

# OnRoute

Brought to you by Transport for London

## Talking tea and taxi traditions



### Uber update

Latest on licensing

### For hire

Renting a vehicle vs owning

### Words of wisdom

A chat with Compliance

### Safe at night

Advice for customers out after dark

### Checklist

The newer vehicle checker





**SAY  
SOMETHING  
IF YOU  
SEE  
SOMETHING**

**WATCH FOR**

- UNUSUAL BEHAVIOUR OF PEOPLE TRAVELLING TOGETHER, ESPECIALLY IF THERE ARE ADULTS WITH YOUNG PEOPLE
- YOUNG PEOPLE BEING PICKED UP AND TAKEN TO HOTELS, PARTICULARLY AT ODD TIMES OF THE DAY AND NIGHT
- ADULTS PUTTING A YOUNG PERSON, WHO MAY BE UNDER THE INFLUENCE OF DRUGS OR ALCOHOL, INTO YOUR CAR

**THIS IS ABUSE. DON'T MASK THE PROBLEM.**

**Report it.**

Call 101, quote Operation Makesafe.

[www.met.police.uk](http://www.met.police.uk)



# Contents

8

**Honouring the fallen**  
Poppy cabs on Remembrance Sunday

12

**In dad's footsteps**  
We talk to a family of cabbies

15

**Smart buys**  
Checking out the newer vehicle checker

16

**Rent or buy?**  
Why renting a vehicle is a good option



18

**What can I tell you?**  
A seasoned compliance officer talks to a new recruit

21

**No room for haters**  
Standing together to tackle hate crime

22

**Out with the old**  
London's best New Year's Eve events

12



16



22



**Contact us at [OnRoute@tfl.gov.uk](mailto:OnRoute@tfl.gov.uk)**

**London Taxi and Private Hire**  
230 Blackfriars Road, London SE1 8PJ

For general enquiries email: [tph.enquiries@tfl.gov.uk](mailto:tph.enquiries@tfl.gov.uk)

Visit the TfL website: [tfl.gov.uk/tph](http://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](mailto:tph.enquiries@tfl.gov.uk)

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



## Welcome.

The festive season is always a busy time for the taxi and private hire trades. What with Christmas, New Year and the start of the sales, Londoners and tourists alike need to be able to get out and about, and home safely.

This issue of OnRoute explores TfL's annual Safer Travel at Night operation (p20) and the work of two compliance officers – an old hand and a new recruit (p18).

Your safety and well-being while out working is also important, so on p21 find out how to report any threatening behaviour you may come across.

This time of year is often about spending time with your nearest and dearest, and in this issue we meet a very special family of cabbies (p12).

We hope you have an enjoyable and busy time this festive season. If there is anything you would like us to cover in our January issue, drop me a line at [OnRoute@tfl.gov.uk](mailto:OnRoute@tfl.gov.uk)

**D Pilgrim**  
Editor



**In our next issue...**

- Privacy guidance for operators
- Private hire drivers' tales
- Vehicle buying tips



# News

## Spread the magic

This year's Magical Taxi Tour took 170 children with life-threatening illnesses to Disneyland Paris

The 100-strong taxi convoy started out from Canary Wharf on 6 October and travelled down to Dover ferry port. At some points it stretched to three miles and was escorted by City of London Police, London Ambulance Service and AA breakdown trucks.

Once at Disneyland, the children enjoyed rides and a special party attended by Mickey and his friends before making the return trip on 8 October. None of this could happen without the taxi drivers giving up their time and vehicles for free.

For more information, go to [www.magicaltaxitour.com](http://www.magicaltaxitour.com)



## Taxis in bus lanes

Taxis can now use the previously banned right turn into Tooley Street from Tower Bridge Road. This allows more taxis into the Tooley Street bus lane.

The Blackwall Tunnel southbound bus lane can also now be used by taxis via Tunnel Avenue.

Drivers using the Euston underpass bus lane are being asked not to set passengers down outside University College Hospital's A&E department, as this delays buses getting to the bus stop. If drivers fail to comply it could result in access for taxis being revoked, so please use the main entrance on Beaumont Place.

## Cry freedom

The 'Drive for Freedom' campaign is being relaunched next year to encourage public transport drivers to watch for any signs that passengers are being trafficked.

Wendy Adams, UK projects coordinator at Stop the Traffik, said: 'Cab drivers are the eyes and ears to what goes on in public, especially since modern slavery often involves the movement of people across London.'

If you see something that doesn't look right, you can report it anonymously by calling 0800 0121 700, at [www.modernslavery.co.uk](http://www.modernslavery.co.uk) or by downloading the STOP APP

## Transforming Oxford Street

A consultation on Oxford Street held earlier this year received almost 12,000 responses from local residents, stakeholders and businesses.

Although there was strong support for the proposals (43 per cent), many people commented that any scheme must address a range of transport, accessibility and congestion concerns.

These include:

- Ensuring access to and from Oxford Street is maintained, particularly for disabled and older people, and those travelling with children
- Confirmation on which forms of transport would be allowed on Oxford Street

- How the proposals would affect traffic flows in the surrounding areas
- What impact the transformation would have on air quality

A second consultation is now open seeking a district-wide solution.

Following this, a transition scheme could be agreed by the time Elizabeth line services open in December 2018 with a full transformation scheme planned to be in place by 2021.

For more information on the transformation of Oxford Street and the wider district, please visit [tfl.gov.uk/oxford-street](http://tfl.gov.uk/oxford-street) and [www.westminster.gov.uk](http://www.westminster.gov.uk)

## Latest trend



These are the topics trending @TfLTPH:

There have been some great tweets about taxi drivers refusing to accept payment from customers travelling to and from Great Ormond Street Hospital with young patients. The feed is now also retweeting messages of thanks from customers where the cabbie has done a good deed but can't be identified.

A tweet linking to a news story about sat navs contributing to 'road blindness' received a lot of responses and started a debate.

The @TfLTPH Twitter feed now has 13,734 followers.

## Light relief

Gary Long and Lee Sheppard of LondonTaxiPR have launched a new campaign to raise awareness of how simple it is to hail a taxi on the street. Lee explains: 'Our campaign #lookforthelight is all about what the lit taxi sign means - that this is a safe, trusted and respected service.'

The 'look for the light' message features on telephone kiosks across London, and on 200,000 pop-up banners appearing on apps when opened in specific areas.

A promotional video of taxi drivers talking about what the light means to them can be viewed on YouTube (search under LondonTaxiPR promo shoot).



## To the rescue

Taxi drivers can learn first aid skills for free, courtesy of trainer Danny Hyde. With 12 years' emergency first aid experience, Danny founded his own training company five years ago.

The sessions for taxi drivers cover cardiopulmonary resuscitation (CPR), bleeding, burns, the recovery position and looking for signs of emotional and physical shock. They are open to all taxi drivers and there is no need to book. Just bring your badge.

For course dates, follow Danny at Twitter @EFAItD or on Facebook at Emergency First Aid Ltd



## Two-way at Baker Street

Work to remove the one-way gyratory system and reintroduce two-way traffic along Baker Street and Gloucester Place is now taking place

From early January 2018, the second phase will involve temporary changes including lane closures and stopping restrictions along Baker Street, Gloucester Place and Marylebone Road. This may increase your journey time, so please plan ahead.

For the latest information, go to [tfl.gov.uk/baker-street-roadworks](http://tfl.gov.uk/baker-street-roadworks)

## Suburban taxi forum

The next Suburban forum for the south west sectors (Sector 6: Merton and Sutton, and Sector 7: Hounslow, Kingston and Richmond) will be on Tuesday 21 November. Taxi drivers from these sectors are invited to attend from 11:00 to 13:00 at Palestra, 197 Blackfriars Road, London, SE1 8NJ.

On Thursday 25 January, the north west sectors forum (Sector 8: Ealing and Hillingdon, and Sector 9: Brent, Barnet and Harrow) will also be held at Palestra from 11:00.

Information on how to sign up can be found in the Meetings section of [tfl.gov.uk/TPH](http://tfl.gov.uk/TPH)

## Absolutely Executive

In October, Absolutely sold its passenger transport division (operated under the Absolutely and Creative Cars brands) to Excel Executive, which specialises in business, film and TV production transport. The acquisition will see its team of drivers expand from 150 to around 250.

For more information, visit [www.excelexec.co.uk](http://www.excelexec.co.uk)



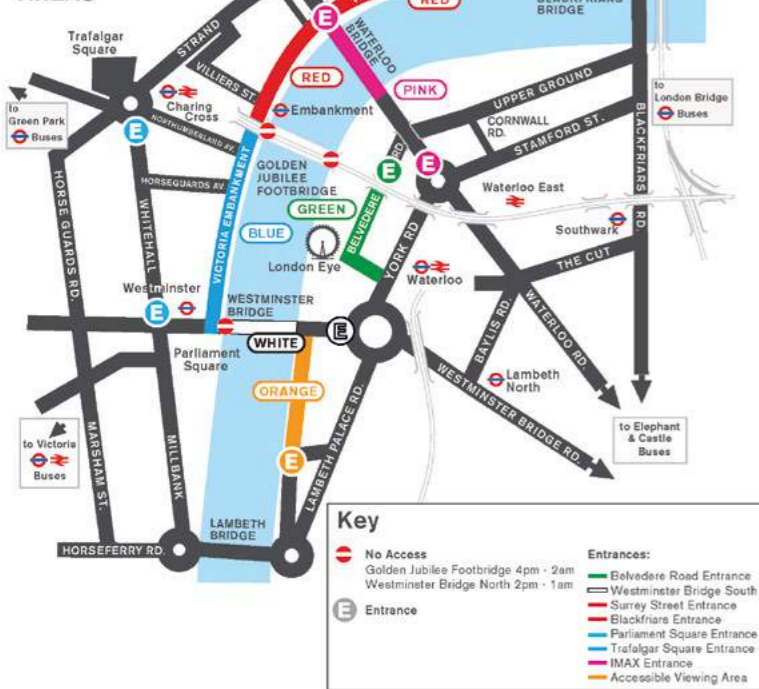
At First Aid for Free you can register for basic or advanced online courses at no cost, and take a variety of quizzes afterwards to check your progress. [www.firstaidforfree.com](http://www.firstaidforfree.com)



# News

## London New Year's Eve Fireworks 2017

### TICKET VIEWING AREAS



## Seeing the New Year in

Special arrangements will be in place on New Year's Eve for the ticketed fireworks display in central London

There are five colour-coded viewing areas and ticketholders must go to the area specified on their ticket. They will not be allowed to access any of the other viewing areas. If you are dropping off or picking up passengers check which area their tickets are for.

Entrances for the blue and red viewing areas are on the north side of the river. All other entrances are on the south side.

**Blue tickets** cover the stretch of Victoria Embankment from Westminster Bridge to Embankment Tube station.

**Red tickets** cover the stretch of Victoria Embankment from Embankment Tube station to Temple Avenue.

**White tickets** provide access to Westminster Bridge only.

**Green tickets** cover the area behind the Coca-Cola London Eye.

**Pink tickets** provide access to Waterloo Bridge only. The bridge can be accessed by both north and south entrances. Please note, you cannot cross this bridge to enter other ticketed areas.

Once ticketholders have received their tickets, they can also apply to enter the **Orange** accessible viewing area, along Albert Embankment by St. Thomas' Hospital. This can only be accessed from the south side of the river.



### Is that an electric cab?

A group of London taxi drivers is helping to road test London Electric Vehicle Company's new electric cabs. This final phase of testing in real-life conditions will help to collect information such as the emissions savings being made from the taxi's electronic technology and the performance of London's charge point infrastructure before the taxis go on sale later in the year.

For more information, visit [www.theelectrictaxi.co.uk](http://www.theelectrictaxi.co.uk)

### TPH licensing in numbers

24,117

Taxi drivers

21,211

Taxi vehicle licences

115,830

Private hire driver licences

88,361

Private hire vehicle licences

2,405

Private hire operators

### Taxi ranks

The Hudson's Place taxi rank at Victoria station will be closed by Network Rail from 23:00 on New Year's Eve. Access to Waterloo station will be closed from 17:00. Passengers can be picked up in Waterloo Road and York Road until 20:00 at which point the road closures in these areas come into effect.

Taxi ranks outside of the road closure area won't be affected. For information on alternative New Year venues, go to p22.

For more detail, go to [www.london.gov.uk/nye](http://www.london.gov.uk/nye)

# Licensing decision on Uber London Limited

On Friday 22 September, TfL informed Uber London Limited that it would not be issued with a private hire operator licence after its existing licence expired



TfL's regulation of London's taxi and private hire trades is designed to ensure passenger safety. Private hire operators must meet rigorous regulations, and demonstrate to TfL that they do so, in order to operate.

TfL has concluded that Uber London Limited is not fit and proper to hold a private hire operator licence.

### Important information for private hire drivers

The Private Hire Vehicles (London) Act 1998 includes provision to appeal a licensing decision. Uber London Limited has since appealed the decision and can continue to operate until the appeal processes have been exhausted. Licenced drivers can continue to drive for them as they can for any other licensed private hire operator.

### Our reasons for not issuing a new private hire operator licence to Uber

TfL considers that Uber's approach and conduct demonstrate a lack of corporate responsibility in relation to a number of issues which have potential public safety and security implications. These include:

- Its approach to reporting serious criminal offences
- How medical certificates are obtained
- How Enhanced Disclosure and Barring Service (DBS) checks are obtained
- Explaining its approach to the use of Greyball in London – software that could be used to block regulatory bodies from gaining full access to the app and prevent officials from carrying out regulatory or law enforcement duties

For more information, go to [tfl.gov.uk/tpH](http://tfl.gov.uk/tpH)





# Lest we forget



On 12 November, London's taxis provided a free shuttle service for veterans going to and from the Cenotaph for this year's Remembrance Sunday service.

Funded by the drivers, the service is seen as a highlight of the taxi trade year when cabbies make a special effort to pay back part of the debt owed to veterans old and young.

Taxis travelled from all of London's mainline stations, plus Victoria Coach Station, the Victory Services Club and Union Jack Club. Nearly 1,000 journeys were made in under two hours.

Return journeys started from Westminster Bridge and Admiralty Arch. The fact London taxis are wheelchair accessible was much appreciated by many of those attending the service and parade.

Thanks to all the taxi drivers who took part and to those who contributed to this page: Alan Bullock, Jeanette Eccles, Matt Howard, Mike Hughes, Graham Pike and Nathan and Sydney Walkley



# Changes to taxi and private hire licence fees

Following a consultation, on 3 October a number of changes were made to taxi and private hire licence fees

The new private hire operator fees more accurately reflect the resources required to regulate firms, based on the size of their operations.

TfL has created two additional charging bands and will allow operators in the largest three categories to pay fees in annual instalments.

The new fee structure will replace the existing two tiers with eight, with charges ranging from around £2,000 for a five-year licence for those with 10 vehicles or fewer, to £464,000 per year for the largest operator. This will ensure the licence fee structure for private hire operators more accurately reflects the demands they place on TfL's compliance resources.

There are around 3,000 private hire operators in the Capital. Almost half have 10 vehicles or fewer, with just five per cent of companies in charge of fleets of more than 100 vehicles.

Private hire operator licence fees have not increased since April 2013. Since then, the Capital's private hire industry has grown dramatically, from 65,000 licensed drivers in 2013/14 to almost 116,000 today.

The number of vehicles has increased from 50,000 to 88,000 over the same period. With this growth, there has been a substantial increase in the cost of ensuring private hire operators fulfil their licensing obligations and in tackling illegal activity to keep passengers safe. It is estimated

that over the next five years enforcement costs will reach £30m, up from a previous estimate of £4m. The total projected cost for licensing, enforcement and compliance for the taxi and private hire trades over the next five years is £209m.

The law allows the recovery of costs incurred for licensing, regulatory and enforcement activity through the licence fee process. Income from these fees will be used to contribute to funding the extra 250 compliance officers now in place.

The Licensed Private Hire Car Association (LPHCA) is challenging the proposed changes to operator fees. TfL considers the changes to be proportionate and will be defending its position.

## Private hire operator fees

Number of vehicles	Previous fee (£) (Total)	New five-year fee (£)			New fee as an average annual cost (£)
		Application	Grant of licence	Total	
0-10	1,488	400	1,600	2,000	N/A
11-20	2,826	1,200	4,800	6,000	N/A
21-50	2,826	3,800	15,200	19,000	3,040
51-100	2,826	6,000	24,000	30,000	4,800
101-500	2,826	30,000	120,000	150,000	24,000
501-1,000	2,826	70,000	280,000	350,000	56,000
1,001-10,000	2,826	140,000	560,000	700,000	112,000
10,001+	2,826	580,000	2,320,000	2,900,000	464,000

» The fees for both taxi and private hire driver and vehicle licences have also been revised.



## Driver and vehicle fees

Fee type		Previous fee (£)	New fee (£)
Taxi	Application fee	65	66
	Licence fee	33	44
	<b>Total</b>	<b>98</b>	<b>110</b>
	Digital taxi top application fee	133	No change
Taxi driver	Digital taxi top licence fee	33	No change
	<b>Total</b>	<b>166</b>	<b>No change</b>
	Application fee	80	120
Knowledge of London	Licence fee	192	180
	<b>Total</b>	<b>272</b>	<b>300</b>
	Appearance fee	400	No change
Private hire drivers	Written test fee	200	No change
	<b>Total</b>	<b>600</b>	<b>No change</b>
	Application fee	150	124
Private hire vehicles	Licence fee	100	186
	<b>Total</b>	<b>250</b>	<b>310</b>
	Application fee	65	84
Private hire vehicles	Licence fee	35	56
	<b>Total</b>	<b>100</b>	<b>140</b>

••• If, after looking at the information on our website, you need more guidance, please email us at [tph.enquiries@tfl.gov.uk](mailto:tph.enquiries@tfl.gov.uk) or call our licensing team on 0343 222 4444 (Monday to Friday, 08:00 - 18:00)



# Running in the family



When Lee Wolsey gained his badge in August, he was the third generation and fifth member of his family to switch on his yellow light

**F**or a couple of years, it wasn't unusual for the Wolsey family in Barnet to find themselves all eating dinner in different parts of London without actually leaving the house.

With Lee, 25, and Scott Jnr, 27, both studying the Knowledge, maps of the Capital were permanently spread across the dining table. Mum, Jane, and dad, Scott Snr, often found themselves 'eating' in Streatham or Muswell Hill as the boys never missed a moment to study. Not that they minded; as cab drivers themselves, they'd done it all before.

'The Knowledge took me four and half years as I was held up by a couple of rugby injuries,' says Lee. 'In between,

I worked in a coffee shop, a bar, a bank, all sorts of jobs. I wish the Government did some kind of student loan scheme for taxi drivers.

'Since I passed, I've had the odd stumped moment when someone asks for a destination and you think, "er..?" but it's only about five seconds, because deep down you know your stuff – it just seems like an eternity.'

Of the four of them, Scott Snr did the Knowledge in the least amount of time. 'I'd worked as a courier, so that was an advantage, plus I had two small children at home to motivate me,' he says. 'You've got to be 100 per cent on your game when people are relying on you.'

## Fond memories

Granddad Frank, a cabbie for 35 years, saw Scott Jnr gain his badge in December 2016, but sadly passed away before he could see Lee collect his. 'Granddad helped immensely,' remembers Scott. 'He would come over for the day after he hung up his badge and play mock examiner for us. He knew all the questions to ask – he must have been so proud to see his grandsons carrying on the tradition.'

As a youngster, Scott also remembers doing his bit to help mum Jane. 'While she was doing the Knowledge, her friends who were also doing it would come over and get me and Lee to read out the runs to them. Apparently, I pronounced Highbury Corner as Higglebury Corner for ages!'

Scott believes sharing a profession helps them stay a pretty tight-knit family. 'We try not to talk about the job too much although we do speak to each other at least two or three times a day. I don't know many friends who speak to their parents that much.'

Scott Snr agrees. 'Being in the same job means everyone always thinks they're right but yes, we are close. We try to sit down together as much as we can and they do say the family that eats together, stays together.'

**“ The other weekend we decided to have the Monday off together. Mum had been given an Aston Martin driving experience so we all went to watch. What other job in the world lets you do that? ”**

Lee



Scott Snr



Lee





Scott Jnr

**“ I see the others on the road a lot. Mum was driving down Oxford Street recently just telling her passengers how both her sons were cabbies, when right on cue I beeped her coming the other way! ”**

Scott Jnr



Jane

## Mum's the word

**Jane did the Knowledge 17 years ago, at her dad Frank's suggestion**

### Why cabbing?

I used to work at the Courts of Justice in the Strand, but needed something to work around school hours, so I'd drop the boys off then do the routes and runs.

### What did the family think?

They were all for it. Although I'll never forget once when Lee forgot his PE kit and I took it back into school wearing my helmet – his little face! When I picked him up he said, 'don't do that again, mum, my friends think you deliver pizza!' Although when I got my badge, he loved coming out of school and pretending to hail me.

### What do you drive?

I've got the only two-tone purple cab on the road. She's 15 now, so will have to go soon. I'll be broken-hearted to say goodbye.

### How long did it take to do the Knowledge of London?

About three years. I went to the women-only classes at the Knowledge Point in Caledonian Road, and the women I met there became friends for life. We still go on holiday together.

### Would you recommend it to other women as a career choice?

Definitely. I don't know why more women don't drive a cab, it's so flexible. You get quality family time. I didn't miss one sports day when the boys were little.



# Checks and measures

## The newer vehicle checker will help tackle air pollution in London

In March, the Mayor of London Sadiq Khan and the Mayor of Paris Anne Hidalgo together announced the newer vehicle checker scheme.

Now live, it gives honest, accurate and independent evaluations of the emissions of most new cars and vans on our roads, including how much toxic nitrogen oxides (NOx) they emit. This can help you make an informed choice when buying a less polluting vehicle. It is also hoped this will encourage manufacturers to build cleaner vehicles sooner.

Included in the scheme are two tools; one for individual vehicle owners and also a cleaner fleet checker service.

### Newer vehicle checker

Once in the checker, you can use a series of filters to identify the model of the new Euro 6 car or van you are considering buying and find out more about its actual 'on the road' emissions.

Vehicles are given ratings on a scale of A+ (best) to H (worst), depending on the amount of NOx emissions they produce. This is based on information provided by Emission Analytics' database of 'real-world' emissions from a wide range of new cars and vans sold in the UK, France and European countries. This list will continue to grow as Emission Analytics tests new vehicles.

### Cleaner fleet checker

This service is offered to London fleet operators who want to understand how their fleets would perform if they continued to procure the same vehicles, ie buying the latest Euro 6 versions of the same make and models. They will be able to

identify the dirtiest vehicles and see how they could be replaced with cleaner options, so improving the fleet's average emissions performance.

Fleet operators can access the checker by downloading a template from the website and then entering the details of each vehicle's make, model, fuel type, Euro standard and engine size. Emission Analytics will provide an analysis report showing how overall fleet emissions would improve if all the most polluting vehicles were replaced with 'best in class'.

A used vehicle checker is now being developed for next year, giving the NOx emissions of older, pre-Euro 6, vehicles.



To access the checker, go to [www.london.gov.uk/newer-vehicle-checker](http://www.london.gov.uk/newer-vehicle-checker)

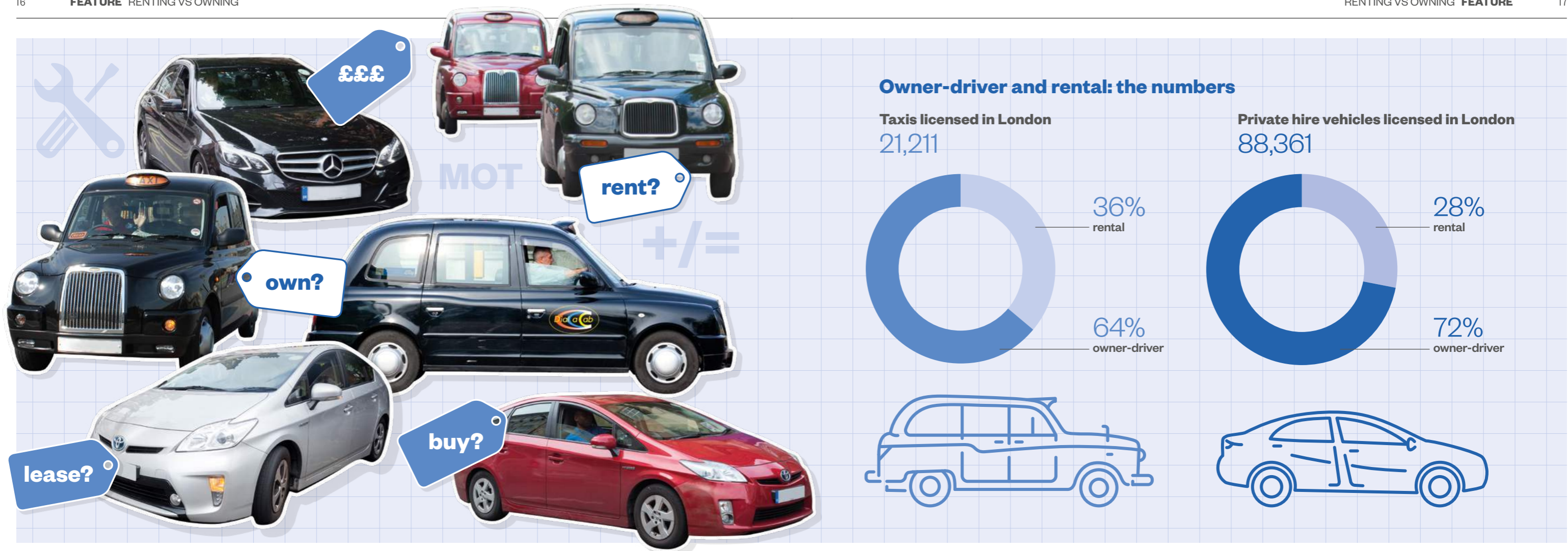
**“ Our toxic air is a shameful health crisis and London motorists deserve to know how much filthy emissions new cars may produce before they purchase them. The newer vehicle checker will help provide the accurate and independent information Londoners need to make informed choices and opt for the cleanest vehicles ”**

Sadiq Khan,  
Mayor of London

## Did you know? Emissions Analytics – the facts

Emissions Analytics was formed in 2011 to provide accurate, independent fuel economy data for passenger cars. Since then the business has grown to include the measurement of tailpipe emissions such as CO<sub>2</sub>, NOx and particulate matter. It also publishes a guide to on-road vehicle performance (the EQUA Index) and publishes the largest commercially-available emissions database in the world.





# Hire or purchase?

» We'll examine the benefits of buying a vehicle in the January issue of OnRoute.

To rent or to buy, that is the question posed by many drivers. In this issue we look at renting a taxi or private hire vehicle

It's a great feeling when you buy a taxi or a car for private hire use and take it for its first spin. However, there's also the responsibility of keeping it in good repair and making sure it is taxed, insured and regularly MOT'd. That's why some drivers choose to rent instead, although they are still responsible for making sure the vehicle is roadworthy.

## Taxis

Sherbet, founded in 2014 by CEO Asher Moses, has 650 taxis for rent. All vehicles come already plated, licensed, insured and fitted with meters and credit card readers. Servicing, MOTs and TfL inspections are all included in the weekly rental fee.

Asher says: "Taxi drivers these days aren't just drivers, they are SMEs (small

and medium-sized enterprises) and they have to behave in that way in order to reduce their costs. Driving with us means they can keep their costs down and they don't have to worry about maintenance because we maintain the vehicles to a very high standard."

Eugene Parete, co-owner of Black Taxi Rentals which has 250 TX4s, also says cost is a major factor for drivers preferring to rent. "Basically, buying a new electric taxi is going to cost you £57,000 plus interest. That's about £67,000 over five years. However, the vehicle only has a three-year warranty. So if you have a major breakdown or accident after the warranty runs out, you'll still need to keep up your repayments on the taxi while it is off the road. This means you can't use it for work, and you'll have to pay the repair bill as well. Renting with us

means if drivers need a back-up vehicle or a service, we just supply them with another taxi.

"It also allows them to be more flexible. Some rent week by week, pay as you go, so if they go on holiday or need time off to look after a family member, they don't rent for those weeks."



To find out more about renting, go to [www.sherbettaxirentals.com](http://www.sherbettaxirentals.com) or [www.blacktaxirentals.com](http://www.blacktaxirentals.com)

**"Renting with Sherbet means I get to drive a top-of-the-range taxi for a reasonable price, without the hassle that is associated with owning a cab"**

John Blue, taxi driver

## Private hire

The Keen Group was founded in 2003. It now has around 560 drivers and 571 vehicles – a mixed fleet of saloons and estate cars, including Prius and Ford Galaxies.

"It makes sense for a driver to rent from us," says Sonny Rehal, the group's marketing director. "Because they then have one regular payment for the vehicle that covers everything, including H&R insurance, breakdown cover and the two annual MOTs. If the vehicle breaks down we have our own depot and repair centre, and we put the driver into another vehicle while the work is being carried out."

The Keen Group only hires out vehicles to drivers who have worked in the private hire industry for at least three years. Landu Ndila used to use his own

car but started driving with Keen in 2004. He says: "It is a nice car to work with and if it breaks down, I take it back and they put me in another car while they fix it. I don't lose any work time. I will always use a company car because it is hassle-free driving and no repair costs."

Keen has various schemes for its drivers because, as Sonny explains: "The fare-paying passenger now expects more from a private hire company and so do the drivers. We value our drivers so make sure we give them excellent customer service to keep them happy in their work."



To find out more about renting with the Keen Group, go to [www.thekeengroup.co.uk/careers](http://www.thekeengroup.co.uk/careers)





## Street life

The TPH compliance team has recently expanded to more than 300 officers. We chat to Abdul Mumin, 37, who has 15 years' experience and new recruit Jasmine Thompson, 24, who joined in January



### Why this job?

**Jasmine:** 'I wanted to be out on the streets experiencing something I hadn't done before. It was a new opportunity for me. Just being able to talk to people from so many walks of life, including my colleagues, is a good environment for me to thrive in.'

**Abdul:** 'Because every day is different and I do get a real sense of satisfaction when I come across an unlicensed driver because I know I am taking them off the streets. I've had eight of those so far this year.'

### What's Abdul's best piece of advice to Jasmine?

**Abdul:** 'Regardless of what the driver's attitude is, we have to treat everyone exactly the same and we have to have a thorough knowledge of the relevant legislation, specifically the abstracts of law, because they are our bread and butter. When I became a compliance officer I learned everything on the streets working with more experienced officers who were mostly ex-policemen. They had a background knowledge of enforcement – any time they were challenged they knew the correct response and I learned from that.'

### What locations do you cover?

**Jasmine:** 'I've been deployed everywhere and seen so many different parts of London I've never been to before. I did a lot of Safer Travel at Night deployments during London Fashion Week around

the venues, talking to vulnerable individuals. Before I joined TfL I wasn't sure about the differences between taxis and private hire so it doesn't surprise me at all that so many people in London are in a similar position. It's great there are more of us on the streets telling people about what we do.'

**Abdul:** I currently cover Westminster, which has more taxi ranks than all the other 31 boroughs put together and because of that I tend to interact with taxi drivers more than private hire. Because we are the first face-to-face contact with them they sometimes take their frustrations out on us, but when you have a conversation and explain what we are doing, they are more understanding. To me it makes no difference what borough I'm in or what operation I'm on – whether it is an operator visit or a road-side stop – it's all the same job.'

### From one officer to another

**Jasmine:** 'Do you get to know a lot of the drivers?'

**Abdul:** 'A lot of the drivers know me. Well, they know my badge number. Drivers are very proud of their badge numbers, especially if they have an early number because it's almost like an unofficial ranking system. Same rule for me. I'm badge number 90.'

**Jasmine:** 'Mine is 1145. I may be new to this but I'm proud of my badge because this is my job and this is my responsibility.'

**“ A lot of my training was going out with experienced officers. It has been very useful for me, helping me to see what high standards I need to work to. The main skill I have learnt is observation. With this job you have to expect the unexpected so you have to be on the ball and concentrating at all times ”**

Jasmine



# Staying safe with STaN

With the evenings closing in, TfL is making sure everyone has safer travel at night

**T**his year's Safer Travel at Night (STaN) campaign is back, and it's bigger and better than ever before.

It aims to raise awareness of the safe ways to use taxis and private hire vehicles, says Siwan Hayward, TfL's head of Transport Policing. She continues: 'This year our TfL-funded officers in the Metropolitan and City of London Police are being joined by more than 300 TPH compliance officers.'

'Our teams will also be talking to members of the public about the ways to use taxis and minicabs, to encourage them to only ever use legitimate taxi and private hire services.'

'We are really emphasising the importance of minicab booking confirmations (via a text message, app, email or paper receipt if they are in an operator's office). If customers don't get a booking confirmation, or a different driver or vehicle turns up to the one they have on their confirmation, we are urging them not to get in the vehicle because it isn't safe.'

Every September, London sees an influx of new students coming to university and college from across the world and eager to experience its famous night life. Then, in the run up to Christmas, even more people stay out after dark to enjoy the Capital's bars, restaurants and clubs.

» **STaN: the numbers**

**68**  
TfL-funded police officers dedicated to taxi and private hire policing

**300+**  
TfL TPH compliance officers

STaN is run in two phases (September/October for students and December for the festive season). Aiming to target women between 16 and 34, the STaN teams have already been out attending freshers' fairs highlighting the message to students that only taxis can be hailed and all private hire vehicles must be booked.

Enforcement teams have been out on the street on intelligence-led enforcement operations, targeting key hotspots.

Customers are also being urged to report any inappropriate behaviour including touching, remarks about their appearance or anything that makes them feel uncomfortable.

●●●  
As a driver you can report any unwanted sexual behaviour or inappropriate behaviour you see from other drivers by calling 0343 222 4000, emailing TPHintel@tfl.gov.uk, or filling in the online complaints form at [tfl.gov.uk/tph-comments](http://tfl.gov.uk/tph-comments)

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

Safer travel at night

The four ways to get home using a taxi or minicab



MAYOR OF LONDON METROPOLITAN POLICE BRITISH TRANSPORT POLICE CITY OF LONDON POLICE TRANSPORT FOR LONDON

# Tackling hate crime together

You don't have to tolerate hate crime; you can report it

**H**ate crime is when a person commits a crime against someone because of their disability, gender identity, race, sexual orientation, religion, or any other actual or perceived difference.

In September, as part of the joint TfL and police programme to reassure passengers and staff about hate crime, the Metropolitan Police Service's Safer Transport teams visited more than 200 private hire operators and spoke to drivers and staff about their experiences, and how they can report any incidents.

## Standing together

There are 32 Safer Transport teams across London, with officers and staff coming from all walks of life. They won't tolerate behaviour where someone is targeted or made to feel uncomfortable, nor should you.

You can report anything that happens to you or on behalf of someone else if they don't want to report it. You should report what happened, where and when. This will help the police to investigate and get you or the victim any support that may be needed.

Hate crime reports can be made anonymously. If you would rather not report incidents directly to the police, there are other agencies you can contact.

Last year, TfL, British Transport Police, Metropolitan Police Service and City of London Police launched Operation Safer for All and the #WeStandTogether campaign. It aimed to reassure people that the transport network is safe and encourage anyone who experiences this type of behaviour to report it, so action can be taken against offenders.



» **Hate crime operation, September 2017**

**32**  
Safer Transport teams (one in every borough)

**200+**  
Private hire operators visited

**1,180**  
Stand together leaflets distributed

» **Hate crime doesn't just mean physical violence. It can take many forms including:**

- Verbal abuse like name-calling and offensive jokes
- Harassment
- Bullying or intimidation
- Pushing or spitting
- Hoax calls, abusive phone or text messages, hate mail
- Graffiti
- Arson
- Malicious complaints over parking or noise

## Report it

If you're in immediate danger, call 999. If you are not sure if it's a crime or not, you should still report it to the police by calling 101

To report hate crimes anonymously, go to [report-it.org.uk](http://report-it.org.uk)

For anti-Muslim incidents, call MAMA on 0800 456 1226, WhatsApp 0734 184 6086, or contact at [www.tellmama.org.uk](http://www.tellmama.org.uk)

For anti-Semitic incidents, call CST on 0208 457 9999 or go to [www.cst.org.uk](http://www.cst.org.uk)

Check out the Stop Hate UK site at [www.stophateuk.org](http://www.stophateuk.org)

“ We have been speaking with taxi and private hire drivers and operators to spread the message – you don't have to tolerate it; you can report it to us. We will take it seriously and investigate it ”

Police Sergeant Janine Cunningham, Roads and Transport Policing Command





# Working the New Year night away

The ticketed fireworks aren't the only celebrations happening in the Capital this New Year's Eve. Here are some of the other popular events

## The Blitz Party New Year's Eve Special

Transport yourself back to the war-time glamour of 1940s London at the Blitz Party's New Year's Eve celebration. There will be live music with big bands, modern takes on classic cocktails and an authentic air-raid shelter, complete with sandbags, hurricane lamps, reconnaissance maps and blackout curtains. Those wanting to perfect their dance steps can take advantage of the pre-party dance class from 20:00 to 21:00, led by professional swing dancers. Tickets from £55.

● ● ●  
**Village Underground,**  
 54 Holywell Lane, EC2A 3PQ.  
[www.theblitzparty.com](http://www.theblitzparty.com)

## Après New Year's Eve Ball

Battersea Evolution is holding an epic ski-themed party and New Year ball. There's a canapé reception, a four-course meal, unlimited drinks, entertainers and a band. There will also be a live stream of the fireworks at midnight. Tickets start from £180.00

● ● ●  
**19:30 to 03:00,**  
**Battersea Evolution, Battersea Park, Chelsea Bridge entrance off Queenstown Road, Battersea Park, SW8 4NW.**  
**Dedicated black taxi rank.**  
[www.designmynight.com](http://www.designmynight.com)

## The Rivoli's New Year's Eve Gala Ball

Waltz your way into the New Year. Adults and children (over six-years-old) are invited to shake their stuff at one of the oldest and most decadent ballrooms in London. The musical mix includes jive, ballroom, pop, upbeat festive tracks and party classics. Tickets for adults cost £25, children £12.

● ● ●  
**20:00 to 01:00,**  
**350 Brockley Road, SE4 2BY.**  
[www.rivoliballroom.com](http://www.rivoliballroom.com)

## A vintage New Year's Eve party

The Royal Festival Hall will transform into a vintage nightclub spectacular on 31 December. There will be five floors of entertainment with music from the 1920s through to the 1990s with swing, rock and roll, soul, disco, house and cabaret. Choose from a buffet ticket or a full dinner ticket. Prices from £74.25.

● ● ●  
**From 19:00,**  
**Southbank Centre.**  
[www.southbankcentre.co.uk](http://www.southbankcentre.co.uk)

Clockwise from top: The Rivoli Ballroom, Ultimate Power at the Dome, Under the sea at the Natural History Museum, a vintage New Year's Eve party at the Southbank Centre, Christmas at Kew (image by Richard Haughton)

## Under the sea

There's a decidedly nautical feel to proceedings at the Natural History Museum. Dance the night away at a silent disco, take part in musical bingo and explore the dinosaur gallery before ringing in the New Year under the blue whale skeleton in the Hintze Hall. Party-goers are encouraged to dress to impress using the under-the-sea theme as style inspiration. Tickets are £129.

● ● ●  
**19:30 to 01:00, The Natural History Museum, Cromwell Road, SW7 5BD.**  
[www.nhm.ac.uk/events](http://www.nhm.ac.uk/events)

## Christmas at Kew

For an alternative New Year's Eve you can explore the Christmas Trail at Kew. The gardens are illuminated with an impressive light display, including laser beams and kaleidoscopic projections. There's a vintage funfair and festive food and drink stalls. Santa and his elves will be entertaining at the North Pole village. Tickets for adults are £18.50, children £12. Book in advance.

● ● ●  
**17:00-19:40,**  
**Kew Gardens, Victoria Gate, Richmond TW9 3JR.**  
[www.kew.org/kew-gardens](http://www.kew.org/kew-gardens)

## The Yacht

The Yacht is moored on the Embankment with a fabulous view of the London Eye and the fireworks. Guests enjoy a glass of champagne and canapés on arrival, followed by a five-course meal. After, there will be an open bar with a live band. Tickets start from £299.

● ● ●  
**18:00 to 01:00,**  
**The Yacht London, Temple Pier Victoria Embankment, London, WC2R 2PN.**  
[www.theyachtlondon.com](http://www.theyachtlondon.com)

## Ultimate Power - New Year's Eve

Renowned for throwing a good party, the Ultimate Power New Year's Eve bash at the Dome won't disappoint. Expect a fun-packed night with non-stop power ballads from the likes of Celine Dion, Aerosmith and Bon Jovi - with some air-guitaring thrown in for good measure! Tickets are £22.

● ● ●  
**21:00 to 04:00,**  
**The Dome, 2A Dartmouth Park Hill, London, NW5 1HL.**  
[www.ultimatepowerclub.com](http://www.ultimatepowerclub.com)







## Operators running a fleet of vehicles can benefit from joining the DVLA fleet scheme

This free scheme was introduced to help companies with 50 or more vehicles deal with all the administration that comes with maintaining them.

Once you have registered you will be able to:

- Contact the fleet helpdesk by telephone and email
- Get all registration certificates (V5Cs) and tax reminders processed on any single day sent to you in bulk
- Submit notification of changes to multiple vehicles without the need to fill in each individual V5C
- View online information relating to any vehicle registered to your fleet
- Tell DVLA online when you sell a vehicle or want to take a registration number off, or put on to, a vehicle

You can also apply to use the Post Office Licensing scheme and Bulk Electronic Relicensing Transaction. These services let you tax all your vehicles due for renewal in one transaction every month, either by using an emailed spreadsheet or at your local post office.

The in-branch option requires you to nominate the post office branch you wish to use. You will need your fleet number, your fleet size and the potential timescale for wanting to use the scheme (such as month of taxing). Payments for the vehicle tax are then taken from a post office pre-funded account.

You can't use this service if you have already sent your V5C by post.

●●●  
**To join the scheme, email [fleetshd@dvla.gsi.gov.uk](mailto:fleetshd@dvla.gsi.gov.uk) or call 0300 083 0016 (Monday to Friday, 08:00 to 16:30)**

### Informing TPH of change of vehicle licence ownership

If the ownership of a private hire vehicle changes, the existing licensee must complete the reverse side of the vehicle licence within seven days from the date of transfer.

In cases where the private hire vehicle licence is being transferred to the new owner, they must also complete sections B and C of the licence before returning it to TPH. A replacement licence will then be issued in the name of the new owner.

If a private hire vehicle is sold on that will no longer be used for private hire purposes, the licence discs from the front and rear windscreen, as well as the paper vehicle licence, must be returned to TPH using this address: London Taxi and Private Hire, PO Box 177, Sheffield S98 1JY.

If you have any enquiries about vehicle licensing, ring 0343 222 555 or email [tph.enquiries@tfl.gov.uk](mailto:tph.enquiries@tfl.gov.uk)

# Letters

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

## Star letter London's dirty air

Can you tell me where you obtained your figures for emissions from taxis in central London? In your feature on taxi delicensing in the September issue you say taxis are responsible for 16 per cent NOx and 26 per cent particulate matter (PM) emissions from road transport. However, the Institute for Public Policy Research, November 2016, supported by Greenpeace, quotes figures of seven and 12 per cent. Is this another statistical construct such as the figure of 9,000 premature deaths a year?

Tim Armitage

Proportions of emissions come from the London Atmospheric Emissions Inventory (LAEI) 2013. Estimates of key pollutants (NOx, PM10, PM2.5 and CO<sub>2</sub>) are included for the base year 2013 and projected forward to 2020, 2025, and 2030. The LAEI area covers the 32 London boroughs and the City of London, and up to the M25 motorway.

The information document for the recent consultation to bring forward the introduction of the Ultra Low Emission Zone has a detailed description of different road transport types and how much NOx, PM10 and PM2.5 they contribute.

Judith Hayton, Principal Strategy Planner, TfL



## Reporting collisions

@TfLTPH, I have noticed in the last month or so you responded to reports of accidents. You never used to, so why the sudden change?

Paul (via Twitter)

We have always processed collisions to check the driver is ok and any vehicle damage is reported and fixed. Now we also collect time, date and location to help identify the driver.

The Twitter team



## Do you know?

- 1. When was the Knowledge of London introduced?
- 2. What is the fastest time ever to achieve a badge?
- 3. What is the common name for the Guide to learning the Knowledge of London?
- 4. What is the percentage of people who drop out while doing the Knowledge?
- 5. How many runs are there?

1. 1865 2. Around 18 months 3. The Blue Book 4. 60 per cent on average 5. There are 320 Blue Book runs

## From our Twitter feed

- » We say...
  - ✔ Vehicle licence renewal notifications are sent out 42 days prior to expiry and inspections can be booked up to 28 days before licence expiry. Call 0343 222 5555
  - ✔ You must send your DBS certificate to GBGroup if it contains any info so they can provide us a copy and we can make a licensing decision
- » You say...
  - ✔ Just been to see @TfLTPH to sign two statements re @guidedogs refusals from August. They are so passionate about their work. Thank you Sean Dilley via Twitter
  - ✔ What's the best way to report vehicles on taxi ranks?
    - A You can report PHVs on taxi ranks directly to us @TfLTPH (you can DM), or by using the web form ([www.tfl.gov.uk/tph-report](http://www.tfl.gov.uk/tph-report)). Private motorists on ranks should be reported to the local authority



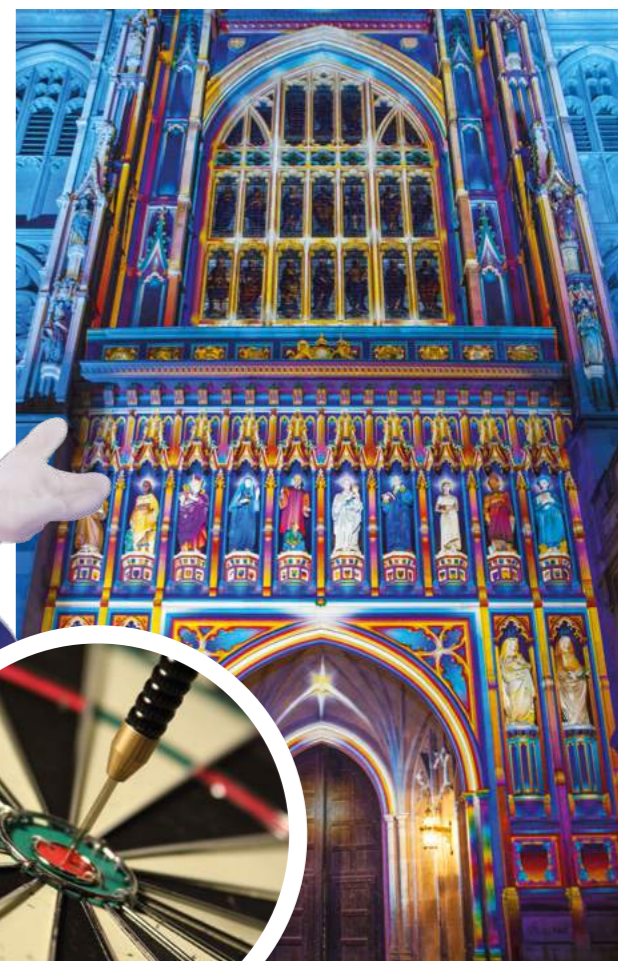
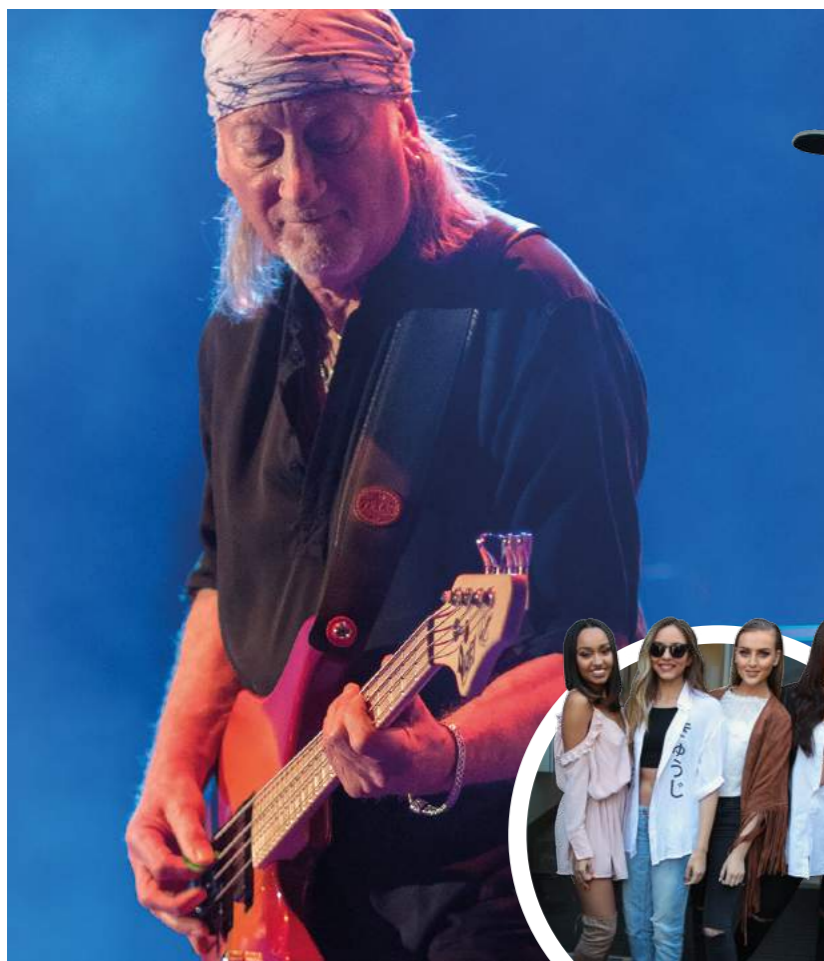
# Calendar



## November

## December

## January



**24 November**  
Jools Holland  
Royal Albert Hall (and 25 November)

**25 November**  
Little Mix  
O2 Arena

**26 November**  
Hampstead Christmas Festival  
North London

**27 November**  
The Killers  
O2 Arena

**30 November**  
Elvis in Concert - Live on Screen  
O2 Arena

**Steps**  
O2 Arena (and 25 November)

**Revolution Champions League (track cycling)**  
Lee Valley Velopark, Queen Elizabeth Olympic Park, Stratford (and 25 November)

**Saracens vs Exeter rugby match**  
Allianz Park

**Light up the Lane**  
Pitshanger Lane, Ealing

**Fleet Foxes**  
O2 Academy

**27 November**  
The Killers  
O2 Arena

**30 November**  
Elvis in Concert - Live on Screen  
O2 Arena

**PVRIS**  
O2 Academy

**1 December**  
The Luxury Home and Property Show 2017  
Olympia (until 5 December)

**2 December**  
Parovoz  
Alexandra Palace

**BeautyCon 2017**  
Olympia

**CFA Exams**  
ExCel Arena

**Digital Marketing Show**  
ExCel Arena

**Barbarians vs Australia rugby match**  
Twickenham

**3 December**  
GOSH Santa Dash event  
Clapham Common

**4 December**  
Gorillaz  
O2 Arena (and 5 December)

**7 December**  
Varsity Match  
Twickenham



**8 December**  
Skills London  
ExCel Arena (and 9 December)

**9 December**  
Jingle Bell Ball  
O2 Arena (and 10 December)

**10 December**  
William Hill World Darts Championship  
Alexandra Palace (until 17 December)

**12 December**  
Queen and Adam Lambert  
O2 Arena (and 13 December)

**14 December**  
Michael Ball and Alfie Boe  
O2 Arena

**15 December**  
Pete Tong Presents Ibiza Classics  
O2 Arena (and 16 December)

**20 December**  
Disney On Ice presents Passport to Adventure  
O2 Arena (until 30 December)

**22 December**  
William Hill World Darts Championship  
Alexandra Palace (until 4 January)



**29 December**  
Peter Pan  
Wembley Arena (and 30 December)

**31 December**  
New Year's Eve fireworks  
Central London (see p4)

**1 January**  
New Year's Day Parade  
Central London

**18 January**  
London Lumiere  
Oxford Street, Regent Street, Piccadilly, Piccadilly Circus, Leicester Square, King's Cross (and 19 January)





# Night Tube taxi rank guide

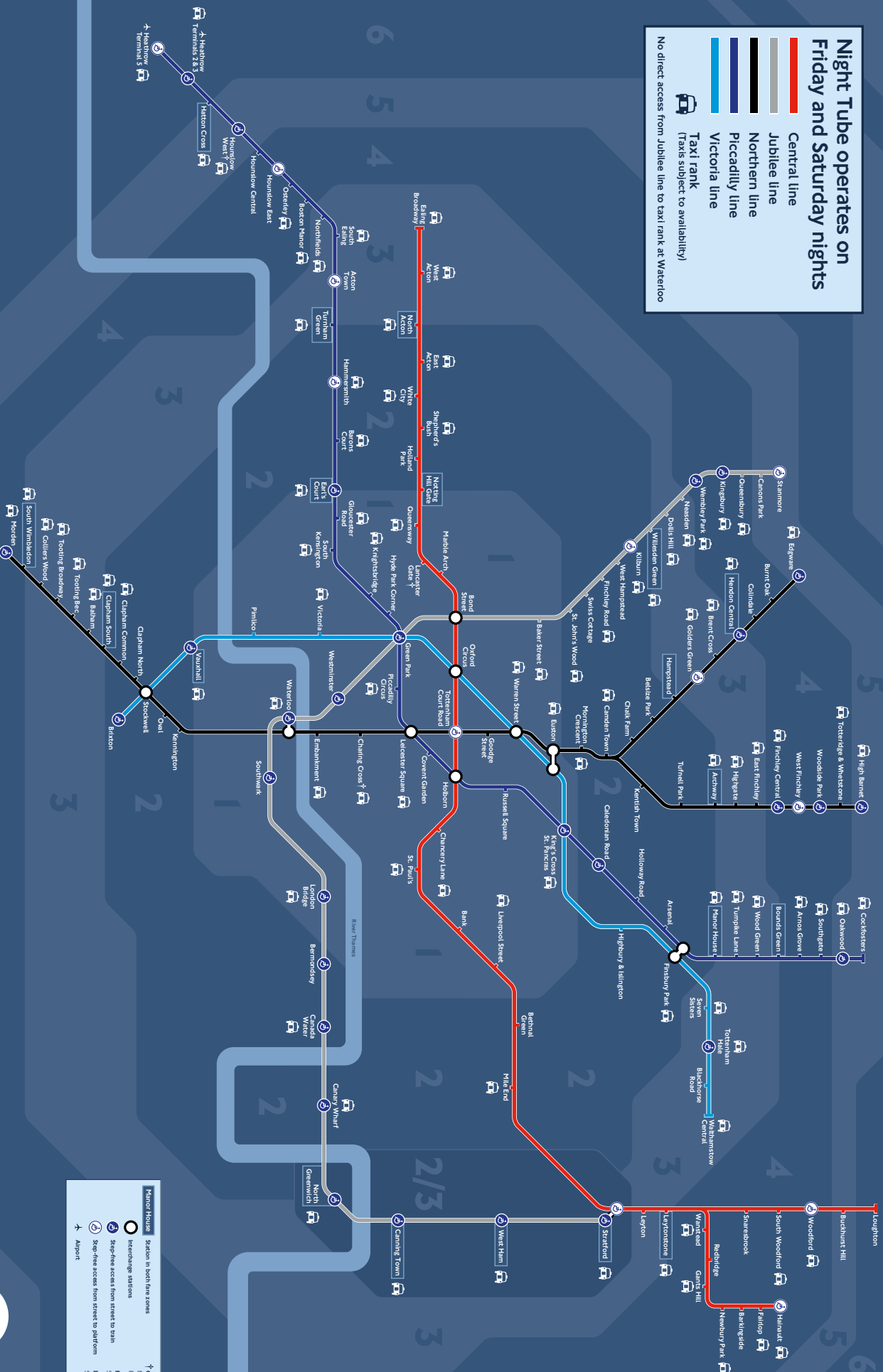


## Night Tube Service

**Night Tube operates on Friday and Saturday nights**

- Central line
- Jubilee line
- Northern line
- Piccadilly line
- Victoria line
- Taxi rank (Taxis subject to availability)

No direct access from Jubilee line to taxi rank at Waterloo



**Minor House** station in both fare zones

- Interchange stations
- Step-free access from street to train
- Step-free access from street to platform
- Airport

**Charing Cross**

Night Tube services stop until July 2017

**Heathrow West**

Step-free access (one-way, wheelchair only)

**Lancaster Gate**

Station closed until August 2017

### MAYOR OF LONDON

[tfl.gov.uk](http://tfl.gov.uk)

24-hour travel information  
0343 222 1234\*

Sign up for email updates  
[tfl.gov.uk/emailupdates](mailto:tfl.gov.uk/emailupdates)

[@TfLTravelAlerts](#)

**TRANSPORT FOR LONDON**  
EVERY JOURNEY MATTERS

© TfL 2017. This document is a revision of the original design, coordinated by TfL. By Henry Ford - Concrete firm of Pontefract, September 2017.