

OnRoute

Brought to you by Transport for London



After dark:
getting the
most out of
night-time
London

Paying by plastic: are we becoming a cashless society?

App your service: how taxi apps are boosting business

Private hire regulations: time to have your say

Clearing the air: what you need to know about ULEZ

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Welcome.

It seems like only yesterday we launched OnRoute, but so much has happened in the past two months that we've got a bumper second issue for you.

Whether you'll be working all hours or spending time with family and friends, Christmas is just around the corner so we look at how to get the most out of night-time London. We debate the pros and cons of card readers in cabs on p20 and resident cabbie Ian Beetlestone takes an insightful look at the Capital's late night revellers on p27.

TfL is consulting on changes to the private hire trade and you'll find details of the major proposals on p8. There's still time to respond, so go to tfl.gov.uk before 23 December to have your say.

From looking into initiatives to make the industry safer (p28) to discussing how the biggest investment in our roads for decades is changing the face of the city (p12), we aim to keep you up-to-date with the many changes happening at the moment.

Thanks for all your emails and tweets – do keep in touch and let us know what you think about the topics in this issue. Send your suggestions and photos to OnRoute@tfl.gov.uk.

Happy Christmas to everyone,



D Pilgrim
Editor



In our next issue...

- Carrying assistance dogs
- We meet the singing cabbie
- Out and about with one of our compliance officers

**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



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London SE1 8PJ.

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

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

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

operator and driver licensing enquiries
and the Knowledge enquiries.

0343 222 5555 for vehicle licensing
appointments and enquiries

TPH news on Twitter: @TfLTPH

For constant updates on diversions,
congestion and accidents:
[@TfLTrafficNews](https://twitter.com/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.



News

High Court ruling on taximeters

The High Court has declared that smartphones used by some private hire drivers are not taximeters.

TfL, along with Uber, the Licensed Taxi Driver Association, and the Licensed Private Hire Car Association asked the High Court to make a declaration on whether smartphones, which use GPS technology and connect to external servers for the calculation of fares, comply with the law, which prohibits taximeters in private hire vehicles in London.

With the legal position now clarified, TfL will continue to work with a wide range of stakeholders to deliver safe, modern and innovative taxi and private hire services that benefit customers. Read about its current public consultation on the regulations that govern the private hire trade on page 8.

Keeping London on the move

Innovative new road signs are being tested by TfL to ease traffic in the Capital and help avoid disruption.

For the first time a new generation of digital road signs will provide people with real-time information on journeys using major routes into London. The signs will initially be trialled on the A12, A13 and A40.

TfL is also trialling temporary traffic lights that can be remotely controlled from its traffic control centre, to improve traffic flow and cut delays through roadwork areas.

You can read more about TfL's £4bn Road Modernisation Plan on page 12.

Black cabs on top



London's world famous black cab has been named as the Capital's favourite transport 'Design Icon'. More than 10,000 people voted in TfL and London Transport Museum's search for the top 100 transport designs.



To see the full list of 100 icons and for more information on why they were nominated, visit www.transportedydesign.tumblr.com

Taxi and Private Hire in numbers

25,018

Licensed taxi drivers

22,319

Licensed black taxis

90,116

Licensed private hire drivers

71,227

Licensed private hire vehicles

2,882

Licensed private hire operators

Got it mapped

TfL has launched the Capital's first interactive digital collision map to help reduce casualties in London.

The map allows people to easily search for collision data anywhere within the Capital. It also provides information dating back to 2005 about the time, location and how severe incidents were. The aim is to help raise awareness of road conditions and encourage road users to take extra care at junctions.



www.collisionmap.london

Photo credit: Patrick Wang / Shutterstock

Breathe easy

In advance of the Ultra Low Emission Zone (ULEZ) being introduced in 2020, TfL has secured £65m of funding to help taxi drivers with the cost of decommissioning their existing taxis and upgrading to new zero emission capable vehicles.

Up to £5,000 will be available to those who want to decommission their vehicle once it reaches 10 years of age, with the exact amount depending on the age of the taxi. As well as this, a £5,000 plug-in car grant is currently available through the Office for Low Emission Vehicles, to which a £3,000 'top-up' grant can be added.

The same plug-in grant is also available for private hire drivers.

For more information on the requirements for the ULEZ read the article on page 24.

Listening to the suburbs

TfL is taking steps to address the concerns of all London's 3,400 suburban taxi drivers.

Earlier this year, it published the Suburban Action Plan, which included a commitment to establish a regular forum to discuss issues specifically faced by suburban drivers. The forum will meet quarterly from April 2016, and each sector will be invited to send two suburban taxi drivers.

Before this, there will be the opportunity to talk to senior members of the TPH team at a series of roadshows in each suburban sector, starting with Sector 1 (Havering, Barking, Dagenham) and Sector 2 (Greenwich) prior to Christmas, and finishing with Sector 9 (Harrow, Barnet and Brent) in early 2016.

Every suburban taxi driver will shortly receive a letter with the date, location and details for the roadshow in their area.



Free 'Poppy Cab' service

This year, London's taxis once again provided a free shuttle service for veterans going to and from the Cenotaph Service on Sunday 8 November.

The shuttle service proved popular with veterans, with an estimated 5,000 people using it each way. Funded entirely by the drivers, this is

seen as a highlight of the taxi trade year, when drivers make a special effort to honour London's war veterans.

Taxis provided a 'turn up and go' service between 08:00 and 10:00 from all London's mainline stations plus Victoria Coach Station, the Victory Services Club and the Union Jack Club. Return journeys started from Westminster Bridge where there was a dedicated pick-up area.



Top ranking

TfL has reviewed the late night marshalled taxi ranks and has amended some operating hours. It has also introduced three new schemes.

Location	Days	Hours
Beckenham, High Street (outside M&S)	Fridays and Saturdays	22:30 - 02:30
Bromley town centre, Market Square/Widmore Road	Saturdays	22:30 - 02:30
Charing Cross Road	Saturdays	22:30 - 02:30
City of London - Liverpool Street Station	Wednesdays, Fridays and Saturdays	22:00 - 02:00
Kingston town centre, Clarence Street	Wednesdays, Fridays and Saturdays	22:30 - 02:30
Old Street, Shoreditch	Saturdays	23:00 - 03:00
Regent Street (Swallow Street/Heddon Street)	Fridays	22:30 - 02:30
Cornhill (The Forge)*	Fridays	22:30 - 02:30
Berkeley Street (Novikov)	Fridays and Saturdays	22:00 - 03:00
Dalston (Birthdays)	Saturdays	23:00 - 03:00
Victoria Station	Every night	00:00 - 04:00

*Also trialling on Thursday evenings up until Christmas

Disclosure and Barring applications online

The Disclosure and Barring Service (DBS) can now be accessed online, allowing you to keep your DBS certificates up to date. Employers can also check a certificate online, with your consent.

This subscription service reduces future delays as you can use your certificate again when you apply for a position in the same company, where the same type and level of check is required.

For taxi and private hire drivers this will be an enhanced level check against the DBS Children's Barred List and the DBS Adults' Barred List.

Subscription costs just £13 per year (payable by debit or credit card only). This works out cheaper than paying for a new DBS certificate every three years.

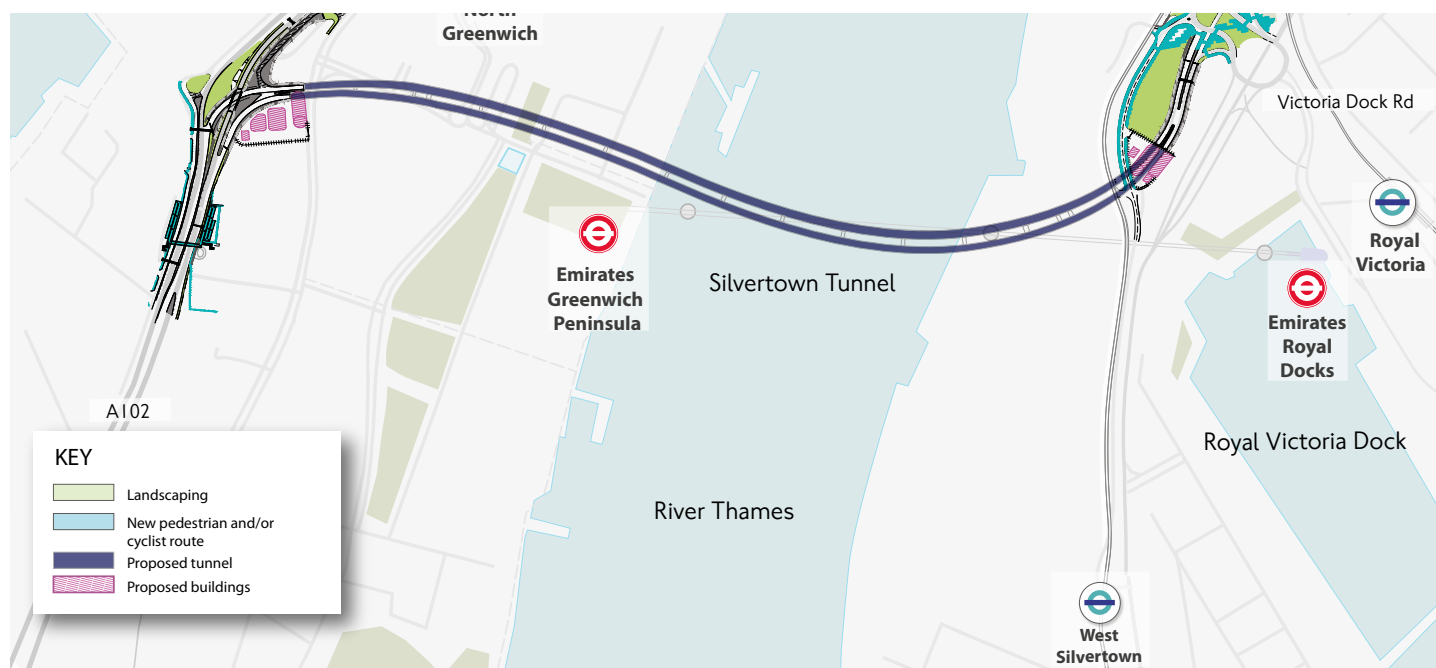
Other advantages include being able to view your details online and check the progress of your DBS certificate using the tracking service.

If you would like to contact the DBS helpline direct, the number has now changed to 03000 200 190.



You can register online at www.gov.uk/db
For information, visit www.gov.uk/db-update-service

Consultation round-up



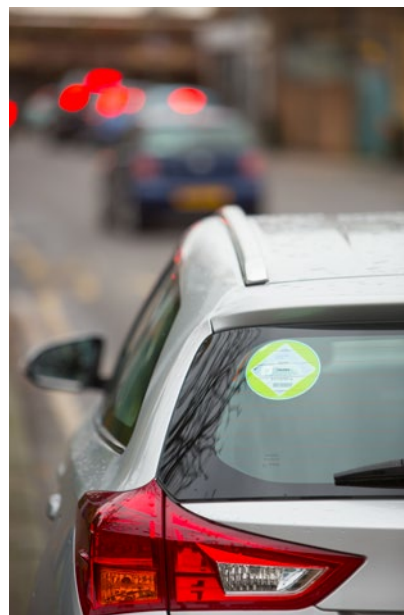
New river crossing

A major public consultation has been proposed for the Silvertown Tunnel, a vital new river crossing for east London, that would link the Greenwich Peninsula with the Royal Docks and help create thousands of new homes and jobs.

The Silvertown Tunnel would significantly relieve congestion at the Blackwall Tunnel, which on an average day experiences two-mile tailbacks during peak periods and regularly adds around 25 minutes to journey times.

It is estimated about one million hours are wasted each year by people queuing to use the Blackwall Tunnel, costing around £10m in lost time.

The public consultation runs until Sunday 29 November 2015. Go to tfl.gov.uk/silvertown-tunnel



Private hire regulations

TfL has carried out a final consultation on private hire regulations. There are 25 proposals in all, as well as some additional planned measures.

It will close on Wednesday 23 December and an announcement on any changes being implemented will follow in 2016.

TfL is also speaking directly with passengers by running a series of customer focus groups to present the proposals and understand how the public view the ideas.

For more information, see our article on the changes being proposed on page 8.

Taxi fare and tariff review

TfL is seeking views on changes to taxi fares and tariffs in London, which is to take place in April 2016. The new proposals include:

- Continuing to use the Cost Index and the three basic principles to set taxi fares and tariffs in London. This would mean an increase to average taxi fares of 0.8 per cent
- Retaining the present arrangement that allows taxi drivers to add an extra charge of 40p if fuel prices increase significantly
- Introducing a provision that fares should be reduced if fuel prices decrease significantly
- Changing the current minimum taxi fare
- Amending the times when tariff three applies
- Changing the arrangement when the tariff rate for longer journeys starts, so it is linked to the distance travelled rather than the fare

The consultation closes on Monday 21 December 2015.



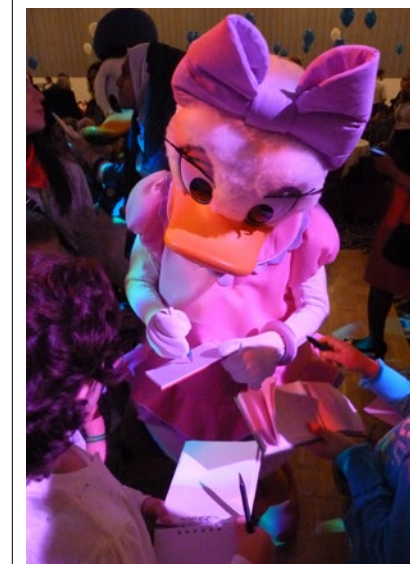
A new and improved Balham?

TfL has developed new proposals to improve pedestrian and cycling facilities along Balham High Road. The proposals include:

- A new cycle lane to replace one of the southbound traffic lanes on the approach to the junction with Ritherdon Road. This would minimise the risk of conflict between left-turning vehicles and cyclists
- Building out the kerb to fully inset the parking and loading bay on Balham High Road
- Widening all the pedestrian crossings at the junction with Ritherdon Road

The consultation closed on Sunday 15 November 2015.

To view all TfL consultations, go to consultations.tfl.gov.uk



Magical trip of a lifetime

Every year, the Children's Magical Taxi Tour takes hundreds of children with life-limiting illnesses to Disneyland Paris. Like many others in the taxi trade, TPH staff at TfL support this very special charity by fundraising and this year raised enough money to sponsor two taxis.

After the countdown ribbon cutting took place in Canary Wharf on 18 September, it was time to head off to Calais and for the children to meet their favourite cartoon characters.

Following a magical day at the park, the children attended a gala dinner where they were joined by Mickey and Minnie Mouse, Goofy, and Donald and Daisy Duck.

Thank you to all of the drivers and support services who gave their time and vehicles freely, making this a trip to remember for all the children.

If you want to find out more, visit www.magicaltaxitour.com



Transforming private hire: now it's over to you

When TfL asked drivers, operators, and customers to offer their views on improving London's private hire trade, nearly 4,000 responded.

The replies have now been shaped into a firm set of proposals – and TfL is seeking final opinion on them before it begins making changes. London's private hire trade has come a long way since licensing first

started in 2001.

Today there are around 2,900 private hire operators, 71,000 vehicles and 90,000 drivers in the Capital. Alongside London's taxi trade, they play a vital role in the transport network.

The rapid growth in numbers is not the only thing that has changed in recent years. The rise in digital technology and emergence of new apps has altered the way bookings can be made. And antisocial and illegal activity has become a growing concern.

Cutting congestion

At the same time, the huge increase in private hire vehicles (PHVs) working in central London in the past few years has hampered efforts to cut congestion.

It was against this backdrop that TfL asked for comments and suggestions on a variety of outline proposals in its consultation earlier this year. After analysing the replies during the summer, the proposals were refined and are now set out on TfL's website for final comment.

Have your say

So now it's over to you. This is your chance to help shape the future of London's private hire trade and TfL wants to hear from you.

There are 25 proposals in all, as well as some additional planned measures. They cover a broad range of issues, from improving driver training and English language capabilities to stricter requirements for insurance and changes in the way operators accept bookings. >>



The proposals can be seen at tfl.gov.uk/consultations. The closing date for responses is 23 December

The proposals

These include new regulations or amendments to existing ones. They would require:

- Operators to provide customers with driver and vehicle identification before a journey begins
- Operators to have a fixed landline telephone number available at all times so passengers can speak to staff
- Operators to specify the fare before the booking is accepted
- Operators not being permitted to show vehicles as available for immediate hire, either visibly or virtually via an app
- Drivers to demonstrate they have sufficient knowledge of the English language
- Vehicle licence to be cancelled if the driver's licence is revoked
- Hire and reward insurance to be checked at the point of licensing and in place for the duration of the vehicle licence
- Drivers to carry or display a copy of insurance details at all times
- Operators to record the main destination for each journey, which must be specified at the time the booking is made
- Checks to be made on convictions of operator staff
- Operators to provide specified information including details of all drivers and vehicles to TfL on a regular basis

Insurance: what you need to know

Licensed taxis must have hire and reward insurance in place at all times – and TfL is consulting on whether the same should apply to private hire vehicles. The private hire regulations review consultation includes four proposals:

- Hire and reward insurance must be in place during the annual vehicle licensing inspection and for the duration of the vehicle licence (this matches the requirement for taxis)
- A copy of the hire and reward insurance must be displayed or carried in the vehicle at all times (also matches the requirement for taxis)
- PHV operators must have a fleet hire and reward insurance policy covering all vehicles undertaking bookings for them
- PHV operators must have contingency fleet insurance in place at all times

The requirement for hire and reward insurance at all times while the vehicle is licensed could remove any ambiguity about whether insurance was in place at the time of any journey. It could also aid compliance, as drivers will need to show that insurance is valid even if they claim the vehicle is being used for personal purposes.

Disability training

Private hire drivers will be required to undergo disability awareness training under another measure planned by TfL.

In the initial consultation during the spring, groups representing disabled passengers highlighted numerous issues concerning not only availability of private hire vehicles, but more general attitudes towards disabled people. They strongly supported the idea of awareness training.

Alongside its proposals, TfL now plans to introduce driver training that includes disability awareness, to protect both the driver and passenger alike.

All new licence applicants will be expected to undertake the training before they are licensed, and renewal applicants will be required to go through it ahead of the renewal.

TfL's vision for a modern two-tier industry

London's taxis and private hire services have co-existed for more than 50 years, and together they play an essential role in the Capital's transport services.

Now, in a separate document published alongside the consultation, the Mayor and TfL have set out their vision for the future of the two trades.

In it, they talk of a 'modern and sustainable two-tier industry which remains a world-class, safe and integrated part of London's public transport', reflecting the highest levels of safety, customer service, driver and operator professionalism and vehicle standards.

Their future vision for private hire services sees:

- Clearly defined pre-booking to allow drivers time to plan their route
- A choice of operators so that customers can book the service that best meets their individual needs
- Fares determined by the market to encourage competition or reflect the value of the service provided – but clearly specified to the customer before the journey begins

They also set out their vision for the future of London's taxi service as well as environmental and legislative issues, improvements to enforcement and compliance, and further challenges and priorities.

In numbers

90,116
private hire drivers
now estimated
in London

71,227
licensed PHVs on
the Capital's roads

40,000
more PHV drivers
could be on the road
by 2017 at current
rates of growth

4,000+
people responded
to TfL's initial public
consultation earlier
this year

2,882
licensed private hire
operators in London



The consultation
closes on 23
December 2015.
Go to tfl.gov.uk

This is for taxis to maintain their international 'gold standard' service and ensure:

- Instantly available and licensed vehicles that can either be hailed on-street, boarded at a taxi rank or pre-booked
- Fares that remain regulated to protect passengers
- The existing Conditions of Fitness retained which specify all taxis must be wheelchair accessible with features to suit the diverse needs of passengers
- The ability to quickly navigate around London's complex road network thanks to the unique and essential Knowledge of London

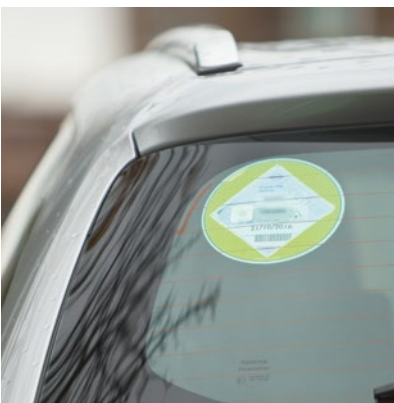
The document can be found at tfl.gov.uk/tph. Look under Notices & consultations.

Handling complaints

TfL plans to adopt a more prominent role in overseeing and managing private hire complaints.

From the end of this year, as an interim measure, private hire operators will be required to provide information to TfL on a regular basis, including full summaries of complaints relating to driver behaviour and vehicle problems. This must include details of the investigation carried out by the operator and the outcome.

Under this measure – which is in addition to the consultation proposals – TfL will then establish a more formal process for private hire complaints as well as a fair and independent procedure for customers not satisfied with private hire services.

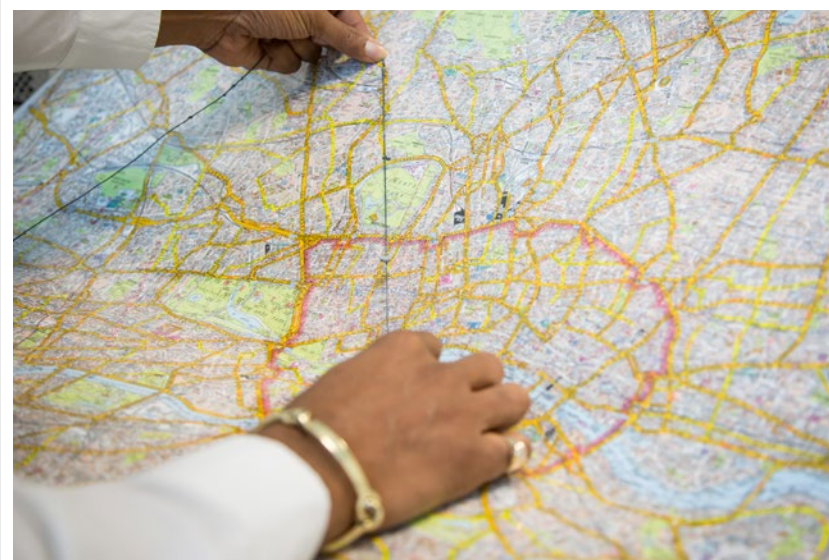


Driver test to get a makeover

The Topographical Skills Assessment (TSA) test for private hire drivers will be changed by TfL, as an additional measure to the proposals now under consideration. A three-part test will be introduced covering:

- Map-reading skills
- The ability to navigate to and from important locations in London, for example mainline stations
- A clear understanding of private hire licensing regulations

Training for the enhanced TSA, which will also test applicants' general understanding of the rules governing private hire licensing, will continue to be provided by accredited operator training centres, with the test being invigilated in future by TfL.



From cop to cabbie

Cab driver, Knowledge of London examiner, former policeman and recipient of the George Medal – TPH's **Stephen Thomas** has certainly lived a full life.



just missing my major artery so I was lucky not to die,' he says. 'My colleague got shot through the hand and we shot three of the four robbers, so there were five people lying on the pavement.'



Stephen spent three weeks in hospital and was off work for two months. He was awarded the George Medal by the Queen at Buckingham Palace three-and-a-half years later in May 1992. 'That was a really enjoyable day,' he recalls. 'I went with my son, who is also a police officer, and wife and I felt very proud.'

“Policing and being a cabbie are completely different lines of work but I've enjoyed them both”

Stephen Thomas

When he finally retired from the Met in 2001, he decided to do the Knowledge. 'It eventually took me three-and-a-half years and when I got my badge there were three vacancies for examiners, so I thought "right, I fancy that" because my Knowledge was bang up to date. I was successful, so I've actually been an examiner for as long as I've been a cab driver.'

He believes the attributes that made him a good policeman have also served him well as an examiner and he clearly enjoys meeting the people from all walks of life and nationalities who come in to be examined.

He's also still enjoying being a cabbie and does a few hours of work driving in from his home in Surbiton to Blackfriars each day.

On the day of the commemoration service a fleet of black cabs was on hand to take everyone to the ceremony and all the drivers knew Stephen because he had examined them. 'I like that. It's like being in the police; a close knit community and I know lots of other cab drivers now. I certainly don't want to retire any time soon because I like it so much.'

'Being a cabbie means you never know who you are going to meet or where you are going to go.'

Sitting in one of the examination rooms at 230 Blackfriars, Stephen doesn't look his 66 years, although he's packed so much into them.

After 32 years in the Metropolitan Police Force, including two stints on the elite Flying Squad, he's now had a 13-and-a-half year career as a black taxi driver and Knowledge of London examiner. He's also the proud recipient of the George Medal for bravery and in September this year, he attended a special commemoration ceremony to mark the 75th anniversary of the George Cross and George Medal.

Stephen was awarded the honour after he was shot on duty in 1988 while working undercover with the Flying Squad. 'Would you believe when I got shot I was in a surveillance team

driving a black taxi!' he says. 'Taxis are great vehicles for undercover in London because no one takes any notice of them.'

'I was on a case involving four gang members who were committing armed robberies to sponsor their drug deals. I was in the taxi outside their flat in Acton and could see them putting balaclavas on and dressing up so knew something was going to happen.'

'They went out to hold up the local post office and myself and my colleague followed, standing outside while they went in. Within about 20 seconds someone pressed the alarm and they all came running out and it ended in a 24 bullet shoot-out across the pavement.'

Stephen fired six bullets, his colleague fired six and the gang fired 12 back. 'I got shot through the groin

Above: Stephen with his commemorative coins marking the 75th anniversary of the George Cross and George Medal

The road ahead

With more than 26 million journeys beginning on London's roads each day, TfL is spending £4bn – the largest investment in a generation – to make sure they are fit for the Capital's future.

The Road Modernisation Plan aims to get the most out of London's road network. It includes hundreds of transformational projects, making large scale improvements to bridges, tunnels and major roads, resulting in a network that will help people and vehicles to move more efficiently, safely and reliably.

Tackling congestion is an important part of the plan, which will be good news for all road users. However, while the works are taking place, TfL has been criticised for the disruption caused.

We spoke to Nigel Hardy, pictured below, who looks after road space management at TfL to get to the heart of the organisation's plans.



Q: TfL is half way through its Road Modernisation Plan and we see lots of evidence of schemes for cyclists, but what are you doing for taxis and minicabs?

A: We recognise that more needs to be done to protect London's existing taxi rank network and secure additional ranks where they are needed. To achieve this, TPH has published three action plans in 2015 to support the taxi trade. These are the provisional taxi and private hire action strategy, the

suburban action plan and the ranks action plan (go to tfl.gov.uk/tph).

To accommodate growth, we're working to support TPH's plan to increase rank capacity by 20 per cent by 2020, by identifying suitable rank locations across the Transport for London Road Network. Signage is also being improved at some locations with new 'taxi poles' installed.

In addition, we're using techniques similar to those used during the London 2012 Olympic and Paralympic Games to keep traffic moving during improvement projects, especially in central London.

We're also working closely with the boroughs and are funding eight late-night, marshalled taxi rank schemes. These include the pilot safety initiative currently running in Bromley town centre.

Q: The roads are congested already so couldn't we have a scheme that bans cyclists from certain roads, or limits freight traffic to quieter periods such as at night?

A: The growth in cycling is a positive thing for reducing congestion as cyclists are highly efficient users of scarce road space. Within our freight programme, we've already trialled out-of-hours deliveries and are working towards improving the efficiency of freight distribution. We're also re-timing freight traffic to reduce any additional congestion.

Q: The works at Victoria Embankment are causing lots of congestion. Is it ever going to get better?

A: We know that the scale of works along routes such as the Embankment are causing delays and some frustration. We're seeking to minimise this by coordinating works with traffic signal management. As



Easing the pain

There will inevitably be some disruption while major improvements are carried out. To help ease traffic flow, TfL is:

- Using digital road signs on the A12, A13 and A40, each displaying a travel time to a well-known destination on the road
- Trialling a new way of operating temporary traffic lights, managed remotely from TfL's traffic control centre. This will mean the phasing of traffic lights can be changed quickly to improve traffic flow and cut delays at busy times
- Running a 'London 2012 Games-style' communication campaign, keeping 450,000 @TfLTrafficNews followers and web users informed of the latest traffic information, and providing a calendar of roadworks being carried out
- Working with sat-nav companies – firms are being encouraged to use TfL's extensive data feeds to update sat-navs, so motorists can be provided with real-time traffic information as they drive

the works are completed we expect conditions at Victoria Embankment to improve for everyone.

Q: Pedestrians and cyclists just cross the road and jump red lights regardless. What is TfL doing about this?

A: We encourage safer behaviour by using innovative technology such as Pedestrian Countdown and detection of pedestrian demand at crossings.

We are working closely with the Metropolitan Police and the City of London Police to crack down on unsafe behaviour of all road users. One example is Operation Safeway, a high visibility policing initiative where officers are deployed to priority locations to enforce the rules of the road and talk to road users about their safety.

Q: With various pedestrianisation schemes going on in town centres, where are taxis going to pick up customers with their shopping or revellers after a night out?

A: While there are a number of schemes around London seeking to reduce the impact of heavy traffic in town centres, there are relatively few involving full pedestrianisation.

When designers are drawing up their proposals they take into account facilities for taxis and ensure that all types of transport are considered. Many town centres are central to the night-time economy, so additional provision for taxis should always form part of the project.

Q: First you installed bus lanes, then you allowed motorcycles into bus lanes, now you're taking them out. Why do you keep moving the goal posts?

A: Inevitably there are changes in transport policy direction and thinking. Rapid development and alterations to travel patterns and demand mean that, over time, there can be variations in the allocation and use of road space.

“ We recognise that more needs to be done to protect London's existing taxi rank network

Nigel Hardy, road space manager

Q: For some people, travelling by cab or using door-to-door transport is their only option. How is TfL improving the roads for disabled people?

A: Taxi and private hire services provide vital transport for many, including those with wheelchairs, assistance dogs and other accessibility needs. We're proud that 100 per cent of London's taxi fleet is wheelchair accessible and has a range of other accessibility features. We want to ensure that our schemes are reviewed in conjunction with accessibility best practice and we involve disability groups during our consultations. For disabled people we operate the London Dial-a-Ride service and have also invested in low-floor buses, and improving Underground and rail stations.

Q: How do we know that you listen to our readers when you run a consultation?

A: We consider all comments and individual responses. We regularly receive a wide range of opinions both for and against various proposals, all of which need to be considered. The main concerns in terms of numbers of opinions on a matter are included in a consultation summary report.

Q: We keep hearing that London's population is growing rapidly. How are you going to ensure that the city copes after the Road Modernisation Plan is finished?

A: The plan is essential to ensure our roads are fit for purpose now and in the future. However, given the scale of growth in London, it is recognised that the case for sustained and long-term transport investment is strong and we will continue to lobby for this.

Improvements so far

The plan has reached the half-way point, with a host of improvements to bridges, tunnels and roads now complete. Highlights include:

- **Hammersmith flyover** – work to strengthen the 1960s flyover is now substantially complete. This means that no further maintenance will be needed for many years
- **Fore Street Tunnel** – upgrade work finished in September, helping to keep the tunnel safe and fully functional for the 60,000 vehicles that travel through it every day
- **Chiswick Bridge** – work to strengthen and refurbish the 82-year-old, Grade II listed bridge was finished in the summer. TfL also created a segregated walkway and cycleway, making the bridge safer for all road users
- **Oval Triangle** – work at the A23 Kennington Road Junction was completed in June, with a hold on left-turning traffic implemented to reduce potential collisions between drivers and cyclists
- **Euston Circus** – the junction was redesigned with a simplified layout for traffic. This improved access to University College London Hospital and all nearby Tube stations
- **Tottenham Hale** – one of a number of gyratories being converted to two-way traffic. Removing the roundabout has boosted road safety and made journeys faster and more direct

Find out about other recently completed projects at tfl.gov.uk/roads

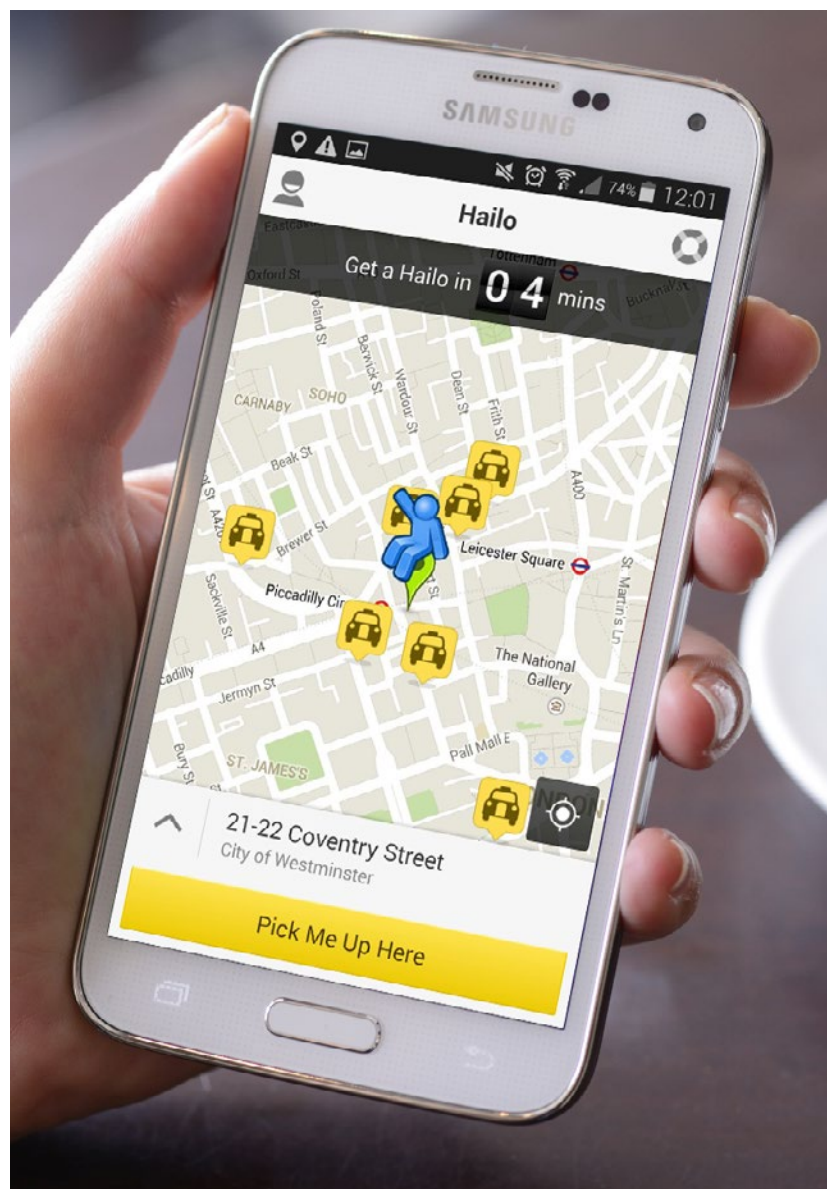
●●● Read about TfL's Road Modernisation Plan, at tfl.gov.uk/roads

Get in touch

Do you have a question about London's roads? Email us at OnRoute@tfl.gov.uk

App your service

Smartphones and their apps have become essential for many people and taxi drivers are no exception.



London's licensed taxi trade – the oldest regulated public transport system in the world – has seen a huge amount of change. After all, it was way back in 1654 when the Fellowship of Master Hackney Carriages was set up by an Act of Parliament and taxi driving became a profession.

Horse-drawn carriages gave way to electric models, which were superseded by petrol and diesel cabs. Test hydrogen-powered vehicles are the latest to make an appearance on the Capital's streets and other zero

The Hailo app allows drivers to see passengers wherever they are

emission capable vehicles are being developed. These changing times have also seen, in the last five years, the emergence of innovative apps that are transforming the way the iconic black cab is booked.

Traditionally, cabbies have relied on customers hailing them from the street or taxi ranks, or pre-booking them through radio circuits. Now companies like Hailo and Gett (formerly GetTaxi) are allowing passengers with smartphones to submit a trip request that is then routed to a taxi driver nearby.

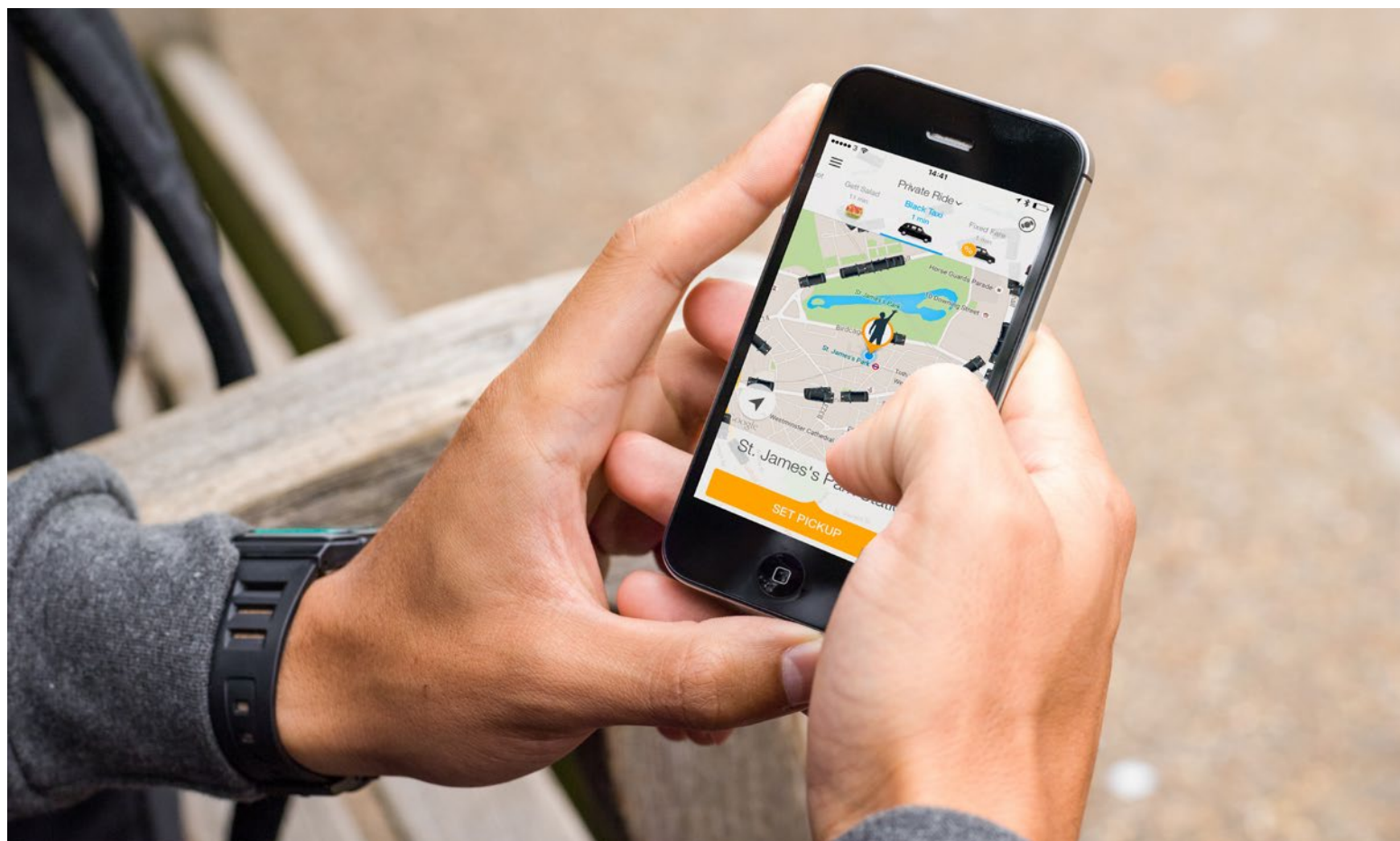
Hailo in numbers

Founded in November 2011

150 employees

Available in more than 20 cities, including London, Madrid, Barcelona, Osaka and across Ireland

15,000 drivers registered in London



Hello Hailo

Andrew Pinnington, chief executive officer (CEO) of Hailo, explains: 'The main benefit for drivers is having more passengers for more of the time. The beauty of the app is that it allows drivers to see round corners – they don't have to keep endlessly looking for fares. Indeed, they don't have to see the customer at all for them to be delivered into the back of their cab.'

Customers hailing from the street and at ranks are easy to come by during morning and evening peak times, but outside of these hours it can be an issue for taxi drivers as they really have to search for fares. 'That is where the app comes into its own. It allows drivers to see passengers wherever they are,' says Andrew.

Companies like Hailo and Gett (formerly GetTaxi) are allowing passengers with smartphones to submit a trip request that is then routed to a taxi driver nearby

Hailo was founded in 2011 by three London cabbies looking for a more efficient way to do business. Today it has 15,000 drivers registered in the Capital.

Andrew continues: 'The bane of a driver's life is having to drive home with the light off because they don't want to pick up a fare that is going in the opposite direction – the founders wanted to be able to make money out of situations like that. They joined e-Courier, an online delivery company and started to think about using the technology for moving parcels.'

And it snowballed from there. Andrew adds: 'We are always trying to improve the experience for drivers, to give them more flexibility and control. This includes small things like, for example, when a job comes up, a bell rings. In a similar way that you can change your ring tone, drivers want to be able to customise it – this can really help when you're hearing it 30 times a day. Then there are more complex things like improving the payment solutions, making it easier for customers to pay by credit card – all of these things make a difference.'

Getting there with Gett

Founded in 2010, Gett now has more than 7,000 drivers in London and is still recruiting. Remo Gerber, its UK CEO, says: 'Our passengers have the

Passengers riding with Gett now have the option to fix the price at the start of their journey

Gett in numbers

Founded in 2010

350 employees

Available in 52 cities, in five countries, including London, New York, Moscow and Tel Aviv

7,000 drivers registered in London

best of all worlds – a highly-trained black cab driver getting you home quickly and safely, using bus lanes to avoid the traffic, and a fare confirmed before the cab even turns up.

'Passengers riding with Gett are now given the option of fixing the price at the start of their journey. For longer trips of six miles or more at off-peak times, the fixed prices will also offer discounts of up to 30 per cent on the usual meter fare.'

Gett is growing rapidly – 300 per cent year-on-year – and it continues to expand at this pace.

Remo says: 'One of our core focuses is corporate work. For the first time, there is a cab offering that can compete with minicabs in terms of reliability and price, with fixed prices over longer distances. We feel the best drivers are with Gett, but corporate departments also place reliability and price very highly when making their decisions.'

Gett is continually working to make life easier for both driver and passenger. 'Since January, we have had a new driver app,' explains Remo. 'Users have the capacity to pre-book journeys up to two weeks in advance and drivers can make extra earnings by inviting passengers to the app.'

Drive and thrive

So how do the Capital's drivers feel about the meteoric rise of this new technology that's changing the landscape so radically?

'We've been doing detailed research among all London drivers but it's hard to give a definitive answer on how they feel about the app – they are all very different characters with very different views,' says Andrew. 'There is certainly a percentage who absolutely love it; some of the drivers who use it all the time don't even bother switching on their lights any more. Then you have your more traditional taxi driver who likes the world the way it used to be and doesn't accept the need to embrace new technology. For the bulk of drivers though, they recognise it is something they need to compete in the modern world.'

And how does the lessening of dead miles and downtime – a major benefit of using these apps – affect what a driver can earn?

'Trying to give a precise number is tricky, but in general, those who use a mix of street hail and apps have seen an increase in earnings of 10 to 15 per cent, while those who only use the app have seen an extra 10 per cent on top of that,' explains Andrew.

Looking to the future, Remo at Gett says: 'We need to compete every day and show Londoners that they have access to the best cab service in the world. We can beat the competition if we work smart and create good value for consumers. By this, I mean offering fixed prices on longer distances. This takes away the uncertainty for users over what can be a big spend. They want to be assured that it's going to be £43, not £50 to £60 – if you were the customer you would probably want the same.'

'We want our app to become an indispensable tool for London's taxi drivers so that, in a similar way that most people wouldn't leave the house without their keys and wallet, the app becomes so important that they need it to work,' adds Andrew. 'With reference to London, we aspire to maintain the iconic position of the licensed black cab industry, allowing drivers to thrive, not just survive, in the modern world.'

Want to know more?

To find out more about joining the Gett or Hailo driver networks, or for further information, visit gett.com/uk/ or www.hailoapp.com

Women at the wheel

Two women who are making their mark on the private hire industry tell us their stories.

The Capital has around 540 female cabbies and 1,300 private hire drivers – a tiny fraction of the combined 115,000-plus total. But as we discovered from two women with years of experience in the trade, it can provide a great career.

Janet Mullings ▼

A driver for 27 years, Janet's jobs have ranged from Meals on Wheels to driving for the Wimbledon tennis tournament. For the past decade she has worked for Carey Chauffeur Services in Brentford, where she drives a black Mercedes E Class.

'Before I started driving for a living, I was a telephonist in the rag trade, but being stuck behind a computer wasn't for me,' she explains. 'I had some friends who were chauffeurs and thought I would give it a try.'

'I start early in the afternoon and finish anywhere between 8pm and midnight. I prefer that to getting up at 2am or 3am to do an early shift. I used to do a mix of early and late, but I'm 62 now and your body clock finds it hard to adjust. I do a lot of people transfers, taking clients wherever they want to go for meetings, dinner, whatever.'

“I know some women don't like the antisocial hours, but I'd encourage them to get out on the road and give it a try!”

Janet Mullings

**Carey
Chauffeur
Services in
numbers**

**Serves more than
1,000
cities in 75 countries
– the Carey Global
Network is the only
franchise network in
the industry**

**Responsible for
more than
1.5 million
chauffeur journeys
every year**

**Employs more than
200
people in the UK**

Janet on maps and cars

When I started with Carey everything was maps – I would map out my route the night before, so I know my way around. I only tend to use GPS when I am out of town. Now and then I still get the map out, you can't beat it.

I know my way around a car, although I wouldn't be able to change a tyre any more, I wouldn't have the strength!

Jobs range from airport pick-ups that can take Janet as far as Cardiff or Somerset, to delivering famous faces to red carpet events. 'I took a client to the National TV Awards once, and I didn't know who she was until all the fans started shouting "Ashley, Ashley!" Turns out it was Ashley Roberts from The Pussycat Dolls. I should have guessed, because other drivers were letting me out into the traffic as they'd spotted her in the back. That doesn't usually happen!'

Janet's biggest bugbear is the central London traffic, particularly roadworks. She says: 'Punctuality is key. I'm always on time, or even early, for a pick-up – although a client will often come out half an hour late and put the pressure back on me to make up that lost time, so you have to be patient!'

Patience isn't the only thing Janet feels a chauffeur needs; good manners are also on her list of essential skills. 'Some people like to



chat and I'm happy to talk back as long as they don't distract me,' she explains. 'But I have had a couple of clients who have been very rude to me. There's no need for rudeness. My rule is not to be rude back.'

Janet's pleased to see, in recent years, more women taking driving roles – from chauffeur to the buses.

'It means there's no longer a stigma around it,' she says. 'We've got about four female drivers out of 150-plus. All the other female drivers are younger than me, and I'm happy to help them and the younger male drivers too, if they have queries about a route, or because they are new to the company. I know some women don't like the antisocial hours, but I'd encourage them to get out there and give it a try!'

Diana Kendall ◀

At the helm of Kendall Cars in Croydon are Diana and her husband Peter, helped by their daughter.

The couple met 46 years ago after Diana left something in the back of his car. 'I went to the office to pick it up and he asked me out for a drink,' she says. 'Somehow I got involved with the business, ended up marrying the boss and fell into the job full-time.'

Diana, who now has more than 40 years' experience under her belt, is keen to encourage more women into the industry. 'They make excellent bosses, reliable drivers and superb controllers,' she says. 'Yes, it's a male world, but being female hasn't caused me too many problems. Within the trade organisations, I believe my

opinions and thoughts are valued.'

The company – the first minicab operator in Croydon to be licensed by TfL – has around 60 drivers. When taking on new recruits, Diana has a clear idea of what she's looking for in a driver. They must be clean and tidy, look smart, speak good English and have an interest in people. They also need to be patient and have a strong sense of humour.

'You can usually tell if someone will make a good driver by the time you have finished the initial interview. It's the questions they ask and the way they listen to you explaining the job – bored is not good!' she says.

Diana has clearly witnessed a lot of change in her time at Kendall Cars. 'With the implementation of the Private Hire Act, people can no longer just drop easily into cabbage for a short period,' she explains.

'I think licensing as a whole has been a positive thing but I remember when some wonderful people worked with us short-term because

“Yes, it's a male world, but being female hasn't caused me too many problems. Within the trade organisations, I believe my opinions and thoughts are valued”

Diana Kendall

**Kendall Cars
in numbers**

**2
offices (Croydon
and Sanderstead)**

**1
call centre**

**115
staff**

Diana on Christmas and the New Year

We work around the clock and I can actually only remember closing the door once, on the Millennium New Year. In the earlier days Peter and I used to have our Christmas after the New Year because we would be working all over the festive period.

of personal financial circumstances, including scientists, doctors, pilots and policemen. The industry is far more serious now; it's big business, highly competitive and generally extremely efficient.'

No industry is without its downside though and Diana always explains the risks to her new drivers. She says: 'I always warn our drivers to keep doors locked when they have no passengers, only keep a small bag of change, say it's their first job of the night if they feel uneasy with a customer so implying they have taken no money, and to never chase someone who gets out and doesn't pay.'

Get in touch

Are you one of London's 540 female taxi drivers with a story to tell? Email OnRoute@tfl.gov.uk.



How do I?

As part of the current modernisation of TfL's taxi and private hire licensing service, drivers and applicants can now use the online web portal.

The new online process makes it quicker and easier to apply for both new driver licences and to renew existing ones.

More than 2,400 online applications have already been received and over the coming months, more functions will be added to help licensees further.

New applicants

If you want to apply for a licence or study the Knowledge of London to become licensed as a taxi driver, you will first need to register for an online account on the TfL website. Go to tfl.gov.uk/tph

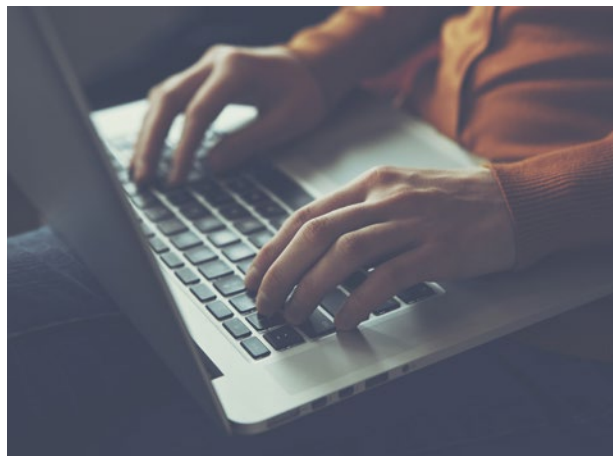
You will be asked for some personal details so TfL can create an account for you, including a valid email address. You will then need to provide a personal password as well as a security question and answer. This information will be requested every time you wish to access your account.

After you have registered you will be sent a confirmation email. This contains a link that you need to click on to activate your account.

Before you apply, make sure you have all of your documentation ready as you will be required to upload this as part of the application process. For a standard application, you will need:

- A passport photo
- A copy of your DVLA driver licence
- A copy of your passport or other documentation to prove your right to work in the UK
- A Medical Declaration completed by a GP who has access to your medical records
- A Topographical Certificate from a TfL-accredited centre (PHV only)

This list may change depending on your individual circumstances. You will also be required to provide



evidence to confirm that you have applied for your criminal records check with the Disclosure and Barring Service (DBS). You will need to provide details of either your E number or Disclosure number to complete your application. TfL is aware that there are significant delays with DBS processing times at the moment so new applications may take some time as TfL awaits the results of the criminal record checks.

Renewing your licence online

You will need to register for an account before renewing your licence.

After you have registered you will be sent a confirmation email with a link that you need to click on to activate your account.

You will still be required to upload the relevant documents and confirm that you have made your application to the DBS. However, the questions are slightly different, as you simply need to confirm that nothing has changed during the time that you have held your licence.



The new online web portal can be found at tfl.gov.uk/tph. You can also request your online registration details by calling TfL on 0343 222 4444

The new online licence application process is quick and easy

New applications

- 838 applications are awaiting initial assessment
- 692 are new (31 taxi and 661 private hire)
- 146 are renewal applications (49 taxi and 97 private hire)

Renewal applications are prioritised over new applications

To become a licensed taxi driver, you will need to meet the following criteria:

- You must be at least 18 years old at the time of applying (although you cannot be licensed until you are 21). There is no upper age limit, as long as you meet the other licensing requirements
- You must hold a full DVLA, Northern Ireland, or other European Economic Area state driving licence
- You must have the right to live and work in the UK
- You must be of good character. To establish this you will be required to undertake an enhanced criminal records check from the DBS through the TfL service provider
- You must be medically fit, which means meeting the DVLA Group 2 medical standards. In most cases, this will mean that you will have to undergo a medical examination with someone who has access to your full medical history

To become a licensed private hire driver, you will need to meet the following criteria:

- You must be at least 21 years of age at the time of applying. There is no upper age limit, as long as you meet the other licensing requirements
- You must hold a full DVLA, Northern Ireland, or other European Economic Area state driving licence that is at least three years old
- You must have the right to live and work in the UK
- You must be of good character. To establish this you will be required to undertake an enhanced criminal records check from the DBS
- You must be medically fit, which means meeting the DVLA Group 2 standards. In most cases, this will mean that you will have to undergo a medical examination with someone who has access to your full medical history
- You will need to undertake a Topographical Skills Assessment



Taking the taxi tour

Although learning the Knowledge equips you with a level of expertise of the Capital that goes beyond merely ferrying people from A to B, you could go one step further and boost your income even more.

The Worshipful Company of Hackney Carriage Drivers has been running a Taxi Tour Guide course, open to all licensed cab drivers, for the best part of 20 years.

The 10-week course runs in March and September. It consists of a two-hour class on a Monday at the Museum of London and a Sunday walk exploring a particular region of the city.

'The course gives drivers an insight into how to offer a guided tour in a cab, and the facts and figures to talk about in an engaging way,' said Dave Cannell, one of the lead tutors.

“It's a very practical, hands-on course, and we get people presenting and researching from day one

Graham Woodhouse, lead tutor, Taxi Tour Guide course

You'll get a solid grounding in specific patches of the Capital, as well as learning about London's architecture, the Thames and its docks, the royal palaces and the history of the cab trade.

'It's a very practical, hands-on course, and we get people presenting and researching from day one,' said Graham Woodhouse, the other lead tutor.

The Worshipful Company offers the course as part of its educational remit, and it's run by volunteers who also work as taxi drivers. The enrolment cost (£295 plus VAT this year) goes towards helping the company continue its work, which includes charity projects such as the annual Magical Taxi Tour.

Drivers can promote themselves as an accredited taxi tour guide and it's another way of earning extra cash. Graham said: 'We're only on week four of the autumn course but they're already talking more to customers and pointing out things of interest, and they say they've already noticed a difference in their tips.'

Left: The Taxi Tour Guide course gives an insight into London's famous buildings Below: last year's students receive their certificates and Rob Woodford, owner of Black Cab Heritage Tours

There are an increasing number of companies that now wish to employ accredited taxi tour guides. Work can include everything from bespoke tours for tourists to corporate treasure hunts. Themed tours of the city – taking in everything from Beatlemania to Harry Potter film set locations – are also very popular.

“The course really opens up a whole new world of opportunities

Rob Woodford, owner of Black Cab Heritage Tours

One of those to benefit from the course is Rob Woodford. He completed it in 2008 and now splits his time between taxi work and his own Black Cab Heritage Tours firm, which he runs with other drivers.

'The course really opens up a whole new world of opportunities,' he said.

A two-and-a-half-hour Black Cab Heritage Tour starts at around £165. Graham says it's entirely possible to charge up to £300 per cab for a three-hour tour – including those all-important stops for photos.

'It's quite a difficult time for black cab drivers at the moment,' said Rob, 'but tour packages are a great product and it's definitely another string to your bow.'

● ● ●
For more details, call 01494 765 922 or go to www.hackneycarriagedriverscompany.com



New ways to pay

With Londoners increasingly going 'cashless', a recent TfL consultation asked if passengers should be able to pay by debit or credit card in all licensed taxis. TfL received just under 1,100 responses, with 86 per cent saying a resounding 'yes' to card readers in cabs.

The current situation

At present, there is no obligation on taxi drivers to accept card payments and only around half of those in London do. However, TfL has been working with card payment providers to drive down the cost of transactions for drivers and passengers. Detailed proposals, including the outcome of the consultation earlier this year and a recommendation that it should be mandatory for taxis to accept payment by card, will be presented to TfL's Board – which will have the ultimate say on whether to implement it.

In addition to Chip and PIN, Londoners have taken to using contactless cards faster than anywhere else in the world (one million contactless taps are made on the Capital's transport network every day).

There are a number of ways that card payments can be made and accepted, such as Apple Pay, text message and Pay Pal, with these methods often quicker than good old cash.



Card payment machines

There is a range of TfL-approved payment systems London taxi drivers can choose from.

Cabvision

Surcharge 5 per cent

Cabvision card readers are suitable for both Vito and TX taxis and the equipment is provided and installed free of charge. There's a free, six-month, no obligation trial and you don't have to take the accompanying media screen – you can have the reader installed alone.

The readers accept all major card types, including contactless and contactless mobile, with drivers receiving all of the metered fare and tips. The money is transferred to the driver's account within five working days.

●●●
www.cabvision.com or
 Freefone 0800 781 1366

iZettle

Surcharge 2.75 per cent

iZettle has two different hand-held card readers available. The iZettle Lite works with most smartphones and tablets. It is compact and can be charged via your computer or a wall adapter as it uses a regular USB



port. It accepts all major cards and supports both chip and magstripe, so if the customer's card doesn't have a chip, you can swipe it instead. Authorisation is by PIN. The Lite is free to businesses.

iZettle also produces the Card Reader Pro Contactless. Again, the reader works with most smartphones and tablets and connects via Bluetooth so is extremely fast and secure. It accepts all major cards, contactless and Apple Pay. The reader costs £79 plus VAT.

●●●
www.izettle.com or call 07885 294 841



TaxiPay

Surcharge for chip and PIN payment 5 per cent. Surcharge for smartphone payment 6.5 per cent

Driver's can either rent or purchase TaxiPay's chip and PIN card terminal. The minimum rental period is three months, at a cost of £15 plus VAT a month. After this, drivers can return the terminal at any time but have to pay the postal costs.

TaxiPay Mobile is a simple app that works on mobile phones, tablets or PCs. It is free to set up and there are no minimum monthly fees or transaction volumes.

●●●
www.adelante.co.uk or call 01628 820 600



Verifone

Surcharge 10 per cent

Verifone Taxi Solutions provides both a hand-held unit (the Victory) and the VTS unit fixed in the back of the taxi with a driver unit in the front.

The Victory is not fixed to the taxi so there is no installation required and the same unit can be switched between different vehicles.

The VTS integrates with the taxi meter so the driver does not need to enter the fare amount as this is all done automatically.

Both solutions can be used in any licensed taxi and accept Chip and PIN, contactless and Apple Pay.

The takings from each transaction are credited directly into drivers' own bank or building society accounts within 72 hours.

There is a five-year contract and the equipment, installation and maintenance are all free. There is no minimum transaction requirement.

●●●
www.verifone.co.uk or
 call 0207 091 1975



New ways your customers could pay



Contactless

Using a contactless debit or credit card could not

be easier – you simply place it on the card reader and the payment is automatically deducted from the card. You don't have to swipe or enter your PIN, making it the quickest option. In September, the limit for contactless payments rose to £30.

Apple Pay



Once you have shared your card details in the Wallet on your iPhone 6 or 6S, the process for paying by Apple Pay is very simple – just hold the phone near the contactless reader with your finger on Touch ID. Or you can double-click the Home button when your iPhone is locked to access Wallet and quickly make your purchases. Apple Pay assigns a unique number for each purchase, so your payments stay private and secure.

PayPal

To make a mobile

payment this way you need a Paypal account and also to download the PayPal app. You can then simply log in with your mobile number and your private four-digit PIN and use the PayPal button to check out in seconds. Alternatively you can purchase a PayPal card payment device that allows payments to be made straight to your PayPal account.

The London view



Mark Williams passed the Knowledge of London in 2001. He owns and drives a TX4 cab and uses the Verifone VTS card payment system.

'Frankly, I'm surprised that some drivers are still reluctant to take cards. Every week I pick up jobs from the rank that another cab has turned away because it didn't take cards. I'd say that most of my fares are now paid by card.'

'Passengers like the fact the card machine in my cab is just like the ones they're familiar with in supermarkets and garages. You can almost guarantee that business passengers will pay by card now so they're not out of pocket on their expenses, and of course the tourists love card readers if they're not familiar with handling English currency.'

What your customers say

June Watson, retired and Roger Willems, engineer, Trafalgar Square: June: 'If all black cab drivers accepted credit and debit cards, I think that'd be really helpful. We make sure we have cash when we come up to London because that's historically what's been



accepted. Card readers would also take the risk out of carrying cash for the drivers.' Roger: 'I always use black cabs – they're great. I've got contactless payment but I pretty well always use cash; I'm old fashioned. If credit cards were an option, I wouldn't use them, cash always works. I'm a baby boomer, but for everyone else apart from me, cards are a great idea.'



debit and credit cards and contactless payment. I don't use cabs much on my journeys but I think it's a good idea. It's the way things are going everywhere else, so why not in cabs?'

Phil Dowsing, marketing manager, Piccadilly Circus: 'Yes, as per Oyster I think it'd be a fantastic idea if cabs all took

Yeo Kim, actor and model, Leicester Square: 'I think it would be a good idea if black cabs all took debit and credit cards. I'm here on holiday, so I might use black cabs once or twice. Using credit or debit cards or contactless payment may be useful if you didn't have sterling.'



The New York view



In 2007, it became mandatory for cab drivers in New York to take credit cards, which involved installing a touch screen system for payment. Now, all 13,587 yellow taxis and 7,303 green (suburban) cabs have the readers.

As a result, the amount of fares being paid for by card has rocketed from 13 per cent in 2010 to 63 per cent in the first six months of this year. Tips have also gone up from an average of

10 per cent to 18 per cent.

Uppkar Thind, a yellow cab owner and driver for 19 years, is also the managing director of New York's League of Mutual Taxi Owners. Yellow cabs are licensed to drive all over the five boroughs of Queens, Brooklyn, the Bronx, Manhattan and Staten Island.

'I was a driver way before card readers became compulsory in cabs here and I was one of the very first

people to adopt the technology before it was made mandatory, just to give the customer another option for paying. Also, if people didn't have enough cash they used to have to find an ATM, which was a loss of my time.'

'Card readers proved to be a saviour during the recession around 2008; that was because of the twentysomethings. In the past, before we accepted credit cards, they would tend to take the

Subway. They started to use us when we got card readers because they live on credit and don't use cash – it meant they could just swipe and forget about it until their bill arrived.'

'Here in New York only a very small percentage of trips are paid for by contactless; most people still swipe their cards. What looks like taking off here is an app to pay your cab fare that is being introduced.'

What you say

Vivienne Santos, busker, Piccadilly Circus: 'Yes, it would be good if there were more ways to pay, it'd be better. I busk in Piccadilly, Camden and Notting Hill, and sometimes outside Harrods. For me, it would be good because I always have to go by cab as I have so much to carry when I busk.'



Jim, black cab driver, Charing Cross: 'I did accept card payments but I'm waiting to get another machine. Sometimes it was a problem with the actual cards not reading, but most of the time it was ok. The problem is when the companies charge 10 per cent, people don't like that, so something else needs to be sorted out really.'



John, black cab driver, Regent Street: 'With contactless, I'd be worried about fraud. I do credit cards already, but contactless... I just wouldn't do it. I'd say "no" simply because I think it's open to fraud.'

I wouldn't see a problem with taking contactless payments or Apple Pay though. I think in general passengers would prefer it.'

You could drop your wallet, now I've got your card and I'm spending £20 a time or whatever, just touching in, like that. It's not a good thing.'



Get in touch

Let us know what you think. Email: OnRoute@tfgov.uk

“I like having a card reader in my cab. I like that it tops up my bank account for me and I never have to turn down work from people who don't have cash on them. I also like that it makes the cab feel like it's in the 21st century”

Ian Beetlestone, OnRoute contributor and black cab driver

ULEZ: clearing the air

When the Ultra Low Emission Zone (ULEZ) goes live in September 2020 it will encourage the use of newer, cleaner vehicles, improving the quality of life and health of Londoners.

What is ULEZ?

With the exception of black cabs, all cars, motorcycles, vans, minibuses, buses, coaches and HGVs travelling in the same area as the current Congestion Charging zone will need to meet the ULEZ exhaust emission standards or they will have to pay an additional daily charge.

In addition, by 2020, all TfL double-deck buses operating in central London will be hybrid and all single-deck buses will be zero emission. TfL will introduce new licensing requirements to reduce emissions from the taxi and private hire fleets and increase the number of vehicles capable of operating with zero emissions.

Why do we need it?

To protect human health, the European Union has set legal limits for pollution across London and the UK.

Although the Capital's air quality has improved in recent years,

thousands of deaths are still being attributed to air quality related illnesses annually.

It's the responsibility of the UK Government, local authorities and the Mayor to take action, and failure to do so may result in significant fines being imposed on the UK Government under EU law.

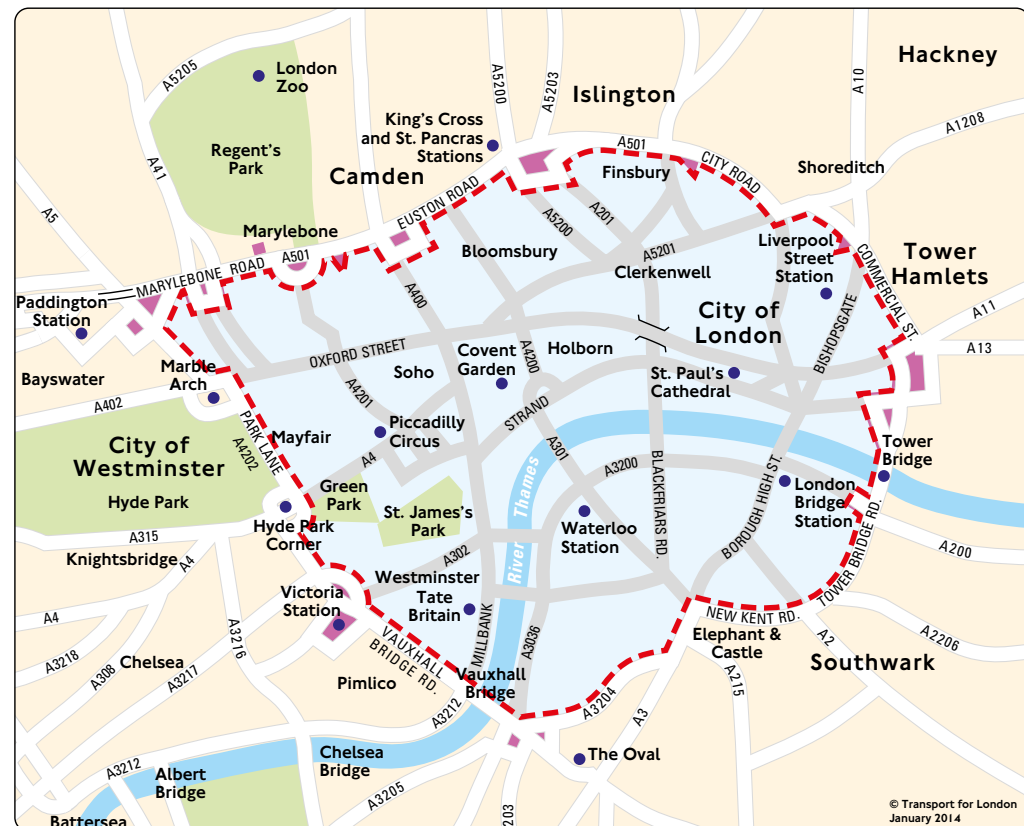
The ULEZ is one way to reduce the most harmful emissions generated by road transport across the Capital.

What are the benefits?

The introduction of the ULEZ will reduce exhaust emissions, making central London a more pleasant place. The majority of traffic entering the ULEZ will be from outside the zone, so the benefits of cleaner vehicles will be felt throughout Greater London.

This will be beneficial to young and old people, plus those who have respiratory problems or live in high pollution areas.

Below: the ULEZ map



How will it work?

The ULEZ will operate 24-hours-a-day, seven-days-a-week in the same area as the Congestion Charging zone. All vehicles will need to meet the ULEZ exhaust emission standards or pay an additional daily charge to travel in the zone.

There will be no barriers or tollbooths. Cameras will read number plates as drivers enter, leave or drive within the zone and check them against the database of vehicles that meet the ULEZ standards. Those that don't will need to pay.

The ULEZ standards are in addition to the Congestion Charge and the Low Emission Zone requirements.

Map legend

- Ultra Low Emission Zone (ULEZ)
- ULEZ boundary
- Additional residents' 90% discount area
- Main roads within the ULEZ

A total of 9,500 equivalent deaths in London are estimated to be attributed to poor air quality.

Private hire vehicles

From 1 January 2020, all new vehicles licensed as private hire vehicles (PHVs) for the first time will need to be Zero Emission Capable (ZEC). For PHVs, the ZEC requirements are carbon dioxide (CO₂) emissions up to 50g/km and a minimum 10-mile zero emission range, or CO₂ emissions up to 75g/km and a minimum 20-mile zero emission range. These vehicles are eligible for the Government's £5,000 plug-in car grant.

In advance of the ULEZ requirements, all PHVs licensed for the first time between 1 January 2018 and 31 December 2019 must feature a Euro 6 petrol or diesel engine, or a Euro 4 petrol-hybrid engine. This is regardless of age.

For further information about the ULEZ, visit tfl.gov.uk/ultra-low-emission-zone

Cab of the future

From 1 January 2018, all vehicles licensed as taxis for the first time must be ZEC. This means they must have a zero emission (at tailpipe) range of at least 30 miles and emit no more than 50g/km of CO₂.

The Mayor and TfL have secured £65m of funding to help taxi drivers upgrade to ZEC vehicles. Up to £5,000 will be available to drivers who want to decommission their vehicle once it reaches 10 years of age, with the exact amount depending on the age of the vehicle. As well as this, a £5,000 plug-in car grant is available through the Office for Low Emission Vehicles, to which a £3,000 'top-up' grant can be added.

The 15-year age limit for taxis will remain in place, but the decommissioning scheme will encourage cabbies to remove the oldest, most polluting vehicles from the fleet and upgrade to ZEC taxis. The scheme is intended to tackle the problem of air quality in London in an effective and sustainable way, while also taking into account the challenges currently facing the trade.

TfL is working with a number of manufacturers and is confident that ZEC taxis will be available for sale from 2017, ahead of the proposed requirement in 2018 for all newly-licensed taxis to be ZEC. Because of the number of manufacturers involved cabbies will have a choice when selecting their vehicles.

ULEZ charges table

Vehicle name	Vehicle type approval	Description	Emissions standard	Date when manufacturers must sell new vehicles meeting the emissions standards	Charge level to drive a non-compliant vehicle in the ULEZ area
Motorcycle moped etc	L	Any motorcycle or moped, (tricycle or quadricycle)	Euro 3	From 1 July 2007	£12.50
Car and small van	M1 N1 (i)	A passenger vehicle with no more than 8 seats in addition to the driver's seat. A goods vehicle that weighs 1,205 kg when empty	Euro 4 (petrol)	From 1 January 2006	£12.50
			Euro 6 (diesel)	From 1 September 2015	
Large van and minibus	N1 (ii,iii) M2	Goods vehicle with a gross weight of 3.5 tonnes or less. Passenger vehicle with more than 8 passenger seats and gross vehicle weight of 5 tonnes or less	Euro 4 (petrol)	From 1 January 2007	£12.50
			Euro 6 (diesel)	From 1 September 2016	
HGV	N2, N3	Lorries and specialist vehicles of more than 3.5 tonnes gross vehicle weight	Euro VI	From 1 January 2014	£100
Bus/coach	M3	Passenger vehicles with more than 8 passenger seats or more than 5 tonnes gross vehicle weight	Euro VI	From 1 January 2014	£100



Left: Alistair Clarke, MD of eConnect

Buzzing about electric...

As well as the obvious benefits to the environment, it's easy to see, feel and hear the attraction of an electric vehicle.

The heated leather seat is comfortable and the ride smooth, but it's the lack of noise that's really selling it to the business clients making conference calls from the back seat. This is according to Alistair Clarke, MD of eConnect, whose company provides chauffeur-driven luxury vehicles with zero emissions.

An accountant by trade, Alistair used to work with a gas group managing the transportation of LPG. While based in Tanzania, he became more and more aware of the West's dependence on fuels derived from hydrocarbons.

At the time companies such as BMW, Renault and Nissan were coming up with attractive electric cars that were feasible alternatives to petrol and diesel. So with a new venture in mind, Alistair returned to the UK and looked towards London's private hire business.

'The Capital's perfect for electric vehicles because it has a dense population, requires very low mileage to travel and experiences lots of pollution and congestion issues,' he explained. 'As the Mayor was pushing the clean air agenda, launching eConnect made sense and was the right thing to do.'

He continued: 'If you could offer the same level of service without compromise in terms of quality of the car, price and service, but with zero

emissions, then why wouldn't you switch to electric?'

The company, which has been operating for just over 22 months, has grown from five cars to a fleet of 25. Already its drivers have covered more than 150,000 miles, saving 64 metric tonnes of carbon dioxide.

In charge

When the company first started its drivers were unfamiliar with electric vehicles, leading to concerns about their range and running out of juice. Alistair explained that it's simply a matter of being organised.

“We need to provide all the high levels of service an existing private hire company offers, but with the added benefit of having zero emissions”

Alistair Clarke, founder and MD of eConnect cars

» **Fast Fact:** Rapid points can charge a vehicle battery considerably faster than standard ones, delivering an 80 per cent charge in 20-30 minutes. They are ideally suited for electric private hire and taxi fleets

eConnect in numbers

Began trading in January 2014

25 cars (20 Leafs - range 90 miles, 5 Teslas - range 250/300 miles)

25 drivers

7 support staff

50 direct clients

'You have to be proactive and you have to think about what you are doing because you can't just step into the vehicle and drive off to Bath,' he said. 'You have to have confidence in the car and confidence in the instructions the controller is giving you.'

'Nearly all our drivers go through that range anxiety at least once, but when they get to trust the technology then there really is little difference to driving a diesel car, except you do not have the expensive fuel costs.'

To extend the vehicles' range, eConnect has two fast chargers at its Canary Wharf base plus a dedicated rapid charger at Paddington. The company has just done a deal with

“The car was quiet, comfortable and capable, the driver was charming and I got to my destination early. I cannot recommend eConnect highly enough”

Robert Llewellyn, actor, comedian and writer

First Great Western that allows rail passengers to book an eConnect car at 10 per cent discount for onward journeys from the station.

They also make use of rapid chargers at Heston Services, Nissan dealerships and Ikea stores. The eConnect controllers know where they are and regularly check to make sure they are all working.

With the introduction of the ULEZ in 2020, encouraging more electric vehicles in London is firmly on the agenda. Alistair - who drives an electric Zoe himself - is a passionate advocate. 'In five years we want to have up to 300 or even 500 cars so we can offer both a business to business and retail solution.'



TfL is planning a network of 150 rapid charge points by 2018 to support the introduction of zero emission capable licensing requirements for taxis and private hire vehicles.

Tonight's gonna be a good night...

After dark, cabbie Ian Beetlestone sees the city in an altogether different light.



When the sun goes down and the lights come on, London mutates into something wild. On a good night you can feel it in your bones that the city is on form, there's an unmistakable, intangible energy in the air that sets the pulse racing.

And the meter ticking - night work for me is when the job comes alive too.

Lubricated passengers open up; they get friendly, silly, cute. I had one once, adorably tipsy, who twice asked me as I drove him home to Purley what I did for a living, as if we'd just met at a cocktail party and were making small talk. 'I'm a taxi driver mate, I'm taking you home aren't I?' I replied, twice.

I've very rarely had any trouble from the drunks, and I nearly always pick them up, because how else are they going to get home? Yes, I once had a girl throw up on herself and run off without paying, and I've cleared up a few kebab leftovers, but that's pretty much the sum of it. I can handle that.

If there's danger for the night cabbie it mainly seems to come from other road users. Drivers who don't know where they're going, stopping suddenly in the middle of the street, scanning the dark pavement for someone waving a mobile phone.

“Driving over Waterloo Bridge as the lights begin to twinkle never fails to thrill me. Night time entices, excites and welcomes”

Ian Beetlestone, black cab driver and OnRoute contributor

Pedestrians stumbling into the road, directing traffic as if they were plain-clothes police officers when everybody knows the correct way to cross in front of moving traffic is with a little skip and an apologetic wave. Who do these people think they are,

Ian's top four night types

The entertaining drunk

All smiles, slurred words and giggling and wouldn't hurt a fly. I had one once fall over when he got out, I went and helped him up and he thanked me profusely, thinking I was a kindly passer-by. The sort that end up telling you they love you or using the back of the cab as a stage for a kind of observational comic rant (can get less entertaining if it's a long journey).

The paralytic drunk

All frowns and vacant expressions. Often dragged into the cab by a friend who hailed it from some distance away so as to fool the driver into stopping. A journey fraught with worry, but it usually turns out alright in the end.

Hysterical hens

Complete with 'L' sashes. Quite fun, but you usually have to turn the volume down on the intercom a little.

Post-theatre gentility

Polite, smartly dressed. Back up to Hampstead from the latest West End smash. A little respite from the night-time mayhem.



striding into the middle of Shaftesbury Avenue and making stop signals with their upraised palms?

The night-time driver certainly needs to keep their wits about them in London's narrow, frenetic, busy streets, always with an eye to the traffic, the lights, the drinkers, cyclists, and of course on the look-out too for that magical arm in the air. Fortunate that, as the world's finest cabbies, we're superbly well placed to cope.

Driving over Waterloo Bridge as the lights begin to twinkle never fails to thrill me. Night time entices, excites and welcomes.

The exotic Chinese shop fronts hazy with drizzle. Pounding bass. Neon reflected in puddles. Big Ben chiming midnight as you happen to pass by. Brash, day-glo Piccadilly Circus. The glowing orange 'TAXI' lamp and the glittering shimmer of electric light bulbs caught in the curve of a black cab's bonnet: that's London by night.

Safe and sound

A new academic year brings students to the Capital who are often unaware of the risks of using an unbooked minicab. A TfL initiative is helping to highlight the dangers.

Every September London welcomes thousands of new students, keen to experience all the Capital has to offer.

The Safer Travel at Night (STaN) initiative is a partnership between the Mayor, TfL, the Metropolitan Police Service (MPS), the City of London Police and the British Transport Police. The aim is to make everyone, and particularly young women, realise how dangerous it can be getting into an unbooked minicab after a night out.

Not only do touts and those who illegally ply for hire undercut and undermine legitimate taxi and private hire drivers, they pose a safety threat as they are not insured and there is no record of any journeys they make.

“This is all about public safety and that’s exactly what the trade wants us to do – target the touts and the sex offenders, undertaking as many operations as possible”

Tracy Allison, Metropolitan Police Service

‘Some of the students we talk to are unaware of the dangers of unbooked minicabs’, says Inspector Tracy Allison of the Cab Enforcement Unit in the MPS Roads and Transport Policing Command.

‘Our work is about making them aware, especially about touting and plying for hire. As far as they are concerned they just want to get home and they just don’t know what to look out for.’

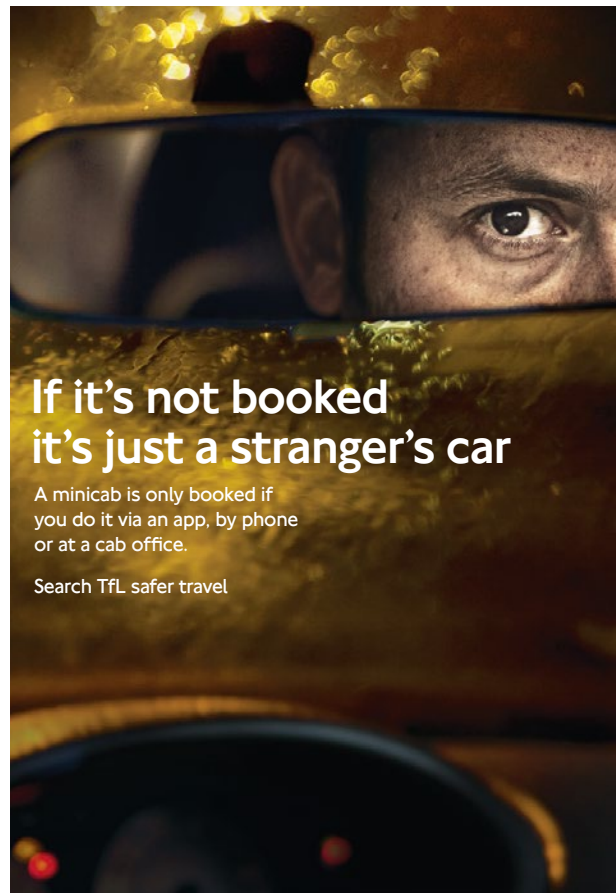
Out in force

In September, the Cab Enforcement Unit, supported by local MPS Safer Transport teams, was out across London on Thursdays, Fridays and Saturdays to conduct enforcement activities, speak to young women and hand out STaN Z-cards.

Working with TfL’s TPH compliance officers the team carried out driver and vehicle checks, while plain clothes officers were detecting and apprehending touts across the Capital. There were more than 180 arrests made as part of the STaN operation, 78 of which were for touting.

Police and TfL staff also attended Freshers’ fayres to highlight to students that any minicab not booked through a licensed operator is just a stranger’s car.

Inspector Allison continued: ‘This is all about public safety and that’s exactly what the trade wants us to do – target the touts and the sex offenders, undertaking as many operations as possible.’



If it’s not booked it’s just a stranger’s car

A minicab is only booked if you do it via an app, by phone or at a cab office.

Search TfL safer travel



STaN: the numbers

68 TfL funded dedicated cab enforcement police officers

41 TfL TPH compliance officers, will double to 82 by the end of 2015/16

In September, there were more than **180** arrests made as part of the STaN operation, 78 of which were for touting

Seasonal safety

The teams will be busy over the coming weeks to both deter and enforce against any illegal cab activity, helping to make sure those out enjoying the festive season get home safely.

“We work closely with our policing partners throughout the year and particularly over the busy festive period to tackle illegal touting. We hope that through our Safer Travel at Night media campaign, we will encourage people to stop using unbooked minicabs, which are both illegal and unsafe”

Steve Burton, director of enforcement and on-street operations, TfL

Running alongside the operational activity is a campaign to make people aware of the rules for using taxis and minicabs in the Capital and providing access to safer travel options.

For more information, go to tfl.gov.uk/campaign/safer-travel

In 2014, STaN was recognised as the best Safety Campaign at the Suzy Lamplugh Trust National Personal Safety Awards. It was nominated by London South Bank University’s Student Union, which recognised the importance of sharing the Safer Travel at Night messages to help its students to get around London safely.

Watch out – and help keep children safe

The Operation Makesafe campaign is raising awareness of child sexual exploitation – working with the taxi and private hire trades, hotel and licensed premises plus business communities.



role in protecting children. If you come across suspicious behaviour or something that just doesn’t seem right, call the police on 101. In an emergency, call 999.

MPS call handlers have received specialist training to identify calls relating to child sexual exploitation and provide the appropriate advice and police response.

What to look out for:

- The behaviour of people travelling together, especially if there are adults (who don’t appear to be their parents) with young people
- Adults putting a young person, who may be under the influence of alcohol or drugs, into your cab
- Young people who look concerned or frightened in the company of adults
- Young people being picked up and taken to hotels, particularly at odd times of the day and night
- Adults, who appear edgy, in the company of young people
- Remember, don’t confront the adults yourself if you have concerns – call 101 and quote Operation Makesafe

Makesafe campaign posters and training sheets for drivers and operators, companies, hotels, and licensed premises can be found at www.met.police.uk



» If you see something call 101. Quote Operation Makesafe

Child sexual exploitation: what is it?

Young people under the age of 18 who are encouraged, trapped, forced or coerced into a sexual relationship or situation by an adult. It often involves the young person being offered something in return for performing sexual acts, such as alcohol, cigarettes, gifts, money, drugs and affection.

Prosecutions in London

A total of 77 individuals have been charged with criminal offences linked to child sexual exploitation, securing prison sentences totalling more than 100 years.

In addition, 250 prevention orders have been served on child sexual exploitation perpetrators including abduction notices and risk of sexual harm orders.

Letters

►► **Subscription query**
Is it possible for me to subscribe to a paper version of OnRoute magazine?
Cristian Todorut via email

At present we are producing a very limited number of printed copies, which are available at the six vehicle inspection centres around London and from the counter service at 230 Blackfriars Road.
Unfortunately, we don't have any copies that we could send you, but you can view (and download) a digital version from tfl.gov.uk/tph

►► **One-way traffic**
Why is traffic being squeezed into one lane at King William Street, London Bridge? And, what is TfL proposing to do about it?
Cassius Clarke via email

There was previously a central island near the Arthur Street junction that prevented traffic turning right, accommodated police cameras and only allowed for one traffic lane past the island. Currently, there are a number of developments taking place on King William Street and TfL has had to provide service bays for these developments so they can be built safely. As such, TfL has removed the island and some kerbs to provide extra space, but the road is still not wide enough for two full lanes as well as the servicing bays.

While the works are taking place, TfL's operations team is monitoring traffic flow and making adjustments to the signals to keep all traffic moving as smoothly as possible through the area.

►► **Top marks**
As a local taxi driver, I just had to say how impressed I was by the new OnRoute magazine. It was a very informative read and I would recommend it to everyone in the taxi trade!
Steve Paul via email

WHERE AM I?



One:

I am walking south across a London bridge and in front of me I can see a park, behind me on the north bank is a hospital. Which bridge am I walking across?



Two:

On which road is there a statue of the Lord Protector and a bust of the king he had executed? Name the road, Lord Protector and king.



Three:

Which road in the West End has the traffic speed limit of 40mph?

Answers:
One: Chelsea Bridge
Two: Abingdon Street, Oliver Cromwell and Charles II
Three: Park Lane

►► **St Pancras drop off**
I'm a London taxi driver and I had to drop my disabled passenger a fair distance away from St Pancras Eurostar because private hire cars were all parked up. Why are they not removed?
Nicholas Pitch via email

TfL is aware of the problem on Pancras Road and is working closely with the London Borough of Camden to address it. In September, there was a successful trial of an airport-style drop off system at St Pancras International Station, and TfL is now working with Camden and the police to find a permanent solution.

★ **STAR LETTER**
Can someone please tell me why TfL has issued so many new licences in the suburban area of Wimbledon when the work clearly isn't out there?
I have held my licence for 24-and-a-half years and worked nights for the past 15 years or so. I have experienced the busy days and nights but now I drive around and notice the social side of life is in deep decline. So why have you issued so many licences?
Mark Lyons via email

Currently, 599 suburban taxi drivers hold licences in Sector 6 (Merton and Sutton).

This is actually fewer than in 2013, when there were 618 suburban licensees.

However, TfL is taking steps to address the concerns of all London's 3,400 suburban taxi drivers with the introduction of a regular forum to discuss issues they specifically face. The forum will meet quarterly from April 2016, and each sector will be invited to send two suburban taxi drivers, in addition to the established trade members – who between them represent around a third of all suburban drivers.

For more information on the forum and roadshows for suburban taxi drivers that will be taking place in December and January, see our news story on page 5.

Twitter feed

WE SAY...

Consultation papers for the Private Hire Regulations Review are now live ow.ly/SPWMM
Runs from 30 September 2015 to 23 December 2015.

Changes to taxi and private hire driver and operator paper application forms. They are now available online ow.ly/SKvTE

Drivers convicted or cautioned for touting under the Criminal Justice and Public Order Act 1994 will have their licence revoked.

The Disclosure and Barring Service's (DBS) helpline has been changed to 03000 200 190. Find out more at ow.ly/SKHNe

Book a vehicle inspection at the NSL vehicle licensing contact centre on 03432 225 555. Calls are charged at local rates pic.twitter.com/QAsVz5Wkxa

Private hire drivers – check where you can pick up & drop off passengers ow.ly/dXDW

YOU SAY...

Could TfL look at some of the ranks in Soho & W1 in use from 10pm - 4am? During the day could be used as rest ranks?? Seems a waste
@ChiefGreenBadge

If you have a suggestion for a new taxi rank, please let TfL know:

- The specific location
- Whether the location is on the red route, a borough road or private property
- What the taxi rank would serve (such as a hotel, nightclub, station etc)
- A photo of the location
- Any other relevant information

Email this information to tphranksinterchange@tfl.gov.uk

Calendar



11 NOVEMBER
England vs France football match
Wembley Stadium

20 NOVEMBER

Race of Champions motorsport
Queen Elizabeth Olympic Park Stadium

Winter Wonderland
Hyde Park (until 3 January)

21 NOVEMBER

Barbarians vs Argentina rugby match
Twickenham Stadium

25 NOVEMBER

Ideal Home Show Christmas 2015
Olympia

27 NOVEMBER

Gadget Show
ExCeL London

28 NOVEMBER

Saracens vs Worcester Warriors and London Irish vs Wasps rugby double-header
Twickenham Stadium

Above: New Year's Eve fireworks at Parliament Square
Below: ice skating at Winter Wonderland



1 DECEMBER

Madonna
O2 Arena

2 DECEMBER

Champions Tennis 2015
Royal Albert Hall

5 DECEMBER

The Prodigy plus Public Enemy
Wembley Arena

Harlequins vs London Irish Rugby League
Twickenham Stoop

6 DECEMBER

Santa Run 2016
Clapham Common

8 DECEMBER

Duran Duran
O2 Arena

10 DECEMBER

The Varsity rugby match
Twickenham Stadium

12 DECEMBER

X Factor final
Wembley Arena

21 DECEMBER

London International Horse Show
Olympia

24 DECEMBER

Disney on Ice
O2 Arena (until 27 December)

27 DECEMBER

Harlequins vs Gloucester rugby match
Twickenham Stadium

31 DECEMBER

New Year's Eve fireworks
Central London

1 JANUARY 2016

New Year's Day parade
Central London

2 JANUARY 2016

Saracens vs Leicester Rugby League match
Allianz Park

3 JANUARY 2016

Darts World Championships
Alexandra Palace

8 JANUARY

London International Boat Show
ExCeL London

16 JANUARY

Harlequins vs Saracens Rugby League match
Twickenham Stoop

17 JANUARY

Lumiere London outdoor light installation
King's Cross

My road will be more welcoming

Iddo, Elephant and Castle



We're transforming junctions and pedestrian areas, including making them greener and improving accessibility. Find out how our plan will make life better for Londoners at tfl.gov.uk/roads