

**Safety
after dark**

Safer Travel
at Night

OnRoute

Brought to you by Transport for London

**Rapid
charging**

More chargers
on street



Wellbeing
Updates from
TPH's health and
wellbeing forum

Electric dreams

Behind the wheel of the Nissan Dynamo all-electric taxi

Weather-proof

Top tips on how you can beat
bad weather conditions

Spring cleaning

Clearing the Capital's air
by lowering emissions

All mapped out

Changes to the topographical
skills assessments

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.'

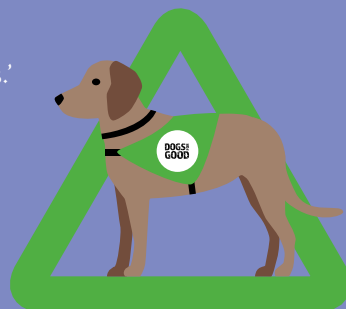
Canine Partners' assistance dogs are for physically disabled adults.



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.

Welcome

This is the second digital-only version of OnRoute and we hope you are finding it easier to access via phone or tablet.

The all-electric Nissan Dynamo taxi was licensed for use in London in August 2019 and drivers are already finding it easy to use, as Dynamo's Managing Director, Brendan O'Toole, explains on P8.

In December, TPH hosted a health and wellbeing forum for the trades.

It was well attended and provided plenty of really helpful advice and contacts to keep you on top of both physical and mental health. Read our in-depth report on P16.

Winter weather conditions can go right through until April, so check out our bad weather driving tips on P20.

We hope you enjoy this spring edition and if there is anything you'd like to see us cover in the summer OnRoute, please contact us at OnRoute@tfl.gov.uk

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Contact us at OnRoute@tfl.gov.uk

London Taxi & Private Hire, 5 Endeavour Square, London E20 1JN. For general enquiries: tph.enquiries@tfl.gov.uk. Visit the TfL website: tfl.gov.uk/tph Call 0343 222 4444 (lines open from 08:00 to 18:00, Monday to Friday) for operator and driver licensing enquiries and the Knowledge enquiries. Call 0343 222 5555 for vehicle licensing appointments and enquiries. TPH news on Twitter: [@TfLTPH](https://twitter.com/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.

Driving seat

Putting you at the heart of taxi and private hire



Lost property

TfL's Lost Property Office moved from Baker Street to Pelham Street, South Kensington last autumn and is open 08:30 to 16:00 Monday to Friday. If your passenger has left an item in your taxi, you should take it to the Lost Property Office, a Metropolitan Police station, or a City of London Police station.

Guidance

- Taxi drivers should hand in items within 24 hours of them being left in their vehicle
- Taxi drivers will be issued a receipt for the item when they drop it off
- Taxi drivers who wish to claim items that haven't been collected from the Lost Property Office can do so in the first two weeks of the month, four months after they deposited the item. So an item deposited in February can be reclaimed from 1 - 14 June

There is off-street parking at the office. Please make sure you press the button by the roller shutter and inform the on-site security team of your ID and reason for visiting.



EVs

A quick charge at Hammersmith

BP Chargemaster has installed London's first 150kW ultra-fast charging hub on a public network at BP Hammersmith Flyover SF Connect, Talgarth Road, W6.

The hub has four 150kW chargers,

which can deliver 100 miles of range on a 10-minute charge. They are accessible through Polar and offer rapid charging with CHAdeMO and CCS connectors.

For news on TfL's network of rapid chargers, go to P25.

STREETCARE

Word on the street

TfL has launched a new service making it easier for drivers to report problems they see on London's roads.

Streetcare can be used to report a wide range of issues including roadworks, potholes, traffic light defects, graffiti and flyposting, problems with hoardings, scaffolding, mobile cranes, street lights and damaged trees.

By entering a street name, postcode or allowing the website to trace you, it'll make travelling around London safer and easier. You can also upload photos to help TfL's investigations. The **site** shows whether the problem has already been reported and allows you to see the actions being taken to fix them.



HEALTH

Have you had your flu jab yet?

Flu season can last as long as April, so @ageuklondon say it's never too late to get your flu jab!

You can get your #JabDone for free if you're 65 or over, or have a long-term health condition, so visit your GP or pharmacist today.





CHARITIES

Cabbies for charity

Last year's Taxi Charity Christmas lunch proved to be a huge success. After a year of fundraising to lose weight and get fit before climbing Kilimanjaro, three London cabbies, Daren Parr, John Dillane and Brian Heffernan (right), presented the charity with a cheque for £18,000.

At the same event, the Dutch Liberation Medal was presented to World War 2 veteran Tom Schaffer by Lieutenant Colonel Rob Arts, Military and Air Attaché and Deputy Defence Attaché, from the Embassy of the Kingdom of the Netherlands (above).



Tom was also presented with some of the four hundred Christmas cards that had been sent to the Taxi Charity to distribute to WWII veterans from Dutch school children.

Zero tolerance for petrol and diesel

Petrol and diesel cars are no longer permitted to use Barbican Estate's Beech Street, as it becomes Britain's first zero emission street. Beech Street is one of the most polluted in the Capital and now only zero emission vehicles, cyclists and pedestrians are permitted to use it while petrol and diesel cars

are being rerouted using advance warnings and signage.

The restriction has been brought in with an 18-month experimental traffic order to see what people think and to allow air quality and traffic to be monitored. Emergency vehicles, refuse collection and deliveries are excepted from the order.

THE KNOWLEDGE

Mr Thomas retires

After 30 years in the Metropolitan Police Service (including getting shot while in the Flying Squad) and 17 years as a Knowledge of London examiner, Mr (Steve) Thomas retired at the end of last year.

Being an ardent life-long Chelsea fan, his retirement/70th birthday bash was held at Stamford Bridge and tributes included video messages from Frank Lampard, John Terry and Anthea Turner. In attendance were current and ex-colleagues, representatives from the Knowledge of London schools (including candidates) and members of the taxi trade.

Graham Sarson, Driver Assessment Administration Manager, said: 'Steve always took immense pride in being a Knowledge of London examiner. He had the candidate's best interests at heart and a way with words. He was one of the only examiners who could tell someone they'd had an awful appearance and still have them walk out of the room smiling, laughing and saying how he was such a nice man and a true gentleman.'



Retired Knowledge of London examiner Steve Thomas

Driving seat

TAXI PR

Awards for London Taxi PR

London Taxi PR has won two major awards in the Aviation & Aerospace Awards 2020, organised by Corporate Vision magazine.

It won in the Best Public Transport Promotions Group (UK category), for the second year running, and also bagged the Best Public Transport Advertising Campaign (UK) award for its All Hail the Street Hail ad.

w For more information, go to the [London Taxi PR website](#)



Taxi rank news

- Until November 2021, the second part of the Brick Street rank will be suspended. Taxi drivers should enter Brick Street via Down Street between 07:30 and 18:30, Monday to Friday, and between 08:00 and 13:30 on Saturdays
- The whole rank at Caxton Street is suspended until 18:00, Friday 12 June 2020. A temporary rank is available in parking bays further along the road
- The whole rank at Kennington Oval (east side) is suspended until April 2021, while the Oval stadium is being extended
- Until 17:00, Monday 10 August, the entire rank is suspended at Cadogan Place outside the Jumeriah Carlton Tower Hotel while it is being refurbished. The hotel is currently closed to guests
- Until 18:00, Thursday 9 April, the second half of the rank is suspended at Upper Berkeley Street/Montagu Street outside the Radisson Blu Hotel while it is being refurbished. The hotel is currently closed to guests
- The rear 10m of the rank at Bermondsey Street is suspended between 12:00 and 14:00 and between 20:00 and 05:00 every day until May while large deliveries are made to London Bridge Station
- Until 08:00, Tuesday 25 February, the entire rank at Great Queen Street, outside the Kingsway Hall Hotel, is suspended while it is being refurbished. The hotel is currently closed to guests
- There will be a long-term closure – possibly until December 2021 – at Grosvenor Street while buildings are being demolished. There is a temporary rank in front of the original rank



TPH licensing in numbers

22,581

Taxi drivers

19,133

Taxi vehicle licences

109,753

Private hire driver licences

96,859

Private hire vehicle licences

2,144

Private hire operators

On the move

TPH's Knowledge team has moved offices. All appearances now take place at 210–212 Baker Street (second floor), NW1 5RT. All candidates will be advised where their appearance is taking place when they make a booking.

Switch off your engine for cleaner air



Vehicle Idling Action

Did you know that idling your engine while stationary contributes to local air pollution and damages your health?

Please turn off your engine when parked.

Tweet: #Nolding

Visit: idlingaction.london

Backchat

Managing Director Brendan O'Toole
with the new Nissan Dynamo

Our friends electric

The Nissan Dynamo is London's new all-electric taxi. OnRoute quizzes Dynamo's Managing Director, Brendan O'Toole, about batteries, charging and 'future proofing' the taxi trade



Backchat

So Brendan, how's the demand for the Nissan Dynamo going?

The first Dynamo was licensed by TfL in August last year and they are now starting to be noticed on London's streets. We now have a constant flow of vehicles coming off the production line. Our target for 2020 is to produce up to 1,000.

Why did you choose Nissan to work with?

Because of their advanced battery technology and reputation for reliability. We'd started working with Nissan in 2013 on a petrol version of the taxi. This project was cancelled in 2014 because legislation around emissions was already changing. Thankfully Nissan also had an electric version of the vehicle we had been working on and we moved on to develop what we have today which we believe is a 'future proof' London black taxi.

The Dynamo is based on the e-NV200 Evalia, seven seat vehicle, which has proven vehicle reliability and economy. These are characteristics we believe are of the utmost importance to the taxi sector. We produced prototypes in 2015 and they have been driving around ever since. We've been putting a lot of miles on them, road testing them in London driving conditions. One of the conditions of licensing for a taxi in London is that it must achieve a 25ft turning circle and so we knew if we put a vehicle out there, we had to get it right because it is a critical area. We came up with a brilliant solution for turning the front wheels. Martin Power is one of our test drivers and he has driven the Dynamo every single day for over a year and done more than 100,000 U-turns to prove to drivers this vehicle is fit for purpose.

We also went above and beyond with our other testing.

Have you driven it?

Yes, I have driven it and I've been using it because I need to know, is it everything we say it is? I also wanted to learn a different driving method because if you pay attention and drive the right way you can get a very good range from the vehicle every day that you use it (up to 187 miles on a full charge). If you don't drive in a way considering the vehicle, you'll deplete the battery more quickly.

What do the Dynamo drivers say?

The reaction from the drivers has been very good. The drivers that have been out there have a Facebook page where they talk about what they like about the vehicle or indeed any adverse comments are shared. They don't oversell it, but they do say this is what the trade needs – reliable information and quality after sales. For instance, we had an issue with the electric step, a technical thing we needed to fix, so we had all the drivers in and changed all the steps.

One of our drivers has told us that for what diesel in a conventional taxi would have cost him in one month, he can drive the Dynamo on electricity for seven or eight months.

What are the Dynamo's major selling points?

We hope the drivers embrace this new technology because it brings a lot of benefits. This new generation of vehicles is greener, massively more economical, is modern, has volume production engineering and they



look good. Driving our vehicle will not tire you out over a 10-hour shift as it is quieter, smoother and has less vibration. Reliability is also important, and I have no doubt the vehicles we are producing now will still be looking good and performing well in 15 years' time. Also, as this vehicle is based on the existing Nissan Evalia you can go into any Nissan dealer and get it serviced or buy spare parts for it.

Any plans for the future?

A great change has come about because of the electric vehicle era. We certainly have plans for our relationship with Nissan. Going forward, we have several other vehicles in mind, although we are focused on the Dynamo taxi for now. ■

[w](#) find out more about the Nissan Dynamo on its website

“I think what we've done with the Nissan Dynamo is clever rather than brave. We've taken an existing vehicle and repurposed it”

Brendan O'Toole, Managing Director, Dynamo



Emissions

The road to zero

London's air quality is filthy and it's up to all of us to help clean it up

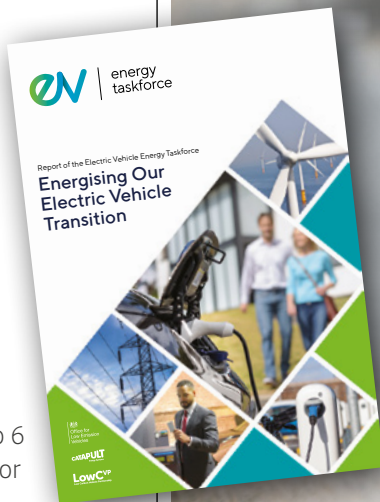
The following measures will ensure the entire private hire vehicle fleet will be zero emission capable (ZEC) by 2023:

- From 1 January 2020 all new private hire vehicles – defined as those under 18 months old – licensed for the first time have to be ZEC and meet the Euro 6 emissions standard
- Private hire vehicles more than 18 months old need to have a Euro 6 engine when licensed for the first time
- From 2023 all private hire vehicles licensed for the first time will need to be ZEC and be Euro 6, as a minimum
- To see if your vehicle meets the standard, check the **TfL ZEC private hire vehicle list**

Emissions and car tax

Carbon dioxide emissions from your vehicle can affect the amount of car tax you pay. Switching to a more environmentally friendly car can save you hundreds a year in tax, and in most cases, the same again in fuel.

This is because emissions generally give an indication of how much fuel a car uses, as well as the amount of pollution a car is pumping into the air.



ZEC Vehicles

To meet the ZEC requirements, a private hire vehicle licensed for the first time must:

Emit no more than 50g/km CO₂ and be capable of being operated with no (zero) exhaust emissions for a minimum range of 10 miles (16.093 km)

or:

Emit no more than 75g/km CO₂ exhaust emissions and be capable of being operated with no (zero) emissions for a minimum range of 20 miles (32.187 km)

How emissions levels are measured

In the autumn Budget 2017, the Government announced that cars registered from 6 April 2020 will be taxed based on Worldwide harmonised Light vehicles Test Procedure (WLTP) linked to CO₂ emissions. WLTP aims to be more representative of real world driving conditions, compared to the previous test known as the New European Driving Cycle (NEDC). As a result, reported emissions are expected to increase which could impact how much car tax you pay.

There is a **Government vehicle checker** where you can search for new and used cars to find:

Emissions

- Fuel consumption and CO₂ emissions (by make and model)
- Vehicle tax information (by make, model, registration date and current tax tables)
- The cost of tax for all vehicle types

New cars only

For new cars only you can also search:

- By tax band, including Band A (exempt from tax)
- By fuel economy
- For annual fuel running costs
- By company car taxation, based on CO₂ bands
- By alternative fuel types

Force for the future

The Electric Vehicle Energy Taskforce is a collaboration in the UK between the energy supply, transport and mobility sectors along with the Government.

On Tuesday 14 January, it launched its report Energising Our Electric Vehicle Transition. The infrastructure spending required to prepare the UK electricity networks for the electric vehicle transition is likely to run to tens of billions of pounds. However, the taskforce believes this cost can be reduced if the right decisions are made and the transition is effectively coordinated between the Government and key energy, infrastructure and transport industry stakeholders.

The taskforce identified five themes to make its proposals under. These included rewarding consumers for charging smartly and developing and maintaining the charging infrastructure consumers need.

It made 21 key proposals for actions

to be taken by the Government and industry to enable an effective and efficient electric mobility transition including:

- Providing financial incentives to electric vehicle drivers
- Prioritising greater standardisation across the charging network
- Establishing an independent body to promote the benefits of smart charging through a major publicity campaign to ensure EV drivers are confident and well informed
- Coordinating energy and transport planning to ensure the right infrastructure is in the right place

Christina Calderato is TfL's head of Transport Strategy and Planning. She took part in a debate at the launch and says: 'The key priorities identified by the report are welcome and complement the approach taken in London, particularly the focus on the need for interoperability of charge points and the emphasis on the need for effective local and national planning and coordination.

'This will help to ensure that drivers can have confidence in charging infrastructure both within and beyond London's borders.' ■

[w You can download the whole report from the Low Carbon Vehicle Partnership website](#)

“The number of electric vehicle models available for sale remained stable between June 2018 and July 2019. A number of manufacturers will be making a larger range of electric vehicle models available for sale before the end of 2020, the majority of which will have more than 200 miles of range”

Low Carbon Vehicle Partnership



Addison Lee Group

Powered up about the e-tron

In our autumn issue of OnRoute, we reported on Addison Lee Group's trial of the all-electric Audi e-tron. Paul McCabe, Addison Lee's Corporate Director, says the results have been impressive

'It's been fantastic, a great partnership with Audi. It was so successful we extended it by six months over the winter period to see how the cars performed. We had great responses from the drivers and our customers. The drivers found the cars very pleasant to drive and very easy to drive from a physical point of view because of the lack of vibration and noise, and we also got loads of positive comments from our customers.

'When we started the pilot none of the drivers had driven an electric car before and did suffer from range anxiety, but they all loved the cars and quickly adjusted to how charging worked. So they would do a mix of 'opportunity' charging when they would stop at an on-street charger for 10 minutes or so and then do longer charges outside of their working hours. On the pilot we deliberately deployed the electric vehicles in a fixed road circuit where we knew the vehicles would be in range of a rapid charger. At the start of the pilot we thought we would have to install four home chargers



Addison Lee Group

for four drivers who had offstreet parking, but two of the drivers found they did not need them because they had a rapid charger in their local area and it was convenient for them to use these public chargers.

'Our intention is to have a ZEC fleet by 2022, with a mix of pure electric and hybrid vehicles. What we've discovered from the pilot with Audi is the need for partnerships with the motor trade as fleets can have such a massive impact on the electric vehicle market. We renew our fleet every three years so if we have lots of electric vehicles in our fleet that impacts the second hand electric vehicle market as well.' ■



View a video of driver Alan Meere talking about driving the Audi e-tron on [YouTube](#)

2020 electric visions

As the electric revolution gains pace, manufacturers are bringing more pure electric vehicles to market. Here are a few of the newcomers



Hyundai Kona Electric
Range / up to 370 miles
Battery / 67.1 kWh
Top speed / 104mph
0 – 62mph / 7.6 seconds
Fast charge / 44 minutes



Volvo XC40 Recharge
Range / up to 230 miles
Battery / 78 kWh
Top speed / 112mph
0 – 62mph / 4.9 seconds
Fast charge / 33 minutes



Ford MACH-E (first edition)
Range / 280/370 miles*
Battery / 75/99kWh*
Top speed / 111mph
0 – 62mph / 7 seconds
Fast charge / 38 minutes

*Depending on model



Volkswagen ID.3 (standard range)
Range / up to 250 miles
Battery / 48 kWh
Top speed / 99mph
0 – 62mph / 8 seconds
Fast charge / 44 minutes

STaN

Safety first

The Safer Travel at Night (STaN) initiative aims to improve the safety of people travelling after dark by taxi and private hire



STaN










STaN delivers targeted police enforcement to identify, disrupt and deter any illegal taxi or private hire activity, and engage with customers on how best to travel safely at night, as many people out and about after dark may not be aware of our two-tier taxi and private hire system.

On the basis of intelligence, there were three phases of STaN last year. The first was in April as the nights were getting lighter and warmer and students and families were gearing up for the spring break. The second was in September to educate the freshers coming to London to start university or college, and the third was in December in the run up to Christmas.

During the operations, activities included operator visits, foot patrols, joint working between TPH compliance officers and a police compliance car, and handing out leaflets to customers before and after visiting night venues. Compliance teams were also out on the street on intelligence-led enforcement operations, targeting key hotspots.

Anand Nandha, head of TPH Compliance, says: 'We want Londoners and visitors to be safe

STaN 2019: the numbers

Operation STaN	TOTAL
 Deployments	915
 Driver/vehicle checks	30,113
 Compliant checks	25,694
 Non-compliant checks	4,419
 Percentage of non-compliance	14%
 PHV operator engagement visits	175
 Joint operator inspections	82
 STaN leaflets distributed	37,404
 Weeks	7

and feel safe when they travel in the Capital. Operation STaN is an important part of the action we take to improve the safety of travelling after dark and has a particular focus on women's safety in taxis and private hire vehicles. Our compliance officers have worked alongside our police colleagues to raise awareness of the dangers of using unbooked minicabs and taking action against drivers who are breaking the law. We have received a positive response when engaging with operators, drivers and members of the public and we will look to enhance our STaN message in 2020 to ensure those using transport services, including taxi and private hire, are able to do so confidently and safely.'

Mursi Abdalla is a night Compliance Officer. He says: 'It is astonishing

how many people we come across who are unaware it is illegal for a minicab to pick someone up off the street without the journey having been booked through a licensed operator in advance. Safer Transport at Night is a great opportunity for us to highlight the fact that booking confirmation must also include the driver's photo identification.' ■

w You can report any concerning behaviour you see in a taxi or private hire vehicle by calling the customer complaint line on 0343 222 4000, emailing TPHintel@tfl.gov.uk, or filling in the online complaints form

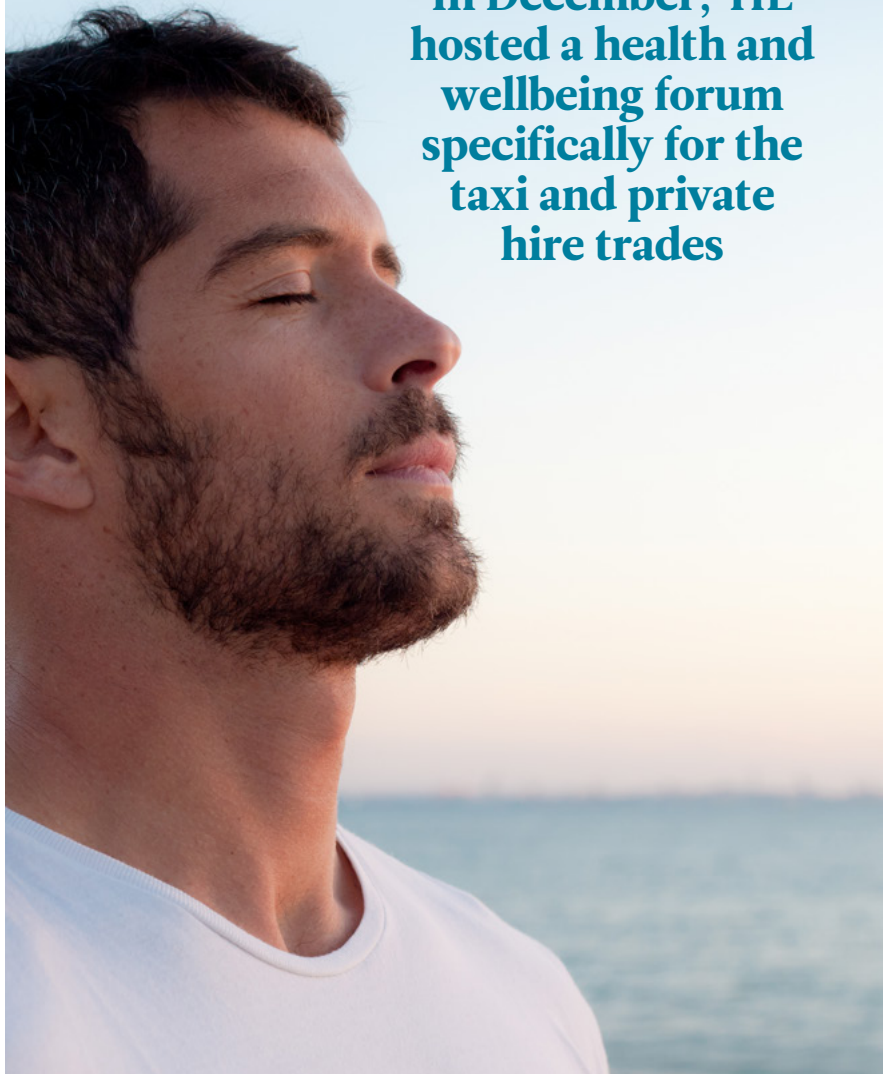
w If you feel a driver or customer may be in immediate danger, call 999. All complaints and reports to TfL or the police will be fully investigated and appropriate action will be taken



Wellbeing

Well and good

In December, TfL hosted a health and wellbeing forum specifically for the taxi and private hire trades



The aim was to raise awareness of the importance of staying both physically and mentally healthy. It brought together a range of organisations that offer advice and support services to highlight the different ways people can access help.

Your five a day – in a different way

Jackie Finnigan, head of Mental Health and Wellbeing at TfL, started the session with a quick exercise in mindfulness by getting everyone to concentrate on their breathing. She then talked about the five ways to wellbeing:

- Taking notice of what is around you and enjoying being in the moment
- Connecting with your friends, family and colleagues, and actively working on strengthening these bonds
- Giving back to others by being nice to people, volunteering your time or services or by joining a new group
- Being active as this reduces your risk of getting everything from diabetes to depression
- Keep learning new things as this will keep your brain active and give you a sense of achievement

Fit to drive

Next up was Dr Will Ponsonby, head of Health for TFL, who went through the various aspects of health needed to qualify you as fit to drive. Topics covered included diabetes, sleep, alcohol or drug dependency, visual problems and mental health. You can find out more about the **medical assessment and declaration** for taxi and private hire drivers on the TfL website.

Stay active

UK Active's presentation examined the small changes you can make which make a big difference to your activity levels. The more active you are the fitter and healthier you'll be. Here are a few things to consider:

Wellbeing

- Do you take a lunch break?
- When could you take a 10-minute brisk walk during the day?
- Do you travel to work or does your cab live on your driveway? What options does this give you?
- When could you do some strength work?
- Do you have children or a dog? When can you take them to the park?
- What physical activity have you enjoyed in the past that you no longer do?
- What is stopping you from making small changes?

There are plenty of tips on how to increase your activity levels on its **website**.

Be calm

CALM offers help and advice to people contemplating taking their own lives in the UK and also the friends and families of individuals who may be struggling with debt or money worries, addiction, divorce and mental health problems, including anxiety and depression.



CALM has a helpline open 17:00 to midnight every day of the year on 0800 802 5858. It also has a **webchat page**, open from 17:00 to midnight every day.

See P18 for an interview with Simon Gunning, CEO of CALM.

De-stress

The Stress Management Society explored how individuals can learn to cope with stress more efficiently using the analogy of a GPS route map. A satnav can only work if it knows exactly where you are and a clear destination has been established in order to plot the best route to get there. Without a current position and intended destination, the satnav cannot guide you and the same applies to a wellbeing journey. What you need to establish is where you are now as far as stress is concerned, where you want to be and how you are going to get there.

There are more tips on lowering your stress levels on the **website**.

Helping the vulnerable

The final presentation was given by the Alzheimer's Society. An estimated 72,000 people in London are living with dementia. Dementia Friendly London was set up in 2018 by the society, supported by the Mayor of London. Part of its pledge includes people living with dementia being able to travel to where they want to go safely. Taxi and private hire drivers and operators can help with this by becoming Dementia Friends – making small changes that enable people with dementia to live life as well as possible within their community. Having awareness of dementia can also help drivers on a personal level who may be caring for a relative living with dementia. ■



Find out if there is a local dementia community in your area and join up to **Dementia Friends**

Here to help you
TfL has a dedicated **health and wellbeing page** for the taxi and private hire trades

CALM interview

Keep CALM and carry on



Simon Gunning, CEO of CALM answers a few questions

Is CALM just for people who are feeling suicidal?

CALM's services support people who are at a point of crisis, but we also help those concerned about a friend or family member, or those who are experiencing difficult life circumstances like a loss of employment, a bereavement, loneliness, divorce or addiction.

“Everybody has mental health, just like everybody has physical health, and so we must all take steps to understand the way our brains work and to find solutions when things get tough”

Simon Gunning, CALM

What would you say about the state of people's mental health, especially young men, in the UK at present?

Last year, suicide rates went up in the UK and 75 per cent of those deaths were male – a gender bias that has existed since the 1990s. There are many complex reasons for this, but it's clear that there's a lot of work to do if we're to really understand people's needs and provide effective and accessible services.

There is much uncertainty in the world at the moment, and we're still getting to grips with effects of relatively new cultural pressures like social media and heightened isolation. CALM's response to this is to facilitate and celebrate community; to bring people together around passion points like art, running and football to bring our message into grassroots peer groups across the UK.

There are lots of things taxi and private hire drivers get stressed about, what positive steps can they take to make sure it doesn't all get on top of them?

We provide a lot of pointers and tips on how best to look out for the wellbeing of our friends, families and colleagues on our website and through our campaigns. Everybody has mental health, just like everybody has physical health, and so we must all take steps to understand the way our brains work and to find solutions when things get tough.

Different things work for different people, but joining with CALM and bringing our message into day-to-day life across our workplaces, homes and peer groups will help us move towards a more open culture.

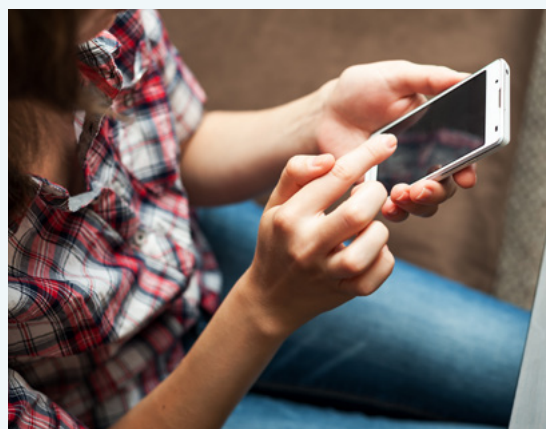
A lot of people may be suffering from Seasonally Affective Disorder (SAD), or just be under the weather. Any advice for them?

This can be a difficult time of year for many and, if people are making resolutions or commitments, we would encourage them to take small, manageable steps that can have a positive cumulative effect. Check in on friends, try something new, and spend time doing something you enjoy doing in a way that's conducive to good health.

[w Join a CALM Collective online](#)

Wellbeing contacts

Wellbeing contacts



Following on from the health and wellbeing forum, TPH has compiled a list of helpful organisations. A more comprehensive list can be found on the website

Age UK London

Phone: 0800 678 1602

Alzheimer's Society

Phone: 0330 333 0804

Papyrus Prevention of Young suicide

Phone: 0800 068 4141

Open Monday to Friday 09:00 to 22:00, weekends and bank holidays 14:00 to 22:00

Campaign Against Living Miserably (CALM)

Phone: 0808 802 58 58

The helpline is available 17:00 to midnight 365 days a year

Citizen's Advice Bureau

Phone: 03444 111 444

The helpline is open 09:00 to 17:00, Monday to Friday

Stress Management Society (SMS)

Phone: 0203 142 8650

UK Active

Phone: 020 8158 9700

British Wheel of YOGA

Phone: 01529 306851

Carers UK

Phone: 0808 808 7777

Provides carers with expert advice, information and support

Cruse Bereavement Care

Phone 0808 808 1677

Offers telephone, face-to-face and group support

British Nutrition Foundation

Phone: 020 7557 7930

Diabetes UK

Phone: 0345 123 2399

Relate

Phone: 0300 003 0396

The helpline is open 08:00 to 20:00, Monday to Thursday, 08:00 to 18:00, Friday and 09:00 to 13:00, Saturday

Money Advice Trust – Business Debtline

Business Debtline is the UK's only free dedicated debt-advice service for people who are self-employed.

Mind

Phone: 0300 123 3393.

The phone line is open 09:00 to 18:00, Monday to Friday, except bank holidays.

Mind provides advice and support to empower anyone experiencing a mental health problem.

Health Action Campaign

Road Peace

Phone: 0845 4500 355

The phoneline is open 10:00 to 13:00, Monday to Friday. Road Peace helps families bereaved through road traffic incidents

The list is also available on the [TFL website wellbeing pages](#)

Winter driving

Keep safe, whatever the weather

Make sure you and your vehicle are prepared for bad weather conditions

1

Give your vehicle a mini-service

You should check the following daily:

- Tyres (pressure, tread depth, sidewall condition)

Your tyres are essential to both steering and braking so they need to be in good condition. Make sure there are no cuts, tears or bulges and the tyre pressure is correct. The legal minimum tyre tread depth is 1.6mm in a continuous band across the central three-quarters of the tread width. Tyre wear bar indicators are positioned around the circumference of the tyre and if the tread pattern has worn down to the level of the indicators the tyre must be replaced.



In really adverse conditions you could also look at changing from summer to winter tyres as they have a higher silica content which gives you better grip in the cold and wet.

- Oil level and coolant level
- Washer fluid
- Lights
- Horn, seat belt condition and door mechanisms



Modify your driving technique

Weather conditions can deteriorate rapidly so allow extra time for your journey and reduce your speed; it's better to get there slightly later than not at all.

Use a higher gear when setting off as this helps to avoid wheel spin and will give you more control over the vehicle.

If you skid on snow or ice, take your feet off the pedals and steer the vehicle to safety. Only use your brakes when it is not possible to steer your way out of trouble. Remember, it is going to take much longer to brake over the same distance in icy conditions.

Your fog lights are there for exactly that – using in foggy conditions, but remember to turn them off when conditions improve.

If there is flood water on the road, avoid driving directly through the deepest water.

Winter driving

Eyes on the road

Adverse winter weather conditions can make it difficult to see clearly. There are the darker mornings, glare from the low setting winter sun and reduced visibility in rain and fog. All of these factors can make driving conditions more hazardous at this time of year.

If you've noticed changes with your eyesight, you need to get it checked out. Common problems include finding it harder to judge distances, struggling to read road signs or difficulties while driving at night (including 'halos' or fuzziness around bright lights).

All drivers should have their vision tested at least every two years, but if you notice any change in your eyesight, go and see your optician straightaway – don't wait until your next check-up or when your driving licence is due for renewal.



2

... and don't forget to check the battery

Batteries perform less well in winter months while having to cope with the increased use of lights, heater and blower, so make sure yours is fully charged.

Electric vehicles will use more charge during the winter months. If you drive a TX taxi, try to charge your battery during, or at the end of, a shift when the battery is at operating temperature to speed up charge times. When starting from cold it's possible to operate in 'Save' mode for a few minutes. This runs the petrol range-extender to maintain the charge in the battery, but has the useful side effect of generating heat as a by-product of the internal combustion process, which can be used by the systems on-board to warm up the battery and cab.

Drivers of the fully electric Nissan Dynamo should precondition their taxi while it's still charging by using the Pre-Heat function. If you warm your electric taxi while it's still plugged in, maintaining a comfortable temperature takes a lot less energy. You can also use the heated seats and steering wheel functions to keep you nice and toasty as these will reduce the need to use the heaters, thus saving battery charge.

3

Use antifreeze

Engine coolant becomes more diluted over the year as you top up with water. The ideal mix is 50/50 water and antifreeze, so do top up your antifreeze if cold weather is forecast.

4

Check your brake fluid

Low brake fluid levels could be an indication the brake pads are worn or there is a leak in the system, so check the level but don't top it up. If it is low it should be checked by a suitably qualified person.



5

Clean your lights, windscreen and wipers

Give your windscreen a thorough clean inside and out and top up your screen washer fluid with antifreeze. Check all your lights are working.

6

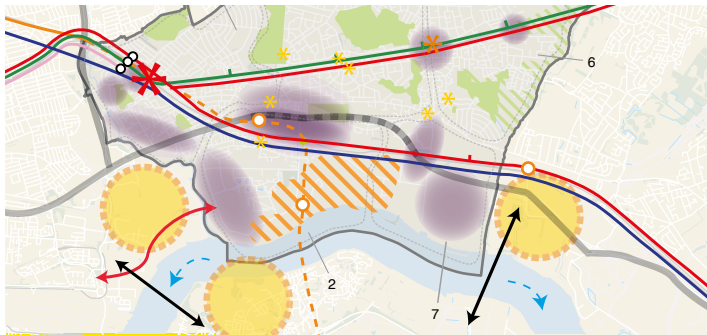
Don't be fuelish, check your fuel

Make sure you've got at least a quarter of a tank of fuel in case of unexpected delay and check the oil.



The manual

Tips, advice and policy updates from TfL



CONSULTATIONS

Have your say...

Barking and Dagenham's draft Local Plan

Like the rest of London, Barking and Dagenham is experiencing a period of change and growth.

It has a young and rapidly growing population and there is a lot of new transport infrastructure coming to the borough, such as Crossrail at Chadwell Heath and the Overground extension to Barking Riverside.

The council has to plan to accommodate this growth and its ambition is to do this in a way that will benefit local residents. It wants your views on how its draft Local Plan will impact new homes, neighbourhoods, businesses and the environment.

You have until Saturday 29 February to read and comment on the new **Local Plan**.

Electric vehicle charging points in Hammersmith

Hammersmith and Fulham is inviting requests for locations for new electric vehicle charging points. In 2016, it worked with Source London to deliver a number of electric vehicle charging points and to discuss the location of planned and future sites.

It has recently seen an increase in requests for charging points and to help decide the best locations, it has produced a short survey to collect requests for the charging points from residents and some information about the circumstances associated with each request.

You have until 1 April 2020 to submit a request for an electric charging point.

TAXIS

Taxi fares and tariffs update

The TfL Finance Committee recently considered and approved a number of changes to taxi fares and tariffs.

The changes came into effect on Saturday 11 January 2020.

- The minimum fare has increased from £3.00 to £3.20
- Tariffs 1 and 2 have increased by 1.9 per cent

The Committee also approved:

- Freezing Tariffs 3 and 4
- Extending the fuel charge arrangements for a further year
- Changing when Tariff 4 starts so that the distance at which it starts is linked to the distance units for Tariffs 1, 2 and 3

Information about the taxi fares and tariffs consultation is available on the **TfL website**.



TPH NOTICE

Topographical skills assessments

To be licensed in London, all private hire drivers have to satisfy TfL they have an appropriate level of general topographical skills

As part of the application process, they must sit a TfL topographical skills assessment at a centre approved by TfL. A small number of concessions are currently allowed for applicants who can demonstrate they already satisfy the required level of skills:

- Previously licensed private hire drivers who have passed a TfL topographical skills assessment
- Professional London tourist guides (eg Blue Badge driver guide)

Any other concessions are considered case by case.

The relevant vocational qualification concession

This was introduced in 2006 when private hire vehicle licensing was new to London, to recognise that some drivers whose experience of working as a private hire driver and had already been formally assessed did not have to take a topographical skills assessment.

Concerns have been raised recently as to how some of these qualifications are being obtained and TfL cannot be totally satisfied that all drivers are being licensed with a level of topographical skills that match TfL's specification, meaning drivers may not meet the legislative requirement.



Because of this, the relevant vocational qualification concession was removed from 1 February 2020. All other concessions will be retained for the time being.

Applications received from 1 February 2020

Applicants will have to demonstrate topographical skills competence by taking a TfL topographical skills assessment or by qualifying for one of the remaining concessions.

Further information about the topographical skills assessment can be found on the **TfL website**.

Vista Training Solutions

The BBC's Inside Out London programme recently featured fraudulent activity taking place at one specific college – Vista

Training Solutions – and alleged that certificates were being given to candidates who had not completed the required training. TfL was extremely concerned to learn that certificates could be obtained in this manner and used as part of an application to become a private hire driver in London.

TfL has now revoked the licences previously issued to the private hire drivers who obtained their qualification from Vista Training Solutions. All new applications received with a certificate issued by Vista Training Solutions have been refused.

Going forward we will consider any evidence that is brought to our attention and we will consider the appropriate licensing action.

ONLINE VEHICLE INSPECTION BOOKINGS

Under inspection

Booking a taxi or private hire vehicle inspection **online** is as easy as one, two, three

1. First, you need to set up an online account to book in your vehicle. Please ensure that you follow the instructions outlined on the TfL website and the online account portal when you **create your account**.
2. If you have previously applied for, or renewed, your driver licence online, you will have an online account already set up. Just **sign in** to book your vehicle inspection.
3. You can book online for an appointment at a date, time and location to suit you. Your online account also allows you to cancel or reschedule your appointment.

Don't forget your documents!

You will need to bring the following original documents with you to the inspection:

- Existing TfL vehicle licence and discs (if applicable)
- V5c DVLA Vehicle Registration Certificate
- Hire and reward insurance documents
- MOT certificate issued within the last 14 days
- Vehicle modification documents
- Any other relevant documentation relating to the vehicle, where appropriate, such as Voluntary Individual Vehicle Approval (VIVA)
- Certificate of conformity (if required)

Documents should be printed where necessary as electronic copies will not be accepted.

- w Vehicle inspections can be booked online 24-hours a day, seven days a week
- w Inspections can also be booked by phone on 0343 222 5555 (TfL call charges apply)
- w If you have a query about your online account, please call 0343 222 4444

TAXIS

Delicensing your taxi for money

To encourage owners to remove the oldest, most polluting taxis from London's fleet, TPH has a delicensing scheme

Eligibility

If you are the owner of a diesel taxi that is less than 14 years old you may be able to surrender your taxi vehicle licence and plate in exchange for a payment from TfL.

Once a taxi vehicle licence has been surrendered and the vehicle delicensed it cannot be licensed in London again.

The tiered payments listed below are still available to applicants on a first come, first served basis.

Eligible vehicles	Payments available	Delicensing payment
Taxis younger than 13 years	850	£8,000
	500	£7,000
	400	£6,000
13 year-old taxis	1,000	£1,000

Before applying, you should check whether you are eligible for the scheme under its **Terms and Conditions**.

Apply for a delicensing payment

To apply for a delicensing grant you will need your vehicle registration number, Vehicle Identification Number (VIN) and vehicle licence number to complete the application, as well as an email address TfL can contact you on.

- w For more information, including FAQs, visit the **TfL website**

Rapid charger round-up

Get connected



Zap-Map app

You can now easily access Zap-Map – the electric charge point locator – on your phone with the free to download app from the **Apple App store** (iOS) or from **Google Play** (for the Android app). The **Zap-Map** electric car charging app offers a UK-wide charging point map currently showing more than 6,000 charging locations and 19,000 connectors. Clicking on menu gives users the option to search UK charge points, filter charger or plan a route. In addition to the map view, there is also a list view, accessible from the navigation bar.

Rapid charge points the numbers

232

Total

73

Taxi only

TfL has now delivered 232 rapid charge points across London. The newest points are at:

- Brick Lane, at the junction with the A1010 (two rapid charge points)
- Chase Side, Southgate
- Edgware Road (taxi only)
- 232 Gipsy Road, Lambeth

Did you know...

There are now 3,117 licensed ZEC taxis in London – 3,104 LEVC TX electric taxis and 13 of the new Nissan Dynamo electric taxis.

Hub sites

At the end of December last year, TfL and electric vehicle (EV) charging network Engenie, launched a rapid EV charging hub at Stratford International Station car park (above).

The hub has six 50kW rapid chargers with connectors compatible with every EV on the market. They are capable of providing up to 100 miles of charge in just 35 minutes. The charge points are fully open access to all EV drivers, allowing them to pay for charging with a contactless card or smart phone, with no registration or membership required. TfL has contributed funding towards the project, while Engenie will be subsidising the site so parking will be free for those using the chargers.

More information on the new hub, visit the **Engenie** website.



Got questions? Get answers!

Go Ultra Low is a joint Government and car industry campaign providing all the facts and figures you need to make an informed choice about switching to an electric vehicle. From choosing an EV to charging it, cost savings to distance ranges, it's the place to go.

Infocentral

Directory of useful contacts

Taxi and private hire

General enquiries (including driver licensing and Knowledge enquiries):

Email: tph.enquiries@tfl.gov.uk

Phone: 0343 222 444 (08:00 to 18:00 Monday to Friday)

TfL website: tfl.gov.uk/tphTPH

Twitter: @TfLTPH

Travel updates: @TfLTrafficNews

Licence checker:

Private hire driver licence checker

Private hire vehicle licence checker

Private hire operator licence checker

Vehicle licensing appointments and enquiries:

Phone: 0343 222 5555

Reporting private hire vehicles on taxi ranks:

Use the **dedicated form** or **tweet**

How to report other vehicles on taxi ranks:

Contact the relevant borough



Government

Main Government website:

www.gov.uk

DBS online checker

DBS website:
www.gov.uk/dbs-update-service

General Data Protection Regulation rules

Data protection website:
www.gov.uk/data-protection

Driving licence renewal

Licence website:
www.gov.uk/renew-driving-licence

Emotional support

You can contact the Sarah Hope Line after a traffic incident to access a range of practical and emotional help and referral to a number of support services including counselling.

The Sarah Hope Line

Phone: 0343 222 5678 (08:00 to 18:00 Monday to Friday)

Email: incidentsupport@tfl.gov.uk

Electric charger location maps

London electric vehicle charger map

Website: <https://maps.london.gov.uk/ev-chargepoints/?intcmp=52680>

Zap-Map

Website: www.zap-map.com/location-search/london-charging-points/

Public toilets

Website: www.toiletmap.org.uk/

Free water fountains

City Hall has created a map of all the free water fountains in London.

Refill London

The Refill campaign has been launched to help fight against single-use plastic bottle waste. If you see this sticker on a cafe, shop, museum, etc. you can refill your bottle there free of charge. Find all the refill points by downloading the app ■



Over 225 electric vehicle rapid charge points will help you make a cleaner getaway in minutes

Some are exclusively for taxis and others for rapid charging cars and vans.

Working with partners, this is part of the commitment by the Mayor, Sadiq Khan, and TfL to help Londoners breathe cleaner air.

Search TfL Improvements Plan

