

OnRoute

Brought to you by Transport for London

**Don't
get caught
short**

Find the
nearest facilities

Night watchmen

Meet the compliance officers ready for anything after dark



Wear and tear

How to check for
faulty tyres

Take five

The five MOT changes
that matter to you

Sharing the road

Be safe
around cyclists

Plastic fantastic

You need a card reader
in your cab

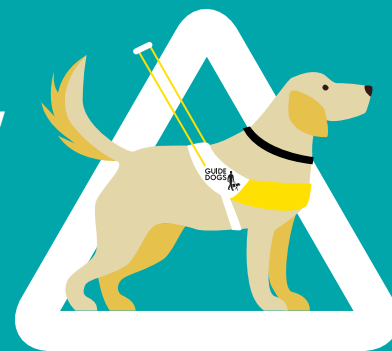
A guide to assistance dogs for private hire drivers

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.

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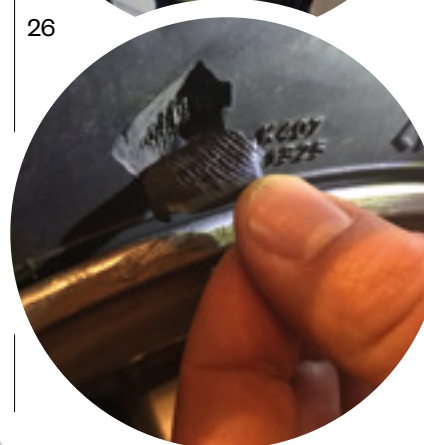
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Contact us at OnRoute@tfl.gov.uk

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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.

The number one priority for TPH is to keep the public safe. It's a theme we're emphasising in this issue of OnRoute with features concentrating on different aspects of security and safety.

On p7 and p9 you can find out how and why TfL is proposing changes to the regulations for the private hire trade. We take a closer look at how TPH compliance officers and their colleagues in the Metropolitan Police Service enforce the law on London's streets on p12 through to p16. Talking of streets, on p18 you can find out what to do to keep more vulnerable road users, especially cyclists, safe while on the road.

Elsewhere we have features on recently-graduated Knowledge students (p10), where you can find toilet facilities (p22) and how to check if your tyres are roadworthy (p26).

The vast majority of taxi and private hire drivers and vehicle owners in the Capital abide by the law and TPH is determined to make sure the minority who don't are taken off the road. You can help by reporting any illegal or non-compliant taxi and private hire-related activity you see using the web form at tfl.gov.uk/tph-report

If there's something you'd like us to cover in future issues of OnRoute, just drop us a line at OnRoute@tfl.gov.uk

D Pilgrim
Editor

In our next issue...

- Rapid charger units at stations
- Helping passengers with dementia
- Carrying defibrillators in taxis

News

Congestion Charge changes

TfL has launched a public consultation which includes plans to remove the exemption from the Congestion Charge for private hire vehicles and to introduce a Cleaner Vehicle Discount to replace the Ultra Low Emission Discount

The changes would help tackle congestion and would also deliver improvements to air quality.

It is proposed these changes would be phased in from 8 April 2019. There would be a further tightening of the Cleaner Vehicle Discount in October 2021, with only pure electric vehicles qualifying.

Newer and low emitting private hire vehicles may qualify for the Cleaner Vehicle Discount and, if so, would receive a 100 per cent discount to the Congestion Charge. Private hire vehicles designated as wheelchair accessible will also retain the Congestion Charge exemption. Some may also be eligible for other discounts and exemptions to the Congestion Charge, including the 90 per cent discount for residents who live in the zone or the 100 per cent Blue Badge discount. There will also be changes to the zone boundary at Old Street roundabout.



●●● The consultation closes on Friday 28 September. Go to tfl.gov.uk/ccyourviews

Park and charge

To support the uptake of ZEC taxis, TfL has worked with partners to install more than 100 rapid charge points across the Capital. More than 50 of these are exclusively for use by taxis, including 20 points at 10 Q-Park car park locations in central London.

The Q-Parks are at Chinatown, Harley Street, Knightsbridge, Oxford Street,

Park Lane, Pimlico, Soho, St John's Wood, Tower Bridge and Surrey Street.

Each site has two rapid charge points supplied by Polar/Chargemaster.

TfL has arranged for ZEC taxis to be given free access to the Q-Park car parks using an access card. Maximum stay will be an hour

per visit for the sole purpose of charging the vehicle. The cost of charging your taxi remains your responsibility.

TfL has issued approximately 100 cards to drivers so far and is receiving more requests.

If you own a ZEC taxi and wish to apply for an access card, please email RCPaccess@tfl.gov.uk

Mayor switches on to electric

The Mayor has launched a new electric vehicle taskforce comprising 16 organisations including UK Power Networks, the British Retail Consortium and the RAC Foundation.

The Mayor said: 'I'm delighted to launch a new Electric Vehicle Infrastructure Taskforce, bringing together industry, businesses and the public sector to work together to deliver electric vehicle charging infrastructure in the Capital.

'This initiative will support London boroughs

and ensure electric vehicle infrastructure is installed in the right places, and help make our city an even better place to live.'

London is already leading the way in electric vehicle technology, with the rollout of ZEC taxis and the installation of 106 TfL-funded rapid charging points including 54 for taxis only.

●●● For more information, go to tfl.gov.uk/rapidcharging

Taxi rank news

In the Ranks Action Plan, published in February 2015, TfL committed to increase taxi rank numbers by 20 per cent before 2020. That target has now been met 18 months early. The hundredth new rank is being appointed in the Royal Marsden Hospital in Sutton. This two-space rank will benefit patients, their families and hospital staff.

There will be a road closure on Brewer Street, between Wardour Street and Lexington Street, until Friday 27 July. The rank outside Madame Jojo's will be suspended and there will be no access for any vehicle.

The rank in Great Queen Street, serving the Kingsway Hall Hotel, will be suspended until 18:00 on Friday 24 August while the hotel is being refurbished. The hotel will be closed while the work takes place.

Until Friday 28 December, the rear 10 metres only of the Bermondsey Street rank will be suspended between the hours of 12:00 – 14:00 and 20:00 – 06:00. This is for the unloading of material for the London Bridge redevelopment.

New working ranks have now been installed at:

- Deptford Station on Deptford High Street. This is a four-bay rank operational 24/7
- Broadway, Bexleyheath. This is a four-bay rank operational between 17:00 – 08:00
- The Charlotte Street Hotel. This is a two-bay rank operational 24/7
- Outside Ronnie Scott's, Frith Street. This is a three-bay rank
- Outside the Hard Rock Cafe, Piccadilly. This two-bay rank is operational 24/7
- The Dover Street Arts Club. This two-bay rank is operational 24/7
- Davis Street. This two-bay rank is operational 24/7

Winning ways at London Taxi PR

The new ad campaign from London Taxi PR aims to encourage more people to do the Knowledge and become taxi drivers.

Running on 28 digital screens across London, it features a diverse group of real taxi drivers under the heading 'I did it, so can you!'

London Taxi PR has won a second major award this year for its eye-catching campaigns, having been crowned Best Transport PR Agency 2018 – London, in the Business Excellence Awards organised by Acquisition International magazine.

For more information on London Taxi PR and their campaigns, please visit their website www.londontaxipr.com



Update on voice contact requirement

In June 2016, TfL made a number of regulatory changes to raise standards in London's private hire industry and improve safety and convenience for customers

This included the introduction of a voice contact requirement for London private hire vehicle operators to make someone available for passengers to speak to during their hours of business and at all times during a journey, enabling passengers to make a complaint or discuss other matters relating to their booking (the Voice Contact Requirement).

Following a legal challenge, the Court of Appeal has reversed the High Court's decision and found the Voice Contact Requirement to be lawful thereby upholding TfL's original decision to introduce it.

As a result of the judgment,

the Voice Contact Requirement remains in place. However, in order to allow operators time to implement any necessary changes following the judgment, they have until 1 October 2018 to comply.

TfL is encouraging operators to comply fully with the Voice Contact Requirement as soon as possible. Guidance and information on how to comply will be published on the TfL website at tfl.gov.uk.

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

TPH licensing in numbers

23,663

Taxi drivers

20,767

Taxi vehicle licences

111,737

Private hire driver licences

87,541

Private hire vehicle licences

2,360

Private hire operators

Charity roundup

More money to go see Mickey

Great news that the Magical Taxi Tour has received a significant donation from Zhejiang Geely Holding Group, owners of LEVC.

Geely's gift of £100,000 is the largest amount ever received by the charity and will be paid in instalments over five years, from 2020 to 2024.

The Knowledge team at TfL has also raised £3,000 – to be shared between the Magical Taxi Tour and four other taxi charities – by scaling four of the highest peaks in South Wales.

●●● To find out more, go to www.magicaltaxitour.com



Honouring the fallen

It's been a busy old time for the Taxi Charity with two events giving veterans the chance to get out and about, enjoying time spent with their comrades.

First up, on the 6 June, 25 veterans visited Normandy to remember the part they played during the D-Day landings.

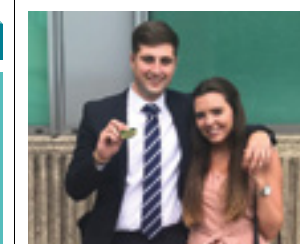
On the outbound journey the ferry slowed down allowing the veterans to say a prayer and cast a wreath to remember all those that lost their lives at sea on 6 June 1944.

The trip also included a visit to the Memorial Pegasus Museum at Benouville, Ouistreham, to scatter the ashes of a charity collector, to Pegasus Bridge for midnight commemorations and Bayeux Cathedral.



Then on 12 June, following a tradition that began 70 years ago, 100 kind-hearted volunteer London cabbies picked up veterans and carers from their homes across the Capital to take them for a much-loved day trip to Worthing. The weather smiled on them as they enjoyed fish and chips, ice cream and a good old singalong with Aiden Kent – the Singing Cabbie.

●●● To find out how you can get involved with the Taxi Charity, go to www.taxicharity.org



From cover star to cabbie

Congratulations to Luke Colquhoun, who featured on the cover of the March issue of OnRoute, for passing the Knowledge. Luke, who has swapped a career in football for driving a taxi, received his badge in June. He said: 'The Knowledge has given me a new lease of life and has made me grow up and take responsibility, and I've learnt a lot about myself.'

News

Judgement on Uber

Following a two-day hearing at Westminster Magistrates' Court in June, Chief Magistrate Emma Arbuthnot agreed that TfL's decision to refuse to license Uber in September 2017 was correct. Uber was ordered to pay TfL's legal costs of £425,000. The Chief Magistrate said she now considered Uber to be 'fit and proper' and ordered TfL to grant Uber a 15-month licence with a number of additional conditions.

A TfL spokesperson said: 'We note the court agreed with our decision that Uber was not fit or proper to hold a private hire operator's licence last year, as Uber themselves have openly acknowledged, and are now considering the court's decision. As a result of our action, Uber has made a number of commitments to reform, including implementing a new governance structure and changing how it deals with allegations of criminal activity. The short-term licence with conditions allows us to closely monitor Uber's adherence to the regulations and to swiftly take action if they fail to meet the required standards.'



Gone but not forgotten

Paying our respects to taxi and private hire driver and operator, Frederick 'Fred' George Leaney: 1939–2018

Born in Bermondsey, Fred had many jobs during his life, including as a hospital porter, electrician and forklift truck driver in Robertson's jam factory, but found his vocation in 1966 when he started Carlton Cars.

Carlton Cars was Fred's passion, created as a way of earning extra money at weekends, but set to become a thriving business. It's still family run to this day, as Fred always wanted.

In 1977, Fred completed the Knowledge. It only took him a year to do and he always had a few stories to tell about the examiners. He renewed both his All London taxi badge and his private hire badge regularly and was very proud to become the first ever licensed private hire driver in 2003. Fittingly, he held licence No. 1.

Fred is survived by Pam, the love of his life who was his wife for 58 years; daughters Tracey and Dawn; grandchildren Matthew, Laura, Emily and George; and great-grandchildren Rory, Scarlett and Freddie.

Private hire licence No. 1 will never be reissued.



Roads update

Victoria Embankment

From Monday 6 August until mid-September, Victoria Embankment will be closed to westbound traffic from Southwark Bridge to Westminster Bridge for works on the Tideway Blackfriars project. The timing of the closure has been coordinated with other events including the London Triathlon. For detailed travel advice, visit tfl.gov.uk/victoria-embankment

Highbury Corner

The outdated one-way system at Highbury Corner is being removed to improve safety for cyclists and pedestrians. The roundabout will be replaced with two-way roads and segregated cycle lanes will be installed on all three remaining sides of the roundabout.

The improvements include:

- Closing the western arm of the roundabout to create a public space
- Encouraging more walking with wider and 'straight across' (replacing existing two-stage) pedestrian crossings
- Closing the southern section of Corsica Street to motor traffic and creating a continuous footway across the junction entrance
- Installing a shared pedestrian/cycle toucan crossing across St Paul's Road to allow two-way cycling to and from Corsica Street

The work is set to continue until late 2019 and TfL is advising people to plan ahead while the work is taking place.



For more information, go to tfl.gov.uk/highbury-corner

Private hire operator licence fees

A judgment has been handed down at the High Court upholding TfL's decision to increase private hire operator licence fees

TfL's number one priority is the safety of the public which is why, when faced with the huge growth of the private hire industry, it had to ensure its regulatory and enforcement capabilities grew too.

The changes to the fees fund an additional 250 compliance officers, who do a crucial job in driving up standards and ensuring Londoners remain safe (see feature on p14).

The new fees were introduced on 18 September 2017. Applicants must confirm the number of private hire vehicles they will have available at any one time.

This should be for the duration of the five years (or shorter period) from the point of the licence being granted. Applicants should consider any changes to the number of private hire vehicles which will be available to them during the period of the licence.



Fee structure

Number of vehicles	New five-year fee (£)			New fee as an average annual cost (£)
	Application	Grant of licence	Total	
0-10	400	1,600	2,000	N/A
11-20	1,200	4,800	6,000	N/A
21-50	3,800	15,200	19,000	3,040
51-100	6,000	24,000	30,000	4,800
101-500	30,000	120,000	150,000	24,000
501-1,000	70,000	280,000	350,000	56,000
1,001-10,000	140,000	560,000	700,000	112,000
10,001+	580,000	2,320,000	2,900,000	464,000

There are two parts to the licence fee:

- **An application fee**
Applicants must pay the application fee in full when submitting their application. There is no option to pay the application fee by instalments and applications are not processed until full payment has been received.
- **A grant of licence fee**
If their applications are successful, operators with up to 20 private hire vehicles are required to pay the licence grant fee in full before a licence can be issued. Those with more than 20 vehicles can pay annually.

TfL will discuss any application received with the operator at the time of submission and will offer support and guidance at the pre-licensing inspection stage and again prior to any grant of licence fee being taken.

If you have any questions prior to submitting your application, please email tph.operators@tfl.gov.uk
For more information, please go to tfl.gov.uk/tph

Expansion of ULEZ

The Mayor of London, Sadiq Khan, has confirmed that the Capital's Ultra Low Emission Zone (ULEZ) will be expanded up to the North and South Circular boundary in 2021

The new ULEZ will cover an area 18 times larger than the central London ULEZ and will affect large numbers of polluting vehicles that don't comply with strict emission standards.

This will deliver a major improvement to Londoners' health by reducing the toxic air quality that is currently responsible for thousands of premature deaths and other serious conditions.

The expanded zone will be managed in the same way as the central London ULEZ, which is being delivered in April 2019, 17 months earlier than planned. It will operate on top of the Congestion Charge, 24 hours a day, seven days a week, 365 days a year.

What this means for you

Diesel vehicles that do not meet the Euro 6 standard (September 2015) and most petrol vehicles that do not meet the Euro 4 standard (January 2005) driving in the zone will have to take action or pay a daily ULEZ charge of £12.50.

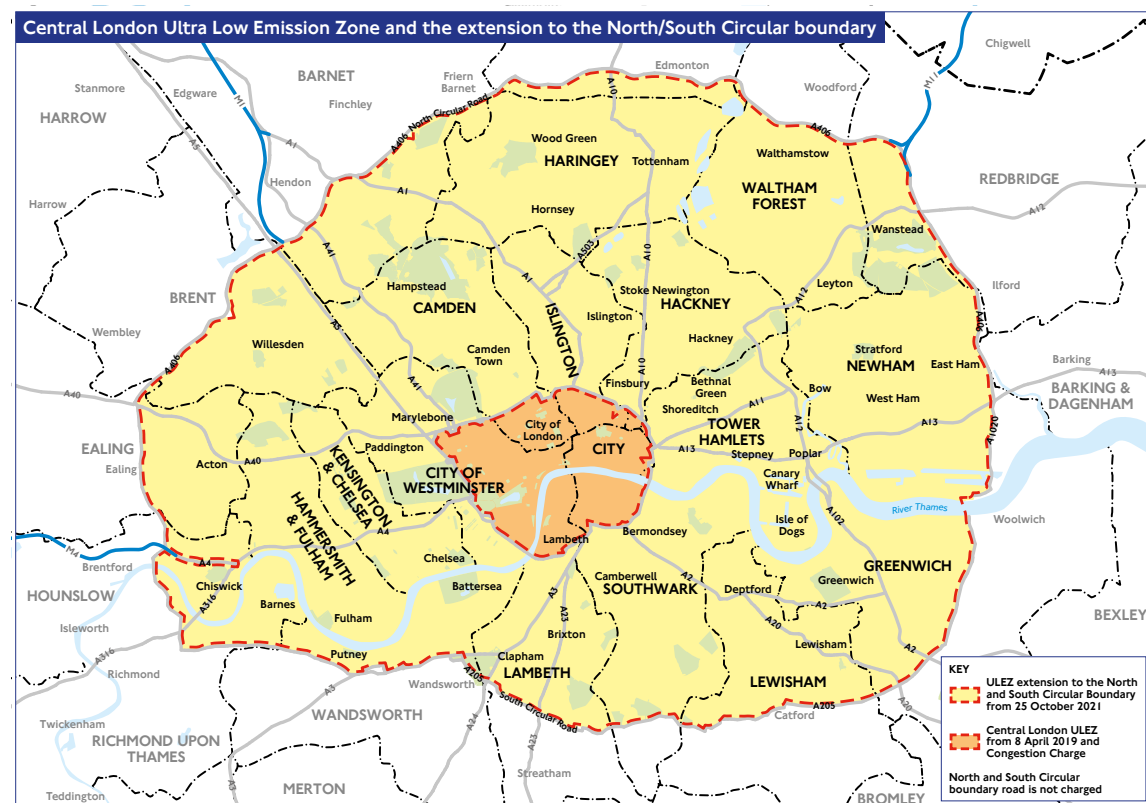
Taxis are exempt from the charge, while specially adapted private hire vehicles or those that have a 'disabled' or 'disabled passenger vehicles' tax class have been given until 26 October 2025 to comply or they will then have to pay the charge in full.

All other private hire vehicles will need to meet the ULEZ standards or pay the charge.

Residents who live within the zone may be eligible for a time-limited exemption from the charge.



For information about discounts and exemptions, go to tfl.gov.uk/ulez



» ULEZ timeline

- **8 April 2019** – ULEZ launches in central London
- **2021** – Expansion of ULEZ up to the North and South Circular boundary
- **26 October 2025** – Wheelchair accessible private hire vehicles being used for bookings start paying the daily ULEZ charge

English language requirement update



In 2016, TfL made a number of regulatory changes to raise standards in London's private hire industry and improve safety and convenience for customers

This included the introduction of an English language requirement. This applies to new applicants or those seeking to renew their private hire driver's licence, who must demonstrate they can communicate in English at the appropriate level for speaking, listening, reading and writing.

The English language requirement was subject to a legal challenge which has now been withdrawn.

Previously, we stated that anyone whose application for a new or renewal private hire driver's licence that was received on or after 14 October 2016 had until 16 July 2018 to provide evidence that they comply with the requirement.

We have now extended the deadline from 16 July 2018 to **30 April 2019**.

After listening to the private hire industry, we are now considering revising the English language assessment so that it reflects areas specifically relevant to the role of a private hire driver.

Any changes would remain at Level B1 standard. We are also considering improvements to the document verification process to maintain a robust and effective means of assessing language capability in the interests of public safety.

The extension of the deadline will give drivers more time to demonstrate that they meet the standard.

Anyone applying for a new licence, or seeking to renew their licence, on or after 30 April 2019 will need to satisfy the English language requirement before a licence will be granted.

If you need further information please email us at tph.enquiries@tfl.gov.uk or call our Licensing Team on **0343 222 4444** (Monday to Friday, 08:00 to 18:00).

Graham Robinson
Interim General Manager
London Taxi and Private Hire
Transport for London

Badges of honour



On 27 April, one of the oldest and one of the youngest Knowledge students received their licences during a passing out ceremony at 230 Blackfriars Road.

Although he was 20 when he completed the Knowledge, Dahir Abdullahi won't be able to work as a taxi driver until he becomes 21. He said: 'I'm over the moon. I would say to other young people just go and do it because of the freedom it gives you.'

Formerly a private hire driver, Ghazanfar Chaudhry, 68, was also presented with his All London taxi badge. He said: 'I'm so proud. I always wanted to be a taxi driver.'

The ceremony was also memorable as badge number 79,000 was presented. Congratulations to all these drivers upholding the great tradition of the London taxi trade.

Left: Dahir Abdullahi and Ghazanfar Chaudhry with their licences
Above: All the Knowledge graduates on the day

By the letter of the law

Since November last year, Inspector Jas Sandhu has led the Taxi and Private Hire Policing Team, Metropolitan Police Service (better known as the #cabsunit on Twitter). OnRoute puts him in the hot seat

Q Tell us a bit about yourself.

A I've been with the police for 22 years, most recently in the safer transport team at Bromley.

Now I lead the team focusing on everything from the most serious sexual crimes, all the way down to compliance issues such as drivers not wearing their badges or vehicles not being in a good state of repair.

I'm looking to increase the amount of engagement we have with TPH and the trade unions and I already go to the joint meetings TfL holds. On the whole, the trades engage well with us and understand the reasons for what we do and why we do it.

Q How is your team deployed?

A We cover the whole of London which we split into four quadrants with a team in each. We concentrate on specific issues in each area. The team is made up of 55 police constables, five sergeants, me and an office manager.

Q Office bound or on the streets?

A I do like to go out with the officers and I'm going to try and go out more. I really do enjoy the actual physical side of it, getting people's views and carrying out enforcement where required. The last time I went out was on nights in Soho and Shoreditch. We were constantly stopping vehicles – it reminded me how busy London's roads are by night (see p14).

Q Which are the busiest areas?

A At night, Westminster, Shoreditch and Camden are second only to Soho as far as nightlife is concerned, especially at weekends. We base where we go on our intelligence and TfL's intelligence. We marry the two up and select the locations. That's why drivers should report any non-compliance they see to us and to TfL because it's really helpful.

Q Are there any new initiatives that have helped your officers?

A As police, we now wear body-worn video cameras and that has really helped when a complaint is made against us. We can check the recorded images and the audio to see exactly what has happened, so we can prove if the allegation is true or unfounded. It has led to a reduction in the number of complaints against officers.

Q Would you like your team to have more powers?

A I think we've got sufficient powers but it would be beneficial if TfL's compliance officers were given powers to deal with cross border drivers. They can stop drivers licensed by other authorities and if they identify an offence or a safety issue, they will report it to that authority who can then take action. But they don't have a means to check and verify licence status outside London and there is no national database. This would all require changes to national legislation and I know TfL are lobbying hard for this.

However, there are now many more TfL compliance officers, some of whom have received training giving them extra powers to stop vehicles, and this gives us more flexibility.

The latest TPHP figures (10 December 2017 to 31 March 2018)

	Checks	Compliant	% Compliant
Taxis stopped	917	606	66.1%
PHV stopped	5,272	3,754	71.2%





Out on the night shift

With London's night-time economy booming, TfL's compliance officers are prepared for anything after dark

Compliance officers are there to ensure passenger safety and to deter, detect and prosecute those members of the taxi and private hire trade who are acting illegally. They see it all when out on operations, especially on the night shift when thousands of happy revellers are all trying to get home.

Aleem Baksh and Burak Asiliskender joined TfL as compliance officers about 16 months ago and have been working as a pair on the night shift regularly since then.

They are usually deployed to hot spots such as the West End, Shoreditch, Camden and Clapham where there's a lot of activity at night. They also cover areas such as High Barnet and Enfield. They come across a range of non-compliance and illegal activity including drivers with suspended licences or plying for hire and vehicle defects such as lights, indicators, tyres and seat belts.

» **Do you know...**
London's night-time economy is worth £26.3bn a year and employs one in eight people in the Capital

Burak explains: 'Public safety is the main thing we have to focus on. We also work with Cab Enforcement units at night where we are paired up with police officers in a patrol car to detect any unusual activity, or stop drivers where something isn't working on their vehicle. When we are in plain clothes with the police we are able to gather intelligence and carry out targeted stops.'

So what do the pair think it is about each other that makes them such an effective unit? 'We generally have this manner where we are very calm and approachable – assertive but polite at the same time,' says Burak. 'We try and explain everything to drivers. At the end of the day you want it to be a win-win situation.'

Aleem adds: 'Working at night time, on the road in central London, if you're not paired with someone on the same wavelength, your night can seem twice as long and you do

need to be able to have a laugh and a bit of banter.' Burak cuts back in: 'When it's work time we just crack on. It goes by easily for us and because we've been working together since our classroom days, we also speak outside of work, checking on each other.' Aleem nods his head in agreement: 'I think trust is a big thing; you need to be able to trust the person you are working with. You need to know someone has got your back, especially at night. We are running a constant risk assessment all the time we are on the street.'

They explain that situations can escalate, especially when they stop vehicles with passengers on board. It's not the drivers they have to be wary of, but the passengers getting very protective over their rides home. 'You have to be diplomatic,' remarks Burak, 'because there is the possibility you are stopping them from getting home if the vehicle or driver is found to be non-compliant. That's why it's great to be working in pairs because while your colleague deals with the driver, you can engage with the passengers, give your badge numbers and explain everything to them.'

» **Top tip**
Aleem and Burak's top night-time spot for a snack – Best Kebabs in Dalston

The pair say they like the interaction with their colleagues and the public. Aleem adds: 'I love working nights because people are jollier and more interesting things go on. If you are working the West End it can be really exciting. We saw Ronaldo once and Anthony Joshua, he actually stopped and spoke to us.'

Burak describes Aleem as hard-working, funny and assertive, while Aleem counts generosity and trustworthiness as two of Burak's good qualities. Their chemistry obviously works, and their polite approach has been commented on twice on TfL's Twitter feed.

In fact, they are becoming well known within the taxi and private hire community, as Aleem explains: 'We do tend to come across the same drivers quite a lot. We know their faces, but they know us too, so it's a game of cat and mouse. It's a bit like, "Are you really going to do that?" No, you've seen us, you know we're here and you are not going to take the risk of doing something non-compliant in front of us!'

“ We generally have this manner with the drivers where we are very calm and approachable – assertive but polite at the same time ” Burak Asiliskender



Above: Burak Asiliskender (left) and Aleem Baksh (right)



Best excuses given by drivers

'Our favourite one is when we pull up a vehicle for a faulty light or damaged bodywork and the driver says: "But it's only just happened at the corner!" And the thing is, we've been watching them for 10 minutes and we saw that fault as they were driving up to us.' Aleem

'Another one is when they say "I got my MOT yesterday." Really? So tell us, how did you pass your MOT yesterday when your car is obviously not roadworthy?' Burak



“ The thing I like best about what I do is nights! I like nights, people are jollier and more interesting things go on. If you are working the West End it can be the funniest thing and it’s exciting ” Aleem Baksh

Time to go home – Burak and Aleem head off after another busy night on the streets of London

Compliance in numbers



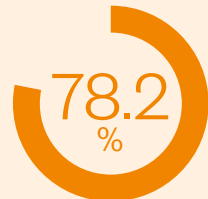
TAXI

Reported for non-compliance:

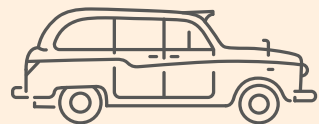


771 drivers

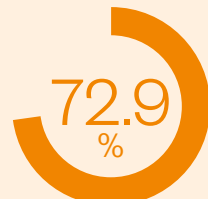
Compliant:



drivers



1,147 vehicles



vehicles

(10 December 2017 to 31 March 2018)

PRIVATE HIRE

Reported for non-compliance:



4,146 drivers

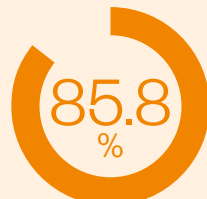
Compliant:



drivers



7,640 vehicles



vehicles

(10 December 2017 to 31 March 2018)

LET'S LOOK OUT FOR EACH OTHER



DRIVERS AND CYCLISTS ARE MORE ALIKE THAN YOU THINK

WITH 80% OF CYCLISTS HOLDING A DRIVING LICENCE, AND 1 IN 5 DRIVERS CYCLING AT LEAST ONCE A MONTH¹, THEY'RE OFTEN THE SAME PEOPLE.

¹ NATIONAL TRAVEL SURVEY STATISTICS, 2010



All safe on our streets

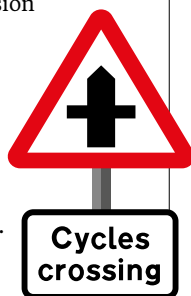


Cyclists and drivers need to work together to share London's roads safely

The Mayor's Transport Strategy sets out the goal that, by 2041, all deaths and serious injuries from road collisions will be eliminated from London's roads. While travelling by car has become much safer, the proportion of people who are killed or seriously injured (KSI) when travelling on foot, by bicycle and by motorcycle is now 80 per cent. Between October 2016 and September 2017 there were 683 cyclist KSIs on London's roads.

Because of the much higher mileage taxis and private hire vehicles clock up, they are 1.4 times more likely to be involved in a collision with someone cycling or walking.

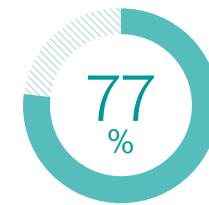
By following these hints and tips you can reduce the risk of a collision and help ensure that everyone travels safely and easily.



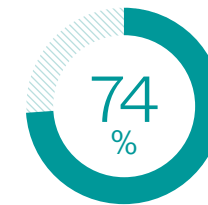
Top tips

Conflicts could be avoided if cyclists and drivers were more aware of each other. While cyclists should watch out for vehicles turning ahead of them at junctions and should use hand signals before turning themselves, as a driver you should:

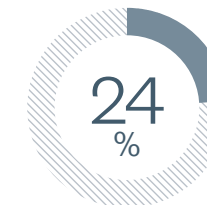
- Keep checking for cyclists, pedestrians and motorcyclists who may weave through stationary traffic
- Look out for cyclists, especially when checking your mirrors before indicating, varying your speed or changing direction
- Check over your shoulder for cyclists and other road users before opening your door to ensure it doesn't swing into their path
- Use your indicators when turning or changing lanes, even if you don't think anyone is near you and indicate in good time to allow others to react
- If it doesn't do so automatically, turn the indicator off once you have completed your manoeuvre to avoid giving misleading information
- Leave room for cyclists at traffic lights. Drivers shouldn't enter the advanced stop line box when the light is red. This space is reserved for the safety of cyclists and you may be liable for a £100 fixed penalty and three points on your licence
- Give cyclists room. Keep a safe distance from cyclists and don't attempt to overtake when there is not enough space. Give as much space as you might for another car. Cyclists might use the middle of the lane if they feel it's too narrow for cars to overtake, so hang back if you can't pass safely
- Look when you leave your vehicle. Make sure you check to see if there is anything coming before opening your car door or before turning left or right – they might be filtering through slow moving or stationary traffic



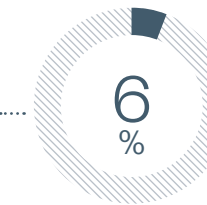
77% of collisions in London occur at junctions



74% of collisions resulting in death or serious injury for those on foot, bike or motorbike in London take place at junctions



24% of collisions resulting in death or serious injury of people while cycling occurred when another vehicle turned right or left across their path



6% of fatal and serious injury collisions involving people on bicycles occurred when the other vehicle failed to give way or disobeyed the junction control

What TfL is doing

Junctions are particularly dangerous for cyclists. TfL has identified 73 junctions on its red routes where major safety improvements can be made to the existing road layout. The programme will see £54 million of investment over the next five years.

TfL will also implement new extended 'keep clear' markings at junctions with side roads to encourage people to stop their vehicles further back, improve visibility and prevent left and right turning conflicts. It is consulting on an Advanced Driving Test for all private hire and newly-licensed taxi drivers.

For more information, go to tfl.gov.uk/safetytips

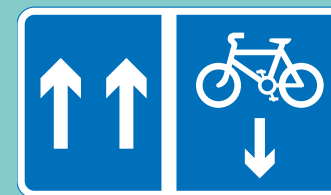
Types of cycle lane



Mandatory cycle lanes are marked with a continuous white line. Drivers must not drive, wait or park in the lane during its hours of operation. Cycle superhighways are mandatory cycle lanes



Advisory cycle lanes are marked with a broken white line. Drivers should not enter the lane unless it is unavoidable



Contra-flow cycle lanes let cyclists travel against the flow of traffic on one-way streets. They are mandatory cycle lanes



Shared bus and cycle lanes allow cyclists to use the bus lane. Motorists must not enter the lane unless indicated on signs



One simple safety tip

Four-time Olympic cycling champion, Laura Kenny, has teamed up with Addison Lee to launch a simple safety campaign against 'car-dooring'. Whether you're driving or a passenger, when you want to open the door reach across to the handle with your far hand, not your near one. As you lean over your body naturally turns, meaning you get a view of the road behind you and anything coming, such as cyclists.



See how it feels

Ford has launched a virtual reality experience showing motorists how cyclists feel in danger when car drivers overtake too closely, swerve in front or suddenly open a car door.

WheelSwap also shows cyclists what it's like for motorists when they jump red lights, cycle the wrong way down one-way streets and swerve unexpectedly.

Check out WheelSwap on YouTube, or at www.ford.co.uk/share-the-road

Plastic fantastic



Why being able to pay by card makes such sense in taxis

With the rise of contactless credit cards and alternative payment methods such as Apple Pay and Google Pay, we are increasingly moving to a cashless society.

According to banking trade body UK Finance, debit card payments have now overtaken cash use for the first time. A total of 13.2 billion debit card payments were made last year, a rise of 14 per cent on the previous year. Meanwhile, the frequency of contactless payments almost doubled in a year to 5.6 billion last year. This was most commonly in supermarkets, but card suppliers say that public transport and car parking have also become regular places for people to use contactless – in London more than half of all pay as you go travel on the TfL network is now made using contactless.

This growth in card use is why the TfL Board agreed that taxi passengers should be able to pay by card, including contactless, back in 2016. From 31 October 2016, all licensed taxi drivers have been required to accept credit and debit card payments.

The easy way to pay

Lee Sheppard is the director of London Taxi PR, set up to promote the trade in the Capital, and states: ‘The advent and move to a more cashless society can only be good for the licensed trade. Paying by card allows us to be a more efficient and appealing service, whether it is for the frequent business user, the short hop journeyer or the user in an emergency when no cash is available. Being able to hail, tap and pay by card provides our customers with peace of mind and an ease-of-use service.’

‘The London taxi trade has always been seen as innovators of technology and by continuing to evolve and provide our customers with the fullest of payment options, we are demonstrating we recognise that without these alternatives, we as a service and trade will not survive.’

Every taxi driver must accept card and contactless payments and provide printed receipts for those payments if asked to by the customer. All taxis must have a fully working TfL-approved fixed card payment device fitted in the passenger compartment. Taxis not meeting this requirement are issued with an unfit notice, which remains in place until the credit card reader has been fitted or repaired and the vehicle is presented for inspection.

Checklist for drivers

- You should check that the card payment device is functioning correctly before you start work
- If you have a problem with the card payment device you should contact the provider of the card payment system as soon as possible in order to report the problem and get it fixed
- If you rent your taxi, tell the owner about the problem so they can report it to the card payment device company and arrange for the fault to be fixed, the device to be replaced or to provide you with a replacement taxi if necessary

» Do you know...

Young consumers, aged between 25 and 34, are most likely to make contactless payments. (UK Finance)



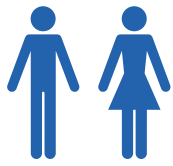
Card payment provider	System(s)	Website	Approved for TX eCity?
Cab:app Ltd	Miura MO10	www.cabapp.io	Yes
Cabvision Network Ltd	Ingenico IPP220 Ingenico IPP350	www.cabvision.com	Yes
CMT UK Ltd	CMT FREEdom Solution	www.cmt.london	Yes
ComCab	VeriFone VX820	www.comcablondon.com	Yes
Curb Mobility Ltd	VeriFone VX680	www.gocurb.com	Yes
Dial a Cab	Ingenico IPP350	www.dialacab.co.uk	Yes
Farepay Ltd	Miura MO10	www.farepay.co.uk	No
Ingenico	Ingenico ICT220 Ingenico ICT350	www.ingenico.co.uk	No
iZettle	Miura MO10	www.izettle.com	Yes
MyTaxi	SumUp Air	www.mytaxi.com	No
Payataxi	Miura MO10	www.payataxi.com	Yes
SumUp (formerly Payleven)	Miura MO10	www.sumup.co.uk/payleven	No
PayPal	Miura MO10	www.paypal.com	Yes
Sherbet	MT Data Ingenico IPP350	www.mtdata-uk.com	No
Taxiworld Ltd	Taxiworld FREEdom Solution	www.taxiworld.co.uk	Yes
The Payment House	Miura MO10	www.thepaymenthouse.com	No



“ Being able to hail, tap and pay by card, provides our customers with peace of mind and an ease-of-use service ”

Lee Sheppard, London Taxi PR

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 on where to find public toilet facilities across the Capital

Loo location

These days, there's an app for everything and that includes locating public conveniences close to you. Typing the words 'toilet finder' into the search engine of your smart phone or tablet will bring up some of the more popular apps including 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

If you regularly drive in a specific area, making sure you know where the nearest toilets are will add to your comfort and peace of mind.

Where to 'go'

Retail outlets such as supermarkets, DIY and 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 deliver the Community Toilet Scheme, aimed at providing clean, safe and accessible public toilets in more convenient locations for residents and visitors. Look out for the Community Toilet signs.

Details of public and community toilets are provided on most borough websites. The information varies from borough to borough and in some instances may be hard to read or access on a smart phone 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 as they vary and whether or not you have to pay to use them. Some rest rooms in Network Rail stations (marked † on the right) may be inside the station's gateline.



Refill for free

With the fine weather set to continue, it's important to stay hydrated while on the go. The Refill campaign has an app listing the 700 public water fountains and participating businesses (cafes, shops, museums) across London where you can refill your water bottle free of charge. Go to www.refill.org.uk/get-the-refill-app



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
- 🚇 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

Legend

- 🚇 London Underground, 🚇 DLR,
- 🚇 Network Rail

- 🚇 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

Waterloo

- 🚇 Waterloo
- 🚇 Waterloo East †



Easing stress the electric way

Could driving an electric vehicle really be good for your stress levels as well as the environment?

A new study by LEVC and the University of York has shown that the quieter driving environment of an electrically-driven vehicle can have significant mental health benefits for those on the road for long hours.

The test was designed and carried out by acoustics expert Dr Duncan Williams and took place in central London where four taxi drivers took out both a traditional diesel taxi and the new TX eCity electric taxi for a series of trial drives.

All the drivers who took part had already clocked up many miles in the electric taxi and were familiar with its controls and driving behaviour. They were fitted with 'brain caps' containing electrodes to monitor their brain activity as they travelled a set route through London. Their heart rates were also monitored to see

whether the quiet cab of the electric taxi had an effect on their stress levels.

Higher levels of beta brain wave activity were recorded by drivers in the electric vehicle, which indicates higher levels of active concentration. Basically, while driving the electric taxi, drivers were freed up to get on with driving. This was particularly noticeable when vehicles were waiting at traffic lights – a common situation for the London cabbie.

Their heart rate was consistently less variable in the electric taxi than the diesel taxi, indicating greater mental calmness. This is connected with the electric taxi being a less noisy working environment for the drivers, with around five decibels less overall amplitude, and an increased dynamic range in comparison to recordings from the diesel taxi.

Dr Williams said: 'This study suggests that the quieter driving environment allowed cabbies to be in a more concentrated state of mind. This may indicate that by removing the noisy diesel engine rumble, they are perhaps freed up to get on with driving in a more focused, but calm way. It's a fascinating result and, given the movement towards electric commercial vehicles, shows there are even more benefits to going electric than we might have previously thought.'

Additional driver survey data showed that the largest improvement over the diesel taxi reported by the drivers was increased happiness, followed by reduced stress and less distraction in the electric taxi.

For more information on the TX eCity, go to www.theelectrictaxi.co.uk

Take five

Changes to make the MOT test more stringent were introduced in May. Here are the five things you need to know



4

New MOT certificate

A new, clearer style of MOT certificate has been introduced which lists any defects under the new categories.

Old-style certificates are still valid until the date they're due to expire, so you won't need to replace yours with a new-style certificate.

5

Older vehicles

There's good news for owners of vintage vehicles as cars, vans and other light passenger vehicles won't need to have an MOT if they're more than 40 years old and have not been substantially altered.

You can check the date the vehicle was registered online at www.gov.uk/check-mot-history

» **Do you know...**
You can be fined up to £1,000 for driving a vehicle without a valid MOT

“ Drivers who have a diesel vehicle with a diesel particulate filter fitted should make sure it is regularly given a good run at motorway or dual carriageway speeds so the filter is automatically cleared of any soot ”



1

Defects

Defects found during the MOT now fall into one of three categories:

- **Dangerous**
This is where the MOT tester records a defect which offers a direct and immediate risk to road safety or which could have a serious impact on the environment. The vehicle will fail the MOT and you will not be able to drive it until the defect has been repaired
- **Major**
The tester assesses the defect may affect the vehicle's safety, put other road users at risk or have an impact on the environment. The vehicle will fail the MOT and the defect must be repaired immediately
- **Minor**
Although they must be repaired immediately, minor defects have no significant effect on the safety of the vehicle or impact on the environment and the vehicle will pass the MOT

The tester can also issue an 'Advisory', where a minor defect could become more serious in the future and should be monitored and repaired if necessary.

2

Diesel vehicle emissions

There are now stricter limits for emissions from diesel vehicles fitted with a diesel particulate filter (DPF), which captures and stores exhaust soot.

Vehicles will fall into the Major fault category if the tester can see smoke coming from the exhaust or finds evidence that the DPF has been tampered with. This means the vehicle will fail the MOT.

Fixing this defect can be expensive as new DPFs often cost more than £1,000. Check your vehicle's handbook if you don't know whether it has a DPF or not.



“ A properly maintained vehicle should have no problem passing the new MOT ”

3

Extras in the MOT

The number of vehicle parts being checked during the MOT has now been increased to include:

- If tyres are underinflated
- If the brake fluid has been contaminated
- Any fluid leaks posing an environmental risk
- Brake pad warning lights and if brake pads or discs are missing
- Reversing lights on vehicles first used from 1 September 2009
- Headlight washers on vehicles first used from 1 September 2009
- Daytime running lights on vehicles first used from 1 March 2018

There will be other, smaller changes to how some items are checked. Your MOT centre will be able to tell you about these.



Don't forget!

A number of taxis have recently been deemed non-compliant because they lack their second MOT. All taxis and private hire vehicles more than 12 months from the date of manufacture, are required to pass two MOT tests as a condition of continued annual licensing. Drivers receive a note detailing when the second MOT is due after the vehicle's first inspection. They should keep this as a reminder so they don't miss their second MOT date.



www.gov.uk/getting-an-mot



Faulty tyres can adversely affect the performance of your vehicle and are a safety risk, so make sure your tyres are compliant



» Roads&TransportMPS Verified account @MPSRTPC

@TfLTPH PHV stopped in @MPSWestminster by #CabsUnit for driving with fog lamps on reveals tyre with core exposed. Driver reported by TOR and unfitted with operator until repaired.



» Roads&Transport MPS Verified account @MPSRTPC

A stark reminder to check your tyres before you head out onto the roads: this working licensed taxi was stopped by #cabsunit in @MPSCamden and reported for a defective tyre. Please ensure you are safe and legal by taking a few minutes to check your vehicle is roadworthy @TfLTPH.



Between 10 December 2017 to 31 March 2018, 18 taxis and 574 private hire vehicles stopped during roadside inspections were found to be non-compliant because of faulty tyres. Any vehicle defects and/or non-compliance identified during special inspections, on-street inspections or any other authorised inspection may be issued with a Reason for Refusal, Advisory Notice or Unfit Notice as appropriate.

Make sure you stay compliant by visually inspecting the tyres on your vehicle daily for any sign of damage. If you notice any excessive or uneven tyre wear, this could be caused by faults in the vehicle's braking or suspension systems, or by wheels which are out of alignment. You should get these checked by a reputable garage. Tyre pressures should be checked weekly while the tyres are cold as warm or hot tyres can give misleading readings.

For taxis

Taxi tyres must be of the designated size, speed and weight rating for the make and model of vehicle you are driving. If a tyre is remanufactured the sidewall must also display BS AU144e or ECE109/ECE108.

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

Tyres must be free from:

- Cuts and splits with ply or cord visible
- Lumps, bulges or tears
- Excessive or uneven tyre wear
- Damage to the wheel rim which would interfere with the tyre seating/sealing

For private hire vehicles

Tyres must be of the designated size, speed and weight rating for the make and model of vehicle you are driving. You should make sure all wheel nuts are in place and secure.

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

Tyres must be free from:

- Cuts, lumps, bulges and tears
- Excessive or uneven tyre wear
- Excessive damage to the tyre rim

If any defects are found during the licence period, the registered keeper (owner) will be issued with a notice stating that the vehicle in question is no longer considered as fit for use, prohibiting the vehicle from being used as a taxi or private hire vehicle until the defect has been fixed.

Space saver wheels/tyres

If you get a puncture or one of your tyres is damaged, you can use a space saver wheel to get you to a place of repair.

These are designed for temporary use only and you must get the original car tyre repaired or replaced as soon as possible.

The continual use of a vehicle fitted with a space saver wheel may bring the vehicle into conflict with Construction and Use regulations.



» **Do you know...**

'If a tyre bursts while you are driving, grip the steering wheel firmly and allow the vehicle to roll to a stop at the side of the road. Only change the tyre if you can do so without putting yourself or others at risk – otherwise call a breakdown service' The Highway Code



wear bar indicators

“ Tyre tread depth minimum legal requirement is 1.6mm in a continuous band across the central three-quarters of the tread width. The outer edge of the tyre can be devoid of tread pattern ”

Compliance numbers between 10 December 2017 to 31 March 2018

Licence Type	Vehicle Checks				Unfit/Stop Order because of tyres				
	P10	P11	P12	P13	Licence Type	P10	P11	P12	P13
Taxis	1,572	1,311	603	756	Taxis	5	9	0	4
Private hire vehicles	10,784	15,649	13,623	13,355	Private hire vehicles	88	188	180	198

Section 7 of the TPH Vehicle Inspection Manual provides important information on tyres. Go to tfl.gov.uk/tph, click on to licensing and look under apply for a taxi/private hire vehicle licence

Calendar

July

August

September



16 July

Surrey vs West Indies A cricket
Oval (until 19 July)

19 July

Middlesex vs Somerset cricket
Lords

21 July

Anniversary Games event
London Stadium

22 July

Middlesex vs Warwickshire cricket
Lords (until 25 July)

24 July

Pure London July 2018
Olympia

26 July

Middlesex vs Hampshire cricket
Lords

27 July

Surrey vs Somerset cricket
Oval

28 July

Prudential Ride London - Freecycle
Streets of London

Holi Festival of Colours
Wembley Park

Let's Rock London
Clapham Common

29 July

Prudential Ride London-Surrey 100
Route: Olympic Park, Surrey, The Mall

31 July

Surrey vs Glamorgan cricket
Oval

2 August

Middlesex vs Sussex Sharks cricket
Lords

Surrey vs Middlesex cricket
Oval

4 August

Eastern Electrics Festival
Morden Park (and 5 August)

London Triathlon

Excel (and 5 August)

7 August

Great British Beer Festival
Olympia (until 11 August)

9 August

England vs India cricket
Lords (until 13 August)

Surrey vs Sussex Sharks cricket
Oval

10 August

Iron Maiden
O2 Arena (and 11 August)

11 August

AFL London grand final day
Clapham Common

12 August

Brixton Wave
Windrush Square, Brixton

14 August

Walking with Dinosaurs
O2 Arena (until 19 August)

15 August

Surrey vs Hampshire cricket
Oval

16 August

Middlesex vs Essex Eagles cricket
Lords

18 August

Glassjaw
O2 Academy

18 August

Drag World event
Olympia

London Mela

Southall (and 19 August)

Elrow Town

Queen Elizabeth Olympic Park

19 August

Surrey vs Lancashire cricket
Oval (until 22 August)

24 August

Britney Spears
O2 Arena (until 26 August)

South West Four Festival

Clapham Common (until 27 August)

25 August

Ladbrokes Challenge rugby cup final
Wembley Stadium

26 August

Notting Hill Carnival
Streets of Notting Hill (and 27 August)

27 August

Simple Minds, The Pretenders
Trent Park, Enfield

2 September

Speciality and Fine Food Fair
Olympia (until 4 September)

6 September

MCC T20 finals day cricket
Lords

Barry Manilow

O2 Arena (and 7 September)

7 September

England vs India cricket
Oval (until 11 September)

8 September

Thames Festival Central London (and 9 September)

BBC Proms in the Park

Hyde Park (and 9 September)

England vs Spain (UEFA Nations League)

Wembley Stadium

9 September

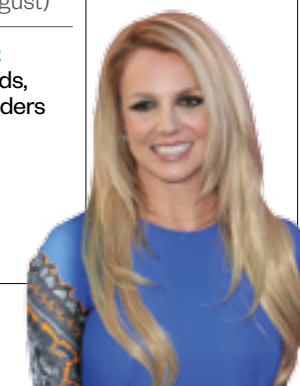
Tour of Britain
Central London

14 September

Garbage
Brixton Academy (and 15 September)

15 September

Sink the Pink
Street Party
Finsbury Park





Getting to grips with GDPR

The General Data Protection Regulation (GDPR) came into force on 25 May this year

It contains some new points around transparency and individuals' rights, so if you hold personal data on customers or on drivers you employ, such as postal and email address and telephone number, credit or debit card payment details and photographs, then you need to check you are compliant.

Checklist

These are the steps you should already have taken:

- Audited all the personal information you hold, where it came from and who you share it with
- Reviewed your current privacy notices and updated them if needs be
- Checked your procedures to ensure they cover all the rights individuals have, including how you would delete personal data or provide data electronically and in a commonly-used format
- Updated your procedures and planned how you will provide any additional information
- Identified the lawful basis for your holding and processing personal information. This should be documented and your privacy notice should explain it
- Explored how you seek, record and manage consent and made any changes needed
- You should also have refreshed existing consents if they don't meet the GDPR standard
- Made sure you have measures in place to detect, report and investigate a personal data breach
- Designated someone to take responsibility for data protection compliance

Top four for staying safe

Good information handling makes good business sense. You'll enhance your business's reputation, increase customer and employee confidence, and by making sure personal information is accurate, relevant and safe, save both time and money.

- 1 You only need to collect as much information as is strictly necessary and regularly review the amount of time you keep it for.
- 2 Make sure you securely delete or physically destroy any information that does go out of date.
- 3 Your privacy notice, explaining who you are and what you do with the personal information you have, should be displayed clearly and prominently.
- 4 If you have CCTV in your premises or vehicles, you must put up signs explaining it is in operation and the reason why you are using it.

The Information Commissioner's Office has a toolkit and lots of detailed information for small and medium-sized businesses on GDPR. Go to www.ico.org.uk and search under 'for organisations'

Take time out

Rearrange the letters below to discover some famous London landmarks.

- 1 Alf - rally the violas!
- 2 A posh selfie tour, man
- 3 Here's a bloke's pages

1. Royal Festival Hall 2. Houses of Parliament 3. Shakespeare's Globe

Word search

You can search for words horizontally, vertically and diagonally. There are eight hidden words all associated with London

W	S	P	H	E	S	A	G	J	A	R	L	I	E
H	E	S	N	N	L	P	O	U	S	G	I	G	O
I	T	K	W	Q	P	A	W	T	W	N	D	S	P
T	A	L	M	A	H	N	E	K	C	I	W	T	K
E	R	A	L	L	W	T	E	O	R	M	O	Y	M
H	I	E	M	A	Q	F	P	B	A	U	K	L	A
A	M	P	W	V	U	S	D	C	R	I	C	E	T
R	E	H	R	O	E	R	W	D	L	O	R	D	S
T	P	K	L	B	O	D	J	E	Q	P	E	A	W
L	F	D	U	F	L	S	A	Y	M	R	O	L	A
A	W	I	M	B	L	E	D	O	N	B	P	J	R
N	E	A	V	E	A	L	G	U	R	I	L	W	C
E	T	O	L	D	G	K	U	P	D	R	Y	E	T
S	S	N	A	M	F	R	S	T	I	P	X	O	Y

- Oval
- Wimbledon
- White Hart Lane
- Wembley
- Lords
- Emirates
- Twickenham
- Stamford Bridge

Find a word that completes the place name on the right as well as on the left.

For example:

St John's WOOD Green
(St John's Wood and Wood Green)

Regents Lane

Aldgate Ham

Stepney Park

Boston House



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>> You say...

✂ @TfLTPH hi. I've recently received an English language requirement reminder. I have a copy of the required exam documents but I can't find any info as to where to send the copy to. Any information on this would be appreciated. Thanks.

Gary Hesling

A Please send the evidence to tphlicensing@tfl.gov.uk along with your name and badge/application number.

Do you know?

- 1 Which London stadium is equivalent in volume to 25,000 double-decker buses?
- 2 How many people worked on the transformation of London Stadium into a year-round venue after the 2012 Olympic Games?
- 3 Which two sports grounds in the Capital were built on former cabbage patches?
- 4 How many kilogrammes of strawberries are served at the Wimbledon Championships each summer?
- 5 Which London club opened in 1886 and was the world's first multipurpose sports complex?

1 Wembley, Four million cubic metres 2. 5,000 3. The Kia Oval and Twickenham Stadium 4. 34,000kg 5. The Queen's Club

