



More trade stories than all the others put together

Issue 252 September 2017

UBER ON THE EDGE



EVIDENCE MOUNTS AS RELICENSING LOOMS

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 and should be sent to the Editor at the
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The London Cab Drivers' Club Ltd.

UBER RELICENCE?

This month sees the end of the four month period of the temporary licence issued to UBER.

It seems hard to believe with the recent revelations in the mainstream media that Mayor Khan would even consider relicensing them, but unfortunately we know from past experience of dealing with TfL that normal rules and regulations apply to everyone else, except UBER.

TfL are currently undergoing a consultation revolving around Operator Licence fees and it has been pointed out that if their model was to be introduced, UBER would have to pay something in the region of £2m for its licence... could this be the real reason that UBER was only licensed for four months whilst the consultation was ongoing?

The GLA, The Metropolitan Police and also the LPHCA have all raised strong objections to the Mayor and TfL about relicensing UBER, but will the proposed increase in Operator fees override the safety of the travelling public? Over to you Mayor Khan.

GARDEN A BRIDGE TOO FAR...

Whilst on the subject of TFL, they have finally decided to pull

the plug on Joanna Lumley's Dream Bridge across the Thames.

Unfortunately, the decision comes after a staggering £37m of tax payers' money was already spent without so much as a hole being dug or brick being laid. Has there ever been an organisation in the history of this country that knows how to waste taxpayers' money as efficiently as TfL?

3.7m people commute into London every day on an overloaded transport system, yet TfL deem fit to spend £900m for bike lanes for the 115k cyclists to use for approximately four hours a day.

We at the Club believe there should a root and branch reform of this overblown quango and give Londoners real value for money.

SEAN STOCKINGS UPDATE

At the time of going to press, we were still awaiting a court date from the High Court in regards to getting Sean Stockings his licence back.

Sean wishes to say a big thank you to everyone who donated to his crowdfunding appeal.

See page 17 for a story by Zello Street blog - it's an eye opener!

Grant Davis
 LCDC Chairman



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We at the LCDC don't often bang our own drum when it comes to helping our members with their legal troubles. A lot of the cases which come our way with members are quite sensitive and we respect their wishes to keep things in house and out of the paper which I can fully appreciate.

However, not only do Payton's Solicitors offer our members a 24 Hour Duty Solicitor 365 days a year, but since getting involved with the Club, our solicitor Keima Payton has the distinction of having a 100% success rate in all her cases which she has handled on behalf of the Club's members.

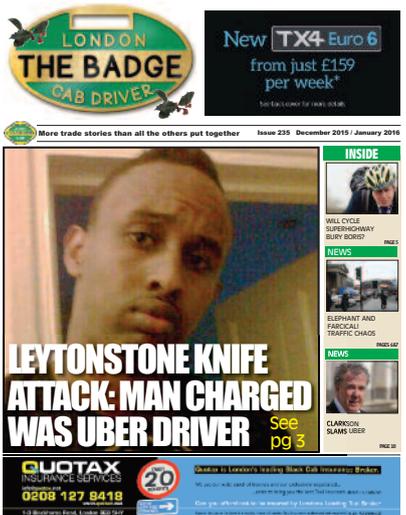
Keima Payton has a fearsome reputation in court and should ever the need arise you will find no one better able to fight your corner and save your Badge than Keima.

- Grant Davis, LCDC Chairman

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LCDC FOI REQUESTS LEAD THE WAY FOR MEDIA'S UBER EXPOSURE



As far back as May 2016, LCDC Committee member, Daniel O'Regan has been questioning through FOI requests the legitimacy of UBER to hold an Operator's licence. He started off providing evidence that the correct planning permission was not in place on their office premises and quickly leading onto the relationship between No10 / TFL / Korski. The evidence he provided through the FOI requests was finally taken up by Guy Adams at the Daily Mail and eventually made its way onto front page headlines of many editions of national newspapers. Daniel then went after FOI requests between the Met Police and TfL and what came back was truly shocking. The

information we received back was enough for us to contact The Times and these formed the basis for the recent month long UBER exposures by Mr Andrew Gilligan. **'Do we think 32 allegations in a year is worrying?' - well, not a bad quote from an organisation that boasts 'every journey matters'.** What the emails will reveal is the major concern the Metropolitan Police have regarding the upcoming relicensing of UBER. When we attend meetings at TfL, we are reminded by Silka Todd that "TfL listen to the police"... but it seems that even after the

letter sent to Helen Chapman by Neil Billany raising the fears, TfL went ahead and issued UBER with a temporary licence for four months. Below is an email sent to senior TfL staff by...possibly Mike Brown? We don't know, but for us the most damning quote is: "Do we think 32 allegations in a year is worrying?" well, not a bad quote for an organisation that boasts "every journey matters". Finally, on the next pages you will see that the LCDC was the trade organisation that through our FOI requests and our persistence with Andrew Gilligan at The Times, got this story out to the mainstream media and informed the general public what we have known for years, just how unfit TfL are to be regulating our industry.

From:
Sent: 19 May 2016 10:15
To: Emmerson Garrett; Blake Peter; Burton Steve (ST); Hayward Siwan; ; Chapman Helen (TPH);
Cc: Daniels Leon; Everitt Vernon;
Subject: The Sun on Uber rape & sex assault allegations

All,
Please see below an article in the Sun reporting that there were 32 allegations of rape or sexual assault against Uber drivers in London over the last year. This follows the release by the Met of the following FOI. It gives this detail for the first time I think, and was released by the Met without the usual process of tip-offs to TfL. That process, via, has now been re-established. We've been working with the Mayor's Press Office this morning to get to the bottom of where the figures came from, whether they are right and give some background on CRB checking etc. to the Mayor who is out at media events this morning. I think that the below puts us in the following situation:
1) Our previous position that we are 'unable to give a breakdown of Cab related offences between taxi and private hire' looks untenable. It is true that we can't break down cab-related offences I think, but given that the Met will release allegation data and give detail of the company that drivers are alleged to have worked for, our previous position will look increasingly disingenuous.
2) We will presumably be asked by media whether the figures are correct, and we will have to say that they are. I understand the taxi lobby has asked us to confirm as well.
3) This may lead to the following questions being levelled at us – what are we doing about it, do we think that 32 allegations in a year is worrying? It seems to be disproportionately high. Are we working with the police to investigate this trend, are we speaking with Uber about it, and what are the figures for the other major players. If the Police give out Uber allegations under FOI then the media will assume we have those same figures, plus for Addison Lee and everyone else. I think we're going to come under both political and media pressure on this. Is it worth some of us getting together asap to discuss how we handle this?

Thanks,



LCDC COMBINES WITH SUNDAY



Uber quiet on crime?

Uber has been accused by police of failing to report sex attacks and other “serious crimes” committed by its drivers, and of obstructing officers trying to investigate them.

The company, which operates in more than 20 British cities and 633 worldwide, faces a licence review in London, its biggest European market. In a letter obtained by The Sunday Times, Inspector Neil Billany, head of the Metropolitan police’s taxi and private hire unit, said he had “significant concern” that Uber seemed to be “deciding what [crimes] to report”, telling police only about “less serious matters” that would be “less damaging to [its] reputation”.

Billany accused Uber of “allowing situations to develop that clearly affect the safety and security of the public” by keeping from police crimes committed by drivers — including at least six sexual assaults on passengers, two public order offences and an assault. In at least one of the sex cases, Uber continued to employ the driver, who went on to commit a more serious sex attack against a second woman passenger.

Billany said: “Had Uber notified police after the first offence, it would be right to assume the second would have been prevented.”

The victims complained to Uber and were left “strongly under the impression” it would tell police, but it did not do so, he added.

In the year to February 2017, Scotland Yard recorded 48 allegations of sexual assault involving Uber drivers, mostly reported by passengers but some made via the regulator, Transport for London (TfL).

Billany said Uber’s failure to report the public order cases meant the Met learnt too late to prosecute.

The letter — dated April 17 and sent to Helen Chapman, head of taxis and

private hire at TfL — was obtained under the Freedom of Information Act by the chairwoman of the London Assembly’s transport committee, Caroline Pidgeon.

She said she was “deeply concerned”, adding: “This apparent cover-up of reports about such serious criminal activity is shameful.”

TfL said the failure was “totally unacceptable” and formed “part of the consideration” about whether it would extend Uber’s licence. It was renewed in May, but only until September 30, amid concerns about Uber’s operations. Billany’s letter may have played a part.

Billany said one incident was a road rage incident classified as a firearms offence. The Uber driver took “what the passenger believed to be a handgun from the glovebox and left the vehicle to pursue the other party on foot”, Billany said. The “gun” turned out to be “pepper spray . . . legally classified as a firearm”, whose possession “clearly appears to be a criminal offence”.

When police asked for the passenger’s name, Uber “refused to provide any further information” without a formal request under the Data Protection Act. Uber said the “pepper spray” was a legal can of criminal identifier spray. It did help police when asked and said the refusal was a misunderstanding. It reported all incidents to TfL, it added.

“We were surprised by this letter as in no way does it reflect the good working relationship we have with the police,” it said. “We advise people to report serious incidents to the police and support any subsequent investigations, but respect the rights of individuals to decide whether or not to make such reports.”

**by Andrew Gilligan
in The Sunday Times**



THE LETTER IN FULL, OBTAINED THROUGH FOI BY THE LCDC

From Inspector Neil Billany of the Metropolitan police to Helen Chapman, Transport for London’s head of taxis and private hire

“Dear Helen,

Concerns with Uber not reporting Serious Crimes to Police

On the 4 March 2017 Uber have had contact from a passenger informing them of a serious incident involving an Uber (and TfL Licensed PHV) driver. The nature of the allegation was that during a booked journey a road rage incident has developed between the driver and another road user. During this incident the driver has taken what the passenger believed to be a handgun from the glovebox and left the vehicle to pursue the other party on foot. At this point the passenger has fled the vehicle in fear.

On becoming aware of this incident Uber have spoken to the driver and ascertained that it was in fact pepper spray he had taken from the glovebox and not a handgun. Pepper spray is legally classified as a firearm and every weapon carried on the street represents a threat to public safety.

At this point Uber have dismissed the driver and made LTPH Licensing aware. On becoming aware of this on the 10 April 2017 the MPS have opened an investigation into what clearly appears to be a criminal offence.

Further contact has taken place between the MPS and Uber in an attempt to identify the passenger (a significant witness) and also to find out why Uber haven’t reported this directly to police. Uber have stated to the MPS that they are not obliged to report this, or similar matters, and are only required to notify TfL as per regulations. Uber have refused to provide any further information unless a formal request under the Data Protection Act is submitted.

Another more worrying case took place last year. The facts are that on the 30 January 2016 a female was sexually assaulted by an Uber driver. From what we can ascertain Uber have spoken to the driver who denied the offence. Uber have continued to employ the driver and have done nothing more. While Uber did not say they would contact the police the victim believed that they would inform the police on her behalf.

On the 10 May 2016 the same driver has committed a second more serious sexual assault against a different passenger. Again Uber haven’t said to this victim they would contact the police, but she was, to use her words, “strongly under the impression” that they would.

On the 13 May 2016 Uber have finally acted and dismissed the driver, notifying LTPH Licensing who have passed the information to the MPS.

The second offence of the two was more serious in its nature. Had Uber notified police after the first offence it would be right to assume that the second would have been prevented. It is also worth noting that once Uber supplied police with the victim’s details both have welcomed us contacting them and have fully assisted with the prosecutions. Both cases were charged as sexual assaults and are at court next week for hearing [sic].

“Uber hold a position not to report crime on the basis that it may breach the rights of the passenger. When asked what the position would be in the hypothetical case of a driver who commits a serious sexual assault against a passenger they confirmed that they would dismiss the driver and report to TfL, but not inform the police. While the process for sharing information between LTPH Licensing and the MPS works this clearly represents a further risk as it is reliant on more links in a chain.

In 2016 the MPS were made aware of 6 sexual assaults, 2 public order offences and 1 assault which were first reported to Uber and then subsequently to LTPH Licensing. The delay in the offence occurring and a report coming to the attention of police ranged from a matter of weeks to 7 months. The two public order offences mentioned above are subject to a 6 month prosecution time limit so subsequently both were taken no further as by the time we became aware of the offence we had no power to proceed, despite both having clear evidence of an offence taking place.

The significant concern I am raising is that Uber have been made aware of criminal activity and yet haven’t informed the police. Uber are however proactive in reporting lower level document frauds to both the MPS and LTPH. My concern is twofold, firstly it seems they are deciding what to report (less serious matters/less damaging to reputation over serious offences) and secondly by not reporting to police promptly they are allowing situations to develop that clearly affect the safety and security of the public.

Yours sincerely,
Neil Billany”

TIMES TO INVESTIGATE UBER

LCDC COMMITTEE MEMBER TO HEAD OF TAX AND PRIVATE HIRE STAKEHOLDER RELATIONS AT TfL

Dear Silka

A recent social media post on Uber drivers forum (see attachment) came to the clubs attention, a subsequent FOI indeed revealed TFL had accepted DBS disclosures by Uber agents Onfido
Were TFL aware of a previous statement by Andrew Byrne regarding Uber's attitude to DBS checks ? (Please see 2nd attachment)
Between which dates were applicants permitted to submit DBS via Onfido ?
How many current licence holders presented DBS disclosures via the Uber agents ?
Did the Southend drivers that had previously been revoked by Southend licensing, then licensed by TFL (with criminal convictions) submit Onfido DBS disclosures ?
Will TFL require existing licence holders who have previously submitted DBS disclosures via Onfido to resubmit using TFLs preferred DBS agents ?
Given the severity of the issue, I would appreciate a reply
May I also ask why I haven't received answers to emails of 06/05/17 & 13/05/17 titled Uber Britannia, Uber BV PCW respectively

Regards
Danny O'Regan
LCDC

LCDC COMMITTEE MEMBER TO ANDREW GILLIGAN

Hi Andrew

I have something that might interest you, it relates to your article in January, Uber drivers in Southend exploiting loopholes,

The question was put to the Mayor, the answer (from TfL officers) states the DBS showed no reason to refuse ? yet once they became aware they took action, this begs the question, what did the DBS reveal?

The answer maybe from an Uber drivers forum (see attached), we (I'm a representative of the London cab drivers club LCDC) conducted an FOI, it disclosed TFL have previously accepted by this company 'Onfido' (Uber recommended them to their drivers)

The last 2 screenshots are (I believe) from reviews by employees, quite worrying if true

Begs the question how many current PHV drivers are licensed having submitted DBS via this company?

Kind regards
Danny O'Regan
LCDC



LEFT TO RIGHT
Silka Kennedy-Todd from TfL;
Uber feel the heat; LCDC
Committee member Danny
O'Regan's
Twitter handle

Thousands of Uber drivers are to be made to undergo new criminal record checks after regulators rejected the vetting process used by the cab-hailing giant.

Transport for London (TfL), which licenses taxis in the capital, is writing to at least 13,000 minicab drivers — more than a tenth of the total — telling them their background checks are no longer valid. The drivers will be given 28 days to make new applications for vetting or be taken off the road, TfL said. They work for several companies but the largest number are Uber drivers. The move comes after The Sunday Times revealed that police had accused Uber of failing to report sex attacks on passengers by its drivers and of “allowing situations to develop that clearly affect the safety and security of the public”.

Last week it emerged the man charged with the Buckingham Palace terror attack is an Uber driver. Mohiussunnath

13,000 PH re-checks needed

Chowdhury allegedly attacked three police officers with a samurai sword while shouting “Allahu akbar” (God is great). In December 2015 a former Uber driver, Muhiddin Mire, tried to behead a stranger in a London Tube station, yelling: “This is for my Syrian brothers.” Steve Garelick, of the private-hire drivers’ branch of the GMB union, said Uber had put the incomes of drivers at risk by using an inadequate vetting process.

“Because of this, there is a chance that some drivers have slipped through the net who will bring a bad name to all the others,” he said. “That is contemptible.”

All would-be minicab drivers in London must be checked against information held by the Disclosure and Barring Service (DBS), a government agency, for criminal records, unsuitability to work with

children or police warnings. Uber worked with a London-based company called Onfido to carry out the checks. Uber referred drivers to Onfido, which would check with the DBS and then issue TfL with a certificate stating the facts about the driver’s background. Onfido describes Uber as a “client”.

TfL accepted these certificates until this year. However, it said this weekend that “following a recent review of policy” it would no longer accept them from Onfido or any other “third-party provider” but only its own contractor. TfL declined to describe its concerns about Onfido and other providers. Onfido denied any deficiencies in its vetting process and said TfL simply wanted to maintain an exclusive contract with its own provider, GBGroup. “The only concern expressed to us is about the exclusivity of the

contract,” it said.

Uber said it did not itself carry out or process any background checks. “Uber does not require potential drivers to use a specific provider and does not have a say in who gets licensed,” it said. “It is ultimately up to the regulator to review the application and DBS check and decide who is granted a licence.”

Uber’s licence to operate in London, originally issued for five years, was renewed in May for only four months after Inspector Neil Billany, head of the Metropolitan police’s taxi unit, expressed “significant concern” that the company seemed to be “deciding what [crimes] to report”, telling police only about “less serious matters” that would be “less damaging to [its] reputation”. Its licence expires at the end of this month.

Billany said Uber had failed to

report at least six sexual assaults on passengers carried out by its drivers. One attacker was able to molest a second female passenger before being taken off the road. Uber said it was up to individuals to decide whether to report such incidents.

Uber is trying to stabilise under a new chief executive, Dara Khosrowshahi, after boardroom battles, allegations of sexual harassment, invasion of privacy and bribery, and the forced resignation of co-founder Travis Kalanick. Caroline Pidgeon, deputy chairwoman of the London assembly’s transport committee, said: “The questions for Uber keep piling up. Its licence should not be even considered for renewal until strict employment and road safety conditions are firmly in place to ensure it behaves like a responsible company.”

by Andrew Gilligan
in The Sunday Times

PAINT LONDON BLACK

mytaxi, Europe's biggest taxi app, is exclusively for Black Cabs. We're here to get you more work and keep your cab working at full tilt.

Our team is constantly looking for ways to improve our service and yours. So you can drive safe in the knowledge that if your cab is black this app has your back.

The Black Cab App





MAUREEN DIRECTS STAGE PREMIERE OF *THE KNOWLEDGE*

Driving a London cab has long been a tradition in Jewish families - a legacy passed from grandfather to father to son and sometimes daughter (although 90 per cent of cabbies are men), writes Janet Gordon at the Jewish Chronicle...

So the news that Maureen Lipman is directing the stage premiere of her late husband Jack Rosenthal's 1979 tour de force television play *The Knowledge* at the Charing Cross Theatre has been greeted with an enormous roar of affection for a lady that the London cab trade think of as one of their own.

It's been 13 years since her husband died. Lipman is now "thrilled, excited and full of trepidation" about reviving this iconic play which follows four Londoners as they attempt the fearsome "Knowledge" — the process of becoming a London black-cab driver. Lipman is a self-confessed black-cab nut who still remembers occasions when she came home to find Rosenthal playing host to a random assortment of cab drivers in his quest for absolute authenticity and

perfection. Did he achieve it? Just stop any cabbie and ask. They will instantly recall the way in which Rosenthal captured the very essence of *The Knowledge* with an examiner nicknamed "The

Roar of affection for a lady that the London cab trade think of as one of their own

Vampire" for his exacting standards and heavy irony. The idea to bring the play to the stage came from Vaughan Williams, chairman of the Charing Cross Theatre, a prolific black-cab user who lives just a few metres from Gibson Square, destination of the very first run on the very first page of *The Knowledge's* essential Blue Book. Having got Lipman's approval, two years later — with the script adapted by Simon Block — she accepted an invitation from Williams and his co-producer Steven M Levy to direct the show. Lipman's face, so mobile and

humorous, belies her 71 years. She's been busy working all over London — at the Hampstead Theatre, pantomime in Richmond and a stint at the Menier Chocolate Factory in Southwark.

Completely at home in the cramped confines of a black-cabbie café, dressed in smart cream chinos and navy sweater, she asks what's good to eat.

"Salt beef, of course," yell a dozen different voices. A stream of passing cabbies come up to say hello as word gets around just who is paying the café a visit. Lipman proves quite happy to join in with rants about congestion, cycle lanes and Ubers, which she abhors and will not consider using. Drivers compete with each other to recall the times they've picked Lipman up, driven *The Knowledge* crew

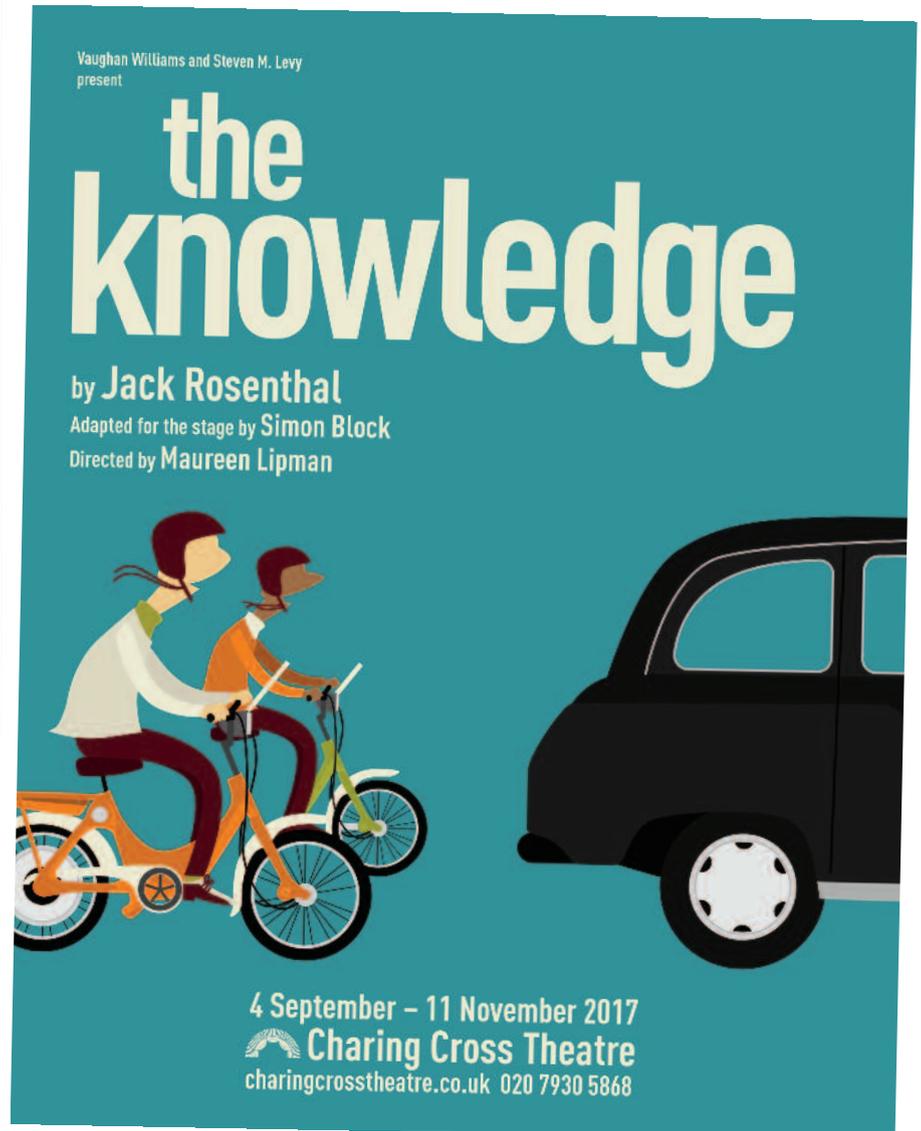
home, or helped Rosenthal with his research, while Lipman, with Williams hovering alongside, serenely drinks her coffee and grins at the one-upmanship she can hear.

"It's been a terrific challenge adapting Jack's play to suit the limited stage at the Charing Cross and choosing which characters to focus on, but I hope that, between us all, we've got the mix right," she says.

"Obviously, some characters won't work on stage but Simon Block, who adapted Jack's play, has kept nearly 80 per cent of the original dialogue, and I just love his script." Having my own cab driving dynasty: an ex-husband, current husband, son, countless cousins and uncles, I once felt compelled to sign up as a Knowledge Girl myself. I failed miserably — map-reading was a closed book to me. Would Lipman have done any better? She laughs. "I may not have the world's greatest sense of direction, but there are similarities between acting and doing *The Knowledge*. "At drama school, we stand there calling a script over to

each other every day for months until we know it backwards. Then we have appearances in front of several examiners. When we've done that a few times at harder and harder levels, if it's gone well, we get the chance to act for a living!" She's fully aware of the many challenges facing London's cabbies. And, as a member of the capital's cabbie community I can confirm that we see the revival of *The Knowledge* as part of the fight-back against the many problems we face. The love that cabbies feel for her is clearly returned. "Despite huge changes in technology, competition, regulation and driver diversity, the rigorous training of *The Knowledge* remains intact," she says. "Somehow, that process continues to produce some of the most charming and entertaining people I ever meet!"

'The Knowledge' is at the Charing Cross Theatre, September 4 to November 11
www.charingcrosstheatre.co.uk/theatre



TfL TPH have lost control!

What is an App job?

Is it plying for hire or pre-booked?

By Christopher Johnson

e-hailed or e-booked?
Instant hail....more
immediate hiring, straight
away booking....here &
now....as soon as possible?

What is TfL's policy on this?

Guess what? They haven't got one!

The question is a significant one that Transport for London (TfL) is seeking to swerve; in failing to provide an answer they are putting the public in danger, here's how:

If an app job is deemed to be a "plying for hire" job then taxis can only "ply" within their licenced area and app bookings via Uber & Taxify would be illegal because a private hire vehicle cannot legally ply for hire.

However, if an app job is deemed to be a pre-booking (while pre-booking isn't legal terminology, it's the terminology that TfL use when describing private hire bookings) then taxis can legally accept a pre-booked job anywhere in England & Wales – they do not need to be in their licensed area to accept.

The upshot of this is a TfL licensed taxi can work via an app in Brighton... or even Liverpool or Manchester. In fact, anywhere in the country and TfL cannot do anything about it. Even more worryingly taxis from Brighton, Liverpool and beyond can all work in London via an app and use the bus lanes in doing so.

Worried? We should be!

It's clearly impossible for TfL to manage enforcement on vehicles they licence while they are operating in other areas.

Therefore, the bottom line is - "Do TfL & the Mayor want public safety controls over the taxi and private hire market?"

If so, an app job must be a "plying" job, unless they want a "free for all" whereby taxi & private hire drivers

can be licensed in their home area and work in another area (the away area) with the home area authority being impotent when it comes to enforcement in away areas. However, if that's what they do want, then an app job is a pre-booking. TfL & the Mayor need to make their mind up pretty soon because TfL licensed minicab sexual assaults are not just through the roof in London, it's pretty grim reading in authorities outside of London.

In support of the GMB Brighton taxi branch "the Club", with support from 'Dads Defending Daughters' and the London GMB Taxi Branch, embarked on a trip to Brighton to highlight the question – what is an app job a "plying" job or a pre-booking?

40 or so London cabbies set out (at their own expense) early on the 7th August and arrived in Brighton around midday. We were met by Andy Peters (GMB Brighton) and John Streeter (Streamline Taxis) and switched on our apps. Hey presto! Punters could book us and we could accept the app jobs – without a TfL enforcement officer in sight.

While driving about "plying for hire" (or were we plying?) on the app there were a few hands raised from the street, suggesting we could have picked up directly. Clearly this would have been illegal and we could have been in danger of losing our licenses – but, again, that would need proper effective enforcement.

However, it just goes to show that the public think a taxi is a taxi, irrespective of where it's licensed, and would get into anything.

Therefore it begs the question just how many people are getting into TfL licensed minicab's that are "plying" in Brighton, Liverpool, Manchester and how are TfL protecting the public in "away" areas?

TfL have a duty to deliver safe taxi and private hire

services, not just in London, but this extends to wherever they Licence or wherever their licensed vehicles operate.

By refusing to answer what the identity of an app job is, they're encouraging this. They've simply abandoned their Authority to regulate! If TfL don't know if an app job is a pre-booking or a plying for hire job, then they should do the responsible thing and apply to the courts for a judge to decide. My guess is they are reluctant to do this as it'll expose just how negligent TfL were when app jobs came on stream 6 or so years ago. Alternatively, it might expose just how deep the 'Chumocracy' goes!

Has it now become clear that TfL are not 'fit for purpose'?

Freedom of information requests, obtained by the LCDC, show over the last 2 years, there has been an increase of up-to 300% in sexual assaults committed by TfL licensed drivers in neighbouring authorities.

A snapshot shows an increase in Dorset of 33%, Kent 50%, Essex 100%, Herts 128% and in Bedfordshire a whopping 300% increase!

When Sadiq Khan says London is open what does he mean? Open for abuse? No wonder TfL tried to cover it up!

If they were a school or any other local council, the government would have sent in a task force and placed them in special measures. We've had the Garden Bridge procurement fiasco that cost the tax payer a cool £50 million; bus & tram fatalities that's costing the tax payer large sums in compensation paid to the victims potentially due to TfL negligence; minicab accidents & sexual assaults at an all-time high to name a few of the issues. This isn't the behaviour of a competent government department.

TfL bring a whole new meaning to the term 'fit and proper'.



Chris Johnson and Danny O'Regan



London taxis supporting Brighton drivers



Says it all local not global



Alan's Angle

Watt a mess!

As we all know by now, as from 1st January 2018 all new London taxis have to be zero emissions capable. We have known for the last three years that this was to be the case.

However in the discussions held leading up to this point the LCDC attended numerous meetings with TFL's ultra low emissions zone chaired by Michelle Dix. We were promised that a team was in place to ensure the infrastructure that London would be able to facilitate the introduction of these new vehicles.

With just a few months to go until the first electric taxi is launched we have only one 50kw charger in London! (last time we checked it wasn't working properly). Once again TFL has failed miserably to support the London taxi trade; on the one hand they're telling us we need to be zero emission capable whilst they're struggling to supply the necessary charging points for the new taxis to recharge.

On the 31st of May this year the commissioner of transport wrote to all London

boroughs requesting that they do their utmost to support the new zec taxis by introducing rapid charging bays. To date we understand that most boroughs are reluctant to site rapid charging bays on their streets as kerb side space is at a premium.

This is what happens when policy is made on promises...

I recently attended meetings with TFL to discuss the progress or lack of progress regarding charging bays. TFL are forecasting optimistically that there will be 9,000 ZEC vehicles on the road by 2020. Currently they plan to have 50 charging bays by the end of this year, although I'm led to believe they're struggling to make this reach this target. By 2020 they hope to have 300 charging bays for taxis only which works out at 30 cabs per ONE charging bay.

For this vehicle to be a success TFL need to show far more support than they

have thus far - the problem is we've only 3 months to get this underway. This is what happens when policy is made on promises, rather than the reality of the situation.

"Just because we want something to be doesn't make it so".

Thank goodness that Michelle Dix didn't get away with enforcing a ten year age limit on the trade, or the trade would be in a bigger crisis that we already are.

STOP PRESS

Chairman Grant Davis attended a meeting with Commissioner Mike Brown on September 6th, at which Mr. Brown implored trade orgs to lobby their local authorities to install charge points throughout their boroughs.

We believe that after three years, Tfl should have been far more organised, and not be asking the trade to do their work for them at such a late stage.



New rank at C in Mayfair

This week saw the introduction of a new rank in Mayfair at C London restaurant in Davies Street.

This rank seems like it's taken ages for Westminster county council to give us and this and has only come about after WCC decided to make Brook Street and Davis Street Two way in the coming months. The ranks committee had a site visit with TPH and WCC to

discuss the new changes about six months ago. The rank that feeds Claridges Hotel would be made redundant after the changes, so it gave us the opportunity to use the spaces to give us a rank at C London and then add two to the existing rank at Claridges making four. The only problem we have with the new rank layout for Claridges is that WCC have sited the rank down by the ballroom, the ranks

committee rejected these plans as we feared that Ph would park illegally in front of the rank up to the hotel. WCC have gone ahead with their initial plans as I thought they would. The next month should see at least six new ranks appointed, we're just awaiting confirmation and I should get that at a meeting with Westminster next week. So I hope to be able to give you a full update in next month's issue.



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The vindictiveness of Leon Daniels

While the various aspects of the questionable practices of driver and rider matching service Uber have been examined on this blog, one name has been missing, that of TfL's head of surface transport Leon Daniels. Daniels came to TfL from transport conglomerate First Group, where those at the bottom of the pile do as they are bloody well told, and woe betide anyone who so much as peeps out of turn.

Leon Daniels

Perhaps he thought this was an acceptable way to proceed in his new job. If he did, he could not have been more wrong. Daniels arrived in 2011. By 2016, it is not over-egging the pudding to say that the overwhelming majority of the taxi trade held him in utter contempt. Uber had apparently been given carte blanche to effectively make up the rules as they went along. And then came a host of other concerns.

London's buses were experiencing a worryingly high number of accidents. A number of factors was blamed, but the thought entered that some drivers were putting in more hours than was good for them, and that tiredness was playing a part. Then came the Croydon tram derailment, a nailed-on example of an overspeed accident, with suspicion once again falling on tiredness. It was not an isolated incident on that system.

Daniels was ultimately responsible for bus safety, and that of the trams. If any action has been taken recently to prevent drivers taking to the road in a fatigued state, it was kept unusually quiet. Similarly, no action seems to have been taken to prevent another overspeed accident on the Croydon trams, like installing overspeed trips on the approach to sharp curves, as at the approach to Sandilands.

Into this cauldron of mistrust, one evening, stepped a London taxi driver called Sean Stockings. He is a cabbie of many years' standing, highly respected by his colleagues, and of course one of thousands in the capital to have had to complete The Knowledge before being given his green badge. Stockings "doorstepped" Daniels at an upmarket London restaurant one evening and quizzed him about the safety and Uber questions.

So far, so cheeky, but then came the news that Stockings had been traced and was to be stripped of his green



badge. You read that right. He was deemed not to be "fit and proper" to be a cabbie. It was, let us not drive this one around the houses for too long, an act of petty vindictiveness. And it seems Daniels was the driving force behind it.

Sean Stockings - a humble cabbie

While Uber's drivers are falling asleep at the wheel, misbehaving with their passengers, breaking traffic laws, clogging up London's thoroughfares on the off-chance of snaring a decent fare, or perhaps nipping off to Brighton to give the authorities there a regulation headache they could do without, one of London's cabbies has been picked on by the rich and seemingly unaccountable pour encourager les autres.

Through the good offices of the London Cab Drivers Club (LCDC), Sean Stockings is appealing against this arbitrary removal of his livelihood. But he is not the one who should be being called to account. We need to ask

questions of Leon Daniels, who, after all, is being paid out of the public purse. Quite apart from the concerns on safety raised by Sean Stockings - which Daniels chose not to answer - there is the New Bus For London.

When London's formerly very occasional Mayor Alexander Boris de Pfeffel Johnson was running for re-election in 2012, shamelessly buttering up the taxi trade prior to then washing his hands of them and selling them down the river, the bus that is not a Routemaster existed only as a series of eight prototypes. Only after Bozza was re-elected was it ordered in its hundreds. And Daniels must have been involved.

None of London's bus operators wanted the NB4L. It had to be imposed on them, hence TfL - exceptionally - having to buy them. It was overweight, too heavy to carry its maximum design load, had zero secondhand value, had no export potential (as was later proved), cost more than an equivalent

hybrid bus, and turned out to also be adept at roasting its occupants in warm weather, due to an inadequate air cooling system.

The New Bus for London

Had it been First Group, or indeed any other major bus operator, the NB4L would have been killed stone dead and no more money wasted on it. Yet there was Leon Daniels, sitting and seemingly waving this white elephant through. London now has a thousand of these useless buses. Did he not act? Was there no protest to the Mayor?

It gets worse: the NB4L, like the Garden Bridge, was allegedly subject to a "competition" for the prize of designing it, but just like the bridge that has just been canned, the prize went to Heatherwick. Who had never designed a bus before. One reason a thousand had to be ordered was that only at that point did TfL get access to the intellectual property rights to the design - a moot point, now that nobody else wants it.

The NB4L, the worrying safety record of London's surface transport, and the vindictive attitude to London's cabbies - the people who we depend upon to move punters around the capital swiftly and securely - put together pose disturbing questions for Leon Daniels. He is a public servant. He's not in the private sector now. He should be accountable to London's taxpayers, as well as AMs and MPs, not remain mute and aloof.

So I look forward to his proposals for reducing the possibility of bus drivers being in a fatigued state and behind the wheel, as well as his proposals for eliminating overspeed accidents on the Croydon tram system. And his involvement in the fiasco that has been the NB4L should be subject to the fullest investigation.

Moreover, how a cab driver is subjected to such brutal and disproportionate action for nothing more than a prank born out of sheer frustration with the disdain TfL appears to hold for the taxi trade will be an interesting one to see.

There will be more on Leon Daniels later. Londoners need answers. And they deserve better.

*taken from the blog:
<http://zelo-street.blogspot.co.uk/>





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THAT'S THE LAST TIME UBER GIVES ME THE RUNAROUND

Once a dazzling start-up, the service is now a behemoth answerable to no one

My love affair with Uber has cooled. Our relationship began with the occasional one-night stand, when a cheap door-to-door ride seemed so much more attractive than public transport.

Soon I was in the grip of a raging passion, racking up the bills on its all-too-convenient app. But now I'm joining the social media rebellion with the #DeleteUber hashtag. I had resolved to give up the app even before the laughable news broke last week that the man accused of attacking police outside Buckingham Palace with a samurai sword while shouting "Allahu akbar" was an Uber driver with such a hazy knowledge of our isles that he allegedly drove by sat nav from Luton to the Windsor Castle pub. If true, it's worthy of its own sitcom, along the lines of *Four Lions*, Chris Morris's film about dunderhead jihadists. Uber's predatory corporate culture under disgraced founder Travis Kalanick has made me uneasy for some time. The "brogrammer" banter that led complaints of sexual harassment to be ignored at its

San Francisco headquarters, the billionaire's own jokes about getting laid on "Boob-er" and his fury at a driver who complained that cuts in fares were affecting his wages (Kalanick was captured on dashcam raging: "Some people don't want to take responsibility for their own shit") forced him to resign as chief executive in June.

I admit, however, that it has taken my 17-year-old son's experience with the ride-hailing firm to break my addiction. Only then did I discover you might as well flag down a stranger's car in the street as book an Uber to carry you safely home. I'm not surprised Transport for London considers drivers' vetting procedures to be flawed. The saga began a fortnight ago when my son shared a few beers at a school friend's home. He called an Uber cab linked to my credit card at 1.30am and clambered into the front seat at the driver's (distinctly unusual) request. He then dozed off and was awakened with a demand — strictly against the rules — to be paid in cash instead of via the app. Meanwhile, a £5 fee for supposedly "cancelling" the ride was charged to my credit card. In the morning, my son found his laptop was missing. Had the driver rifled through his backpack? I don't know, but the circumstances seemed



suspicious enough to report the incident to Uber and the police. That's when I discovered that the comforting security offered by the ability to know your driver's numberplate and map his route gives the customer no rights as far as Uber is concerned.

This newspaper revealed last month, to a lot of huffing and puffing by Uber, that the company was failing to report serious crimes, including sexual assaults, to the police. Inspector Neil Billany, head of the Metropolitan police's taxi and private hire unit, claimed in a letter to Transport for London that Uber "seemed to be deciding what [crimes] to report" and informing the police only about "less serious matters" that were "less damaging to their reputation". If only that were true. It's not even bothering to report "less serious" crimes. When I

contacted Uber about my son's experience it told me the police were perfectly free to get in contact, should they wish, at the hopelessly generic email Lert@uber.com. As a matter of policy, it wouldn't be getting in touch itself, even though we had a crime reference number from the Met. After much haranguing on my part, it finally agreed it would "reach out" to the Met (to clarify: it sent an email offering to help, which the police have yet to locate). All along Uber insisted it was just an app with no responsibility for possible crimes committed by a "partner driver" (although it did graciously refund my fiver). It asked the driver if he had the laptop, he said no, and that's pretty much all it could tell me, for "privacy" reasons. This week Dara Khosrowshahi of Expedia, the internet travel company, takes over as Uber's

boss. He'll have his work cut out for him: the company has been stinking for some time from the head down. I've heard plenty of complaints by women about being eyed in the mirror and groped in the cab by Uber drivers, often from different cultures, who don't respect them for being out late after a few drinks.

What began as a marvellous liberation from London's overpriced black cabs and unreliable minicab drivers has descended into a moral morass. It is a cautionary tale about the internet giants with the "move fast and break things" attitude that has served them so well. The dazzling start-ups that fired our imaginations have become arrogant behemoths, answerable to no one. Uber is finally encountering consumer resistance. Now it has brought competition into the market, other minicab companies, and black cabs, are fighting back, developing their own apps, slashing fares and introducing special offers. The night-time taxi business is fraught with risk for drivers and passengers alike. Crimes of opportunity abound on both sides. Trust is paramount. Uber has lost mine.

by Sarah Baxter
Courtesy of
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Sound of the Suburbs



Rob Cardwell

Do you really believe it's game over for suburban drivers? Or do you believe there's a future? Whichever category you fall into the time for sitting on our hands has gone!

What is sitting on a rank or social media moaning or groaning going to achieve? You know the answer as well as I do. Nothing! And I do totally understand any driver that feels deflated, defeated or let down. We as suburban drivers have taken such a kicking over the years, it's understandable to feel that way, so I encourage all of you to start being more pro-active. There is just over 3000 of us and if we all start being pro-active it can only benefit the suburbs in the long run. The LCDC suburban team along with



other suburban drivers this month have been working on keeping the Clifton Rise rank (near the venue) clear of the general public parking on it. There has been some very good work coming off this rank, so I encourage all Sector 3 drivers to start ranking on it at every available opportunity.(10p.m - 6a.m)

There's a new club opening in Lewisham (The Love Shack), it is where the old Sahara's used to be in Lewisham High St just where the old clock tower used to be. Kick out time (3a.m). I would like to thank Sector 3 driver Jim Lawford for working tirelessly with me on this. Jim is the one who made contact with the Love Shack and they will now be supporting and trying to

put people into Black cabs. Also thank you to Grant Davis for getting a promo code sorted out for the Love Shack so like I said kick out time is at 3a.m. Please support the Love Shack and make sure that you have got your My Taxi app on.

I'd like to congratulate the LCDC committee on their hard work. When I wake up in the morning there is always messages on the WhatsApp group and they're still going when I go to bed of a night time. These guys work their socks off, highlighting the failings of TFL, all the alleged corruption going on and all the shady practices of "Uber" and getting into the public domain and into the national press. The work they do really is amazing. The LCDC suburban WhatsApp group is growing from strength to strength with members and non members, it works really well with Alan and Grant on there as well, a member yesterday had a question about a rank and posted it in the group, Alan had the answer for him in no time at all. We all work as a team and are all working hard for a better suburban future. If any other suburban



driver would like to join this WhatsApp group drop me an email (cabman22.rc@gmail.com) with your name, phone number, badge number and Sector. You haven't got to be an LCDC member to be part of this WhatsApp group. Until next time be lucky!



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Using London's public spaces for events must be better regulated

Don't get me wrong. I am a cyclist, a daily user of Santander bikes, the greatest boon to hit the capital this past decade. I also live in inner London and use its streets at weekends, as do millions of others. London is a seven-day city.

Last weekend virtually the whole of central London and trunk roads south and west out of the capital were closed for all or part of two days. The City of London, Holborn and central Westminster were closed, including Trafalgar and Parliament squares, the Embankment, numerous bridges and main routes east through Docklands. To the west, the A4/M4 from Cromwell Road all the way to Heathrow Airport was closed, as was King's Road.

A hundred miles of roads were removed from the network, including eight miles of the city centre. That is not counting the de facto closure of hundreds more through resulting gridlock. It was chaos. East-west and north-south road travel across west London became virtually impossible. Buses could not get through. Ambulances could not get through. There were no designated diversion routes, just No Entry signs everywhere. Goodness knows how many Heathrow planes were missed. Needless to say, there were no spare bikes.

The only way to get around was by the Tube or train, not helped by the Victoria line being also closed. Everything was packed to intolerable levels. At Gloucester Road I saw a man desperate to get to the Chelsea and Westminster Hospital being told by a steward: "You'd better walk." High Holborn was impassable, as no one could halt the torrent of cyclists forming an unbridgeable river. It was as if a major disaster had occurred.

All this was to allow cyclists to pedal for two days on traffic-free streets, plus some professional cycle races. It was sponsored and blanketed with advertising by an insurance company. This may have been meant as a snub to car users but barely 10 per cent of central London traffic is private cars. Most is buses, taxis and delivery vehicles, all going about their business. The insurance company said 100,000 cyclists took part, which is undeniably impressive. But it is still a tiny proportion of Londoners likely to be using the streets at a weekend. By what right do the few hijack the incomes and convenience of the many?

Cities are complex organisms working 24/7, not empty stages to be offered to the highest bidder. The cost of last weekend in lost business, broken



appointments and cancelled journeys must have run into the tens of millions of pounds. Who pays for this?

Thousands of cyclists take part in Prudential RideLondon. The cycling weekend was bizarrely claimed as an "Olympic legacy". In which case, why not hold it in and around the Olympic Park? I have no wish to inflict the misery of last weekend on east or south London either but I have a suspicion that the west was chosen because it is more photogenic, its backdrop carrying more commercial appeal. As for closing weekend trunk roads through the congested Surrey suburbs — the M25 was reportedly brought to a standstill — is this because more cyclists live there?

London is peculiarly unsuited to street events. It does not have a grid system like New York, where the closure of a single avenue can be handled by parallel ones. London is a cobweb of sidestreets, deliberately mazed into one-way systems, leaving no alternative routes. Indeed, since most streets are barred to through traffic, they are useless for traffic circulation of any sort, just for parking. It would make more sense to convert them to trees and cyclists, and leave the thoroughfares free.

The West End's annual closures schedule is getting ever more crowded. Some events, such as the London Marathon, have acquired squatters' rights. But last month, Trafalgar Square and Whitehall were closed for a publicity stunt by Formula One, which involved Sebastian Vettel driving like a maniac past Nelson's Column. Previous protests against the London Triathlon closing Hyde Park have forced it down the Embankment but a fortnight ago this still required the closure of the entire Thames thoroughfare, from Big Ben to the Royal Victoria Docks.

I've lost count of the number of times routes through the Royal Parks have been closed for private ventures, such as Winter Wonderland, rock concerts

and art fairs. In New York and most world cities, such privatisation is banned. Parks can be used only for public events that are free, such as Manhattan's celebrated Shakespeare in the Park. Officially that is the same in London but the Royal Parks allow companies to profit from using its spaces so long as it gets a cut.

My impression is that there is no co-ordination of these events, no restrictions, no criterion by which one is allowed, another not. This is part and

parcel of London's capitulation to "unplanning", to an ethos that anything goes, however inconvenient, however costly to third parties, if it makes money. Trafalgar Square used to be for politics, now it is for cash.

As a cyclist I am unconvinced that the sprawl of on-street cycleways actually improves safety. I prefer to take my luck with tolerant drivers than with my murderous fellow cyclists. What I do want are more cycleways in parks, where they are mostly banned, and where the air is clearer.

I do not feel obliged to flaunt my superior entitlement over buses, taxis and vans by inconveniencing — and infuriating — my fellow citizens. This binary morality, setting one group against the rest, is not what modern London needs. Without open streets, cities can't work. London ridicules and damages itself with these pseudo-political stunts.

By Simon Jenkins
Courtesy of The London Evening Standard



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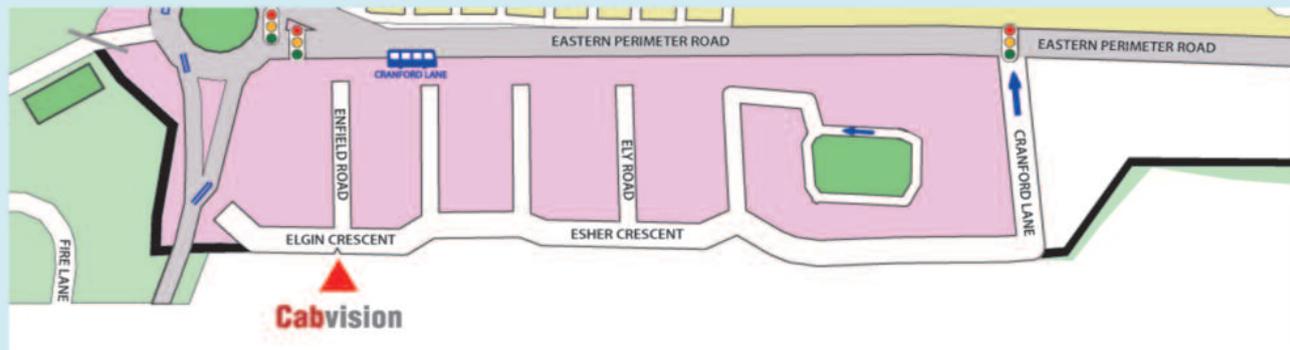
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Airport matters... by Alex White

Out west (Heathrow)



As most of you are aware one of our own suffered a serious heart attack a few weeks ago in the canteen, we were lucky on that day that people with the right skills were there when they were needed or things would be very different now.

So a big thanks to all that did what was needed on the day. We have discussed the need for a defibrillator and getting enough of us trained that if the need arose we could hopefully save a life. Personally I want to go one step further and do a first aid course so I could potentially help in other situations as well.

Taxi Marshals

I gave this a brief mention in last month's badge, Taxi Marshals are taxi drivers that have volunteered for the role at Heathrow, to be a marshal you must have had your TAG for a minimum of 18 months, currently there is room on the team for night marshals only.

So what does the role entail, well there is multiple elements to what marshals do and they are listed below.

Detect and Deter touting in all its forms, private hire, individual drivers and believe it or not some of our own colleagues when given the opportunity will take jobs that should have ended up on the ranks, thus slowing down the feeders for everyone else. Some of the old hands know the regular touts, some of these touts are one man bands that are just trying to steal work for themselves, others are more organised and will have a man in the terminal passing touted work to other drivers for a cut. As a marshal you quickly become aware of the prime locations for these tours to work and we patrol these areas lessening the risk of our work ending up in the back of an uninsured car, lets be clear these touts

are thieves.

Marshals help customers with their enquiries, everything except where their Uber is, there is no point sending a bus passenger to the rank when you know that customer will be walking off the rank once they hear that that their journey to Oxford is significantly more than taking a coach, but when they have lots of bags and maybe there is a few of them, this customer may see taking a taxi as an option. There is a lot of mis-information about our prices Heathrow Express is a perfect example of this with their claims we are £93 to Paddington (complaints about this have been made but are currently falling on deaf ears), so we are able to redress some of these spurious claims when talking to customers directly. So having a presence in the terminals is important, marshals are the face of the trade in the terminals, I would go as far as to say that I am surprised any work ends up on the Terminal 3 and Terminal 4 rank given the gauntlet that customers face when they come through arrivals, they are hit with Heathrow Express right in front of them, the hotel booking desk, then the name board drivers some of which don't have pre-booked jobs and are touting. Personally I like helping customers, it does generate work for the rank, I am careful not to quote fares and only give rough guides to prices when asked, ultimately these jobs are not mine but the driver on point at the rank, I don't like people quoting my jobs so don't do it for other drivers. But I am clear when there is a job of a significant distance that the passenger should ask more than just the first taxi driver if they can't agree a price with the point cab.

Some marshals help out on the rank when there is a significant queue of

passengers, this solves a number of issues, one clearing the rank, second some passengers will look for alternatives to taxis if queue is too long, every job is precious to our trade so the quicker we get them into taxis the better and last main reason touts will try to tout jobs from the ends of our queues, yes they are that bold, so with a marshal there this is less likely to happen.

There is a lot of myths about the marshals and what they get in return for their work, we do 2/3 of overall park time (both north and south parks and if out on the road and the agent has taken badge numbers from there that is in the calculation as well), that is our reward for marshalling but because

of the way its calculated if the park runs after the marshal has booked in we can easily do the same if not more time than the park, this has happened a couple of times to me, not that I am overly bothered, if you want to marshal because you want to do 8 rides a day don't bother applying, you may reduce the length of your working day but that is all, simple maths will prove this. So lets take the park is running at 3 hours, so a normal driver will do 3 hours in the park, 30 mins roughly on the rank, takes a job to Hilton park lane, 1 hour there, 1 hour back, so the drivers complete round trip from turning up at the park to finishing the job and turning up for the second ride is 5:30 hours. So now lets look at the marshal, rather than 3 hours the marshal has done 2 hours, been on his/her feet the whole time and their round trip was 4:30 hours, so only 1 hour saving, 3 shifts a day if your doing a full day, buys you 3 hours, not enough time to do even 1 ride more. Another myth is that we get to choose our terminals and some drivers even believe that we only get roaders, sorry to disappoint, we get terminals allocated just like the exit barrier of the south park and don't get to choose our jobs, I get as many Ealing's as everyone else and they hurt just as much when I blow out time-wise. We pay full TAG fees of £3.50 for every ride so no discount for marshals. This is not a job for someone looking to get something out of the trade, this is a job for someone wanting to put something back, there is a reason why around 400 drivers have tried the role and only around 40 still do it, if it was that great a lot more would have stayed on the team.

We used to have desks in the terminals, we lost those and we as a trade cannot afford to put them back, Heathrow would be looking at a significant amount of money from us to operate a desk, so having marshals is the next best thing at the moment, very cost effective. For those



that doubt if this is a worthwhile role, why not come down and see what we do. Because we see things from a different perspective we see things happen that is much harder to spot when your just ranked up, subtle brooming, please don't do this, these jobs die, no one will take them once the first driver has wiggled their way out of it. Another thing that I have seen and seen enough times for it to be a significant problem is bigger jobs, one last night 157 mile roader, initial driver could not agree a deal (its their right), I saw the passengers walking back into the terminal, I went and spoke to them, worked out what was discussed and knew what the passengers would pay, I then went onto the rank and approached the first driver and got that job into his taxi. So is the role important, yes. Please if you don't want that non compellable job please try and get them into one of the taxis behind you, one day it could be you that a driver is passing back the perfect job for you, swings and roundabouts.

Other airport issues, Absolutely no picking up on the drop-offs, your risking a 7 day TAG ban, its not worth it, use the short stay car parks, £3.80 for 30 minutes or £7 for an hour, I know this is increasing everyone's costs, but we have to play by the rules, bans have already been issued, you have been warned.

StayCity, this is a refusable job, too many drivers have had tickets so far, I have been to see the location, there is a spot out on the main road that is good enough to drop off everything including wheelchairs, this is near the station, just past the bus stop.

Driver survey, the Heathrow United Trade Group (HUTG) are in the process of putting the questions together for a driver survey, this is how you get your voice heard on airport matters, it is important that as many drivers as possible fill out this survey so we (HUTG) can push for changes that improve things for all of us. The survey will be carried out by reps asking you the questions, your badge is taken only to weed out duplicates, it will not be used for anything else.

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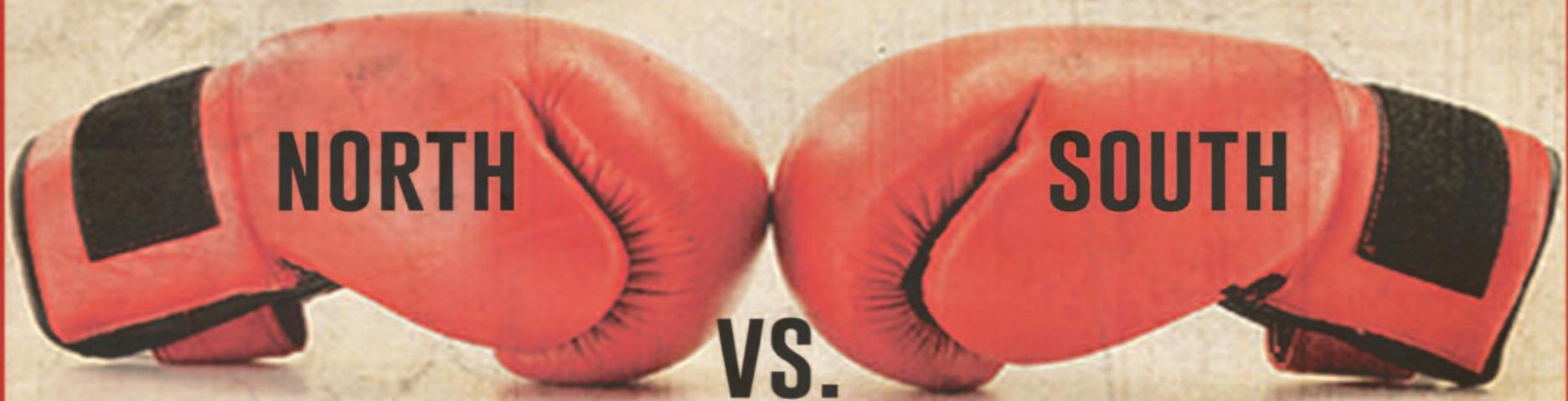
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