

ISSUE 1 / SEPT-OCT 2015

OnRoute

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London's future: a 21st century taxi trade

Night shift Talking about the Night Tube

Hi-tech Forward thinking from Addison Lee

Letter of the law Targeting touts with Matt Bell MBE

Rugby tackle Welcoming the Rugby World Cup 2015

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**Welcome.**

I'm delighted to introduce our new magazine to you.

We've looked at the information we provide to taxi and private hire drivers and think we can do better. The result is OnRoute.

Every other month we'll bring you the news, views and information you want on the issues that matter. So let us know your thoughts and what you'd like us to cover.

We've also re-launched our Taxi and Private Hire Twitter feed, @TfLTPH, and are issuing a weekly email bulletin to keep you in the know. A new counter service has also been introduced at 230 Blackfriars Road in Southwark (page 16) to make it quicker and easier to complete applications.

This issue looks at the launch of the Night Tube. Its introduction means London will become a truly 24-hour city at weekends. But how will it affect the cab trade? On page 12 Londoners, tourists and cabbies give us their views.

Ours is one of the great capital cities of the world with a transport system the envy of many. And the taxi and private hire trades play an important part in that success.

OnRoute, like London, can only work with your help so send in your suggestions and photos and each issue we'll publish a selection of your emails. Get in touch at OnRoute@tfl.gov.uk

D Pilgrim
Editor

In our next issue...

- How the Road Modernisation Plan is changing London's streets
- More on the Ultra Low Emission Zone (ULEZ)
- Are card readers in black cabs the way forward?
- Everything you need to know about insurance

News

Magical trip of a lifetime

The Children's Magical Taxi Tour will be taking more than 200 youngsters with life-limiting illnesses on a three-day trip to Disneyland Paris later this month.

Leaving on 18 September, the convoy – which can be more than three miles long – consists of more than 90 taxis, City of London Police escorts, Gendarmerie Nationale, London Ambulance NHS Trust vehicles and AA breakdown trucks.

Organised annually by the Worshipful Company of Hackney Carriage Drivers, the event could not happen without the generosity of the drivers, who freely give their time and vehicles, and the sponsors who contribute towards the £1,500 per taxi needed to meet the cost of hotel accommodation, fuel, food and admission charges.

Last year TfL's Taxi and Private Hire (TPH) team raised enough money to fund three taxis to take children on the Magical Taxi Tour. NSL, which carries out the vehicle inspection service on behalf of TfL, sponsored a further two. This year the team is raising funds through a quiz night, name the bear competition and wearing onesies to work.

Since the Magical Taxi Tour started in 1994, more than 4,000 children have made the trip to France.

www.magicaltaxitour.com



Black coffee cab

Customers at Vauxhall bus station are enjoying the novel experience of getting their morning coffees from a black cab.

TfL has various retail pitches around its network and Black Cab Coffee is the first to use its new pitch at the station.

The company started in 2010 after its founders, Emmy Osman and Gray Buck, went on their first date in an old black cab they later converted into a

coffee bar. They now have four retired cabs serving lattes and causing a stir around the Capital.

For more information, visit www.theblackcabcoffee.co.uk

Contactless limit rises

The current contactless card payment limit increases from £20 to £30 this month (September). It will allow passengers to pay for most taxi journeys, as the average fare is £19.50.

Touts: watch out!

TfL is asking for cab drivers' help to stamp out touting and other illegal activity on the Capital's roads.

If you see anything illegal, email TPHintel@tfl.gov.uk and outline the allegation, date, time, location and licence plate of the vehicle involved. There's also an online reporting tool – go to tfl.gov.uk, then 'Safety' under 'More' at the top of the page. Click on 'Report a crime or incident' and scroll down for the link.

Alternatively, you can report incidents on Twitter. The @TfLTPH Twitter team shares anything reported to them with TfL's Compliance team, and Twitter is monitored 24 hours a day for any tweets that use the #TfLToutReport hashtag. The information you give influences when and where TfL deploys its enforcement officers.

Turn to page 14 to read about TfL's new head of Taxi and Private Hire Compliance, Matt Bell MBE.

Top ranking

East Finchley station now has a two-space taxi rank operating between 17:00 and 06:00, seven days a week.

The rank at Norwood Junction has recently been relocated closer to the exit so passengers leaving the station can find it more easily.

A new one-space 24 hour,



Contact us at OnRoute@tfl.gov.uk

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

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

Visit the TfL website: tfl.gov.uk/tph
0343 222 4444 (lines open from
08:00 to 18:00, Monday to Friday) for

operator and driver licensing enquiries
and the Knowledge enquiries.

0343 222 5555 for vehicle licensing
appointments and enquiries.

TPH news on Twitter: @TfLTPH

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

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

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

seven days a week taxi rank has opened outside 240 Blackfriars Road.

The Turnpike Lane station rank has moved as part of the town centre improvement scheme and been extended by one space.

Black cab boost at Coventry site

A new £250m plant is set to increase London Taxi Company (LTC) cab production from 2,000 to 36,000 a year.

Work has begun at the site just outside Coventry which, when complete, could create up to 1,400 jobs. The new factory will include research and development facilities and an assembly plant to build the next generation of electric and low emission vehicles.

It will also be environmentally efficient, with solar panels, harvested rainwater and a system that recycles heat from its manufacturing to warm the offices.

LTC chief executive, Peter Johansen, said: 'We are building a green taxi so we were keen everything should be as environmentally friendly as possible.'

The first vehicles are expected to roll off the production line in 2017.



Fully charged

Highways England has announced that wireless charging technology – built into the road to power electric cars as they move – is to be trialed later this year.

The off-road trials will see electric and hybrid engine vehicles fitted with wireless charging capabilities, which will then be charged by equipment built underneath the road surface, so the vehicles would not have to stop to recharge their electric batteries.

According to the Society of Motor Manufacturers and Traders, since 2001 more than 35,000 electric cars have been registered in the UK.

Sign up for your weekly bulletin

A TPH email bulletin has been launched by TfL to give you the latest updates on road changes, licensing information and to help you plan your journeys.

More than 42,000 taxi and private hire drivers are now getting the weekly bulletin, which launched in June. In a survey, 81 per cent of respondents said they found it useful or very useful.

To sign up, just email tfl.enquiries@tfl.gov.uk You can download the latest emails at tfl.gov.uk/tpb

Left: Electric cars could soon be recharged through wireless technology



Tweet us

TfL has re-launched its TPH Twitter feed, with staff available to answer your questions Monday to Friday, 09:00 to 17:00, so you can get the latest information and quick answers to your questions.

Since 20 July, the @TfLTPH feed has been reacting to mentions – and the response has been huge. On 28 August, as this issue of OnRoute was finalised, the number of followers had hit 6,393.

So, keep up-to-date and get in touch by tweeting @TfLTPH

Trending

One of the hottest topics trending on @TfLTPH has been compliance and enforcement, with lots of cab drivers taking photos of vehicles they believe to be acting illegally.

In August, Dan, who runs the Twitter feed, attended a compliance operation and his visual tweets generated significant interest. Tweets about charity collections for VJ Day and the Magical Taxi Tour also proved popular.

London has the third highest proportion of Twitter users of any other city worldwide.

TfL has 25 Twitter feeds – the most popular is @TfLTrafficNews, which has more than 400,000 followers.

Round-up on the roads

TfL is investing more than £4bn in hundreds of projects to transform junctions, bridges, tunnels and public spaces in the Capital. This is good news in the long-term, but will mean disruption while work is under way.

You can get the latest information by signing up for the new TPH weekly email or following the Twitter feeds mentioned on these pages. You can also get real-time traffic news at tfl.gov.uk/traffic/status

Safer town centres

Between £2m and £5m will be invested in both Tooting and Peckham as part of pilot town centre improvement schemes. The aim is to help redesign junctions, streets and pavements to make them safer for pedestrians.

Improvements will be centred on Tooting Broadway junction and a number of locations in Peckham town centre. The project will begin in the autumn and end in 2017/18. Find out more at tfl.gov.uk/roadsafety

New look for Old Street

A radical redesign at Old Street will begin next year, transforming the existing 1970s roundabout into an attractive, pedestrianised public space with seating and trees.

The scheme will see the north-western arm of the junction by City Road closed while two-way traffic is re-introduced to the gateway to 'Tech City'. New cycle lanes – segregated where possible – will be installed and there could also be a new entrance to Old Street Tube station in the future.



Above: Bow Interchange before work begins

All change at Bow Interchange

Pedestrian improvements starting at Bow Interchange later this year will include a new signalised pedestrian crossing at the roundabout, a public space under the flyover and new links to the pedestrian and cycle routes along the River Lea towpath.

Stick-lers for safety

A sticker has been produced for vehicle rear windows, reminding passengers what to look out for when getting in and out of taxis and minicabs.

The advice could prove particularly useful during this month's Rugby World Cup, when there'll be more cyclists and pedestrians than usual, particularly in central London and around the Capital's three competition venues (see page 18 for more information).

There are two versions – one for taxis and another for minicabs. To request yours, email tpb.enquiries@tfl.gov.uk

Gett app gets going

Gett is an on-demand app that works exclusively with the UK's licensed black cabs and Hackney Carriages that is now available in 25 cities across the country. Recent launches in Edinburgh, Glasgow, Manchester, Liverpool, Leeds and Birmingham have helped drive a 950 per cent increase in monthly downloads.

There are other taxi apps available in London. If you have a favorite app you'd like us to share with other drivers, email OnRoute@tfl.gov.uk



Consultation round-up

Here's the latest on TPH consultations. Updates will be published in every issue.

Private hire regulations

A total of 4,000 responses were received to TfL's consultation on the regulations that govern the private hire trade.

The consultation, launched in response to developments within the private hire industry including advances in technology, looked at requirements such as:

- Operators of private hire vehicles regularly uploading details of their drivers and vehicles to TfL's database
- Standards of English
- Better geographical knowledge for private hire drivers

Further proposals and a detailed secondary consultation with draft regulations will be launched this autumn. Policy-related items will also be announced in the autumn along with plans for implementation.

Card acceptance in taxis

Around 1,100 people responded to a consultation on whether London's taxi passengers should be able to pay by debit or credit card.

At present only around half of all taxis take cards, but research has shown the majority of taxi passengers (83 per cent) would like to pay that way. There'll be more on this in the November issue.

Quietways, cycling grid and Mini-Hollands

There are a number of consultations open that consider the introduction of cycling programmes across London.

These include Quietways on less busy routes; Mini-Hollands in Enfield, Kingston upon Thames and Waltham Forest; and launching the central London cycling grid.

●●●
Go to tfl.gov.uk/consultations to view all of the proposals and have your say. Or email consultations@tfl.gov.uk

Government under EU law.

ULEZ is one way to reduce the most harmful emissions generated by road transport across the Capital. The majority of traffic entering ULEZ will be from outside the zone, so the benefits of cleaner, greener vehicles will be felt throughout Greater London.

A consultation on ULEZ closed in January this year, while a second consultation on updated proposals for taxis and private hire vehicles closed at the end of August.

Look out for more on ULEZ in the next issue.

TPH licensing in numbers

25,067
Licensed taxi drivers

22,359
Licensed black taxis

85,742
Licensed private hire drivers

68,955
Licensed private hire vehicles

2,934
Licensed private hire operators

(Figures correct as at 24 August 2015)

Elephant and Castle works

Work continues at the Elephant and Castle northern roundabout, creating a new, more open and accessible public space, with the road around it converted to two-way traffic.

New kerbing on the northern side of the roundabout has been installed and half of the existing subway network has been closed off across St George's Road, London Road and Newington Causeway.

Highway works are due to be completed by summer 2016, and a public space within the new peninsula will be created in the early 2020s.

How do I?

Need the answer to a query about your licence or your vehicle registration? TfL's staff have the answers.

How do I make an appointment for the new counter service?

Just call the helpline on 0343 222 4444 between 09:00 and 17:00, Monday to Friday. Customer advisers will be able to help with any questions or issues you may have regarding your application.

However, licences, badges and identifiers will continue to be printed off-site and posted to you.

How do I renew my licence online?

Four months before your licence is due to be renewed you will receive a renewal application pack through the post containing your customer account details. With this information you can register and log into your account. You will then be able to fill in and submit your renewal application.

Don't forget to apply for your DBS early to avoid delays.

How do I get a new badge or identifier?

Taxis

To get a replacement taxi driver brass badge you will need to complete a MHC213 (available at tfl.gov.uk) and pay £15. If your badge has been stolen, a crime reference number will also be required. Once your form and payment have been received, your new brass badge, taxi driver identifiers and paper licences will be ordered and sent to you.

Private hire

You can request a replacement identifier by calling the helpline on 0343 222 4444. Once you've answered the security questions, the identifier will be ordered and sent to you. If your identifier has been stolen, a crime reference number will also be required.

How do I change the ownership details for a licensed vehicle?

The reverse of the vehicle's licence must be filled out by you and the new owner.



The customer counter at 230 Blackfriars Road

You will be asked to confirm that the DVLA registration document, insurance and all other relevant documents have been, or are in the process of being, amended. The completed licence should then be returned to Taxi and Private Hire, PO Box 177, Sheffield S98 1JY.

How do I change the name on my licence?

If you've changed your name via deed poll or because of your marital status, and you wish to have your licence updated, you will need to provide a copy of your new identification documents (eg passport or DVLA licence) with a letter explaining your request. You can provide this information by post or email. If your name appears incorrectly on your licence, you can get it amended by

calling the helpline on 0343 222 4444. The name on your licence should match your DVLA driving licence (this can't be changed to a nickname).

For queries, email tph.enquiries@tfl.gov.uk, call 0343 222 4444 between 09:00 and 17:00 (Monday to Friday), or make an appointment to come in.

Where am I?

Q1: Which London landmark contains the Latin inscription 'Si monumentum requiris, circumspice' ('If you are seeking his monument, look around you')? Can you name the person quoted?

Answer on page 17.



Under inspection. Make sure your vehicle passes its licensing inspection with flying colours.

To make an application for a new PHV or taxi licence, or to renew one, you can book online via tfl.gov.uk/tph or call the vehicle contact centre on 0343 222 5555. Make sure you have the vehicle registration certificate (V5c) and a credit or debit card to hand.

Leave plenty of time to get to the inspection centre. If you fail to turn up, or to give 24 hours notice to cancel or rearrange your appointment, your application fee may be forfeited.

Taxis

Remember to take the following original documents with you:

- Vehicle Registration Certificate (V5c) or Vehicle Automotive First Registration & Licence (AFRL) certificate
- Certificate of Insurance
- The existing taxi licence including both plates

- MOT certificate confirming the vehicle passed an MOT test no more than 14 days before the licensing inspection

- Certificate of Taximeter Installation issued within 30 days of the licensing inspection

- Emission equipment-fitment sign-off declaration (if applicable)

- Any relevant document relating to the taxi, including any modification certificate, taxi-top advertising and exemptions

Private hire vehicles

Remember to take the following original documents with you:

- V5c or AFRL certificate
- Certificate of Insurance
- MOT certificate confirming the vehicle passed an MOT test no more than 14 days before the licensing inspection

- The existing PHV licence including plates (if applicable)
- Any relevant vehicle certification, such as Lifting Operations and Lifting Equipment Regulations (LOLER) certs

For more information on vehicle licensing contact 0343 222 5555, for driver and operator licensing contact 0343 222 4444. Email tph.enquiries@tfl.gov.uk for TPH enquiries or visit the TfL website: tfl.gov.uk/tph (driver licence only)

Top reasons for vehicles failing inspections



Taxis

- 1 Interior compartments
- 2 Condition of bodywork
- 3 Lack of documentation
- 4 Taximeter and associated fittings not attached in the correct manner or not meeting the criteria
- 5 Condition of tyres and wheels



Private hire

- 1 Lack of documentation
- 2 Condition of interior compartments
- 3 Condition of bodywork and paint
- 4 Not having the obligatory lamps
- 5 Lack of European Community Whole Vehicle Type Approval (vehicle conformance)

» Don't forget: for taxis and private hire vehicles with a current licence, a notification will be sent reminding the owner that a renewal inspection is due

Above: A private hire vehicle at the vehicle inspection centre in Canning Town

A brighter future for black cabs. Mayor Boris Johnson has pledged his and TfL's backing for a '21st century taxi trade', promising a better future for London's black cab drivers.

At a City Hall event on 25 June to mark 150 years of the Knowledge and welcome 12 new green badge drivers, the Mayor outlined measures to support the trade that has been part of London life for centuries. These include:

- Doubling the number of officers in TfL's Compliance team to tackle illegal minicab activity
- Proposed changes to taxi regulations for ULEZ, plus TfL and Government money to ease the transition to zero emission capable taxis by September 2020
- Pushing for powers to cap the number of private hire drivers in the Capital
- A major review of minicab regulations, including more stringent English language and geographical requirements for drivers
- Enabling fare payments by card, contactless and Apple Pay
- The power to regulate pedicabs

“Our iconic black taxis are an integral part of life in our city and I'm determined to ensure that the trade thrives”

**Boris Johnson,
Mayor of London**

Plans were also announced earlier this year to introduce another 100 taxi ranks by 2020 – boosting the total to 600. More than a third of the 70 million taxi journeys completed in London each year start at a rank.

‘There are challenges on many fronts,’ the Mayor said, ‘but I believe that, just as it has done for the past 150 years, the trade can move with the times and remain an integral part of our transport network.’

Right: New driver Tommy Batty proudly shows off his badge
Bottom (L-R):
Vintage 1936 Austin Low Loader, 1959 Beardmore Paramount, a Mk7 2015 London Taxi Company TX4 and a next generation Metrocab zero emission capable trial vehicle



Badge of honour

Twelve taxi drivers received their new green badges after completing the Knowledge, a mammoth feat that all drivers know includes memorising 25,000 streets and 100,000 landmarks within a six-mile radius of Charing Cross.

Offering a nod to the trade's future as well as its rich history, four taxis were on display (bottom left).

Tommy Batty, 30, gained the Knowledge in a little over 36 months. ‘I was an equity finance trader in London for 10 years,’ he said, ‘but the job became too much and I wanted a complete change.’

Colleague Paul Gibson, 46, has followed in familiar footsteps. ‘My father-in-law, uncle and 10 of my mates – they're all cab drivers,’ he explained. ‘I love London and I'm looking forward to being my own boss.’

Did they find learning the Knowledge challenging? ‘It was difficult,’ said Hidir Gul, 36, ‘but it's great to be part of this 150-year tradition and I feel very proud.’

‘It has been hard,’ agreed 29-year-old Grant Skehill, ‘especially as I'm dyslexic, but I actually enjoyed it.’

Grant was keen to get out there and demonstrate why London cabbies offer ‘the best service in the world’. Notting Hill Carnival customers, in particular, would appreciate his in-cab music, he reckoned. ‘I love a bit of reggae,’ he said.

All the new cabbies we spoke to told us they intended to honour the unwritten tradition of giving their first passenger a free ride.



21st century taxi trade

£600,000
Investment in more ranks

100
New taxi ranks by 2020

83%
of taxi passengers
want to pay their
fare by card

82
Officers in TfL's
Compliance team
by 2016



How mission impossible became possible for Addison Lee and its global customers.

Standing in Addison Lee's high-tech control room at its HQ in Euston, it's hard to imagine this was once a garage. However, its transition to a state-of-the-art, functional facility (all glass walls, monitors, huge wall

screens and post-industrial ducting along the ceiling) demonstrates why the company is held up as an exemplar of the private hire industry.

Now a multi-million pound enterprise, with its HQ and related offices spreading nearly the length of ▶

The control room at Addison Lee's HQ in Euston

Catherine Faiers
in the Addison Lee
control centre

66 Of every four recruits, two will be rejected outright, one will be referred to our training school and one passes directly into the fleet

Catherine Faiers, operations and development director, Addison Lee

William Road, Euston, the company has invested in technology and its people to build its global business for the future.

Catherine Faiers, Addison Lee's operations and development director, joined the company 18 months ago from the Trainline and she's clearly excited about the opportunities technology can bring to the business.

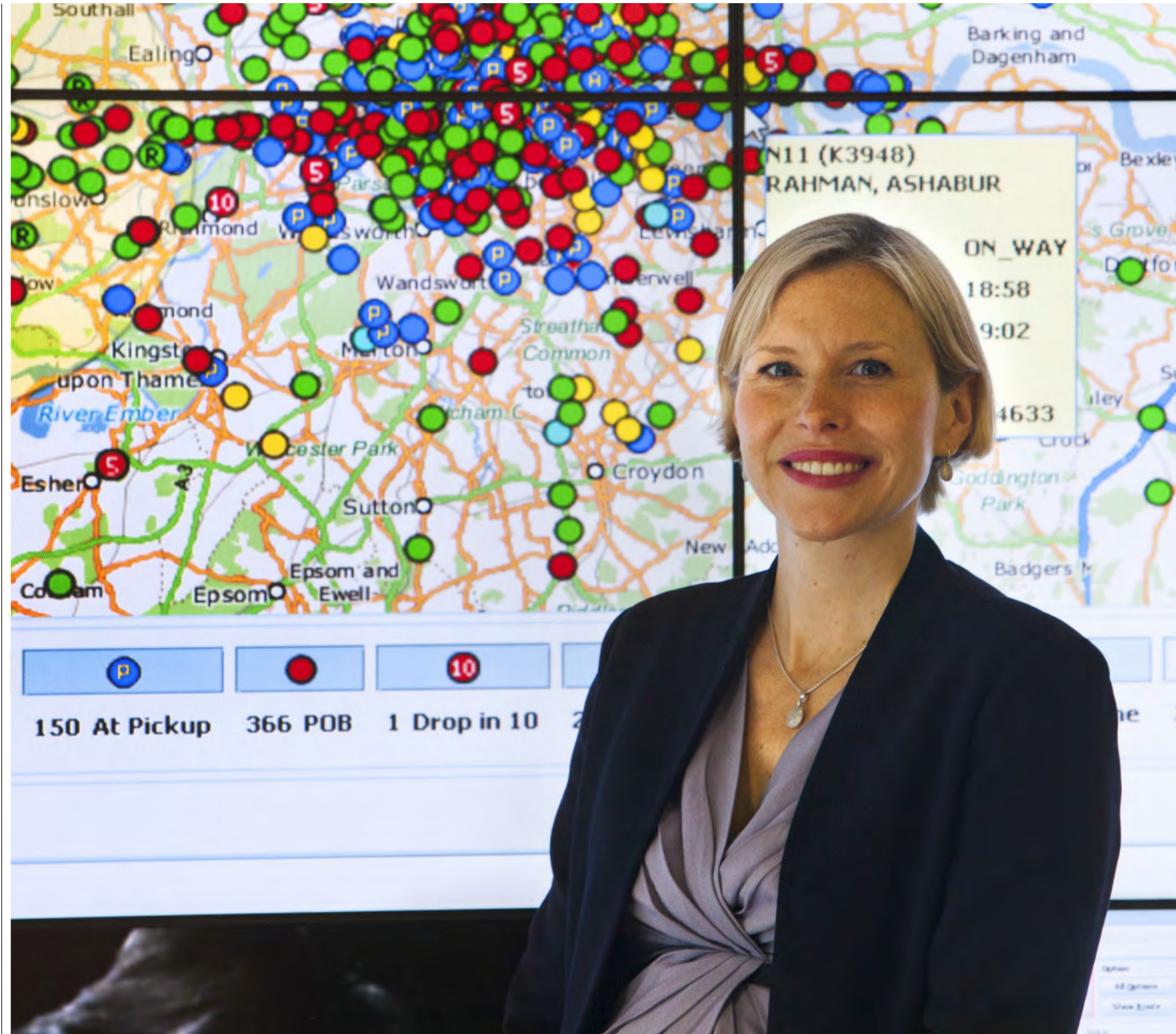
'The ability to improve the customer experience through technology is probably greater than in any other distribution or logistics sector,' she said.

'From our perspective, we have had our automatic allocation system for more than 10 years and we've had an app since 2009. But it is only in the past few years as people have shifted to mobile, that we've seen huge growth in its uptake.'

It's through technology that Addison Lee has managed to grow its business into an international offering, all run out of its London office. It's now partnered with 350 cities worldwide and all global bookings are managed by the team in London, available 24 hours a day.

People power

Catherine is keen to point out that although technology is important, it is its people who really make the business work.



'Our business is built on our people,' said Catherine. 'We have a core of drivers who have been with us for a long time, are very loyal and who have worked in partnership with us for a large number of years. Others are quite transient people who become PHV drivers as a stopgap between other careers, but that's where our training is integral.'

'We have our own training school, our own Driver Diploma (made up of three modules: customer

Forty years of Addison Lee

The company was started by John Griffin in Battersea with one car 40 years ago and has grown to become a household name, transporting more than 10 million passengers each year in London alone.

The fleet is replaced on a rolling three-year basis and maintained to the highest

possible standards. It has London's largest executive fleet of Mercedes cars and largest eco-friendly Toyota Prius fleet.

Its courier service consists of more than 200 motorcycles, 200 vans and 30 pushbikes. Its international delivery team works with trusted couriers and transport specialists across the globe offering a



next-day service to almost all major cities.

The company has invested heavily in technology. It was the first private hire operator to have its own app in London and this is regularly updated to include new features and functions, and Apple Pay has just been introduced.

Addison Lee bookings

More than 98 per cent arrive on time

45 per cent made over the phone (five years ago it was 90 per cent)

25 per cent use the Addison Lee app (this increases to around 80 per cent on a Friday night)

30 per cent made online

16-17 per cent of business is centred around Heathrow Airport

Most journeys are made within the North and South circulars

The average pre-booked pick-up in central London is within 10 minutes

Busiest day is 17/18 December (office Christmas parties!)

Addison Lee in numbers

700
Full-time employees

5,000
Self-employed drivers

5,200
Vehicles

300
Call centre staff

37,000
Approx. journeys per day

17,000
Active accounts

35%
of accounts are corporate clients

£200m
Turnover per annum

service, driving and first aid) and a Driver Portal with lots of facts and information because we need to ensure within that transient group we are getting the right people.'

The company also offers its employees incentives such as Customer Champion and Above and Beyond awards, as well as promo codes on apps for its drivers because it wants to retain the best people. As Catherine said: 'We want quality people. Our driver base has always been professional and for us that is really important.'

'We want the customer to get in the car and feel confident that the driver will set off in the right direction and get from A to B. They may not know the names of all the roads or the best route on every occasion, but even if their SatNav goes down they can still get the customer to their destination.'

She explained that when drivers come into the recruitment office they have a discussion with them about why they want to join the industry, if they have worked for other operators before, and whether they own their own vehicle or not. Of every four recruits, two will be rejected outright, one will be referred to the training school and one passes directly into the fleet.

In its core recruitment period between September and Christmas Addison Lee takes on between 50 to 100 drivers a week.

●●●
www.addisonlee.com
We welcome contributions to OnRoute from all parts of the trade - Addison Lee was the first to volunteer. Get in touch with us at OnRoute@tfl.gov.uk

Here comes the Night Tube

The Capital is about to welcome the first 24-hour Tube services through the heart of the city and it's great news for night owls and early birds.

The Night Tube will run on parts of the Central, Northern, Jubilee, Victoria and

passengers travelling on the Night Bus.

There are other important benefits – an estimated 2,000 new permanent jobs in London and a massive £360m for the UK economy, according to independent research.

Piccadilly lines from 00:30 until 06:00 every Friday and Saturday. It's a boost for London's 24-hour lifestyle, making a difference to shift workers, business owners, partygoers and many others.

The billions spent on modernising the Tube network have made this new service possible – and statistics prove it's essential.

Today, half a million people use the Underground after 22:00 on Fridays and Saturdays and 180,000 travel during Night Tube hours. On top of that, since 2000, the Capital has seen a startling 170 per cent increase in the number of

“This will not just boost jobs and our vibrant night-time economy, it will further cement London's reputation as the best big city on the planet”

Boris Johnson, Mayor of London

people look to make the last leg of their journey home?

●●●
For information on TfL's plans to support taxi ranks as part of the Night Tube, visit tfl.gov.uk/tph

Main image: Piccadilly Circus is expected to be one of the busiest Night Tube stations



The Night Tube in numbers

£360m

Estimated boost to the UK economy

2,000

Permanent jobs will be created in London

20

Average cut to journey times in minutes

8

Trains an hour on the Northern line

6

Trains an hour on the Central, Jubilee, Victoria and Piccadilly lines



New York, Chicago, Stockholm, Berlin, Copenhagen, and Sydney already offer night-time metro services, while Paris and Tokyo are looking into it.

The busiest stations are expected to be:

- Piccadilly Circus
- Leicester Square
- Waterloo
- Victoria
- Covent Garden

An independent viewpoint

'Demand for taxis at night is considered to be in excess of the level of capacity that can be provided by legal taxis. It is therefore expected that the Night Tube, rather than being detrimental to London's taxi business, will instead remove demand for illegal minicabs.

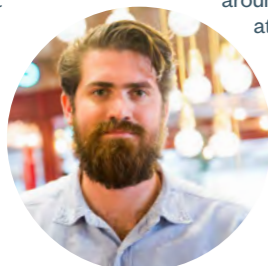
'Illegal minicabs are able to undercut fares offered by legitimate taxi drivers, as they avoid the costs associated with the legal permit process. Further reductions in the activity of illegal minicabs will be of benefit to London's taxis.'

'Impact of the Night Tube on London's Night-time Economy', by Volterra Partners, September 2014

What's your view on the Night Tube?

Toby King, marketing manager of the newly opened Picturehouse Central, Shaftesbury Avenue:

'We're looking at doing late night cinema – I know central London cinemas have always struggled with this, because if you finish a



movie at 2am it's harder to get home. Now we can do that.

'I think the Night Tube has to be good for London. I've been to Berlin and they do 24-hour Tubes at weekends and it's great. You can be walking

around areas of Berlin at three or four in the morning and lots of businesses are open – and not just pubs and bars, but cafés and shops too. I think that European style of



Lee Mullin, cabbie:

'If it reduces the number of people using illegal minicabs then it'll be safer for the public, but it's a hard call. I think it is going to affect us, but maybe we'll have to wait to see. It'll

café culture and staying out late appeals to a lot of people and as a cinema we can be part of that.'

have a positive effect for London, but for us I'm not sure.'

Lily Kiang, reservations, sales and events manager at The Admiralty pub, Trafalgar Square:

'This would definitely mean that our staff could get home a lot easier, and they'd be a lot less concerned about travelling at night. At the weekends, kitchen staff have to be here



from about 6am, so it would be good for them.'

Shaban Maqedonci, owner of Koha restaurant, Leicester Square:

'We're open until 1am Thursday, Friday and Saturday and on many occasions my staff have had to leave early in order to get home. I think the Night Tube is a fantastic idea; it's great for people going out



to theatres, bars and restaurants in the West End and also for the staff who work in these venues.

'Having a Night Tube means everything will stay open later, attracting a lot more tourists into the centre of town. Many of them will still use taxis to get between venues and back to their hotels at the end of their night out.'



Catherine Faiers, operations and development director, Addison Lee:

'For the overall infrastructure of transport, it is fantastic. We plan to look at the Tube lines that will be operational for 24 hours and see how we can adapt our offering. For

those people who can take the Tube part of the way home, we will highlight these station pick-up points to our existing customers and our fleet.'

Collette (with husband John), visiting from Melbourne, Australia:

'We'd probably use the Night Tube to get around more at night, but in conjunction with taxis. We'd use the Night Tube part of the time and black cabs on other occasions because, for us, the fun of the black cab is a big part of the tourist experience.'



Letter of the law

After a 30-year career in the Metropolitan Police Service, **Matt Bell MBE** is relishing his new role as TfL's head of Taxi and Private Hire Compliance.

Matt brings with him a wealth of experience – both of London and the law – that is proving invaluable as his team continues to tackle illegal taxi and minicab activity across the Capital.

In 1985 he began a distinguished career with the Metropolitan Police Service (MPS), one that saw him honoured with an MBE in 2012 for services to policing in London. In 2014, he was appointed to lead the newly created Roads and Transport Policing Command. After retiring earlier this year, he made the switch to TfL in May.

“We want touts on the street to be constantly in fear of being arrested and dealt with through the justice system”

‘I felt my past experience would help me in an arena where there are very different ways to view the same issue,’ he explained. ‘Where strong feelings are present it is easy to be swayed one way or another by an argument. You have to go back to that touchstone of what do the rules and regulations say, ask “what is the evidence?” then apply the rules in a fair, consistent and independent way.’

And he added: ‘There are a lot of people in the trade who are very grateful for the activities of the Compliance team because they see we are fundamentally trying to protect their livelihoods and keep the public safe.’

trade who are very grateful for the activities of the Compliance team because they see we are fundamentally trying to protect their livelihoods and keep the public safe.’

Out with the Compliance Enforcement team

Matt Bell MBE joined one of the regular joint Taxi and Private Hire Compliance operations.

On 5 August, a mix of taxi and private hire vehicles were stopped and their drivers spoken with, vehicles inspected and compliance

checks conducted. The operation lasted all morning and by the time Matt left a dozen vehicles had been processed. The enforcement

team of five, supported by a police officer from the City, found well-presented taxi and private hire vehicles whose law-abiding drivers were genuinely pleased to see the team out checking on their trade to keep it professional and legitimate.

However, some drivers were found not wearing badges and with out-of-date licences, while one private hire vehicle and a taxi were certified unfit to continue working because of poor maintenance.



Being fair and consistent drives Matt today, just as it did 30 years ago. He believes it's the perfect time to come into this role and is very clear about what his team's priorities are – and improving the safety of the taxi and private hire trades through compliance activity is top of the list.

On the streets

‘Coming from an operational background, I like getting out on the streets to join my compliance officers in action,’ he said.

Matt spends time out with both the

day and night teams. He went down to Gatwick to watch his officers work cross-border with the Sussex and Surrey Constabularies and even did a stint on the taxi ranks at Wimbledon while the tennis was in full swing.

‘Touting is becoming harder to get away with as a result of the work being done by us and the police, which is based on intelligence we receive from the trade,’ he continued. ‘Officers target hotspots to support the legitimate taxi and private hire trade, and the police and TfL work closely together on plain clothes operations to arrest touts.’

‘In the spring we launched Operation Neon – 331 private hire drivers were reported for failing to comply with regulations in the first five evenings alone.’

But Matt knows this is just the start. ‘We’ve got to keep the pressure on the whole time,’ he explained. ‘We want touts on the street to be constantly in fear of being arrested and dealt with through the justice system.’

Growing demand

Currently, the Compliance team has 41 officers, but there are plans to double

Fact file

Matt Bell MBE

Joined the MPS in 1985

Served as a Constable and Inspector in Southwark and Peckham, and as a Sergeant in Woolwich and Bromley

Chief Inspector and Deputy Borough Commander in Bromley between 2003 and 2009

Borough Commander of Barking & Dagenham from 2009 to 2012 and Lambeth between 2012 and 2014

this by early 2016 owing to the growing number of private hire drivers and vehicles on London's roads.

Matt is also working to ensure his officers are given powers to issue Fixed Penalty Notices, as he feels swift justice is a far more effective way to deal with breaches and persistent offenders. ‘An £80 or £100 fine hits people hard,’ he insisted.

It's an exciting time for Matt and he can see a real desire on all sides to work through historical problems, although he knows he won't be able to please everyone. So it's back to what drives him – being fair and consistent.

‘When you have a decision to make based on regulations and the law then that's what you have to do, even though you know it may be difficult for some people. It's a tough one being the referee – you rarely please either side let alone both of them. What you must do is be open, honest, fair and clear on why you are making your decisions.’

‘My experience of working with the trades is we all want the same things,’ he added. ‘We want a well-run, well-regulated industry that allows fair competition but where the rules and regulations are not flouted. It's my intention that this is exactly what we will pursue.’

Above: Matt Bell MBE, out with the Compliance Enforcement team



Inside Operation Neon

Launched in May, Neon is a joint operation between TfL, the MPS, the City of London Police and Westminster City Council.

Taking place every weekend, the aim is to deter illegal minicab activity in the Capital including touting and driving faulty vehicles. It is one of many initiatives TfL is involved with that are run in parallel with covert activity to apprehend and arrest offenders.

Neon in numbers

In the three months since the launch of Neon:

324

Private hire drivers were reported for parking their vehicles at taxi ranks

3,021

Private hire drivers have been advised and moved on in order to keep roads clear for both booked private hire vehicles and taxis (includes those that were moved on for being parked illegally on double yellow lines)

44

Private hire drivers reported for plying for hire offences (includes plying and section 2 offences)

217

Private hire drivers stopped from working for not having their ID with them

1,829

Private hire drivers reported for not wearing their ID

758

Private hire drivers were issued with parking tickets

(Correct at 24 Aug. 2015)



Right: Sheniz Raif, customer service adviser, at the counter. Below: David Hall, Knowledge of London manager

At your service

Earlier this year, TPH moved to new premises at 230 Blackfriars Road. **David Hall**, Knowledge of London manager and licensed taxi driver, showed us around.

Until May, TPH was based just down Blackfriars Road at Palestra – not ideal, logistically, as the Knowledge department had 128 people a day visiting the eight examination rooms on the fourth floor, and there were no face-to-face facilities for existing licensees.

At 230 Blackfriars Road, Knowledge candidates have their own entrance on the ground floor and a dedicated booking desk. There's a new counter service for licensing queries, providing an appointment has been booked in advance. The rest of TPH is upstairs.

'We now have 10 Knowledge rooms for the oral examinations and a new

ground floor conference room for the written exams and finals talks. We also have the London Eye room, which is for the Counter Services team if they need to bring someone in for an interview or private chat,' explained David, sitting in 'Buckingham Palace', one of the rooms that were named by the team after famous landmarks around the Capital.

'It's been a good move all round; the rooms are much bigger and we have more natural light.

Also, the candidates can sit further away from the examiner, which is better. I think everyone sees it as a big improvement.'



TPH HQ numbers

12
Permanent Knowledge of London examiners

13
Customer service advisers

10
Knowledge rooms



Counter services at Blackfriars Rd

At the service counter we met Sheniz Raif, a member of the Licensing team. She joined TPH in 2014 working on medicals, and has been on the counter since it opened. She said she really enjoys helping the licensees.

'The other day, I helped a driver whose licence was expiring on the day he booked an appointment to come and see us. He had everything we required but his GP had made several errors on the vision section of the form. To make sure he got licensed as soon as possible, I advised he go to a nearby optician to get the information we needed. He managed to get it within the hour and his licence was issued by post later that day, once we were satisfied he met the requirements.'

She added: 'The team is really friendly and we all have a real can-do attitude and are keen to help. I like doing face-to-face work and it's really rewarding when you help solve licensees' problems.'

Counter service desk opening hours are Monday to Friday, 09:00-16:00 (under review). Call 0343 222 4444* to make an appointment.

At present, most applicants can get an appointment within 24 hours.

*Calls are charged at the local rate and are included in the free call allowances provided by many mobile and landline phone providers.

Views

In the know: as London marks 150 years of the Knowledge, cabbie **Ian Beetlestone** shares his thoughts.



What an amazing experience. Getting to know this magnificent city in such a particular, forensic way – from Crystal Palace to Alexandra Palace and Stratford to Stamford Brook. To be a meticulous, obsessive sightseer to whom a small statue of mice eating cheese is as important as Buckingham Palace.

A journey – thousands of miles – beginning and ending in the same place. The mind boggling as you ride a Blue Book run, learning the streets you use and passing countless side streets on the way, leading somewhere else, names unknown, routes not yet linked up. In this way the city somehow seeming to expand and shrink at the same time: the more you see and learn, the more you see disappearing into the infinite distance that is yet to learn.

But what an incredible feeling when you start to call point to point lines correctly. When you start to see, when you start dancing around on that map with the sharpness and agility of a figure-skater. Calling at such speed,

with such fluency, the Knowledge School filled with a humming cacophony of it.

The Knowledge – as every cabbie knows – is an act of devotion and sacrifice to London. We give ourselves over to it for two, three, four – more? – years. We do it because we love it, and because we know at the end we will become elite Londoners, seers and practisers of magic (as any fare will concur if you take them through the bat cave at the Savoy hotel).

It's no wonder we're proud, is it? The Knowledge is a beautiful, mystic thing, integral to the spiritual workings of the greatest city on Earth. Long live it.'

Send us your letters

We want to hear your thoughts on what matters most to you. It could be just two lines or, like Ian, you could pen an article for us.

We'll print a selection of emails every issue – and there's a £20 Amazon voucher on offer for the best.

Ian Beetlestone with his cab at China Town

Ian's top five London points of interest

Hyde Park Stables Bathurst Mews, W2

Where the Hyde Park horse rides begin. One of the most picturesque of London's cobbled mews, enriched with the smell of horses.

Regent's Row, E8

A narrow cobbled street beside the canal, it's as if you're riding your scooter on the towpath. Fun to drive down in your cab too, although a bit of a nightmare if you meet anything coming the other way.

French Ordinary Court, EC3

A bizarre, creepy cave in the middle of the City of London.

The Nag's Head Kinnerton Street, SW1

Such a pretty old-fashioned street in the heart of Belgravia. There's a post office, a little village hardware shop and a general store with beach balls in racks out the front as if you were on the Isle of Wight. And the Nag's Head is a fantastic old pub.

Trinity Buoy Wharf, E14

A surprising collection of containers housing various little artsy businesses in one of the most windswept bends of the river, where it is joined by Bow Creek.

Where am I?

Q2: At which London landmark would I be if I was looking for the burial place of the beheaded Anne Boleyn, King Henry VIII's second wife?

Answer below.

At: Sir Christopher Wren's tomb inside St. Paul's Cathedral

Where am I? answers:

A2: Chapel Royal of St. Peter Ad Vincula, Tower of London

Events

Rugby World Cup 2015



18 SEPTEMBER

Opening ceremony followed by England vs Fiji
Twickenham Stadium

19 SEPTEMBER

France vs Italy
Twickenham Stadium

20 SEPTEMBER

New Zealand vs Argentina
Wembley Stadium

23 SEPTEMBER

France vs Romania
The Stadium, Queen Elizabeth Olympic Park

24 SEPTEMBER

New Zealand vs Namibia
The Stadium, Queen Elizabeth Olympic Park

26 SEPTEMBER

England vs Wales
Twickenham Stadium

27 SEPTEMBER

Ireland vs Romania
Wembley Stadium

3 OCTOBER

England vs Australia
Twickenham Stadium

4 OCTOBER

Ireland vs Italy
The Stadium, Queen Elizabeth Olympic Park

7 OCTOBER

South Africa vs USA
The Stadium, Queen Elizabeth Olympic Park

10 OCTOBER

Australia vs Wales
Twickenham Stadium

17 OCTOBER

Rugby World Cup Quarter-finals
Twickenham Stadium

18 OCTOBER

Rugby World Cup Quarter-finals
Twickenham Stadium

24 OCTOBER

Rugby World Cup Semi-final
Twickenham Stadium

The England scrum in action against France in the 2007 Rugby World Cup

25 OCTOBER

Rugby World Cup Semi-final
Twickenham Stadium

30 OCTOBER

Rugby World Cup Bronze final
The Stadium, Queen Elizabeth Olympic Park

31 OCTOBER

Rugby World Cup Final
Twickenham Stadium

1 NOVEMBER

Possible England Rugby World Cup victory parade
Guildhall to Trafalgar Square via The Strand



Bronze sculpture at Twickenham Stadium by Gerald Laing

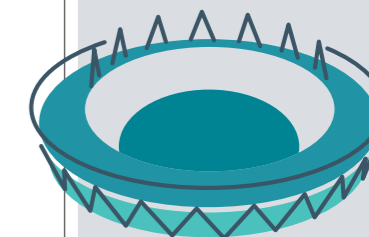
Fact file



Twickenham Stadium

Known as the home of rugby (and nicknamed Fortress Twickenham) it is the world's largest dedicated rugby union stadium.

Capacity: 82,000
Number of matches: 10



Queen Elizabeth Olympic Stadium

The Stratford stadium has been redeveloped since the Olympic Games, and next year it will become the long-term home of West Ham United FC. It has never staged rugby matches before, but makes a perfect venue.

Capacity: 54,000
Number of matches: 5



Wembley Stadium

The new Wembley opened its doors in 2007. It has been frequently used by Saracens Rugby Club and already boasts the world record attendance for a club rugby match. Now it is ready to put itself on the international stage.

Capacity: 90,000
Number of matches: 2

Rugby World Cup 2015: all you need to know

The third largest sporting event in the world after the Olympics and FIFA World Cup is about to kick off in the Capital.

The Rugby World Cup 2015 is set to be the major event of the year and certainly the biggest in London since the 2012 Olympics.

The UK last hosted a Rugby World Cup 20 years ago and the sport's popularity has grown massively since then, with 2.3 million fans expected to attend matches in 11 host cities. The tournament will attract more international visitors than any previous Rugby World Cup, with up to 466,000 visits expected over six weeks.

Estimates suggest the tournament will deliver up to £2.2bn for the UK economy. In London, where there are three separate venues hosting 17 matches, one million spectators are likely, with the financial benefit to the Capital expected to be a whopping £1.2bn.

Kick-off

The Rugby World Cup opens on 18 September at Twickenham, which hosts 10 games, including the final on 31 October. The Queen Elizabeth Olympic Stadium in Stratford will host five matches and Wembley Stadium will host two.

Fanzones

During the tournament, there will be 15 free Fanzones across England and in Cardiff. Four will be in London – Wembley Park (open for two days), Queen Elizabeth Olympic Park (20 days), Richmond Old Deer Park (10 days) and Trafalgar Square, which will be open from the weekend of the semi-finals until the final, providing special

events on the semi-final, bronze final and final match days.

The largest Fanzone – Wembley – will accommodate 15,000 people, while Queen Elizabeth Olympic Park and Richmond can each fit up to 10,000. Trafalgar Square is the smallest, with space for 5,000.

Travel information

Testing is still taking place for taxi rank and private hire pick-up and drop-off points as we go to print. This will be published in the TPH bulletin closer to the opening date.



Visit tfl.gov.uk/rugby-travel and rugbyworldcup.com/travel for details

Calendar

5 SEPTEMBER

England vs Ireland rugby international

Twickenham Stadium

England vs Australia one-day cricket international

Lord's Cricket Ground

6 SEPTEMBER

London Mela Gunnersbury Park

Regent Street Festival

Pedestrianised

8 SEPTEMBER

England vs Switzerland Euro 2016 football qualifier

Wembley Stadium

9-12 SEPTEMBER

Middlesex vs Yorkshire County Cricket Championship

Lord's Cricket Ground

12 SEPTEMBER

Proms in the Park with Russell Watson and the Jacksons

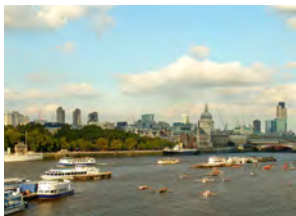
Hyde Park

12-13 SEPTEMBER

Holi Festival of Colours

Queen Elizabeth Olympic Park

Thames Festival, including the Great River Race



Ceremony/United Festival

Finsbury Park

13 SEPTEMBER

Tour of Britain, Stage 8 the London Stage presented by TfL, 93km

18-20 SEPTEMBER

Magical Taxi Tour

Leaves 18 September, taking sick children to Disneyland Paris



Clockwise, from top: Mela, Africa on the Square and the Thames Festival

19 SEPTEMBER

Domestic one-day cricket cup final

Lord's Cricket Ground

19-27 SEPTEMBER

London Design Festival

Greenwich Peninsula, V&A Museum and Somerset House

22-25 SEPTEMBER

County cricket: Surrey vs Northamptonshire

Oval Cricket Ground

27 SEPTEMBER

The Ealing Half Marathon

1-31 OCTOBER

Restaurant Festival

4 OCTOBER

NFL: New York Jets vs Miami Dolphins

Wembley Stadium

10 OCTOBER

Africa on the Square

Trafalgar Square

Girl Guides Big Gig

Wembley Arena (tbc)

14-17 OCTOBER

Frieze Art Fair Regent's Park

24 OCTOBER

NFL on Regent Street

Pedestrianised

25 OCTOBER

NFL: New York Rhinos vs Jacksonville Jaguars

Wembley Stadium

31 OCTOBER

Regent Street motor show

Pedestrianised

1 NOVEMBER

NFL: Detroit Lions vs Kansas City Chiefs

Wembley Stadium

5 NOVEMBER

Fireworks

including at Chiswick Park, Clapham Common and Southwark Park

7 NOVEMBER

Rugby League: England vs New Zealand

The Stadium, Queen Elizabeth Olympic Park

8 NOVEMBER

Remembrance Day Whitehall

