

From: [Mason John \(TPH\)](#)
To: ["Russell Hall"; "Ron Zeghibe"](#)
Subject: BBC Doc
Date: 09 October 2012 16:04:00

Both

Just to let you know that I have given a guy called Dominic from BBC your details.

You may recall a very successful BBC documentary last year called The Tube which was a fly on the wall doc about how the tube is run and managed . It was very successful with high ratings and they are following this up with Roads (or similar title) focused on buses, tunnels, cycles and, of course, taxis.

I had a long chat with him and we discussed apps at length and I think they are interested in how apps are entering the taxi arena (he has Hailo and has used it and thinks it is good). I said they should talk to you given your app is the most successful and originated from working London cabbies.

Could be some very good free advertising so I assume you have no objections!!!!
He said he would be in touch.

John

From: [Mason John \(TPH\)](#)
To: ["Russell Hall"](#)
Subject: Chat
Date: 30 May 2012 16:05:00

Met you lovely wife this PM.

Popped into to see you with an idea that I wanted to run by you face to face. Give me a shout when you are around.

John Mason
Director - London Taxi & Private Hire
Transport for london

Palestra, 4th [REDACTED] Yellow
197 Blackfriars Road. London. SE1 8NJ
Tel: [REDACTED]
Mob: [REDACTED]



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From: [Mason John \(TPH\)](#)
To: [REDACTED]@hailocab.com"
Subject: Fw: Fwd: Sutton high street taxi rank
Date: 16 March 2012 13:48:21

Russ

See [REDACTED] still claims Hailo not working for them in Sutton?

John

From: [REDACTED]
Sent: Friday, March 16, 2012 11:29 AM
To: Mason John (TPH)
Subject: Fwd: Sutton high street taxi rank

Dear Mr Mason

Please read through the attached email and you will see what we are up against. The consultation and local reps consisted of a ltda rep who made a phone call from the meeting to a Sutton driver. I do not call this consultation or do I feel the drivers that use Sutton were represented. Clearly there was no agenda for this meeting otherwise more drivers would have been consulted.

Can I make a few suggestions.....

1. A clear agenda is laid out by said committee.
2. Agenda to be published in Trade mags one month before meeting.
3. Outcome of meeting to be published in trade mags.
4. Reference number attached to Rank or subject issue.

Only when TfL have some transparency and clear communication to and from these meetings, will any progress be made.

I feel that the drivers that work these ranks are not always kept in the loop and frequently only find out about a change made to a Taxi Rank after it has disappeared.

Kind regards

[REDACTED]

Ps the Hailo roll out is still stalling !

Sent from my iPad

Begin forwarded message:

From: [REDACTED] <[REDACTED]@tfl.gov.uk>
Date: March 15, 2012 10:12:33 AM GMT
To: "[REDACTED]" <[REDACTED]>
Subject: Re: Sutton high street taxi rank

Hi [REDACTED]

I am well, thank you. I hope you are well too.

Regarding the ranks in Sutton that you mention, it was agreed (in consultation with the Cab Rank's Committee and local reps) some time ago that the rank would be re-located to Marshals Road.

I asked the borough to keep me informed but found out last week through a local driver that the move had already taken place. I have sent an email to the borough of Sutton to get clarity on what has happened so we can provide a taxi plate, etc. From memory, this is a Monday-Saturday rank and has certain hours of operation that I have asked the borough to confirm.

However, these restrictions would apply to taxis as well as after the operational hours of the taxi rank this would become part of the highway.

I will chase up the borough again and get back to you when I have more information.

Kind regards,

[REDACTED]

Sent from my Blackberry, please excuse brevity and typos.

Taxi Rank and Interchange Manager

----- Original Message -----

From: [REDACTED]
Sent: Wednesday, March 14, 2012 02:40 PM
To: [REDACTED]
Cc: Richard Massett [REDACTED]@ltda.co.uk>
Subject: Sutton high street taxi rank

Hi [REDACTED]

Hope you are well.

Can you confirm the exact location and restrictions regarding the above rank..

2 bay rank at bottom of High street Sutton. Blue and white Tfl sign remains.

new 2 bay rank in Marshalls road has yellow taxi bay, but has waiting restrictions. Does this apply to Taxis?

No Tfl signage that I can see.

Please advise

Regards

[REDACTED]

Sent from my iPad

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From: [Mason John \(TPH\)](#)
To: [\[REDACTED\]@hailocab.com](#); [\[REDACTED\]@hailocab.com](#); "Russell Hall"; [\[REDACTED\]@hailocab.com](#)
Subject: FW: Law Commission - Taxi and PH Licensing Review
Date: 21 May 2012 11:55:00
Attachments: [Law Comm - Full Consultation Doc.pdf](#)
[Law Comm - Summary Consultation Doc.pdf](#)

Gents

Good to see you.

Please see attached consultation as discussed.

John Mason

**Director - London Taxi & Private Hire
Transport for London**

Palestra, 4th [REDACTED] Yellow

197 Blackfriars Road. London. SE1 8NJ

Tel: [REDACTED]

Mob: [REDACTED]



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From: Communications Law Com [mailto:Communications@LAWCOMMISSION.GSI.GOV.UK]
Sent: Wednesday, May 09, 2012 10:08 AM
To: Communications Law Com <Communications@LAWCOMMISSION.GSI.GOV.UK>
Subject: Law Commission: Reforming the law of taxi and private hire services - Embargoed until 00:01 hours on Thursday, 10 May 2012



**Law
Commission**
Reforming the law

News release: embargoed until 00:01 hours on Thursday, 10 May 2012

Reforming the law of taxi and private hire services

Clearer rules governing taxis and private hire vehicles could bring stretch limousines and bicycle rickshaws into the licensing system but keep charity volunteers and childminders out of it, the Law Commission said today.

The Law Commission for England and Wales, which advises the Government on law reform, has launched a public consultation seeking views on proposed changes to the way in which taxis and private hire vehicles (often referred to as minicabs) are regulated.

The proposals retain the important distinction between taxis – which can “ply for hire” on the street or a cab rank – and private hire vehicles which can only be pre-booked.

But all vehicles would be subject to national minimum safety standards and, for private hire vehicles, these would replace more than 340 sets of local regulations. This will reduce the burden on business because, once appropriately licensed, a private hire firm could work freely across the country, without geographical or licensing restrictions. This would contribute to widening consumer choice and to making services cheaper and more competitive.

The provisional proposals published today follow a detailed review of the current law, some of which dates back to 1831 and is still in force.

Few of the proposals would affect the iconic London “black cab”. But outside the capital, taxi numbers could no longer be restricted by local authorities and private hire operators would be able to take bookings outside their own local area.

Licensing could be extended to limousines, motorcycle “taxis” and bicycle rickshaws (or “pedicabs”), which under current law may avoid the safety and driver training requirements imposed on taxis and private hire vehicles. But greater legal clarity would ensure that volunteers who give up their time to drive elderly people or childminders who collect children as part of their work would no longer risk being caught by licensing rules.

Among the other provisional proposals is a requirement that all new taxi and private hire drivers should have disability awareness training. The consultation also asks whether there should be a specific licence for accessible vehicles.

And where drivers or operators do break the rules, the consultation suggests that improved enforcement powers should be available, including impounding vehicles.

Frances Patterson QC, the Law Commissioner with responsibility for the project, said: “Our review provides a great opportunity to streamline and improve taxi and private hire legislation and we look forward to engaging with as many people as have an interest in this varied and important transport sector.”

The consultation is open until 10 August 2012. The Commission’s provisional proposals and consultation questions are outlined in the paper, “Reforming the law of taxi and private hire services”, which is available on the Commission’s website, www.lawcom.gov.uk.

Notes for Editors

1. The Law Commission is a non-political independent body, set up by Parliament in 1965 to keep the law of England and Wales under review, and to recommend reform where it is needed.
2. For more details on this project, visit the project page for “Reforming the

law of taxi and private hire vehicles” on www.lawcom.gov.uk

3. A summary of the paper is available on request.

4. For all press queries please contact:

Jackie Samuel 020 3334 0216

Email: communications@lawcommission.gsi.gov.uk

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From: Mason John (TPH)
Sent: 20 March 2012 15:40
To: Hendy Peter (TfL); Daniels Leon; Carter Howard
Cc: O'Hara Jamie; Clarke Andrea (Exc); Chapman Helen (TPH); Emmerson Garrett
Subject: Law Commission

Peter, Leon, Howard

I understand you discussed the Law Commission activity re Taxis and PH at CSM. I thought we had sent you a direct update on this in early February but having trawled through my emails this does not appear to be the case so please accept my sincere apologies for this.

The LawComm proceeded with engaging key taxi and PH stakeholders across the

UK on a 1-2-1 basis leading to a large workshops of what they called an Advisory Group back in October. I have notes from this meeting if you would like them but essentially they put forward a number of (quite contentious) discussion topics with a view to including them in the formal consultation:

- Proposals regarding a single “tier” system (no split between taxis and private hire)
- Move towards national standard (such as national standard of vehicles, signage, driver application processes etc)
- Ability of PH to “rank” or ply for hire at night
- Meters in Private Hire
- Ability for PH licensed outside London to operate in London

Throughout our face to face dialogue, during this session and subsequently we have made it very clear that such proposals are highly contentious and likely to result in significant trade backlash (both taxi and PH). Just from the publication of the notes from the October workshop resulted in a significant “call to arms” to protect both “trades”.

In Feb we were informed that they still intend to go to consultation on a wide range of what will be very highly contentious issues such as those listed above and this was planned to launch in April this year.

Give the current state of the “trade”, the Mayoral elections and the Olympics we raised significant concerns with LawComm regarding this plan and flagged with Jamie who in turn flagged it with the Mayor’s office. They intervened and got LawComm to push the start of the consultation back to May. A letter was also sent from the Mayor to the Law Commission (copy attached) and a response has recently been received (attached) which seems to imply that they may have pulled back from the original proposals but this may not be the case when we see the final consultation document.

Andrea and I have discussed and we will co-ordinate and ensure we provide further updates as and when but they are not expecting to talk to us again until the launch of the consultations.

Please let me know if you have any further questions or comments.

John Mason
Director - Taxi & Private Hire
4th [REDACTED] Yellow
Palestra
197 Blackfriars Road. London. SE1 8NJ
Tel: [REDACTED]
Mob: [REDACTED]

From: [Mason John \(TPH\)](#)
To: [\[REDACTED\]@hailocab.com](#)
Subject: Fw: [REDACTED]
Date: 29 October 2012 10:50:35

From: TPHintel
Sent: Monday, October 29, 2012 10:49 AM
To: Mason John (TPH)
Cc: [REDACTED] (ST)
Subject: RE: [REDACTED]

Hi John,

[REDACTED] is a licensed Green Badge taxi driver, recently passed his knowledge on 15 October 2012.

Regards,

Thuy.

From: Russell Hall <[\[REDACTED\]@hailocab.com](#)>
Date: 27 October 2012 10:14:51 GMT+01:00
To: "Mason John (TPH)" <[\[REDACTED\]@tfl.gov.uk](#)>, "[REDACTED] (TPH)" <[\[REDACTED\]@tfl.gov.uk](#)>
Subject: [REDACTED]

Morning

Just verifying drivers this morning and came across [REDACTED]

In his 'Limited to:' field there isn't any sector. I assume he is Green Badge by the number of his badge number.

Can you please confirm

cheers

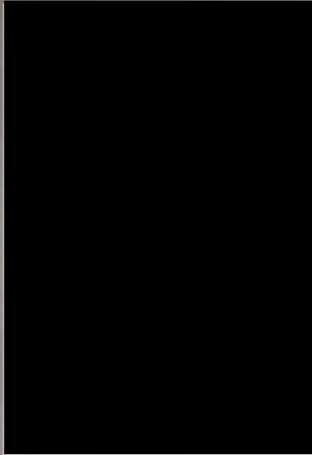
Russ

COPY



Transport for London
MHC LICENCE
to act as a TAXI driver in London

I, having been appointed by Transport for London to grant
cab-drivers licenses under the Metropolitan Public Carriage
Act, 1869, hereby license:



Limited to:

[Empty box for 'Limited to:' details]

Exemptions:

[Empty box for 'Exemptions:' details]

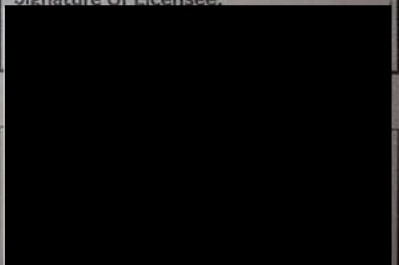
Residing at:



[Empty box for 'Residing at:' details]

Date of Issue: 16/10/2012

Signature of Licensee:



[Empty box for 'Signature of Licensee:' details]

If you wish to change your address please
telephone the following number:-

0845 602 7000 (Option 2)

Please provide confirmation that you are the
licensee as well as details of your new
address. We will then issue you with an
updated licence within 14 days of you
contacting us.

On behalf of Transport for London
the Licensing Authority

From: [Mason John \(TPH\)](#)
To: ["Ron Zeghibe"; "Russell Hall"](#)
Subject: FW: Visa Member Bank rules on merchant card mobile acceptance devices
Date: 12 October 2012 10:51:00
Attachments: [Mobile acceptance solutions vendor bulletin - 28 September 2012.pdf](#)

Gents

IN CONFIDENCE

As you are mentioned I would appreciate an urgent view on this from you.

If I read correctly it is saying that no VISA credit or debit card payments can be accepted where the driver (or passenger) input the card information into a smartphone.

John

From: Fisher, Nick [REDACTED]@visa.com]
Sent: 12 October 2012 10:37
To: Mason John (TPH)
Cc: Doukanaris, Andrew (Visa Europe)
Subject: Visa Member Bank rules on merchant card mobile acceptance devices

Hello John,

I wanted to update you on the Visa rules around approved acceptance devices available to merchants - drivers in your scenario.

Please find attached the recent Vendor memo that Visa Europe released to vendors registered directly with Visa which is a modification of the Visa Member Bank letter that went out to all our Member banks in the UK and across Europe at the beginning of September. The 30 cooling off period for Visa Member banks to stop supporting these solutions has now expired and we will be taking action against any Visa Member supporting non compliant mobile solutions that use key entry of cardholder details on merchant devices as the primary data input option.

I want to draw your attention to the paragraph that expressing what merchants are NOT ALLOWED to do.

Clearly we state that PA key entry is not allowed as primary data input on a DRIVERS smart phone. The device is not PCI compliant and is at risk of a data compromise to the cardholder.

The likes of Hailo are incorrect in saying that their bank are allowing them to do this - they don't and we will be following up with their bank on this. Their bank might not even be aware that Hailo are now doing this as they were initially set up to do account on file transactions

An application where the device is the CARDHOLDERS smartphone is fine as long as the internet site is PCI compliant and the merchant is holding the cardholder details on account.

I would strongly advise that your area do not approve solutions where drivers are using their own mobile phone without an accredited EMV card reading device from all the card schemes and review your approvals that currently support these solutions not approved by Visa Europe

If you want to discuss this further and agree some next steps then I'm happy to come across to see you and Alex here. I will be furnishing the LTDA and the interested Vendors in this sector with this notice so there is no doubt about Visa Europe's position on fully accredited and approved EMV solutions in the F2F environment.

Yours

Nick Fisher | Snr Marketing Manager | Acceptance Development | **Visa Europe** | T [REDACTED] | M [REDACTED]
[REDACTED] | [REDACTED] [@visa.com](mailto:[REDACTED]@visa.com) | www.visaeurope.com

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From: [Mason John \(TPH\)](#)
Cc: [Chapman Helen \(TPH\)](#)
Bcc: ["Roy Manor"](#); ["Ron Zeghibe"](#); ["Russell Hall"](#)
Subject: London Taxi Company Taxi Recall
Date: 12 October 2012 17:15:00
Attachments: [TX4 Steering box recall VIN & Reg list 12th October 2012.xls](#)
Importance: High

I am sure you have seen the reports of the London Taxi Company immediate recall of some 400 taxis (mainly new), 303 of which are licensed by TfL.

On advice from LTC the impacted taxis should NOT be used and we have regrettably no other option but to suspend the vehicle licenses until the fault is rectified.

I enclose an advanced list of the impacted vehicles **NOT FOR FURTHER CIRCULATION** which LTC and TfL will be publishing shortly.

I would strongly advise you to get ahead of the "game" and check the vehicle details against your registered drivers given the seriousness of the fault and its impact (loss of steering).

Please do not hesitate to contact me or Helen Chapman if you need any further information or advice.

John Mason

Director - London Taxi & Private Hire

Transport for London

Palestra, 4th [REDACTED] Yellow

197 Blackfriars Road. London. SE1 8NJ

Tel: [REDACTED]

Mob: [REDACTED]



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Report touting activity on-line at www.tfl.gov.uk/cabenforcement

From: [Mason John \(TPH\)](#)
To: ["Russell Hall"](#)
Subject: Oppotunity
Date: 18 July 2012 12:46:00

Russell

During the Games TfL / TPH has around 200 volunteers in high viz magenta tabards providing support to taxi and PH trade and travelling public at venues and mainline stations etc

Once concern they have raised is the weather and the fact they may have to stand outside in long periods of rain.

Are Hailo interested in supply TPH with a stock of brollies we could hand out to the travel Ambassadors?

John Mason
Director - London Taxi & Private Hire
Transport for London

Palestra, 4th [REDACTED] Yellow
197 Blackfriars Road. London. SE1 8NJ
Tel: [REDACTED]
Mob: [REDACTED]



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Report touting activity on-line at www.tfl.gov.uk/cabenforcement

From: [Mason John \(TPH\)](#)
To: "Russell Hall"
Subject: Possible Sponsorship Opportunity
Date: 06 June 2012 17:20:00

Russ

As we discussed, I am looking to work with my colleagues across TfL on developing a potential sponsorship opportunity for one Taxi company and one Private Hire company to have exclusive association with the Safer Travel at Night (STAN) campaign.

<http://www.tfl.gov.uk/corporate/projectsandschemes/14250.aspx>

The "concept" would be we would offer prospective sponsors (1 taxi, 1 PH) the opportunity to be associated with the campaign which TfL spends around £750k per annum on warning the public, in particular, lone females of the dangers of unbooked minicabs. Should sponsors be found they would be associated with the campaign for a defined period on all adverts literature etc and any sponsorship monies would go towards the campaign to complement TfL's existing funding.

This is just an exploratory email to understand if Hailo would be interested at this stage.

John Mason

**Director - London Taxi & Private Hire
Transport for London**

Palestra, 4th [REDACTED] Yellow
197 Blackfriars Road. London. SE1 8NJ
Tel: [REDACTED]
Mob: [REDACTED]



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From: [Mason John \(TPH\)](#)
To: ["Russell Hall"; "Ron Zeghibe"](#)
Subject: Presentation for Washington
Date: 05 November 2012 12:15:00

Ron

Any particular steer you want to give me for Washington re presentation?

John Mason
Director - London Taxi & Private Hire
Transport for London

Palestra, 4th [REDACTED] Yellow
197 Blackfriars Road. London. SE1 8NJ
Tel: [REDACTED]
Mob: [REDACTED]



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From: [Mason John \(TPH\)](#)
To: ["Russell Hall"](#)
Cc: [\[REDACTED\]@hailocab.com](#); [\[REDACTED\] \(TPH\)](#)
Subject: RE:
Date: 23 November 2012 11:44:00

[REDACTED]

Can you give Russ a revised summary of Knowledge finals dates?

John

From: Russell Hall [mailto:[\[REDACTED\]@hailocab.com](#)]
Sent: 23 November 2012 11:42
To: Mason John (TPH)
Cc: [\[REDACTED\]@hailocab.com](#)
Subject: Re:

Nice one John

Can you tell me when you do your presentations as I want to get the meet the new guys when they leave the building

Cheers

On 23 Nov 2012, at 11:35, Mason John (TPH) wrote:

I know its hard when its tipping down but you know I love my Hailo!

(FYI the estimated wait for Get Taxi was ridiculous)

-----Original Message-----

From: Russell Hall [mailto:[\[REDACTED\]@hailocab.com](#)]
Sent: 23 November 2012 10:30
To: Mason John (TPH)
Cc: [\[REDACTED\]@hailocab.com](#)
Subject: Re: Fw:

Hi John

We're working on driver engagement at peak times and we would feel there will be a significant improvement

Speak soon

Sent from my iPhone

On 22 Nov 2012, at 23:34, "Mason John (TPH)" <[REDACTED]@tfl.gov.uk> wrote:

Ended up getting a cash cab :-)

----- Original Message -----

From: John Mason [REDACTED]

Sent: Thursday, November 22, 2012 11:27 PM

To: Mason John (TPH)

Subject:

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<photo.PNG>

Sent from my iPhone

From: [Mason John \(TPH\)](#)
To: [\[REDACTED\]@hailocab.com](#)
Subject: Re: Busy Day!
Date: 25 September 2012 06:12:41

Good luck in Toronto

Went a little better than we expected too be honest. We had extra security on and everything!!

From: Russell Hall [mailto:[\[REDACTED\]@hailocab.com](#)]
Sent: Monday, September 24, 2012 09:05 PM
To: Mason John (TPH)
Subject: Busy Day!

Hi John

What a busy day!

I thought you, Simon and Helen done really well today. Hope things work out for the YB's.

After the meeting I went back to Somerset House [our new home] and there you were on the video link up in Washington!

Busy Day indeed

I'm flying out to Toronto in the morning in the lead up to Hailo launching in our first city in Canada so It's a shame I can't be at the Taxi CC meeting on Thursday. Gary is accompanying Ron and they are looking forward to this.

Speak soon

Russ

From: [Mason John \(TPH\)](#)
To: ["Russell Hall"](#)
Subject: RE: Calling California
Date: 12 June 2012 16:37:00

Tried ringing a 430 but no answer. Will try again later.

From: Russell Hall [mailto: [REDACTED]@hailocab.com]
Sent: 12 June 2012 12:37
To: Mason John (TPH)
Subject: Re: Calling California

Excellent, I'll let Emma know

Regards

Russell Hall

Founder
HAILO | HMS President, Victoria Embankment, London. EC4Y 0HJ

email: [REDACTED]@[hailocab.com](#)
mob: [REDACTED]
skype: hall.russell

On 12 Jun 2012, at 11:25, "Mason John (TPH)" <[REDACTED]@[tfl.gov.uk](#)> wrote:

I will call at 4.30 ok?

From: Russell Hall [mailto: [REDACTED]@hailocab.com]
Sent: 12 June 2012 10:44
To: Mason John (TPH)
Subject: Fwd: Calling California

Hi John

I know you're going be busy today but can you squeeze in a call to California as late in the day as possible. TODAY please!!!

Please see Emma's email below.
Please let me know if you can and what time.

See you at 2pm

Russ

Begin forwarded message:

From: Emma Wong [REDACTED] [hailocab.com](mailto:[REDACTED]@hailocab.com)>
Subject: Contact details for Ms. Hayashi
Date: 12 June 2012 09:59:32 GMT+01:00
To: [REDACTED] [hailocab.com](mailto:[REDACTED]@hailocab.com)
Cc: "[REDACTED] (ST)" <[REDACTED]@tfl.gov.uk>

Russ,

Re: Call - John, TfL and Christiane, SMTA

Ms. **Christiane Hayashi**, Deputy Director of SMTA Taxi Services, can be reached on [REDACTED]
[REDACTED] The email for Christiane is [REDACTED]

Note that she is based in California, so there is an 8hr time difference. A call would be best between 8am and 10am PST / 4pm and 6pm GMT.

Many thanks,

Emma

Emma Wong
Personal Assistant / Office Manager
HAILO | HMS President, Victoria Embankment, London. EC4Y 0HJ
HAILO NYC | 1 Little West 12th Street, New York. NY 10014

m. [REDACTED]
e. [REDACTED] [@hailocab.com](mailto:[REDACTED]@hailocab.com)

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From: [Mason John \(TPH\)](#)
To: "[REDACTED]@hailocab.com"
Cc: [Chapman Helen \(TPH\)](#); "[REDACTED]@hailocab.com"; "[REDACTED]@hailocab.com"
Subject: Re: Catch Up
Date: 18 January 2012 13:37:34

No worries, thanks.

From: Russell Hall [mailto:[REDACTED]@hailocab.com]
Sent: Wednesday, January 18, 2012 01:21 PM
To: Mason John (TPH)
Cc: Chapman Helen (TPH); [REDACTED]@hailocab.com <[REDACTED]@hailocab.com>; [REDACTED]@hailocab.com <[REDACTED]@hailocab.com>
Subject: Re: Catch Up

Hi John

Thanks for popping in, it was good to touch base.

Gary, Terry and I are confident that we can help the suburban drivers. Your mate in Wimbledon will still pester you but tell you how much more he is earning with Hailo! But now he won't want to tell you how much he is earning ;-)

I'll let Gary know re [REDACTED] and the 'on line' checker

On the political front, we just want to represent the licensed taxi industry, Green or Yellow badge. We see this as a kind of unity of drivers without the politics and I'm pleased to say that at the moment we seem to be friends with everyone and we will work hard to keep it that way.

I've spoken to the guys about regular meetings with radio circuits or Get Taxi. To be honest John, let's shelve this idea for a few more weeks/months. It was something that we thought may get Hailo more recognition in the taxi trade but seeing as the radio circuits and Get Taxi are seeing us as the enemy it may be best to let sleeping dogs lie. We don't want to ruffle any feathers!

See you tomorrow

Russ

[REDACTED]
[\[REDACTED\]@hailocab.com](#)

Sent from my iPad

On 18 Jan 2012, at 11:30, "Mason John (TPH)" <[REDACTED]@tfl.gov.uk> wrote:

Russell

Good to get the catch up with you guys today. Glad its going well for you.

I do genuinely appreciate what your doing and hopefully will achieve everything you set out to do. If the work in the Suburbs comes off then maybe my pal in Wimbledon will stop texting me all weekend with his low takings!!

Can you advise Gary that I have asked [REDACTED] to run that data again for him. I will also give you some indication of timescales for the “on line” checker as I appreciate this is a useful tool for you.

Thanks also for confirming what I suspected regarding your trade “political” leanings (i.e. you don’t have any!!).

With regards to regular meetings, I really don’t think you “miss” much by not attending the Radio Circuits monthly meeting. I do think that its probably better for us to meet separately and am happy to arrange for a monthly catch up with Helen and myself along the same lines as the Radio Circuits. How would you feel about a joint one with Get Taxi? However I will raise it, if nothing else, to see what they say!!!

See you in the gym

John

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<Agenda -Radio Circuits Mtg 20 Jan 12.doc>

From: [Mason John \(TPH\)](#)
To: ["Russell Hall"](#)
Cc: [REDACTED] ([ST](#)); [Chapman Helen \(TPH\)](#); [REDACTED] [hailocab.com](#); ["Nick Wright"](#); ["Chris McLellan"](#); ["Ron Zeghibe"](#)
Subject: RE: Catching Up
Date: 10 May 2012 09:50:11

Russell

No problem at all.

[REDACTED] – can you arrange, perhaps we can do at Palestra this time?

Cheers

John Mason
Director - London Taxi & Private Hire
Transport for London
Palestra, 4th Floor Yellow
197 Blackfriars Road. London. SE1 8NJ
Tel: [REDACTED]
Mob: [REDACTED]



For up to date news and information regarding London Taxi and Private

Hire matters follow us on Twitter [@TfLTPH](#)

-----Original Message-----

From: Russell Hall [[mailto:\[REDACTED\]@hailocab.com](mailto:[REDACTED]@hailocab.com)]
Sent: 10 May 2012 07:37
To: Mason John (TPH)
Cc: [REDACTED] ([ST](#)); [Chapman Helen \(TPH\)](#); [REDACTED] [hailocab.com](#); [Nick Wright](#); [Chris McLellan](#); [Ron Zeghibe](#)
Subject: Catching Up

Hi John

We at Hailo see our relationship with TfL extremely important in going forward so we like to keep you up to speed on where we are in relation to a whole host of subjects.

Can you please let me know when you're available to meet up again. We can either meet at the Palestra Building or at HMS President at a time and date that's convenient to you and other members of your team that would like to attend

Speak soon

Regards

Russ

Founder

HAILO | HMS President, Victoria Embankment, London. EC4Y 0HJ

email: [REDACTED]@hailocab.com

mob: [REDACTED]

skype: russ.hall

Sent from my iPad

From: [Mason John \(TPH\)](#)
To: ["Russell Hall"](#)
Subject: RE: Christiane in California
Date: 15 June 2012 17:38:00

Phoned her

Emailed her

Havent heard from her

Havent spoken to her

From: Russell Hall [mailto:████████@hailocab.com]
Sent: 15 June 2012 17:29
To: Mason John (TPH)
Subject: Christiane in California

Hi John

Did you manage to speak to Christiana in San Francisco?

Cheers

Russ

From: [Mason John \(TPH\)](#)
To: "[redacted]@hailocab.com"; "[redacted]@hailocab.com"
Cc: [redacted] (ST)
Subject: Re: Commissioner Visit
Date: 03 October 2012 17:53:38

Great

[redacted] Im happy to go Someset House.

----- Original Message -----

From: Ron Zeghibe [[mailto:\[redacted\]@hailocab.com](mailto:[redacted]@hailocab.com)]
Sent: Wednesday, October 03, 2012 04:08 PM
To: Mason John (TPH); [redacted]@hailocab.com' <[redacted]@hailocab.com>
Cc: [redacted] (ST)
Subject: Re: Commissioner Visit

Good idea John. Happy to do it.

Ron

-----Original Message-----

From: Mason John (TPH)
To: [redacted]@hailocab.com'
To: [redacted]@hailocab.com'
Cc: [redacted] (ST)
Subject: Commissioner Visit
Sent: 3 Oct 2012 12:51

Ron / Russ

Ahead of the visit of Peter later this month would it be worth us meeting up for a chat first?

John

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Sent from my BlackBerry® wireless device

From: [Mason John \(TPH\)](#)
To: "[\[REDACTED\]@hailocab.com](#)"
Cc: [Chapman Helen \(TPH\)](#); [\[REDACTED\] \(TPH\)](#); "[\[REDACTED\]@hailocab.com](#)"; "[\[REDACTED\]@hailocab.com](#)"
Subject: Re: Contacts for Hailo/taxilight
Date: 27 May 2011 16:22:51

Terry

Thanks. I'd like to arrange for Kulveer to come along. Can you remind me of the venture companies that are supporting the project?

John

----- Original Message -----

From: Terry Runham <[\[REDACTED\]@hailocab.com](#)>
To: Mason John (TPH)
Cc: Chapman Helen (TPH); [\[REDACTED\] \(TPH\)](#); Gary Jackson <[\[REDACTED\]@hailocab.com](#)>; RussellHall <[\[REDACTED\]@hailocab.com](#)>; Terry Runham <[\[REDACTED\]@hailocab.com](#)>
Sent: Fri May 27 14:30:19 2011
Subject: Contacts for Hailo/taxilight

Hi John,

Thank you for the contacts and your time last Friday. These are our new e mail addresses for future contact. Hopefully we can arrange a visit for yourself, Helen & [\[REDACTED\]](#) to our offices in the near future so you can meet the team and see the progress we have made.

Regards

Terry Runham

From: [Mason John \(TPH\)](#)
To: [\[REDACTED\]@hailocab.com](#)
Subject: Re: Door Logos
Date: 30 April 2012 18:05:20
Attachments: [image.png](#)

Russel

Sorry. Been having problems with email. I've waded in. It WILL NOT be an issue.

John

From: Russell Hall [mailto:[\[REDACTED\]@hailocab.com](#)]
Sent: Monday, April 30, 2012 05:49 PM
To: [\[REDACTED\]](#)
Cc: Chapman Helen (TPH); Mason John (TPH); Ron Zeghibe <[\[REDACTED\]@hailocab.com](#)>
Subject: Re: Door Logos

Hi [\[REDACTED\]](#)

I was not presenting my cab for inspection. I was changing my number plate and had to have white license plates changed signifying a change of cab reg.

The SGS inspector at Deptford, whose name was Andy, explained to me that the cab would not pass the annual overhaul with the door log going over the door moulding

If you haven't seen my vehicle I've attached a picture



Please contact me if you need any further information in this matter

Regards

Russell Hall

Founder
HAILO | HMS President, Victoria Embankment, London. EC4Y 0HJ

email: [\[REDACTED\]@hailocab.com](#)

mob: [REDACTED]
skype: hall russell

Sent from my iPad

On 30 Apr 2012, at 16:39, [REDACTED] <[REDACTED]@tfl.gov.uk> wrote:

Hi Russell,

Helen has passed me your query and I'd like to help you resolve this.

Just want to ask a couple of questions for clarity, did the vehicle in questions actually attend the inspection and subsequently fail?; And if so, did the examiner cite the logo going over the moulding as the specific reason for failure?

It would be very useful if you could pass me your vehicle registration number so that I can ask SGS if there may have been any other reasons for failure other than the ad going over the moulding.

Happy to discuss if you want to give me a call.

All the best,

[REDACTED] Transport for London
Tel: [REDACTED]; Ext: [REDACTED] 9; Mob: [REDACTED]

<image001.jpg>

For up to date news and information regarding London Taxi and Private Hire matters follow us on Twitter

@TfLTPH

From: Russell Hall [mailto:[REDACTED]@hailocab.com]
Sent: Monday, April 30, 2012 03:13 PM
To: Chapman Helen (TPH)
Cc: Mason John (TPH); Ron Zeghibe <[REDACTED]@hailocab.com>
Subject: Fwd: Door Logos

Hi Helen

Can you have a look into this for me please

Regards

Russell Hall

Founder
HAILO | HMS President, Victoria Embankment, London. EC4Y 0HJ

email: [REDACTED]@hailocab.com
mob: [REDACTED]
skype: hall.russell

Sent from my iPad

Begin forwarded message:

From: Russell Hall <[REDACTED]@hailocab.com>
Date: 30 April 2012 10:13:09 GMT+01:00
To: Mason John <[REDACTED]@tfl.gov.uk>
Cc: Ron Zeghibe <[REDACTED]@hailocab.com>
Subject: Door Logos

Hi John

In relation to our brief conversation on Friday re door logos, we just need some clarification.

We have had 2000 door logs printed by Ubiquitos and I have a set put on my cab. When I attended SGS at Deptford on Thursday last week, one of the examiners said that my logo would not pass the overhaul because it went over the plastic moulding.

I've attached a photo for reference.

<image002.png>

Please let me know our next steps as I agree with you that it seems a bit pedantic

Speak soon

Regards

Russell Hall

Founder
HAILO | HMS President, Victoria Embankment, London. EC4Y 0HJ

email: [REDACTED] [hailocab.com](mailto:[REDACTED]@hailocab.com)

mob: [REDACTED]

skype: hall russell

Sent from my iPad

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From: [Mason John \(TPH\)](#)
To: [\[REDACTED\]@hailocab.com](#)
Subject: Re: Finals Presentation
Date: 01 October 2012 18:17:43

Russ

Mate, im sorry, i got your first email. I explained to Gary and Ron. Give me a bell tomorrow if you want to discuss.

John

From: Russell Hall [mailto:[\[REDACTED\]@hailocab.com](#)]
Sent: Monday, October 01, 2012 06:08 PM
To: Mason John (TPH)
Subject: Finals Presentation

Hi John, sorry to trouble you

Gary has told me that Hailo can't do the Finals Presentation because someone has complained.

Is this true?

Cheers

Russ

From: [Mason John \(TPH\)](#)
To: [REDACTED] [hailocab.com](#)"
Cc: [Chapman Helen \(TPH\)](#)
Subject: Re: Fwd: Island Ranks
Date: 29 June 2012 09:21:45

Russell

Not sure. These things can take a while to sort

John

From: Russell Hall [mailto:[REDACTED]@hailocab.com]
Sent: Friday, June 29, 2012 08:22 AM
To: Mason John (TPH)
Subject: Fwd: Island Ranks

Any updates on this issue? I think Helen mentioned that she was going to deal with it but not sure.

Also I'm being told that there will be island ranks for the Olympics. Can we have those details and we can make sure the Hailo drivers within that sector can get work

Cheers

Russ

Founder
HAILO | HMS President, Victoria Embankment, London. EC4Y 0HJ

email: [REDACTED] [hailocab.com](#)
mob: [REDACTED]
skype: hall.russell

Sent from my iPad

Begin forwarded message:

From: Russell Hall <[REDACTED]@hailocab.com>
Date: 24 June 2012 15:49:34 GMT+01:00
To: "Mason John (TPH)" <[REDACTED]@tfl.gov.uk>
Subject: Island Ranks

Hi John

Sorry to trouble you.

Having a few interesting discussions in regards to Island Ranks

Would it be possible to ring-fence these ranks with a 50 metre radius?

Personally I don't see this as a problem but some drivers have a GPS issue

whereby they are not being picked up even though they are on the back of the rank.

Your call. We can implement this in time for Wimbledon

Russ

Founder

HAILO | HMS President, Victoria Embankment, London. EC4Y 0HJ

email: [REDACTED] [hailocab.com](mailto:[REDACTED]@hailocab.com)

mob: [REDACTED]

skype: hall.russell

From: [Mason John \(TPH\)](#)
To: [Russell Hall](#)
Subject: Re: Games Time
Date: 11 September 2012 19:13:43

Thanks. Did you do more or less business in the two weeks of games than the two weeks before?

John Mason

On 11 Sep 2012, at 19:11, "Russell Hall" <[\[REDACTED\]@hailocab.com](#)> wrote:

Hi John

Our accept rate improved so that was good. Almost every job was snapped up.
Generally speaking guys were still doing lots of work in the double figures over the weekends.

See you tomorrow

Russ

[\[REDACTED\]@hailocab.com](#)

Sent from my iPhone

On 11 Sep 2012, at 16:53, "Mason John (TPH)" <[\[REDACTED\]@tfl.gov.uk](#)> wrote:

Russ

Dont need figs but how was the "games" for Hailo honestly. Good, bad, indifferent?

John

From: Russell Hall [mailto:[\[REDACTED\]@hailocab.com](#)]
Sent: 21 August 2012 14:46
To: Mason John (TPH)
Subject: Fwd: tfl2940288

Russell Hall

Founder

HAILO | HMS President, Victoria Embankment, London. EC4Y 0HJ

email: [\[REDACTED\]@hailocab.com](#)

mob: [\[REDACTED\]](#)

skype: hall russell

Begin forwarded message:

From: Terry Runham <[\[REDACTED\]@hailocab.com](#)>
Date: 21 August 2012 09:37:48 GMT+01:00
To: [\[REDACTED\]@hailocab.com](#)
Subject: Fwd: tfl2940288

Russ,

Can you do us a favour please.

Take a look at this case, Tfl are asking for a drivers name relating to the job. We have checked the route and fare and both are ok. They want us to give up the name of the driver as you can but what we need you to ask John is the following.

1. Is this person real? [\[REDACTED\]](#). Lets double check because it's a long shot but it could be a spoof.
2. Regarding the Act quoted are we as the Radio circuits obliged to give up the information
3. If we do give up the information will we stay anonymous as to the ones who gave it up.
4. Can they tell us what allegedly happened.

Also, be prepared if john asks you about the Peter Hendy affair AKA Hendygate

Terry

----- Forwarded message -----

From: **Driver Support** <support@hailocab.com>

Date: Tue, Aug 21, 2012 at 9:32 AM

Subject: Fwd: tfl2940288

To: [REDACTED] hailocab.com

The following case has been forwarded by Driver Support for your review:

Case: #94006

Customer: Taxi Complaints (PCO)

Subject: tfl2940288

Case Information:

Subject: tfl2940288

Description:

Status: Open

Priority: 10

Assigned Group: Driver Support

Assigned User: Driver Support

Active User: Driver Support

Customer Information:

From: Taxi Complaints (PCO)

Email:

taxi.complaints@pco.org.uk

Twitter ID:

Phone:

Company:

Title:

Case History

AUG 20, 2012 | 07:25PM BST

Driver Support left a note:

Terry can you put this on the fare calculator to see how much it comes to, ive looked at the job and it shouldn't have gone this much. he did drive for 15 minutes to get there, also this is number 19 customer so must be a early user of the app.

AUG 20, 2012 | 04:06PM BST

Driver Support left a note:

Terry

driver is [REDACTED]

thanks Leigh

AUG 20, 2012 | 03:52PM BST

Chris left a note:

is this something you guys would deal with?

AUG 20, 2012 | 03:49PM BST

Taxi emailed:

Original message Dear Sir / Madam,

I am writing on behalf of London Taxi and Private Hire, Transport for London, which is the Licensing and Regulatory authority for the taxi trade. Please can you telephone this office as soon as possible between 9.00am and 4.00pm Monday to Friday excluding Bank holidays, because we need you to identify to us the driver of your booking. The details are as follows:

Booking No: LON 6634306 Date: 18 August 2012

Time: 19:30 Pick up location: Battersea Park Rd

Destination: Finborough Rd

We request this information under section 14 paragraph (F) of the London Cab Order 1934 and section 31 (2) (iii) of the Data Protection Act 1998.

Thanking you in advance for your assistance in this matter.

Yours sincerely,

[REDACTED]

Correspondence & Investigations Officer

Direct line: [REDACTED]

* taxi.complaints@pco.org.uk

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For your reference this is Case #94006

--

Regards

Terry Runham, Co Founder Hailo

Call Me: [REDACTED] [REDACTED] Skype Me: terry runham

Hailo: <http://hailocab.com/> [You Tube:Hailo](#)

Follow Hailo: [Twitter](#) [Facebook](#) [Google Plus](#) [fouresquare](#) [LinkedIn](#)

From: [Mason John \(TPH\)](#)
To: [\[REDACTED\]@hailocab.com](#); [\[REDACTED\] \(TPH\)](#); [\[REDACTED\]](#)
Cc: [Chapman Helen \(TPH\)](#)
Subject: Re: Green or Yellow?
Date: 06 November 2012 22:31 55

Russell

Thanks. Its not down to [REDACTED]

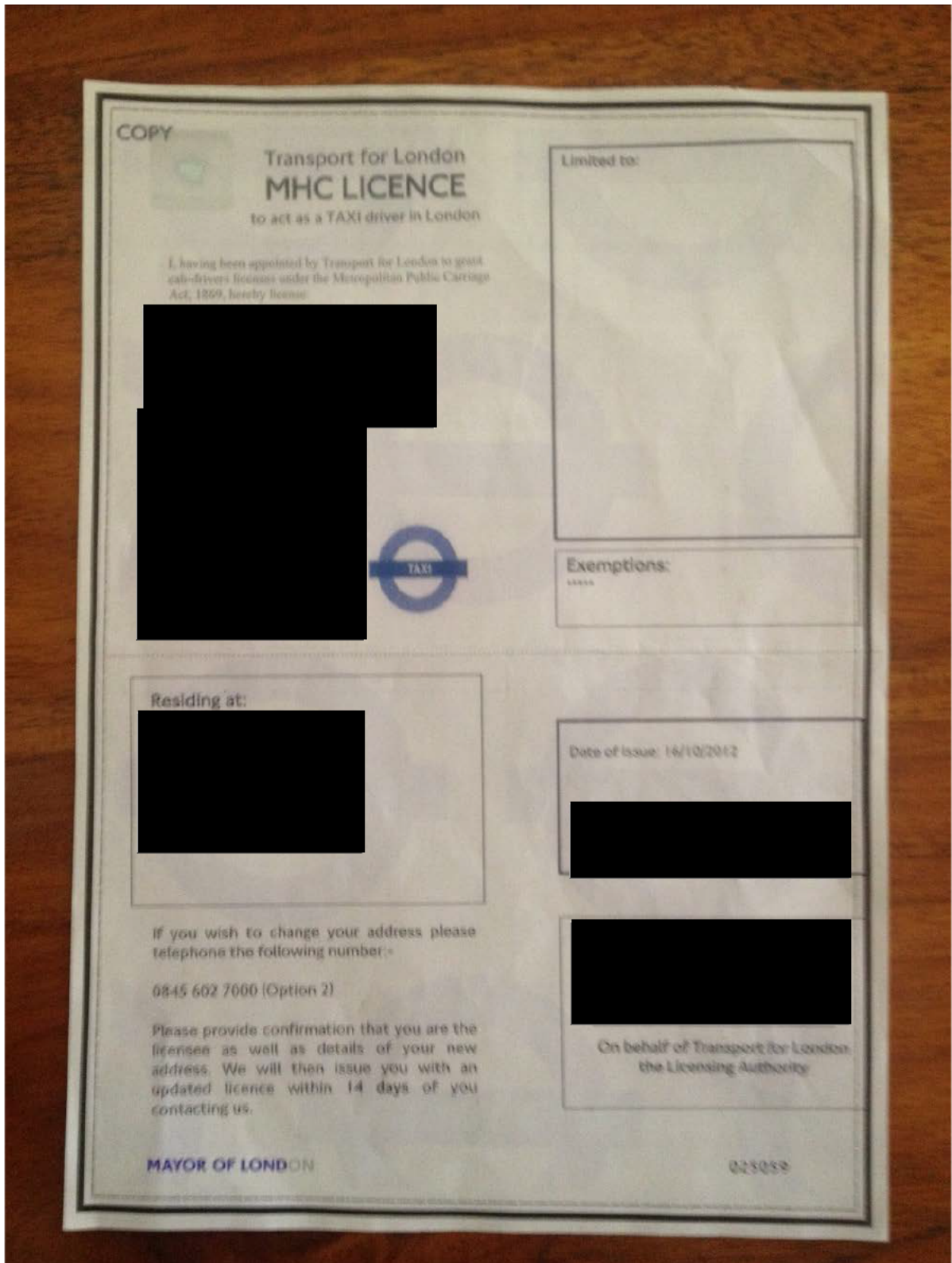
[REDACTED]

Can we look into this? This is second licence recently that is missing important info. Something is going wrong.

John

From: Russell Hall [mailto:[\[REDACTED\]@hailocab.com](#)]
Sent: Tuesday, November 06, 2012 09:06 PM
To: [\[REDACTED\] \(TPH\)](#)
Cc: Mason John (TPH)
Subject: Green or Yellow?

We have another driver who hasn't got his Sector defined. Could you help please [REDACTED]



COPY

Transport for London
MHC LICENCE
to act as a TAXI driver in London

I, having been appointed by Transport for London to grant
cab-drivers licences under the Metropolitan Public Carriage
Act, 1869, hereby license:

[Redacted Name]



Limited to:

Exemptions:

Residing at:

[Redacted Address]

Date of issue: 16/10/2012

[Redacted Signature]

If you wish to change your address please
telephone the following number:-

0845 602 7000 (Option 2)

Please provide confirmation that you are the
licensee as well as details of your new
address. We will then issue you with an
updated licence within 14 days of you
contacting us.

[Redacted Signature]

On behalf of Transport for London
the Licensing Authority

MAYOR OF LONDON

025058

Regards

Russell Hall

Founder

HAILO,
Somerset House, The Strand, London, WC2R 1LA

email: [Redacted] hailocab.com

mob: [Redacted]

skype: hall.russell

From: [Mason John \(TPH\)](#)
To: [REDACTED]@hailocab.com"
Cc: [REDACTED] (TPH); [REDACTED] (TPH); [Chapman Helen \(TPH\)](#)
Subject: Re: Hailo in the UK
Date: 09 November 2012 19:14:29

[REDACTED] / [REDACTED]

Do we have any contacts we can give Russell?

John

From: Russell Hall [mailto:[REDACTED]@hailocab.com]
Sent: Friday, November 09, 2012 03:57 PM
To: Mason John (TPH)
Subject: Hailo in the UK

Hi John

We are beginning to think about launching Hailo to other parts of the UK.

Do you have any relationships with your counterparts in the cities we plan to research?
These cities include Birmingham, Liverpool, Leeds and Manchester

Any help or direction you can give will be greatly appreciated

Cheers

Russ

From: [Mason John \(TPH\)](#)
To: ["Russell Hall"](#)
Subject: RE: Hailo Partition Sticker
Date: 15 October 2012 13:00:00

Its fine but what about loyal customers like me who didnt get a £5 inducement!!

From: Russell Hall [mailto:██████████@hailocab.com]
Sent: 15 October 2012 12:56
To: Mason John (TPH)
Subject: Hailo Partition Sticker

Hi John

Can you get one of your guys to approve the partition sticker.

The sticker is A5 and landscape with a transparent background

We'd like to get this confirmation asap so we can go ahead with the printing.

We had our previous sticker approved but you said you wanted a 'heads up' in our latest design

Speak soon

Russ

From: [Mason John \(TPH\)](#)
To: ["Russell Hall"](#)
Cc: [REDACTED] [\(ST\)](#)
Subject: RE: Hailo
Date: 20 April 2012 14:53:00

Alas it's not "fit" because its over 15 years. There really isn't going to be a way to help him.

From: Russell Hall [mailto:[REDACTED]@hailocab.com]
Sent: 20 April 2012 14:48
To: Mason John (TPH)
Cc: [REDACTED] (ST)
Subject: Re: Hailo

Yeh, i told him that but he just wanted a response and I told him that I'll pass it on. It's a proper lovely cab though and he said he is willing to get the vehicle smoke tested every 3 months as proof of it's fitness

Regards

Russell Hall

Founder
HAILO | HMS President, Victoria Embankment, London. EC4Y 0HJ

email: [REDACTED] [hailocab.com](#)

mob: [REDACTED]

skype: hall.russell

On 20 Apr 2012, at 13:56, Mason John (TPH) wrote:

Russ

Thanks, no problem.

Not sure I can help Alex though.

John

From: Russell Hall [mailto:[REDACTED]@hailocab.com]
Sent: 20 April 2012 13:43
To: Mason John (TPH)
Cc: [REDACTED] (ST)
Subject: Hailo

Hi John

Sorry to drop in uninvited earlier today but I was just passing so I thought I'd drop off your

polo shirt. It might be a bit small! :-)

I also met [REDACTED] (Hi [REDACTED])

Couple other issues I raised with [REDACTED] was that my Friend [REDACTED] has a Fairway and wanted a response. It seems that something was passed onto him by yourself and seemed a bit miffed. I defended you and said that i'll pass his plea to you personally

We also talked about our input into Cabwise and having Hailo put on the TfL website alongside the radio circuits

Lastly, i havent forgotten about the WHU tickets as I wanted to see how results go...Leave it to me

Speak soon

Regards

Russell Hall

Founder

HAILO | HMS President, Victoria Embankment, London. EC4Y 0HJ

email: [REDACTED] [hailocab.com](mailto:[REDACTED]@hailocab.com)

mob: [REDACTED]

skype: hall.russell

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From: [Mason John \(TPH\)](#)
To: [REDACTED] [hailocab.com](mailto:[REDACTED]@hailocab.com)"
Cc: [REDACTED] [hailocab.com](mailto:[REDACTED]@hailocab.com)"
Subject: Re: JM Biog
Date: 09 June 2012 21:56:36

Not really my thing, now making your boat half as costly to maintain, that I could do!

From: Russell Hall [mailto:[REDACTED]@hailocab.com]
Sent: Saturday, June 09, 2012 09:51 PM
To: Mason John (TPH)
Cc: [REDACTED]@hailocab.com' <[REDACTED]@hailocab.com>
Subject: Re: JM Biog

Cheers John

Any good at painting boats? ;-)

Regards

Russell Hall

Founder

HAILO | HMS President, Victoria Embankment, London. EC4Y 0HJ

email: [REDACTED] [hailocab.com](mailto:[REDACTED]@hailocab.com)

mob: [REDACTED]

skype: hall.russell

On 9 Jun 2012, at 19:10, Mason John (TPH) wrote:

As requested.

Any jobs going?

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<JM Biog.docx>

From: [Mason John \(TPH\)](#)
To: ["Russell Hall"; \[REDACTED\] \(ST\)](#)
Cc: [\[REDACTED\] \(TPH\); \[REDACTED\] \(TPH\)](#)
Subject: RE: Knowledge of London Finals
Date: 23 May 2012 11:35:00

Russell

No problem attending the next finals ([REDACTED] / [REDACTED] please deal).

Would probably need to have a think about possible involvement of team in the finals themselves but will give it some thought.

Kind regards

John Mason
Director - London Taxi & Private Hire
Transport for london
Palestra, 4th [REDACTED] Yellow
197 Blackfriars Road. London. SE1 8NJ
Tel: [REDACTED]
Mob: [REDACTED]



For up to date news and information regarding London Taxi and Private

Hire matters follow us on Twitter [@TfLTPH](#)

From: Russell Hall [mailto:[REDACTED]@hailocab.com]
Sent: 22 May 2012 16:01
To: Mason John (TPH); [REDACTED] (ST)
Subject: Knowledge of London Finals

Hi John

I would like to have your permission to attend a Finals presentation to observe this process.

Hopefully in the future, and if you agree, myself or a member of the Hailo team could give a short 5 minute presentation of the benefits of having the accessibility to accept credit cards immediately plus the efficiency of Hailo in the average shift of a Green or a Yellow badge driver.

Look forward to your reply

Regards

Russell Hall

Founder

HAILO | HMS President, Victoria Embankment, London. EC4Y 0HJ

email: [REDACTED] [hailocab.com](mailto:[REDACTED]@hailocab.com)

mob: [REDACTED]

skype: hall.russell

From: [Mason John \(TPH\)](#)
To: <[REDACTED]@hailocab.com>
Cc: <[REDACTED]@hailocab.com>; <[REDACTED]@hailocab.com>; <[REDACTED]@hailocab.com>; [REDACTED] (ST); [Chapman Helen \(TPH\)](#)
Subject: Re: Meeting
Date: 09 February 2012 09:30:30

Russel

Let's see if we can work it out.

Helen may also want to come along.

[REDACTED] any time next week we can get some time to go and see Russel and the team at Hailo?

John

----- Original Message -----

From: Russell Hall [[mailto:\[REDACTED\]@hailocab.com](mailto:[REDACTED]@hailocab.com)]

Sent: Thursday, February 09, 2012 09:09 AM

To: Mason John (TPH)

Cc: Ron Zeghibe <[REDACTED]@hailocab.com>; Gary Jackson <[REDACTED]@hailocab.com>; Terry Runham <[REDACTED]@hailocab.com>

Subject: Meeting

Hi John

It would be great if you could take the time to come to our offices on the HMS President sometime next week. I could give you a tour of our offices and discuss outstanding issues that we've spoken about recently

Look forward to your reply

Regards

Russ

[REDACTED]
[REDACTED]@hailocab.com

Sent from my iPad

From: [Mason John \(TPH\)](#)
To: ["Russell Hall"](#)
Subject: RE: Monday?
Date: 04 May 2012 13:23:00

Will leave with you mate. No worries.

From: Russell Hall [mailto: [REDACTED]@hailocab.com]
Sent: 04 May 2012 13:14
To: Mason John (TPH)
Subject: Re: Monday?

Personally I think we can get to wembley....

Regards

Russell Hall

Founder
HAILO | HMS President, Victoria Embankment, London. EC4Y 0HJ

email: [REDACTED]@[hailocab.com](#)
mob: [REDACTED]
skype: hall.russell

On 4 May 2012, at 13:04, "Mason John (TPH)" <[REDACTED]@[tfl.gov.uk](#)> wrote:

Entirely up to you!!! I don't mind Russ. I have tickets for Monday but have mates who will take them off my hands or, as you say, you can tempt fate!

From: Russell Hall [mailto: [REDACTED]@hailocab.com]
Sent: 04 May 2012 12:52
To: Mason John (TPH)
Subject: Re: Monday?

I'm going for Monday's game or should I tempt fate and wait for the final?!

Regards

Russell Hall

Founder
HAILO | HMS President, Victoria Embankment, London. EC4Y 0HJ

email: [REDACTED]@[hailocab.com](#)
mob: [REDACTED]
skype: hall.russell

Sent from my iPad

On 4 May 2012, at 11:48, "Mason John (TPH)" <[REDACTED]@[tfl.gov.uk](#)> wrote:

Hi Russ
I'm assuming that nothing going on for
Monday's game?
John

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From: [Mason John \(TPH\)](#)
To: ["Russell Hall"](#)
Subject: RE: Partition window stickers
Date: 17 August 2012 08:47:00

Russ

Can you just quickly send me the proofs? Wouldnt want you to print off and then suffer some technicality.

John

From: Russell Hall [mailto:████████@hailocab.com]
Sent: 17 August 2012 07:57
To: Mason John (TPH)
Subject: Partition window stickers

Hi John

We want to produce a new re designed partition sticker. It's the same dimensions that we used as before ie A5 that was passed.

The content is the same. It promotes the cabbie code programme that lets passengers receive £5 off their next Hailo ride if they download the app.

This also gives the driver the opportunity to earn £2 with every successful passenger account customer that uses the unique drivers code that would be displayed on the partition window sticker

Before we go ahead with the print run, we wanted to ensure it was ok to do so or do need to inspect it first.

Please let me know asap so I can give this the go ahead to the team

Thanks

Russ

ps You going tomorrow?

From: [Mason John \(TPH\)](#)
To: ["Russell Hall"](#)
Cc: ["Ron Zeghibe"](#)
Subject: RE: Presentations to newly qualified knowledge students
Date: 05 November 2012 20:21:00

Thanks Russell

I think it is safe to say that when people are feeling threatened then they can respond competitively or, if they are unwilling or unable to do so, look to others to do it for them by over regulation.

Rest assured I do not intend to go for the latter option.

John

From: Russell Hall [mailto:████████@hailocab.com]
Sent: 05 November 2012 16:09
To: Mason John (TPH)
Cc: 'Ron Zeghibe'
Subject: Re: Presentations to newly qualified knowledge students

Hi John

In regards to the presentations, I'll leave it for you to decide. You always said this would happen [i.e. one or two of the radio circuits getting the hump] and if it did then it may be the end to myself conducting presentations and I wouldn't be offended at all. I'm more than happy to join the guys *outside* the Palestra Building on Finals Day and hand out goodie bags because I know you would (hopefully) mention Hailo on the *inside*, so to speak.

When I spoke to the new drivers on Finals day they already knew about Hailo New drivers are coming to our office in Great Suffolk Street on Finals Day every week which is great to see.

On the other hand, if you want to work something out with Geoffrey then I'm happy to cooperate.

Geoffrey goes on to mention a few other issues that Ron has pointed out the answers to which I won't go over.

When we first met up in May of last year you stated that Hailo could be the end of the radio circuits. Well with 10's of drivers leaving the circuits every week, Hailo is recruiting well over 200 per week. We are now at over 8,500!

Someone is doing something right and, by a long way, Hailo is the market leader when it comes to working with London's Yellow and Green badge drivers

Russ

On 5 Nov 2012, at 15:11, Mason John (TPH) wrote:

Thanks Ron

Interesting update re Mastercard.

From: Ron Zeghibe [mailto:████████@hailocab.com]
Sent: 05 November 2012 15:05
To: Mason John (TPH)
Cc: Russell Hall
Subject: Re: FW: Presentations to newly qualified knowledge students

John

I have had contact with senior management at Mastercard since all this came up. They were unequivocal in supporting the Hailo service in all its aspects and said that we were compliant with any standards that they require. He is willing to put this in writing as well, should it become necessary. If Visa wants to stop allowing consumers using their cards, they will apparently be going it alone.

Radio Taxis is clearly trying to use TfL to underwrite their investment by forcing everybody to follow their direction and put in expensive hardware (or use their facilities at 10% a pop!). As you said, so it continues...

Ron

On Mon, Nov 5, 2012 at 1:32 PM, Mason John (TPH) <████████@tfl.gov.uk> wrote:
And so it continues...

From: Geoffrey Riesel [mailto:████████@radiotaxis.co.uk]
Sent: 05 November 2012 13:16
To: Mason John (TPH)
Subject: Presentations to newly qualified knowledge students

Dear John

I am following up on the discussion we had last month regarding the Hailo service and their opportunity to meet newly qualified taxi drivers who had just completed the Knowledge.

At that time you kindly said that you would be happy to let other operators have access to these meetings, and any other promotional work that is done.

I would be keen to have further details on this so that we can review our own involvement.

Can you tell me the relevant occasions for us to be involved and the type of opportunity that would be available.

It might also be worth reviewing whether it is right for any particular company to be present or whether we should produce some generic information for you to distribute.

I would also like to discuss the issue of downloadable taxi Apps not being PCI compliant and therefore not meeting the standards that you set for those who have payment devices fitted in cabs.

I am concerned that Hailo, Get Taxi and others may not be meeting standards that others are required to.

If this is indeed so, not only would this be a risk to Londoners who might become victims of fraud, but it is also irritating for those of us who have invested significant sums in the correct terminals and equipment to see what could be deemed as unfair competition.

I am of the opinion that TfL should be insisting that all of these become compliant – or direct these payments to the approved equipment already in cabs, as a pre-requisite for them being on your approved list?

I do also think it is time to review the issue of Apps and similar services and move towards there being a set of standards against which they must conform before being approved.

There is also a growing and fairly compelling case for mandatory credit card provision in taxis which would go a long way to addressing these issues - if every cab had a PCI compliant credit card capability then it would also be an advantage to all App providers as well as they would also be able to offer their services for this too.

I look forward to hearing from you on these issues.

Kindest regards

Geoffrey

Geoffrey M Riesel
Chairman & CEO, Radio Taxis Group Limited

PA Direct Line: +44 (0) [REDACTED]

Fax: +44 (0) [20 7281 5713](tel:2072815713)

Radio Taxis Group Ltd

Mountview House, Lennox Road, London N4 3TX

www.radiotaxisgroup.com

The world's first carbon neutral transport company

<image001.png>

<image002.png>

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From: [Mason John \(TPH\)](#)
To: ["Russell Hall"; "Ron Zeghibe"](#)
Subject: RE: Presentations to newly qualified knowledge students
Date: 05 November 2012 20:45:00
Attachments: [image004.png](#)
[image005.png](#)

FYI in confidence.

From: Mason John (TPH)
Sent: 05 November 2012 20:45
To: 'Geoffrey Riesel'
Subject: RE: Presentations to newly qualified knowledge students

Good Evening Geoffrey

Thank you for your email.

Firstly I have to admit I am not sure where to go with the finals presentations. It is clear to me that we should be doing something collectively to encourage drivers, especially newly qualified ones, to adapt to the growing demand of passengers and be able to accept payment by credit or debit cards. I do not currently allow any provider to come into the finals presentations and, in fact, it is clear to me that by the time the students are getting their badges they should already know the benefits of card acceptance and have made plans how they intend to accommodate this. I would encourage you and all other providers to do more work directly with the Knowledge Schools to embed the benefits at an earlier stage and prepare students for the demands that modern passengers expect from a 21st Century taxi service.

As for the finals Radio Taxis, like any other provider is welcome to join the ever increasing hordes outside Palestra seeking to get newly qualified drivers to sign up for their services.

On the issue of taxi booking / hailing apps there is no formal approvals process and none needed in our opinion. Get Taxi's in vehicle kit is approved by us, Hailo uses smartphones for which there is already existing regulation and laws which govern the use of phones in vehicles. I do not see the need for us to regulate further on this on top of Road User laws and legislation.

PCI compliance is a different issue. I have made it clear that all payment processing must be PCI compliant. However, it is clear that not all providers share VISA's views and Mastercard have not indicated any issues with how card payments are processed by the apps. Despite the many thousands of trips made using apps I have yet to see one shred of evidence that passengers are either unhappy with the charges applies, the way payments are processed or, indeed, there is any loophole that exposes passengers to increased risk of card fraud. Again, where there are existing laws and regulation governing card payment processing then it is appropriate that these should apply rather than additional regulation by TfL.

Finally, you state there is a growing and compelling case for mandatory card acceptance in taxis yet when we met and discussed with all the principles recently it appeared clear that this wasn't the case and the market was moving swiftly to full card acceptance via various methods, apps, in vehicle units, Radio Circuits. I concluded from our recent discussions that mandatory acceptance was not required and the recent launch of the Taxi Fare Consultation outlines our position on this which I encourage you to respond to.

In conclusion I am afraid I can not agree with your conclusions or that additional regulation by TfL is appropriate. We clearly have an emerging market through apps that is being embraced by drivers and the public and it is TfL's view that it is appropriate for market forces, driver and customer use and acceptability rather than regulation that should dictate the future for card payment in taxis.

I am, of course, happy to meet you further to discuss.

Kind regards

John Mason
Director - London Taxi & Private Hire
Transport for London
Palestra, 4th [REDACTED] Yellow
197 Blackfriars Road. London. SE1 8NJ
Tel: [REDACTED]
Mob: [REDACTED]



For up to date news and information regarding London Taxi and Private

Hire matters follow us on Twitter @TfLTPH

Report touting activity on-line at www.tfl.gov.uk/cabenforcement

From: Geoffrey Riesel [mailto:[REDACTED]@radiotaxis.co.uk]
Sent: 05 November 2012 13:16
To: Mason John (TPH)
Subject: Presentations to newly qualified knowledge students

Dear John

I am following up on the discussion we had last month regarding the Hailo service and their opportunity to meet newly qualified taxi drivers who had just completed the Knowledge.

At that time you kindly said that you would be happy to let other operators have access to these meetings, and any other promotional work that is done.

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Can you tell me the relevant occasions for us to be involved and the type of opportunity that would be available.

It might also be worth reviewing whether it is right for any particular company to be present or whether we should produce some generic information for you to distribute.

I would also like to discuss the issue of downloadable taxi Apps not being PCI compliant and therefore not meeting the standards that you set for those who have payment devices fitted in cabs.

I am concerned that Hailo, Get Taxi and others may not be meeting standards that others are required to.

If this is indeed so, not only would this be a risk to Londoners who might become victims of fraud, but it is also irritating for those of us who have invested significant sums in the correct terminals and equipment to see what could be deemed as unfair competition.

I am of the opinion that TfL should be insisting that all of these become compliant – or direct these payments to the approved equipment already in cabs, as a pre-requisite for them being on your approved list?

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There is also a growing and fairly compelling case for mandatory credit card provision in taxis which would go a long way to addressing these issues - if every cab had a PCI compliant credit card capability then it would also be an advantage to all App providers as well as they would also be able to offer their services for this too.

I look forward to hearing from you on these issues.

Kindest regards

Geoffrey

Geoffrey M Riesel
Chairman & CEO, Radio Taxis Group Limited
PA Direct Line:+44 (0) [REDACTED]
Fax:+44 (0) 20 7281 5713
Radio Taxis Group Ltd
Mountview House, Lennox Road, London N4 3TX

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From: [Mason John \(TPH\)](#)
To: "[REDACTED]@hailocab.com"
Cc: "[REDACTED]@hailocab.com"
Subject: Re: San Francisco / biography / Finals
Date: 09 June 2012 10:08:54

Russell

Thanks. Yes not a problem. Will dig out my bio in next day or so.

Rightly proud you should be!

Ask for [REDACTED] or [REDACTED] and we will come and get you.

John

From: Russell Hall [mailto:[REDACTED]@hailocab.com]
Sent: Saturday, June 09, 2012 08:12 AM
To: Mason John (TPH)
Cc: Ron Zeghibe <[REDACTED]@hailocab.com>
Subject: San Francisco / biography / Finals

Morning John

Would you be available to take a call from your counterpart in San Francisco? Plus do you have a short bio or cv of yourself?

on a different note, I'm really looking forward to attending the Finals Day on Tuesday. Perhaps you can point out that I've just celebrated 28 years in the taxi trade after passing my KoL on 6th June 1984! More importantly, in those 28 years I've never had to face a complaint. A record I'm very proud of.

What time should I arrive and who should I report to?

Regards

Russell Hall

Founder
HAILO | HMS President, Victoria Embankment, London. EC4Y 0HJ

email: [REDACTED]@hailocab.com
mob: [REDACTED]
skype: hall.russell

From: [Mason John \(TPH\)](#)
To: ["Russell Hall"](#)
Cc: [Chapman Helen \(TPH\)](#); ["TRG"](#); ["RonZeghibe"](#); ["Simon Veingard"](#)
Subject: RE: Stop Note on Hailo rear screen
Date: 09 July 2012 12:27:00

For the moment yes.

-----Original Message-----

From: Russell Hall [[mailto:\[REDACTED\]@hailocab.com](mailto:[REDACTED]@hailocab.com)]
Sent: 09 July 2012 12:24
To: Mason John (TPH)
Cc: Chapman Helen (TPH); TRG; RonZeghibe; Simon Veingard
Subject: Re: Stop Note on Hailo rear screen

Thanks John

Shall I tell the driver to ignore the Stop Note then?

Russ

Founder
HAILO | HMS President, Victoria Embankment, London. EC4Y 0HJ

email: [REDACTED]@hailocab.com
mob: [REDACTED]
skype: hall russell

On 9 Jul 2012, at 12:17, "Mason John (TPH)" <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)> wrote:

> Russell
>
> In that case ignore for now and we will see what is behind this.
>
> John
>
> -----Original Message-----
> From: Russell Hall [[mailto:\[REDACTED\]@hailocab.com](mailto:[REDACTED]@hailocab.com)]
> Sent: 09 July 2012 12:07
> To: Mason John (TPH)
> Cc: Chapman Helen (TPH); TRG; RonZeghibe; Simon Veingard
> Subject: Re: Stop Note on Hailo rear screen
>
> Hi John
>
> We are using the materials that are supplied by Taxi Backs Ltd.
>
> George Vyse, is involved in Taxi Backs.
> I discussed this issue with him this morning and he assured me that this material meets all the guidelines in
> relation to advertising on taxis and has been using this material since rear screen advertising was introduced
>
> Regards
>
> Russell Hall
>
> Founder
> HAILO | HMS President, Victoria Embankment, London. EC4Y 0HJ
>

> email: [REDACTED]@hailocab.com
> mob: [REDACTED]
> skype: hall.russell

> On 9 Jul 2012, at 10:59, "Mason John (TPH)" <[REDACTED]@tfl.gov.uk> wrote:

>> Russell

>> I will find out but based on the letter it seems to imply that it isn't meeting the requirements of the guidelines in terms of the material / visibility requirements. Are you using the right materials etc?

>> John

>> -----Original Message-----

>> From: Russell Hall [[mailto:\[REDACTED\]@hailocab.com](mailto:[REDACTED]@hailocab.com)]

>> Sent: 09 July 2012 10:39

>> To: Mason John (TPH)

>> Cc: Chapman Helen (TPH); TRG; RonZeghibe

>> Subject: Stop Note on Hailo rear screen

>> Hi John

>> Barry has just alerted me to this Stop Note he received today

>> Can you contact the relevant department and explain that these rear screen logos do meet the guidelines for advertising on taxis

>> Please advise me of what action I should tell the driver to take as to whether to contact SGS to make an appointment or ignore this letter

>> *****

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>> *****

>>

From: [Mason John \(TPH\)](#)
To: ["Russell Hall"](#)
Subject: RE: Sutton high street taxi rank
Date: 21 March 2012 13:22:00

Ok

I brought Jerry Facena, the Chief Exec of Allied Vehicles round to you today and introduced him to [REDACTED]. He has his hands very much in the Glasgow and Scotland taxi trade and loves Hailo. I think he wants to talk / work with you.

From: Russell Hall [mailto:[REDACTED]@hailocab.com]
Sent: 21 March 2012 12:54
To: Mason John (TPH)
Subject: Re: Sutton high street taxi rank

Rome wasn't built in a day!

[REDACTED] has done well over 100 Hailo rides so he's not doing much stalling!

I'll be back on Monday, so we'll catch up soon

Cheers

Russ

Sent from my iPad

On 16 Mar 2012, at 17:48, "Mason John (TPH)" <[REDACTED]@tfl.gov.uk> wrote:

Russ

See [REDACTED] still claims Hailo not working for them in Sutton?

John

From: [REDACTED]
Sent: Friday, March 16, 2012 11:29 AM
To: Mason John (TPH)
Subject: Fwd: Sutton high street taxi rank

Dear Mr Mason

Please read through the attached email and you will see what we are up against. The consultation and local reps consisted of a ltda rep who made a phone call from the meeting to a Sutton driver. I do not call this consultation or do I feel the drivers that use Sutton were represented. Clearly there was no agenda for this meeting otherwise more drivers would have been consulted.

Can I make a few suggestions.....

1. A clear agenda is laid out by said committee.
2. Agenda to be published in Trade mags one month before meeting.
3. Outcome of meeting to be published in trade mags.
4. Reference number attached to Rank or subject issue.

Only when TfL have some transparency and clear communication to and from these meetings, will any progress be made.

I feel that the drivers that work these ranks are not always kept in the loop and frequently only find out about a change made to a Taxi Rank after it has disappeared.

Kind regards

[REDACTED]

Ps the Hailo roll out is still stalling !

Sent from my iPad

Begin forwarded message:

From: [REDACTED] <[REDACTED]@tfl.gov.uk>
Date: March 15, 2012 10:12:33 AM GMT
To: "[REDACTED]" <[REDACTED]>
Subject: Re: Sutton high street taxi rank

Hi Gary,

I am well, thank you. I hope you are well too.

Regarding the ranks in Sutton that you mention, it was agreed (in consultation with the Cab Rank's Committee and local reps) some time ago that the rank would be re-located to Marshals Road.

I asked the borough to keep me informed but found out last week through a local driver that the move had already taken place. I have sent an email to the borough of Sutton to get clarity on what has happened so we can provide a taxi plate, etc. From memory, this is a Monday-Saturday rank and has certain hours of operation that I have asked the borough to confirm. However, these restrictions would apply to taxis as well as after the operational hours of the taxi rank this would become part of the highway.

I will chase up the borough again and get back to you when I have more information.

Kind regards,

[REDACTED]

Sent from my Blackberry, please excuse brevity and typos.

Taxi Rank and Interchange Manager

----- Original Message -----

From: [REDACTED] [mailto:[REDACTED]]
Sent: Wednesday, March 14, 2012 02:40 PM
To: [REDACTED]
Cc: Richard Massett [REDACTED]@ltda.co.uk>
Subject: Sutton high street taxi rank

Hi [REDACTED]

Hope you are well.

Can you confirm the exact location and restrictions regarding the above rank..

2 bay rank at bottom of High street Sutton. Blue and white Tfl sign remains.

new 2 bay rank in Marshalls road has yellow taxi bay, but has waiting restrictions. Does this apply to Taxis?

No Tfl signage that I can see.

Please advise

Regards



Sent from my iPad

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From: [Mason John \(TPH\)](#)
To: [REDACTED] [hailocab.com](mailto:[REDACTED]@hailocab.com)
Subject: Re: Updated data base
Date: 11 July 2012 13:29:15

No sorry it just @TFLTPH

From: Russell Hall [mailto:[REDACTED]@hailocab.com]
Sent: Wednesday, July 11, 2012 01:27 PM
To: Mason John (TPH)
Subject: Re: Updated data base

Hi John

Just out of interest, and to save a lot of backlash, have you another twitter name to use for London Taxi drivers only?
If not, don't worry too much and we'll try get round it some how

Russ

On 11 Jul 2012, at 13:06, Russell Hall wrote:

Of course,I'll let our social media manager, Chris, know.

Regards

Russell Hall

Founder

HAILO | HMS President, Victoria Embankment, London. EC4Y 0HJ

email: [REDACTED] [hailocab.com](mailto:[REDACTED]@hailocab.com)

mob: [REDACTED]

skype: hall.russell

On 11 Jul 2012, at 11:09, Mason John (TPH) wrote:

Russell

If we can sort this out for you can you do something for us? Can you do some regular Tweets / messages to your drivers telling them that during the Games we will be using our @TFLTPH account to issue real time updates and they should follow?

John

From: Russell Hall [mailto: [REDACTED]@hailocab.com]
Sent: 11 July 2012 09:16
To: Mason John (TPH)
Cc: [REDACTED] (ST); Chapman Helen (TPH); [REDACTED] (TPH); [REDACTED] (ST)
Subject: Re: Updated data base

Cheers John

Russ

On 11 Jul 2012, at 08:37, Mason John (TPH) wrote:

Russell

We will see what we can do.

[REDACTED] – given [REDACTED] is snowed under on the games can you assist on the first (this is a list of all current drivers and badge numbers).

[REDACTED] – I thought we / I was going to get a weekly list of all those getting badges? Can we not provide?

John

From: Russell Hall [mailto: [REDACTED]@hailocab.com]
Sent: 10 July 2012 18:22
To: Mason John (TPH)
Cc: [REDACTED] (ST)
Subject: Updated data base

Hi John

Just a note to remind [REDACTED] [REDACTED] to send an updated list of the TfL database.

Also, if we can get the badge numbers and expiry dates for new drivers each week that would be great

Cheers

Russ

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From: [Mason John \(TPH\)](#)
To: ["Russell Hall"](#)
Subject: RE: West Ham
Date: 24 April 2012 10:25:00

If its on, sure.

From: Russell Hall [mailto:████████@hailocab.com]
Sent: 24 April 2012 10:22
To: Mason John (TPH)
Subject: West Ham

Hi John

Are you still up for Saturday?

Russ

Founder
HAILO | HMS President, Victoria Embankment, London. EC4Y 0HJ

email: ██████████ [hailocab.com](#)
mob: ██████████
skype: hall.russell

From: [Mason John \(TPH\)](mailto:Mason.John@TPH)
To: [\[REDACTED\]@hailocab.com](mailto: [REDACTED]@hailocab.com)
Subject: Re: Workshop
Date: 27 February 2012 13:16:35

Good!!

From: Russell Hall [mailto: [REDACTED]@hailocab.com]
Sent: Monday, February 27, 2012 01:04 PM
To: Mason John (TPH)
Cc: TRG < [REDACTED]@hailocab.com >
Subject: Re: Workshop

Cheers John

We will change their minds!

Regards

Russ

Contact:
 [\[REDACTED\]@hailocab.com](mailto: [REDACTED]@hailocab.com)

Sent from my iPhone

On 26 Feb 2012, at 19:14, "Mason John (TPH)" < [REDACTED]@tfl.gov.uk > wrote:

Fyi

From: Tony Willcocks [mailto: [REDACTED]]
Sent: Sunday, February 26, 2012 12:49 PM
To: Mason John (TPH); Bill Rank < [REDACTED] >; Les Hoath
 [REDACTED] >
Subject: Workshop

Morning John hope things are well for you .
Yes please to your offer of coming along to your workshops and seeing
how we can move things forward.
don't think you could get a better cross section than Myself and
Bill Clarke and Les Hoath .
.We are after all known to the trade as the 3 stooges (term of
endearment i hope)
Just to bring you up to speed in regards to taxi apps
Get taxi does not work in our sector nor does hailO
No signal .
they are about as much use as a cat flap in an elephant house.
Talk soon all the best
Tony Willcocks
Chairman Richmond taxi drivers association.

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From: [Mason John \(TPH\)](#)
To: [\[REDACTED\]@hailocab.com](#); [\[REDACTED\]@hailocab.com](#)
Cc: [Daniels Leon](#)
Subject: TFL "Approved Logo"
Date: 14 September 2012 17:25:56

Russell

Just to confirm our discussion just now:

We have previously advised Hailo that the "TfL Approved" logos on the Hailo website must be removed

TfL does not approve or endorse any one application over another. As you know we have worked well together and are happy to support you where we can

I am surprised that our previous requests have not been acted on fully

Can you now please make immediate arrangements to remove and confirm to me when this will be done by?

Thanks

John

From: [Mason John \(TPH\)](#)
Bcc: ["Brian Rice"](#); ["Eddie Crossley"](#); ["Geof Kaley"](#); ["Geoffrey Riesel"](#); ["Grant Davis"](#); ["Ivan Kovler"](#); ["Julian Francis"](#); ["Malcolm Linskey"](#); ["Malcolm Paice"](#); ["Mike Hedges"](#); ["Peter Da Costa"](#); ["Steve McNamara"](#); ["peterjrose@cabradenews.co.uk"](#); ["Louise"](#); ["Mike Tinnion"](#); ["unitedcabbies@london.com"](#); ["Russell Hall"](#); ["Callsignmag@aol.com"](#); [Moffat Alex \(TPH\)](#); [Moody Thomas](#); [\[REDACTED\] \(TPH\)](#); [Chapman Helen \(TPH\)](#); ["Russell, John"](#)
Subject: TX4 RECALL UPDATE
Date: 25 October 2012 10:28:00
Attachments: [17-12-steering-box-fault-in-tx4-taxis.pdf](#)
[19-12-steering-box-fault-in-tx4-taxis.pdf](#)

All

There is a lot of misleading information going round the trade, being discussed, emailed, tweeted and the like about TfL standing in the way of garages like Ascots being able to provide simple fixes to affected taxis using the old steering box supplier. In addition some garages / proprietors are misleading those drivers renting affected taxis stating that as the recall has been described as "voluntary" LTC this means the cabs can continue to be used.

This is incorrect and misleading.

We are contacting garages/props directly and are preparing and will be issuing a formal TPH Notice later today to update the trade and clarify some of these key issues.

In the meantime, please note:

The London Taxi Company has stated that the Steering Box Recall was a voluntary action by them. In reality this means that they have a statutory duty to inform VOSA if there is a serious safety defect found on a component on the vehicle they manufacture. VOSA will then work with them in taking forward a formal recall and rectification plan.

This 'voluntary' action on the part of LTC does not mean this defect is less serious than previously stated, this defect is very serious indeed. The definition of this type of defect by VOSA is *"is a feature of design or construction liable to cause significant risk of personal injury or death."*

LTC advised all taxi licensing authorities, including TfL, that suspension of the taxi licences of all vehicles affected by this fault would be appropriate. Taking into consideration that advice and the information provided by VOSA, TfL informed all affected owners that their taxi licence would be suspended with immediate effect until such time as the defect had been identified and rectified.

Only rectification solutions agreed with VOSA will be acceptable to TfL. The taxi licence suspensions advised remain in place until a solution has been found and implemented and we have been notified by VOSA that the fix is acceptable.

Attached are the relevant TPH Notices.

John Mason
Director - London Taxi & Private Hire
Transport for London

Palestra, 4th [REDACTED] Yellow
197 Blackfriars Road. London. SE1 8NJ
Tel: [REDACTED]
Mob: [REDACTED]



For up to date news and information regarding London Taxi and Private

Hire matters follow us on Twitter @TfLTPH

Report touting activity on-line at www.tfl.gov.uk/cabenforcement