

ISSUE 8 / JAN-FEB 2017

OnRoute

Brought to you by Transport for London

Keeping the Capital safe

Well maintained

tips for keeping your vehicle
in good condition

Don't panic

de-stressing the Knowledge

Private protection

take our quiz on personal
data security

Tweets and trends

meet the Twitter team



When driving, glancing at your phone just once is **one risk too many**



Contents

8
Top tips for vehicle maintenance
How to pass your inspection first time

10
Keep calm and carry on
Hypnotherapy is helping some Knowledge students cope with the pressure

13
A boost for compliance
More officers means better policing of the trades

16
All a-Twitter
OnRoute meets the TPH Twitter team

18
Safe and sound
Is your customer information secure?

21
Blue is the colour
How to become a Blue Badge Tour Guide

22
Share the road
Working to make London's roads safer



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230 Blackfriars Road, London SE1 8PJ

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.

Welcome.

A new year brings new challenges, and 2017 will be another busy one for TPH as many elements of the Mayor's Taxi and Private Hire Action Plan will be delivered – with safety and security a major theme.

With increasing numbers of compliance officers on our streets we look at how they're ensuring the trades are well regulated (p13). Elsewhere in this issue, there are tips on keeping your vehicle in good condition (p8), while you can test your knowledge on data security (p18). We explore how hypnotherapy can help while learning the Knowledge on p10.

If you're a follower of the TPH Twitter feed, turn to p16 to meet the team and find out what goes on behind the tweets. On p21 you can discover what it takes to be a Blue Badge Tour Guide.

We're really keen to know what you'd like us to cover this year, so please do get in contact at OnRoute@tfl.gov.uk.

D Pilgrim
Editor



In our next issue...

- Taxi delicensing
- Rapid charge points
- Ultra Low Emission Zone



News



Fares fair

TfL is consulting on proposed changes to taxi fares and tariffs. The consultation will close on Sunday 19 February. Any changes would come into effect in May 2017. A separate piece of work is also being carried out this year exploring whether there could be a better pricing structure for taxi drivers and customers.

To respond, go to consultations.tfl.gov.uk and search for taxi fares 2017, or write to FREEPOST TFL CONSULTATIONS.

Fewer buses for Oxford Street

Have your say on proposed changes to 23 central London bus routes

TfL is committed to matching bus services with changing demand. The alterations would reduce the amount of buses on Oxford Street by around 40 per cent and improve reliability on a number of routes that currently get congested.

They would also see more bus routes starting and finishing at Park Lane, Trafalgar Square and Tottenham Court Road rather than moving at a very slow speed along Oxford Street.

The Mayor is already working with Westminster Council to make Oxford Street more pedestrian-friendly.

The consultation closes on 29 January.

For more information, go to tfl.gov.uk/west-end-bus-changes, email consultations@tfl.gov.uk or write to FREEPOST TFL CONSULTATIONS.

Tackling London's road congestion

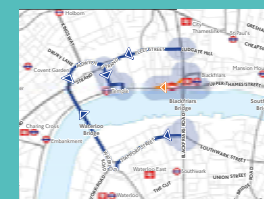
Mayor of London Sadiq Khan has announced measures to tackle congestion and improve reliability on the Capital's roads. These include:

- Making sure the infrastructure that supports the road network, including traffic signals and road surfaces, is reliable, faults are minimised and repairs are carried out faster
- Better communication with everyone who uses London's roads, so they can make more effective decisions about their journeys
- Working more efficiently with local authorities, utility companies and developers to reduce the impact of planned roadworks

He said: 'Ensuring people can get around our city easily and efficiently is vital for London's future prosperity. We need to be much smarter in how we use our roads and tackle the causes of congestion head-on.'

Find out more at tfl.gov.uk/roads

Tideway tunnel diversions



Construction of the Thames Tideway tunnel, a major new sewer urgently needed to protect the river from pollution, will affect travel near Victoria Embankment until 2021.

No taxi ranks will be suspended, but journey times will be affected by traffic and diversions in the area, so plan your journey in advance and leave more time to travel.

The 25km tunnel will tackle the problem of overflows from the Capital's Victorian sewers for at least the next 100 years.

For more information, including this map, go to tfl.gov.uk/status-updates and look under major works and events

Mark Cooper, London Vintage Taxi Association member



Charity round-up

Drivers were out and about last year contributing to a number of good causes

The popular Poppy Cab service was on hand once again to shuttle veterans from London's mainline stations to the Cenotaph Service on Remembrance Sunday (13 November). Some veterans even got to travel in one of the magnificent vehicles from the London Vintage Taxi Association (above).

The veterans were also out with the Taxi Charity at Farringdon station later in the month and managed to collect £2,000 (right). And all that effort was rewarded on Thursday 1 December when the veterans enjoyed a Christmas lunch at Millwall Football Club and taxi drivers were available to take them to and from London Bridge and Waterloo stations.



The Clapham collective

A group of enterprising Suburban taxi drivers has proved there really is strength in numbers.

Five years ago, drivers using the two taxi ranks at the Pavement in Clapham and Brighton Road in Sutton joined forces and offered customers a single Freephone number to provide a door-to-door service. Local residents simply call the number when they need a taxi. The drivers offer fixed rates on some runs, such as those to the airports and stations, and even deliver packages and parcels.

Kieran Brady is one of the 12 drivers involved. He says: 'There's a real villagey community spirit in Clapham and we've tried to tap into that. We hand out cards with our Freephone number on and we've now got a lot of great customers who we have forged real relationships with. They ring us up for everything from taking their kids to school to going to the opera.'

The enterprise has been so successful Kieran is now looking for more Suburban drivers to join the group.

For more information, go to www.swlondontaxiranks.com

Night Tube taxi ranks

Following the December launch of Night Tube services on the Piccadilly line, there are now 24 ranks along the route, making it easier for customers to travel the last leg of their journey home. The back page of OnRoute contains a map showing all taxi ranks that are in place to support the Night Tube service. Three new ranks have also opened to help people using Night Tube services on the Northern and Jubilee lines. These are:

Northern line:

- South Wimbledon – from 22:00 to 06:00, seven days a week (two-space taxi rank)
- Highgate – from 22:00 to 06:00, seven days a week (two-space taxi rank)

Jubilee line:

- Canada Water – from 19:00 to 07:00, seven days a week (four-space taxi rank)

The Night Tube operates Friday and Saturday.



Go pro!

Addison Lee, Go Green Taxis and Alpha Executive Cars were the big winners at the 2016 Professional Driver magazine QSi Awards, the only national honours for private hire and chauffeur companies.

Addison Lee was voted Private Hire Company of the Year in the largest category (81+ vehicles). It also scooped the gold award in the environmental category for outstanding efforts to manage and mitigate its environmental impact.

The awards are open to every chauffeur and private hire company in the UK. Trophies were presented at the end of November.

News

TPH licensing in numbers

24,606

Taxi drivers

21,282

Taxi vehicle licences

117,378

Private hire driver licences

86,231

Private hire vehicle licences

2,498

Private hire operators

Bank junction

The City of London Corporation is developing a safety scheme at Bank junction which, from April, will only allow access to buses and cyclists between 07:00 and 19:00.

This is part of an 18-month trial to make the junction safer for cyclists and pedestrians. It is believed the move could cut casualty figures by between 50 and 60 per cent.

The City of London Corporation will continue to monitor these new arrangements before deciding on any longer-term plans.



Drive for freedom

Help stop modern slavery

Taxi and private hire drivers are being asked to help put a stop to modern slavery.

The Drive for Freedom campaign has been launched by the Salvation Army, in partnership with charity Stop the Traffik, the Metropolitan Police Service, and taxi and private hire companies.

The aim is to encourage drivers to stay vigilant and let the authorities know if they see any suspicious behaviour.

Police officers have distributed air fresheners printed with information telling drivers what to look

out for and how to report their concerns.

'We are really eager to raise awareness,' says Anne Read of The Salvation Army. 'Victims get moved around and human traffickers often use taxis or private hire vehicles for these journeys. Taxi and private hire drivers see things the rest of us don't because they are out and about at all times of the day and night.'



You can report anonymously at www.modernslavery.co.uk, by phoning 0800 0121 700 or by downloading the STOP APP

Financial summary 2015/16

All the income TfL receives from licence fees has to be spent on delivering taxi and private hire licensing and compliance services. For the financial year 2015/16, TfL received £25.5m from licence fees and spent £23.1m on services, leaving a surplus of £2.4m. This money will be re-invested to contribute to the cost of bringing in the new private hire regulations and the Mayor's Taxi and Private Hire Action Plan, introducing a new complaints system and the enhanced topographical test for private hire drivers, and quadrupling the number of compliance officers (see p13).

Latest trend



These are the hot topics trending on @TfLTPH

Comments by Prince Michael of Kent on congestion in London triggered some lively tweets. These included retweets of former cycling czar, Andrew Gilligan's views on car journey times not being adversely affected by the Cycle Superhighways.

A tweet by Deputy Mayor for Transport, Val Shawcross showing her at St Pancras with TfL compliance officers triggered a flood of responses on the feed.

There was some concern about a news article on fraudulent English language certificates, but these were not connected with TPH's new English language requirement.

Catch up with the Twitter team in our feature on p16.

The @TfLTPH Twitter feed now has 11,386 followers.

Advice for Knowledge students on DVSA changes



From 31 December 2016, the Driver and Vehicle Standards Agency (DVSA) stopped providing taxi driving assessments.

This affects Knowledge of London students who have not already passed the test, who don't have a pre-existing booking or who have a pre-existing booking but fail the test, plus those who are likely to complete the Knowledge this year.

TfL has put in place a temporary arrangement to license Knowledge applicants who pass their final (Stage 6) examination, but who have not had the opportunity to sit the DVSA test. Licences will be issued with a condition requiring them to pass a driving assessment once the new arrangements have been finalised – which is expected to be this summer.

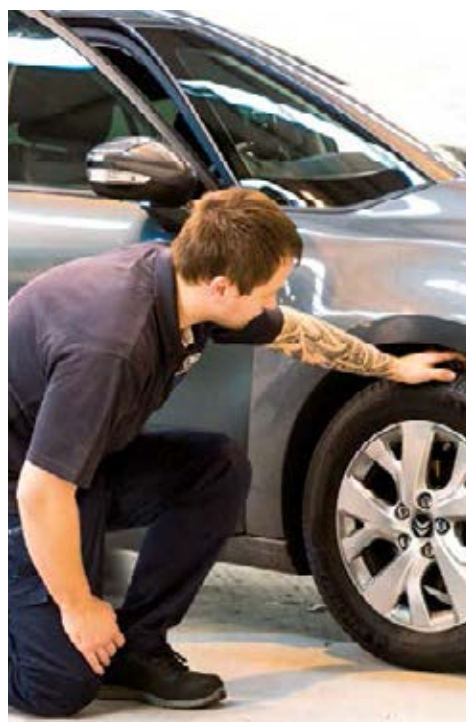
A further TPH notice will be issued when more details are available.

If you need more information please email tph.enquiries@tfl.gov.uk or call the TPH licensing team **0343 222 4444** (Monday to Friday, 08:00 to 18:00).

Helen Chapman
General Manager
London Taxi and Private Hire

Keeping up appearances

When driving is your livelihood, it pays to keep your vehicle in top condition. Here's what you should be checking both inside and out



Taxi and private hire vehicle licences are issued for 12 months, so vehicles must be inspected annually. If they are more than a year old at the time of licensing, they must have an MOT within 14 days of the inspection. Another MOT is required six months from the date the licence is granted.

Poor maintenance is one of the main reasons vehicles fail their inspection. We caught up with Kevin Dorsett, deputy team leader at Staples Corner Vehicle Inspection Centre, to get his tips for keeping your vehicle in good condition, especially through the winter months.

Kevin says that apart from the non-mechanical reasons for vehicles failing, for instance insurance or log book discrepancies, failure could be avoided through proper maintenance.

He advises checking all around the vehicle before you start your working day and especially before taking it for inspection. You should be looking for damage, such as chipped paintwork or windscreens, dents, rust patches, leaks, tyre wear and anything that has dropped off or come loose. And the interior is just as important as the outside, so give the upholstery a good brush or vacuum before the inspection.

Kevin Dorsett at Staples Corner Vehicle Inspection Centre

Private hire

Kevin says: 'The condition of the bodywork on private hire vehicles is one of the main things they fail for. We had 4,679 failed for exterior bodywork defects in 2016 – 18 per cent failed for this fault across the six inspection centres.'

Last year, there were also 5,829 cases (23 per cent) where vehicles failed for the condition of the interior.

There were also a lot of instances where fog lamps weren't properly secured. Where they are fitted quite low down on the body of the car, driving over kerbs can cause them to come loose so make sure you check them.

Taxis

The biggest fails for taxis are exhausts not properly secured or engine mounts with bolts missing. 'Last year we had 227 cases of faulty engine mounts, a potentially dangerous fault,' says Kevin.

Taxi drivers should also make sure they have the right tyres and if a Euro 4 catalytic converter has been removed, they should order new exhaust parts in advance.

Kevin says most vehicles he inspects are well looked after and drivers are good about checking the levels of screenwash, water and engine oil. He advises: 'Your vehicle is your bread and butter, so it makes sense to look after it.'

“Taxis and private hire vehicles must now have two MOTs a year because they do so many miles and because they carry passengers. I'd recommend checking with the vehicle manufacturer to see if you should have your vehicle serviced twice a year” Kevin Dorsett

Fortnightly checklist

Here's OnRoute's checklist to keep your vehicle in top condition:

- **Bodywork**
Watch out for dents, chipped paintwork and rust patches
- **Tyres**
Check your tyre pressure and make sure the tread is within legal limits
- **Engine oil**
Check and top up your engine oil if required. If you need to do this more often than usual, you could have a leak
- **Water**
You should check your coolant level while the engine is cold. In winter, don't forget to top up your anti-freeze
- **Windscreen wipers**
Should be replaced once a year
- **Lights**
Check all your lights and make sure you carry a spare set of brake light bulbs in your vehicle
- **Interior**
Inspectors will check the inside of your car as well as the exterior, so keep it clean, tidy and in a good state of repair



Prepare your paperwork

You're also likely to fail if you don't have the correct documentation with you. Please check you have ALL your paperwork to hand – a PDF on your mobile will not be accepted. You can check what you need to take with you at tfl.gov.uk/tph

Main vehicle inspection results 2016

Taxi		
Fault description	Total	% fail*
Interior compartment	1,566	19
Condition of bodywork and paint	1,248	15
Taximeter and associated fittings	619	8
Road tyres and wheels	310	4
Obligatory lamps	143	2

PHV		
Fault description	Total	% fail*
Interior compartment	5,829	23
Condition of bodywork and paint	4,679	18
Obligatory lamps	1,226	5
Road tyres and wheels	481	2

*Percentages of the total number of taxis inspected and total number of PHVs inspected

Stress-busting the Knowledge

Studying to pass the Knowledge can really put you under pressure, with some students suffering from anxiety and even panic attacks. But there's help at hand from a surprising source

Memorising 320 runs (routes) and 20,000 points (landmarks) is no easy task explains Fiona Kelsall, a hypnotherapist who specialises in helping Knowledge students. She has worked part-time at the Wizann Knowledge school for the past eight years and frequently hears students talking about how stressed they are. 'It's pretty much all they talk about, especially if things aren't going well,' she says.

Four years ago, Fiona began training as a clinical hypnotherapist and with stressed students at hand, she recruited some of them to act as case studies – a mandatory part of the course.

She explains that during hypnosis your subconscious mind is receptive to positive suggestions: 'I start by chatting with my client about the difficulties they are facing, then guide them into hypnosis inviting them to visualise certain scenarios, such as an upcoming appearance, going successfully.'

'Most of them know their stuff but when it gets to an appearance they just freeze. The problem is they perceive it as dangerous, a fight or flight situation. Hypnotherapy basically gets them into a state where they can re-formulate things in their minds, changing that perception and letting them know they are in control and relaxed.'



Five top stress-busters

- 1 Go for a walk in the fresh air
- 2 Breathe deeply
- 3 Visualise yourself succeeding
- 4 Meditate
- 5 Practise yoga

Fiona sees a lot of students doing their 56s (their first appearances), as this is when some of them realise just how difficult the process is. She also gets people who are almost at the end, as they realise they have a lot to lose if they don't pass. 'I've never had a problem hypnotising a Knowledge student because they so want it to work and to do their best. I've also never had anybody who was disappointed because it is really effective.'

How the stress builds

Gavin Masters is currently doing the Knowledge. He says: 'If you talk to a cross section of Knowledge students you will find most are affected by nerves during their appearances. It doesn't seem to matter what they have done in their working lives before or currently, the majority suffer.'

'The fact you can be tested about anywhere on the map, and everywhere is theoretically a point, plays on your mind. It's true to say you just can't know everything and negative thoughts creep up on you. Instead of concentrating on what you do know, you fret about what you don't. Then of course there is the simple case of forgetting. The more nervous you become the more the pictures in your mind just fade away.'

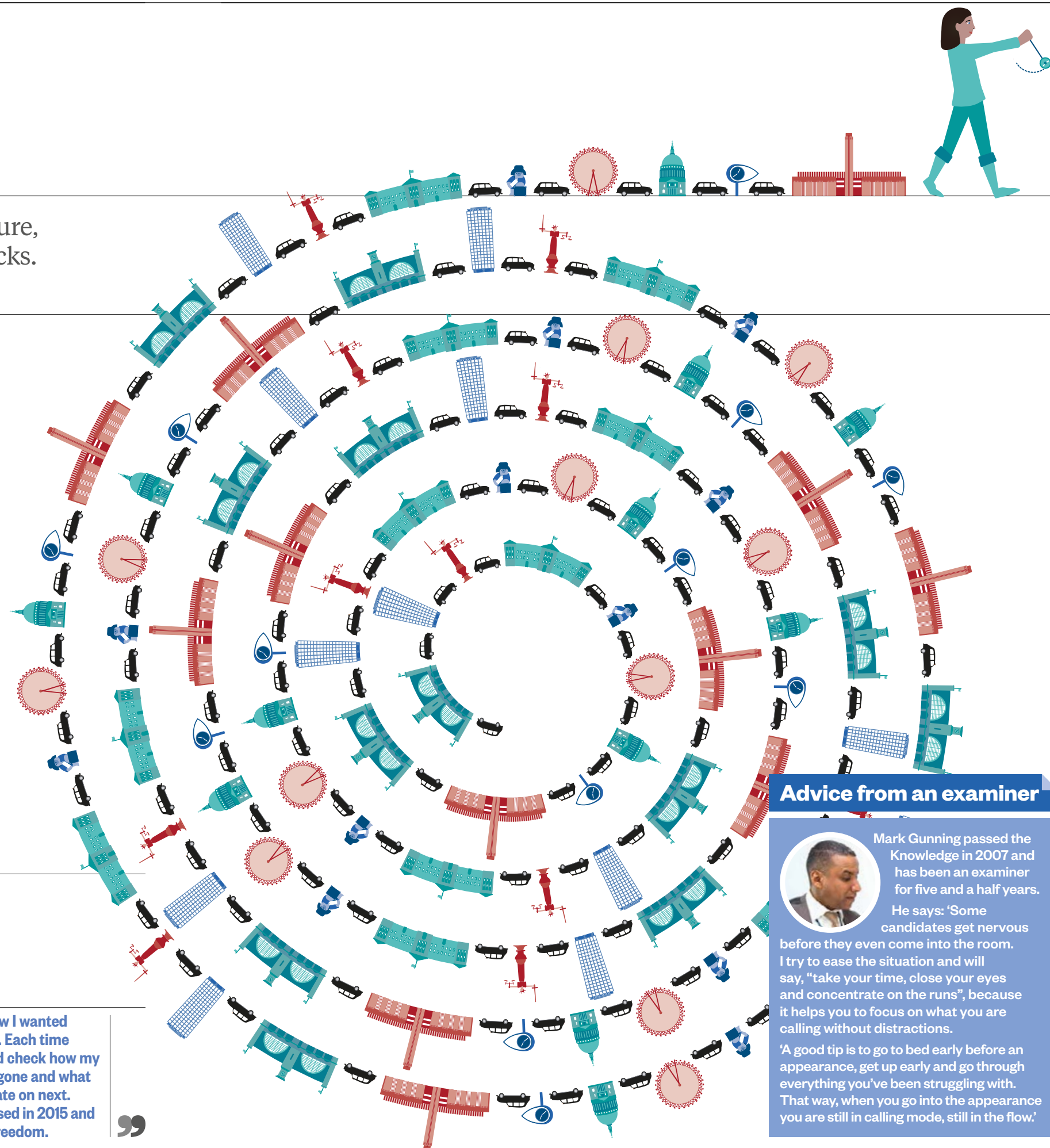
One student's experience

A former client of Fiona's says:

"I started the Knowledge in 2010 and before an appearance I wouldn't be able to sleep. The anxiety would start the night before and keep building. You want to get out there earning, but there are no shortcuts with the Knowledge so it's a bit of a Catch 22.

You want to do so well and there is this big weight on your shoulders that clouds your thinking. I had five sessions with Fiona. We started by talking about what the problem was. Then, when the hypnosis began, we would change the way I looked at

it and run through how I wanted the appearance to go. Each time I went back she would check how my last appearance had gone and what I wanted to concentrate on next. It really helped – I passed in 2015 and just love it. It's total freedom.



Advice from an examiner



Mark Gunning passed the Knowledge in 2007 and has been an examiner for five and a half years.

He says: 'Some candidates get nervous

before they even come into the room. I try to ease the situation and will say, "take your time, close your eyes and concentrate on the runs", because it helps you to focus on what you are calling without distractions.

'A good tip is to go to bed early before an appearance, get up early and go through everything you've been struggling with. That way, when you go into the appearance you are still in calling mode, still in the flow.'

Gatwick express

Airlines are moving terminals at Gatwick. Here's what you need to know



This month, three of the major airlines at Gatwick will be flying out of different terminals. British Airways and Virgin Atlantic are set to switch terminals, while EasyJet will move all its flights to the North Terminal.

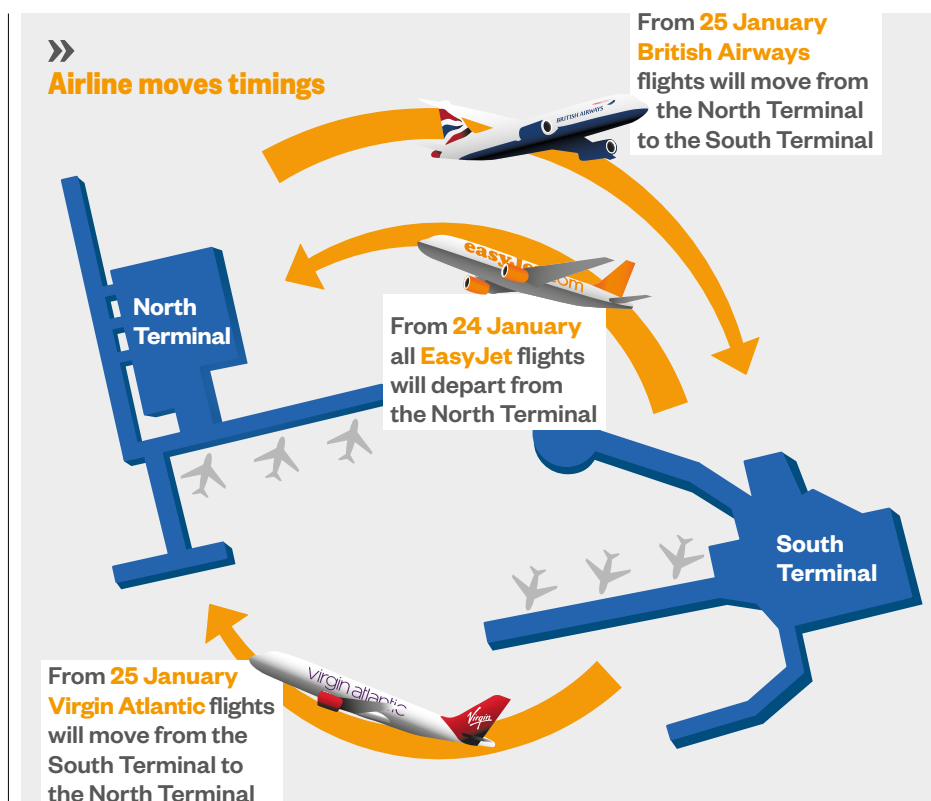
What's happening?

The three airlines will move between 24 and 26 January. The changes will take place over 72 hours to minimise disruption for passengers and aid a smooth switch over.

Who needs to know?

Frequent flyers may automatically head to their usual terminal, rather than check where they are flying from. Travellers departing before 24 January and returning to Gatwick after the move dates will also be affected, as they may be coming back to a different terminal. Make sure you check where you are picking up and dropping off.

● ● ●
www.gatwickairport.com/airlinemoves



On the frontline

More enforcers have hit the city's streets. We meet TfL's latest compliance recruits

After almost 5,000 people applied for 250 enforcement roles, the first 50 new officers are out and about London-wide. And the focus is on providing a quality service to ensure the safety of the public.

They've joined the existing 82 officers cracking down on illegal activity on our

streets. The team will continue to grow and by the summer, more than 300 taxi and private hire compliance officers will be working across the Capital.

The new recruits have been through eight weeks of training to understand the legislation, regulations and policies around taxis and private hire, and the processes that allow them to report

offences. They've also been brushing up on their customer service skills.

Anand Nandha, head of the compliance unit, explains: 'The role requires officers to be on their feet for most of the day, in all types of weather, so they need to be fit and resilient. But, most importantly of all, they must be customer-focused. We have extensive >>



“The role requires officers to be on their feet for most of the day, in all types of weather, so they need to be fit and resilient. But, most importantly of all, they must be customer-focused” Anand Nandha

» **Compliance in numbers**

Between April and November last year:

24,005
PHV drivers stopped

7,207
PHV driver and vehicle offences reported

10,618
Taxi drivers stopped

3,732
Taxi driver and vehicle offences reported



» training for all of our officers, so we're confident that people with these qualities from any background will be successful in the role.'

There are more than 117,000 private hire drivers and almost 25,000 taxi drivers in London. Getting extra officers out there providing a highly visible deterrent to illegal activity is a positive move for the industry.

'This is a big change that will drive compliance up and improve public safety,' says Anand. 'These officers will give us 24-7 coverage of the city and a lot more flexibility, especially in the evenings and at weekends, which are the busiest times for us.'

'They will patrol more frequently at hotspot locations and we will also be able to deploy them across suburban areas. This will go some way to help police the new private hire regulations, including tackling insurance fraud and ensuring operators provide a booking confirmation to passengers.'

The officers can report all non-compliance offences and illegal activity for prosecution or for a licence review. Where there is a serious non-compliance issue, they can suspend a vehicle licence.

The overall aim is to increase compliance across the trades, while ensuring public safety. This includes checking that vehicles are properly licensed, of a high standard and drivers are wearing their badges.

Anand continues: 'We want to provide a better service for the taxi and private hire trades and their customers. The key thing is to make sure that members of the public feel safe when they get into a licensed vehicle.'

Compliance officer powers

Some of the things compliance officers can do:

- Request a copy of the certificate of insurance for inspection
- Inspect a driver, vehicle or PHV operator licence
- Inspect a vehicle
- Request a badge/driver ID for inspection
- Remove and retain a plate/disc of an expired, suspended or revoked licence

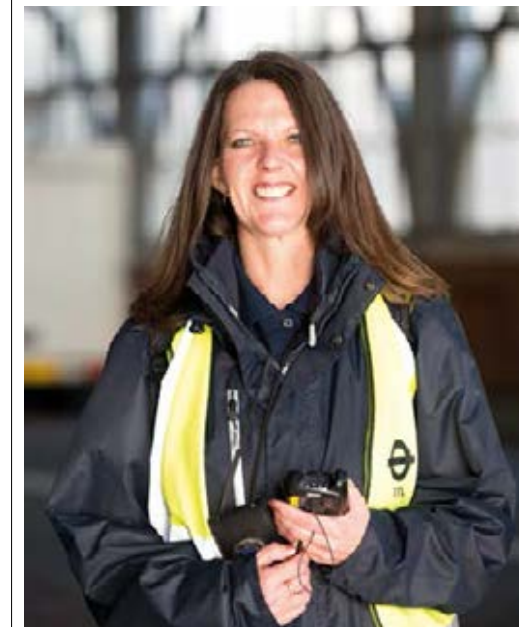


“You don't have to come from an enforcement role to do this job because they give you all the training you require. What's important is that you're keen to learn and you pay attention to detail. You'll also need good communication skills - you must be able to speak to people with respect while also being assertive.”

New compliance officer, April Walker

“This is definitely a job where the more you put in, the more you get out. You need to be enthusiastic, a people person and willing to go out and achieve. It's exciting and it's always different. Every day I am interacting with people from all walks of life - I get up in the morning and really want to go to work.”

New assistant compliance manager, Teddy Howard



“Training has been extremely intense, but I have enjoyed every minute of it. What has struck me is the range of vehicle and driver regulations there are that, as a passenger, you don't think about. Every aspect is extremely important because it's the public's safety we're looking out for.”

New compliance officer, Lesley Haggerty

Word on the tweet



Good and bad they see it all, but we don't see them. OnRoute pays a visit to find out what's trending with the Twitter team

It's Charlie, Shen and Lisa who are kept busy behind the scenes, answering drivers' tweets from 09:00 to 17:00 every weekday. And it isn't just about monitoring the feed and responding, there's a lot of work involved in tracking down information and processing compliance reports and complaints.

Charlie explains: 'Our goal is to provide the best quality information we can and address the concerns of our followers. That applies to the other things we do as we also create content for the TPH pages on the TfL website. We are overhauling all our customer-facing pages, signposting everything much more clearly.'

Tweets and trends

When we visit, a story about London having the worst traffic congestion in Europe is breaking on TV and in the newspapers. A big transport-related news item can mean a busy day as there'll be a constant stream of tweets.

As well as replies to enquiries, a number of scheduled, informative tweets are sent out automatically to keep the feed busy.

'We invest a lot of time on scheduled tweets containing things like contact information, availability of slots at the vehicle

licensing centres, roadworks, what the taxi charities have been up to and when OnRoute is published,' says Charlie.

Lisa adds: 'We also get requests from various areas of TPH to put a tweet out. For example, if the taxi rank team secures a temporary rank for an event like Winter Wonderland, they will let us know so we can tell drivers.'

While Charlie is responding to tweets on the feed, Lisa is answering more than 40 messages in the Direct Message (DM) inbox. For the last few months tweeters have been able to use DMs to contact the team privately.

“ We are always working to improve our processes. Twitter is just one of our communications channels, but it is a very useful tool ”

Charlie, TPH Twitter team

Lisa explains: 'Drivers might have queries about their licence application or renewal, their medical or DBS checks. DMs take more time to process but it's also where you can often be most helpful, providing individual responses to problems.'

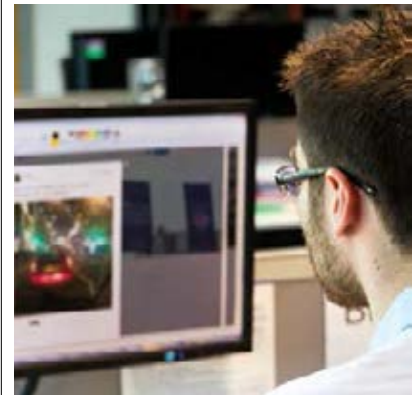
Shen particularly enjoys working on the DMs as it's where her background in licensing comes in handy. She says: 'I get a lot of questions about the kind of stuff I used to do with the licensing team, so it's easy to advise. I've had some really lovely commendations from licensees who I've helped, so it's definitely worthwhile.'

Although many followers of the feed are pleased with the service the team provides, others have been using it to vent their feelings and, on occasions, tweet abuse. Charlie says: 'We do understand people's frustrations but please don't take it out on us; we're here to help you. If we do get people abusing the feed, they will be blocked. This is in line with the policy across all the TfL Twitter feeds.'

Get tweeting

If you haven't taken to Twitter yet, Charlie urges you to start: 'We are constantly monitoring the way we manage the feed and we'd really love to know what you, our tweeters, want from it.'

●●● Please give us feedback or suggestions @TfLTPH



Charlie from the Twitter team

» **@TfLTPH in numbers**
Set up **30 March 2012**

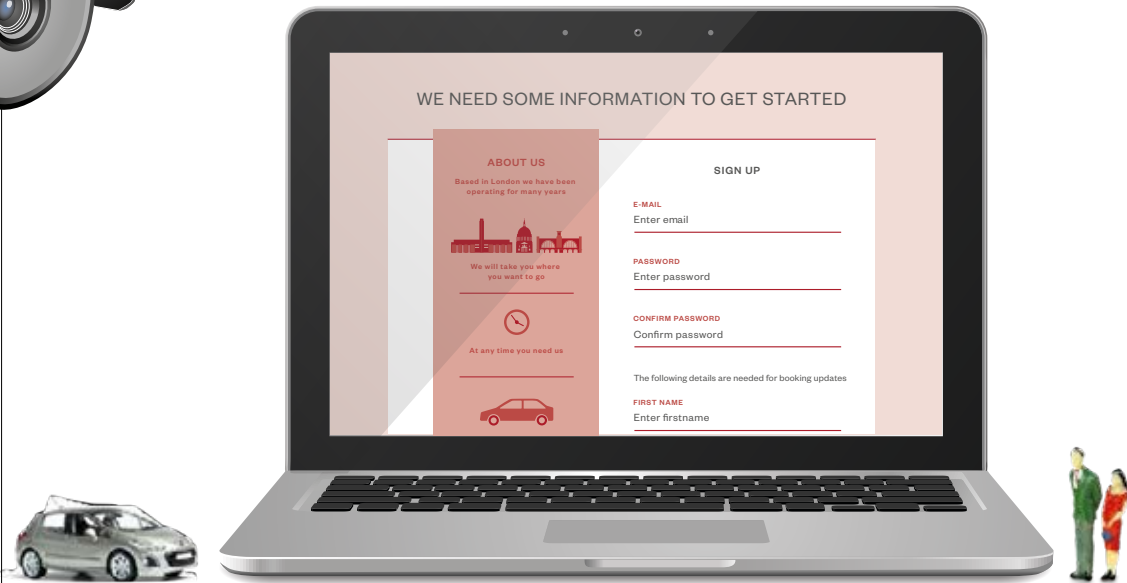
Became fully responsive **20 July 2015**

11,386 followers

49,990 tweets

What is Twitter?

Twitter is an online news and social networking service that allows users to post and read short messages (a maximum of 140 characters), which are called tweets. In the UK, there were 8.6 million Twitter users in 2012 and this is expected to rise to 16.4 million this year.



Save the data

If you keep passengers' details or employee information, there are steps you should take to avoid falling foul of the law

According to the Data Protection Act, if you collect or store details about people you are classed as a data controller. This means you are responsible for how and why you handle this information. For private hire services, it could cover customers' records, including:

- Names
- Phone numbers
- Mobility information
- Payment card data
- Complaints

It also applies to information you may have about your suppliers or people working for you, such as:

- Names
- Addresses
- Payroll numbers
- Bank details
- Licence or employee numbers

Personal information can come in any format, for instance paper or computer-based records, audio recordings, CCTV images, photos or expressions of opinion. It doesn't have to specifically name a person, as long as they can be identified.

You may also need to collect data that is considered sensitive, including details of health or medical conditions, race and ethnic origin and any criminal convictions. Information of this nature must only be stored with that person's explicit consent, or if it is necessary for employment purposes.

Collecting data

Whether you are collecting personal information over the phone, online or on paper forms, it is important to think about whether the person knows what you are going to do with it and why. You'll need to display a privacy notice, which is a short statement outlining who you are, what you will do with the information and why you need it. It should also highlight any situation where you might need to pass these details on to a third party.

Depending on how you collect the information, the notice can be published in any format, such as a leaflet, online statement or recorded message. »

» **You've been fined!**
In 2015/16, the ICO* issued **22** penalties for data security breaches, totalling more than **£2.5m**

In October 2016, one telecoms company was issued a record **£400,000** fine by the ICO for security failings that allowed a cyber attacker to access customer data 'with ease'

*Source: Information Commissioner's Office



Tried and tested

Put your knowledge to the test with this data protection quiz. There are no prizes for the winner but it might help

keep your customers' details safe and stop you from landing a fine. You can check your answers on the next page.

1 What counts as personal information?

A Only forms that include a name, address and telephone number

B A signed photo

C Anything that allows someone to be identified

2 How long can private hire operators keep records of bookings and complaints?

A One month

B 12 months

C Five years

3 Who are you allowed to share someone else's information with?

A A fellow driver

B TfL

C A relative of that person

4 What is the fine for failing to adequately protect personal information?

A Up to £10,000

B Up to £100,000

C Up to £500,000

5 What information can you collect?

A The minimum amount required for the stated purpose

B Anything, as long as it is securely stored

C Name, address and phone number only

6 What do you need to do if you have CCTV in your premises or vehicle?

A Put up a sign to let people know

B Get written permission from anyone who may be filmed

C Nothing

Sam.Jonah.Shutterstock.com

» Cyber safe

Whenever information is stored electronically, including on computers, websites, emails and apps, businesses must make sure it is always kept safe.

There must be adequate firewalls and anti-virus software installed and these should be regularly tested and updated.

Mobile devices should never be left unattended to reduce the risk of theft and they should be encrypted.

Search and destroy

The ICO advises that you regularly review how long you keep information and securely delete or destroy anything that is not needed or is out of date.

Deleting data means permanently and securely destroying it. It must not be archived or moved. Paper records should be shredded or disposed of through a reputable confidential waste collection service. Electronic data should be removed using deletion software and any CDs or USBs should be physically destroyed.



ANSWERS

1 C Personal information is defined as anything that will allow someone to be identified. It doesn't have to explicitly name them, it is still personal information if they can be identified by a description or by putting different pieces of information together.

2 B You must not keep personal information for any longer than is necessary, which means considering the business purposes and any legal or regulatory needs. Private hire operator regulations require that records of bookings, complaints and lost property, as well as driver and vehicle records, should be kept for 12 months.

3 B There are two types of requests for data – an individual asking for their information and a third-party request. There are only a limited number of third parties that private hire operators can give information to, including TfL as the industry regulator, the police and law enforcement bodies or legal representatives of customers or employees. If there is a court order to do so, you must provide data.

4 C There are a number of sanctions that can be imposed by the ICO if private hire operators fail to protect personal information. These include a penalty of up to £500,000, ordering you to stop certain business operations and criminal prosecutions.

5 A You should only collect the minimum amount of information possible. You must also make sure it is accurate and kept up to date. Personal information must only be used for the purpose for which it was originally collected, so if you have information about a customer wanting to hire a cab, it must not be used for anything else.

6 A If you install CCTV cameras in your vehicles or buildings, you must let customers know by putting up appropriate signs. There is more information and guidance on the TfL website.



Information is king

There are plenty of online resources available to help you get to grips with data protection:

Information Commissioner's Office
ico.org.uk

TfL privacy policy
tfl.gov.uk/privacy

Government cyber guidelines
www.cyberaware.gov.uk

Card payment advice
www.theukcardsassociation.org.uk



Badge of excellence

With their shared encyclopaedic knowledge of London, taxi drivers and Blue Badge Tour Guides have more than a little in common

It's no surprise that training to become an accredited guide is a popular option for cabbies.

The Blue Badge is the highest guiding qualification available, and at locations such as St Paul's, the British Museum, the Tower of London, Westminster Abbey and the National Gallery, holders of the badge are the only external guides allowed on site.

Tailored tours

If you know which of Henry VIII's wives were executed at the Tower, the number of royal weddings Westminster Abbey has seen, or the

» Training

The programme lasts around two years. There are a couple of evening lectures a week, covering everything from social development to city livery companies and practical training at the weekend.

height of the dome at St Paul's*, you could combine a love of the Capital's rich heritage with a job.

But guiding is not just about reciting historic facts. An appreciation of architectural styles, art and modern culture is just as useful. And because Blue Badge Guides work independently, they can tailor-make tours that play to their own interests – from exploring the city's African heritage, to iconic rock and roll locations.

Earning potential

Blue Badge Guides work as freelancers so can pick their bookings to supplement

their main career. They negotiate fees directly with clients, although the British Guild of Tourist Guides suggests £250 for a full day. Driver Guides, who offer private tours by car or taxi, charge considerably more – around £345 for a half day and £500 for a full day.

Taxi tours

Londoner Bryan Gorin (left) has been a taxi driver for 30 years and a Blue Badge Guide for 20.

'My background is in history. I did my degree in Spanish and history so this is the perfect fit for me,' he says. Bryan's business is thriving, especially among American tourists. He offers lots of different tours – everything from Charles Dickens and Agatha Christie to Harry Potter – but one of his favourites is the Square Mile.

'I love the fact so much of the history still exists and is intact, like Roman walls and amphitheatres.' He's also a great fan of the Tower of London. 'That's a great pull for American tourists because it is so strongly connected with Henry VIII and they all know something about him.'

Bryan uses two vehicles – a Mercedes Benz and a taxi – and the taxi is the favourite with customers. 'It's extremely popular, even with people who aren't on a tour. When I'm pulled up waiting for someone, I get loads of people coming up to me and taking pictures and asking questions.'

'I absolutely love what I do, it's a wonderful way to interact with people and I feel I'm selling the city to them.'



Go to www.driver-guides.org.uk

How to apply

The process begins with an invitation to a pre-entry general knowledge test, followed by interviews and an induction course. A second fluent language other than English is an advantage. Applications for the 2017-2019 London training course are now open.



Go to www.britainsbestguides.org

*Anne Boleyn and Catherine Howard; 16; 111.3 metres

The road to safety

Every death or serious injury on London's roads is one too many, which is why the Mayor and TfL are doing everything they can to make them safer

'No loss of life is inevitable or acceptable' said the Mayor in his recently published document, A City for All Londoners. He used the report to outline his 'Vision Zero' approach, which means eliminating road danger completely.

It's an ambitious goal and TfL's target is to reduce the number of people killed or seriously injured (KSI) on London's roads by 50 per cent by 2020.

However, published data for the 12 months up to 30 September 2015 shows the number of collisions involving taxi and private hire vehicles has increased by 102 per cent.

Until November 2016, the data was not split into separate categories for taxis and private hire vehicles. But now, the Metropolitan Police Service has introduced a new online casualty reporting system called COPA. This has many advantages including improved identification of vehicle types in London.

From spring 2017, TfL will publish this data separating collision statistics, allowing for greater transparency.

The Mayor's Taxi and Private Hire



TfL's road safety campaign

“ In 2015, there was a four per cent decrease in all serious casualties on the roads – from 2,040 to 1,956 – the lowest levels since records began ”

Travel in London Report December 2016



Action Plan, launched last year, promised an advanced driving test for private hire drivers by summer 2017. An enhanced topographical test is currently being introduced.

All in it together

Eighty per cent of all journeys in London take place on the city's roads, but making them collision-free is not something the Mayor and TfL can achieve alone. Ninety-five per cent of the Capital's streets are the responsibility of boroughs, and many other partners have a role to play, not least road users themselves including those who are most vulnerable – pedestrians, cyclists and motorcyclists. Data suggests that human error features in 93 per cent of all contributory factors recorded for collisions in London.

TfL's Share the Road campaign calls on all road users to reflect on their own and others' behaviour and to be more considerate. Using the hashtag #SharetheRoad, it encourages people to offer their tips for a safer, stress-free journey.

Balancing Shutterstock.com

“ Using hand-held devices makes drivers four times more likely to be involved in a collision ”

Brake (the road safety charity)

Five fatal flaws

TfL's report, 'Safe London streets: our approach', signals a shift towards tackling dangerous road-user behaviour by educating the individual. Actions flagged as dangerous include:

- Travelling too fast
- Becoming distracted
- Carrying out risky manoeuvres
- Driving under the influence of alcohol or drugs
- Failing to comply with the laws of the road

Various programmes have been launched to combat these behaviours

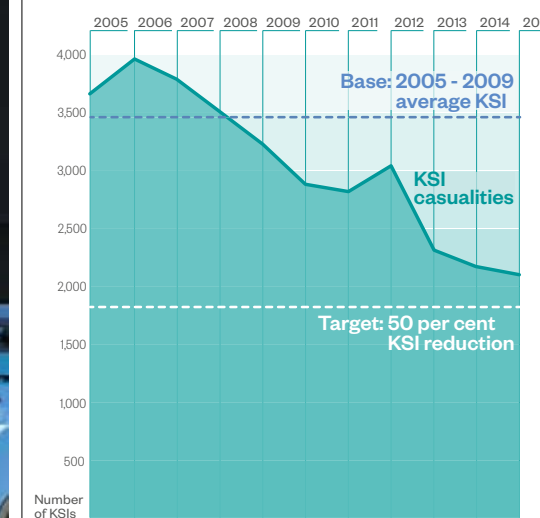
including an advertising campaign warning against driver distraction and travelling too fast. TfL has also supported the THINK! anti-drink driving initiative, and introduced 20mph limits on some red routes.

Ben Plowden, director of Surface Strategy and Planning at TfL, says: 'Although 2015 saw the lowest number of people killed or seriously injured on the Capital's roads since records began, we must continue to make improvements to road safety. This includes tackling the five main sources of road danger and embedding this approach across all of our activities.'



For more information on Share the Road, go to tfl.gov.uk/campaign/share-the-road For information on all TfL's campaigns, go to tfl.gov.uk/roadsafety

» Trend in KSI casualties



TPH driver top tips

1 Don't let distractions reduce your awareness of the road

It is illegal to use a hand-held mobile phone or similar device when driving. Using hands-free equipment is also likely to distract you.

2 Be aware of your levels of fatigue

Tiredness has a big impact on your ability to drive safely, with similar effects to drink driving.

3 Find a safe place to pick up/drop off passengers

This is important as many conflicts occur at the kerbside.

4 Drivers must not drive under the influence of drink or drugs

You may be unfit to drive in the morning if you have drunk alcohol the previous evening or have used illegal or some prescription drugs.

5 Give cyclists enough room

Keep a safe distance from cyclists on the road and don't attempt to overtake where there isn't enough space.

6 Be aware of the unpredictability of pedestrians

In busy, built up areas there is a risk of pedestrians stepping out into the road unexpectedly. Keep your speed down so you can prevent a collision should this happen.

Transported by London



Driving a taxi doesn't have to mean you're a petrolhead, as Ian Beetlestone explains

I can't say I always dreamed of being a taxi driver, but I always dreamed of being a Londoner. I grew up in Yorkshire, but visited relatives in Ealing regularly and can remember the excitement of seeing the Capital go by from the rear view window. I mythologised London and its transport icons – the Tube, the old Routemaster, and of course, the beautiful, classic Fairway black cab.

There were lots of reasons for becoming a cabbie. High on the list were the ideas that doing the Knowledge seemed a unique way of getting to grips with the city and truly becoming a Londoner, and that one of those iconic vehicles would be my car. Sadly I missed out on driving the Fairway by a whisker – there were a few still on the road when I got my badge but none that I could find available to rent, and they disappeared altogether after I'd been driving for a few months.

So I got a TX2, and I love that too. It's silver underneath its unique rainbow livery and I thought of it as the Silver Bullet because I was so impressed with its acceleration. I've never known another cab like it, although they all have their distinct personalities. They also share that joyous, tight turning circle. I'll never forget the first time I did that in my taxi driving lesson and the



way it made me grin. I love getting the chance to do it when there's someone in the back as it never fails to impress.

I'm not much of a car person at all and my lack of interest in the nuts and bolts is partly why I rent mine – I feel safer knowing I've got someone to deal with all that stuff.

But really I love my cab because I love

this city, and the cab is an integral part of its fabric. It still seems to me, as an exiled Yorkshire lad, that to do the Knowledge and drive a black cab is to become as much a Londoner as you possibly can – an elite Londoner, even. When me and my cab roll down Shaftesbury Avenue we're not just in the heart of London, we are the heart of London.



Ian's top forms of transport

1 The London taxi
There's no better way to travel around London than in the back of a black cab and the city-living feeling of sticking your arm out to hail one.



2 The Tube
Classic design, the map, the colours, the roundel. The epitome of cool Britannia and London funkiness.



3 The DLR
The world's gentlest rollercoaster and with the best views. And for sitting up front and pretending to drive the train.



4 Feet
There's no substitute for feet when it comes to experiencing the sights, sounds and smells of teeming city life.



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

Fair pay



I was wondering if authorities are doing something, or have plans, to make sure that private hire drivers earn the minimum wage after expenses.

Sohail Baig

Dear Sohail,

The Mayor of London has always been clear that all Londoners deserve decent pay and appropriate working conditions and is a passionate advocate of the London Living Wage.

While neither he, nor TfL, have the power to force companies to pay their staff the London Living Wage, all companies are being encouraged to provide it to their employees and all of London's private hire operators have been urged to make the same commitment.

With regard to the hours that self-employed drivers work, both taxi and private hire drivers are exempt from the European Working Time Directive. That being said, drivers

do have a general duty to not drive when tired, as advised in the Highway Code, and in the interests of public safety we will review a driver and/or operator's fitness to remain licensed where there is evidence that drivers are breaching this duty.

TfL is currently carrying out further research looking into supply and demand across both industries, which includes looking at average hours and shift work for private hire drivers. Once the data has been collated and analysed, TfL will decide whether additional measures are required and will explore ways to address any issues.

Helen Chapman, general manager, TPH

Advertising card acceptance in taxis

I think you should be informing the public more about our card acceptance seeing as it enhances the customer experience.

Alan, @erb66

We ran a six-week marketing campaign about card acceptance in taxis from 31 October 2016. It was advertised on digital taxi tops and in Metro, while radio ads ran on Capital, Kiss, Heart, Magic and LBC 97.3. In February, there will be more publicity as part of a wider TfL major improvements campaign.

TfL marketing team



From our Twitter feed



» We say...

Smoking e-cigarettes is not allowed in taxis and PHVs at any time. Licensed vehicles must display no smoking signs.

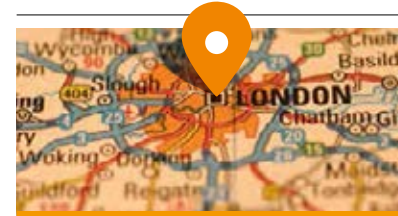
We have updated our web content regarding the recent changes to private hire regulation – info here: tfl.gov.uk/ph-regulations

For any queries about your operator licence including variations and inspections, please email TPH.Operators@tfl.gov.uk

» You say...

Gett is proposing pooling in taxis! I thought the cab order/hackney carriage act prohibited this modus operandi? Ricksta via Twitter

The Transport Act 1985 allows for ride sharing in both taxis and private hire vehicles (Section 11, 'Advance booking of taxis and hire cars at separate fares').



Do you know?

- 1 When did the City of London get its first road?
- 2 Where did Spitalfields get its name from?
- 3 The oldest church in the city, All Hallows by the Tower, was founded in which year?
- 4 Which park in London is full of memorials to 'ordinary people' who committed heroic acts?
- 5 Which 'hidden river' flows beneath the Oval cricket ground?

1. Goswell Road in 1894 when the boundaries were changed. Until then it only had streets and alleys. 2. It takes its name from the hospital and priory, St. Mary's Spital, founded in 1197. 3. 675 AD. 4. Postman's Park, behind Bart's Hospital. 5. The river Effra.

Calendar



January

February

March



20 January
Cage The Elephant concert
Brixton Academy

21 January
Averged Sevenfold concert
O2 Arena
(and 22 January)

The Flaming Lips concert
O2 Academy

25 January
National Television Awards
O2 Arena

Table Tennis Ping Pong event
Alexandra Palace
(until 30 January)

26 January
Exhibitions
Alexandra Palace
(until 28 January)

27 January
The France Show 2017
Olympia
(until 29 January)

Dropkick Murphys concert
Brixton Academy

28 January
Drake concert
O2 Arena
(and 1, 2, 4, 5, 14, 15 February)

29 January
Black Sabbath concert
O2 Arena
(until 31 January)

31 January
Destinations 17 Exhibition
Olympia
(until 6 February)



2 February
Destination: The Holiday and Travel Show
Olympia
(until 5 February)

4 February
England vs France, Six Nations rugby match
Twickenham

Saracens vs Leicester rugby match
Allianz Park

Skunk Anansie concert
O2 Academy

6 February
Young Voices concert
O2 Arena
(and 7 February)

7 February
ICE Totally Gaming event
ExCeL Arena
(until 9 February)

8 February
Green Day concert,
O2 Arena

9 February
Strictly Come Dancing Live event
Wembley Arena
(and 10 February)

11 February
Jack Whitehall
Wembley Arena
(until 13 February)

Gutter-dammerung concert
O2 Academy



12 February
Pure London 2017 event
Olympia
(until 14 February)

14 February
Chinese New Year celebrations
Trafalgar Square, China Town

17 February
MCN Motorcycle Show
ExCeL Arena
(until 19 February)

National Wedding Show 2017
Olympia
(until 19 February)

18 February
Cruise Show 2017
Olympia
(and 19 February)

The International Dive Show
ExCeL Arena
(and 19 February)

Arenacross event
Wembley Arena

24 February
Classic Car Show
ExCeL Arena
(until 26 February)

25 February
Saracens vs Sale Sharks rugby match
Allianz Park

Vodafone London Fashion Weekend
Saatchi Gallery
(until 28 February)

26 February
Professional Beauty event
ExCeL Arena
(and 27 February)

England vs Italy, Six Nations rugby match,
Twickenham

1 March
International Confex 2017
Events Exhibition
Olympia
(and 2 March)

Kaiser Chiefs concert
O2 Arena

National Career Guidance Show
London 2017
Olympia



2 March
Spring Knitting and Stitching Show 2017
Olympia
(until 5 March)

Sum41 concert
Brixton Academy

3 March
The Baby Show
ExCeL Arena
(until 5 March)

10 March
Country to Country festival
O2 Arena
(until 12 March)

Move it, dance show
ExCeL Arena
(until 12 March)

11 March
England vs Scotland, Six Nations rugby match
Twickenham

13 March
St Patrick's Day
Trafalgar Square

14 March
The London Book Fair 2017
Olympia
(until 16 March)

16 March
Glass Animals concert
Brixton Academy



