

**From:** TPH Senior Relationship Manager (SRM) [REDACTED]@tfl.gov.uk>  
**Sent:** Thursday, August 8, 2024 10:38 AM  
**Subject:** Civil Unrest in London

Good morning,

We've been appalled by the unrest and disorder that has taken place across the country in recent days. We stand by all those affected and reject the racist and Islamophobic hate that has been directed at our communities.

While there is no information to suggest transport networks will be targeted, we're taking steps to protect and support those who use our transport network, including taxi and private hire services.

In response to the unrest, TfL Operations Officers and the police will continue to maintain a visible presence across our transport network to provide reassurance to the public and to mitigate any threats or concerns.

#### What we're doing:

- We're working closely with the Government and our policing partners – the Metropolitan Police Service (MPS) and British Transport Police (BTP) – to address and respond to any threat that may emerge. Both police forces are regularly and closely monitoring and reviewing the situation and we are receiving frequent updates and briefings to help us plan and respond. We will of course communicate this with you if any information specifically relates to taxi drivers.
- Our priority, along with that of our policing partners, is to protect Londoners. That includes keeping drivers and customers safe. Both the MPS and BTP have stood up considerable resource to support this effort. We're also supporting the policing effort by sharing CCTV and travel data, as well as maintaining a visible presence across our transport network.
- More than 2,000 police and police community support officers and 500 TfL enforcement officers patrol the network to improve the safety of customers and staff and reassure those who may feel vulnerable. Our frontline staff are trained in how to support our customers and deal with reports seriously and with compassion.

#### How to provide support:

To further support our efforts to protect drivers and customers, we've outlined some information and guidance below:

- We advise all drivers to stay away from any areas where civil unrest and disorderly conduct is known to be taking place, wherever possible.
- If drivers do find themselves in an area where disorder is taking place, it is important that they follow police instructions to ensure their safety and the safety of their passengers.

- There are specific circumstances where it may be necessary for a driver to refuse a journey, or end a journey early, where their own personal safety is at risk. In the event that a driver does not feel safe taking a passenger to their end destination due to safety concerns, they should agree with their passenger a safe place to drop them instead.
- Remind drivers to be vigilant. Any suspicious or unusual behaviour should be reported immediately to the police on 101, or online at [met.police.uk](https://www.met.police.uk). Always call 999 in an emergency.
- We also ask that drivers remain aware of vulnerable people during these difficult times and to familiarise themselves with our [Safeguarding Awareness course](#), which provides practical advice and information.

Driver safety is paramount. We'll continue to work with all relevant parties to ensure everyone using the TfL network remains safe.

We encourage you and your members to stay up to date with relevant information. [The Metropolitan Police Service](#), [City Policing](#) and [British Transport Police](#) routinely post relevant updates and information on X.

Kind regards

Andrew

Andrew Antoni  
Trade Relations Manager | Taxi & Private Hire



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