

OnRoute

TfL's magazine for taxi and private hire

Heart of the matter

Saving lives with defibrillators in taxis



Cabbie careers

Promoting the Knowledge

In on the act

The Private Hire Vehicle Act hits 20

Vision Zero

Keeping roads safe for everyone

Get up to date!

Help with renewing your licence

Vintage cabs

What taxis were like in the 1930s

Have your say on proposed changes to the Congestion Charge

We are proposing to make three changes to the Congestion Charge to help reduce traffic and improve air quality in the zone:

- Replacing the Ultra Low Emission Discount with a new phased Cleaner Vehicle Discount
- Removing the exemption for private hire vehicles (minicabs) so they would have to pay the central London Congestion Charge
- Amending the Congestion Charge boundary at Old Street to allow for improvements for walking and cycling

Consultation ends 28 September 2018

To find out more and provide us with your views please visit tfl.gov.uk/ccyourviews

Have
your
say



Contents

7

We've got your back

Compliance officers go above and beyond

8

Hail a life saver

Defibrillators in taxis

10

Licence renewal guide

Renewing your licence online

12

Safer streets

The Vision Zero approach

16

Getting in on the act

Private Hire Vehicles Act turns 20

18

Tales from the taxi trade

Two long-serving cabbies share their stories

20

Electric round-up

New signage for rapid chargers

22

Yes, you can!

Getting people excited about the Knowledge

23

The way they were

One vintage taxi's epic journey

8



7



18



23



Welcome.

This is OnRoute's third anniversary issue and we'd like to say a big thank you to all our readers, especially to those taxi and private hire drivers and operators who took the time to complete our recent survey.

Most read the magazine in its digital format and don't want it to change from being published bi-monthly. The news pages and articles on TPH policy changes were the favourite features, and readers told us they wanted more information on road works, road closures and traffic management, compliance operations, the Knowledge and history of cabs, and the work of the various charities.

We are more than happy to oblige and in this issue you can find a charity round-up and information on the changes to the road layout at Stratford town centre in the news section, a fantastic booklet promoting the Knowledge on p22 and a profile of a 1936 classic taxi on p23.

From p12 we cover the Mayor's bold plans to eliminate all deaths and serious injuries from London's transport network by 2041. This Vision Zero strategy is being set by The Mayor of London, TfL and the Metropolitan Police, but the responsibility for its success is shared by everyone who uses the roads, including professional drivers.

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

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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

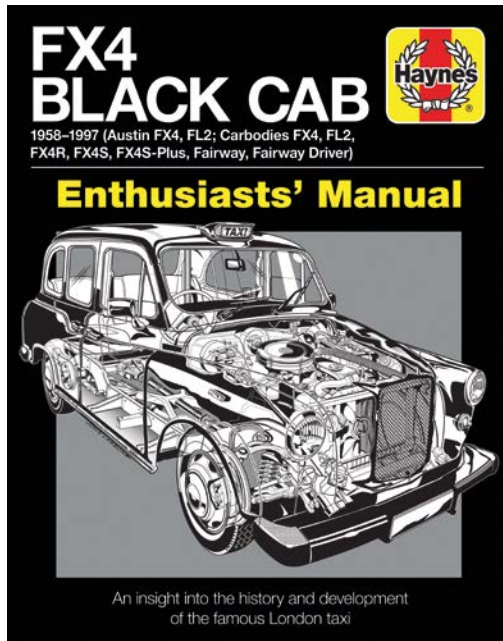
The views expressed in OnRoute
are not necessarily those of TfL.

In our next issue...

- Guidance for private hire
- ZEC taxis
- Lamp post charging



News



Inside the FX4 taxi

In celebration of OnRoute's third birthday, we've got a great competition courtesy of Haynes Publishing

The FX4 Black Cab Enthusiasts' Manual (£14.99), traces the history and development of the Austin FX4 London taxi, built between 1958 and 1997. This paperback edition traces the origins of the Hackney carriage through the early 20th century to the dominance of later vehicles commissioned from Austin by Mann and Overton.

Written by Bill Munro, a London cabbie for four decades who has driven every version of the FX4, the book gives a fascinating insight into the history and development of one of London's top transport icons.



We have one copy of the book to win. Just tell us which year the FX4 was introduced:

- A. 1958
- B. 1968
- C. 1978

Email your answer with your name and postal address to OnRoute@tfl.gov.uk using FX4 Black Cab Manual in the subject line. Closing date for entries is Wednesday 31 October 2018. For terms and conditions, go to tfl.gov.uk/terms

Taxi rank news

Until 16:00 on Friday 21 September, the rear five metres of the rank outside the Strand Palace Hotel, Exeter Street will be suspended while scaffolding is removed. The rest of the rank will be available at all times.

Two new part-time taxi ranks have been installed in the borough of Ealing. At Gunnersbury Lane (Acton Town Station), there is a two-bay shared loading bay/rank operating from 17:00 to 21:00 and at Acton Lane (Chiswick Park Station), the two-bay shared parking bay/rank operates from 17:30 to 21:30.

The taxi ranks are being monitored by the borough, so please use them as much as possible. If the borough sees the ranks are not being used, or are being abused, it will remove them.

Tottenham Hale station forecourt will be closed while station upgrade works take place. A marshalled temporary taxi rank will be available in Ashley Road from:

- Saturday 29 September – Sunday 30 September
- Saturday 20 October – Sunday 21 October
- Saturday 3 November – Sunday 4 November
- Saturday 17 November – Sunday 18 November
- Saturday 1 December – Sunday 2 December



The new taxi workshop at Endeavour in West London

Go west!

LEVC's electric TX eCity taxis are now being sold at a dealership in west London. Endeavour Automotive already operates the Volvo Cars dealership in Chiswick and the new LEVC dealership will be on a neighbouring site.

Endeavour has also invested in a new workshop to support taxi servicing and is installing several rapid 22 kW charge points at the dealership to provide west London cab drivers with more access to charging facilities.

As of September, there are currently 478 TX eCity taxis working in London.

Taxi and private hire charity stories



Fun in the sun

Back in July, the London Taxi Drivers' Fund for Underprivileged Children celebrated its 90th year by taking more than 250 very excited youngsters on its annual outing to Southend-on-Sea.

The children were treated to lunch before being driven to Adventure Island to enjoy the rides and attractions and sample candy floss, ice creams and doughnuts. First prize in the Best Dressed Taxi competition was scooped by Claire Zazzara for her 'Mr Whippy ice cream van' and as the convoy left Southend, the Leigh-on-Sea Fire Service hosed down the procession as each taxi passed by.

Superheroes save the day

The fund also benefited from a special event in June, hosted by Katie Simmonds, who runs the cabmen's shelter in Russell Square.

All food and drink on the day could only be purchased by donation, with the proceeds going to the charity. Some of London's finest taxi drivers also gave their support by donating their tips.

Katie dressed up in her Wonder Woman outfit, her partner in crime

Jude came as Cat Woman and as Gary Oldman (who starred in Batman) was filming nearby, the superhero film theme was complete when he posed for a picture to support the charity.

The day was a great success with £3,100 being raised.

For more information on the London Taxi Drivers' Fund for Underprivileged Children, go to www.ltfuc.org.uk/



Countdown to Disney

This year's annual Magical Taxi Tour, transporting children with life-limiting illnesses to Disneyland Paris, takes place between 28 and 30 September. This will be the sixth year NSL, which runs TPH's vehicle inspection centres, will be sponsoring two taxis on the trip of a lifetime.

On the day before the convoy leaves, NSL is making its Canning Town inspection centre available out of hours to the AA to give the 90 taxis taking part the once over. The taxis will also be fitted with sponsorship logos, drinks and supplies.

Tommy Doyle, Account Director for NSL says: 'I am proud and pleased to be able to associate NSL with this wonderful charity event. All the staff at Canning Town relish the opportunity to help in what is an enjoyable break from their normal duties.'

TPH teams have also raised £3,000 to be donated to this year's tour.



For more information, go to www.magicaltaxitour.com



Flying high

Two military veterans and four London taxi drivers visited the Red Devils in July for a sky dive to raise funds for The Taxi Charity.

Korean veteran Bill Parr, 85, Chelsea Pensioner Mike Smith, 70 and the four cabbies were strapped to members of the Red Devils and leapt from a height of 14,000 feet. This was Mike's 99th jump and he said: 'There were definitely some nerves in the group before the jump! But afterwards they all said that the experience was fantastic and they might even be tempted to join me for my 100th.'



To find out more about the Taxi Charity, go to www.taxicharity.org

News

TPH notice

Taxi fares and tariffs update

Following a public consultation in March, the following changes to taxi fares and tariffs have been approved and will come into effect on Saturday 6 October 2018:

- Increasing the minimum fare from £2.60 to £3
- Increasing tariff 1 by 0.6 per cent
- Increasing tariff 2 by 0.6 per cent
- Extending the fuel charge arrangements until the next taxi fares and tariffs update
- Increasing by 50 pence the fixed fares for shared taxis from Euston Station (with the exception of the Euston Station to Lord's Cricket Ground fare)
- Increasing the soiling charge from £40 to £60

The following were also approved:

- Freezing tariff 3
- Freezing the tariff rate for journeys of more than six miles (sometimes referred to as tariff 4)
- Further work and research being conducted to look at fixed and capped fare schemes to and from Heathrow Airport
- Adding fares for six passengers sharing to the shared taxi conversion table
- Requiring all card payment devices approved for use in taxis to accept American Express as well as Visa and MasterCard

For details of the card payment devices already approved for use in taxis, go to tfl.gov.uk/tph



The Grove at Stratford after transformation

Stratford town centre

TfL is working with Newham Council on a £17.9m transformation of Stratford town centre

Changes to the one-way traffic system will allow for a better flow of traffic and reduce accidents in the area. It will also create a safer and more attractive town centre for everyone to enjoy.

Two-way traffic is being introduced around the Stratford Centre to improve bus services and provide better facilities for pedestrians and cyclists.

Other changes include:

- Separate cycle tracks to encourage more people to cycle through Stratford
- Widening the pedestrian crossing at Meridian Square and moving other crossings to locations where pedestrians prefer to cross
- Improving the appearance of streets by resurfacing pavements, removing old street furniture and introducing new landscaping
- Enhancing the public area near Theatre Square and St John's Church

The two-way system will be introduced in phases planned for:

- Monday 17 September 2018: between Stratford High Street and Romford Road only
- Monday 22 October 2018: the rest of the gyratory

For more information, go to www.newham.gov.uk

TPH licensing in numbers

23,540

Taxi drivers

20,556

Taxi vehicle licences

109,790

Private hire driver licences

87,447

Private hire vehicle licences

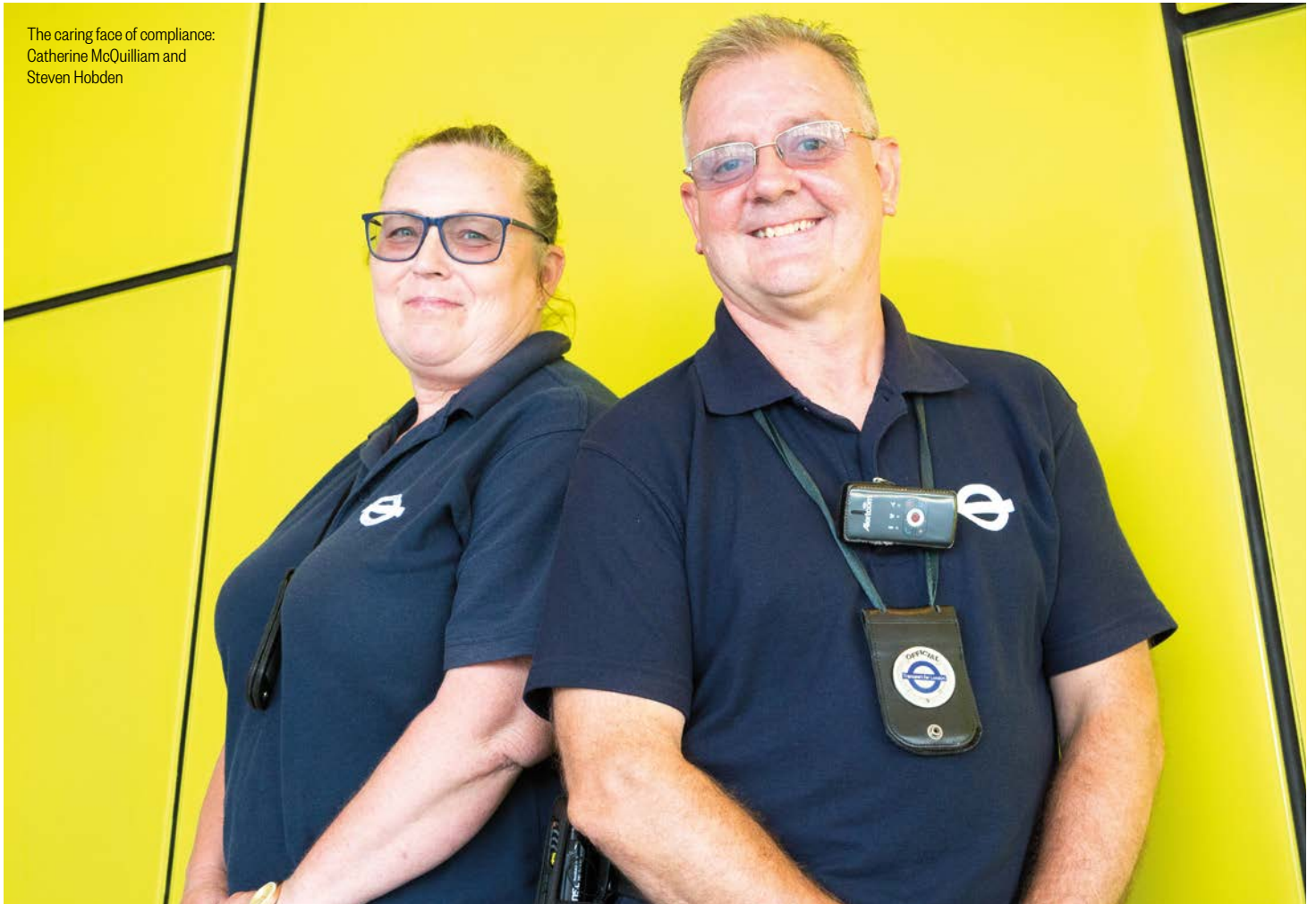
2,319

Private hire operators

We've got your back

How teamwork helped prevent a potential accident in July

The caring face of compliance:
Catherine McQuilliam and
Steven Hobden



When compliance officers Catherine McQuilliam and Steven Hobden started working at a stop site outside Tate Britain on 19 July, they had no idea they were about to prevent a potential accident from happening.

Catherine explains: 'We asked a private hire vehicle to drive into the stop site but the driver didn't stop where he was supposed to – he went too far forward and when he reversed he ended up with two wheels on the pavement, so we knew straight away that something wasn't right.'

Steve takes up the story: 'We looked at each other and I approached the driver, introduced myself and showed him my badge. As I started to do the standard check the driver was having real trouble understanding simple instructions, so a check that would normally take 10 minutes was taking much longer. He just didn't seem to be in control.'

Catherine thought he might be under the influence and so, after talking to the assistant compliance manager on site, decided to call the police. Meanwhile, Steve was trying to reassure the driver and was constantly talking to him because he kept saying 'I've got another job I have to go to'.

Steve explains: 'When I looked in his eyes they were glazed so I was a bit concerned and asked to speak to his operator to cancel his next job because I didn't want him driving away.'

He eventually managed to convince the driver to take a seat on a nearby bench. When the police and an ambulance arrived it was quickly established that he was actually having a diabetic attack.

Steve continues: 'One of the police officers said to me "well done" because had he driven away without being treated he could have fainted at the wheel.'

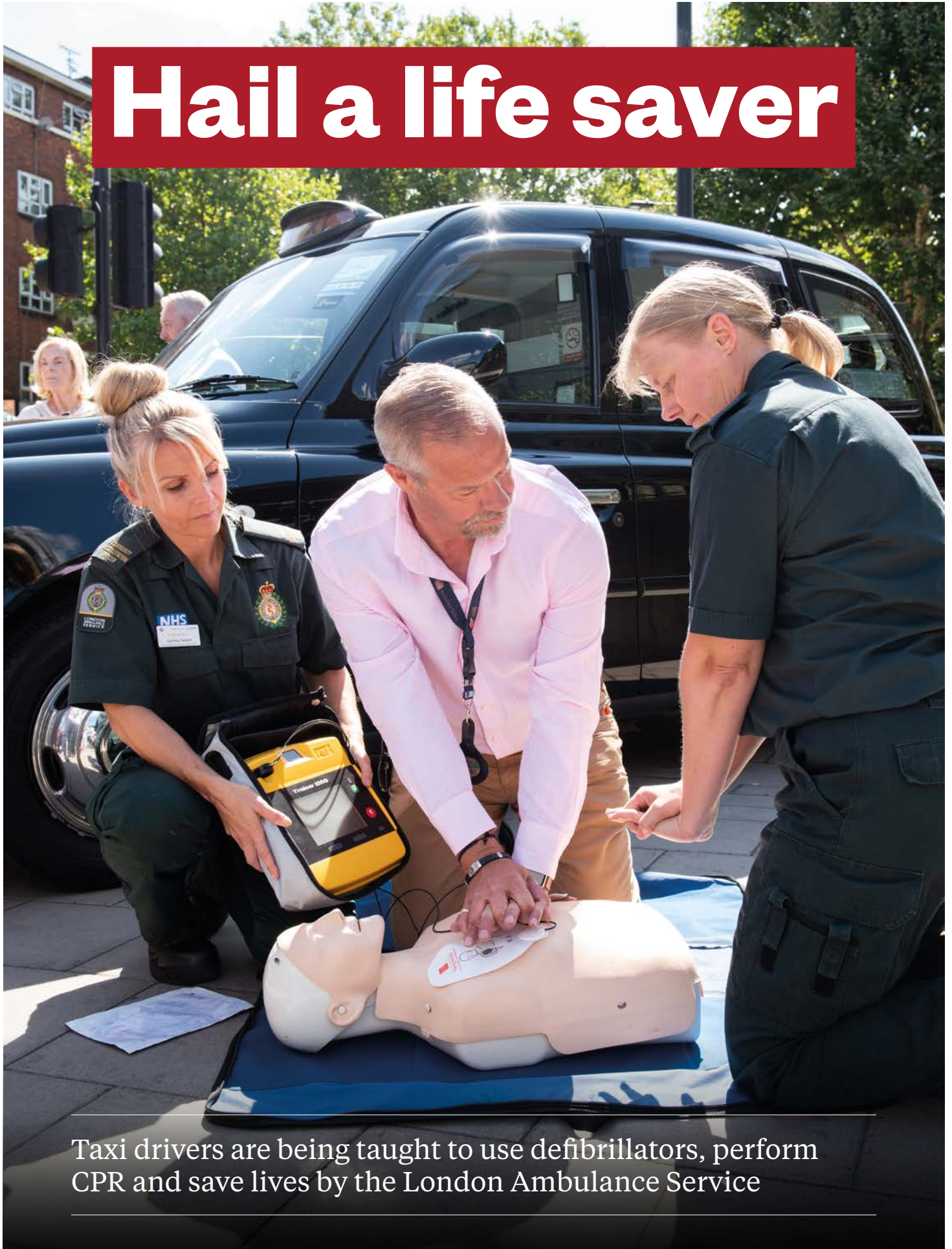
When he had recovered sufficiently, the driver was allowed to drive off and Steve went round and shook his hand and told him to go home and relax.

Catherine and Steve have worked together a few times now and say knowing they can trust each other to have their partner's back goes a long way to making their pairing so successful – and in this case, potentially life-saving.



For more information on compliance officers, go to tfl.gov.uk/tph

Hail a life saver



Taxi drivers are being taught to use defibrillators, perform CPR and save lives by the London Ambulance Service

Paramedics have taught cabbies to perform cardio-pulmonary resuscitation (CPR) and fitted their black cabs with defibrillators as part of a six-month pilot scheme in partnership with the Licensed Taxi Drivers' Association (LTDA).

At the launch of the partnership, Steve McNamara, General Secretary of the LTDA, explained: 'This scheme came about because taxi drivers wanted to make a difference. They help people all day long and take great pride in our city, and this initiative takes us that bit further. Cabbies already go the extra mile to help look after Londoners, but this life-saving training is already making a big difference, giving them the confidence, skills and equipment they need to act in a medical emergency.'

London Ambulance Services' Lynsey Grant was the training officer responsible for making sure the drivers knew what they were doing. 'We've trained 30 drivers in life-saving techniques and 15 of those now have defibrillators in their cabs. All the drivers have downloaded the GoodSAM app alerting them to a medical emergency while the ambulance is still on its way,' she said. 'The drivers were such an enthusiastic bunch and I really admire them because they were taking a day out of their work in order to train to help people. Taxis are not going to take the place of ambulances but these trained drivers can still

do so much before the ambulance arrives. Doing something, such as chest compression, is always going to be better than doing nothing at all.'

In the case of cardiac arrest every minute counts. The chances of a person surviving a heart attack decrease by about 10 per cent for every minute lost before they are treated. More than half the patients who are defibrillated by members of the public before the arrival of ambulance crews survive to be discharged from hospital.

Cabbie Paul Tippett decided to volunteer because he had had a previous experience when someone collapsed on the street and he didn't have the basic knowledge to be able to help. He thinks it is an amazing scheme and is hoping it will be rolled out to more drivers in the future.

Fellow cabbie, Dave Mailes adds: 'By the very nature of what we do as taxi drivers, we tend to be where there are the most people, so if we can save one life I think that's a family that isn't shattered. Our training has been wonderful. Even though it was light-hearted there were people there passionate about wanting to make a difference. Now that we're trained it gives us the confidence to think "yes, we can do this" because we've already done it so many times in the classroom.'

The pilot is due to end in October, when a decision will be made on whether to roll out the scheme.

» Did you know...

There are 5,000 public access defibrillators for use across London, many of them in stations

●●●
If you'd like some training in first aid, you can register for free basic or advanced online courses at www.firstaidforfree.com

“ I'm driving in and around London all the time and I also coach football, so my defibrillator will potentially help even more people ”

Roy Lang, taxi driver



Good Samaritans

GoodSAM (Smartphone Activated Medics) is an app-based system to trigger bystander response while the ambulance service is still on route to an emergency. When a 999 call is made for a cardiac arrest patient, an ambulance is dispatched and at the same time, the taxi drivers and other registered first aiders are alerted by the GoodSAM app if they are close to the patient. It also tells them where the nearest public access defibrillator is located.

You can download the app at www.goodsamapp.org/

Main picture: Lynsey Grant, London Ambulance Service training officer (far left), looks on as cabbie Dave Mailes demonstrates CPR

Left: Paul Tippett holding one of the defibrillators

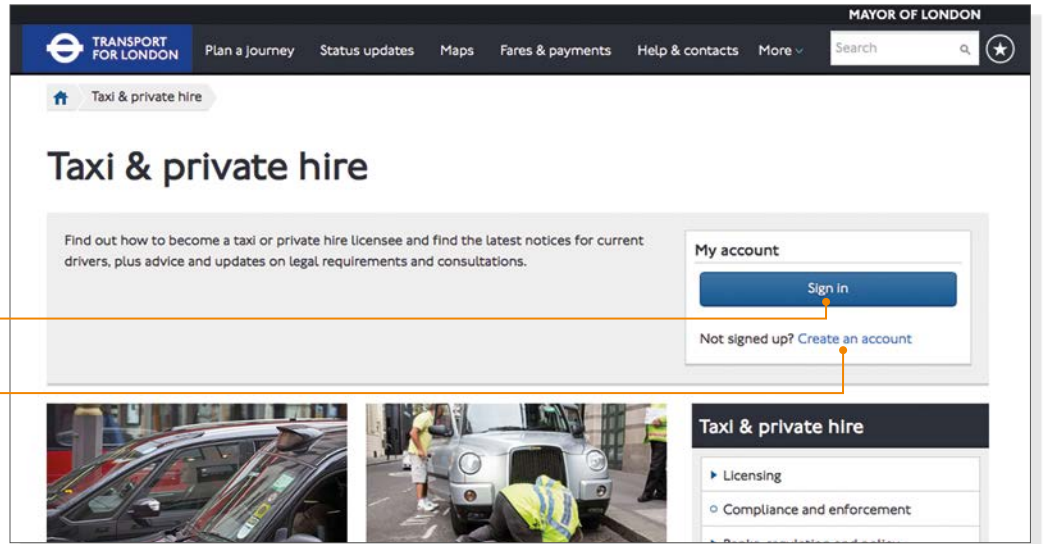
Licence renewal application guide

Make sure yours gets processed first time by following these simple steps

There are two ways to submit a renewal, either online or by completing a paper form and posting it to TfL. Renewing online is by far the easiest and fastest method. If you've already registered for an online account, you just need to log in using the same email address and password. Register at tfl.gov.uk/tph if you don't have an online account.

Sign in here if you've already created an account.

Register here using the details in your renewal pack, if you haven't already signed up for an online account.

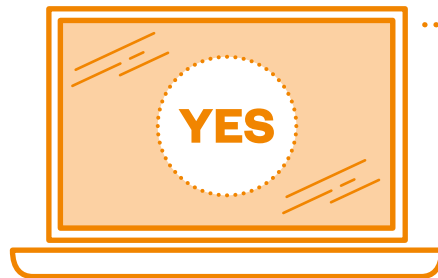


Once you have the renewal pack you should apply for your DBS and send the application to TfL as soon as you have your DBS E-Number.

Don't wait to receive your DBS certificate before sending in your renewal as this can cause delays.

Drivers who are active members of the DBS Update Service can apply straight away, but should provide a copy of their original disclosure (front and back) along with their renewal application.

Do make sure all your details are correct when applying for a DBS. If a name has appeared on official documentation, such as your driving licence, then it needs to be declared. If you have a shortened name on your driving licence (Terry) but your passport states that your name is Terrence, then you will need to declare both of these on your DBS.



Online guidance

If you already have a licence and are trying to renew, please don't apply as a new driver. Drivers renewing online should answer 'Yes' to the question under the heading 'for existing licence holders'. You will then be asked to provide the customer online reference number which is in your renewal pack. Make sure all digits are correct and select 'Driver Licence' as the additional identifier. Enter the licence number (also in the renewal pack) in the box below. Don't mistake this for your DVLA licence number or your badge number.

Uploading your documents

One of the main reasons that applications are left incomplete is because drivers try to upload several pages of the same document as individual files but end up missing out pages. For documents that have more than one page, such as a Medical Declaration (TPH204) form, scan all the pages in as one PDF and save them as one document before uploading.

Register online to make
renewing your licence easier



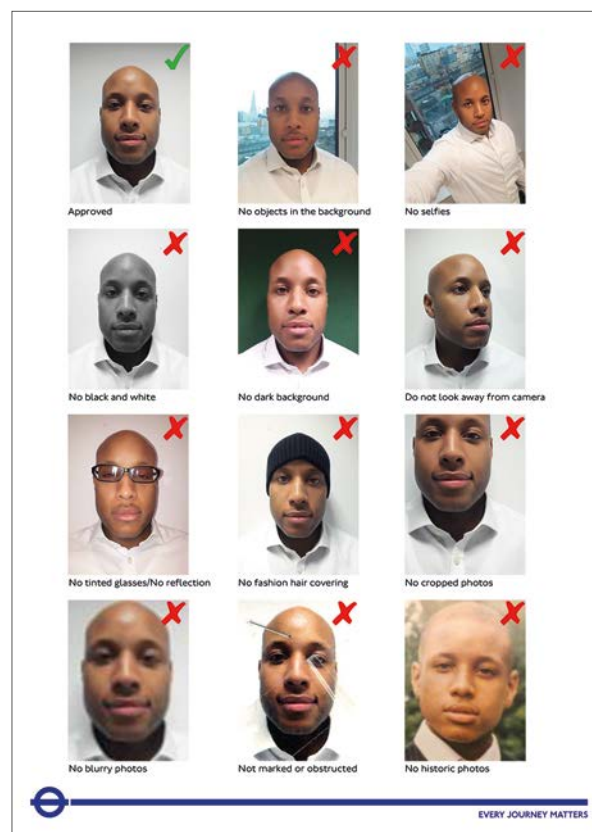
Photographs

Your photograph must be:

- Taken against a clear, neutral-coloured background with no other objects or people
- Recent (taken in the last 12 months), in colour and sharp focus
- Untorn, creased or marked

Please make sure:

- Your face is not marked or obstructed with a staple or sticky tape
- You are facing forward and looking straight at the camera (no selfies)
- It is a full head shot from top of the hair to bottom of the neck
- Your eyes are open and clearly visible (no sunglasses/tinted glasses or hair across the eyes)
- It shows your full face, without any head coverings, unless worn for religious beliefs



Top tips

Don't do a new application if you're trying to renew a licence.

Read all the questions carefully and make sure they are all answered.

When you're getting your Medical (TPH204) done, make sure it's with your GP, who has access to your full medical records. Make sure they answer every question. Also check they have signed, dated and endorsed with the surgery stamp every page where it is required.

If you go to an optician to complete the visual acuity section of your Medical Declaration (TPH204), please make sure they answer the specific questions on the form. A prescription report will not be acceptable in place of this information.



Safer streets

London's first 'Vision Zero' action plan sets out a range of measures to eliminate deaths and serious injuries from London's transport network

Each year more than 2,000 people are killed or seriously injured on London's streets, taking a devastating toll on the people involved, their families and communities. The 'Vision Zero' approach starts from the assumption that no death or serious injury on London's roads is acceptable or inevitable.

By 2022, the aim is to reduce the number of people killed or seriously injured on London's roads by 65 per cent, with the aim of eradicating them by 2041.



Vision Zero proposes making 20mph the new general speed limit on many streets



With Vision Zero everyone will be able to feel safe and secure when travelling on the street

“ Our bold and far-reaching plans are some of the most ambitious in the world and start from the basis that no death or serious injury on London’s roads should be treated as acceptable or inevitable ”

Sadiq Khan, Mayor of London

Kill your speed

At the heart of the plan is reducing the speed of vehicles on London’s streets. The likelihood of a collision and resulting death or serious injury increases as the vehicle speed increases. If someone who is walking is hit by a vehicle at 20mph, they are five times less likely to be killed than if they were hit at 30mph.

TfL is proposing to make 20mph the new general speed limit on all TfL roads within the Congestion Charging zone by 2020. It also wants to introduce 20mph speed limits on its road network in many of London’s other town centres and high-risk locations across the Capital by 2024.

Many London boroughs have 20mph speed limits on their local residential streets and the Mayor and TfL will

work with boroughs to deliver consistent and uniform 20mph speed limits where it will improve road safety.

The police are responding to Vision Zero with a new approach, which will intensify police focus on the most dangerous drivers and increase high-visibility roadside operations and patrols.

Meanwhile, TfL has identified 73 junctions on its road network with the worst safety records and is proceeding with a major ‘Safer Junctions’ programme. This will see £54m of investment over the next five years to transform these junctions to reduce road danger for people walking and cycling.



Taxi and private hire vehicles

Because of the much higher mileage taxis and private hire vehicles clock up, they are 1.4 times more likely than a car to be involved in a collision with someone walking or cycling. TfL works with the taxi and private hire trades, vehicle manufacturers and the police to improve vehicle safety standards. As the licensing authority for taxi and private hire services in London, TfL requires vehicles to meet design standards. There are an increasing number of taxi and private hire vehicles fitted with modern safety features – for example, the new LEVC taxis come with Autonomous Emergency Braking and

lane-departure and forward collision warning systems.

There are now more taxi and private hire compliance officers, which has led to more activity and coverage across London.

Earlier this year, TfL published a policy statement setting out the expectations for private hire services in the future, including ride-sharing services. TPH has and will continue to consult on proposals to further improve safety for passengers and road users, including introducing an advanced driving test for all new and existing private hire drivers.



A new 20mph speed limit will be introduced on roads within the Congestion Charging zone. These include:

- Victoria Embankment
- Upper Thames Street underpass
- Thames Street
- Tower Hill
- Millbank/Lambeth Bridge
- Albert Embankment
- Blackfriars Road



Modern taxis are fitted with many safety features

Other measures

- TfL's 'Direct Vision Standard' for heavy goods vehicles (HGVs) will be introduced in 2020 to improve vehicle safety and increase visibility of vulnerable road users. HGVs will be categorised depending on the level of a driver's direct vision from a cab. HGVs will be given a rating between 'zero-star' (lowest) and 'five-star' (highest), with only those vehicles rated 'three-star' and above, or which have comprehensive safety systems, able to operate in London from 2024
- A world-leading Bus Safety Standard is also being developed for London's buses that will identify the latest safety technologies and features to significantly reduce casualties on the bus network. It will be written into all new bus operator contracts from the end of 2018
- The Vision Zero action plan also includes education campaigns with local communities and schools, and safety training for motorcycle and moped riders and cyclists



The Vision Zero action plan is available here: tfl.gov.uk/vision-zero



Over 100 new electric vehicle rapid charge points will help you make a cleaner getaway

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

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

[Search TfL Improvements](#)



Getting in on the act



The Private Hire Vehicles (London) Act came into force 20 years ago in 1998. TPH and the trade have come a long way since then



Left to right: The original inspection centre at Penton Street, inspecting a vehicle, the Public Carriage Office at Penton Street

Before the act came into being, private hire services in London were unregulated. Simon Buggiey is currently Driver and Operator Policy Manager at TPH, but joined what was then the Public Carriage Office (PCO) in 2000. He explains: 'Sir George Young introduced a Private Member's Bill to license the private hire industry and it was widely supported across Government. One of the major points was that the clear separation between taxi and private hire would remain.'

The act passed into law on 28 July 1998 and Parliament decided to give the responsibility of licensing private hire to the PCO, which had been licensing the taxi industry since 1850. A project team was set up and for the first three years there was intense activity as the team went through the consultation process, made regulations, introduced a licensing regime and created the supporting IT system.

Private hire operators were licensed first in 2001, then the drivers from 2003 and then the vehicles in 2004 and the project team, which became the licensing team, was gradually scaled up. As there was no space for the new team at Penton Street, where the PCO was then based, it started out working from the old Clerkenwell Magistrates' Court.

Luke Giles, now the Topographical Skills Manager at TPH, also joined the PCO in 2000 as an administrative officer. 'I helped set up all the application processes,' he recalls. 'It started slowly because there were still a lot of decisions to be made about how we were going to introduce licensing, but it quickly ramped up. We decided on a pre-licensing scheme so those drivers already working could register with us. About 40,000 pre-registered so when the act came in they could continue working and it allowed us to target about 5,000 drivers at a time and send them the application forms.'

'The application packs were really large – an application form, a guidance booklet, a medical form and criminal records check. They had about three months to apply – then we would target the next batch so we could process the first lot while the second lot was going out. It took us about three years to get through all 40,000!'

Simon adds: 'We could not have done it all without close cooperation with the private hire industry and we still always consult with our stakeholders to discuss changes to the licensing system. As the industry and the market have evolved, most recently because of technology, the rules and regulations have also changed.'

'I think it was an amazing achievement to get a licensing system for the whole industry in place within five years. The whole process went really smoothly and there was a definite enthusiasm to get the system up and running as soon as possible. I still think the act is largely fit for purpose and still provides us with a sound basis to license the industry.'

Luke agrees, saying: 'I enjoyed being part of something new and creating something from scratch. It did get really busy and stressful because we were doing something for the very first time. But looking back, it was a fantastic achievement and we did a really good job.'

Still to come

The delivery of the topographical assessment process is about to change. It is paper-based at present, but is being moved to an online (on-screen) assessment process, which will continue to be delivered at the eight topographical centres.

TPH is also considering introducing an online booking system for the assessment, making it easier for candidates. At present, candidates have to phone in to make an appointment and this will make it a much easier process for everybody.

» Private Hire Vehicles Act 1998

An act to provide for the licensing and regulation of private hire vehicles, and drivers and operators of such vehicles, within the metropolitan police district and the City of London; and for connected purposes.

[28 July 1998]



Original private hire vehicle licence disc

Private hire vehicles act timeline

1998

Act becomes law

From

2001

Private hire operators licensed

From

2003

Private hire drivers licensed

From

2004

Private hire vehicles licensed



You can read the whole act at content.tfl.gov.uk/private-hire-vehicles-london-act-1998.pdf

Tales from the taxi trade



Former UK Chairman of Gett Geoffrey Riesel, 68

Geoffrey Riesel

There were no taxi drivers in 68-year-old Geoffrey's family, until he was persuaded by his future father-in-law to do the Knowledge.

'I went out on my moped and it took me exactly a year,' he remembers. 'I passed out on 10 August 1973 so I've had my licence 45 years.'

While doing the Knowledge he worked at Radio Taxis as a voice despatcher. 'It was great, it was like being a cross between a DJ and a referee, also you were an agony aunt and you answered questions like "is Harrods open today?"'

'If you had a bit of a sense of humour the drivers liked it. At the time there were about 500 cabbies on Radio Taxis and we all knew each other. There was a great esprit de corps. If you had a breakdown you would lift the bonnet and within five minutes there were six cab drivers arguing over who could help you the most.'

He picked up lots of famous people: Russ Abbott, Tina Turner, Bruce Forsyth, John Cleese and Pat Cash, but his favourite was Jack Lemmon.

After a time away from the trade, Geoffrey returned to driving and despatching and on 8 May 1988 he was elected on to the board at Radio Taxis. 'I was always trying to change things and

I think I'm really a change manager and that's what I've done my whole career,' he explains. 'Eventually I was elected as Chairman on 15 March 1993. At the time, our annual turnover was £8m and we had 1,100 cabs, and by 2003 we had 3,000 taxis on the circuit and £50m turnover.'

For 20 years the company grew, but following the banking crash in 2007/8, the business model needed to adapt. Gett was a perfect home for a company like Radio Taxis, with its cutting edge technology and a quality ethos.

The company was sold to Gett in 2016 and Geoffrey became UK Chairman. However, he believes the spirit of Radio Taxis – caring about drivers and clients – still lives on within it.

Explaining why he has been so successful, Geoffrey says: 'I've always believed in being collegiate rather than autocratic. I like winning hearts and minds. I am slowing down now and in February this year I decided to step down from the chairman's role to just be an advisor doing maybe one day a week. I've bought myself a little classic sports car as a hobby, but I don't want to completely do nothing and I will definitely keep my interest in the taxi trade.'

“ I would say my proudest achievement was putting hundreds of pounds into taxi drivers' pockets consistently over nearly 25 years ”

Geoffrey Riesel

Two drivers, who have each held their licences for nearly half a century, talk about their lives in London taxis



Retired taxi driver John Joslin, 80

John Joslin

Having passed the Knowledge in 1970, 80-year-old John Joslin has decided it's time to put his feet up, although he confesses that he loved being a taxi driver and will miss driving his distinctive blue taxi.

'I was mainly a night man,' he says while sharing a mug of tea with OnRoute at home in Harlow. 'When I first started there were no one-way streets, only in Soho. There was no KFC or McDonald's so we used to have breaks in coffee shops and of course the cabmen's shelters. I used to love working the City and the West End doing a six-day week with Sundays off.'

'The cabs in those days were very cold in the winter because they only had one heater and that was for the passengers. The clutches were very heavy and by the time they got to retirement age a lot of drivers had a limp from working the clutch. We always carried a penny and a piece of string with us. The string was to tie up the exhaust if it came adrift and the penny was used to start the cab by bypassing the switch if you had a faulty solenoid.'

John has always loved helping people and worked as an ambulance driver before becoming

a cabbie. He believes the fact he understands people so well has been a major factor in his career. 'Many times I used psychology on people who were being aggressive and by the time they got out of the cab they were quite subdued. It's the way you talk to them that counts.'

Of course, there have been famous passengers on the way, including Paul Daniels who asked John if he had any children. 'I told him I had a boy and twin girls and he said, "well, there's a bit of magic for you" and he dropped quite a big tip into my hand.'

John was the first taxi driver in his family but now seems to have started a bit of a tradition. His son Mark worked as a cabbie before moving to Africa, and his nephews Paul and Jason have both passed the Knowledge.

John may not be driving her now, but his blue taxi ('I call her my best friend') is still working, having been licensed by Harlow County Council. He says he couldn't bear to think of her being destroyed and he'll love seeing her driving around town.

“ I've only ever been to the theatre once – to see the stage production of The Knowledge! ”

John Joslin

All things electric



Southwark Street rapid charger

London's electric revolution is charging forward. Here's the latest update

Well signed

TfL has been working with the DfT to ensure new e-taxi signs and enforcement procedures are in place at TfL's network of rapid charge points. The new signage will serve as a reminder to all motorists that only licensed London taxis can use them. Meanwhile, the number of rapid chargers installed by TfL continues to grow with 116 across the Capital, 57 of which are exclusively for use by taxis. By the end of the year, the total should be 150.

The private sector is also waking up to the electric revolution and charge points are available on Shell forecourts, at Heathrow Airport and several Q-parks across London. ZEC cabs currently get free entry to Q-Park sites at Chinatown, Harley Street, Knightsbridge, Oxford Street, Park Lane, Pimlico, Soho, St John's Wood, Tower Bridge and Surrey Street. ZEC cab owners need to contact RCPaccess@tfl.gov.uk to be given an access card. Charge point locations and availability can be found online and by using mobile apps, such as Zap-Map.



The new e-taxi signage

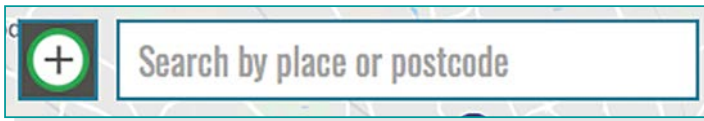
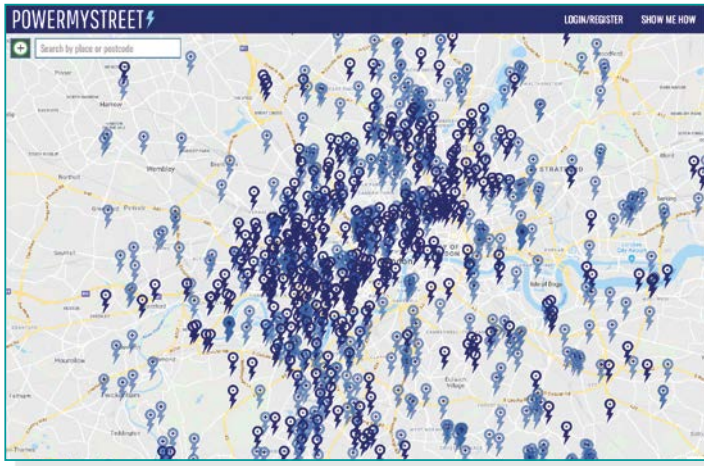
» Did you know...

The best place to spot a ZEC cab is Southwark Street, which hosts the most popular charge points – unsurprising given taxis account for 30 per cent of the traffic on the street at peak times.

Power in your hands

A new initiative is letting you have a say in where your nearest charging point is located. Powermystreet has been launched by Clean Air in London in partnership with Zap-Map, SSE, LEVC and the Evening Standard, and supported by Source London, London's leading charge-point provider.

This online map lets Londoners demonstrate demand for electric charge points by mapping where they want them to be installed. Residents and businesses can get involved in their community and work together to affect change in their local area. They can select their preferred on-street location for a charge point to park and charge close to their home, their children's school or their premises.



It's very simple to use:

1. Go to www.powermystreet.co.uk and create an account.
2. Find your area using the search box or map.
3. Select the '+' icon.
4. Select a new point on the map you'd like to nominate or support an existing nomination that is nearby.

Your request shows up on the map, although your name won't. This then becomes a guide for EV charging-point suppliers and local councils to work out where the demand is and where they should work on supplying more chargers.

Results will be collated later this year giving planners and suppliers a much clearer picture of where the demand is greatest.

Charging forward

TfL has now added char.gy's lamp post-based charging system to its EV Charging Infrastructure Procurement Framework. Local councils can access an online portal allowing them to monitor the charging units and perform remote software upgrades. The charging units fit almost all lamp posts and provide up to 7.7 kW of power. Users can pay-as-you-go or join a monthly subscription-based pricing plan.

● ● ●
If you would like a char.gy charging unit in your street, go to www.char.gy



Electric charging at LU stations

London ZEC taxis can access rapid charge points in the following London Underground station car parks. They will be allowed to enter the car park without charge as long as they do not stay longer than 50 minutes. If the taxi exceeds 50 minutes in the car park without a ticket being bought, a PCN will be issued.

Site name	Charger provider
Arnos Grove station car park	ESB
Brent Cross station car park	ESB
East Finchley station car park	ESB
Fairlop station car park	ESB
Hainault station car park	ESB
Harrow-on-the-Hill station car park	ESB
Highgate station car park	ESB
Hounslow West station car park	ESB
Leytonstone station car park	ESB
Newbury Park station car park	ESB
Oakwood station car park	ESB
Osterley station car park	ESB
Ruislip Gardens station car park	ESB
South Woodford station car park	ESB
South Harrow station car park	ESB
South Ruislip station car park	ESB
Totteridge & Whetstone station car park	ESB
Wanstead station car park	ESB
Wembley Park station car park	ESB
Barkingside station car park	Chargemaster
Hatton Cross station car park	Chargemaster
Hornchurch station car park	Chargemaster
Mill Hill East station car park	Chargemaster
Perivale station car park	Chargemaster
Queensbury station car park	Chargemaster
Theydon Bois station car park	Chargemaster
Watford station car park	Chargemaster
Woodside Park station car park	Chargemaster



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



“ As the world’s greatest city it is absolutely right that we have, and continue to have, the best and most qualified cabbies in the world ”

Sadiq Khan, Mayor of London

Yes, you can!

A new booklet promoting the Knowledge to potential taxi drivers has just been published online

How to become a London taxi driver has been compiled by TPH. It talks about the proud history of the profession in London and shows people how they can become part of that tradition going into the future.

Katie Chennells, Knowledge of London Manager at TPH explains: ‘Driving a taxi is a great, flexible career and the booklet is a really good tool for showing would-be taxi drivers what people already doing the job feel about it.’

The booklet contains chapters on how to apply to study the Knowledge, the different stages to learning, how the system of appearances works and what individuals need to do to be successful students. There are also case studies with students and working cabbies giving their reasons for wanting to complete the Knowledge, and why they love being taxi drivers.

Katie and her team are now taking the printed copies of the booklet into schools and colleges to inspire the next generation of London’s finest.

Top tips for getting to grips with the Knowledge

- Set achievable short-term targets – for example, learning a certain number of runs by a certain date
- Do as much work as you can by travelling on London’s roads – the more you do, the easier it becomes
- Recite the runs while you are exploring London as it will help you to remember the information
- Join a Knowledge school – this can make a big difference to how you go about learning. You will be with others who are also learning and can talk to people who are further along, and to tutors who have already passed
- Talk to your fellow Knowledge students to get advice and support while you’re learning. It can be hard for friends and family to understand the process and talking to people who are going through it – or have already passed – can help you to keep your focus and determination
- Get yourself a call-over partner to practise what you have learnt – preferably this would be someone who is also learning the Knowledge
- Learning some of the history for the area of the run you’re studying can make it easier to remember key points of interest
- Try to enjoy the process. London is steeped in history and is one of the most remarkable cities in the world.

You can read the booklet at tfl.gov.uk/knowledge

The way they were

It's travelled a long way, but one pre-war taxi has now found a permanent home on display at the London Transport Museum



Guy Marriott (right) with Sam Mullins, Director of the London Transport Museum, handing over the CXX 598

The 1936 Austin Low-Loader taxi (registration number CXX 598) has been on loan to the London Transport Museum for a number of years. Now, its owner Guy Marriott, has decided to make the situation permanent, generously donating the taxi to the museum, meaning future generations can admire this most handsome of vehicles. Guy explains how he came to own it: 'My real love is for buses and I wanted to buy a bus in the 1980s, but my wife said no, there was nowhere to keep it, so I decided to buy a taxi instead!

'What I wanted was a pre-war taxi and Graham Waite from the London Vintage Taxi Association (LVTA) had repatriated one from Canada and I bought it from him in 1988. I ran it around for about a decade taking it to lots of meets. But then we moved to France in 2001, and the London Transport Museum was looking for a taxi to add to its collection. I knew Bob Bird, the Senior Vehicle Curator, so I decided to loan it to the museum and as I'm not going to be moving back to the UK, I've now decided to donate it.

'It's especially attractive when the roof is down, but it's really under-powered and very slow, and you really wouldn't want to drive it around London for eight hours a day! I'm pleased it has gone to a good home because I was never realistically going to use the taxi again.'

This type of taxi was known as a Low-Loader as the chassis was redesigned to allow the vehicle to be less tall than previous models, which could accommodate gentlemen wearing top hats. Inside, there is space next to the driver for luggage and four seats, including two folding seats. The landaulet body roof can open and be folded back in good weather.

OnRoute says thank you to Guy Marriott for his generous donation and to Barry Le Jeune and Graham Waite for their contributions to this feature.



The CXX 598 arriving at the museum



One taxi's history – the long way round

CXX 598 was first registered by an owner-driver in 1936. At the time, most London taxis were licensed by the Public Carriage Office annually for a period of 10 years. However, because of the war, CXX 598 continued to work until the early 1950s. It was then bought by an American serviceman and shipped to the USA before being bought by an Englishman residing in Vancouver, Canada. He in turn sold it to Graham Waite who shipped it back to England and carried out minor restoration work before it was sold to Guy.



Did you know

Austin's Low-Loader taxicab was first introduced in 1934. Standard equipment included front and rear bumpers, a fire extinguisher, horn, number plates, licence holder, taxi sign, wipers and speedometer. The taxi cost the princely sum of £395.

Calendar

September

October



14 September
London Fashion Week
London-wide
(until 18 September)

15 September
Kew Gardens 10k
Kew Gardens

16 September
Richmond marathon and half marathon
Richmond Old Deer Park

Clapham 10k
Larkhill Park, Stockwell

National Village Cup Final cricket
Lord's

18 September
Middlesex vs Derbyshire cricket
Lord's

20 September
Tash Sultana
Brixton Academy

21 September
New Scientist Live (East)
ExCel Arena

22 September
Shine Night Walk 2018
Southwark Park

Hospitality in the Park
Finsbury Park

23 September
The League of Gentlemen Live Again
O2 Arena

26 September
BFI London Film Festival screenings
Victoria Embankment Gardens

27 September
Maluma
Wembley Arena

28 September
Jason Derulo
Wembley Arena

29 September
Olympia Beauty Show
Olympia

30 September
Ealing half marathon
Ealing (and 1 October)

Japan Matsuri
Trafalgar Square

Progress Wrestling
Wembley Arena



2 October
Shania Twain
O2 Arena (and 3 October)

3 October
Frieze Art Fair
Regent's Park (until 7 October)

4 October
Clinical Cosmetic and Reconstructive Expo 2018
Olympia (and 5 October)

Handmade at Kew
Kew Gardens (until 7 October)

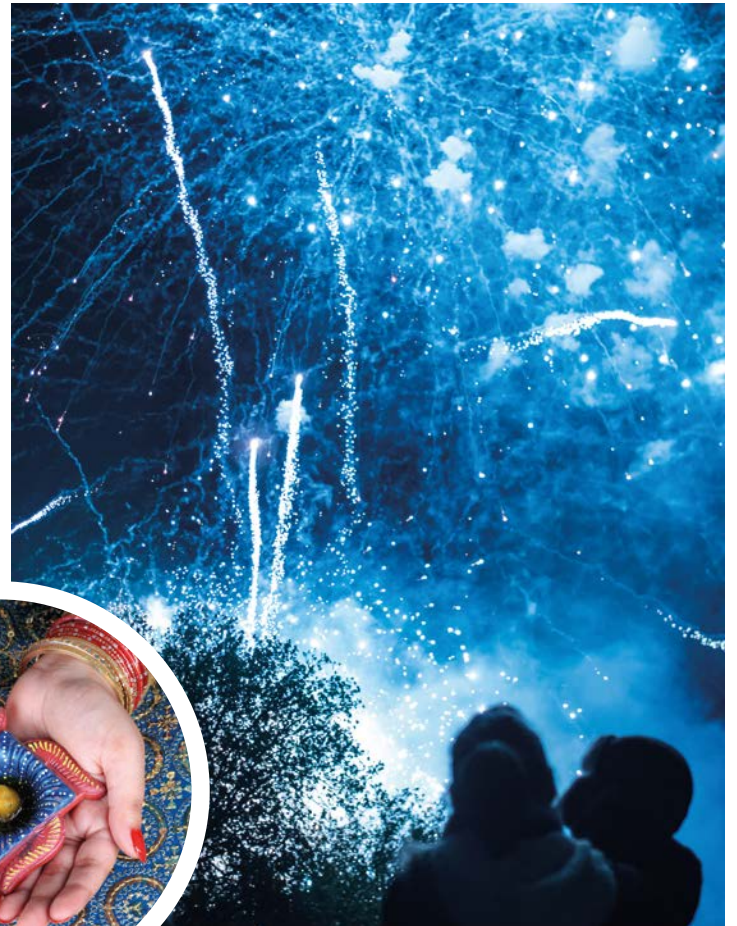
5 October
Michael McIntyre
O2 Arena (until 7 October)

7 October
Palace to Palace bike ride
Buckingham Palace to Windsor (starting on The Mall)

11 October
Stepback – the 90's concert
Wembley Arena

Michael McIntyre
O2 Arena (until 13 October)

November



12 October
Tough Mudder 5K
South London
Clapham
Common
(and 13 October)

13 October
The Big Gig
Wembley Arena

14 October
Royal Parks
Foundation half
marathon
Route: Hyde Park
Corner, Whitehall,
Trafalgar Square,
The Strand,
Melbourne Place,
Pall Mall East,
Cockspur Street

16 October
Smashing
Pumpkins
Wembley Arena

17 October
Jeff Lynne's ELO
O2 Arena

18 October
Oktoberfest
Finsbury
Park (until 28
September)

19 October
The Festival
of Life
ExCel Arena

21 October
NFL Tennessee
Titans vs Los
Angeles Chargers
Wembley
Stadium

23 October
Kidtropolis (East)
ExCel Arena

27 October
Kacey Musgraves
Wembley Arena

28 October
NFL Philadelphia
Eagles vs
Jacksonville
Jaguars
Wembley
Stadium



2 November
Andrea Bocelli
Titans vs Los
Angeles Chargers
(and 3 November)

3 November
Regent Street
Motor Show
Regent Street

England vs South
Africa rugby
Twickenham

Lambeth
firework display
Brockwell Park

Slayer
Wembley Arena

5 November
Southwark
firework display
Southwark Park

7 November
Diwali
Celebrations
Neasden Temple

8 November
Wrestling
WWE Live
Wembley Arena

9 November
Stylist Live 2018
Olympia (until
11 November)

10 November
Lord
Mayor's Show
City of London

England vs New
Zealand rugby
Twickenham

The National
Asian
Wedding Show
Olympia (and
11 November)

11 November
Remembrance
Day (Whitehall)
Central London

A helping hand

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

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

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

Emma Bould, Programme Partnerships Project Manager at Alzheimer's Society says: 'The 850,000 people with dementia in the UK have the right to live a life they want and be able to continue to do the things they enjoy. As dementia progresses, navigating public transport or driving a car can become highly stressful situations for people living with the condition. By becoming dementia friendly and making small changes taxi and private hire drivers can empower and enable people with dementia to live life as well as possible in their community.'



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



Here are some ways you can be more dementia friendly:

Tips for drivers

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

Tips for operators

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

“ **By becoming dementia friendly and making small changes taxi and private hire drivers can empower and enable people with dementia to live life as well as possible** ”

Emma Bould, Alzheimer's Society



To find out more about dementia, go to Alzheimer's Society website: www.alzheimers.org.uk, or ring its helpline on 0300 222 11 22. You can find out if there is a local dementia community in your area and join up to Dementia Friends at www.dementiafriends.org.uk

Take time out

Word search

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

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

- Buckingham
- Kensington
- Alexandra
- Crystal
- Lambeth
- St James
- Winchester
- Savoy

Bonus question: Which three of these palaces have been either partially or completely destroyed?

A. Crystal, Winchester, Savoy

Answer the quiz questions to fill in the blanks below. You should end up with four London locations.

The VC is the highest award in the British honours system, awarded for gallantry. But what does the C stand for?

King's

What might you call a body of people presided over by a judge or magistrate?

Earl's

Parallel and bay are both ways in which you can do this...

Royal

In the famous 1954 US musical, how many brides were there for how many brothers?

Kings

Brain-boggler

Can you place the letters from the columns at the top into the boxes below to give a famous quote about London from Samuel Johnson?

Each letter must be used once only, in one of the boxes directly below that column (eg for column one, you can use T or W once only in the two boxes beneath). Cross them off as you go so you can keep track of what is left.

T	O	E	E	D	A	F	S	A	N	O	R	D	D	N
W	I	F	H	E	I	I	F		T	I	N	E	O	

From the Twitterfeed



» The @TfLTPH Twitter feed now has 15,097 followers

TfL will prosecute drivers who refuse to take assistance dogs. Between February 2015 and November 2017, we have successfully prosecuted 27 minicab drivers for refusing assistance dogs, resulting in fines totalling £13,471 plus costs.

If your customer has left something behind and you can't get in touch with them to return it, you can leave it at our Lost Property Office at 200 Baker Street. Opening hours 08:30 - 16:00 Monday to Friday (excluding bank holidays).

For roadworks information, road closures and live traffic news, make sure you follow @TfLTrafficNews

» You say...

@TfLTPH Hi, seen a great deal on black cab rental. Wanted to confirm I can get this vehicle PCO'd for private hire use as it has four doors and can take wheelchairs. Win, win ... If not, can you confirm this is written in law.

You cannot use a black cab as a private hire vehicle. This was written into law in the Private Hire Act 1998. See Section 7 (2) content.tfl.gov.uk/private-hire-vehicles-london-act-1998.pdf Also, see our feature on p16.

Do you know?

- How many Royal parks are there in London?
- Which is the largest?
- Which is the smallest?
- Which is the oldest?
- Which Royal park is one of only four UNESCO World Heritage sites in London?

1. There are eight Royal Parks: Bushy Park (with the Longford River), Green Park, Richmond Park and St James's Park (2,360 acres), Regent's Park (and Primrose Hill), Green Park, Hyde Park, Kensington Gardens, Regent's Park (and Primrose Hill), Richmond Park and St James's Park (1532 acres), 2. St James's Park (1532 acres), 3. Green Park (47 acres), 4. St James's Park (1532 acres), 5. Green Park (1532 acres)

rd 3

