

ISSUE 21 / MAR-APR 2019

# OnRoute

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**Congestion  
Charge  
changes**

What it means  
for you



## I'm your passenger too

Carrying assistance dogs

**Excellence in action**

Private hire award winners

**Kill your speed**

Why 20 is plenty

**County lines gangs**

Spotting exploited children

# Access All Areas exhibition 19 March at ExCeL London

Experience the latest  
in accessible transport,  
connecting more of  
London for all.

Free entry.  
Search TfL Access All Areas



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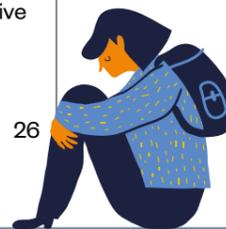
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Visit the TfL website: [tfl.gov.uk/tph](http://tfl.gov.uk/tph)

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

for operator and driver licensing enquiries and the Knowledge enquiries.

0343 222 5555 for vehicle licensing appointments and enquiries.

TPH news on Twitter: @TfLTPH

For constant updates on diversions, congestion and accidents: @TfLTrafficNews (roads)

TfL produces a weekly email with information on current and forthcoming road closures and diversions. If you would like to receive this, please contact [tph.enquiries@tfl.gov.uk](mailto:tph.enquiries@tfl.gov.uk)

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

## Welcome.

It is now less than one month before the introduction of the ULEZ and changes to the Congestion Charge come into force (from 8 April). Although taxis are exempt, private hire vehicles will need to meet new emission standards or pay additional charges. On p11, we meet one private hire driver who took the new standards into consideration before choosing his new private hire vehicle.

Congratulations go to another private hire driver on p18. Paul Garratt has won QSi's Professional driver of the year award and spills the beans on what you need to succeed.

Aptly enough, OnRoute recently took a trip to the Isle of Dogs to join an undercover operation to see if drivers were complying with the law to carry assistance dogs. Although the majority of drivers are fully compliant, there are still too many unaware or unwilling to comply with the law. Find out what happened on p14.

In this issue you can also learn more about proposed changes to taxi age limits (p7), discover how you can help stop the exploitation of vulnerable customers by county lines gangs (p27) and find out what you should look for in hire or reward insurance (p22).

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

**D Pilgrim**  
Editor

### In our next issue...

- Taxicard update
- Tips for driver wellbeing
- Interview with LEVC's CEO

# News

## Doing the Strand

Westminster Council has been consulting on a £28m proposal to changes in the road layout in the Strand/Aldwych area



Under the proposals, a 200-metre stretch of the Strand could be closed to traffic from the junction with Aldwych in the west, to the corner of Melbourne Place in the east.

A further segment of the Strand from Melbourne Place to the eastern junction with Aldwych would be shared space with limited access for cars, taxis and private hire vehicles. The move would allow the creation of a new public plaza with planted areas and lawns around St Mary le Strand Church, and in front of King's College London, the Courtauld Institute of Art and Somerset House.

The high-speed gyratory at Aldwych would become two-way with new pedestrian crossings to make it easier to navigate on foot.

More detailed plans are expected to be published in late 2019 when there will be a second round of consultation.



The consultation runs until 13 March. For more information, go to [strandaldwych.org](http://strandaldwych.org)

## Capital tales

This fabulous illustration of a cabmen's shelter by Alicia Jennings is just one of 200 images in the London Stories exhibition at London Transport Museum. They are all entries in the Poster Prize for Illustration 2019 – which includes a public vote for visitors to choose their favourite illustration – organised by the Association of Illustrators (AOI) in partnership with London Transport Museum. London Stories runs until 14 July. Admission is included in the entry ticket to the main museum galleries (prices for adults start from £16 online – and include free entry to the museum for 12 months).

● ● ●  
For further information, go to [www.ltmuseum.co.uk](http://www.ltmuseum.co.uk)



## Win a pair of tickets!

We have a pair of tickets to give away to the London Stories exhibition.

To enter, just answer this question:

How many new illustrations will be on display?

- A: 100  
B: 200  
C: 300



Send your answer, name and address with the title 'London Stories' to [OnRoute@tfl.gov.uk](mailto:OnRoute@tfl.gov.uk)

Entries must be received by 11.59pm on Friday 29 March. Winners will be chosen at random. For terms and conditions, see [tfl.gov.uk/terms](http://tfl.gov.uk/terms)

## Taxi rank news

The next quarterly closure of Tower Bridge will take place between 16 and 22 April, from 22:00 to 05:00.

Diversions will run as follows: Tower Hill – Lower Thames St – Upper Thames St – Southwark Bridge – Southwark St – Borough High Street – Tooley St (and then reverse).

Until the end of April, the rank at The Broadway (Centre Court) Wimbledon will be suspended for carriageway and footway works. A temporary rank will be in operation in parking bays outside 15-11 Wimbledon Bridge.

## Access all areas

On Tuesday 19 March, TfL will host its second Access All Areas exhibition at ExCel London. This free event will bring together around 2,000 disabled and older customers with transport professionals and decision-makers, including representatives from the taxi and private hire trades.

There will be a taxi and private hire area featuring two taxis which attendees will be able to board and chat to the drivers. Representatives from London Councils, which manages the Taxicard scheme, will also be at the event.



For more information, search TfL Access All Areas



## A right royal visit

At the end of January, His Royal Highness the Prince of Wales visited LEVC's Ansty facility on the outskirts of Coventry

More than 1,000 of LEVC's electric TX eCity taxis were produced at the factory and sold in 2018, and the visit was an opportunity for Prince Charles to see how the UK car industry is becoming more sustainable.

This year marks the start of celebrations of 70 years of taxi production in Coventry and showcases the city's close cultural connection with the iconic vehicle. A new exhibition, Taxi: The history of A to B has opened at Coventry Transport Museum, which celebrates the city's taxi building heritage.

## Taxi to the future

You get a whole new perspective on the iconic London taxi with Grand Auto Theft by fine artist Stu Mackay. Stu started out as a street artist before working on magazines and graphic novels, and his visual creations fuse painting with graphic design. His UK Invasion Collection features 12 'mash-ups' contained in a Dalek, including a pillar box, London bus and the cab.

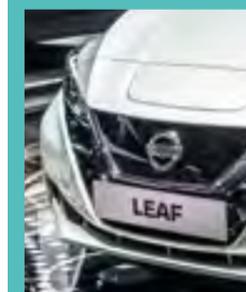
The picture is based on a bright blue TX1 Stu photographed in southeast London. The image now adorns keyrings and fridge magnets as well as being available as a fine print from Stu's website.



To view Stu's designs, go to [www.stumackayfineart.com](http://www.stumackayfineart.com)



## Did you know...



Almost a third of new cars sold in Norway in 2018 were electric. The top-selling model was Nissan's electric Leaf.

## New President of the Taxi Charity

The Taxi Charity for Military Veterans is delighted to announce that Eddie Hillery has been appointed President. Eddie has been involved with the Taxi Charity since 2008, and as a veteran and a retired taxi driver, was the natural choice for this role.

Eddie signed up for The Knowledge in 1965 and became a licensed taxi driver in 1966. He spent 42 years as a cabbie and was a founder member of the Licensed Taxi Drivers' Association (LTDA). He became a Taxi Charity volunteer in 2008, supporting the bucket collections at stations throughout London and has been an active charity committee member since 2013.



## TPH licensing in numbers

23,240

Taxi drivers

20,163

Taxi vehicle licences

106,573

Private hire driver licences

87,255

Private hire vehicle licences

2,221

Private hire operators

# News



## New Euston Square Gardens taxi rank

Drivers are being asked to check they are waiting legally at Euston Square Gardens

You must use the official bays when waiting or dropping off in the new Euston Square Gardens taxi rank. If you wait on Melton Street you are blocking a key emergency access route and causing a safety risk. Melton Street has clearly marked double red lines and is monitored by CCTV, and you risk being fined if you wait there or drop off illegally.



For more information, search TfL red routes

## Underground toilets

In his Taxi and Private Hire Action Plan, the Mayor Sadiq Khan committed to giving taxi drivers better access to toilets on the TfL estate.

This took the form of an initial trial which provided taxi drivers with access to toilets in Oxford Circus and Warwick Avenue Tube stations. Unfortunately, due to the minimal use of the facilities at these two stations, this trial was not successful and was subsequently withdrawn.

In February, TfL started a new enhanced three month trial, which includes parking provision at nearby rest ranks, at the following London Underground stations:

- Leicester Square
- Oxford Circus
- Victoria
- Baker Street



For more information, go to [bit.ly/LU-toilets](http://bit.ly/LU-toilets)

## Taxi delicensing

On 14 January 2019, TfL launched a new taxi delicensing fund, to help incentivise taxi owners to give up their more polluting taxis and switch to zero emission capable (ZEC) models. The new scheme has top payments of £10,000 – double that of the previous scheme. This has resulted in many more applications being made in the first month than were made in the previous 17 months of the original scheme.

In response, on Friday 15 February the Mayor announced an additional £24m, increasing the funds available to £42m. This increases the number of top tier payments available to 1,250.

Anyone applying for the scheme will be placed in a queue and given a number. If you have applied, your position in the queue is secure.

TfL is aiming to respond to applicants within 28 days of their online application being made, although this could be longer depending on the volume.

If you have applied and haven't heard back yet, you do not need to take any further action. Your application will be processed and you will be contacted by TfL as soon as possible.



More information on the delicensing scheme is available at: [bit.ly/taxidelicensingscheme](http://bit.ly/taxidelicensingscheme)

## Tottenham Court Road restrictions

Under Camden Council's £35m West End project, taxis and private hire vehicles, along with other road users, will be stopped from travelling along Tottenham Court Road.

Between Easter 2019 and spring 2020, the northbound lane on Tottenham Court Road will remain unrestricted. There will be restrictions on some stretches of the southbound lane. From spring 2020, the full restrictions will come into place when Gower Street also becomes two-way with full 24-hour access only available to buses and cycles. From 08:00 to 19:00, Monday to Saturday, no other vehicle, including taxi and private hire vehicles, will be able to use the full length of the road. However, taxis and private hire vehicles will be able to use sections of Tottenham Court Road to access key locations including the Dominion Theatre, Habitat/Heals, UCLH, the Grafton Hotel, Goodge Street and Warren Street Underground stations, and to cross east to west, and vice versa.

Drivers who pass through the restrictions on Tottenham Court Road will face a £130 fine.

Taxi rank locations:

- Denmark Street
- High Holborn (outside the Shaftesbury Theatre)
- Tottenham Court Road (opposite the Dominion Theatre)
- Great Russell Street
- Bedford Avenue
- Bayley Street
- Store Street
- Goodge Street
- Tottenham Court Road (outside Heals and Habitat)
- Tottenham Court Road (opposite Midford Place)
- Grafton Way
- Warren Street



For more information, including a map, go to [www.camden.gov.uk/westendproject](http://www.camden.gov.uk/westendproject)

# Taxi age consultation

Have your say on reducing the maximum age limits for taxis



While taxis are an important part of the Capital's transport network, the Mayor and TfL also recognise the very real and urgent need to improve the quality of London's air. In 2018 it is estimated that taxis contributed a quarter of the total NOx emissions in central London. This year, taxis will be the largest source of NOx emissions from transport in central London.

TfL has now launched a consultation asking for views on how to reduce harmful NOx emissions from taxis. It would also like to know if you think its proposals might have additional impacts or affect other groups it has not identified through its integrated impact assessment. It is also interested in any other thoughts or concerns you might have about its proposals.

## About the consultation

Proposals include:

### ● Mandating the maximum taxi operating age

Currently, taxis can be licensed for 12 months up until the day before the taxi reaches 15 years old. This means that taxis can operate beyond the maximum age limit. TfL proposes to make the maximum operating age the same as the relevant age limit for all licensed taxis in 2019

### ● Introducing a new age limit for taxis over a phased period of time

TfL proposes that the maximum taxi age limit be reduced to 12 years by 2022 for Euro 3, 4 and 5 taxis. TfL plans to reduce the age limit in phases, to give taxi owners and operators time to plan ahead, and proposes reducing the maximum age limit by one year, each year, until 2022. It is proposed that the maximum age limit for Euro 6 and ZEC taxis, as well as those converted to liquid petroleum gas (LPG) under a new scheme, would remain at 15 years

### ● Remove taxi age limit exemptions

TfL also proposes removing the age limit exemptions



For more information and to have your say, go to [tfl.gov.uk/taxi-age-limit](http://tfl.gov.uk/taxi-age-limit)

You can also email: [consultations@tfl.gov.uk](mailto:consultations@tfl.gov.uk) or write to Freepost TfL Consultations

The consultation closes on 26 April 2019



# The ULEZ and Congestion Charge zone

Dear licensee,

I am writing to you as a private hire licensee about two important changes: the introduction of the Ultra Low Emission Zone and the removal of the private hire vehicle (PHV) discount for the Congestion Charge zone.

Both of these changes will take effect on 8 April 2019 and may affect you, so please read the following letter carefully.

## Ultra Low Emission Zone (ULEZ)

The ULEZ, which will help to tackle London's toxic air, will be introduced on 8 April 2019.

ULEZ is coming to central London in the same area as the Congestion Charging zone and will operate 24 hours a day, every day of the year.

## What ULEZ means for you

From 8 April 2019, all private hire vehicles travelling within the ULEZ must meet certain emissions standards or pay a £12.50 charge per day.

In order to avoid paying the £12.50 daily charge, vehicles will need to meet the following minimum standards:

- Petrol PHVs will need to meet Euro 4 emission standards
- Diesel PHVs will need to meet Euro 6 emission standards

## Designated wheelchair-accessible private hire vehicles

There will be a grace period for designated wheelchair-accessible private hire vehicles, which means they will be exempt from the ULEZ daily charge until

26 October 2025. These vehicles will only be exempt when carrying out a private hire booking for a TfL-licensed private hire vehicle operator.

At all other times wheelchair-accessible private hire vehicles will have to pay the charge. Regular checks will be carried out to ensure compliance.

After 26 October 2025, all wheelchair-accessible private hire vehicles that do not meet the ULEZ emission standards must pay a £12.50 daily charge to travel in the zone.

If you are unsure whether a private hire vehicle is designated as wheelchair accessible, this can be checked on the paper copy of the private hire vehicle licence.

## Next steps

As a private hire licensee, you must determine whether you will be paying the ULEZ charge and carefully consider whether you need to take any action.

For further information and to check whether specific vehicles meet the ULEZ standards, please visit: [tfl.gov.uk/ulez](https://tfl.gov.uk/ulez)

## Congestion Charge

From 8 April 2019, private hire vehicles will also no longer be exempt from the Congestion Charge.

This means they will be subject to the Congestion Charge if they travel within the zone during the charging hours, 07:00 to 18:00 every Monday to Friday.

Private hire vehicles which are designated wheelchair accessible and are being used to fulfil a private hire booking will retain an exemption to the Congestion Charge.

Some private hire vehicles may also be eligible for one of the Congestion Charge discounts.

For more information, please visit: [tfl.gov.uk/congestion-charge-discounts](https://tfl.gov.uk/congestion-charge-discounts)

Therefore, from 8 April 2019, private hire vehicles that do not meet ULEZ emission standards will be liable to pay the ULEZ daily charge in addition to the Congestion Charge if they are driven in the zone during charging hours.

## Ways to pay

There are several ways to pay the ULEZ and Congestion Charge:

- You can register for an Auto Pay or Fleet account
- You can pay online
- You can download the free official TfL 'Pay to Drive App' which is available on Android and Apple

To register for an account or pay online, please visit: [tfl.gov.uk/congestioncharge](https://tfl.gov.uk/congestioncharge)

## For further information

Please take the time to read all the information that is available on our website.

Yours sincerely

**D. Milton**  
Contracts & Operations Manager  
Transport for London

## The Central London Ultra Low Emission Zone will operate 24/7

Vehicles that do not meet the new stricter emission standards will pay a daily charge from 8 April, when driving in the same area as the Congestion Charge.

This is part of the commitment by the Mayor, Sadiq Khan, and TfL to help Londoners breathe cleaner air.

Search 'ULEZ' to check your vehicle and see if you need to pay.



Let London breathe

# Going electric



## Changes to the Congestion Charge scheme and the introduction of the Ultra Low Emission Zone (ULEZ) mean it pays to drive green

**F**rom 8 April this year ULEZ launches in central London and private hire vehicles will no longer be exempt from the Congestion Charge unless they are eligible for the Cleaner Vehicle Discount (Euro 6, emit no more than 75g/km of CO<sub>2</sub> and have a zero emission capable range of 20 miles).

It is hoped more drivers will switch to a cleaner, greener pure electric or electric hybrid vehicle. It has certainly helped newly-licensed private hire driver Waheed Dad, 45, to opt for a Mitsubishi Outlander plug-in hybrid electric vehicle (PHEV) as his private hire car.

### Choosing his new car

Waheed says: 'I did look at other cars and do research on them, such as the Nissan Leaf and the Kia, and Hyundai fully electric models. But I felt that having a 100 per cent electric vehicle would not meet my needs at the moment because I'd have to stop more frequently to charge it and I'd have to charge for longer.'

'I read some favourable articles on the Mitsubishi Outlander PHEV and I also spoke to my friend who already owns one and speaks highly of this vehicle. This car has both electric plug-in and

petrol so I will be doing my part for the environment and will be exempt from paying the Congestion Charge from April. It also meets my family's needs as it has lots of extra room. It's the best vehicle I've ever driven; very quiet, spacious, smooth and very economical too. I actually look forward to charging it as I know it won't break the bank in fuel costs!

'I will have to change this car at some stage in 2021 according to changes that will be implemented by TfL and in the future I'm sure 100 per cent electric vehicles will become mandatory on London's roads. Until then, I look forward to enjoying my Mitsubishi Outlander.'

### Charging the car

Waheed did some research and found out there was a public electric charger really close to where he lives. 'This helped me when I decided to buy the PHEV,' he explains. 'The car comes with a standard lead with a home plug, too. However, this can take quite a few hours to charge. But the public charger only takes me 20 minutes to charge up to 80 per cent and gives a driving range of 24 miles. To get full capacity I would have to plug in using a standard home plug or have a fast charger fitted

at home. This would take a few hours but would deliver the full 100 per cent charge to drive up to 30 miles using electric power only.'

'The car chooses automatically whether to use electric or petrol engine power. You can also select via a switch to use only the electric charge until it runs out and then the petrol engine takes over.'

### A positive message

He firmly believes that electric is the way forward in London. 'The sooner other private hire drivers turn towards ZEC vehicles the better. Not only is it good for the environment in reducing harmful emissions but it will also help drivers reduce their running costs. I do understand the changeover to cleaner vehicles will take some time but I would say to other drivers take a test drive and see what you think. There are some grants that manufacturers offer so they could possibly part exchange their current vehicle for a new one. Hire costs and finance costs seem to be similar when you work out overall costs per week. But by going the finance route you have the choice of choosing your own brand of car.'

●●● You can check if your vehicle will be compliant with the new rules at [tfl.gov.uk/ulez](http://tfl.gov.uk/ulez) To locate a charger close to you, go to [www.zap-map.com](http://www.zap-map.com)

# Taking the trade forward

## Government recommendations for the taxi and private hire trades

**T**he Task and Finish Group on Taxi and Private Hire Vehicle Licensing was established in September 2017. The group, including Helen Chapman, representing TPH, was asked to highlight areas where changes to legislation could be made to deliver improved passenger safety.

Its primary concern was considering ways in which the safety of passengers can be protected. Areas covered included cross-border hiring, capping licence numbers and plying for hire.

The Chair, with the full support of the group's members, has made a number of recommendations and Government has accepted three key measures to achieve a safe service for passengers:

- National minimum standards**  
 Careful consideration will be needed to define the scope of these standards and what they should be. The need to create more harmonised licensing practice must be balanced with the important right of local licensing authorities to set conditions appropriate for their areas
- National enforcement powers**  
 Government agrees that there should be national enforcement against the national minimum standards and will legislate for this when time allows
- A national licensing database**  
 Government will legislate for the creation of a national taxi and private hire database, as a necessary accompaniment to national enforcement powers. Development of the database will take account of the work undertaken for the identification of taxis and private hire vehicles for charging Clean Air Zone purposes

In addition, Government will consider further, with a view to legislation, the Chair's recommendation around tackling cross-border working.

In response, Helen Chapman, TfL's Director of Licensing, Regulation and Charging, said: 'We fully support the Government's proposals to introduce national minimum standards and a national database, as well as English Language standards, which are already a requirement in London. We also welcome proposals for greater enforcement powers and backing to regulate pedicabs.'

'We believe that a journey should start or finish in the area where a licence was granted. We welcome Government's commitment to explore this further but greater urgency is needed to ensure passenger safety. We believe a statutory definition of plying for hire and pre-booked services to make the distinction clearer between taxi and private hire vehicles, and a cap on the number of private hire drivers are required, so we are disappointed these recommendations have been rejected.'



### Have your say: protecting users

The Department for Transport (DfT) is carrying out a consultation on measures to include in the statutory guidance issued to taxi and private hire vehicle licensing authorities.

It is seeking views on how the licensing powers of taxi and private hire vehicle licensing authorities can be exercised in order to safeguard children and vulnerable adults.

The consultation closes at 23:45 on 22 April 2019

You can respond to the consultation at [smartsurvey.co.uk/s/taxis-licence/](https://www.smartsurvey.co.uk/s/taxis-licence/)

To read the full document, go to [bit.ly/tph-protecting-users](https://bit.ly/tph-protecting-users)

## A guide to assistance dogs for private hire drivers

Passengers with assistance dogs use private hire services to make their way around the Capital. These are some of the dogs you might come across. Please remember not all assistance dogs have a jacket to identify them. If in doubt, you should allow the assistance dog to travel with their owner. Assistance dogs are your passengers too.

### Guide Dogs

'We wear **white** harnesses with **yellow** fluorescent stripes.'

Guide dogs are for young people and adults who are blind or partially sighted.



### Hearing Dogs for Deaf People

'We wear **burgundy** jackets.'

Hearing dogs are for adults and children with hearing impairments.



### Dog AID (Assistance in Disability)

'We wear **red** jackets.'

Dog AID dogs are for physically disabled adults.



### Canine Partners

'We wear **purple** jackets.'

Canine Partners' assistance dogs are for physically disabled adults.



### Dogs for Good

'We wear **green** jackets.'

Dogs for Good assistance dogs are for people with physical disabilities, or children with autism.



### Support Dogs

'We wear **blue** jackets.'

Assistance dogs for physically disabled adults, seizure alert dogs for people with epilepsy, and autism assistance dogs for children with autism.



### Medical Detection Dogs

'We wear **red** jackets.'

Medical detection dogs are for adults and children with complex health conditions.



Did you know it is against the law to refuse or charge a passenger more because they have an assistance dog?

Private hire drivers and operators doing so could risk being prosecuted or losing their licence.

# Their four-legged friends

It's a cold winter morning in Crossharbour as OnRoute goes undercover with a team of TPH investigation officers



**T**hey are gathered in a supermarket car park to conduct an 'equality day', where they check private hire drivers are complying with the law that they cannot refuse to carry a customer accompanied by an assistance dog.

Paul Smithers, Investigation Manager, explains: 'This operation is extremely important for us and assistance dog owners. It's great to see private hire drivers complying, and if they don't then we will do a full compliance check on them.'

### How it works

On a normal operation day, the team will phone up to three separate operators at each location which could be a retail park, hospital, or like today, a major supermarket. Paul continues: 'We go all over the 32 boroughs and sometimes all the drivers are compliant. I think it's fairly safe to say the vast majority of drivers do accept assistance dogs, it's a minority that don't. However, under-reporting of non-compliance is a problem and so we would encourage anyone to report drivers who do not carry them.'

The team of four officers and Paul are accompanied by a visually-impaired customer and her dog. One of the team rings a local operator for a vehicle, while the visually-impaired person then waits with a 'companion' (one of the team) who will signal the other members if the driver turns up but

refuses to take the assistance dog. 'We try and run this operation at least once a month,' Paul continues, 'and we also run other operations, including on taxis. If intelligence comes in on people refusing to take wheelchair users, we will also take action on that.'

Today's location has been picked because the team has caught non-compliant drivers here in the past. 'We did a day here last month and found some non-compliance,' explains Paul. 'There were two drivers who refused to take the dog.'

The first car arrives with a female driver who stops and is more than happy to take the dog so a secret signal is sent to the rest of the team to indicate she is compliant. Another member of the team then rings the driver's operator to congratulate them on her compliance.

### Caught in the act

It's time to ring the second operator of the day. When the driver arrives, he goes to pull up, sees the assistance dog and drives straight past. The investigating officers are on him in a rush, telling him to pull over and ringing his operator. They know he is the driver for the booking because they have all the evidence – a text message booking receipt from the operator containing the driver's name, photo and licence number, and the licence number of the vehicle.

The driver refuses to get out of the car but the officer talking to him is firm but polite – 'if you refuse to get out of the car, I will call the police.' The driver will now face prosecution.

### Good results

On the day OnRoute joined the team, six separate operators were rung and three drivers failed to carry the assistance dog. There have been 10 equality days carried out so far, and the team has prosecuted 55 drivers and operators for non-compliance, and had 52 convictions (a success rate of 95 per cent).

### From the customer's point of view

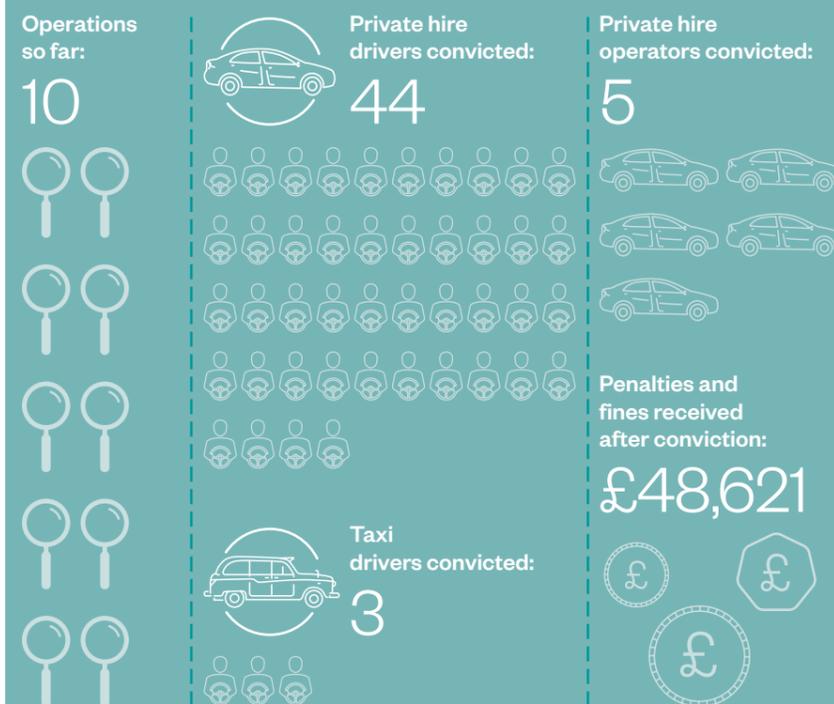
Speaking as a visually-impaired person, Winnie Lam, TfL's Policy Support Officer, says: 'I'm a confident commuter with my assistance dog and we sometimes use taxis or private hire vehicles as some journeys are easier travelling this way. However, I'm not always confident that the driver will take us. If they refuse us, I either have to book for another vehicle, or get to where I want to go via other means, so it's a worry. It's even more worrying if it's late in the evening as I may be left waiting or without a ride because the driver will not accept my assistance dog.'

### » Did you know...

It is against the law to charge a passenger more because they have an assistance dog. Private hire drivers and operators doing so could risk being prosecuted or losing their licence

**“ We've heard lots of excuses from drivers – it's against my religion, I'm allergic, I'm scared of dogs! ”** Paul Smithers

## Equality days: the numbers



### » Private hire booking confirmation

The operator must provide a passenger booking confirmation before the journey starts. The operator is expected to request passenger contact information and offer to provide a booking confirmation for all bookings.

All operators must (as a minimum) be able to provide a booking confirmation to passengers via email, text (SMS and MMS) message and phone (regardless of what booking channels the operator offers).

The booking confirmation must contain, as a minimum:

- The vehicle registration mark
- The first name of the driver
- The driver's private hire licence number, as shown on the ID the driver is wearing
- A photo of the driver (where the passenger can receive it)

# The mark of excellence



## Winning two QSi awards 2018 for excellence is only the beginning as far as Excel Executive is concerned

**‘W**e might as well set our goals high next year and go for Company of the year,’ jokes Excel’s Managing Director Gregory Hoy (pictured left), sitting in its Isle of Dogs offices. ‘This year I was pretty confident we would win one award but getting two was great.’

The company, which assumed its present form in 2016, walked away with the New-start operator award, while its driver Paul Garratt (see p18) won Professional driver of the year. It specialises in offering experienced drivers to TV and film production companies, often chauffeuring celebrity clients, and has another office based at Borehamwood studios.

‘The BBC, ITV, film production companies is a significant part of what we do and it grows by word of mouth as producers move from one project to the next,’ explains Gregory. ‘Even talent moves from one production to the next and if you provide a good service, that draws recommendations to the company.’

Currently, Excel engages with more than 300 drivers over any given month, a large contingent of these are part-time. Its full-time drivers use E-class Mercedes while all the part-time drivers are owner-drivers. Says Gregory: ‘What we look for are professional drivers that have got experience and that we can trust – if we give you a job you are going to be there. Paul Garratt is exactly what we are looking for. He’s been around, he’s experienced and clients often ask for him. He portrays a really good image of the company.’

‘The service becomes quite personalised on long productions because the drivers get to know the individual requirements of their passengers, and having some consistency with the same driver helps a lot. Although we have ambitions to be far bigger, right now the team is big enough so we can organise the same drivers going out on particular jobs to follow a certain client.’

According to Gregory, it’s not just the quality of its drivers and service that is fuelling Excel’s success,

but also its willingness to embrace new technology and ways of working.

Even when it was purely a courier company, it used online bookings and tracking systems, but when the private hire side of the business was added in 2007, it always had to adapt its needs to the courier company’s requirements. When Excel started to operate cars exclusively, that was the opportunity to make software that was purely focusing on private hire. ‘We designed our own software. Our IT had to be as good as everybody else’s and then push it forward,’ explains Gregory. ‘By that point the bar had been raised considerably by the other big players. I brought in an IT business as a partner in Excel and they play a key part in designing and innovating the software. People want to book online, on apps, they want the transparency and communication you’d expect today.’

### An eye to the future

However, he is keenly aware the company cannot rest on its laurels and has to keep changing. ‘We have to expand,’ he states bluntly. ‘When we started the business in 2016 we knew we needed state-of-the-art software and we needed to be bigger. We’ve reached a size that is sustainable and are pushing hard to grow at a very good rate. We will grow into the executive market more and there’s still a lot more business out there in the media and production area, it’s a huge market.’

‘As a newer company we are managing to cope with the changed conditions in the industry more easily than an older, more traditional company with lots of legacy vehicles and ways of working. The new challenges coming down the road are a little scary, but we’ve weathered the changes so far and I’m confident we will work our way through.’



For further details on Excel, go to [www.excelexec.co.uk](http://www.excelexec.co.uk)

## The background on Excel Executive

Excel Group Services was founded in 1992 and originally operated as a courier company. In 2007, it took on a fleet of executive cars and this side of the business became known for providing a consistently reliable and personal service. In 2016, the courier side of the business was sold and the management team formed Excel Executive Limited. This allowed it to focus on expanding the company combining the experience and customer ethic the business had developed with cutting-edge technology.

# In the driving seat

OnRoute chats to Paul Garratt, chauffeur with Excel Executive and winner of the QSi Professional driver of the year award

**Q How long have you been a professional driver?**

**A** For the last 10 years or so, but I started in the industry in 1992 with Addison Lee. At first I was a telephonist, then I went into the control room and I've also done some couriering.

Now I'm on the VIP circuit and if you do a good job then people will want you back. I work out of Excel's Borehamwood studio office which is for all the film and TV productions. I take people from their home to the studio or from studio to studio and out on location. Borehamwood is our bread and butter but Pinewood is also busy and tomorrow I'm at the BBC in Wood Lane. There's a lot going on, especially a lot of TV stuff.

**Q Do you have a life out of driving?**

**A** I'm a keen amateur photographer and I coach a football team, Toddington Rovers under-15s, and am into boxing and mixed martial arts. But I love driving, I find it quite relaxing. I don't drive in central London so much anymore; being based at Borehamwood studios it's almost a pleasure coming back into London.

**Q Talk us through a typical day**

**A** I work all hours and different shifts, so I don't have a routine. I've been around such a long time I can attract work and bring work to the company, and people will ask for me, so if they work nights, I work nights and if they work days so do I. If they've got an overnight in Manchester, then I've got an overnight in Manchester. My wife is used to it now, but making plans with me is a nightmare.

**Q There's quite a lot of waiting around involved in what you do, how do you cope with that?**

**A** I'm quite good at it now! With smartphones you can watch Netflix or YouTube and there are always emails to answer and other admin stuff. Or I'll ring my mum and find out what she's up to.

**Q What makes you such a professional driver?**

**A** All my experience in the industry has helped me to know what the customer expects. I have dealt with complaints and I speak to drivers and have seen how the drivers who get repeat work operate.

**Q So, any advice for other drivers?**

**A** Everyone has a camera on their mobile these days and everybody wants that picture (with a celebrity client). But it's a huge no-no. The same goes for autographs. You just don't do it and that is ingrained in me. The clothes you wear are also very important. You should always open the door for clients and call them sir or madam, not mate or darling.

For me it's not a big deal if someone wants to stop or do a diversion and if they ask me which route we are going to take I always say 'which way do you want to go?' I can chitchat all day long, but you have to get a feel for whether the client wants to talk or not. Some people just don't want to chat so it's important to know when to shut up.

My clients can get in the car and relax, it's like their safe place and I think they appreciate that. I always have water and some mints in the car and I play Classic FM very quietly; it's very calming.



# No ad-ditives

To help tackle child obesity, the Mayor has announced a restriction on the advertising of high fat, sugar and salt foods (HFSS) across the entire TfL network, including taxis

This follows a public consultation launched in May last year which found overwhelming support from Londoners for a ban covering all adverts for food and non-alcoholic drinks considered less healthy under Public Health England guidelines. Examples of products that would not be accepted are sugary drinks, cheeseburgers, chocolate bars and salted nuts, while unsalted nuts, raisins and sugar-free drinks would be accepted.

Meanwhile, food and drink brands, restaurants, takeaways and delivery services will only be able to place adverts which promote their healthier products.

Mayor Sadiq Khan said: 'It's clear that advertising plays a huge part in the choices we make, whether we realise it or not, and Londoners have shown overwhelming support for a ban on adverts for junk food and drink on our transport network.'

Since 25 February, the ban has applied to advertising on taxis. All adverts carried on liveried taxis, in taxis or displayed via the taxi top must comply with TfL's Taxi

advertising and private hire vehicle signage guidelines. The ban on ads which directly or indirectly promote HFSS food or non-alcoholic drinks has now been added to these.

David Sore is the Marketing and Insight Manager with Taxi Media (formerly Verifone Media), which currently has 3,500 taxi drivers on its books. He says: 'The occasional fizzy drink or confectionary brand has in the past used London taxis to support their campaign, but we have actually had very few HFSS brands advertising with us. We're required to be vigilant due to the fact that this doesn't solely affect advertising for food brands. The majority of instances will involve non-food brands featuring food in their advertising without being aware of the new regulations. For example, if a bank featured a pizza in the creative, this would be blocked. Our task is to educate clients in these early months of the ban.'

David doesn't expect ad revenue to fall because of the ban and remarks: 'With the introduction of electric taxis I would like to think that healthy and ethical food companies would see a synergy and regard taxis as a "trusted space" in which to advertise.'

**“ It's clear that advertising plays a huge part in the choices we make, whether we realise it or not, and Londoners have shown overwhelming support for a ban on adverts for junk food and drink on our transport network ”**

Sadiq Khan, Mayor of London



## Taxi advertising guidelines

Other ads which will not be approved for taxis include those:

- That are likely to cause widespread or serious offence to reasonable members of the public on account of the product or service being advertised
- Depicting adults or children in a sexual manner or displaying nude or semi-nude figures in an overtly sexual context
- That could reasonably be seen as distasteful, indecent or obscene, in their use of imagery or language
- Likely to cause pressure to conform to an unrealistic or unhealthy body shape, or likely to create body confidence issues, particularly among young people
- Relating to lap-dancing, gentlemen's clubs, escort agencies, massage parlours, or unproven health and weight loss products
- Containing negative references to TfL's services, or those services provided or regulated by other members of the GLA Group
- Likely to be defaced, for example due to the subject matter or the inclusion of a high proportion of blank space, or using handwriting or illustrations that suggest the advertisement has been damaged, defaced, fly posted or subject to graffiti after it has been posted

To read the guidelines, go to [bit.ly/tfl-advertising-policy](http://bit.ly/tfl-advertising-policy)

# Fully covered

## Getting to grips with hire or reward insurance

**H**ire or reward insurance allows you to carry other people's goods or passengers in return for payment. It is essential for taxi drivers, private hire drivers or anyone that carries people or their property in exchange for a fee.

Insuring your vehicle for hire or reward costs more than a standard private car policy because not only is the vehicle insured but also the passengers or goods it is transporting.

Many insurance companies offer specialist hire or reward policies – if the wording on your certificate of insurance says it only covers the following, it is not sufficient and needs to state it is a hire or reward policy:

- 'Working'
- 'During employment'
- 'In connection with business or profession'
- 'Travelling to work'

Every licensed private hire vehicle must be covered by a valid policy of hire or reward insurance at the point at which it is licensed, and at all times when the vehicle is being used as a private hire vehicle. Taxis must be covered by hire or reward insurance at all times.

The price of the policy will depend on several considerations including:

- **Annual mileage**  
You will have to provide your expected annual mileage.
- **Your age and experience**  
Insurers tend to decrease premiums as individuals get older and gain more experience.
- **Value of vehicle**  
Insurers will take into consideration the cost of your vehicle as you may be liable for a larger pay-out should the vehicle be stolen or written off.
- **Claims and no claims bonus**  
Insurers ask whether there have been any claims in the last five years, they will take this into account when pricing a policy.

### » Top tip

Public liability cover will protect you if a customer suffers injury in your vehicle or a customer's property is damaged. It also covers you against any legal or compensation claims made as a result. Legal claims can run into the millions of pounds, so look for as much cover as possible



**“ You should pay particular attention to the general exclusions, the general conditions and any endorsements which apply to your policy to ensure it does cover hire or reward ”**

### Added extras

You will need to include personal use cover in your insurance policy if you plan to use your vehicle for personal use when you are not working. Hire or reward insurance policies also usually set maximum number of miles you will be covered to drive each year. This cover will mean you will not be charged for driving too much.

### Private hire vehicle licensees

If you are a new applicant or are renewing your private hire vehicle licence, the vehicle must be covered by hire or reward insurance at the point of licensing. If the vehicle is not covered by hire or reward insurance, you will not be granted a new or renewal licence.

If you are an existing private hire vehicle licensee, hire or reward insurance must be in place at all times when it is being used as a private hire vehicle. Action will be taken if you fail to meet this requirement and you could also be prosecuted. If you are also a licensed private hire driver, TfL may also review your fitness to hold that licence.

### Private hire drivers

You should carry details of the vehicle's valid hire or reward insurance policy at all times you are working and provide evidence that you are insured to operate the vehicle under that policy (for example, if the vehicle is insured by your operator).

You must make insurance details available to the police or a compliance officer when you are asked for them. In the event of a collision, you are expected to provide insurance details to a passenger or member of the public.

You can carry insurance details or they may be displayed within the vehicle. However, it is not acceptable for you to provide these details verbally – for example, via a call to the insurance company.

### Private hire operators

If you are a licensed private hire operator and you accept bookings for vehicles that do not have the appropriate insurance, TfL may take regulatory action against you and you could also be prosecuted.



For more information, go to [bit.ly/tfl-hire-or-reward-insurance](http://bit.ly/tfl-hire-or-reward-insurance)

# Cut your speed

Lower speeds lead to fewer casualties on our roads. That's why 20mph is plenty



**M**ajor cities around the world are committing to Vision Zero to cut the toll of deaths and injury seen on their roads. London is at the forefront of this approach and the Mayor's Transport Strategy sets out the goal that, by 2041, all deaths and serious injuries will be eliminated from London's transport network.

The severity of injury resulting from a collision increases disproportionately as vehicle speed increases. If a pedestrian is hit by a vehicle at 20mph, they are about five times less likely to be killed than if they were hit at 30mph.

Vehicles travelling at higher speeds are more likely to be involved in a collision because drivers have less time to take evasive action. Based on a typical driver reaction time of 0.67 seconds, a car travelling at 20mph would be able to stop three car lengths sooner than a car travelling at 30mph.

This is why 20mph is widely regarded as a safe speed on roads where there may be a conflict between vehicles and people walking or cycling.

In his introduction to Vision Zero, the Mayor Sadiq Khan said: 'Lowering speeds is one of the most important things that we can do to make our streets safer. We have developed a progressive speed limit policy for the TfL road network (TLRN), which will see us engaging on

20mph becoming the default speed limit within the central London Congestion Charging zone and in other locations and town centres across London. This means that almost one third (150km) of our strategic road network will benefit from lower, safer, speed limits.'

Speed limits will also be lowered in town centres, high streets and other high-risk locations to reduce road danger for all road users. The benefits of achieving lower speeds on London's streets will be wide-ranging, helping people feel safe to travel more by walking and cycling, and leading to health benefits as people get more physical activity.

## Safety signs and lines

Research shows the speed at which people drive is influenced more by the look and feel of the road rather than whether a 20mph or 30mph limit is in place. This reinforces the Department for Transport's existing guidance that 20mph speed limits should only be introduced through the use of 'signs and lines' on streets with existing speeds at or below 24mph.

Achieving lower speeds on busier streets with higher existing speeds requires multiple, physical engineering measures to alter the look and feel of the street. These include a combination of narrower carriageways, raised crossings and speed humps and cushions.



## TfL will engage on proposals to reduce speed limits on the TLRN by:

- Ensuring all of the TLRN within the central London Congestion Charging zone has a 20mph limit, to be implemented by May 2020
- Delivering a programme to reduce speed limits on other locations on the TLRN to address areas of high road danger, delivered over the period until 2024

## Introducing lower speed limits

In 2014, the City of London introduced a 20mph speed limit on all of its streets. One year on, the measured average speeds in the City of London were one mph lower, which has been shown to result in a fall in collision rates of approximately six per cent on urban main roads and residential roads with low average speeds.

There are 20mph limits already on all borough-managed streets in Camden, Hackney, Hammersmith & Fulham, Haringey, Islington, Lambeth, Lewisham, Southwark and Tower Hamlets.

In the last few years, TfL has been trialling 20mph speed limits on parts of the TLRN. Many of these, such as Brixton town centre, used a combination of new signage, carriageway markings, 3D road humps and lamp column banners to inform drivers of the new limit. Physical engineering measures, such as raised crossings, aim to further reduce speeds in locations including Earls Court Road.



# Crossing county lines

A new campaign aims to stop major city gangs expanding their drug networks by exploiting children

**C**ounty lines is when criminals from major cities such as London, Liverpool, Manchester and Birmingham expand their drug networks to other areas of the country.

This is having a massive impact on rural counties bringing violence, exploitation and abuse to their communities. The gangs often set up a base in a rural area for a short time, taking over the home of a vulnerable person (also known as cuckooing).

The gangs use vulnerable children and adults who are recruited in large cities as drug runners to transport cash and drugs all over the country. These individuals are 'groomed' or tricked into working for the gang using techniques similar to those seen in child sexual exploitation and abuse, and often the young people don't see themselves as victims. They may be offered something in return for their cooperation, such as money, food, alcohol, clothes and jewellery. The gang then manipulate the child so they feel they are in debt to their exploiter. Often, the young person may be threatened physically, or the gang might threaten violence against the young person's family members. However they become trapped in county lines,

the young people involved feel as if they have no choice but to continue doing what the gangs want.

While significant arrests have been made, the police need the help of the public to disrupt these criminal networks and to stop the misery they cause their victims. This is where taxi and private hire drivers and operators can help as many of the children the gangs recruit are sent out of the cities to rural locations by taxi or private hire vehicle.

Detective Superintendent Andy Cox says: 'The Metropolitan Police Service and Roads and Transport Policing Command fully support this campaign to stop children being harmed by criminals dealing drugs. Protecting children must be a priority for any civilised society. Tackling exploitation of children cannot be solved by policing alone; we need to work with our partners and the public to spot the early signs of those at risk and work together to protect them.'

'I would encourage taxi and private hire drivers, operators and members of the public to report any suspicious activity to CrimeStoppers. If it doesn't look right then report it so it can be checked.'



## How to spot possible victims

There are several signs to look out for when someone has been lured into this activity, these include:

- Young children travelling alone
- Making journeys during school hours
- Travelling early in the morning or late at night
- Taking long journeys out of the city
- Seeming unfamiliar with where they are travelling to
- Showing signs of assault and/or malnutrition
- Having access to numerous phones
- Using unusual terms eg going country

If you think you may have spotted an exploited youngster, please do report it using the contact information below. Operators can also help get the message out by accessing the CrimeStoppers' website and printing off one of the county lines posters (see p28).



You can report any suspicious activities anonymously on 0800 555 111 or by the online form at [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

## County lines: the numbers

According to the National Crime Agency, there were:

- 720 county lines identified between 2017 to 2018
- Last year that number doubled to 2,000 across the UK
- Children aged 15 to 17 make up the bulk of the vulnerable people involved in county lines, with both girls and boys being lured into criminal activity
- The Children's Society estimates 4,000 teenagers in London alone are being exploited through county lines

The crime is called county lines because a single telephone number, operated from outside the area, is used to order drugs





**Children travelling in taxis or private hire vehicles may be being exploited by gangs involved in drug crime. Know the signs to spot.**

County lines gangs use children to courier drugs and money across the country. Many of these children travel by taxis or private hire vehicles.

Have you seen:

A child, sometimes as young as 12, travelling alone

Are they travelling during school hours or unusual hours (early in the morning, late at night)?

They might seem unfamiliar with the local area, or not have a local accent

Are they travelling a long distance?

Are they paying for these journeys in cash?

If you see something that doesn't feel right, or looks suspicious, concerning a child or young person you should report it to Crime Stoppers on 0800 555 111.

# Take time out

## Word search

Can you find eight road-connected objects listed in the grid?

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

- Roundabout
- Road sign
- Belisha beacon
- Flyover
- Traffic light
- Cat's eye
- Lamp post
- Island

## Anagrams

Rearrange the letters below to form features of streets

GRAB ZINC ROSES

CUT IN, JON

ALE SNUB

## How many?

Match the number to the object to see how many are managed by TfL in London.

- A) 6,300
- B) 347
- C) 23,000
- D) 12
- E) 21,500
- F) 9
- G) 1,297
- 1) Bridges
- 2) Tunnels/underpasses
- 3) Countdown timers
- 4) River piers
- 5) Traffic lights
- 6) Bus stops
- 7) Trees

## From the Twitter feed



>> The @TfLTPH Twitter feed now has 16,127 followers

### >> We say...

- ✂ Sending us an email? Make sure you put your name and application or licence number (taxi or private hire vehicle licence not DVLA) in the title of the email. This will help us get to your email faster and to respond more quickly
- ✂ Drivers or passengers smoking in a licensed PHV/taxi may be subject to £50 fixed penalty notice or £200 court fine

## Do you know?

- The end of 2018 marked the 150th anniversary of the world's first traffic light. Outside which London landmark was it installed?
- Approximately how many traffic lights does TfL manage?
- What is the name for a signalised crossing designed for horse riders?
- TfL uses SCOOT technology with sensors to help detect traffic and adjust signal timings. What does SCOOT stand for?
- Where in London can you see artist Pierre Vivant's Traffic Light Tree sculpture?

1. The Houses of Parliament 2. 6300 3. A Pegasus crossing 4. Split Cycle Offset Optimisation Technique 5. Billingsgate Market

# Calendar

## March



**15 March**  
Mountbatten  
Festival of Music  
Royal Albert Hall  
(and 16 March)

Yxng Bane  
Brixton Academy

**16 March**  
UFC Fight  
Night London  
O2 Arena

England vs  
Scotland rugby  
match (followed  
by England v  
Scotland women)  
Twickenham

**17 March**  
International  
Food & Drink  
ExCeL Arena  
(until 20 March)

Let's Face  
the Music  
Royal Albert Hall

Blue Planet II  
O2 Arena

St Patrick's  
Day Parade  
(Piccadilly, Regent  
Street, Pall Mall,  
Cockspur Street,  
Whitehall)  
Trafalgar Square

**19 March**  
George Ezra  
O2 Arena  
(and 20 March)

**20 March**  
Voice in a Million  
Wembley Arena  
(and 21 March)

**21 March**  
Classical  
Spectacular  
Royal Albert Hall

The Internet  
Brixton Academy

Rugby  
schools day  
Twickenham

**22 March**  
Ideal Home  
Show 2019  
Olympia  
(until 7 April)

40 Years of Disco  
Wembley Arena

The Stranglers  
Brixton Academy

**23 March**  
The London  
Festival of Railway  
Modelling event  
Alexandra Palace  
(and 24 March)

AJ Tracey  
Brixton Academy

World of  
Hans Zimmer  
Wembley Arena

The Superstars  
of Gymnastics  
O2 Arena

**24 March**  
Childish Gambino  
O2 Arena  
(and 25 March)

The London  
Landmarks Half  
Marathon 2019  
Central London

**28 March**  
Panic! At  
The Disco  
O2 Arena  
(and 29 March)

Country Living  
Spring Fair 2019  
Alexandra Palace  
(until 31 March)

Nao  
Brixton Academy

**29 March**  
Mother Summit  
ExCeL Arena  
(and 30 March)

**30 March**  
Busted  
Wembley Arena



## April



**1 April**  
Mike and the  
Mechanics  
Royal Albert Hall

**4 April**  
Crystal Fighters  
Brixton Academy

**5 April**  
Tommy Tiernan  
Alexandra Palace  
(and 6 April)

**6 April**  
Papa Fly  
Brixton Academy

The Ehrlich  
Brothers  
Wembley Arena

UB40  
O2 Arena

**7 April**  
The Hunna  
Brixton Academy

Natural & Organic  
Products Europe  
ExCeL Arena  
(and 8 April)

Boat Race 2019  
West London

**10 April**  
Rugby  
students day  
Twickenham

**11 April**  
Legends  
Live 2019  
Wembley Arena

**12 April**  
Robyn  
Alexandra Palace  
(and 13 April)

Tough Mudder  
Finsbury Park  
(and 13 April)

**13 April**  
World  
Championship  
Boxing  
Wembley  
Stadium

Sundara  
Karma concert  
Brixton Academy

**14 April**  
Michelle Obama  
O2 Arena

**15 April**  
Music is Magic  
Royal Albert Hall

**16 April**  
Shawn Mendes  
O2 Arena  
(and 17 April)

**18 April**  
Armin Van Buuren  
(overnight event)  
Wembley Arena

**19 April**  
Messiah on  
Good Friday  
Royal Albert Hall

Shawn Mendes  
O2 Arena

Festival of Life  
ExCeL Arena

**20 April**  
Collabro  
Royal Albert Hall

London 420  
Pro-Cannabis  
Rally (Speakers  
Corner)  
Hyde Park

**21 April**  
Rufus Wainwright  
Royal Albert Hall

The Bhangra  
Superstars  
Wembley Arena

**23 April**  
Hollywood  
Undead  
Brixton Academy

Surrey vs  
Middlesex  
cricket match  
(Royal London  
One Day Cup)  
Oval

**26 April**  
Family Tree Live  
Alexandra Palace  
(and 27 April)

Murphys  
Brixton Academy

Hall & Oates  
Wembley Arena

**28 April**  
Carl Craig  
with Chineke  
Royal Albert Hall

London Marathon  
Central London

**30 April**  
The Original  
Harlem  
Globetrotters  
O2 Arena

Rising Stars  
of Classical  
Royal Albert Hall

Surrey vs  
Hampshire  
cricket match  
(Royal London  
One Day Cup)  
Oval

## May



**1 May**  
Bach Evolution  
Royal Albert Hall

**2 May**  
Hillsong Colour  
Conference 2019  
Wembley Arena  
(until 4 May)

Take That  
Greatest Hits Tour  
O2 Arena  
(until 5 May)

10cc  
Royal Albert Hall

Surrey vs Kent  
cricket match  
(Royal London  
One Day Cup)  
Oval

Middlesex vs  
Glamorgan  
cricket match  
(Royal London  
One Day Cup)  
Lords

RFU Cup Finals  
Twickenham

**4 May**  
Arcadia festival  
Queen Elizabeth  
Olympic Park,  
Stratford  
(and 5 May)

Progress  
Wrestling – Super  
Strong Style 16  
Alexandra Palace  
(until 6 May)

Film Music Gala  
Royal Albert Hall

Army vs Navy  
rugby match  
Twickenham

**5 May**  
Middlesex vs  
Glamorgan  
cricket match  
(Royal London  
One Day Cup)  
Lords

RFU Cup Finals  
Twickenham

Run Hackney  
(North Park Zone)  
Queen Elizabeth  
Olympic Park,  
Stratford

**6 May**  
Harlem  
Globetrotters  
Wembley Arena

**7 May**  
Take That  
Greatest Hits Tour  
O2 Arena  
(until 10 May)

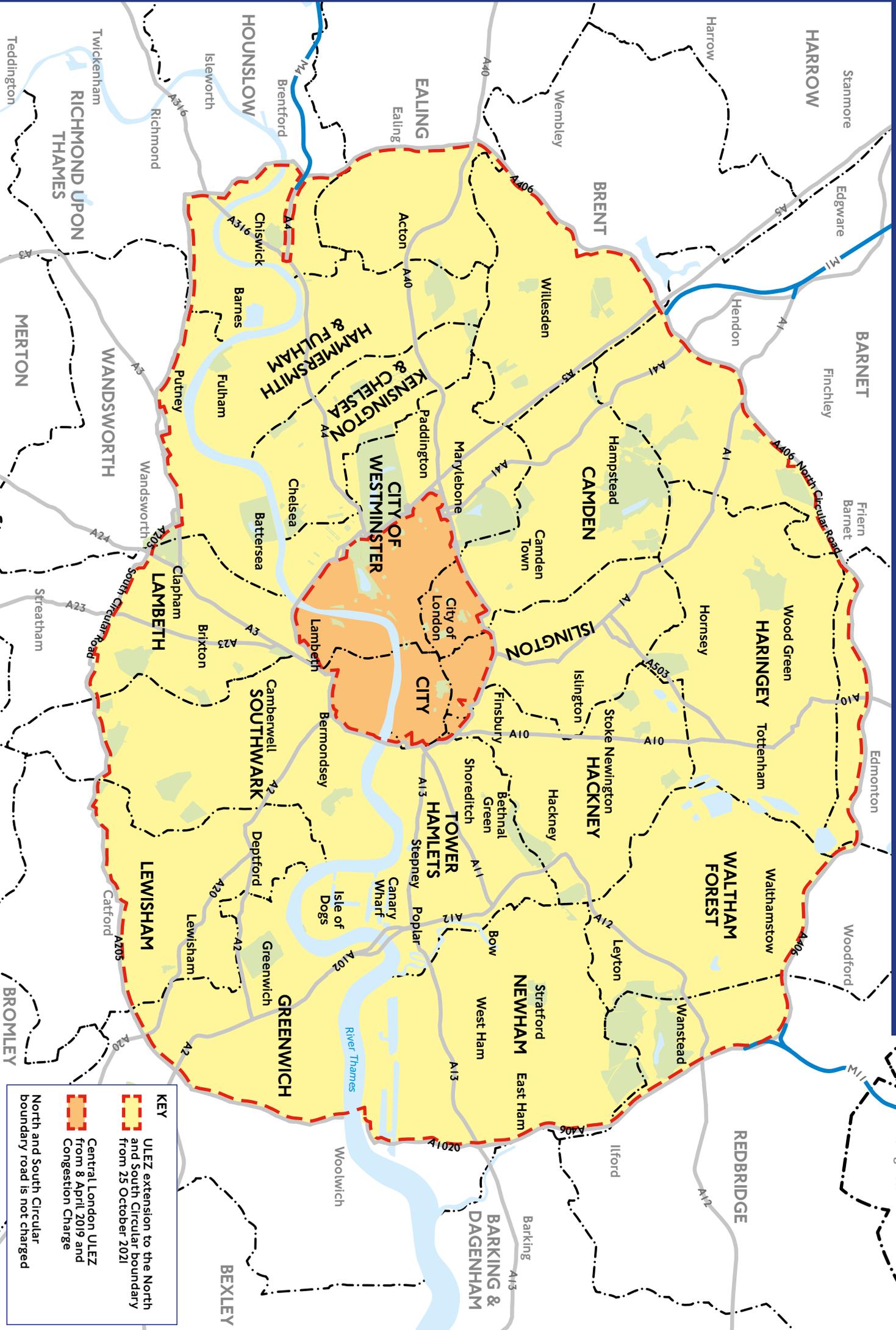
**8 May**  
Four Tet  
Alexandra Palace  
(and 9 May)

Dermot Kennedy  
Brixton Academy

England vs  
Pakistan cricket  
match (One Day  
International)  
Oval



# Central London Ultra Low Emission Zone and the extension to the North/South Circular boundary



**KEY**

- ULEZ extension to the North and South Circular boundary from 25 October 2021
- Central London ULEZ from 8 April 2019 and North and South Circular boundary road is not charged