

Transport for London
London Taxi and Private Hire



Welcome



Welcome to the second edition of our taxi and private hire newsletter.

Since the last newsletter it has continued to be a very busy time for everyone within TfL and London Taxi and Private Hire (LTPH).

One of the major activities at the moment is the implementation of the initiatives set out in the Mayor's Air Quality Strategy. Just a reminder, the age limits come into effect on 1 January 2012 and although we are currently consulting on possible exemptions to the age-limits for certain types of taxis and private hire vehicles (PHVs) these are likely to be very limited when announced in mid-August.

London 2012 presents a significant challenge for the whole of London, not least the taxi and private hire trade and we have covered this issue extensively in this newsletter. Rest assured we are working very closely with our partners in the Olympic Delivery Authority (ODA) and the London Organising Committee of the Olympic and Paralympics Games (LOCOG) on a wide range of issues relating to the taxi trade and will be providing regular updates as the event creeps ever closer.

Please do let us know what you think of this newsletter or if you have suggestions for items or issues that you would like us to cover in the future by emailing tph.enquiries@tfl.gov.uk.

A handwritten signature in black ink, appearing to read "John Mason".

John Mason

TfL, Taxi and Private Hire Director

Cleaner Air for London

There isn't long until the taxi and private hire age limit and Euro requirements that will help improve air quality in London and reduce harmful emissions come into effect and it is important that all operators, drivers and vehicles owners know what changes are planned and how these will affect them.

The age limit and Euro requirements are:

- From 1 January 2012 a **10 year** rolling age limit will be introduced for PHVs and a **15 year** rolling age limit for taxis
- From 1 April 2012 all newly licensed PHVs must, as a minimum, meet **Euro 4** standards for emissions and be no older than **5 years** and all newly licensed taxis must, as a minimum, meet **Euro 5** standards for emissions



We are now consulting about possible exemptions or extensions to the age limits and you can find a copy of the consultation document on our [website](#). The closing date for the consultation is 18 July 2011 and if you would like to respond to this you can do so by emailing tph.consultation@tfl.gov.uk.

Other initiatives to reduce emissions from taxis and PHVs include introducing eco-driving training, promoting efficient driving techniques and changing the taxi licensing regime from one combined mechanical and licensing inspection to two MOTs per annum with a basic annual taxi-related inspection undertaken by TfL.

If you are a PHV operator then you should put up a copy of the poster that sets out the age limit and Euro standard changes where your drivers will see it. The poster is available to download from the [TfL website](#).

Full details of the Mayor's Air Quality Strategy and all of the initiatives can be found on the [Greater London Authority website](#).

Age limits and emission standards are being introduced for taxis and private hire vehicles.



Make sure you know how the changes will affect you.

<p>Taxi age limits: With effect from 1 January 2012 taxis that are 15 years old or older will no longer be licensed</p> <p>Private hire vehicle age limits:</p> <ol style="list-style-type: none"> 1. With effect from 1 January 2012 private hire vehicles that are 10 years old or older will no longer be licensed 2. With effect from 1 April 2012 any new private hire vehicle that is more than 5 years old will not be licensed 	<p>Taxi emission standards: With effect from 1 April 2012 any new taxi will, as a minimum, have to satisfy Euro 5 emission standards</p> <p>Private hire vehicle emission standards: With effect from 1 April 2012 any new private hire vehicle will, as a minimum, have to satisfy Euro 4 emission standards</p> <p>If your vehicle is older than the age limit or does not meet the required Euro standard it will not be licensed</p>
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For further details please visit tfl.gov.uk/tph or email us at tph.enquiries@tfl.gov.uk

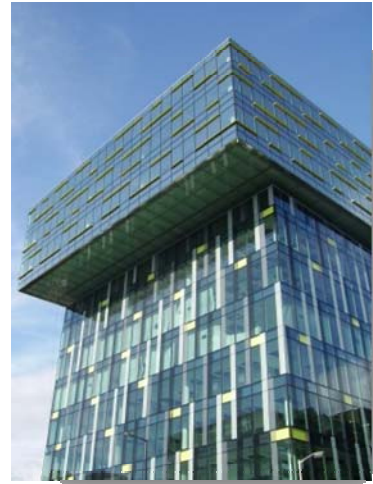
MAYOR OF LONDON
Transport for London 

News from Palestra

As many of you may have heard through the grapevine or in taxi and private hire trade publications, TfL launched an organisational change in London Taxi and Private Hire on 14 February with the objective of delivering a new operational structure by 1 June 2011.

The objectives of this change included:

- Remove unnecessary management layers
- Establish a clearer, distinct management team structure capable of effective, consistent management and leadership
- Reduce duplication by centralising activities currently undertaken in different teams within the Directorate;
- Streamline processes, speed up decision making, empower staff throughout the team
- Reduce costs and provide improved quality of service to licensees



This has been an extremely challenging period for our team as any change of this nature can cause significant concern and worry but we have worked hard to maintain the quality of service provided to licensees during this period and hopefully you have not noticed any deterioration in service.

One key change we are making which we know has caused some concern to both the taxi and the private hire trade is the establishment of a single Compliance Team responsible for private hire operator licensing as well as on street and multi agency touting operations and vehicle checks with the Police, in particular the dedicated Cab Enforcement Units and officers in the City and Met Police.

Reports of this team being reduced from 30 officers to 19 are wide of the mark. In fact, through these changes we will have a dedicated, full time, permanent night shift of 6 directly employed TfL Compliance Officers plus one manager and a team of 20 day time Compliance Officers plus three managers all reporting to a single Compliance Manager. That's a total of 31 officers and managers and whilst that does mean that the team as a whole will have a broader remit and will not just be focused on Private Hire compliance but also vehicle compliance we firmly believe that this tighter, more streamlined team will be able to maintain, if not improve, the compliance activity we undertake by being more flexible. It will also enable us to respond to changing business demands and needs by focusing a larger pool of resource in priority areas as required.

All these changes are part of our longer term plan to completely transform the quality of service we provide whilst always striving to ensure compliance with the regulations.

We will provide further updates in the next edition of this newsletter along with details of the new structures.

Online vehicle inspection appointments

As part of the continuing efforts to improve customer service and flexibility for anyone wishing to book a vehicle inspection with SGS there have been some changes to the IT system and an online vehicle inspection booking facility has been created.

To facilitate the introduction of this new facility from the end of May renewal letters will be sent out highlighting the option to book an inspection online. Without this letter customers must continue to use the SGS telephone booking line. Taxi and PHV owners who have received a renewal confirmation letter will be able to access and use the online booking service from 1 June and this can be found at: www.confirm.uk.com.

The online service will enable PHV and taxi owners to:

- Confirm, change or cancel any renewal appointments within pre-determined timescales
- Process payments
- Manage re-tests

For any other non-licensing inspection queries (change of registration, compliance, replacement licence discs/plates etc) taxi and PHV owners should contact the SGS call centre on 0845 378 2345.

Eco-driving

As the price of fuel gets ever higher and with everyone being a little more conscious of the environment, any help to reduce fuel consumption is welcome.

There is a simple way to improve fuel economy and cut fuel costs – it's called eco-driving. This is a proven style of driving that contributes to road safety whilst reducing fuel consumption and emissions. Proponents of eco-driving - who include the AA, the Energy Saving Trust, the Royal Society for the



Prevention of Accidents (RoSPA) and the government - claim that it will not just cut emissions of carbon dioxide, but could also improve fuel efficiency by around 15%.

The Mayor's Air Quality Strategy has recognised the benefits of eco-driving and proposes that licensed taxi and PHV drivers should be incentivised to take eco-driving courses.

What is demonstrated on an eco-driving course?

The content of an eco-driving course varies, depending on who is providing the course and the individual needs of the applicants attending. It usually includes training in most, if not all of the following skills which are taught or assessed in a practical driving session.

- Fuel efficient driving
- Enhanced hazard perception and awareness skills
- Progressive use of an accelerator
- Selective use of gears
- Compliance with speed limits
- Utilisation of engine braking/torque
- Enhanced hazard perception and awareness skills



In addition to the above some courses include classroom based presentations as well as vehicle safety inspections.

How long is an eco-driving course and how much does it cost?

Depending on the individual service provider and the needs of the customer, eco-driving courses can last from 2 hours to a full day. Costs vary from £60 for 2 hours to £159 for a half day, to £239 for a full day.

This may seem like a considerable outlay but the costs could soon be recovered in fuel savings. Some of the taxi and private hire trade organisations are looking at negotiating discounts for their members so if you are a member, check with them before booking a course.

Green and yellow badge identifiers

Some of you may have heard rumours or stories about the taxi driver licence identifier, what this will look like and whether it is still being introduced. We can confirm that we are still planning to introduce the identifier and the design of this has now been finalised.



Every licensed taxi driver will be issued with two identifiers, one for the front windscreen and one for the rear, and these will clearly show if the driver holds an All London or Suburban licence, the driver's licence number and, if they are a Suburban driver, what areas they are licensed for. The identifiers will be easy to transfer between taxis too.

The aim of the identifier is not to restrict where drivers can legally work or cause divisions between Green Badge and Yellow Badge drivers but to make it easier for our compliance officers and the police to see what type of licence a driver holds and take action against drivers who are working in areas and at taxi ranks they are not licensed for.



The identifiers are designed to encourage compliance and if any driver is witnessed plying for hire outside of his or her licence area this should be reported to LTPH. Under no circumstances should any driver confront a colleague regarding their actions.

London Taxi and Private Hire expects drivers to act in a professional manner at all times and will not tolerate drivers confronting each other. Any driver found confronting another driver for any reason risks having their suitability to be licensed reviewed which may ultimately lead to their licence being suspended or revoked.

All drivers should be aware that there are a number of reasons why Suburban drivers may be in central London or another suburban sector. This includes:

- Dropping off fares that started in their sector but ended outside it;
- Picking up fares that were pre-booked when the driver was in their sector;
- The driver is licensed for one of the two extension areas;

- The driver is plying for hire at an 'island rank'. Designated island ranks include:
 - Finsbury Park Bus Station – Haringey drivers
 - Garratt Lane (Arndale), Wandsworth – Merton and Sutton drivers
 - Garrett Lane (Sainsbury's), Wandsworth – Merton and Sutton drivers
 - Mitcham Road (Tooting Broadway Station) – Merton and Sutton drivers
 - Wimbledon Park Road (Southfields Station) – Merton and Sutton drivers
 - High Street, Putney - Richmond upon Thames drivers

The identifiers will be introduced in two phases with the All London version introduced first and then the Suburban version.

Olympics and Paralympics 2012 – Update

As the Olympics and Paralympics draw ever closer there is a great effort being made to make sure the Games are memorable for all the right reasons. Below is an update from the Olympic Delivery Authority about the work being done around taxi and private hire services and the Games.

The ODA working with taxi and private hire

The Olympic Delivery Authority (ODA) established in 2009 a taxi and private hire transport strategy group with stakeholders from the taxi and private hire industry. This group facilitates clear communication between operators, trade associations and other stakeholders such as TfL, DfT, local authorities and the ODA. Work has been undertaken to estimate the likely demand for taxi and private hire travel to and from individual Games venues, and at transport hubs such as rail interchanges.

The ODA is working closely with its delivery partners and stakeholders to identify and plan for the role of taxis and private hire during the Games. While TfL leads on taxi facilities at rail interchanges in London, the ODA is liaising with TfL to ensure that the requirements for the Games are taken into account.

It is envisaged that taxis and prebooked taxis and PHVs will be able to pick-up and drop-off at specific zones at all of the Games venues. There will also be facilities at most transport interchanges. The ODA will ensure that adequate information is provided to taxi and private hire drivers and operators about the Games. This information covers specifics such as the venues, event scheduling, expected demand, location of designated taxi ranks and other pick-up/drop-off points, as well as giving information about the likely impacts of the Olympic Route Network, road events like the Marathon, 'live sites' with public screens, etc. It is expected that some of this information will be available within the next couple of months.

Security and safety will be essential during the Games, and to also make sure that only authorised licensed taxi and private hire drivers are transporting spectators. The ODA is working with security, the police forces and licensing enforcement officers for each of the venues on this matter. In addition, the ODA will make available to all spectators information on the safe use of taxi and private hire services.

Introduction to the Games

The London 2012 Olympic Games and Paralympic Games will attract millions of visitors to London and other locations, with over 10 million tickets being sold. This will result in the largest peacetime logistics operation ever seen in the United Kingdom.



For the duration of the Games, road and rail networks in London and elsewhere will be under far more pressure than normal. The huge number of athletes, officials and visitors attending the Games, along with the temporary Olympic Route Network, road events and the operation of 'live sites', will add to the existing challenges of transporting passengers by taxi and PHVs in already very busy urban areas.

While the Games may seem a long way off, the sheer scale of the event means that early and detailed planning will be essential in order to operate effectively in the run up, during and immediately following the Games. Individual taxi and private hire operators and drivers need to start thinking about the opportunities that will result from the Games, and how their existing activities may be affected, what the impact will be and how to manage it.

This article is designed to start the process by providing some background to the Games, its potential opportunities and impacts for taxi and private hire. It is not designed to provide all the answers, but to heighten awareness and encourage stakeholders to take some initial steps that will stand them in good stead for the journey ahead. The London 2012 Olympic Games will officially open at the Opening Ceremony in the Olympic Stadium in Stratford on Friday 27th July 2012. The Olympics will then be held over 16 days ending with a closing ceremony on Sunday 12 August. There will then be a two week transition period before the Paralympic Games start on Wednesday 29th August. With 11 competition days the Paralympic Games will end on 9th September. The competition schedule for the Olympic Games can be found on the [London 2012 website](#).

As part of the consultation process, the ODA issued a draft of the second edition of the Transport Plan for the London 2012 Olympic and Paralympic Games. This document provides more background information about the Games, as well as more

detail on the transport arrangements. It can be found on the [London 2012 website](#). In May 2011 the third edition will be issued. The strategy for the Games is to transport all ticketed spectators to the competition venues by public transport, walking or cycling. There will be no private car parking for spectators at any venue except for some Blue Badge (disabled motorists) parking.

What effect will the Games have?

Businesses and public travel may be affected by the Games in a number of ways, such as staff finding commuting more difficult because of large numbers of spectators using transport networks. However, this article will focus on the challenges and opportunities for taxis and PHVs. Taxis and PHVs will have a part to play during the Games, where individuals require a level of flexibility to supplement other public transport modes. In particular, taxis and PHVs provide accessible travel



alternatives for those with special needs and impairments. In addition, there will be a requirement for taxis and private hire travel during the Games to make various types of trips including airport transfers, journeys between public transport and accommodation, plus venues, cultural events and sightseeing tours.

The Olympic Route Network

Potentially, the most significant impact on taxi and private hire services will come from the Olympic Route Network (ORN) and the Paralympic Route Network (PRN). The ORN/PRN is a network of roads to be used during the Games to provide athletes, technical officials, media and marketing partners with the safe, reliable transport between venues and accommodation that is critical to the Games' success.

Primarily, the ORN/PRN will ensure athletes spend their time competing rather than commuting, but the vast majority of roads that make up the ORN/PRN will be available for use by all other traffic during the Games. The ODA is already working with TfL and alongside key taxi and private hire stakeholders, host boroughs, and other representatives to assess the impact of the planned temporary changes.

In conjunction with TfL, the ODA is working alongside utility providers and local authorities to minimise the disruption caused by road and street works during the Games. This includes the scheduling of planned work ahead of the Games and the development of traffic sensitive procedures for Games-time emergency works.

Further information on the ORN and PRN can be found on the [London 2012 website](#) and the [TfL website](#).

Venues

Local Area Traffic Management and Parking (LATM&P) plans, which include special parking and access controls, will be implemented around each venue for the Olympic and Paralympic Games. These Games-time access and parking controls will be similar in nature to the event day parking schemes that are regularly implemented in the area surrounding Premier League football grounds on match days.



Road Events

Both the Olympic Games and Paralympic Games will feature roadbased events in London. Competition road events include the Marathon, the Road Cycle race, the Road Cycle time trial, the Road Walk and parts of the Triathlon. In addition, there will be noncompetition road events, notably the Torch Relay, which will also use roads outside of the Capital. It will be necessary to close some parts of the public highway for the build up to, and the duration of, road events and this will affect travel along these routes. Further information on road events is available on the [London 2012 website](#).

Live Sites

A number of official 'Live Sites' will also be in operation during the Games to allow the public to view events on large temporary screens. In London, the proposed Live Sites for the Olympic Games are Hyde Park, Victoria Park, and Potters Field beside City Hall. There will be others at cities around the UK. For the Paralympic Games the lives sites will be at Potters Field and Trafalgar Square. All these sites are expected to attract large numbers of people and are likely to have an impact on traffic flow in adjacent streets.

Taxi ranks and interchanges update

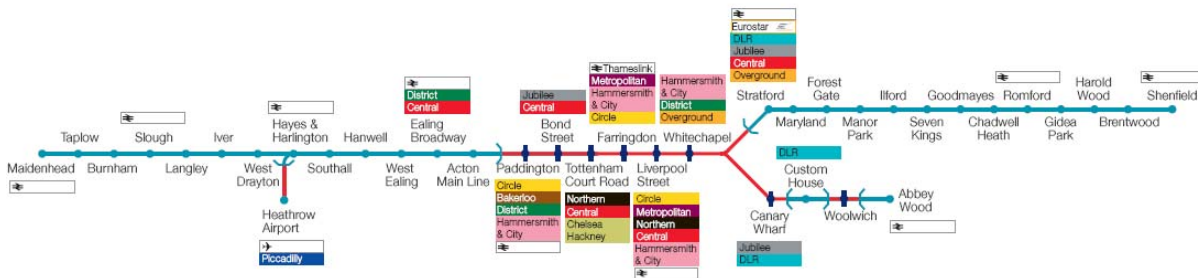
Stratford - Service Road 1 changes

From 16 May 2011 the slip road across the front of the Stratford Centre has been permanently closed and this includes the taxi rank that acted as a feeder to the Meridian Square rank. Later in the year, the rank at Meridian Square will be expanded to restore the capacity that has been lost.

Taxi drivers are reminded not to over-rank in Great Eastern Road, as obstruction of this busy red route will not be tolerated.

Crossrail

One of the biggest projects taking place in the capital at the moment is the Crossrail project. Once complete Crossrail will deliver a high frequency, high capacity service to 37 stations linking Maidenhead and Heathrow in the west, to Shenfield and Abbey Wood in the east via 21 km of new twin-bore tunnels under London.



Delivering such a major project obviously involves lots of work taking place at multiple sites and this unfortunately means that there will be some disruption to road users and the public. Stations in London where the Crossrail route will go through include Bond Street, Canary Wharf, Custom House, Farringdon, Liverpool Street, Paddington, Tottenham Court Road and Whitechapel and at all of the stations there may be works at some point that affect taxis and PHVs.

Liverpool Street and Moorgate

One area where there is a lot of work taking place now is around Liverpool Street and Moorgate.

Some Crossrail traffic will be exiting through Liverpool Street into Bishopsgate and at busy times both drivers and passengers may find it easier to use the taxi rank near platform 10 inside the station instead of the taxi rank in Liverpool Street. Unfortunately we have recently received a complaint from the Liverpool Street Station Manager about the behaviour of some taxi drivers using the platform 10 taxi rank. All drivers are reminded to make sure that they behave in an appropriate manner when using any taxi rank, failure to do this could result in action being taken against a driver or the taxi rank being closed.

From 18 June Old Broad Street will be closed to taxis between London Wall and Liverpool Street Station.

Details about the Crossrail project, the route and the works programme are available on the [Crossrail website](#) and you can search for information about planned constructions works on the '[Near You](#)' page on this site.

Victoria Station upgrade

In addition to Crossrail there are also works taking place at a number of other Tube and mainline stations, including Victoria. The Victoria Station Upgrade will result in several improvements to the station but whilst this work takes place access to Wilton Road, north of Neathouse Place, will be restricted to buses, taxis and bicycles only.

This restriction is likely to remain in place until the works are completed in Winter 2018 and other changes and restrictions may be necessary between now and then. More information about the Victoria Station Upgrade and the work taking place is available on the [TfL website](#).

King's Cross

From 26 June the north end of Pancras Road will be closed. The entrance and exit will be from Euston Road and no u-turns will be allowed in Pancras Road but there will be a mini-roundabout at the end of Pancras Road, opposite Brill Place. To avoid difficulties with exiting from Pancras Road drivers may find it easier to set down in York Way for King's Cross Station.

Access to the St Pancras Road taxi rank will be from the Goodsway/Pancras Road junction.

Over-ranking

We have received a number of complaints about over-ranking at some mainline station taxi ranks and although we acknowledge that demand for taxis at some times may still be reduced and that the works at some stations may impact on taxis, drivers must remember that they should not over-rank. This causes problems and delays for other road users and could lead to enforcement action being taken. This is a particular issue at London Bridge and Waterloo, where problems have also been caused by drivers setting down in Mephram Street.

Marshalled ranks

The late night marshalled taxi rank schemes continue to prove successful and marshalling is currently in place at the following locations:

Location	Days and Times of Operation
Beckenham	Friday, Saturday 22:30-02:30
Bromley Town Centre	Friday, Saturday <ul style="list-style-type: none"> • Market Square: 22:30-00:30 • Widmore Road: 00:30-02:30
Kingston	Wednesday, Friday, Saturday 22:30-03:30
Liverpool St	Wednesday, Thursday, Friday 22:00-02:00
Romford	Friday, Saturday 22:30-03:30
Shoreditch	Friday, Saturday 22:00-03:00

Although not marshalled a new late night taxi rank has been appointed outside Sketch, in Conduit Street, and this operates between 18:30 and 08:30.

Taxi booking services

As smartphones become more popular there is an ever increasing range of apps and services being developed including taxi and private hire booking apps and TfL has been approached by several people who are developing an app or service and want advice on how taxi and private hire services operate in London.

Although we're happy to provide advice and guidance where we can TfL does not endorse or support any single taxi booking app or service. We have received reports that taxi drivers have been approached at ranks by people asking to take a photo of the driver's badge, licence and their taxi vehicle licence plate and claiming to have permission from LTPH or TfL to collect this information.

LTPH has not given authority to any company or individual to collect information in this way from licensed taxi drivers.

While all licensed taxi drivers are obliged to provide their badge number when asked for it, they should only provide additional information or show their taxi drivers licence when they are certain that the person asking has authority to see this (a police officer or authorised TfL Officer).

Any drivers who do register with an app or other service should make sure they know how their information will be used and that the app or service is legitimate.

Lost Property Office update

For this edition of the newsletter TfL's Lost Property Office in Baker Street have provided a service update, focusing particularly on areas which may be of interest to Taxi Drivers.

Lost Property



Following a recent survey of taxi drivers visiting us, the LPO management team have made progress in response to areas highlighted.

We have investigated with TfL's IT team various possibilities for allowing us to 'data cleanse' certain devices, in particular Apple products such as iPads and iPhones. One option was the introduction of iTunes onto TfL's IT system. Another was the set up of a dedicated standalone PC to host iTunes, both

with a view to using this software to cleanse such items so that they could be returned to drivers if unclaimed by their owners.

Due to necessary IT security restrictions and associated complications caused by the ever changing structure of the iTunes software content, these solutions cannot be pursued at the current time. However, we did review the awards we pay to drivers for unclaimed items, and these have been increased from late 2010. For example, a high value item such as a laptop will now attract an award of £75, rather than the previous £20 – a substantial increase, whilst Premium ‘Smartphones’ have increased from £10 to £50. We plan to review both the drivers’ awards and customer restoration fees again during the course of the summer, and will keep you updated. A full list of our awards is displayed in the Taxi Driver reception area at the LPO.

Items that cannot be data cleansed are passed to one of two companies we work with which have the facility to cleanse the equipment, and who then sell the items at auction on our behalf. The proceeds from the sale then go towards meeting the operational costs of the LPO and improving our services. For example 2011 will see the introduction of a new property management database, which will deliver greater efficiency and value for money in our operation, and allow us to return more items to customers.

You may be aware that taxi drivers can now deliver lost property to the LPO directly if this is more convenient than handing them into a Police Station. Police Stations will of course continue to accept lost property from taxi drivers as per existing procedures. For your convenience, we are able to provide limited parking at our office if you wish to drop off items. We open from 08:30 until 16:00, Monday to Friday (except Bank Holidays). Also, we now offer the option for drivers to have their rewards posted to them by contacting our Call Centre on 0845 330 9882 and quoting their name, badge number and ‘49 form’ reference number.

Thank you for working with us to help reunite customers with their property. We value your feedback. As well as visiting our office or calling us, you can email your comments and suggestions to us at lpofeedback@tfl.gov.uk.

Licensing matters

Remember that if you need to renew your taxi or PHV driver licence you can do so at a number of different Post Offices. Use the [Post Office® Locator Service](#) to find the nearest branch to you that accepts renewals.

Although renewal packs are sent out to all drivers before their licence expires it is your responsibility to make sure you renew your licence on time. If you haven't received a renewal pack please email tph.enquiries@tfl.gov.uk or call on 0845 602 7000.

You can also find a lot of information on the TfL website to help you with any licensing issues including:

- [Contact details for LTPH](#)
- [Lost driver badge and licence forms](#)
- [Private hire licence checker](#)
- [PHV operator variation forms plus information about registering for Cabwise and Findaride](#)
- [Taxi and PHV Law including the Equality Act 2010](#)

If you send anything to us by post then make sure it is sent to our office at Palestra and not Penton Street and we always advise you to send items by recorded delivery to ensure they reach us.

One Strike and Out

The 'One Strike and Out' policy has now been in place for almost three years and almost 600 driver licences have been revoked since the policy started.

All drivers are reminded that they must not tout passengers and any licensed private hire driver convicted, cautioned or subject to any other penalty for touting will have their TfL driver's licence revoked. More information and guidance for private hire drivers can be found in notice 42/08 and PHV operators should make sure that all of their drivers know the consequences if they tout or take passengers who have not made a booking. A poster reminding PHV drivers of this policy is available for operators to display at their office, if you would like a copy of this please email us at tph.enquiries@tfl.gov.uk.

Safety and cyclists

Since early 2011 the Barclays Cycle Hire Scheme has been available to everyone and you no longer have to be a member. This plus the recent good weather means that more people are taking to the road on two wheels.

It is important that every road user does all they can to stay safe, help each other and avoid accidents. To help you with this we've reprinted the safety advice and information about Advance Stop Lines from the first newsletter.

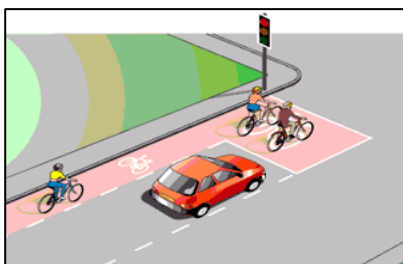
Following these points when you are out driving:

- Cyclists are vulnerable and obviously don't have the protection of a bumper, seatbelt and metal shell – make sure that when you pass a cyclist you allow plenty of room and if it looks like you'll only just be able to squeeze past wait until there is more space
- Take care when stopping, pulling off or performing any sudden manoeuvres

- Don't try to cut across a cyclist when you need to turn left at a junction, instead wait behind them until they have either turned left or passed the junction
- In slow moving traffic cyclists may overtake you on your inside so make sure you check your left mirror before pulling into the kerb or turning left
- Once you've stopped to let a passenger out, look to see if there are any cyclists approaching and if necessary tell the passenger to wait before opening the door – this will be better for you, the passenger and the cyclist
- Tell passengers to get out of your taxi on the kerbside instead of opening the door into the road
- Check over your shoulder to see if there is a cyclist approaching before opening the driver's door, there might be one in your blind spot
- Cyclists may ride at some distance from the kerb to avoid drains and potholes and their ability to signal is limited so try to anticipate what they might do from the position they have taken on the road
- Pay particular attention on roundabouts, where many accidents involving cyclists happen
- At night time a cyclist's lights may be drowned out by the lights of cars, lorries and other vehicles so be extra vigilant

Advance Stop Lines

Advance Stop Lines provide a second stop line at junctions to create a space where cyclists can wait. Doing this helps avoid conflicting movements between cyclists and motorists and makes it safer and easier for cyclists to position themselves when they want to turn right at a junction. Some junctions with Advance Stop Lines may also have cycle lanes leading up to the space between the head of the junction and where other motorists must wait.



All drivers must remember that when the traffic lights at a junction are on red they must not wait in the area for cyclists, i.e. the box between the two sets of stop lines.

When you approach an advanced stop line system and the traffic lights at the junction change from green to amber, you must stop before the first stop line (closest to your vehicle) and not in the space for cyclists. When stopping for a red or amber light you should only wait in the area for cyclists if you have already crossed the first line.

Contact Details for London Taxi and Private Hire:

If you need to contact us then you can email us:

- General Enquires tph.enquiries@tfl.gov.uk

- Report touting or enforcement issues ltph.enforcement@tfl.gov.uk
- Taxi Ranks tphranksinterchange@tfl.gov.uk
- You can also phone us on **0845 602 7000**

If you need to write to us our address is:

TfL - London Taxi and Private Hire
Palestra, 4th Floor
197 Blackfriars Road
London
SE1 8NJ

Please make sure you mark your correspondence for the appropriate department.

Don't forget you can also visit our website for information, the address is tfl.gov.uk/tph.

LTPH notices

Remember you can find all of the LTPH notices issued this year on the [TfL website](http://tfl.gov.uk) and future notices will be posted there too.

Myths and rumours

One "myth" that often circulates around the taxi and private hire trade is that TfL have awarded a contract to one party or another for the transportation of Olympic officials and those vehicles will be allowed to enter the Olympic Lanes. This is not true, TfL has had no involvement with the specific transport arrangements with London 2012 which is all being arranged by LOCOG and using vehicles provided by BMW and driven by volunteers. Only these "game family" vehicles and emergency service vehicles are permitted access to the Olympic Lanes.

Hopefully this newsletter has helped answer any rumours or stories in circulation at the moment but if you are aware of a rumour about TfL or the taxi or private hire trade and would like to know whether there is any truth in it then get in touch by emailing us at tph.enquiries@tfl.gov.uk and tell us what it is you've heard on the grapevine and we'll set the record straight in the next newsletter.

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