

January 2007



# Call Sign

**From the home of Dial-a-Cab International  
and the only taxi mag to publish over the holidays!**

*Inside this issue...*

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**Call Sign mourns Mick Daly's death**

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**Corporation of London agree to DaC city parking proposals**

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**DaC couple emotional reunion in Australia**

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**DaC-Wembley into League Cup quarter finals**

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**Dial-a-Cab in Tahiti (sort of)!**

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**Tom Whitbread's camera battle with Argos**

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**DaC driver's trip to Nigeria to teach locals to drive a TXII!**



***With so much  
sadness in the  
taxi trade this  
year, a DaC  
story for the  
holidays to  
warm your  
heart...***





# NASH'S NUMBERS

**By Alan Nash (A95)**

Happy New Year to you all. Let's hope it's as prosperous as last year. New year, new series; updates of hotel chains. Have you noticed how many hotels are being bought and sold to different chains, hence they keep changing their names? When researching these changes, I was amazed at the recent changes. If you can't wait for the complete list visit [www.nashsnumbers.co.uk](http://www.nashsnumbers.co.uk) and click on U.I.D.

## **BEST WESTERN**

Bromley Court	Bromley Hill, BR1 4JD	Burns	18-26 Barkston Gardens, SW5 0EN
Corona	85/89 Belgrave Road, SW1V 2BQ	Cumberland	St. Johns Road, Harrow, HA1 2EF
Delmere	130 Sussex Gardens, W2 1UB	Gatwick Moat Hse.	Longbridge Roundabout, Horley, RH6 0AB
Gatwick Worth	Turners Hill Road, Crawley, RH10 4ST	John Howard	4 Queens Gate, Kensington, SW7 5EH
Lodge	52-54 Upper Richmond Road, SW15	Master Robert	366 Great West Road, Hounslow, TW5 0BD
Mornington	12 Lancaster Gate, W2 3LG	Mostyn	4 Bryanston Street, W1H 7BY
Paddington Court	27 Devonshire Terrace, W2 3DP	Phoenix	1-8 Kensington Gardens Square, W2 4BH
Raglan Hall	8-12 Queens Avenue, Muswell Hill, N10	Shaftesbury	Shaftesbury Avenue, W1D 6EX
Shaftesbury Kensington	37 Hogarth Road, SW5 0QQ	Stansted Manor	Birchanger Lane, Bishops Stortford, CM23 5ST
Swiss Cottage	4 Adamson Road, NW3 3HP	Weald Park	Coxtie Green Road, South Weald, CM14 5RJ
White House	27-31 Upton Road, Watford, WD18 0JF		

## **BRITANNIA**

International	163 Marsh Wall, Docklands, E14 9SJ	Europa Gatwick	Balcombe Road, Crawley, RH10 7ZR
Hampstead	Primrose Hill Road, NW3 3NA		

## **CITADINES**

Barbican	7-21 Goswell Road, EC1M 7AH	Holborn Covent Garden	94-99 High Holborn, WC1V 6LF
South Kensington	33 Roland Gardens, SW7 3PF	Trafalgar Square	18/21 Northumberland Avenue, WC2N 5HX

## **COMFORT INN**

Finchley	3 Leisure Way, High Road, N12 0QZ	Harrow	2-12 Northwick Park Road, Harrow, HA1 2NT
Tower Of London	6-13 Chamber Street, E1 8BW	Bayswater	5-7 Princes Square, W2 4NP
Buckingham Palace	8-12 St. Georges Drive, SW1V 4BJ	Edgware Road	450 Edgware Road, W2 1EG
Heathrow	Shepiston Lane, Hayes, UB3 1LP	Earls Court	11-13 Penywern Road, SW5 9TT
Hyde Park	18-19 Craven Hill Gardens, W2 3EE	Kensington	Cromwell Road, SW5 9QJ
Kings Cross	2-5 St. Chad's Street, WC1H 8BD	Kings Cross Suites	31-33 Argyle Street, WC1H 8EP
Notting Hill	6-14 Pembridge Gardens, W2 4DU	Vauxhall	87 South Lambeth Road, SW8 1RN
Victoria	18 - 24 Belgrave Road, SW1V 1QF		

## **CONCORDE**

		Royal Lancaster	1 Lancaster Terrace, W2 2TY
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## **COPTHORNE**

Effingham Park	West Park Road, Crawley, RH10 3EU	London Gatwick	Copthorne Way, Crawley, RH10 3PG
Slough Windsor	Cippenham Lane, Slough, SL1 2YE	Tara	Scarsdale Place, W8 5SR

## **What's On at Excel, Olympia and Earls Court**

Event Name	Where	Date
London Boat Show	Public	05/01/07 - 14/01/07
Toy Fair	Trade	24/01/07 - 27/01/07
The UK Wedding Show	Public	27/01/07 - 28 01/07
The Big Dolls House & Miniatures Show	Public	27/01/07 - 27/01/07
BETT 2007	Olympia Grand	10/01/07 - 13/01/07
The Daily Telegraph Adventure Travel Show	Olympia 2	12/01/07 - 14/01/07
DIY & Garden Show and Totally Tools	Earls Court 2	14/01/07 - 16/01/07
Top Drawer Spring	Earls Court 1	14/01/07 - 16/01/07
WINE+	Olympia National	17/01/07 - 18/01/07
Vive La France	Olympia Grand	19/01/07 - 21/01/07
ATEI-Amusement Trades Exhibition International	Earls Court 1 & 2	23/01/07 - 25/01/07
ICEi	Earls Court 2	23/01/07 - 25/01/07
The Event Show 07	Olympia National	24/01/07 - 25/01/07
Olympia Musicmania	Olympia 2	27/01/07 - 27/01/07
Asia Expo 07	Olympia Grand, Olympia National	30/01/07 - 02Feb07
Learning Technologies 07	Olympia 2	31/01/07 - 01Feb07
Screen Expo Europe	Earls Court 2	31/01/07 - 01Feb07
The Retail Business Show	Earls Court 2	31/01/07 - 01Feb07

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# from the editor's desk

As the younger Cliff Richard used to say: Gee whiz! That *gee whiz* is aimed at the year on top of this page – 2007. And what's so special about 2007? Well, in June 1997, a new Editor took over *Call Sign* from the previous incumbent – Jerry Craig – which means that following the May issue, I will have been doing this for 10 years! It's hard to believe because I always thought the position would be temporary until they could find someone with more experience than I had of editing – ie zilch! Anyway, what's next...?

## LCDC responds to *Call Sign*

We are always happy to publish responses, but Alan Fleming's attack on this magazine is ridiculous. We were sent a press release by the PCO just before our deadline, which claimed amongst other things that: **"It is clear that all four of the taxis tested by these proprietors had some degree of maladjustment and / or defects that would have caused them to fail."** The PCO also criticised the small number of independent tests carried out by the Club as against the 43 taxis that the PCO had running around.

*Call Sign* tries to publish an interesting magazine for its readers and the insinuation of possible "maladjustments" of the retest cabs did make an interesting story. If the LCDC have a problem, it is with the PCO and not us. We ended by agreeing with the Club that the policy was rushed into, but that we hoped the LCDC had an answer to the PCO claims.

Had we gone to the LCDC for a response, we'd have missed our publication slot so I had to make a choice as to whether I should go ahead with publishing the PCO information – and I did. In a perfect world, everyone would have to opportunity to respond to every claim made against them, but this world isn't perfect and sometimes you have to wait until the next issue – and as you can see, we had no problem in allowing Alan Fleming to respond.

And then there is the article in issue 143 of *The Badge* where a DaC driver goes into print with misleading figures about this radio circuit. I asked Brian Rice whether Alan Fleming had phoned him first to clarify the truth of the figures, but he hadn't. I asked Alan Fleming on the phone whether he had contacted anyone at DaC for confirmation of the article he'd published, but there was no response. Obviously one rule for one...

I then forgot about it because it wasn't the first time – and no doubt won't be the last time – that someone inaccurately quotes stats about this Society. It isn't difficult to do – all you need are two stats, the best and the worst and you can "prove" how poorly we are doing! You don't need to worry about results of the following years, even if they do show the Society again doing remarkably well. If it gives the author an article – then he's happy. As I said, this world isn't perfect and until it is, events such as those above will take place.

So, if the charge from the PCO is untrue, then the LCDC should take the matter to its logical conclusion, if it isn't, it will cost this trade's drivers even more money than it was going to before because the PCO are said to



be ready to ask SGS to perform regular emission checks on all cabs – not just those with the new anti-emission systems fitted. That could apply to TXII cabs that didn't need to have an emissions-busting system fitted, but which could possibly still be above the Euro 3 limit.

Alan also asks me to remember that "...to sin by silence makes cowards of us all." However it is also worth remembering that if you want to do something well, you should do it properly and that includes preparing the cabs that were sent for testing to a proper standard. If they did do so, then again it is no good just arguing the toss. If indeed the cabs were not in as good a condition as they should have been, then that in itself not only makes the results worthless, but could now cost drivers even more money.

As yet we've seen nothing from the LCDC other than denials and their versions of what they call "the truth." That is hardly proof against the accusations any more than the lack of proof the LCDC is accusing the PCO of, so why should anyone believe the Club rather than the PCO?

My only hope is that the PCO do not use this exercise as an excuse to try to show who is boss and bring in the automatic emissions testing out of spite...

## The DaC driver, the London taxi... and West Africa!

Dial-a-Cab driver **Tony Arnold (F03)** has been on this circuit for many years and is a great supporter of not just the Society, but also *Call Sign*. That's why in 2002, when he drove his TXII from Beijing to London's Trafalgar Square for Chinese TV as they headed towards their Olympic Games and in the full glare of world publicity, he only sent the exclusive photos as the trip went on to one magazine – this one.

He is now doing something even more amazing and again *Call Sign* will be the place you heard about it first. He went to Nigeria in West Africa to teach the local taxi drivers how to be more professional and also how to drive the TXII. Yes, you read that correctly! He was asked to go to Africa to teach taxi professionalism in the most taxi-suited vehicle the world has.

This issue has photographs of his trip and

tells how he worked in temperatures of up to 125°F with an air-conditioned cab that the locals refused to re-gas over some silly dispute!

On top of that, Tony is now off to Ghana to once again show the locals how real taxi drivers do it.

The man is either crazy or an absolute star! We'll stick to option 2. Well-done Tony...

## The strength of the London taxi?

Like most trade magazines, *Call Sign* is always getting information about LTI and their taxi. We tend to publish only items that affect our drivers, so that the first person in Leeds or Barnsley to buy a TX4 probably would be out of luck if they looked for their name in this magazine!

But one story from Edinburgh did catch our attention this month and that was the astonishing tale of the lady taxi driver and her three passengers – two of whom were children – who had a builders skip fall on top of the TXII they were travelling in!

While the driver had to be cut away – well you couldn't really see her lifting the skip off – her injuries weren't too bad while the passengers suffered more shock than anything. The story made me realise how lucky we are to have such a strong vehicle around us. Yes, no one could ever call it cheap, but there are some things that money can't buy and the incident made me wonder whether any of the cheaper alternative vehicles could have provided such strong protection...

## Chance wasted?

The last issue of *Call Sign* printed the CVs of candidates standing for the Board at the next AGM and offered readers the space to ask any of them a question. Ok, I needed them by 12th December in order to give me time to get a response and still lay the mag out in time for the printers who wanted it by the 18th of the month, whereas it would normally have been the 28th. But other than a few general comments, not one question arrived.

At the last voting AGM, I was asked to print CVs one month earlier to give drivers the chance to ask questions, so I did it and the answer was a resounding "no thank you..."

## Dr David Moss

In August I wrote about the 100th birthday of our brother-in-law Dr David Moss. It was a wonderfully moving event and the first time either Linda or I had ever met anyone who was 100. Many subscribers also knew David from his days as a doctor in Limehouse. Now I have been to his funeral.

Sadly, David was admitted to hospital mid-way through his 101st year and he died painlessly the following day. His last actions of this world were to take his wife Alma's hand, squeeze it and tell her he loved her. Then he died.

A sad occurrence but worthy of the celebration for an amazing life...

**Alan Fisher**  
callsignmag@aol.com

# Reflections Of The Chairman

## Yet another report....!

It's almost like *déjà vu* when it seems that all I'm currently doing of late is writing various Chairman's report – except that had they all been the same, I could have looked the other way and just smiled! Unfortunately for me, they all have to be as different as I can make them regardless of whether anything of note has happened!

I had just finalised my report for the end of year *Annual Report* and the *Chairman's Report* that you read (hopefully!) in the December *Call Sign*, when the Editor was once again after me during the first week of December to complete the report for January! Not, I suppose, entirely his fault but due to the printers closing early for Christmas and not re-opening until well into January. Consequently, I'm led to believe that the January issue of *Call Sign* is going to be distributed on 21st December. So, as I am writing this report at the beginning of December, it will not be as 'fresh' as I would have liked, however, I am sure you can all now understand why...

## Mick Daly

One piece of news that I would rather not have seen was when, with deep regret, I learned of the death of Mick Daly. I had known Mick for many years and he was indeed one of the characters within our industry, although like most of us he had mellowed over the years. I had always got on very well with Mick, although I did not see as much of him in recent years as I had in the past.

It was just a little over two years ago that I attended the funeral of Mick's darling wife Jackie. It was such a sad day and I really felt for Mick and his daughters who were obviously so extremely distraught. Now on the 18th December, I will be attending Mick's. What a sad day it will be for everyone, especially for his two daughters who have lost both parents in a fraction over two years.

Mick, you were a great guy who loved a drink and a cigar and above all loved to have a moan at me, but that mutual respect was always there and I genuinely liked Mick – I'm pleased to say that I believe he knew that!

God bless you Mick and my sincere condolences to your daughters and family...

## New building update

Just a very short update on the new building. Following delays when negotiations reached something of a stalemate, the builders have commenced work on our new premises, so everything is pressing ahead at full steam – at least until Christmas arrives when work will stop and commence again in the New Year.

However, everything has now been agreed and I am hopeful that we will fully occupy the new building during the next few months!



## Records... and more records

If you recall, I wrote last year that the best month of trading this Society had ever experienced was during November 2005. That record was broken in October 2006 and then in the following month of November, we again exceeded the October figure and set a new record for this Society and I'm delighted to be able to inform you that during that month of November, this Society completed work worth just a fraction under £5million – a new record! Still, as they say, records are made to be broken and hopefully in the not-too-distant future, we can exceed the November 2006 figure.

## Service levels

It would be unfair of me to say too much about our service levels as at the time of writing we still have two weeks to go until Christmas. So in reality, whatever I say will have little bearing on the issue because by the time you read this, the busy period prior to Christmas would have come and gone and I won't be in a position to know how we performed.

However, at the time of writing, the work that we have been putting through the system has been phenomenal and under the circumstances – which I appreciate have been very difficult – I believe both you and the staff have worked exceptionally hard in an endeavour to give our clients the best service possible.

Unfortunately, we will have to wait until the New Year to see whether we have encountered any casualties. I know for a fact that our competitors also experienced service issues just prior to Christmas, but I am confident we have performed better than the rest – but we will have to wait and see!

In the meantime, I wish you all the very happiest of New Years...

**Brian Rice**  
Chairman  
Dial-a-Cab

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# DaC get special mention ...as A.S.Biss celebrate 10 years!



Adele Biss

Just days after celebrating his own tenth anniversary as Chairman of Dial-a-Cab, **Brian Rice** was the only representative of the cab trade to attend a reception given by Adele Biss, Chairman of political lobbyists

**A.S.Biss**, as they celebrated their

own tenth anniversary at Tate Britain. Several hundred people - including representatives from most local and main

Governmental departments, MDs of many high-flying companies and virtually every newspaper - were there.

**One of A.S.Biss' first clients 10 years ago was the London Taxi Board and the radio circuits as JRTA - later renamed as The London Taxi Network.**

In line with their anniversary, the theme of the reception was *Ten People of Tomorrow*. These included Labour Minister of State at the Department of Health, **Andy Burnham**; **Julia Goldsworthy**, Liberal Shadow Chief Secretary to the Treasury, Tory MP **Grant Shapps**, whose energetic style has pushed him into David Cameron's vision

and who then made him Tory Vice-Chairman for campaigning and **Ann Rossiter**, the Director of Social Market Foundation and someone of whom it's said has more influence over Tony Blair than Business and the Unions combined.

Dial-a-Cab were picked out for a special mention. Brian told *Call Sign*:

**"I was delighted - but not that surprised knowing Adele Biss - when she gave a brief history of her company and recounted how they began in 1996 telling those in attendance how nice it was to see the Chairman of Dial-a-Cab there as we were the first clients. I responded with a friendly wave to a round of applause!"**

## WAR DISABLED COMMITTEE AT CEREMONY OF THE KEYS

The *Ceremony of the Keys* - the official securing of the gates - takes place in the Tower of London every night. A yeoman warder carrying a large bunch of keys and lantern is escorted by soldiers of the regiment of the Household Division detailed for guard duty at the Tower.

On Friday 20 October 2006, members of the Committee of *The London Taxi Benevolent Association for War Disabled*, together with the Mayor and

Mayoress of Worthing, were invited by The Royal Regiment of Fusiliers London Division to watch the ceremony and together with other visitors, assembled at the entrance to the Middle Tower at 7pm and were escorted through the Byward Tower along Water Lane, passing the imposing White Tower and then onto the club and museum of the Royal Fusiliers, to be greeted by **Major Gibson-Horricks MBE**.

Having entered the club, they met **Roy Knight**, who was in the Royal Fusiliers and who is also a London Taxi Driver. It was Mr Knight who arranged the visit for that evening's ceremony. During the course of the evening, Major Gibson-Horricks welcomed the Mayor and Mayoress of Worthing and thanked everybody for attending. He also explained about the London Taxi Benevolent Association and the outings they organise for the veterans during the year.

Roy Knight then presented a plaque to the Mayor of Worthing commemorating his visit and also made a presentation to LTBAWD Chairman **Michael Calvey (B95)**, who thanked them for their hospitality and made the presentation of a paperweight to Major Gibson-Horricks.

Following the *Ceremony of the Keys* at 10pm, a bugler sounded the *last post*, which was spine tingling as it echoed off the walls of the Tower. Then it was time to return to the club for a final drink and wondering, if the Tower is locked for the night, how we were going to get out! We were jokingly told to obtain a shovel and start digging!



The Chairman and Committee would like to thank Major Gibson-Horricks MBE and Roy Knight for a very enjoyable evening.

**TAXI**

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# Jery's World



Oh yes, I almost forgot... and the Olympics also took place!

Ken Livingstone: Call Sign Editor, December 2012

Asked for your old phone? Giving a stranger your sensitive info? Call Sign's advice is...

## Think Before Donating Your Old Mobile Phone...

Have you ever been asked to donate your phone to a charity? You probably have because **Call Sign** has published letters in the past from organisations looking for your old mobile. However, a recent report from *CNN.com* says that even though you may delete any info from the phone that you don't want anyone else to see, that may not be enough to keep it from anyone determined to access it.

The report says that sensitive information piles up inside our mobile phones and deleting it may be more difficult than we think. Information that you thought you had deleted can be resurrected using specialised - yet inexpensive - software found on the Internet.

One USA company, Trust Digital from Virginia, bought 10 different mobile phones on eBay this past summer to test the phone-security tools it sells to businesses. The phones were all models capable of working with corporate e-mail systems. They found the following:

- \* One company's plans to win a multi-million-dollar federal transportation contract.

- \* E-mails about another firm's \$50,000 payment for a software licence.

- \* Bank accounts and passwords.

- \* Details of prescriptions and receipts for one worker's utility payments.

More than 27,000 pages of information were found on phones that were owned personally by the sellers, but were full of

sensitive corporate data. Experts say that giving away old phones is commonplace and that consumers upgrade their mobile phones on average around every 18 months. The phones studied by Trust Digital were popular models from leading manufacturers, all of which stored information on 'flash' memory chips - the same technology found in digital cameras and some music players.

While inexpensive and durable, *CNN.com* added that flash memory is slow to erase information in ways that could make it impossible to recover. Manufacturers compensate with methods that erase data less completely, but which don't make a phone seem sluggish. And while phone manufacturers usually pro-

vide instructions for safely deleting customer's information, it's not always convenient or easy to find.

Trust Digital said it intends to return all the phones to their original owners, adding that it kept the recovered personal information on a single computer under lock and disconnected from its corporate network at its headquarters in northern Virginia.

As a result, **Call Sign** will, sadly, not be helping charities that ask our readers for their old mobile phones...



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If this copy of *Call Sign* reaches you – as it should – before the end of December, you could still have a few days left to gather those all-important points that **COULD** win you one of the three **Peugeot 307 1.6 New S in black** that are up for grabs in **Dial-a-Cab's 2006 Christmas Incentive**.

So for those who have forgotten how you amass the points to have a chance of winning a £14,000 Peugeot, we are republishing the relevant info below – and good luck!

There is one point for account trips covered between the following hours...

**Monday – Friday**

**06:00 – 10:00 hrs**

**12:00 – 14:00 hrs**

**17:00 – 19:00 hrs**

**21:00 – 02:00 hrs**

Once you have ten points, you will be entitled to one entry into the prize draw. There is

# ***DaC Christmas Incentive - The Final Days...***



**Three lucky drivers will each win one of these £14000 beautiful Peugeot Cars just for doing account work!**

no limit to how many entries you can have. The more trips you complete, the more entries

and the more chance of winning. Points only count in months where you do at least 40 trips.

You can gain double points if you cover an account ride during 06:00 - 10:00hrs with a 'W' or 'SW' in the postcode. The same criteria also apply to any credit ride taken from **£140** between the hours of 21:00 - 02:00hrs.

**Any credit ride between midnight Friday and midnight Sunday will carry double points.**

The competition ends at midnight on 31 December 2006. The first three call signs drawn at the end will each win a **£14,000 Peugeot 307 1.6 New S in black.**

**Good luck...**

## **REVISED ARRANGEMENT FOR TAXIS PICKING UP AND SETTING DOWN DISABLED PASSENGERS AT CITY HALL**












Access for picking up and setting down disabled passengers for City Hall, headquarters of the Greater London Authority, should now be via Weavers Lane.

Weavers Lane is unsigned but is the last turning on the left before Potters Field in Tooley Street heading eastwards. On the corner of Weavers Lane is the now-closed St Johns Tavern.

On entering Weavers Lane, there is a barrier with a security official who will direct taxis to the pick up and set down point with a turning circle.

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Glasgow-based manufacturer of the E7 taxi, Allied Vehicles, are ready to lodge a complaint with competition watchdogs over Transport for London's refusal to sanction its Peugeot E7 cabs for use as London taxis alongside LTI. Allied's lawyers are preparing a submission to the Competition Commission.

A TfL spokesman said that the main problem is that although wheelchair-friendly, the Peugeot E7 cannot meet its turning circle requirements.

But Allied Vehicles owner, Gerry Facenna, now wants to challenge LTI's market dominance in London. Last year Edinburgh City Council reversed their long-standing decision to abide by London's *Conditions of Fitness* standards and sanctioned the use of the E7. Allied are now about to open a showroom in the Broomhouse district of Edinburgh leaving just Liverpool, Manchester and London as the large cities refusing to sanction this "alterna-

## Allied Complain Over London 'No-Go' For E7



Trying again!  
Will the E7  
make it this  
time?

**An interesting story recently hit the headlines in Edinburgh and while *Call Sign* does not usually have room for press releases from north of the border, this one is relevant to the London taxi trade in that it shows the strength of the vehicle we drive every day.**

In the Edinburgh accident, a TXII saved the lives of its four occupants when a skip landed on top of it in an horrific accident. The taxi strength shielded the passengers - a mother and her two children who were in the vehicle at the time - and they were able to walk away from the crash. The driver, 44-year-old Sharon Bain, was trapped by the skip for four hours as firefighters fought to cut her free, but she was protected from more serious injury by the rugged shell of the TXII. In fact, Sharon believes she would have been killed had it not been for the solid construction of the taxi.

She was driving up a hill when a lorry coming the opposite way and carrying two empty skips, hit a bridge and toppled over, shedding the skips onto the purpose-built cab.

"I was trapped against the steering vehicle, lying on my left side with one of the skips right at my shoulder," recalled Sharon, a cab driver for three years, who had bought the TXII in September together with fiancé Martin Wilson.

"The passengers had been protected by the vehicle," said Sharon, "but because the taxi is so solid, it took the fire service quite a while to free me. The fire brigade told me that if I had not been in a purpose-built taxi, I would never have survived. Neither had they ever had to get to anyone in a taxi before, so it took longer than they thought because of how well built the vehicle is. I will definitely be getting another LTI cab because it saved my life. A normal vehicle would just have crumpled on top of me."

## Strength of London Taxi Saves 4 Lives!



**Edinburgh firefighters work freeing driver Sharon Bain. "The TXII saved my life" she said. Photo courtesy Edinburgh Evening News**

Sharon, a driver with City Cabs, suffered a broken rib in the accident.

The incident has raised concerns over recent changes in taxi licensing regulations that allowed other non-purpose-built vehicles to be used as taxis in the Royal city.

Keith Landles, an Edinburgh taxi driver and member of the Edinburgh Taxi Information Group, told *Call Sign*: "There is a strong ground-swell of sentiment growing within the cab ranks that it was only the solid, sturdy, traditional design of the TXII that saved four lives in this accident. Significantly, there is also a flipside that other vehicles, by virtue of their adapted design, would simply not have done the same. In other words, had these 4 people been

travelling in an adapted vehicle - not custom-built for the taxi trade - they might all have died."

Matthew Cheyne, Sales and Marketing Director for LTI Vehicles, told *Call Sign*: "As our vehicles are purpose-built for work as a taxi, they are designed and built with safety and strength in mind to protect occupants as much as possible in the event of an accident. The steel shell of the passenger compartment can withstand significant impact. This is something that is not always a feature on vehicles converted for use as cabs.

"Like our new taxi, the TX4, all of our models go through rigorous testing to make sure they are the safest they can possibly be. LTI Vehicles is proud that it can provide this assurance."



## Brian Rice goes 'under the hammer'!

*This month sees the conclusion of Call Sign's exclusive interview with Dial-a-Cab Chairman and big QPR fan, Brian Rice...*

**Russ: In your opinion, who has been QPR's best manager?**

**Brian:** Gordon Jago! Sadly Gordon fell out of favour with the Chairman of the time - Jim Gregory - and Gregory got shot of him and installed Dave Sexton, who then took much of the credit for the following year's success (1975/76) where we finished runners up behind Liverpool. Jago brought in Bowles, Dave Thomas and Don Givens.

**Russ: Where do you see Rangers in 10 years time?**

**Brian:** Good question. Probably doing what they're doing now! I can't really see us competing with the Arsenal, Chelsea and Man Us - not to mention West Hams! With a capacity of 18,000, QPR is a small club whichever way you look at it, so we couldn't possibly compete with 60,000+ attendance clubs. I like the fact that we are very much a 'family' club and if I see someone with a Rangers shirt on, I always feel that is the other supporter! People who follow Brentford and Orient will understand what I'm talking about.

**Russ: Ken has given you the responsibility to replace Alison Lapper's statue in Trafalgar Square. Who would you, from the world of football, nominate to replace her?**

**Brian:** There are two I quite like. One would be Bobby Moore, who I thought was a gentleman on and off the pitch and the man that led England to win the World Cup in '66. My second choice is Sir Alf Ramsey, who I thought had a real raw deal from the FA in his latter years when his health deteriorated.

**Russ: Your son Billy has been involved in setting up QPR's web site, but is your wife Brenda and daughter Carla just as passionate about the R's?**

**Brian:** Yes they are! Carla is extremely passionate and is a big, big fan. It's a nice family afternoon out when Rangers are at home. Billy produced *QPR World* in the past, which is now run and owned by Premium TV. They, in turn, offered Billy a job as a senior producer and he is now in charge of 8 producers and their assistants. He covered the World Cup for them in Germany. Obviously Billy is a massive QPR fan and also does the PA announcing at our home games. When they were kids and wanted to go football, I took them to QPR because that was my team and it's grown from there. Brenda has been converted over the years! I think she used to like Chelsea but I gave her the ultimatum of supporting Chelsea or marry me!

**Russ: Would you like to be involved at management level in regards to Ranger's financial situation and what plans would you make?**

More true football/taxi tales from the pen of DaC's Driver/West Ham fan Russ...

# Russell's Hall of Footie



**Brian shows Russell which teams supporters have the strongest grip!**

**Brian:** Yes, I would. I believe that it doesn't matter if it's QPR football club, the corner shop, ICI or Dial-a-Cab, the secret of success is that you earn more than you spend. As soon as you start reversing this, you have a problem. It would be a great challenge, especially the debt QPR are in at the moment. We currently have a loan from a consortium in Monte Carlo which amounts to £10million! I was quite aghast that we were paying £1million interest on the loan. Perhaps in the future, and I know the smaller club supporters might not like this idea, but ground sharing would cut the costs. As a passionate supporter, I would hate my club to share with Brentford or Fulham, but from the commercial aspect it could be a viable proposition.

There is a huge development going up around White City at the moment and I can see Paladini (Rangers Chairman) selling the stadium and moving the ground down the A40 somewhere. If we got, say £20million and a move into a new stadium - plus wiping out our debts - it could all make a lot of sense.

**Russ: What are the greatest Rangers goals you have seen?**

**Brian:** One game that sticks in my mind was the perfect hat trick from Rodney Marsh. Right foot, left foot and a header! Another great goal was Trevor Sinclair's over-head kick. One other great goal that sticks in my mind was from Martin Busby. It was against Middlesboro. We beat them 4-0 and Martin scored a real screamer!

**Russ: Did you ever play the game?**

**Brian:** Only Sunday morning over at 'the Scrubs' but I can tell you one thing; sitting in the stands at QPR, I'm the best player on the pitch by a mile!

**Russ: Thanks very much, Brian.**

**Brian:** No, thank you, it brought back some great memories!

**Russell Hall (G44)**

*Send your footie tales to Russell at [rwball@russthehammer.fsnet.co.uk](mailto:rwball@russthehammer.fsnet.co.uk) or look out for his cab when you are out and about, reg J111 RUS. He loves a footie chat...*

## TAXI DRIVER OF THE YEAR CHARITY FUND

*Remembering those less fortunate than ourselves*

On behalf of the Taxi Driver of the Year Charity Fund, I would like to wish you all a very Merry Christmas and a happy and healthy New Year.

I would also like to take this opportunity to thank everyone that attended the annual dinner dance and made it a great success and I hope to see you all again next year.

Best wishes to you all

**Russell Poluck MBE (T55)  
Hon Chairman**

Well here we are staring into the year 2007 after what has been ODRTS most successful trading year in history. Officially for all us human beings, this part of the year is without doubt the dreariest as the sky turns continuously grey and letterbox vibrates to the sound of credit card companies wanting their money back. So what lies ahead?

One thing for certain, this year will produce a new British Prime Minister when Tony Blair resigns. I don't think in my lifetime will I witness a Prime Minister resign of his own accord and without real reason, it's a very unusual occurrence indeed. At best, it is events or untenable positions through various circumstances that lead to resignations or a loss at the ballot box and a change of leadership. After John Smith died, a gentlemen's agreement was arranged between Tony Blair and Gordon Brown for a handover to take place and I believe it will be sometime in May. However, isn't British politics fantastic. A new Prime Minister is on the way and the public don't get a say in the matter!

So what are the chances of Gordon Brown being elected? After devolution, is it right that a Scotsman should take charge of, may I say, English political problems? I know all about the Scots feeling for the English and vice-versa. What must not be forgotten is that without the Labour vote in Scotland, Wales and Northern Ireland, there would be no Labour Party in power at the gas works. Stamford Bridge is not the only part of England that is predominantly blue in colour.

## Exercising the mind...

One thing I've tried to continue in my 14 years since passing out of Penton Street is the exercising of my mind. The contrast between the amount of information you plough into it whilst on the KoL and the docile state you get into after a number of years sitting in traffic is indeed, not good for you. But as cab drivers, what do we think about whilst sitting in traffic jams? Well next time you're stuck in traffic in High Holborn due to that skip placed on the rank outside the Shaftesbury theatre, glance across at one of your colleagues and take a look. I think you will see a whole variety of blank expressions, but if you do know what's going through your mind, please let me know. It was probably these expressions that came to the notice of the Discovery Channel before they crowned us with the "hardest job in Great Britain" title.

As usual, giving the trade some credit meant that all the media outlets turned into cab trade experts overnight! Some of the comments I heard were appalling and the anchorman on BBC News 24 actually burst out laughing whilst talking about the story. But hey, what did I really expect?

## Trade organisation funding...

Whilst flicking through the trade papers last month, I noticed an article by a cab trade union membership secretary justifying the point *what do I get for my money* from those thinking of joining that organisation. What

**With so many issues involving the licensed taxi trade, DaC driver Richard Potter takes a look at some of them. His views do not necessarily reflect those of Call Sign or DaC...**

# A DaC Driver's Views on Life and Everything



allow the passenger out of his cab whilst heading for a police station. Obviously a very unusual accusation without foundation, but drivers who have some form of representation have a much-improved chance of keeping their licenses. A point worthy of serious consideration.

## The TX4 – so far...

Finally, the TX4 has been out for a few months and after speaking to drivers who have taken the plunge, the verdict so far is pretty favourable. The engine noise isn't as quiet as I was lead to believe, but is a major improvement. Compare that to various comments from drivers steering TXIIs who could possibly be driving a vehicle that will fall apart like something out of a Laurel and Hardy sketch. Whether drivers will be ripping bits off their cabs and taking them into Brewery Road in disgust, has yet to be seen, but whatever happens, the TX2 will be looked upon in history as a bit of an expensive joke - rather like the ridiculed FX4R that wouldn't go up Highgate West Hill. Lets hope for the good of the trade, the TX4 gets a reputation and durability akin to that of the Fairway Driver. Whether it would be beneficial to LTI in the long run, well that is a completely different matter.

*I wish you all a very happy New Year...*

**Richard Potter (T51)**

## FOUNDLING MUSEUM

*Britain's original home for abandoned children and London's first ever public art gallery...*

**Free entry to Dial-a-Cab drivers on production of your badge or bill**

**Tues-Sat 10am-6pm, Sun 12-6pm (closed on bank holidays)**

**Usual admission £5, concessions £4, children up to 16 years free**

**The Foundling Museum is at 40 Brunswick Square WC1**

**Tel. 020 7841 3600**

**Visit their website at**

**[www.foundlingmuseum.org.uk](http://www.foundlingmuseum.org.uk)**

sprung to my mind was once mentioned in an article by the late Phil Phillips. He wrote that when trade representation was in its infancy, there was a need for financial support to get these organisations off the ground, which was very true. Today, one of the ways members can support a trade union organisation is by allowing their subscriptions to fund law cases or allow that union to employ the best lawyers. A member may not use the services of that union for sometime, but the financial input would definitely improve the strength and standing of the organisation. If you take TfL for example, they will have to employ the best law representatives - which they do. Imagine the disadvantage a trade organisation would have if they could only afford a High Street solicitor? These days, almost everything that is written and said is checked by a law firm. In general, financial input from members allows that organisation to be effective without having to place its political strategy around what it can afford, which would be a major handicap. Then there's the issue of representation. A member who runs up against trouble will get help. This help includes checking the evidence against that member and also checking that the person pursuing the complaint has indeed followed the right protocols and procedures.

In the old days, as cab drivers and as self-employed drivers, our bosses were the Magistrates. However, with law changes, the PCO has a right to revoke a driver's licence without the need to go in front of the courts. An important point to remember is that if a driver doesn't have assistance, the interpretation of these rules is solely with the PCO leaving a driver in a very vulnerable position indeed. I spoke to a driver who was recently accused of kidnapping, because he didn't



## OBITUARY

## MICK DALY



On Friday 8 December after several months of illness, we lost a long term Dial-a-Cab subscriber and I lost a dear friend, **Mick Daly (B45)**.

Over a time span of around 30 years, I developed a friendship with Mick Daly that was based on an understanding of his values. He was a real family man, with a love for his wife and daughters that commanded respect from all who knew him.

One couldn't help but like him. He had opinions about everything, especially the cab trade. We would banter and wind each other up over politics, religion and the state of the world in general. We would laugh together and make jokes at each other as only cab drivers can - unless there was a lady

present, when he would be on his best behaviour! He was a real Cockney Cabbie.

His favourite work source was the Finz (EC5) and his favourite account was the Bank of England. It was drivers like Mick who ran

to cover the City work that helped the circuit become as strong as it is today in the Square Mile. Over the course of time, he acquired an encyclopaedic knowledge of who went where from which account address!

Mick had a great sense of humour and loved to "hold court" at any of the watering holes we chose as our venue. He enjoyed hearing about other drivers "roaders" and how they tackled the ride, often criticising the route taken with tongue in cheek just for the sake of it.

This world is a sadder, duller place without him.

Rest in peace Mick, I will really miss you...

**David Kupler (Y74)**

## MICK DALY FAMILY REQUEST

Prior to his funeral on Monday 18 December, Mick Daly's family asked that no flowers be sent, but that donations could instead be made to the *Roy Castle Lung Cancer Foundation*.

For those who would like to make such a donation, the funeral directors, Bennetts, can pass on any cheques via their Billericay branch. Make cheques out to *The Roy Castle Lung Cancer Foundation*, write Mick Daly on the reverse together with your name and address and send it to: Bennetts Funeral Directors, 2 High Street, Billericay, Essex CM12 9BQ

## ASCOTT CAB COMPANY

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*Views on life as seen through the eyes of David Kupker (Y74) at...*

# Kupkake's Korner



## Now the Bendy Cab?

I've found out, I've got it sussed, an add-on to the bendy bus! Regardless of which model you have Ken's gonna make the Bendy cab!

All those Fairways and FX4s, the ones we can't use any more, will be rebuilt on their chassis frames to make Ken's bendy Taxi Trains!

Six joined-up bodies, just imagine, minus the boots and drivers cabin, each pod having 6 plush seats with a uniformed driver to meet and greet!

Towed through town by an electric tractor, (must include the E.P.A. factor), preset routes with prepaid fares no more knowledge... no one cares.

A line of once proud London Taxis, now confined upon their axles, to follow blindly night and day and take the tourists on their way.

Am I crazy? NO for sure, this Mayor has now found a cure, at last he has full domain of rebellious cabbies with his Taxi Train...

**Kopyright Kupkake 2007**

*On behalf of DaC, Mike Son has been in ongoing discussions with the Corporation of London re parking problems our drivers have in the City. At last there has been a breakthrough...*

# DaC City Parking Problems



## Corporation of London agree to relaxation of restrictions...

Following on from my previous articles regarding the difficulty in parking in the City area for Dial-a-Cab drivers on radio jobs, I'm pleased to tell you that the City of London Corporation Planning & Transport Managers Department together with the Traffic and Environmental Planning Department, have agreed to the relaxation of parking restrictions outside some of our clients addresses where we are receiving the highest number of Penalty Charge Notices.

**As from 18 December, the Loading and Unloading restrictions were withdrawn and replaced by single yellow lines at the following addresses:**

Weil Gotshal & Manges at the south side of South Place, Citigate Dewe Rogerson at 3 1/2 London Wall, Denis Clayton & Company Ltd of 69 Leadenhall Street, Zurich Strategic Relationship Management at 90 Fenchurch Street and Pelham PR of 1 Cornhill.

However, it is important that you remember that this isn't a go-ahead to have an unlimited stop. There is going to be an increase in observation time from the *no waiting at any time* to five minutes. That gives you the time to go into the reception and either pick up or tell the client where you will be. Even if the signs have not been taken down, no Penalty Notices will be issued as from 18 December.

My sincere thanks for the help and consideration the Corporation has given...



**Mike Son**  
**DaC Customer Services / Special Projects**

# CONDO FOR RENT

## *Bahama Bay Resort, Florida*

**Three beds, high spec swimming pools,  
Gym, Restaurant, 10 Minutes Disney Nr  
Lake Davenport**

**Great offers available  
10% discount for Dial-a-Cab drivers  
Contact John (M13) on 07921 920743...**

## Call Sign

### January 2007

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## Hello ladies and gents,

Can I firstly on behalf of the Dial-a-Cab Marshalling team thank you all for your loyal support, not just over the hectic Christmas period, but also throughout a very successful year. There were nights in December when we were working at a large numbers of events simultaneously and without your help, they would certainly not have been as successful as they were.

I have already received a number of pleasing letters and emails complimenting DaC on their professionalism – something that is very gratifying (*see letters page ...Ed*). Not only does it raise our profile, but it often leads to extra requests for our services for what I believe to be without doubt the best in the business.

## Looking back...

Throughout 2006, many of us have lost loved ones and some of the real characters in our Society are sadly no longer with us. It is a time when we sit back to reflect on the past year. Whilst very successful in many ways, as in all walks of life it provides very difficult hurdles

# Drivers Operations



along the way - I am sure all our hearts go out to fellow members who have suffered or have lost loved ones during 2006.

## Eurostar

You will by now be aware that the concessionary travel for Dial-a-Cab members and staff is again available. The rates are extremely competitive and there is a choice of both

first and second-class travel.

Booking forms are in Driver's Reception, so why not treat yourselves to a day or weekend in Paris or Bruges or even Lille, a stop that is becoming increasingly more popular with its history, huge numbers of shops and main square with its large variety of restaurants and wine bars. Many members have already taken advantage of the offer and it is well worth doing.

## Driver's Xmas gifts...

If you haven't already picked up your Christmas gift, they are available from 8am until 8pm, Monday to Friday from Roman Way. All that is left is for me to wish you all a very prosperous 2007. I am sure we can look forward to the year ahead with great optimism.

**Allan Evans**

**Allane@Dialacab.co.uk**

**Tel No: 0207 607 6403**

## DAC 2006 AGM

### Notice of 2006 Annual General Meeting...

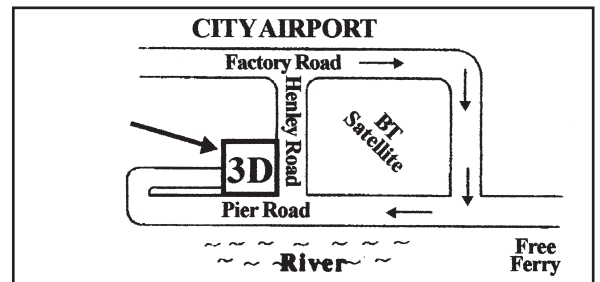
All members should by now have received a letter advising them of the arrangements for the 2006 AGM and I would like to take this opportunity to remind members of the details.

**The 2006 AGM will be held as in recent years at The Brewery, Chiswell Street, London EC1 on Sunday 11 February 2007 at 11:00hrs.**

This year's AGM includes the election of officers and any nominations had to be received at Brunswick House on or before 09:00hrs on Friday 10 November as were any rule changes or propositions. That date has now passed.

**Howard Pears, Company Secretary**

# E<sub>3</sub>TAXIS



**Due to the positive response to our winter special offer of price servicing for LOGO CARRYING DaC**

**DRIVERS, we have decided to continue the offer throughout the summer**  
**AT E<sub>3</sub> TAXIS – 50% DISCOUNT ON SERVICING!**

*Some of our other services include:-*

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**We are also fitting the new PCO Approved Tyres MAXXIS at £42.55 plus VAT and that includes balancing**

**We can service your TXII from new without affecting your warrantee**

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**Open Monday – Friday 8.30am – 5.30pm**

# Roy Ellis Retires - So Who Does What at the PCO?

**With Roy Ellis now retired, Taxi & Private Hire Director Ed Thompson has told Call Sign about some of the revised movements at Penton Street.**

"Subsequent upon the appointment of **Peter Hendy CBE** as Transport Commissioner for London, **David Brown** was appointed Managing Director Surface Transport on 21 August 2006 and has become the Chief Officer with responsibility for the Public Carriage Office. He has now given written consent in accordance with Transport for London's Standing Order No 2, Scheme of Delegation, for the following PCO officers to discharge the functions specified.

## Mary Dowdye, Head of Standards and Regulation...

Functions relating to hackney carriages and private hire vehicles, ie those functions identified in Schedule 20 of the Greater London Authority Act 1999. In particular, Mary Dowdye will have responsibility for granting, refusing, suspending and revoking licences in respect of taxi and private hire drivers, taxis and private hire vehicles and private hire operators. Mary Dowdye will become the signatory on licences issued by the PCO on behalf of Transport for London, the Licensing Authority.

## Pat Coombe, Senior Appeals and

## Prosecutions Manager...

The grant, refusal, suspension and revocation of licences in respect of taxi and private hire drivers, taxis and private hire vehicles and private hire operators in the absence of the Head of Standards and Regulation.

## Len Simkins, Head of Strategy and Planning...

Appointing standings for hackney carriages (taxi ranks) under Section 4 of the London Hackney Carriages Act 1850."

## Call Sign says goodbye...

As he left the PCO, Call Sign presented Roy Ellis with a parting gift of a photo album of the 40th anniversary celebrations held at Penton St, which also commemorated his retirement.



Mary Dowdye watches as Roy Ellis looks at Call Sign's parting gift to him.



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## Personalise your cab!

**T121 CAB is for sale.**

**A great Christmas gift can  
be yours for just £300!**

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# Call Sign Remembers Jay Sharland

A host of celebrities turned out to support the charity event at Thurrock Football Club in memory of much-loved Bow fire-fighter and Knowledge boy who died recently, *writes Russell Hall (G44)*. The fundraiser, in memory of Jay Sharland who used to play for Poplar-based team Senrab, raised more than £25,000 for the wife and three young children who survive him. Footballers such as West Ham ace Lee Bowyer, ex-Leicester star Muzzy Izzet, Charlton's John Fortune and Crystal Palace's Danny Granville and Tommy Black mingled with celebrities Jeff Brazier, Jade Goody and actor Danny Dyer as the teams battled it out for the Jay Sharland Memorial Trophy.

The celebrity team eventually got their hands on the silverware with a line up containing Dyer together with former pros Dean Holdsworth and Mark Robson. The crowd of 1,200 enjoyed the fun in the sun and were kept entertained by activities including a bouncy castle, face painting, pony rides and magicians. Off the pitch, a charity auction boosted the amount raised with bids reaching £1,200 for a pair of boots and signed shirt from Chelsea and England captain John Terry, while a guitar donated by Queen guitarist Brian May fetched a similar sum. Organiser Steve Agius, a lifelong friend of Jay, paid tribute to everyone who supported the event. He told *Call Sign*: "I'd like to thank everyone who came, some even flying back from Spain especially for the event. It just epitomised how much people loved Jay. Everyone enjoyed themselves, it was a lovely day and the auction was a roaring success."

The Memorial Cup was handed over to Jay's former station commander at Bow fire station and it is hoped the fundraiser will become an annual event.

Several auction items remain up for grabs, including signed Newcastle, Wigan and Watford shirts and a weekend break in the Cotswolds. If you would like to help boost the total towards £30,000, you can place a bid by calling Steve on 07908 684249. If you are interested in taking part in the Jay Sharland Memorial Trophy next year, call Steve on the same number...

## DIAL-A-CAB CREDIT UNION

### Holiday opening and closing...

Hi all,

It's hard to believe how the time has gone, another year all but over! I don't know if it quickens up the older you get or is it just my imagination?

Anyway, just to let you know the opening times leading up to Christmas and New Year. We'll be open until Friday 22 December and reopening 2 January 2007 at the usual times.

The Credit Union has had an unprecedented request for membership forms; I suppose it must be for saving all the money you are earning on Dial-a-Cab! As a night man I cannot complain, which is just as well when we have our mutual friends from the Inland Revenue asking for their usual donations in January! Personally, I can't think of a better way to put away for them than by joining the Dial-a-Cab Credit Union.

Our Credit Union was set up way back in 1988 by the-then Secretary of DaC, Trevor Clark, to help you out - and that is what we still try to do. I don't think there is anyone out there that will disagree with that statement, we understand the problems you have because we are also working cab drivers and we suffer the same problems that you do. And, of course, that's not forgetting the staff at Brunswick House because we also understand their problems as we also work in an office - albeit 4 days a week. So what I am trying to say is to be sensible; come and join YOUR Credit Union because you never know what's around the corner.

Last but not least, the Board of the Credit Union - Terry, Jan, Brian, Val and myself wish you all a very Merry Christmas and a Happy and prosperous New Year.

I look forward to seeing new and old members in 2007...



**John Riley (K38)**

**Vice-President DACCUCU**

**Suite 209, Channel Sea House, Canning Rd. Stratford, E15**

**0208 522 4502 or 0208 522 4503**

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Bodyshop is repair approved with free cab / no excess for non-fault

**Garage weekday opening hours: 7.30am – 5pm**

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DISCOUNT TO  
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**DONT FORGET WE GIVE 10% DISCOUNT ON ALL  
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*Keep this ad handy, you never know when you'll need us!*

**Thinking about a compensation claim but confused by TV ads promising the earth? Call Sign's legal expert, Hope Liebersohn, is on the Law Society Personal Injuries Panel and offers assistance in this exclusive series ...**

# CALL SIGN LEGAL MATTERS

## Your legal team...

I've been writing for months about injury compensation claims, but I know thousands of people go to claims management companies rather than solicitors. These people, who stop you in the street and canvass body repair shops for potential accident victims, charge solicitors typically £250-£500 or more when they pass on the clients. Why not go direct? Surveys show that people find us intimidating; so a little detail about how we work may help.

Your solicitor may charge £160-£200 an hour for your injury case, normally paid for by the other side, but our time is the only product a private firm has to offer. The hourly charge pays for all the office overheads, admin staff, hefty insurance premiums, continuing training and the Christmas party. Secretaries and unqualified staff are there to relieve us of the routine work and leave us free to research and manage your case and use every strategy to get you a big cheque at the end.

Your motor policy probably includes legal expenses insurance - the big firms used by the legal expenses insurers may have 20 or more unqualified caseworkers for every qualified solicitor as their cases are mainly routine, low value whiplash ones. But even if yours is complicated, you may find it difficult to speak to a solicitor when you phone.

I get impatient with messages to ring clients urgently when all they want is to tell me their new mobile number or ask if I got their letter. You don't need 6 years of legal training for that, it interrupts my work and the secretary can easily help.

But if we are rude, always remember your right to complain - we have to tell you our firm's complaints procedure at the outset of your case and complaints are worse news for us than pepper spray to a cat. So, most of us really do try to be kind as well as effective.

The barrister has a role to play in bigger cases and anything involving court proceedings. Barristers, or "counsel", draft most of the documentation for court and conduct most trials, and they are the ones allowed to wear wigs. Solicitors can become judges, but the vast majority of crown court, high court and court of appeal judges started at the bar. The barristers we injury lawyers use are all self-employed - like

licensed taxi drivers - and work together in chambers where their clerks assign the work and collect the fees - a little like the system at Brunswick House, I understand!

Formal advices from counsel are tremendously useful and essential to help the court in every case of a settlement for a child under 18 years of age, where the judge has to approve the settlement and he uses the opinion to guide him on whether the agreed compensation is in the child's best interest. Every client has to go through a solicitor to get help from a barrister, although that may change soon. Solicitors make up about 85% of the legal profession and barristers the rest.

In personal injury work, we rely on barristers to know what judges will think and decide, as they spend about half their time in court. The client benefits from an outside look at his or her case as it can be easy for the solicitor to get too involved; a second opinion is very helpful. All lawyers and their staff are bound by strict professional requirements and must keep your affairs confidential and act in your best interest at all times. The exception is the money laundering regulations, which require us to report you if we have any suspicion that you are dealing with any illegal money or assets, including benefits fraud - the "proceeds of crime." We have to stop work on your case while our report is considered and not tell you anything. If we do, we can be jailed for "tipping off."



**Hope Liebersohn (solicitor) 020-8735-9776  
hl@glenisters.com**

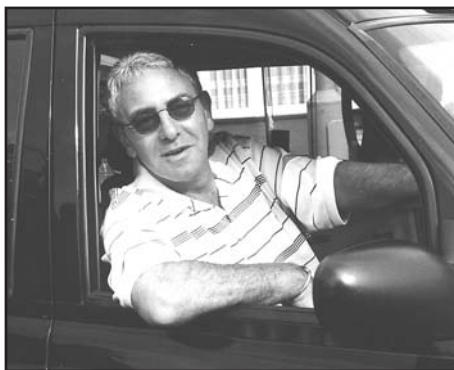
## Starting the new year as we ended it...

Although I may have had a heart attack, the brain is still functioning 100% so lets carry on from 2006 and get straight into the heart of the matter. With still almost 6 years to go until the 2012 Olympics, it is already over budget by nearly £3billion. Don't say I didn't tell you so at the beginning when the bids were announced. I would not trust this, or any other government, to hold the proverbial p\*\*\* up in a brewery. Have a nice day...

## So what else is new?

It shows the state of this nation, when pro-rata, more people vote in a reality show than in a general or local election! Be it singing, dancing or antics in a pretend jungle, people are just not interested in the real world and are quite content to be walking into oblivion just submitting to the likes of Blair and Cameron. To be honest (something they can't be), there is not that much difference between them. Tony transformed Labour into New Labour and now Dave wants to do the same with the Conservative party. Firstly

## From the front seat of his TXII these are...



## The Views of a Grumpy Old Man

we have a new colour dominating the new logo; but green is a colour for bike riders and sandal wearers - not world leaders. Let's "hug a hoodie and love a

lout" and be more caring to these feral beings terrorising our towns and cities. These are not words the populace wish to hear. Spreadable butter should be soft, not the law and order enforcement policies.

The mentioning of Europe is also now off the menu, or at least the real meanings. As in an old episode of Fawlty Towers: "Don't mention Europe!" You may mention the softer subjects in Europe, such as the song contest, cheap flights and Champions League football (all nothing to do with Europe directly), but not the Euro, the constitution or the agriculture policy. Even Brussels is on the no-talk list.

Now to add insult to injury, the right horrible Members of Parliament want an increase in their wages of 60%, taking them into the £100,000 a year stakes. They must think we are all barking, but no doubt we will finance their gravy train as the rest of the manufacturing industry grinds to a halt.

If this arrives before Christmas, enjoy it, otherwise have a very happy New Year...

**Chas Kissin (P99J)**



# From Adversity Springs Hope Eternal

## DaC couple off to Oz for emotional reunion...

There is a saying "From Adversity Springs Hope Eternal" and for **Clare Jones**, wife of Dial-a-Cab driver **Alan Jones (O31)** that prophesy has become a reality.

On 22 December 1989, Clare was travelling on an overnight coach along the Australian highway at Clybucca Flat, north of Sydney, when the driver of an oncoming coach fell asleep at the wheel.

The resulting high-speed head-on collision between the two coaches left 35 dead and 41 injured. Clare's coach driver, who was asleep in his bunk at the rear while his relief driver was in control, was one of the few along with Clare, who survived the carnage. Although alive, Clare sustained serious injuries, amongst which were ribs that had penetrated her spine. Later, while in hospital, she was told she was unlikely ever to walk again.

With a combined speed of around 200 kms/ph, the impact concertinaed the two coaches, each coach burying its' front end into the other, instantly killing both drivers and those passengers sitting in the seats towards the front up to five rows back. The impact ripped seats from their anchorages, throwing passengers around inside the coaches like puppets, while some were hurled out of the windows with the force of the collision. Dislodged luggage from overhead racks added to the chaos and inflicted further injury. The accident scene from Hell was awash with blood. Body parts were strewn across the roadway.

The incident brought every kind of Australian emergency service agency to the scene. Police and fire brigades were quickly on site, together with ambulance and paramedic crews who patched up the survivors as best they could. A fleet of air ambulances ferried the injured to several nearby hospitals.

Australia also has the 'SES' - State Emergency Service and volunteer rescuers who attend major incidents and disasters. On duty that bleak night was **Don Moye** and it was he who pulled Clare from the twisted metal and visited her in hospital during her long months of recuperating and battling to get her life back together.

They have remained in contact over the years, but now, Australia's *Network 7* TV channel will be reuniting the 'rescued' with the 'rescuer' as part of *Network 7's 'Where Are They Now'* series.

Clare and Alan flew out to Australia in

early December to meet after all these years, the man who saved Clare that fateful night 17 years ago - Don Moye

There is no doubting that their meeting after so many years will be an emotional event for both of them and **Call Sign** will follow up the story on the Jones return from Oz.

With utter determination, Clare has defied the medics who said she would never walk again, and now, as an added joy and with the help of IVF treatment, Clare and Alan are eagerly expecting their first child, something neither of them thought possible.

And so, as we wrote at the top of the page... from adversity springs hope eternal!

© **Call sign Magazine MM6**



Clare on her wedding day, long after the horrendous accident in Australia

## Jack Russell Out of Hospital - Again!

**"But I wish they'd take this tube out of my throat!"**

The three month saga that 92-year old former DaC Chairman **Jack Russell** described to **Call Sign** as a catalogue of disasters, (*Nov issue*) took a step nearer its completion when Jack was discharged again from the hospital where he had originally gone in twice previously for a routine knee replacement operation.

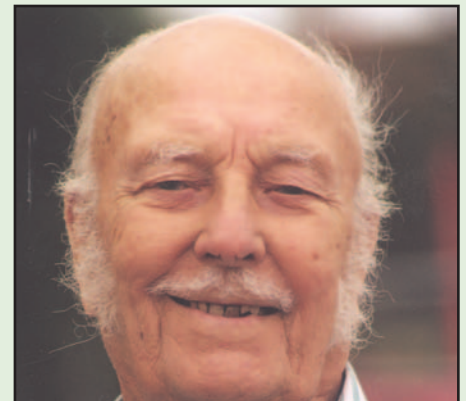
He was discharged soon after the original operation, but when **Call Sign** tried to phone him to find out how he was, there was no answer and that remained the situation for 8 days. We phoned the hospital in Stanmore at the time, but they said they had no record of anyone of Jack's name!

One week later, Jack phoned and told us that whilst we thought he was missing, he had been readmitted after picking up a severe infection in his leg and it was to the same hospital that had no record of him! He was then discharged once again, but this time with a tube in his throat which fed through the main artery and down into his groin.

Soon after, he was back in hospital and again pumped full of antibiotics. This time, on release, Jack told us that he felt much better although he still had the tube in.

**"I just wish they'd take it out of my throat,"** he said, **"it's hardly the most comfortable thing I've ever had!"** In full flow, Jack went on to add: **"And I can't help but wonder why they kept me waiting over 3 hours for my medication on the day they discharged me?"**

Nice to see you back, Jack...!



Jack Russell was ODRTS Chairman from 1964 to 1969...

# Allen Togwell's Marketing Place

As I write this article, it is still several weeks before the business sector closes for Christmas. But before that happens, there is the small matter of trying to meet the requirements of the world and its mother with a licensed taxi service that at certain periods of the day, even with a fleet 10 times our present size, we could still have difficulty in satisfying. Unfortunately, when you are in the service industry that is exactly what everybody expects – a service. Nobody is interested in the fact that there is an exceptionally high demand at this time of the year. Neither is anybody interested in the delays caused by heavy traffic, inclement weather, tube disruptions or the fact that because of the relentless chaos – particularly during the day – many of our drivers are finding it less stressful as well as being slightly more lucrative to switch from working days to late evenings and nights. All our customers want – in fact, demand – is the service they feel they are entitled to because they give us their business all year round.

Whilst DaC procuring new business, particularly when it is a large and prestigious account, gives an enormous sense of achievement, the downside is always the concern for the quality of service and how much support those clients will get from our members during exceptionally busy periods, especially periods when there is an abundance of work on the street.

I'm fully aware of the economics and preference for taking cash over account work at this time of year, but I'm also aware of the necessity to protect the regular work that our clients give us throughout the year when there is insufficient or low cost work on the street.

Needless to say there will be those who believe the solution to improving service is to hold our customers to ransom by demanding more money. Fortunately, during my time on the Board, we have been the only circuit never to have demanded extra money over the Christmas period, a policy that has not only cemented our relationship with existing clients, but in many instances has assisted us when attempting to procure clients away from our competitors, especially during the early part of the year when their memory is still fresh with how they were treated by their taxi supplier during the pre-Christmas period.

On the positive side, the coverage has been exceptionally better than I feel it might have been had the decision not been taken to reopen our doors to new members to compensate for those subscribers who are not adhering to the 40 trips a month rule. News of this decision appears to have spread fairly rapidly, particularly amongst those members of our competitors who have become increasingly disillusioned by the manner in which their respective circuits are being run.

With Allan Evans and myself conducting the interviews, it was both encouraging as well as sad to hear the comments of many of the applicants. Encouraging to witness the enthusiasm and desire to be member of Dial-a-Cab, a circuit they always believed to be the best but made more so of late by the sight of so



many of our cabs ranked outside most of the big accounts. Also encouraging was hearing the desire to cover whatever work would be offered to them. What was sad, for me at least as I believe strongly in the value of loyalty, was the knowledge of the length of service that many of the applicants had given their respective circuits – in some instances as much as 35 years – which illustrates exactly how disgruntled these guys really must be. Obviously it is not for me to comment on what's being said about our competitors, except to say the forced change of allegiance over to DaC is without doubt proving to be our gain. The cynical will see the enthusiastic comments as paying typical lip service but as we explain at the interview; all new applicants serve three months probationary periods and so far our records are showing that they are more than meeting their word. As a point of interest, not all of the applicants we interviewed were accepted, but fortunately those were in a very small minority. Also interesting was that we had one driver who actually stripped out barely weeks after joining, convinced that he would never learn how to use the system. That must rank as the quickest strip out that I've heard of and I guess proof that radio work doesn't appeal to everyone!

## Annual Report

You should soon receive details concerning this year's AGM, including a copy of the Annual Report. For the benefit of our newer members, I feel it prudent to mention that the Annual Report itself has for many years been produced totally in-house with myself being responsible for the design and originality. For those interested, the style of our report is usually influenced each year by the content of the Chairman's statement to members including any emphasis the Chairman might make on a particular issue.

This year, for example, the Chairman writes of growth and emphasises the point often and very eloquently throughout his address. So it is growth that I have used as this year's theme, but growth in a different context – namely nature. Never the less, one that also requires the same effort, planning and nurturing to achieve a similar result.

Unfortunately, with space being limited I was unable to show most of the beautiful graphics in their entirety, but I believe what little is shown still highlights a message and manages to add colour to what is usually con-

sidered aesthetically as a rather prosaic financial journal.

Over the years I've had numerous drivers assist me with their vehicles in various poses for my library of graphics, which I use for our marketing and advertising material including our Annual Reports. To all those drivers, I once again express my thanks for their help and patience. However, this year I would like to say a really special thank you to my neighbour, **Terry Hamston (B24)** – who incidentally is on the front cover of this year's annual report – for giving me so much of his time and in many cases for free, to allow me to photograph him and his taxi, often at short notice and on occasions in the most unusual of situations. One of those situations was to have him stand in the middle of a huge puddle, a pose that appeared to greatly amuse a group of builders nearby! I'm pleased to say he didn't end up in bed with flu!

In an age of the digital camera and computer generated graphics, it was enormously convenient to have someone with a new, one-month old cab so close to my home where I do much of my work, which enables me to act instantly on any ideas that came immediately to mind.

## Stress

Many of you would have seen the media report that driving a cab in London is the most stressful job of all. Whether that's true or not is open to debate, but it is without doubt a stressful occupation and coupled with the fact that it involves working alone, in many cases long hours and within an insular environment, it is so easy at times to become preoccupied with issues that can become all-consuming, yet when analysed are totally irrelevant.

I don't wish to appear morose, particularly if you have yet to indulge in your Christmas festivities, but even so and with January a period traditionally for making new resolutions, I'd like to ask you to consider making a resolution to try and adopt a more open-minded attitude when driving your cab.

Try sparing a thought occasionally for those less fortunate than yourselves. No disrespect to our Editor's letters page, but what I read at times is typical of the dozens of calls I personally receive each month from drivers who I can only assume have never been exposed to any tragedy or sorrow in their lives. They should count their blessings. Both as a Board member and in my private life during this past year, I have heard of far too many stories, particularly amongst our subscribers, of grief caused by hardship, loss of a family member or serious illness. Grief, which pales into insignificance all the nonsense that we wrap ourselves up in during the course of our daily lives. Please think about it and may I wish all of you and your families a happy, prosperous and above all – a healthy new year.

**Allen Togwell**  
**DaC Marketing**  
**allent@dialacab.co.uk**



Former Dial-a-Cab driver, Bob Woodford, writes a regular column for Call Sign from his home in Languedoc, France...

## Call Sign En La Belle France



*Bonjours mes amis!*

It seems strange that the Christmas decorations went up here so early – it appeared only weeks ago that the cricket season here on the Mediterranean ended. In fact it **was** only weeks ago! We played right through to the end of October!

Anyway, one of our awayday fixtures in 2007 is in the heart of the region known as the *Malpère* and is surrounded by acres of vineyards with some lovely walks. The closest town is *Limoux*, which has many shops and restaurants and a wonderful market square and is a delight to sit in whilst enjoying a glass of *Blanquette*. *Limoux* is the home of this famous refreshing drink, reputedly the oldest sparkling wine in France. This lovely old town on the river *Aude* is still virtually unspoilt.

There are thriving markets in the local nearby small towns; Monday is *Mirepoix*, Wednesday is *Bram*, Friday is *Limoux*, Saturday is *Carcassonne*. All offer an insight into a way of life, which for many visitors comes from a bygone era.

There comes a rich heritage for any Dial-a-Cab subscriber looking take a short break soon into the New Year, with such interesting day trips available close by; *La Cité* - the medieval city of *Carcassonne*, the lakes in the Black Mountains and the Cathar castles at *Queribus* (the old frontier with Spain), *Puivert*, *Montsegur*, *Peyrepertuse* and *Foix*.

You miss the wine tasting at the vineyards of the *Corbieres* and the *Minervois* at your peril! *Carcassonne* Airport is slap bang in the middle of the two and you can fly from Stansted for next to nothing in the kipper season, so come on down, you will enjoy!

Check out some fantastic places to stay with your booking fee waived. Check out [www.southofffrancelets.com](http://www.southofffrancelets.com) for a place to stay.

or [www.immoboulevard.com](http://www.immoboulevard.com) if you are seriously looking for property to buy. *Bon Noel et nouvel an...*

**Bob Woodford (Ex-P49)**  
Saint Genies de Fontedit,  
Languedoc, France

Every issue of Call Sign takes a look back at ODRTS history through the pages of the magazines of the time with a...

## Dial-a-Cab Flashback

Flashback  
1978

*This month's Flashback goes back to August 1978 and the Chairman's Report from Peter Fennymore. Peter was Chairman from 1976 to 1984 – the second longest chairmanship after current Chairman Brian Rice...*

### From ODRTS News and Views, August 1978

#### CHAIRMAN'S REPORT

One would have thought that after being in business as ODRTS has for 25 years, we could have expected our radio frequencies to be kept solely for the use of ourselves. Unfortunately, the Home Office Radio Regulatory Department had other ideas and we were informed some time ago that we would in all probability, have to share our frequencies with other users in London. Just imagine somebody trying to get a word in! Anyway, after a series of meetings I am pleased to say that no further sharing is likely, but the problem of spare frequencies still remains. There is a worldwide shortage of air space and the governing bodies are constantly trying to find ways of squeezing more people onto the same spectrum. From our point of view, it isn't only a problem of obtaining frequencies, but they have to be within switchable distance of each other. We are at the moment using four channels, have a fifth allocated and a sixth held in reserve - all within switchable distance. We have been told that if we don't quickly take up the sixth channel, we will lose that frequency. We can only have that sixth channel allocated to us if we expand by 50 mobiles. The Board have discussed this and we feel that we must secure this sixth frequency, so 50 additional mobiles will be ordered and phased in.

The Board of Management have discussed the question of run-ins (cash and credit) and have decided that the authorised run-in will now be 70p in total - that is 55p on meter and 15p conversion to 70p. Night and weekend charges will, of course, be added to that. Any additional run-ins given by the despatchers will be a converted amount ie 90p run-in will be 70p on meter plus 20p from conversion chart - total 90p.

Towards the end of August or beginning of September, you will receive calling notices for the AGM. If by the end of September you have not received yours and are a fully paid up shareholder, please let the office know.

Letting the cat out of the bag a little early, I am honoured to say that the Board have elected me again as Chairman and Aubrey Siteman (C07) as Treasurer. Martin Gellman (C47) has decided not to seek re-election at the AGM. I will be speaking more of Martin's service to ODRTS at the AGM, but for the time being confine myself to saying thank you to Martin for the help he has given me and to say that he will be missed by the Board of Management and by the Society in general.

Bye for now, be lucky and remember the AGM, Hammersmith Town Hall, Sunday 1400 hours sharp, 26th November 1978.

**Peter Fennymore (A79)**

## THINKING OF HOLIDAYING IN FLORIDA?

**15% discount on our luxury villa for Dial-a-Cab drivers!**



If you are thinking of going to Florida for a holiday, why not take up the opportunity of this luxury 4 bedroom, 3 bathroom villa available for rent. The Villa was built 2 years ago and has its own swimming pool. It is spacious and luxuriously equipped for your perfect holiday.

**Further details and virtual tour, [www.cubberlevilla.com](http://www.cubberlevilla.com) or call 07752 330263**

*Please note that for all bookings made through Call Sign, quote that as a reference when making your booking and you can deduct 15% from the advertised price!*

*The villa is situated just 20 minutes from all major parks and shopping areas. The villa sleeps a maximum of 10 people and the cost advertised is per week and not per person*



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## DAC EDRIVERSTATEMENT DRIVERS NOW IN THE HUNDREDS!

Following recent **Call Sign** articles on DaC's *Edriverstatement* facility, the number of drivers now registered to receive their job statement on-line has now passed the 200 mark and is still growing.

DaC Financial Accountant, **Warren Smith**, who oversees the facility told **Call Sign** that after a slow start, *edriverstatement* was now pushing ahead.

"I think some drivers were afraid that it would be too confusing, but it really is so simple to use. When you receive the email telling you your statement is waiting, you just log on and either check your jobs from the screen - where you can enlarge the font to whatever size you require to read - or print it off and get the identical copy to that which used to arrive in the post. The big advantage is that you can still save the hard copies if you wish or you can make a file on your PC and save them to that. It really is simple..."

Several drivers have contacted this mag to say that they couldn't believe they had taken so long to decide to join the scheme!

If you weren't sure about *edriverstatement* but would now like to try it, just send an email to [driverservices@dialacab.co.uk](mailto:driverservices@dialacab.co.uk) and put your badge number in the subject field.

Please do not send any other information, just your badge number in the subject line...

Once registered, you will be sent an email saying that your statement is ready to download and you can then begin checking your trips in whichever way suits you.

We've also had several drivers calling in to ask if you can have *edriverstatement* if you do not have email? Sadly, even DaC cannot perform miracles...!

Events at the Jewish Museum, Camden Town for January...

# Living In The Warsaw Ghetto...

## Reflections Of Survivors 60 Years On...

A special talk will take place on **Wednesday 24 January** at 7pm for **Holocaust Memorial Day** (January 27) when Janina Bauman, author of *Beyond These Walls*, tells of her experiences in the Warsaw ghetto while artist Itzhak Belfer speaks on his personal experiences in Janusz Korczak's orphanage (*see*

*below*). Professor Zygmund Bauman, emeritus Professor of Sociology at the University of Leeds, will chair the event at the Jewish Museum, Camden Town (129-131 Albert Street).

Admission to this special talk is £5 (students and Museum Friends £4) and that includes admission to the Museum galleries from 6pm. Advance booking recommended on 020 7284 1997 or go to [www.jewishmuseum.org.uk](http://www.jewishmuseum.org.uk). Nearest underground is Camden Town.



An all too familiar scene from the Warsaw Ghetto...

## Also at Camden until 8 April 2007: Champion of the Child - Janusz Korczak.

This inspiring exhibition tells the extraordinary story of **Janusz Korczak** (1878-1942), a Polish-Jewish doctor, educator and children's author who devoted his life to establishing and defining the rights of the child. Drawing on objects, paintings, photographs and Korczak's own writings, the exhibition tracks his rise to status of Polish National hero and highlights his courage as director of a Jewish orphanage in the Warsaw Ghetto. Refusing all offers for his own rescue, Korczak ultimately chose to accompany the orphans to their death in the Treblinka concentration camp. The universalism of Korczak's message and the effect of his teachings on modern thinking are examined in the exhibition, which highlights the treatment of children today...

The Jewish Museum, 129-131 Albert Street, Camden Town (020 7284 1997)

Open Mon to Thurs 10am-4pm, Sun 10am-5pm Adults £3.50, Senior Citizens £2.50, Children/Students/Disabled £1.50, Family ticket £8.

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# DIAL-A-CAB AT JPMORGAN TRAVEL FAIR ROAD SHOW

JPMorgan



During November, Dial-a-Cab were invited to participate in the *JPMorgan Travel Fair Road Show*. The event was designed to introduce suppliers to Management teams and members of staff.

In addition to DaC as the Taxi supplier, exhibitors included British Airways, American Airlines, Air France, Cathay Pacific, Continental Airlines and South African Airlines.

There were also several hotel chains; among them representatives from the Hilton, Hyatt, Marriott and Orient Express. What the above and those many not mentioned had in common on the day, was that all were invited to answer questions about service and impart general information about their company and product to whomever asked!

To make it more interesting and interactive for visitors, Dial-a-Cab organised a competition with some great prizes. Our first prize was a weekend stay at the Waldorf Hilton in Aldwych together with dinner for two; the second prize was two theatre ticket vouchers, with the third prize being a very nice LCD television.

We called the competition *Do you Know your London* and had over 200 entries with many more visitors who just came over to see what we were about and to ask questions. Among those answering was DaC Chairman Brian Rice.

There were many comments about Dial-a-Cab and the majority were very good ones, with many considering that our drivers were helpful and courteous.

Concierge is the main booking format for JPMorgan and virtually everyone commented on it describing it as brilliant yet so easy to use.

All in all, the day went very well and my thanks go to our Dial-a-Cab team of Denise Zemma, Natalie Ezekiel, Sharon Alleyne and John Bankes, our IT Director.

Mike Son

## Taxi driver training scheme meets approval of DWP

Kennedy Scott, a leading UK provider of customised training programmes to both the public and private sector, recently welcomed Adam Sharples, Director General of the *Department for Work and Pensions* to its newest training centre.

Mr Sharples visited Kennedy Scott's training centre in Wembley to see the progress of the *Fair Cities* London cab driver programme that the company is delivering. The visit was part of a tour to a range of *Fair Cities* training programmes in West London and provided the opportunity for Mr Sharples to launch the DWP's Race Equality Schemes.

The *Fair Cities* London Cab Driver programme, which started in November will last 18 months and will help participants learn "the Knowledge."

Set up by the employer-led initiative *Fair Cities* Brent, the programme is run in partnership with the Public Carriage Office and aims to increase the number and diversity of London cab drivers in time for the Olympics in 2012.



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**For further details and availability go to [www.dovevillas.co.uk](http://www.dovevillas.co.uk)  
or contact Derek Donnelly (V74 on 07951 130 154).  
Prices are for the villa per week and not per person**

*Late deals and special prices for DaC members.*

Dial-a-Cab-sponsored **Wembley Football Club** took another step towards the Combined Counties league and cup "double" when defeating Cobham 3 – 1 to go into the quarter-final draw. Wembley 'Lions' goalkeeper and DaC driver **Lee Pierce (J71)** told *Call Sign* that Cobham had played a tough match with a few late challenges, "but," said Lee, "in the end we were just too good for them and with our pitch being in such good condition, it allows us to play the type of good football that we enjoy."

Almost as interesting, it was the first full match for Wembley's new signing Dean Sylvester. He came in from Edgware Town where he had already banged in 20 goals for this season! True to form, in the Cobham cup match, he scored one himself and made another for Andy Walker whilst Paul Shelton rounded the Lions up to three.

The previous week saw Wembley at their best in defeating Camberley Town by 5 – 0 with 2 goals from Jamie Walker and one each from Paul Shelton, Captain Ian Bates and a Jumo Mitchell penalty. Lee had just two saves to make and he managed those without breaking into a sweat!

With Chipstead finally losing their

# DaC-Wembley into League Cup Quarter Finals



Pic left: Club Player-coach Ian Bates scored one of Wembley's goals in the 5-0 bashing of Camberley

unbeaten tag following an exciting 4 – 3 loss at Sandhurst Town, Lee told *Call Sign* that Wembley feel that they can now close the gap even further. The season's biggest crunch match so far takes place at Wembley's Vale Farm ground in front of what should be a big crowd against leaders Chipstead on Saturday 23 December – around the same time as this earlier-than-usual issue comes out. A win for the Lions and it could be 'game on...!'

## CABBIES KIT RUN!

Wembley are being sponsored by a taxi company!

No, it's not an attempt by the FA to recoup some of the £800million-plus spent on the new national stadium, but a kit sponsorship deal for Combined Counties league, Wembley.

The deal was brokered by Lee Pierce, a London cab driver who helped get a set of fleeces as training tops as well as sponsored kits.

Pierce used his inside "knowledge" to get the sponsorship for the club.

"I knew we didn't have any training tops," he said. "Dial-a-Cab had given their drivers black fleeces and I contacted the head office to ask if there were any more to spare.

"The next thing I heard was that Chairman Brian Rice was going to let us have 18!

"Then things got better when Alan Fisher – editor of the Company's magazine *Call Sign* – said they were going to sponsor two sets of kits!"

*Courtesy of The Non-League Paper*

## Most Dangerous Job? DaC's Mickey Tells Beeb Yes!

Er, well, sort of...

In what must have been termed a quiet news day, the world's TV stations from the UK's BBC to the USA networked NBC, turned their attention to what the UK's most dangerous occupation was following a survey carried out by the *Discovery Channel*.

In a totally ridiculous finding, the job of a London cabbie was deemed more dangerous and stressful taking into account the likelihood of death and serious injury, working hours, skill levels plus mental and physical stress than a scaffolder, miner, trawlerman or lumberjack!

Researchers for the satellite channel's show *Hard Labour*, apparently travelled the length and breadth of Britain to seek out the toughest jobs before coming to the conclusion that it was ours due to traffic problems and having to deal with abusive passengers.

The BBC News put the item third in line only to a Palestinian rocket attack on Israel and the PM's apology over Britain's part in the slave trade 200 years after it had been abolished!

Speaking to BBC's Breakfast news, several London Taxi drivers agreed that driving in all that traffic was stressful, but several smiled coyly while nodding affirmatively when asked whether it was the most dangerous job in the UK.

Unlike the others who had been recorded on video, Dial-a-Cab's **Mickey Tarbuck (L41)** was interviewed live on air and coped as well as the interviewer - Sarah Campbell! She asked Mickey how dangerous the job was. He replied that the constant heavy traffic undoubtedly took its toll on drivers, but that the hardest part was when passengers jumped in and asked for a destination they had 15 minutes to get to when the driver knew it would be touch and go. "That can be very stressful," said Mickey, who went on to add



Mickey live on BBC Breakfast News

that following a quiet few months when Congestion Charging first came in, levels had now returned to what they were before!

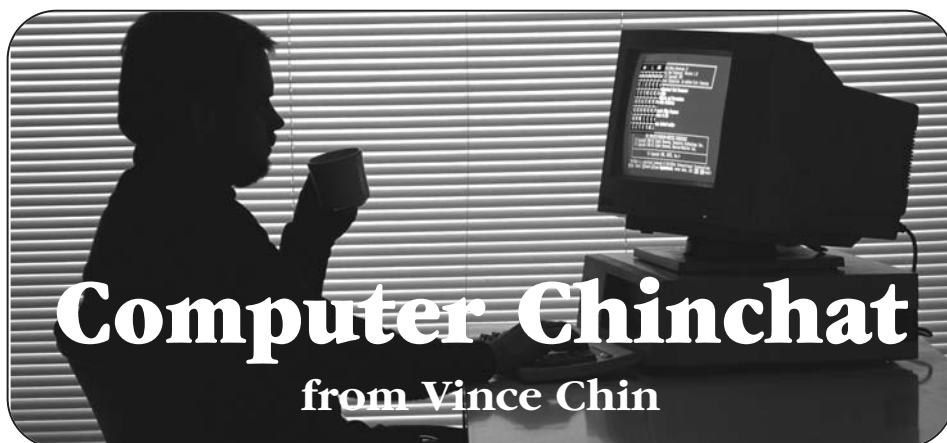
"I work on Dial-a-Cab," he told Sarah making sure that viewers had seen the DaC logo, "and passengers phone us for their taxis. However and for whatever reason, often they are not ready when we arrive. The result is a five or ten minute wait followed by a £50 PCN for waiting in a restricted area!"

Answering like a seasoned pro, Mickey carefully avoided the parts on how dangerous the job was and concentrated on the stress aspect. He told *Call Sign* afterwards: "I did try to stress that I didn't really think our job was particularly dangerous, but it certainly is up there so far as stress is concerned. I also think you are right in that it must have been a rather quiet news day!"

Mickey was astonished when *Call Sign* informed him that even American network TV channel NBC had covered the story!

"Wow," he said, "an international star at such a young age! Now that's real stress!"





## Computer Chinchat

from Vince Chin

I've often wondered how popular my articles are in *Call Sign* as PC related email questions have gone down to around one a year, so I just assumed everyone is now PC literate! Well last month I mentioned that I'd be at North Weald Market on Saturday and Blackbushe Market on Sunday. I'm glad to say a massive one driver (and wife) came up our stall. I'm overwhelmed!

I must admit though, it was rather cold and dragging yourself out of bed to go to the market might have been difficult, so I didn't expect to see anyone. But you never know; I may get 2 drivers next weekend...

The other day a lady visited our stall who was researching her genealogy. Apparently her great grandfather was a *growler* cab driver, but she had no idea what one looked like. She left our stall an extremely happy woman, holding a 12 x 10 black and white photo of a 4-wheeled growler and cab driver. To cap it all, she received a history lesson about the London cab trade thrown in!

Whilst at the market, I get many visitors asking how we restore the old negatives, lantern slides and 35mm slides and photos, so I thought it would make a good article seeing as so many people have old photos of their relatives and ancestors.

Firstly, equipment is the key to the best possible outcome. You can get by with an average scanner, an average printer (or offload the printing) and average PC, but for the best results you have to use the best equipment. For instance, some of the dry glass plates

we have are as large as 8 by 7 inches, try scanning that into an average scanner; it just won't work. But go to [www.epson.co.uk/products/scanners/Perfection4990Photo.htm](http://www.epson.co.uk/products/scanners/Perfection4990Photo.htm) and see the Epson Perfection 4990 Photo. That will certainly do the trick well, although you'll need a high-spec PC (see last month re Dual Core PCs on [www.dac-callsign.com/06/Nov06/page10.html](http://www.dac-callsign.com/06/Nov06/page10.html)).

The Epson Perfection 4990 can accommodate all of the previously mentioned photographic artefacts and can scan at a massive 4800 x 9600 dpi, however at £275 on Amazon, it's quite expensive compared to other scanners, but it works a treat.

Adobe Photoshop CS2 is the best software for image editing, however at £496 it's also extremely expensive. You can buy a reduced functionality Adobe product, Photoshop Elements 5 for £60, but the best cheap image-editing product is Corel Paint Shop Pro Photo XI at

£69 (all these prices were taken from [Amazon.co.uk](http://Amazon.co.uk)). The biggest problem with all these image-editing packages is the huge learning curve involved with image editing, so be prepared for extensive research on the Internet.

Finally, printing; you can use your own inkjet printer, which should produce adequate results although I suggest taking the CD containing your images down to your local print shop and get them to print the images or use an Internet based printer similar to [www.photobox.co.uk](http://www.photobox.co.uk).

Alternatively, if all this sounds daunting, simply contact me through *Call Sign* or come and see us at either of the two markets and I'll be happy to give you all the advice you need!

*Hope you had a great Christmas and I wish you all a prosperous and lucky 2007...*

Vince Chin

### TX4 breaks LTI sales record!

In its first full month of sales figures since releasing the new TX4 taxi, London Taxis International have announced record sales figures.

That first month saw 362 new TX4 taxis leaving the showrooms as against the equivalent from last year when 215 TXII taxis were sold by LTI dealers.

That represents an astonishing increase of 68% and a huge success for LTI.

## SOUTH LONDON TAXIS

### 10% DISCOUNT FOR DAC DRIVERS!

If you live to the south of London and are looking for a garage offering quality work for a discounted price, try South London Taxis Limited because if you pull in with a Dial-a-Cab logo on your taxi, you will get a 10% discount on ALL work you have carried out there. And YES – that includes overhauls! South London Taxis Limited are already well known in Croydon, but with the savings on offer for Dial-a-Cab drivers, they must be worth those few extra miles even if you don't live there!

**South London Taxis Limited**

**69 Wortley Road, Croydon, Surrey CR0 3EB**

**Telephone 020 8665 1435**

*This 10% discount offer is available to all new and existing customers who have the Dial-a-Cab logo on their cab doors.*

*Julia Pebble was a telephonist (before there were such things as call takers) at our previous home of Shirland Road, W9. She left many years ago, but still retains fond memories of her time with ODRTS and the Chairman of the time, Peter Fennymore. But that wasn't why she contacted us recently. It was about an 81-year-old friend of hers, Pam Nenks, who'd had her car stolen and how Dial-a-Cab saved the day for her... Julia takes up the story:*

"My friend, Pam Nenks, had her car stolen by a heartless thief even though her blue badge disabled sticker was clearly visible on the windscreen. We had tried all manner of things to help us find the car because she is totally dependent on it. We reported it to the police, phoned LBC Radio and told the newspapers. The Hampstead and Highgate Express even ran a front-page story on the theft. I then suddenly wondered whether Dial-a-Cab could help?

I know how wonderful London cabbies are – there's nobody else like them throughout the world! They have an infinite knowledge of the biggest city in the world; have to cope with the worst traffic and some of the worst pollution on the planet – not to mention some of the passengers they may have to pick up – yet still they find time to perform genuine acts of kindness and charity, such as taking disadvantaged children out for a day to the seaside for example.

So when I phoned Dial-a-Cab to ask for their help to find my friend's car, I spoke to Mr Tom Whitbread and everyone then joined forces to help. I was treated with the kindness, compassion and openhearted response that only our London cabbies can provide!

The call went out to DaC drivers to keep a look out and within just a few minutes, one of your wonderful drivers – Mr Vince Ward (V87) – called DaC to say that he had found the car! I received a telephone call from Tom Whitbread, telling me about the successful conclusion. We were just over the moon, not really being able to believe it!

I would just like to offer our sincere thanks to all of you from the bottom of our hearts. You will never

# Dial-a-Cab Are Our Heroes!



Pamela Nenks - DaC are wonderful!

know what a wonderful gift you have given us this Christmas. May God bless you all and grant each and every one of you a very happy Christmas and a wonderful New Year. You truly deserve it."

Pam Nenks is disabled due to a serious

heart condition, but still does charity work for *Guide Dogs for the Blind*. During WW2, Pam was with the *Auxiliary Territorial Services* serving as a Radar Operator and was credited with gaining much information that helped the Allies in their battle against the Nazis.

In addition to being totally lost without her car, it was also of sentimental value having belonged to her sister and having the initials on the number plate of their father.

Pam told *Call Sign*: "I feel that I have done my bit for the country, but that obviously means nothing to whoever took my car because they would undoubtedly have seen the empty collection tins on the back seat. No doubt they are now using them to pretend they are collecting for the charity itself. I would like to thank Tom Whitbread for his help and also Vince Ward who spotted my car. I am just so pleased that I have the car back thanks to you wonderful cabbies at Dial-a-Cab."

And if that story doesn't make you feel happy heading into the New Year, then not much will!

## DAC CUT-PRICE TRIPS WITH...



*You can join the hundreds of Dial-a-Cab drivers who have already taken advantage of the concessionary fares Eurostar are offering us. Whether you fancy a trip to the wonderful French City of Culture, Lille, want to sample the magic of Paris or travel back in time to wander through historic Brussels, you can get there on the incredible 186mph Eurostar.*

*You can take family and friends with you, but the DaC driver must be in the party. Booking forms are available only from the DaC Driver's Reception...*

**The prices? An amazing £49 return standard class - or if you would like a bit of luxury, £99 return first class!**

*The magic of Dial-a-Cab and Eurostar together...*



It really is a small world at times! One of our **Call Sign** on-line readers living in California recently visited the South Pacific island of Tahiti and took with him a DaC logo that he had been given some years ago as a gift, with the idea of taking a photo to send **Call Sign** as a thank you for our on-line service.

While there, he came across taxi driver Alan Foures, an American married to a Tahitian woman and together they have lived in Papeete, Tahiti for many years. Alan thought the logo was cool enough to place it on his taxi and soon after, thanks to the magic of the Internet, it ended up in this issue.

The photo was taken at the Cascade Vaimahuta (waterfalls), a place popular with tourists. John told his passenger that the price of petrol in Tahiti was around £4 per gallon - something that made our **Call**

**Sign** reader almost pass out with shock, being used to "gas" at under \$2 a gallon! Lucky they don't live over here!

Next time you are in Tahiti, ask for Alan Foures to show you around. You're bound to get a good deal - especially if you mention that you are on the real Dial-a-Cab.

*Tahiti is part of a group of islands, which also comprise of Moorea, Bora Bora, Huahine, Raiatea and Taba'a.*



# It's a Small (DaC) World!



Tahitian Cabby Alan Foures and his DaC logo  
Inset pic: What Tahiti is even more famous for!

## Third Annual Liverymen's Dinner

The *Worshipful Company of Hackney Carriage Drivers* recently held their Liverymen's dinner at Saddlers Hall in Gutter Lane. The guest speaker was Anna Raeburn, broadcaster and journalist, who said it was only her second visit to a livery hall. Her speech was well informed about the taxi trade and was enjoyed by those present.

Prior to the dinner, new members who had applied for Freedom of the Company, joined by those members who had applied for Livery and two gentlemen receiving an Honorary Freedom of the Company, went into the Courtroom where they were all welcomed.

On this evening, there were 5 people granted Freedom of the Company, whilst 6 Freeman were clothed in the livery. The Master of the Company, Pat Stanley, proposed a toast to all the new members during dinner.

The dinner concluded with everyone joining the Master and Wardens in a stirrup cup. This dinner was an enjoyable evening in a wonderful livery hall, built in the 1950's and standing on part of the site in Gutter Lane occupied by the first Saddlers Hall some 600 years ago.



DaC's Doug Fisher (E64) - one of the 'Fellows' at the dinner

Sandie Goodwin

At the beginning of September, I collected the Sunday papers from our local newsagents as usual. As I carried them home, a brochure fell out from *The People* newspaper. It was from *Argos* showing their price reductions during the month of September.

As I glanced through the brochure, I noticed a *Nikon* camera that I was very interested in and which I had seen in the main *Argos* catalogue at a much higher price.

So I decided to call the order line and make sure of the authenticity of the reduction. I told the call taker that I was unsure if they had put the correct picture in for the item, as they were showing a camera with an extra zoom lens. After checking with her supervisor, they decided it was an incorrect photograph and said I could not order it as shown. When I asked how a Trading Standards Officer would view this, I was told "they know about incorrect pictures."

I checked with the Trading Standards Officer and was informed they were allowed to make a mistake, but if they carried on trading after it had been highlighted, they were overstepping the law. So I waited until Friday 15 September and tried to order it again and asked what would I receive. I was told that yes, I could order said item and it would be as stated in the photograph. But they were out of stock, so I should try again on Monday as the offer ran out on Tuesday 19 September 2006. I used one of the phones situated in the Dial-a-Cab call centre so that the call would be taped.

On Monday, 19 September, I phoned again using a taped phone, this time the order was taken and I was told it would be delivered on Thursday 21 September. I checked twice during the conversation what I would receive on Thursday and also to confirm that the catalogue number was correct for the picture.

**The following day, Tuesday 19 September, a security person from Argos telephoned me checking my card details and confirming my expected delivery on Thursday. The day came and I awaited with expectation. When 5pm came I decided to check the delivery. The girl on the switchboard informed me that they did not have a clue where the delivery was at that time, as their computers were playing up. Needless to say no delivery arrived.**

The following Monday (25 September) I checked with *Argos*, only to be told my delivery address was incomplete. I asked the young lady what address she had, she replied giving me the complete and correct address used by the Post Office. On each taped call, I requested the call centre representative's name in full, but was told they only give a first name. This is completely useless as they then either deny they have someone with that first name or they have many with it.

The telephonist then asked why did I

**Ever felt that a big company was bullying you? Argos tried it on with DaC Compliance Officer, Tom Whitbread, but got more than they bargained for...**

## Tom Whitbread and a Camera From Argos...



not try phoning the delivery company? I phoned and spoke to a Beverly who said I should not be phoning them as I had not received an *unable to deliver* card. I informed her I had every right as someone was holding £399.99 of mine for which they should have delivered goods. I found this person to be very rude and would fail any customer relations course. She then said they did not have the delivery at the depot.

So I phoned *Argos* back and spoke to a Chris who said he also did not know what had happened to the delivery. I informed him that I had spoken to Marie earlier, but he denied that a Marie worked there. When I told him I was also taping the call – just as he was – and I could play him back the original call, he suddenly became very childish and said; "Because you never told me at the beginning I was being taped, I am going to terminate the call." I reiterated that he was also taping the call and asked what his problem was? He then informed me the delivery date was to be Thursday 28 September.

Thursday 28 September came and went and I still had not received my delivery, so I phoned the Head Office of *Argos* in Milton Keynes and asked to be put through to the Customer Complaints department. The switchboard operators ignore your request and put you through to a normal call centre representative and at no time are you told your call is being taped.

I informed her I was taping the call and preceded to tell her of my complaint. I got the impression that I was talking to a robot and that no action would be taken.

I then changed tack and called *Which* Legal Help of which I subscribe for a very

low price per year – some of the best money I have spent. The advice I received over just this problem would have cost in the region of £500 to £600 had I gone to a normal, *Yellow Pages* solicitor.

They advised me how to compose a letter, which would be appropriate for the situation – including certain words and phrases that had to be used during the course of the letter.

This letter was sent on 2 October by recorded delivery so that I could check its progress on computer. The letter was delivered the next day, but true to the *Argos* policy, they did not even reply to the contents. *Argos* had now held my money since 19 September.

I checked with the credit card company and they informed me that they had paid *Argos* the day after the order had been accepted. If I did not receive my goods within 30 days, they would get my money refunded. I told them that I did not want the money, I wanted the goods but they said they could only get the money. After talking to the *Which* solicitor, I found this statement to be incorrect.

**If your order has been accepted and the credit card company have to regain your monies and then you find you were getting less money than the accepted order was supposed to deliver, the credit card company would have to supply money for you to purchase an equivalent item to that which you had ordered. This is called Loss of Bargain.**

I also spoke to the Trading Standards Officers consumers help line – part of the DTI – and I found them to be quite informative, but they did not have the expertise of the *Which* solicitor. In fact they directed me to send a second letter giving another deadline for *Argos* to complete the agreed deal. I didn't need to go to that, but as I had half-written the letter before talking again to the *Which* solicitor, they told me to carry on and at the top of the first page to write in bold letters: *Final letter before legal action*. Also prior to the date I was giving them to comply, to put the words: *As time is of the essence...*

The lady solicitor also directed me to a website to download the court papers to take *Argos* to the Small Claims Court. She informed me that if I downloaded the forms and collected the relevant information, she would then guide me through the paperwork and I could submit them over the Internet to my local court. I once

*continued on page 29*



**Tom Whitbread continued...**



*continued from page 28*

again recorded the letter, which Argos received the next day.

Within 1 day, I had been contacted by the complaints department of Argos but I was on my way out and would not take their call until I could use a taped telephone. Then I spoke to a lady called Carol.

After hearing my story, she said she would despatch the camera straight away. I asked about the extra lens and was told that was just a mistake and could not be fulfilled. I told Carol that I was now, with the help of the *Which* solicitor, ready to submit court papers. I was then told to wait and that she would phone me back - which she did and then offered me the camera and £150 worth of Argos vouchers. I declined this offer as I had quickly checked and found that Argos did not sell the extra lens on its own. I once again said to Carol that I would just submit the court papers.

Carol then asked if they could phone back the next after checking availability of the item I wanted. The next morning I spoke to another young lady due to Carol being off and I was informed the Nikon Camera Kit was being despatched and would be with me the next day.

The next day, a courier arrived with a parcel and was surprised when I asked him to open the package in front of me and check the contents. I said I would not sign for the package until I knew the full contents. Being satisfied that I had in fact been sent the complete order, I signed and went indoors to learn how to use my new camera kit.

**The kit is now advertised in the Argos catalogue under its correct number and price. I would advise anyone that if you are correct in what you are doing, do not let a large company frighten you.**

There is always help that you can call on for a reasonable fee, but you have to put in your own work as well. I would also advise everyone to subscribe to *Which Magazine* and their legal help line as I do. Now I own a Nikon D50 camera kit valued in the Argos catalogue at £549.99 and for which I paid £399.99.

**Tom Whitbread**

**"Sunset Strip" has now handed his badge and bill back to the PCO after 50 years. These are his memories. We left him last month talking about ODRTS in the 'fifties...**

## Fifty Green Years...

*Continued from December*

For those many thousands of you who are eagerly anticipating the revelations in *Fifty Green Years*, here is the next set of lessons. It took place at the time when the ODRTS Chairman was a young man by the name of Bonnie Martyn.

So... how to price up an ODRTS two handed, pre-booked, radio cash ride airport job? My mentor for this lesson in 1956 was not only an ex-policeman, but also an ex-PCO Knowledge Examiner. Not only was he all these wonderful things, he was also the same God-like man who had given me my req and the accompanying lecture on honesty and good behaviour, blah, blah, blah!

His name was Mr MacKay, a tall, lean, quietly spoken Scotsman straight off the pages of Sir Walter Scott. He and I were allocated the airport job, picking up Mr Austin and his soon-to-be famous in-her-own-right wife, the one and only Jackie Collins - sister of the even more famous Joan.

Mr Austin and Jackie lived in a fabulous penthouse flat in one of the modern blocks in Oakhill Park, Hampstead. Mr Austin was renowned for encouraging cab drivers to ignore road signs, traffic and traffic lights in his constant desire to impress on us how important he was. As for you, the cabdriver, if you got nicked he went all goody two shoes, denying he had encouraged his cabdriver to do any unlawful acts. But he was a very generous tipper, so you can't have everything.

Mr MacKay and I parked our taxis outside Queens Buildings, as you could in those days and went inside to meet and greet Mr Austin and his entourage as they came through to the reception area. A few minutes later and up came two young constables of Her Majesty's police force.

"Whose do those two filthy, dirty cabs belong to then? Is it you two," they asked? As I stifled my rising temper and forced myself into groveling, up spoke my senior partner in crime, Mr Mackay. "Those two cabs are clean enough, laddie, to be passed by any inspector of the PCO, so on your way before I put in a complaint and ask my old chum, your inspector, to have you in for a lecture on how easy it is to get a note on your service record!"

MacKay's voice had risen from its usual gentle Highland drawl to one of authority. One wooden top, as he later described them, had the audacity to ask him for proof of identity and out came his letter of praise from the Commissioner of the Metropolitan Police. I found out it was thanking him for his many years of service to the Met and Public Carriage Office. Exit two humble, unhappy young coppers.

He then got down to the more important business of pricing the job as it would entail waiting, loading and unloading our precious cargo of passengers and their luggage. "Leave the pricing to me, laddie," said Mr MacKay. It didn't sound like



**"The ODRTS Chairman was a young man called Bonnie Martyn"**

a request, more an order! We got the Austins to Hampstead; the meters read £2.5 shillings (£2.25p in decimal gelt). "That will be a tenner sir," MacKay beamed to Austin, "I didn't want to take a chance and let the young rascal rip you off, so I've priced the fare to include both taxis." Many a true word said in jest.

Mr Austin gratefully paid off the 6' 2" tall MacKay and gave him another £2 tip in gratitude for being saved from my rapacious desires. I got my fiver and was very happy indeed, as a fiver was half a long day man's expected takings. My Master collared his seven quid and as we drove away, he said to me: "Don't I know you from somewhere, laddie?" I replied no, as I was worried he would want a tip from my fiver. What I also learnt from him that day was to be smartly dressed, smile, speak nicely, keep your cab clean and don't take any stick from junior policeman if you have an ex-inspector on your side.

Be lucky...

### Sunset Strip

## Ruffles

**The Complete Curtain Making Service**

Curtains, pelmets, swags and tails or blinds as well as soft furnishings...

Cushions, quilts and headboards all made to measure using customers own fabric...

Oe choose from a selection of fabrics and trimmings bought to you in your own home.

Tracks and blinds can be supplied and fitted

**For more information call  
Kim on 0208 505 9755  
or mobile 07961375418**

# Taxi Driver of the Year Ball - A Huge Success!

The London taxi trade used to be famous for its social calendar, but events where you can get dressed up and go out are now few and far between. Fortunately, the *Taxi Driver of the Year Charity Fund's dinner and dance* is still taking place, even though there hasn't been a Taxi Driver of the Year for two years now!

This year's event at the Britannia International, Marsh Wall could well have been the best one yet with a full house eating, drinking and being merry. The dance floor was always full – thanks to an amazing R&B group that made *The Commitments* look ordinary! Every classic piece of soul from Wilson Pickett to James Brown came under attack from lead singer Laura Frankel and ensured never a quiet moment. Who'd have thought Brian Rice and Roy Ellis would ever be on the same dance floor bopping away with their partners!

In a nice touch, three special awards were presented for those who have helped the charity over the years. They were for Dial-a-Cab (who usually sponsor the band), KPM and Doug Sherry.

Both **Russell Poluck (T55)** and wife **Barbara** can feel proud of the evening and of the large amount of money raised for trade charities.

In a speech, Russell said that it was hoped the TDoY would return next year.



Janet Fox (G35J) shows everyone how to boogie



Brian Rice accepts a plaque on behalf of Dial-a-Cab for 30 years continuous support



DaC dispatcher Jay Gomez with lovely girlfriend Rose



Ed's wife (l) with Chairman's wife



Barbara and Russell Poluck (T55) – relaxing after all the hard work of organising



On opposing sides in business but still friends – Brian Rice and Geof Kaley



# BOOK REVIEW

## Unfinished Journey

by Aubrey Morris

(Polemicist £12.99)

Over the years there have been many books written by taxi drivers.

Going back to the first one *Call Sign* has in its library, *Taxi* by Anthony

Armstrong, which took a look at the trade in 1930.

Coming back

towards the present day, recent efforts have seen *Mus Mustafa's* book showing photos of his passengers telling those interested exactly why they were in his cab and *Simon Garner's* photographic look at the trade – also called *Taxi!* Both were interesting – but in the main only to cabbies. Invariably the subjects always revolved around taxi driving – who they picked up, when, how and even why! Books such as *Phil Warren's* history of our trade certainly deserve their place on the bookshelf, as do *Alf Townsend's*, but again, they are for cab drivers by cab drivers.

*Unfinished Journey*, from the pen of Aubrey Morris, is different. It's the story of a fascinating life that has, as part of it, the author's fling with the Knowledge and his time as a taxi driver. But that was just a small part of an amazing life...

Possibly even more interesting is that so many others – who wouldn't have known where to start – could have written the first half of this book. Fortunately, Aubrey Morris did know how and his autobiography proves it. For anyone whose roots were in the old East End, this book will be like going home with so many mentions of a life now no longer there except in the minds of those they involved.

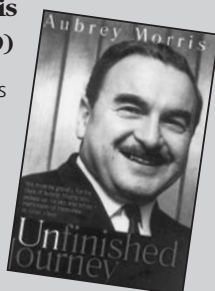
*Unfinished Journey* is the story of a Jewish émigré family who came to London's East End. Aubrey's gambling-mad father earned a living as a baker but couldn't hold on to his meagre earnings long enough to keep the family off the bread line.

In addition to his family history, his foray into the taxi business, there's Aubrey's war memories including his escape from Dunkirk, how he spent his 21st birthday in a war zone trench, his fascination with the Communist Party and of course, the day-to-day life of a Jew in the East End.

However, Aubrey's life has a punch line. He was always fascinated by travel at a time when most would be happy with a day at Southend. He was instrumental in pioneering the package holiday and ended up as Managing Director of the Thompson Holiday Group at a time when there was nothing else – hands up if you remember two weeks in Majorca for £19...!

He was also heavily involved at the time of the Spurs double-winning season (1961) for the first time ever, in transporting football supporters to an away match by plane. Members of the Tottenham Hotspur Supporters Club flew by chartered plane and followed that up with trips to watch Spurs' efforts in the European Cup the following season when they reached the semi-final stage before going out to the Lions of Lisbon – Benfica.

If you have any roots at all with the Jewish East End, you will enjoy this book. It really is an excellent read...



## Complaints Results November 2006



A Complaints meeting was heard on 28 November 2006 with an Appeals meeting on 7 and 15 December 2006. The results are below. Call Sign does not publish 'Not Guilty', 'No Complaint to Answer' or 'No Further Action' verdicts...

*Rep = Reprimand... Susp = Suspension...*

Name/call sign	Nature of Complaint	Sentence
<b>Chris Cahill (T66)</b>	Being rude and using a mobile phone while client was in the cab Rules: 1, 2, 3	<b>1 week susp Expelled</b>

*Following Appeal: Rule 3 dismissed. Sentence reduced to 1 week + 2 weeks susp*

<b>Neil Leathem (T67)</b>	Altering amount shown on meter Rules: 2, 3, 8	<b>1 week susp Expelled</b>
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<b>Ken Elliot (N67)</b>	Not completing min 40 jobs monthly Rules: 20, 28	<b>Expelled 6 months probation</b>
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<b>Michael Glicksman (R59)</b>	Not completing min 40 jobs monthly Rules: 20, 28	<b>Expelled 6 months probation</b>
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<b>Daniel Hopkins (L11)</b>	Not following pick-up instructions Rules: 2, 3, 8, 25	<b>3 weeks Warning</b>
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*Following Appeal: Rules 8 and 25 dismissed. Sentence reduced to warning + Rep*

<b>Ronald Copping (T42)</b>	Not completing min 40 jobs monthly Rules: 20, 28	<b>1 week susp Expelled</b>
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*Following Appeal: Sentence reduced to expulsion on 6 months probation*

<b>Antony Gillam (N14)</b>	Not completing min 40 jobs monthly Rules: 20, 28	<b>1 week susp Expelled</b>
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<b>Larry Pelton (L25)</b>	Not producing his taxi licence for 3 Years to prove ODRTS membership Rule: 21	<b>1 week susp</b>
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*Following Appeal: Sentence upheld*

<b>Larry Pelton (L25)</b>	Not completing min 40 jobs monthly Rules: 20, 28	<b>1 week Expelled</b>
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*Following Appeal: Sentence reduced to expulsion on 3 months probation*

<b>Michael Calvey (B95)</b>	Not completing min 40 jobs monthly Rules: 20, 28	<b>1 week susp Expelled</b>
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*Following Appeal: Sentence upheld*

<b>Lee Wood (T18)</b>	Altering amount shown on meter Rules: 2, 3, 8	<b>2 x Warnings 1 week susp</b>
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## CALL SIGN WORLD EXCLUSIVE!

The May 2005 issue of Call Sign ran a story on DaC driver Tony Arnold (F03) being asked to go to Abuja - Nigeria's capital City (taking over from Lagos in 1991) - to help train the locals in driving TXIIs since their importation into the African state. Now for the first time anywhere, Tony's experience in Nigeria...

Having already successfully driven a TXII from Beijing to London in 2002 - followed exclusively in *Call Sign* - Tony wasn't new to driving the London taxi abroad, but this was something different. He had been asked to travel to West Africa and help train Nigerian would-be taxi drivers to carry out a similar service to that which London is famous for. In addition to a basic form of Knowledge, it involved their driving skills and general communication with passengers and astonishingly on a TXII - but in temperatures that reached 125°F! It wasn't going to be easy...

The Abuja Ministry of Federal Capital Territories told *Call Sign* that they had completed all arrangements with the various parties to set up the whole training scheme. They said the aim of the project was to provide Abuja with a clean, modern and efficient taxi fleet befitting the capital of the country. They knew all about London taxis as Nigerian President, *Olusegun Obasanjo* had a TXII. The MFCT chose two vehicles that they claimed would eventually be used by those who passed out as taxi drivers - the Peugeot 307SW and the "iconic, superior vehicle, the famous London taxi." They had also set up a leasing scheme to help drivers and other interested parties who wanted to buy their own taxi.

Most drivers were fairly poor by UK standards and the minimum price they would have to put up was 100,000Naira (£45,000) - a substantial amount in anyone's language. The MFCT, however, were offering to help those interested and *Call Sign* has been told that a great deal of interest has been shown.

**When Tony arrived back in London, he told *Call Sign* how the trip had gone...**

His trip and its training program, he said, had been one of his life's most satisfying times. He started with a group of Nigerians who drove beaten-up cars (that they referred to as taxis) and whose driving habits were appalling - as was much of their driving skill!

When the Nigerian government first suggested the idea, London contacts passed Tony's name over as a good representative of our trade following the amazing success of his China trip. *Call Sign's* on-line library showed photos of his successful Beijing drive and Chinese TV had many hours of footage. Tony was delighted to go.

"But," Tony told *Call Sign*, "having to sit



# Tony Arnold's Nigerian Training Trip And in a London taxi!



One of the first Nigerian drivers to pass out as a TXII driver in Abuja



Tony with Project Manager Paul Santus. Even in Nigeria Tony manages to dig out a DaC top!

in a Gold-spec Nigerian-green coloured TXII where the air-con hadn't been gassed up due to an internal dispute over whose responsibility it was and in temperatures that reached 125°F, wasn't really my idea of fun! The upside was that it helped me shed some unwanted pounds! Mind you," he said smiling, "there must be easier ways of doing it!"

The training program had a time limit of three weeks and there were 200 drivers entered for it! It was hard, non-stop work consisting of driving and theory with exams held on the final day. Those who were successful were presented with a Nigerian Federation Government Certificate, which allowed them to drive either the London-type taxi or a Peugeot. Most hinted that given the opportunity, bearing in mind that other than the President's taxi there are only

a few TXIIs in the country, they would prefer the London cab.

The minister responsible for Abuja, *Malam Nasir el-Rufai*, said the cabs would be practical and help give the city character.

**"Nigerians carry lots of luggage," he told *Call Sign* "and London taxis have the capacity to carry it!"** He ended by saying: **"They are probably the best designed taxis in the world and they last on average between 17 and 20 years."**

As an oil producer, how wealthy is Nigeria? Surely they could just go out and buy as many taxis as LTI could produce?

**"No,"** said Tony with deep sincerity in his voice, **"there is still much poverty there and if this training program can help in any way, it will be wonderful. I'm thrilled to know that the project will continue and anything that gives the**



# Tony Arnold in Nigeria (continued from page 32)



Tony with some of his trainees and helpers in temperatures approaching 125°F

**Abuja taxi driver more credibility can only be good. The last figure I heard was that 3000 drivers were scheduled to be processed during future months and hopefully, I will be involved again."**

The complete test involved a knowledge of Abuja, driving skills, Highway Code, English speaking ability and a health check and many of the candidates – awful drivers by UK standards before the courses began – were successful and according to Tony, much, much better by the time he returned to London.

**"My aim was to give the Abuja drivers a similar sense of pride to that which we in London feel about our job, and I believe that we have started that process. As another example – and Allen Togwell will like this – we ruled that drivers had to be presentable at all times during the testing program. They could not wear shorts or have exposed shoulders. We also banned sandals - but gave way on that once the temperatures rose above 120°F!"**

Representing the successful drivers, candidate *John Mwoye* told *Call Sign*: **"I learned many good driving techniques that I had not been familiar with before Mr Tony came here. He was such a good instructor, but also so human when giving correction where necessary."**

So were there any parts of his time there that Tony wasn't happy with?

**"I thought the whole process went really well, but that heat was a real hardship and by the end of the day you were totally drained and all I wanted to do was to rush back to my air conditioned hotel room and sit in a cold bath!"**

And other than the successful courses, were there any lasting memories?

**"Yes," said Tony, "I went over there unsure as to what the people would be like, but they were warm, friendly and so very honourable in everything they did. Just lovely people..."**

Since the above article was completed, Tony has returned to Abuja on a further 3 occasions engaging in general maintenance and upkeep of their TXIIs. He has also been inundated with enquiries from other African states about the excellent work he achieved in Abuja. To many, Tony was considered as an ambassador of the "famous" London taxi driver.

Tony also went to Kaduna, a 3-hour drive from Abuja where there is a very simple taxi system and where they can ill-afford the TXII, however thanks to Tony's persuasive skills and acute driving tuition, they still asked him if he would help train the local drivers. As a result of that, it is estimated that Tony's tuition has already prevented 60% of



Tony introduced to the Nigerian Minister of Federal Territories, Malam Nasir el Rufai

normal day-to-day accidents with the Kaduna drivers paying close attention to what London drivers take for granted under normal driving conditions.

He then went on to visit Gombi - a 10-hour drive from Abuja. Tony told *Call Sign*:

**"Never mind the TXII, some of the way was only accessible via horseback and I can't begin to tell you what that did to my self-esteem – besides giving me a sore bum!"**

Tony also went to the Kano – around 2-hours from Abuja where although taxi facilities were very basic, Tony told us: **"It was still a privilege to show the local drivers different ways of driving and how to use speaking skills."**

Later this month (January), Tony will be undertaking his hardest task to date in overseeing the complete infrastructure of training and driving skills for the prospective taxi drivers of Ghana! He is scheduled to return there on a further 6 occasions in the forthcoming year and *Call Sign* will again follow the work of this astonishing Dial-a-Cab driver...

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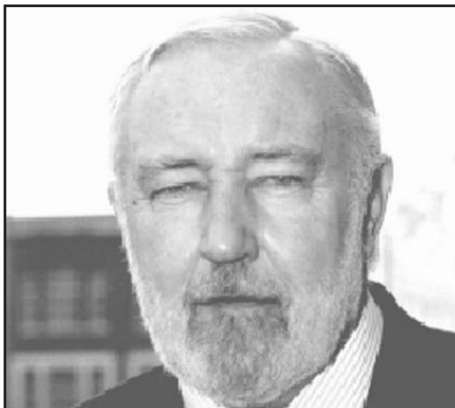
**The following is a letter from the Chairman of the London Cab Driver's Club, Alan Fleming, in response to an article in the November Call Sign headed PCO and the emissions retest: "LCDC alarmist..."**

**The article was based on a statement issued by the PCO to the London taxi trade...**

In the November issue of *Call Sign*, the in-house magazine of DaC, there is an article entitled LCDC alarmist. On that point we have to agree. For we are very alarmed that drivers are being blackmailed into fitting equipment that has been shown not to work. The article claims that the PCO have been proved right and that the Club and the garages have been left licking their wounds.

Well we have news for *Call Sign*; they could not be further from the truth for the following reasons. The article is quite right when it states that the PCO took four cabs from those garages for testing. In the article it states that one of the systems failed marginally and

# LCDC Respond to Call Sign and PCO Emissions Retest



One of the garages involved in this fight was a fitting agent and has refused to fit any more as they cannot get them to work. He has also asked the manufacturer to refit the cab twice and they have declined. If the manufacturer is so sure their equipment works, why would they decline? As this garage stood to make a lot of money from this enterprise, why would they not want to be involved? The simple answer is that they did not want to leave themselves open to being sued by a disgruntled driver under the *sale of goods act*.

At the end of the article, it makes reference to dishonest practice and bringing the trade into disrepute. What proof is there that there has been any dishonesty whatsoever? We challenge *Call Sign* to show evidence to support that claim.

There have been accusations made by others on this matter and no evidence has been produced to this date, the reason for this is because there is none. *Call Sign* and DaC should be supporting the efforts of the garages involved and the Club, as this badly thought out strategy affects the members of their circuit as well as all drivers.

We say this to the subscribers of DaC; why don't you ask your Board of Management why they have not? A final message to the subscribers of DaC; your Board of management and the other circuits have been very quiet on this issue. You would all do well to remember that "...to sin by silence makes cowards of us all."

**Alan Fleming, Chairman, LCDC**

*See Editorial on page 3...*

## DARK NIGHTS? LOOK FOR THE LIGHT...

### The Taxi Hailer is here!

A new product may affect the way Dial-a-Cab drivers earn part of their living – the cash part in between doing account work. *Taxi Hailer* is designed to make it easier for prospective taxi customers to be seen by taxi drivers whilst waiting on a darkened pavement looking for that friendly orange light that will hopefully say 'for hire'.

It's hard enough at times to get a taxi in crowded London – even after the holiday season – but with daylight hours at a premium, will you be able to see that passenger waving and how can they attract your attention on that dark corner?

### The answer to both questions is the Taxi Hailer!

This clever little idea – launched in November – is a convenient credit card sized, super bright flashing light that was designed by London Taxi Driver, Tony Brady.

The *Taxi Hailer* can be easily spotted by taxi drivers negotiating our way through crowded streets and will mean that desperate-to-get-home passengers will no longer need to put their lives at risk by throwing themselves into the path of oncoming traffic to hail us! It should also provide some sense of security to lone travellers late at night in the knowledge that they will soon be spotted by a licensed taxi driver.

One more thing that *Call Sign* liked – on the *Taxi Hailer* website, it proclaims inside a bold orange light: *Always use a licensed taxi...*

Naturally, we as the drivers do not need a *Taxi Hailer*, but if you know someone who you think might find one useful, the *Taxi Hailer* is available at a cost of £9.99 inc Vat + £2.50 p&p from [www.taxihailer.co.uk](http://www.taxihailer.co.uk).



the other passed. That is not correct. One of them passed marginally and the other failed quite badly and that was after the vehicles were inspected by the Head of Vehicle Inspections at the PCO. So there can be no doubt in anyone's thought process that the vehicles were poorly maintained or tampered with. If *Call Sign* would like to see the results, they are free to look at them, which is more than the PCO is prepared to do.

Then there is the comment from the PCO that the vehicles were in a badly maintained state of repair. If that is the case, how do they account for the fact that the vehicles had recently been overhauled?

On the matter of being incorrectly fitted, that is laughable. One of those systems had been fitted by the manufacturer and the cab had a new head, a new pump and injectors. Further, the fitting agents are not allowed to fit the equipment unless they have a certificate of qualification from the manufacturer.

# SUNNY LIFE

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After many years at Holloway Road, LTI main dealer and UK's flagship taxi showroom, Mann & Overton, have finally completed their move to new and much bigger premises at 39/41 Brewery Road N7. All the usual M&O facilities are there, but in larger portions including parking space for drivers – always a problem in Holloway Road.

The new building was recently opened to the trade press and other dignitaries when Christopher Macgowan, the Chief Executive of The Society of Motor Manufacturers and Traders, performed the official unveiling.

He was joined in the spotlight by Peter Shilcock, Managing Director of LTI Vehicles, who spoke of how fitting it was that the new dealership should be opened just weeks after the latest generation of purpose built taxi, the TX4, was revealed.

The move represents an investment of nearly £7 million by Manganese Bronze Holdings, parent company of LTI Vehicles, and boasts 60,000 square feet – double that of the old showroom – with an additional 30,000 sq ft of customer parking on the roof.

The showroom now displays the largest range of new and used London taxis in the country and is matched by a larger workshop which will have 40 bays to ensure even better



# M&O OPEN HOUSE



**Christopher Macgowan opens the new M&O. Alongside him is LTI vehicles MD, Peter Shilcock. Inset: M&O's new and much larger showroom...**

service to customers so that vehicles spend as little time as possible off the road.

Peter Rigden, General Manager at M&O told **Call Sign**: "We are delighted Mr Macgowan could join us for this occasion. This new

showroom means we can offer an even better service to more customers and ensure the capital's taxis are kept on the road. It also gives us the perfect arena to display the new generation TX4 taxi."

Well done, everyone, you are almost through the long Christmas season. A lot of you, like my DaCman Glen, probably missed all the mulled wine, the parties, the rainy walks and the long lie-ins that we office workers enjoy over the break. At least you'll probably have made loadsa money and helped loadsa people. Soon you'll be off on your terrific winter holiday, I imagine.

Pat yourselves on the back I say, unless your back is already slimy with sun cream, of course.

## January - the divorce season?

Soon it will be spring and our thoughts will turn to love, but in January they often turn to divorce. It's apparently peak season for it and the journalists seem to blame it all on being cooped up for too long with your partner with too much to eat and drink.

I think it's to do with bills coming in and misdeeds at Xmas and New Year parties. Also, a lot of people who want to split up before the holidays put it off until afterwards and play happy families with a frozen smile and a broken heart. Divorce is no joke and I'm glad we haven't started sending Happy Divorce cards and throwing Decree Absolute parties, like they do in California. But it isn't always a case of a failed relationship - some successful ones simply end. Splitting up can have its positive side, I

**Views on life, love and the laundry basket from the lady behind a DaC driver...**

## Back Seat *Driver*



think. Glen was (mostly) single for ten years before I got lucky and pulled him into double harness. He used the freedom to travel the world. In the winter of the first Gulf War, for example, work dried up completely and instead of driving around empty, he hopped off to Costa Rica for three weeks - unforgettable, I'm sure.

## And then there (isn't) Valentines Day...

If any of my readers, or your friends, are post-holiday relationship casualties, they won't be looking forward to *Valentine's Day*, which is getting bigger and more commercial every year. Glen decided

he'd had enough last year at our romantic meal at the *Montague on the Gardens Hotel*, with helium balloons, roses and high prices. He declared Valentine's Day to be last August, complete with presents, a card and a meal for me, so he could ignore it in February and have a lucrative night on the streets - working!

Here's a Valentine's poem for women, which made me laugh when I was - like Elvis - *so lonely, I could die*.



*Who's my secret Valentine? It's you, my dear, of course,*

*And I can't wait 'till the day comes when I get my divorce,*

*I'll go out and get myself well and truly plastered,*

*'Cause then I'll be quite free from you, you domineering bastard!*



**Till then...**

**Love Poppy x x x**

# *The Anniversary Page*

## Tempus Fugit - The Gregorian Calendar

Yes, time does fly by when you're having fun, but for millions of Britons and our colonial brothers worldwide, the evening of Wednesday, 2nd September 1752 really was a night to remember. Those who snuggled under their duvets that night woke up in the middle of the following week! **Call Sign** wondered what actually happened on that night.

And as people around the world prepare to welcome in 2007 at differing times to our own midnight, we in the **Call Sign** office again wondered how our present system of keeping track of the days originated and how the system has developed over the centuries. So read on...

The purpose of a calendar is to calculate time in advance, so that regular dates for religious festivals and other events can be forecast with accuracy into the future. Until the *British Calendar Act of 1751*, Britain and her Empire used the Julian calendar - invented by Julius Caesar in 45BC.

Caesar's calendar consisted of 11 months, divided into 30 or 31 days, with only 28 in February and a leap year every fourth year - pretty much as we have now. It was accurate to within 11.5 minutes a year. However, over the centuries such minor inaccuracies add up, so by the 16th century, the Julian calendar was 10 days adrift from the solar one!

It is the Gregorian calendar that is in common use worldwide today and a physician from Naples, Aloysius Lilius, proposed it. He ran his idea past Pope Gregory XIII who liked the notion so much that he made a Papal bull in February 1582, decreeing its usage.

By the 1580s, the Julian calendar had drifted ten days behind the solar calendar, so Pope Gregory decreed the advancement of 'his' calendar by ten days to bring the days up to date - so to speak.

The Gregorian calendar year lasts 365.25 days or thereabouts, and corrects the tiny errors of the Julian calendar. Adjustment was also made to the provision of leap years, offering even greater accuracy. In fact, accuracy to within 26 seconds a year, which is good enough for most **Call Sign** readers! However, the idea of this 'new' calendar did not take off worldwide for many years, different countries slowly adopting the Gregorian calendar only as it suited them, religious observance also being a factor. Amazing as it may seem, some countries did not embrace the Gregorian calendar until early in the 20th Century!

And so we come to the good citizens of Britain and that Act of 1751. The Act declared that the day after Wednesday 2nd September would be followed by Thursday 14th September 1752, 'losing' 12 days to fall in line with the Gregorian calendar being adopted across Europe. So the British citizens went to sleep on Wednesday 2nd and woke up next morning in the middle of the following week!

Easy when you know how!



**Pope Gregory XIII - liked the idea of a new calendar**

© Call Sign Magazine MM6

## KIBBLES CAMERA

One of the hobbies of Dial-a-Cab driver **Bill Kibble (K86)** is "now and then" photography. In this series, Bill has taken photos of places and buildings that have an original version somewhere in the public domain...

**This month: Regent Street in 1910 and now...**



**Regent Street in 1910**



**Regent Street now**



# MAILSHOT

**Either write to Call Sign at  
Brunswick House or email us  
at - callsignmag@aol.com**

## Complaints from the inside...

If I go out and buy a new television, then I can be reasonably sure that when I get home and plug it in, it will not burst into flames but will show a picture of sorts. When I go to a restaurant in London and order a lamb casserole, it will more than likely contain lamb and not dog or fox. Passengers in London taxis can be confident that they will not be overcharged since our meters are reliable and checked by the Public Carriage Office. When I buy 20 litres of diesel for my taxi, I am fairly certain that I have not been sold just 18 litres. This is because we have come to expect and accept teams of safety officers, weights and measures inspectors, trading standards officers and food inspectors all working behind the scenes and enforcing various items of legislation.

All this came to mind after I was recently asked to sit on a Dial-a-Cab Complaints Committee to hear various charges against some of our members. A complaint may be made by a passenger, an account holder, a Board member or another driver. These complaints included being rude to a client, not covering the required minimum of 40 jobs each month, using a mobile phone when driving and failing to follow instructions from the Call Centre. In each case I was impressed by the amount of work that our Compliance Officer, Tom Whitbread, had put into investigating the charge to see if there really was a substantial case to answer and then preparing the records and evidence for the committee to examine. It could be the case that a member or client has brought unfounded charges against a driver and before it gets to the committee stage, Tom may well have dealt with the situation diplomatically and reached a satisfactory solution for all concerned. Remembering that this is a mutual society, the system as far as I can see is fair and takes into account the interests of the majority of the drivers, as well as the requirements of the clients.

However, I am surprised at the *chutzpah* of some of the drivers, making the same "error" dozens of times, (always in the driver's favour) and hoping that the committee will think it was an accident each time; or only completing 6 or 8 jobs a month, not just for a couple of months but over a period of 20 months. Some drivers claim sickness has prevented them from working, but the computer records show them driving round London rejecting credit work, but accepting jobs off the street. Then they have the front to say that they have the interest of the soci-

ety at heart and ask to stay on the circuit! I just cannot see how they are of benefit to Dial-a-Cab or benefit from remaining as members.

When an inspector calls to check on a restaurant he is not the most popular visitor that day, but it is in the interest of the customers to make sure the place is clean and there are no rat droppings in evidence. Likewise, it is in the nature of the job of enforcing the rules and dealing with complaints that Tom Whitbread may make himself unpopular with some drivers.

But it is usually these drivers who are harming the Society, not working to give a decent service to the clients and so jeopardising the work for ALL of us. If there is a rule that is thought to be unfair, then it can be changed by members at an AGM. Until then, we will need somebody to enforce agreed procedure for the benefit of all of us. And when that person becomes popular, it is unlikely he is doing his job properly. Imagine traffic wardens trying to get votes from drivers by not giving out tickets; very soon the streets would be clogged up with his "friends" and no cars or taxis would be able to move around.

**Laurence Kelvin (W88)**

## What would "the moaners" do...?

Through *Call Sign*, I would like to ask something of the drivers who moan about two specific Board members - firstly Tom Whitbread. I would like to know whether these knockers are capable or would have the bottle before moaning, to think whether they could do this most unrewarding of jobs?

With regard to Mr Togwell, this gent is trying to improve our image. How many of you could do his job and have the pluck to try to make us more professional? Instead of knocking them, they should have our support and also be rewarded with a further term in office.

**Ivor Belkin (C97)**

## Defending Tom...

Alan, thank you for your reply to my letter (Dec *Call Sign*), although judging by your defence of Tom I feel that you've probably misunderstood what I was trying to convey. The problem with covering 3 points in one letter, as I had done, is that you can't do justice to any of them. The offence mentioned in my letter was not caused by Tom's opinions, but by the angry tone of it, equating immigration to the increase in crime - although I guess if I had just been mugged at a cashpoint, I probably would be seething

too. I haven't had the pleasure of meeting Tom, but I have spoken to him over the phone on various occasions and he is always charming and friendly. I may not agree with his political views, but having the guts to air them does not in my opinion, make him a racist or prejudiced. How can he be prejudiced, he supports the Arsenal for God's sake! In fact I wonder if some of his anger is due to the under-achievement of the imports at the Emirates. Only joking Tom!

What disturbs me is the gagging order you have now placed on him. The great thing about this country is the freedom of expression we all enjoy. It annoys me when a minority of people bully and shout down somebody just because they have had the audacity to voice their concerns about a situation. Like I said in my original letter, everybody is entitled to have an opinion and I would love nothing more than for Tom to carry on expressing his opinions and if I, or someone else, disagree with it then let us put forward an alternative view on the matter. But let's do it in a civilised manner. Immigration is a very complex issue, let the debate begin.

I'd like to finish by wishing the BoM, staff and my fellow members and their families at DaC a very happy Xmas and a very prosperous new year.

**Divyesh Ruparelia (V59)**

**Thanks for that, Divyesh. The best part about being an Editor is that whatever you do, you cannot ever win! My banning order on Tom is temporary regarding that topic because the subject in question cannot go any further. If you read his article of this issue, it certainly isn't taxi orientated but I have no problem with it even though some may say it is nothing to do with DaC. So long as I believe his articles to be interesting - and they usually are - then he has the freedom to write what he likes. I'm pleased you agree that Tom isn't a racist. It was always difficult to prove, but it's true ...Ed**

## Thank you Dial-a-Cab...

I would like to express my sincere gratitude for ensuring the safe return of my mobile phone (having left it in one of your cabs over the weekend). As you can imagine, I did not have high hopes that I would see the phone again as I do not live in London and did not have the details of where I was



# MAILSHOT

## Mailshot continued from page 37

picked up nor where I was dropped off. Had it not been for the special effort made by your driver, I would now be without any of my contact numbers or a number to be reached at. I would like to send a big thank-you to him for going above and beyond the call of duty to make sure that this did not happen.

I can safely say that from now on I will be a dedicated Dial-a-Cab customer when in London and will also be recommending your service to all of my acquaintances!

**Tim Dodsworth**

**Telelogic Lifecycle Solutions**

**Well-done Mr Roberts (F72) ...Ed**

## And another...

On our way to the James Bond premiere, I inadvertently left an evening bag in my taxi. As soon as I got through the bag search, I realised that I was about to embark on a completely different bag search of my own. My keys, mobile phone and £70 cash were all inside the bag. Given the security arrangements, any attempts to remedy the situation were extremely limited. As it turned out, I needn't have worried. A call to your switchboard in the early hours of 15 November confirmed that your driver had already called in to say he had found the bag with all contents intact. I was both utterly thrilled and completely touched by his honesty and efficiency. I could not have asked for more. Yet the following morning, another driver incredibly kindly returned my bag, complete with cash, phone and keys to my flat. I wanted to pay him for his trouble. He declined. I asked who his favourite charity might be and as he was kind enough to leave that choice to me, I will make my own contribution by way of thanks.

May I take this opportunity to put on record my heartfelt thanks and appreciation. Could I ask you to please forward them both to the drivers on my behalf.

London's cabbies get a bad press far too easily. My experience was a real reminder that our capital's cabbies are, quite simply, the best in the world. My heartfelt thanks to you once again. I have, of course, made sure that those in the most senior positions at the Science Museum are aware of your excellent service and, more importantly, your integrity.

**Nicola Corp /**

**Development Director**

**The National Museum of Science & Industry**

**And well done to Derek Slann (R78)...Ed**

## And more...!

I am writing to say a very big thank you to you and all at Dial-a-Cab for your recent kindness and generosity in providing trans-

port to Headway East London. This enabled many of our attenders to be part of the cabaret show who otherwise would have been unable to participate.

For many, sustaining a brain injury is a terribly isolating experience. Headway East London provides a warm, caring and inclusive environment and our annual cabaret reinforces this and gives great pleasure to many people. Your support has been hugely appreciated by all and Dial-a-Cab received rousing applause from the 70-strong audience when your contribution was thanked publicly.

Many thanks again.

**Helen Duncan (aka Banner)**

**Headway East London (affiliated to Headway, the Brain Injury Association)**

**The request for assistance to help those affected by various injuries to the brain to get to their yearly show was made to Brian Rice. He dispatched four taxis – paid for by DaC – to assist Headway in their transportational problems ...Ed**

## Retiring

I can't say that I'm too happy at the thought of retiring as I liked my job – especially when working on Dial-a-Cab. I will miss the people and yes, even the stress!

I briefly joined ODRTS in 1969, left and rejoined in 1985. Nothing much had changed. But since then the progress at Dial-a-Cab has been amazing, especially over the past ten years. So all credit to Brian Rice and the Board of Management – in my opinion they are the best.

My very best wishes to everyone at Dial-a-Cab and every success for the future.

**Jack Stanley (Ex K48)**

**Have a great retirement Jack ...Ed**

## Smashing time!

Re my accident on 19 October; my taxi (just 8 weeks old) was involved in a horrific smash requiring my driver of 17 years to be extracted from the front of vehicle and thanks to his immense driving skills, there was no loss of life. An LDV van jumped a red light at Kensington and Exhibition Road and collided with the taxi, forcing my driver into the on-coming traffic and pedestrians on the wrong carriage-way. Thanks to his skill and quick thinking, he averted possible tragedy with a motorcyclist and 2 other vehicles.

The outcome? The LDV van driver's insurance company accepted full liability and now the result is a new TX4. Without any doubt, that sturdiness of my taxi saved my driver's life.

I often wonder why the public are prepared to take a chance on a converted van with added windows, where the driver often cannot converse in English and can only be

designated a chosen route through an ill-informed SatNav system. Why put family / friends / loved ones at risk when the best taxi service and drivers in the world are available?

Finally, can I thank both Mike Saunders and Dave Neale at M&O who were very supportive throughout this very traumatic experience and who kept me fully up-to-date on all matters throughout the crisis, in addition to getting a loan vehicle for me. My sincere thanks...

**Tony Arnold (F03)**

**Pleased it's all sorted out now, Tony. Call Sign will look forward to hearing your views on the TX4 ...Ed**

## What's the Chairman look like?

I and many other subscribers would like to ask Alan if it is possible to put a picture of Mr Rice in the next issue of *Call Sign* as he has not been seen on the road much and there is a danger we may forget what he looks like!

A belated happy Xmas and a happy New Year to everyone and carry on the good work with *Call Sign*...

**Patrick Noble (S55)**

**Sorry Patrick, but Brian is the shy type. However, I'll try and dig up a photo or ten!**

**Happy hols to you as well ...Ed**

## Well, it is Christmas!

Yo! Ho! Ho! Would you Adam and Eve it? If I had taken my *Fairway Driver* to the PCO ten years ago and said: "Look, it goes faster, uses less fuel and gives less emissions," what would they have said? I asked KPM how much against a new FX4 and they told me £1800. I went ahead and shelled out £2500 and had the operation!

If you want to buy my 10-year old hack, I am not considering offers under £10,000. My advice is don't wait until the last minute, go and get it done tomorrow. Ferraris look really neat in the rear-view mirror...

**Glen Robertson (E54)**

**You should have offered your "floating gin palace" instead, Glen. They might have fancied a nice yacht in PX instead of a Fairway ...Ed**

## Mickey Daly

It was with great sadness that I learnt of the passing of Micky Daly. A true gentleman who was one of an ever-decreasing number of old fashioned cabmen. Never short of a word or three, he was always willing to help





# MAILSHOT

## Mailshot continued from page 38

if you were in trouble and offer advice - even if you didn't think you needed it. I was glad to have known him and this Society will be the poorer for his absence. May he rest in peace...

**Paul Jenner (L19)**

It's a certainty that many of you will remember two years ago, 17 November 2004, when Jackie Daly passed away in her sleep and now on the 8 December, Mick Daly (B45) has left us too. All of you who knew Mick during his life will know how lost over the last two years he was without her. Mick and Jackie shared their faith in God and we like to think that she gave him time to mend his broken heart and called him when she realised he couldn't be without her.

May God make them happy... amen.

**Ray Marks (K80)**

**Alan Lipscombe (T50)**

**Dave Creber (C46)**

**I met Mickey many times whilst working and was the (friendly) butt of many of his jokes! He gave the impression of being anti-establishment and I never really knew how much of him was put on, but what I did know was that if any driver ever needed help and Mick could help, he would - even if it meant him losing a job. This trade used to be filled with "characters." Another one has now left us ...Ed**

## Roy Ellis says thank you and goodbye...

Thank you Brian and Dial-a-Cab very much for the very generous gift that you gave me at the 40th anniversary event to mark my retirement. I confess I have never previously possessed a decanter and to receive such a splendid crystal one is, indeed, very much appreciated. It will take pride of place at home as well as being put to good use. I am flattered that you consider me worthy of such a fine gift.

I have enjoyed my time at the PCO and have valued the help that I have received from you and your colleagues at Dial-a-Cab. In particular, I have valued your friendship and support, which have always been readily forthcoming. On those few occasions when we may have held different views, I have always known that we could discuss them sensibly and whatever the outcome, our good relationship would endure.

I hope you enjoyed the event. By all accounts it was well received and the Commissioner has been particularly complimentary. I certainly enjoyed it and was most grateful for the kind comments made during

the speeches and personal conversations. I hope that my retirement will not mean that I lose touch with the trade altogether.

I wish you and Dial-a-Cab every success for the future and, once again, thank you for the very kind gift.

**Roy Ellis**

**Enjoy your retirement, Roy ...Ed**

## "Very helpful driver..."

I wanted to write and mention how very helpful your driver "Charlie 39" was when I travelled with my friend (and carer) to Boots in Kensington High Street. Although we had a little difficulty with the ramp and swivel chair, he was most patient and considerate and we all had a good laugh. Not all TaxiCard drivers have been quite so helpful. My thanks to him...

**Lt/Col Cecil Hopkins-Husson**

**London SW10**

**The driver who provided the assistance and laughs was Ross Hampson (C39). He told *Call Sign* that the ramp had briefly stuck and the passenger almost fell off the swivel seat, but that they had all laughed about it. "He was a very friendly guy," Ross said, "and you couldn't help liking him. He was really grateful to get a cab."**

**Well done, Ross ...Ed**

## Thank you DaC Marshals

My apologies for not coming back sooner, but I just wanted to say thank you very much to Allan Evans and his team for doing

such a great job on the night of our Christmas Party, Friday 1st December. I hope everything went as smoothly as possible for the guys. When I spoke to them they seem to have everything under control!

Best Regards

**Debbie from Investcorp**

I just wanted to send a thank you to Allan Evans for the service we received from the DaC Marshals on Saturday evening, everything went extremely smoothly and Mike Harris and John Connor were superb on the night!

Thanks Again

**Joanne from Gensler**

## Thank you Mike Pollington...

On behalf of the President and my fellow trustees of the London Taxidriver's Fund for Underprivileged Children, I would like to offer our sincere thanks for the very generous offer made by Mike Pollington (K17) over 'Lordac House'. The opportunity to archive our tapes, cassettes and videos for posterity is most welcome and will be actioned as soon as possible.

Once again as a result of the kindness of others, the Fund will be able to utilise reserves to best advantage and provide assistance to many more disabled and underprivileged children in the London Area.

**David Lessman (D19)**

**Hon Chairman, LTFUC**



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