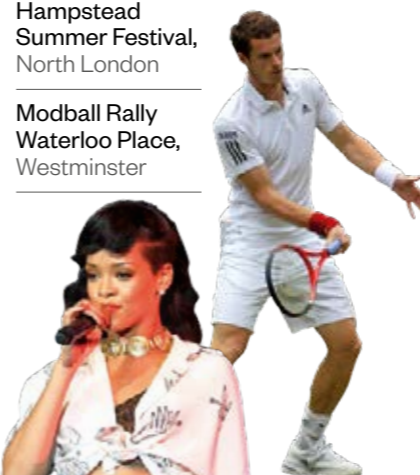
25 June Pride Parade, Central London

26 June Hampstead Summer Festival, North London

Modball Rally Waterloo Place, Westminster

27 June Wimbledon Tennis Championships 2016, Wimbledon (until 3 July)

30 June Kew Lates, Kew Garden (and 25 August)



2 July Beyonce concert, Wembley Stadium (and 3 July)

1 July Earth, Wind and Fire concert, O2 Arena

Massive Attack concert, Hyde Park

Wireless Festival, Finsbury Park (until 3 July)

2 July Florence + the Machine concert, Hyde Park

Lionel Richie concert, O2 Arena (and 3 July)

Formula E, Battersea Park

3 July Carole King concert, Hyde Park

Transported by Design Festival, Regent Street

July

6 July Lionel Richie concert, O2 Arena

8 July Mumford and Sons concert, Hyde Park

9 July Take That concert, Hyde Park

10 July Vitality British 10k London Run, Central London

Summer Streets Festival, Regent Street

15 July Lovebox Weekend, Victoria Park (until 17 July)

16 July Arijit Singh concert, Wembley Arena

31 July Prudential Ride London, Queen Elizabeth Olympic Park, Stratford

17 July Great Newham Run, Queen Elizabeth Olympic Park, Stratford

22 July Anniversary athletics games in the stadium, Queen Elizabeth Olympic Park, Stratford

24 July Summer Streets Festival, Regent Street

28 July Kew Lates, Kew Gardens

30 July Ride London weekend, Central London (and 31 July)

27 August Rugby League Final Wembley Stadium

August

6 August African Day of Action, Kennington Park

London Triathlon, ExCeL Arena (and 7 August)

FOUND Festival, Brockwell Park (and 7 August)

9 August Great British Beer Festival 2016, Olympia (until 13)

25 August London Triathlon, ExCeL Arena

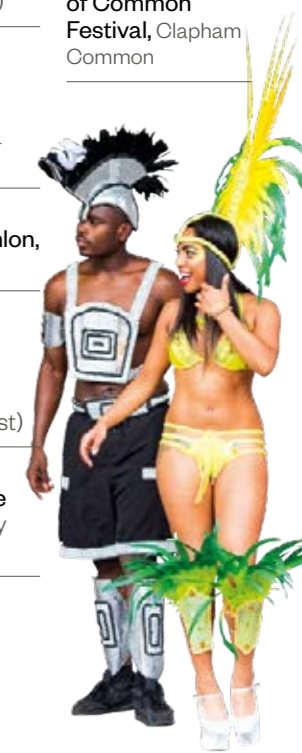
South West Four Festival, Clapham Common (until 29 August)

27 August Rugby League Final Wembley Stadium

African Heritage Festival, Kennington Park

28 August Notting Hill Carnival (and 29 August)

29 August Madness House of Common Festival, Clapham Common



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.'

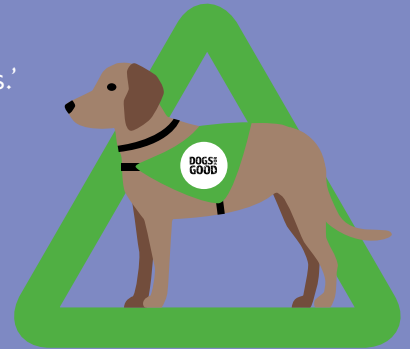
Canine Partners' assistance dogs are for physically disabled adults.



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.