

March 2011



Call Sign

From the home of Dial-a-Cab International



*Will this
AGM
handshake
end 20
years of
animosity?*



NASH'S NUMBERS

From Alan Nash (A95)

The latest Eurostar timetable - valid until 2nd July 2011.

Arrival	Train#	From	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Note
07:16	9099	Bourq-St-M							✓	1
07:56	9109	Brussels	✓	✓	✓	✓	✓	✓		
07:59	9005	Paris	✓	✓	✓	✓	✓			
08:28	9007	Paris	✓	✓	✓	✓	✓	✓		
08:56	9113	Brussels						✓		
09:26	9115	Brussels	✓	✓	✓	✓	✓			
09:37	9011	Paris	✓	✓	✓	✓	✓			
09:39	9011	Paris						✓		
10:26	9119	Brussels						✓	✓	
10:34	9015	Paris	✓	✓	✓	✓	✓	✓	✓	
10:56	9121	Brussels	✓	✓	✓	✓	✓			
11:28	9019	Paris	✓	✓	✓	✓	✓	✓	✓	
12:26	9181	Brussels						✓		
12:29	9023	Paris	✓	✓	✓	✓	✓	✓	✓	
13:28	9027	Paris	✓	✓	✓	✓	✓			
13:29	9027	Paris							✓	
13:33	9129	Brussels	✓	✓	✓	✓	✓		✓	
14:31	9031	Paris	✓	✓	✓	✓	✓	✓	✓	
15:03	9137	Brussels						✓		
15:26	9139	Brussels	✓	✓	✓	✓	✓			
15:29	9035	Paris					✓	✓	✓	
15:56	9141	Brussels							✓	
16:11	9095	Bourq-St-M						✓		2
16:37	9039	Paris	✓	✓	✓	✓	✓			
16:39	9039	Paris						✓	✓	
17:03	9145	Brussels	✓	✓	✓	✓	✓			
17:34	9043	Paris	✓	✓	✓	✓	✓	✓	✓	
17:59	9045	Paris							✓	
18:05	9149	Brussels							✓	
18:29	9047	Paris	✓	✓	✓	✓	✓	✓		
18:34	9047	Paris							✓	
18:59	9049	Paris							✓	
19:03	9153	Brussels	✓	✓	✓	✓	✓	✓	✓	
19:29	9051	Paris							✓	
19:43	9051	Paris	✓	✓	✓	✓	✓			
20:03	9157	Brussels	✓	✓	✓	✓	✓		✓	
20:09	9053	Paris	✓	✓	✓	✓	✓			
20:34	9055	Paris	✓	✓	✓	✓	✓	✓	✓	
21:03	9161	Brussels	✓	✓	✓	✓	✓	✓		
21:19	9057	Disney	✓	note	✓	✓	✓	note	✓	3
21:29	9059	Paris	✓	✓	✓	✓	✓			
21:33	9163	Brussels							✓	
21:38	9059	Paris						✓	✓	
21:59	9061	Paris							✓	
22:29	9063	Paris						✓	✓	
22:34	9063	Paris	✓	✓	✓	✓	✓			

Note 1 until 09/04/2011 - Note 2 until 16/04/2011 - Note 3 runs also on Tue & Sat 23/04/11 to 30/04/11 & 28/05/2011 to 04/06/11

WIN £100 – “What’s On” and the “UID” are available on the www.myfav.co.uk website. Simply go to this website, register as a member using the unlock code <taxi>. Log in and the TAXI page button appears. Click it and some useful taxi related links appear. Make this site your home page and it’s your launch pad to the rest of the internet. You can store all your personal favourites and notes (post-its), which you can retrieve from any computer in the world. Like it? Then recommend it. Use the ‘Recommend’ button; the member who recommends the most new members wins the monthly £100 prize.

from the editor's desk

CRB cock-up?

A recent story published in a Camden journal and later republished in many other papers revealed that a minicab driver (who all referred to as a 'taxi' driver) had worked for a minicab company (that all referred to as a 'taxi' company) which had been hired by Camden Council to operate a school run, even though this particular driver had several previous overseas convictions all for sexual assaults.

His CRB failed to show the offences so perhaps Camden were not totally guilty, however had they used licensed taxis, we know the children would have been safe. But Camden Council use taxis only when they have no choice because to them, saving money is all that counts.

Many years ago, Dial-a-Cab used to pick up account work from the Council offices in Euston Road and complaints were extremely rare. In fact, so delighted were Camden with the service they received from this Society, that they came to **Call Sign** with a special offer that would link the Council with DaC.

It was 2001 and Ken Livingstone as Mayor of London had come up with a strategy regarding the air quality over London decreeing that taxis had to - over a period of several years - meet Euro emission standards and that London's taxi drivers could no longer buy a second hand vehicle from out of town that had never been passed by the London PCO - unless it met Euro III emission levels. As the TXII and Metrocab TTT were the only two taxis that qualified, that meant no more cheap out-of-townners from the Midland's taxi warehouses.

Mr Livingstone added that as of 1 July 2004, no cab registered before 3 December 1992 would be passed unless it met a minimum of Euro 1 by having had an expensive conversion. Well, we all know about that!

That's when our "friends" of the time, Camden Council came to **Call Sign** with an idea they had which would help to get through Ken's new edicts! The Council would give DaC drivers the opportunity of having their taxis converted to LPG with Camden paying the cost. All the drivers would have to do would be to pay the VAT. Camden said they were determined to help keep the air as clean as possible and that much lower emissions from taxis would be a start. Many drivers applied and we believe that around 15 actually had the conversion.

Some were delighted and a few had problems, but Camden genuinely wanted to help the taxi trade and if it cost them money, then so be it as it was for a good cause - helping the world's best taxi drivers provide a service that among others, helped Camden to keep London's business on the move while at the same time attempting to help the environment. But over the years, though, their strategy changed.

Government funding cuts meant that money was no longer so freely available as it had been previously and they needed to get more revenue in - and that of course involved the poor motorist with Camden suddenly cracking down hard on anyone daring to park in their streets. That suddenly included taxis, which up until then had been given a certain amount of leeway to do their job.



But that leeway was snatched away.

Suddenly DaC drivers were reporting PCNs in Camden going through the roof. These arrived from the obvious ones of waiting for customers, to doing u-turns in Southampton Row to the most ridiculous one of all - when a DaC driver received a PCN for having his front wheels just touching a bus stop area in Kentish Town Road while his passenger popped into a convenience store for a bottle of milk. Oh, by the way, did we mention that that was at three minutes past two in the morning! The incident even aired on LBC and eventually Camden capitulated. But it was a sign of things to come.

Now they have this awful crime on their doorstep - children being picked up by a minicab driver who already had those convictions for sex assaults. The Council have now been criticised and found guilty of mal-administration following a report by the Ombudsman because of the way the account was outsourced. It cost them £1220. Yes, Camden Council, for using a minicab company that had a sex fiend working for them, were fined the ludicrous amount that will take them a whole twenty PCNs to recuperate! According to the learned Judge, a higher penalty would only reverberate onto Camden's Council Taxi payers - a comment that sadly makes sense. Of course, PCNs can sometimes cause us big problems, but that doesn't count so far as Camden are concerned!

But **Call Sign** is more interested in whether this incident will make Camden rethink their policy, so that the next time they feel like outsourcing the schoolchildren's account they might put the safety of young children first, rather than cost cutting? Sadly we shan't be holding our breath.

Neither can we question the driver involved, because he was convicted last year of a separate sex assault charge and is currently serving an indeterminate prison sentence at Her Majesty's pleasure.

We could also ask **Transport for London** how the driver managed to get a PH licence when his offences - although committed abroad - were known to the authorities over here? But the damage has already been done and all the enquiries in the world won't make it right and in any case, we all know the answer - TfL opened the world's biggest can of worms when licensing unlimited numbers of private hire.

There are so many of them that they are no longer manageable and for some time now, the

tail has been wagging the dog. John Griffin and Addison Lee prove that point admirably. What he will be like when he has finished buying up all his private hire competition, God only knows!

AGM PC memories

Following this year's AGM at the HAC barracks, I was having a chat with the unsuccessful Board election candidate, **Joe Brazil (K16)**. Among other things, we were talking about the old days when Joe worked in the Dial-a-Cab call centre and also about early computerisation at the Society. Joe told me something that I had never heard before that made me feel quite proud.

It went back to the days when I was writing the *Big A1* column for then-editor **Jerry Craig**. This was back in the 1980s and at a time when Jerry used to produce the whole mag by hand with not a computer in sight. That must have taken some doing because it's hard enough with a PC, let alone without. However, I had an early computer that used a programme called WordStar 1.0. This was their first word processing programme and involved white text on a green background and little else.

Although home PCs were still something of a rarity, by 1988 I wanted to use the then new electronic mail - later shortened to email - so I needed to upgrade. I bought a new PC and had my first email address, which consisted of 9 numbers for me to memorise. As a reminder of how sad I was, I occasionally had to email myself as I only knew two other people that had email! They were former DaC Board member **Steve Sanders** and my good friend and editor of *Trip Sheet Magazine* **Dick Kawadler**, who lived in Las Vegas and who first told me about the wonders of email. Sadly Dick died in May 1997, just two weeks after coming to my home to help us celebrate my granddaughter Shelby's first birthday. Linda and I still talk about his visit and how lovely it was to see him.

But back to Joe's story. I then had two PCs, one with the latest technology and the old one that made the new one look like it was ready for Albert Einstein's theory of relativity! It was late in 1989 and PCs were expensive, but I was happy to give my old one away to anyone who wanted to learn word processing. I left a message at DaC to say that if anyone wanted a computer, they could have my old one. I soon had a call from a telephonist - we didn't have call takers back then - called **Roy Masterson**. He had just joined DaC and was interested in computers and was looking to buy one. So I met him and gave him my old PC. It was the size of a TV and weighed almost as much!

Within a year, Roy had moved up to Dispatcher and later became Control Room Manager. But he was always tinkering with the computers that DaC then had scattered around. His talent was soon spotted and he was given the option of moving into the still-young DaC IT department, where he later became Manager. And all because of my old banger PC with its green screen and white text! Yes, I do feel quite proud. My thanks to Joe for bringing it all back...

Alan Fisher
callsignmag@aol.com

reflections of the chairman

AGM

Another AGM has come and gone and I must say that once again everyone present was impeccably behaved and seemed genuinely interested in what was happening - not just to Dial-a-Cab, but to our trade in general.

I believe that elsewhere in the magazine there is a report regarding the AGM but just to say that the existing Board were returned and as I've already said, everyone present conducted themselves in a proper manner and it was a real pleasure to be present on the day, unlike years gone by when the meetings often became a platform for agitators in an endeavour to discredit whomever they fancied making derogatory remarks against. Fortunately those would be agitators have now moved on and the Society has returned to the fair-minded moderate members...

New terminals

Whenever I'm thinking of a topic to write about and the thoughts are not too forthcoming, I tend to give you an update regarding the new terminals as that always seems to be popular.

So where are we at the moment? Well, as most of you know, we will be moving from our Private or Professional Mobile Radio (PMR) to General Packet Radio Service (GPRS), which is a public service such as O2 and Vodafone.

The advantages are that the signals are very fast and also nationwide, so you will be able to clear a trip wherever you are. In addition the cost is also extremely competitive against maintaining our own PMR. Just as with your mobile telephone, our taxis will be equipped with a SIM card, however, unlike those in your mobile phone these SIMs will be data only and not voice, which will make them useless to anyone other than someone who wishes to transmit data only. Otherwise the SIM cards could become a target for anyone wishing to steal them - as I am led to believe there is quite a market for these items.

The taxis will also be equipped with chip and pin and contactless and of course a printer. When we began fitting our current terminals in June 2000, they were so cutting edge that we had to have them specially made, consequently we thought it a good idea to include a printer which was not mandatory at the time. However, it is now mandatory for taxis to have a printer, but terminals/tablets have progressed so rapidly that there is not any need to have them bespoke; the only problem is that they do not come with a printer.

So the problem we now have is that as we have supplied a printer in the past and unless we continue to do so, it will be seen as a retrograde step by members, which will then lead to another problem.

We would like to supply our members with a combined chip/pin, contactless and



printer, but we would like to have it mounted in the front of the cab in a holster. We believe the majority of customers would come to the luggage door to pay, unless there is inclement weather when they would obviously prefer to remain in the back of the taxi. This is where the problem arises, as the combined machine will not pass through the partition opening on a TX2.

Consequently, we have made a tentative approach to LTPH regarding the situation. They have already passed the Verifone system, which will be installed in the back of the vehicle. It may be that will be the only place the machine will be allowed to be stationed, but we disagree with the location, as we believe it could compromise driver safety.

A driver at night should be locked in the front of his vehicle, but with the chip and pin in the back of the vehicle the driver could be

enticed to exit his locked compartment to give assistance with the machine and that clearly could lead to a problem!

Regarding contactless, the way it works at the moment - although I believe it will change - is that a member of the public can use their credit card for a transaction up to £15 by just passing it over the machine, similar to an oyster card. You will be allowed to make three of these transactions before you have to enter a valid pin number at the fourth transaction in order to make the card 'live' for the next three transactions. Of course, should you exceed £15 on any one transaction, a pin number will have to be inserted into the machine.

As you can see, things are quite busy at the moment as there are quite a number of companies we are talking to in an attempt to take this project forward.

So when is this all going to happen? At the moment our programmers are rewriting our Mobile Data Terminal (MDT) software from Visual Basic (VB) to .net and this is proving to be quite a task - basically that is the software on your terminal.

When that has been completed and tested to our satisfaction, we will then embark on equipping the fleet with new hardware. When that will be? I am not exactly sure, however, I am hopeful that we will begin fitting later this year.

Brian Rice
Chairman,
Dial-a-Cab

THE SALIERI RESTAURANT

376 Strand, WC2

We Invite Dial-a-Cab drivers and their guests to our restaurant where you can partake of the finest food and wine

And as a thank-you for helping our clients come and go over the years, we are happy to be able to offer you a genuine 25% discount on your bill

We are certain that you will be delighted



Please bring along your badge or Bill as ID

Salieri Restaurant
376 Strand, WC2

Reservations: 020 7836 1318

BEWARE THE HELMETED CYCLIST

A news item recently showed something that could be a little worrying for motorists when sharing road space with pedal cyclists. The item showed that some cyclists have taken to wearing miniature camcorders on their helmets and are filming their journeys as they wobble their way through the traffic on the crowded streets of our capital.

The idea is to protect themselves against errant motorists who the cyclists claim disregard the rules of the road with bad driving and almost or actually cause an accident. There are also, so cyclists claim, irate motorists who may be aggrieved at the attitude of the cyclist for whatever reason and are suffering from road rage. The footage from one cyclist's helmet camera showed cars pulling out of side roads into his path, causing him to take evasive action to avoid a collision and being cut-up by an articulated lorry. Of course, what the cyclist expected by 'undertaking' the tanker on the inside lane, we are not too sure. There was also another cyclist who was actually knocked off his bike by an inattentive motorist as the car veered towards the cycle with the inevitable collision clearly caught on camera.

Such camera evidence has been used successfully in court where a van driver was

You never know what's in it!



Is that a camera we see???

convicted of *Actual Bodily Harm* after a road rage incident caught on the all-seeing cyclist's headgear.

These protective measures are all very well

when used to pursue legitimate claims for damage and personal injury where appropriate, but when a cyclist wobbles, or as is usually the case *races* across a road junction or ignores a red traffic light with the ensuing vehicular contact, where does that leave the motorist if camera footage is conveniently ignored?

Given the cavalier attitude of some cyclists, it is not surprising that conflicts do occur. But with 17,000+ cycle related injuries on our roads annually, it is likely that cameras could provide vital evidence where collisions do occur. But would the cyclist be so forthcoming with camera footage (where worn) having just run a red traffic light or swerved across the path of a motor vehicle and then quite likely coming to grief? They may then prefer to claim against the vehicle driver for damages, possibly even spuriously where the unsuspecting driver stood little chance of avoiding the incident simply because of the lack of basic road safety behaviour on the part of the cyclist in the first place.

Unfortunately, forward seeing cameras in taxis are currently prohibited, so the message is clear - beware the helmeted cyclist!

© Call Sign Magazine MMX1

SEB COE: TRAFFIC WILL FLOW DURING OLYMPICS

As brilliant middle distance runner **Sebastian Coe**, the now Lord Coe won four Olympic medals, including the ultimate task at the 1984 Los Angeles Games of retaining the 1500 metre Olympic title that he won four years earlier at the Moscow Olympics.

During his time at the top, his battles with Steve Ovett and Steve Cram won him a total of eight outdoor and three indoor world records! But Lord Coe may have to revert to his running shoes if he believes what he recently told Westminster City Council to be true. His claim is that London's roads will keep moving during the period of the London Olympics.

Concerns were raised at the meeting from small businesses and taxi drivers in addition to councillors, that livelihoods could be at risk if the Olympic priority routes caused the rest of the capital's roads to come to a standstill - something **Call Sign** has written about several times already.

Lord Coe told the meeting: "We recognise that for the risk of reputational damage, it is very important that we get this right." But he added that he felt they would get it right and that traffic would flow during the Games.

During a **Call Sign** survey of our drivers in

the December issue, we asked a total of 132 drivers whether they thought they would be working during the Olympics in London - 103 said that they would, leaving just 29 who said they wouldn't. So let's hope Lord Coe is right...

Another win for Seb Coe - but will he win the battle of flowing traffic in 2012



Put the wrong fuel in your tank?



Call **AA Fuel Assist**SM and you could be back on your way in no time.

- ✓ We'll come to you at the time and place of your choice
- ✓ We'll drain and flush your tank and provide more fuel
- ✓ Our service takes on average less than an hour, from when we arrive
- ✓ Environmentally friendly fuel disposal

AA Fuel Assist is another great service from the UK's No1 choice for breakdown Cover. All our fuel technicians are ADR and SPA Forecourt accredited, trained in safe systems of work and use anti-static/flame retardant clothing.

For an AA Fuel AssistSM quote, call
0800 072 7337 (Mon - Fri, 8am to 10pm)



Jerys World



'Ere Bert, you tell these young drivers today that there used to be more subscribers at the AGM than Board members and they just don't believe you!!!

Fuel at 90p per Gallon?

At a time when the \$100 barrel of oil has become reality and a gallon of petrol or diesel now costs more than many older drivers used to spend in total on filling their taxi, reports of a 90p per gallon fuel is certainly worth looking at, even if its probability seems far less than some of those publishing the story have actually said.

But according to reports, artificial petrol costing under 20p a litre could be on forecourts in as little as three years. The fuel – developed by British scientists – is hydrogen-based but which those same scientists claim will run in existing cars and engines with no modifications!

Based on hydrogen rather than carbon, the claim is that the new fuel will produce no harmful emissions, be ready for road-testing sometime within the next 12 months and could be available for sale in around three years.

Lead scientist for this amazing-sounding project is Professor Stephen Bennington. He says: "In some senses, hydrogen is the perfect fuel. It has three times more energy than petrol per unit of weight and when it burns, it produces nothing but water. Our new hydrogen storage materials offer real potential for running cars, planes and other vehicles that currently use hydrocarbons."

Even with fuel taxes, the forecourt price would likely be around 60p a litre – still less than half the current cost. Using the 70-litre tank of a Ford Mondeo as an example, the price of filling it could come down from £90 to around £42.

Although energy from hydrogen can be harnessed by burning the gas or combining it with oxygen in a fuel cell to produce electricity, cur-



rent methods of storing the hydrogen are expensive and said to be still unsafe. The answer, according to scientists from the Rutherford Appleton Laboratory at Oxford University, is to densely pack hydrogen into tiny beads that can be poured or pumped like a liquid to replace oil-based fuels.

In addition, the claim is that a tankful of the artificial petrol would get around 300 to 400 miles – similar to many cars using conventional fuel.

What hasn't been explained is how you would get the hydrogen in the first place. Is the government about to build more nuclear plants to produce the new fuel? It seems unlikely because the cost would be so prohibitive that the new fuel would have to be taxed at an

extraordinarily high rate to help pay for it, bringing the price up to around... err... around £1.35 per litre! But you never know...

T&J's TAXI Rescue

24 hour Roadside Assistance
for the London Taxi Trade

- Roadside repair
- Roadside assistance
- Running repair recovery
- Accident recovery
- Pay as you go to membership
- Credit card taken at roadside

0845 094 5307

**We make wheels turn
so you can earn.**

You may have read in several trade newspapers about a retrofit exhaust system being tested by **Cricklewood Carriers** boss **Sheldon Posner**. This amazing system could bring older cabs up to and beyond Euro 5 and save many being consigned to the scrap heap. However, LTPH have said that the new 15 year rule must stay and as a result, conversions now seem pointless.

As we approach January 2012 and the Euro 5 emissions standard requirement, **Call Sign** has followed the fortunes of Sheldon's experimental taxi with its emissions control technology designed to comfortably reach Euro 5 and beyond, indeed towards Euro 6!

The 'R' reg TX1 has been the subject of much research and attention by the garage owner to give an extended life to older cabs that would otherwise have to come off the road, while at the same time making a considerable contribution to the Mayor's *Clean Air Strategy* by way of the cutting-edge technology fitted to the cab for seriously reducing emitted pollutants.

Call Sign was given unlimited and privileged access to the technology involved, which is basically a filter trap fitted into the exhaust system of the vehicle to collect the nasties and heating elements within the filter system and to burn off those bad guys at extremely high temperatures! Sheldon's entire system is self-monitoring by way of working temperatures to maintain optimum performance and requires a minimum of servicing when the filter is due for a clean out.

The technology was tentatively given the go-ahead by LTPH after the TX1 underwent months of extensive testing and evaluation

PCO put block on Euro 5 conversions!

in Europe, where emission levels are even stricter. The taxi is now working on the streets of London, together with real-time monitoring sensors and GPS following its' every move and performance - details of which are relayed back to the developers on a regular basis for analysis.

The system exceeds the current Euro 4 levels, the NOx readings reach Euro 5 levels and the PMS (particulates) levels comply with Euro 6 standard! Everyone involved in the project was extremely optimistic for the future of this emission reduction system.

Then we learned that following a recent two hour presentation to LTPH, the entire project has stalled because the authority are insisting that the 15 year age limit for taxis still applies and that they will require all taxis to meet Euro 6 emission standards for all gas emissions, not just PMS, within the set



Before cleaning



After cleaning

time frames.

"I'm gutted and astonished," Sheldon told **Call Sign**. "We specially flew an engineer over from Germany for the meeting with LTPH and were absolutely gobsmacked to be given the news that the goalposts had been moved. The












hurdle to meet Euro 6 for all the emissions is pretty much impossible at this time and there is still the 15 year rule anyway, which means we will have to re-evaluate the viability of the whole project," the Cricklewood Carriers boss said forlornly.

The photo shows how use of a high pressure cleaner in conjunction with a waste water oil separator system for filter maintenance can almost renew the filter. At average fuel consumption, maintenance should be needed at around 30,000km.

© Call Sign Magazine MMX1

Martin Cordell & Co. ACCOUNTANTS

Does your accountant supply you with the following?

-  Over forty years of experience with the Licensed London Taxi Trade.
-  Processing of self-assessment returns.
-  Advice on trading as a Limited Company with its tax advantages and potential pitfalls.
-  Preparation of accounts.
-  Initial consultation dealing with loss of earnings claims (due to accidents on the road etc.)
-  Letters to banks, building societies and other lenders.
-  Specialist in-house facilities to deal with Inland Revenue enquiry cases.
(This is expensive and time consuming. Ask your accountant how much he will charge should this unpredictable event occur).
-  A three hundred and sixty five days a year service.
-  A 'nightshift' service.
-  Offices in North and East London.
-  First consultation free of charge.

Martin Cordell & Co . . . Do!
All for one yearly fee

The London Taxi Trades Premier Accountants

020 8980 7161

(24 hour answering service for prompt service)

(24 hour answering service for prompt service)

1-5 Alfred Street, Bow, London E3 2BE also at

Front Office, First Floor, 9 Church Road, Stanmore, Middlesex HA7 4AS

www.martin-cordell.co.uk

Back in the January issue, **Call Sign** reported on **Dave Raymond (F56)** who had attracted several PCNs issued by Westminster City Council while using toilet facilities within the borough.

Dave is a Diabetic on medication to control his condition and as a result, needs to use the toilet frequently - sometimes with very little warning.

He has to make for the nearest facility and while making every effort to park his cab on a rank or meter bay, the urgency of the call of nature cannot be ignored.

After an appeal to WCC for them to reconsider a PCN issued at Warwick Avenue - including medical evidence to support his protestation - the Council did eventually withdraw the Charge.

But that still left two outstanding PCNs to contest, which Dave did through the Parking Adjudicator.

"I was confident that with the precedent set by the Council when they withdrew the Warwick Avenue ticket, I would be in a strong position together with my medical records and copies of emails between Westminster CC officials and myself, to present a robust case to the Adjudicator," Dave told **Call Sign**.

However, when we made a follow-up call

Dave's Diabetic PCN appeals fail



Dave now risks a £60 fine every time he needs to spend a penny

for the result, it was a less than jubilant Dave who answered the phone.

"The Adjudicator took the view that I had broken the law by parking on a yellow line, even though I produced evidence of my medication and emails from Martin Low and others at Westminster CC with regard to the mitigating circumstances," Dave said.

"But she wouldn't have any of it, saying that those at Westminster CC have the discretion to withdraw PCNs and that she did not as I had clearly broken the law."

Sounding very dejected, Dave continued: "I had to fork out £240 for those two outstanding PCNs at £120 each. I do a lot of TaxiCard trips within Westminster, willingly taking their residents to hospitals, doctor's appointments and other vital destinations, yet stopping when I need to for my own welfare within Westminster's patch, clearly seems to be less of a priority..."

© Call Sign Magazine MMX1

Flashed? 50% chance you won't get nicked!

A *Which* study has cheered up thousands of motorists - no doubt including a few taxi drivers on **Dial-a-Cab** - by passing on the consumer watchdog's claim that over half of fixed speed cameras in England and Wales do not work at any one time!

The study also found that the chances of getting caught speeding vary dramatically from county to county. As an example, it quoted all 60 Sussex cameras as being in operation, whereas Lancashire had just 10% of its 287 sites working and that overall, fewer than 47% of all fixed cameras are operational at any one time.

Using the *Freedom of Information Act*, the watchdog asked all 43 police authorities in England and Wales how many fixed speed camera housings they had and how many were in operation? Dorset, Hertfordshire, Merseyside, Norfolk and Suffolk refused to answer, but the available results showed counties had between 10% and 100% of their cameras in operation. Durham said it used a single mobile camera because there was no need for fixed cameras anywhere in the county, while Cleveland, North Yorkshire and Wiltshire also did not operate any fixed sites.

Cumbria Police had just 12 fixed cameras, but said that all were operational. Staffordshire had 263 speed camera housings, but just 11% were working. Avon and Somerset had 54 sites of which 94% were operational.

According to a *Which* survey of 1,920 members, 47% of people questioned thought speed cameras made roads safer whilst 45% thought they didn't. 83% believed the cameras just slowed drivers down where the cameras were. Editor Martyn Hocking said:

"Speed cameras in some areas are always operational, whereas in others there could be a one in 10 chance the camera you've passed isn't working. It really is a tale of

two counties."

Institute of Advanced Motorists chief examiner, Peter Rodger, added:

"Cameras cost a lot of money to install and maintain and for that reason there have always been more yellow boxes than cameras. A yellow camera box that has no camera is totally effective if it achieves casualty reduction with no prosecution. One that catches large numbers of people, but doesn't reduce casualties is doing nothing useful. A yellow box has a huge psychological impression on drivers, whether or not it is live, and it is the effect of this that is important rather than whether the camera is recording."



It may not work, but does it create a psychological impression?



The Flower Mill

Creating Beautiful Flowers For Weddings

Tel: 07854 738895

Web: www.theflowermillessex.co.uk

Email: theflowermill@yahoo.co.uk

Covering Essex & The Surrounding Counties

"It is at the edge of a petal that love waits"- William Carlos Williams

Ascott Cab Co Ltd

125 - 127 Evelyn Street London SE8 5RJ

0208 692 1122

Servicing LTI TXI

Standard - £38.00

Servicing LTI TX2

Minor - £64.00 Major - £99.00

- * 1 Hour Service Slots
- * Full LTI Diagnostics
- * All Parts Fitted are
GUARANTEED



www.ascottcab.co.uk

**Save £49 on your Yearly
Pre-Test When you Service
with Ascotts..**



Service Dealer

Early Type TX4 (up to 09)	Late Type TX4 (59 Onwards)
Service Prices.	Service Prices.

10k £75.00 20k £110.00
30k £85.00 40k £189.00
50k £105.00 60k £85.00
70k £388.00

12k £75.00 24k £75.00
36k £199.00 48k £75.00
60k £75.00 72k £199.00
84k £388.00 96k £75.00

What you see is what you pay.

No Hidden extra's.

We only use LTI Parts & Texaco fully
synthetic Oils

+ VAT



Digitax taximeters

South:

125 - 127 Evelyn street
London SE8
0208 692 1122

Ascott Cab co

Bodyshop:

Victoria Wharf
Grove Street SE8
0208 694 7806

Digitax taximeters

East:

79 Dunbridge Street
London E2
0203 487 0111

I would first like to express my sincere thanks to all those members that voted for me to be re-elected to the Board. There will be a lot of work to do in the coming year and I am looking forward to rolling up the sleeves and getting stuck in.

At the AGM, a member asked us to review the dispatching procedures for E14C and E14S. Allan Evans, Day Shift Call Centre Senior Controller Lee Morland and myself went to Canary Wharf and spoke with many other members and made the recommendation to the Board to make some changes between the hours of 06:00 and 21:00 Monday to Friday.

Allan Evans has included in his article a full list of the new procedures and I urge everyone to read and understand them before we go live on Monday 7 March. Copies of the procedures are also available from the Driver's Reception at Dial-a-Cab House.

The changes we have made are to not use E14S anymore and that E14C will be the physical area and not a dedicated rank. This will

E14 changes



enable drivers to drive around inside the security cordon or park up on any rank of their choice. What will not be permitted are drivers parking anywhere other than the designated taxi ranks. Drivers who do not adhere to this may well be subject to a complaint.

The reason for being harsh about this is

because we have an excellent relationship with Canary Wharf Management and if any complaints are received from their security staff about our drivers parking on double yellow lines etc, that behaviour could damage our friendship and possibly lead to all sorts of problems for the Society, some of which I am fearful to mention.

The Controllers will be monitoring the GPS system very closely to ensure all members and journeymen work the area correctly. Please remember these procedures are at the request of other members and for them to work correctly, it will be up to the rest of you. If we experience these procedures being abused, the old method of working can be quickly re-instated.

Keith Cain
Call Centre Manager
Driver Operations Manager

Chinese Visitors to Knowledge Point

Representatives of the **Chinese National Bank** and **Shanghai LTI** recently visited **Taxi Trade Promotions** training arm **Knowledge Point School**. The visitors were intently interested in the workings of the Knowledge of London and in particular why it seems to take so long.

Whilst reassured by Knowledge Point's achievements, they obviously saw the issue as a factor in the London taxi market...



London taxi in Kuwait exhibition

A TX4 was showcased along with other leading British products in the eighth *Britain In Kuwait* exhibition at the Salwa Al-Sabah Ballroom in Kuwait City in February.

This major annual event is open to the public and covers many industry sectors including retail, automotive, healthcare, education, engineering, aviation, banking, finance and hospitality. This year the automotive sector featured inspiring brands including Aston Martin, Bentley and Jaguar alongside the instantly recognisable London Taxi exhibited by Al-Zayani, official appointed partner for *The London Taxi Company*.

The three-day event, organized under the patronage of His Highness Sheikh Nasser Al-Mohammad Al Ahmed Al Sabah, Prime Minister and British Ambassador, Frank Baker aims to draw attention to the close trade and investment links between Kuwait and the UK.

Ahmad Felo, Marketing Manager for Al-Zayani told **Call Sign**:

"This was the first time we have exhibited the London Taxi and the response was incredible. The Taxi was the most popular vehicle there as visitors came to see the icon that some only see on TV or if fortunate enough, when travelling to the UK. Now the London Taxi is here in Kuwait, people want to see it, touch it and most of all ride in it!"

Kuwait based David Bentley, International Sales Manager for The London Taxi Company confirmed that the total number of London Taxis in Kuwait has doubled since 2010.

"The demand for this vehicle continues to grow thanks to the good work of Al-Zayani who successfully promotes The London Taxi Service throughout Kuwait."



The TX4 was the centre of attention at the Kuwait exhibition



David Kupler (Y74), David Ballard (N28) and Alex Constantinou (N05) are Call Sign's restaurant reviewers. These DaC drivers and their guests visit restaurants periodically and give their honest opinions. This month, Alex Constantinou tries Japanese restaurant Mori in Marylebone High Street...

EATING OUT WITH CALL SIGN

Opposite Waitrose on Marylebone High Street sits Japanese restaurant **Mori**. As my daughter Maria loves Sushi, I thought I'd take her along as my guest.

My initial impression as we entered was that this restaurant was one that caters more for lunchtime and takeaway clients, with the front of **Mori** being set-aside specifically for that purpose. We also went on a Monday evening in February – hardly conducive to an atmospheric experience and sure enough, the number of diners was very small.

Having said that, we were full of enthusiasm and quickly got stuck into some starters. The *miso* soup was hot, delicious and full of tofu. We followed up with some *spring rolls*, which consisted of duck and chicken and came nicely presented on top of a bed of lettuce and a tasty dip on the side. So far so good...

For our main courses, I opted for the *teriyaki chicken* while Maria went for the *tiger prawns*. Both choices came accompanied by a bowl of sticky rice. Again presentation-wise saw both meals look top notch and in all hon-

esty, the food was very pleasant. However, returning to my previous comments about **Mori** having a lunchtime feel, the portions were more akin to sizes expected for that earlier time of day rather than evening time when you would have more time to sit and enjoy your food. I should emphasise that we're not talking tiny portions, just that they should be bigger. It's a pity to have to point that out because the food is pleasantly good.

Other hot dishes available included miso marinated salmon with chicken and vegetable Thai green curries. The menu also includes a wide choice of salads and an *à la carte* selection of nigiri, sashimi, maki and hand rolls with executive chef Joanming Pang sourcing the recipes from across Asia and the Far East, including the region's vibrant street markets.

To top off our meal, we both ordered a bowl of frozen yoghurt. In addition to being very pleasant, it was fat free and healthy – something Maria pointed out to me, as she knows I'm often guilty of eating food regardless of any health qualities!

As for my final thoughts on **Mori**, I can see the restaurant being useful if you like sushi, want to pop in for some takeaway or for a quick break while shopping, but for something a bit more relaxing I would tend to go somewhere more discreet for an evening meal. That doesn't take away from the food at Mori being very nice. The fact that there is also free WiFi rather proves the point. After all, diners on PCs or the phone hardly adds to the ambience. But yes, Maria really enjoyed it...!

In addition to Mori at 14 Marylebone High Street (020 7586 0560), there is also a Mori at 84 St John's Wood High Street (020 7449 0444). Early 2011 will see a third Mori open at 99 King's Road, SW3.

Mori restaurants are open 11am – 10pm, Monday to Friday and midday – 10pm Saturday and Sunday. Deliveries are also available between those times (their website has details of the current delivery areas at www.mori.uk.com).

Alex Constantinou (N05)

London Bridge Station Weekend Closures

March sees the next stage of London Bridge Station's facelift with the removal of the canopy above the bus station. This will take place over four weekends in March during which time the bus station and taxi rank will be closed. The rank will be temporarily relocated to Duke Street Hill and Tooley Street, which will be enlarged from 1 to 3 taxis and fed from the rank opposite More London in a bay on the south side of Tooley Street. This rank will be increased from 4 to 10 taxis. Taxi marshals will be employed to assist passengers, control taxi queues and to call taxis from the feeder rank to the main rank. They will be there from Saturdays at 8am till midnight and Sundays from 8.30am till midnight. The closures are on 5/6, 12/13, 19/20 and 26/27 March...

E3 TAXIS LTD

NEW

WINTER BONUS

Spend £150 or more in a single visit and get a discount voucher redeemable off future repairs or servicing

The more you spend the bigger the voucher.

Some of our services include:-

- * Overhauls * Tracking/4 wheel alignment * MOT testing on Class 4 vehicles * Smoke test
- * TXII timing chains/belts * TXII heater control valves * TX4 servicing * Tyres supplied/fitted

*We can service your cab from new without affecting your warrantee
And we will advise on any warrantee work needed*

To book: Ring Christine on 0207 474 6592

*E3 Taxis Unit 3D Standard Industrial Estate, Henley Road, E16 2ES
Open Monday – Friday 8.30am – 5.30pm, Saturday 9am – 1pm*



Over far too many months now, *Call Sign* has been in a battle with the **London Cab Driver's Club** (LCDC) newspaper, *The Badge* over whether or not their Chairman/Editor, **Grant Davis**, went to **London Taxi and Private Hire** (LTPH) and asked them to look into **Dial-a-Cab's** business, explaining to them why in his view this Society should have to get a **Private Hire Operator's Licence**.

That is the equivalent of him going to HMRC and asking them to examine one of his member's tax accounts because he feels they are cheating. Of course, we aren't saying that he would or wouldn't do that. What Grant Davis does is what Grant Davis wants to do because as we've seen for some time, he considers that he is the most important part of an LCDC organisation that people such as Peter Bedford, Jim Wells, Terry Bezant and Alan Fleming built up from scratch into a machine that was feared by authorities. *Call Sign* often disagreed with Alan Fleming, but there was never a time when we didn't respect what he was attempting to do as the last Chairman. Sadly, we can't say that about the current LCDC Chairman.

This magazine understands that some drivers do not approve of airing dirty laundry in public. We do not disagree, however, when you are accused in print of something that is totally untrue and there is no response forthcoming, those reading the article must assume that there is some truth to it. And the LCDC article consisted of wishful thinking by Mr Davis. His views on the Society that expelled him are well-known and will obviously continue at the expense of his members so long as he is its' Chairman.

In October 2010, *Call Sign* published an Editorial that questioned whether Grant Davis was "Snitch number one?" It went onto ask how far any of the trade's magazine editors would go to get a story? We admittedly did not ask any of them because we knew that whilst they would not hesitate to publish a story about DaC if it were true, they certainly would not create their own story just to damage another organisation. But what the LCDC Chairman attempted to do to Dial-a-Cab was nothing short of disgraceful and worthy of being referred to as *Grantgate*.

The September issue of *The Badge* asked in bold headlines: *Could this be the end of Dial-a-Cab's mutual status?* It went on to add that the LCDC "...has learnt that Dial-a-Cab has been informed that they must apply for a private hire operator's licence for their six year old Concierge booking system. The decision comes from Taxi and Private Hire following a detailed investigation into Dial-a-Cab's business activities."

Well, yes, DaC were asked to sign up for that particular licence. DaC's problem was in wondering why they were suddenly being asked? After all, this Society has no PH drivers and operates no PH cars. But we know how much Grant Davis tried to damage Concierge. Many now realise that far from giving away work, it has saved much DaC work from going into cars. Some may still not like it, but few will not pick up from any of the handful of accounts that operate it because it provides a lot of taxi work.

Now in his February issue, *Grantgate's* Grant Davis says that Dial-a-Cab's "...main complaint isn't that I got my facts wrong, but that I lied." We could ask if there was a

After months of denials, at last the LCDC admit it...

"WE SNITCHED ON DAC!"



difference, but what would be the point. Then *Grantgate's* trump card; after again denying that he was a snitch, he writes:

"We have an Editorial policy of checking the truth of any story and so we wrote to London Taxi and Private Hire seeking clarification. On the opposite page you can read the self-explanatory reply I received from Mr Mason."

He finished by saying: *"In the circumstances there were no reasons for us not to publish the story."*

Well, Grant, yes there were! So without consent from *The Badge*, as we feel sure a responsible paper such as that wouldn't want to stand in the way of the truth – or a good snitch – we republish the letter that Grant uses as his "proof."

26 August 2010

Dear Grant,

Operator's Licence for Dial-a-Cab

Thank you for your letter dated **18 August 2010** regarding Dial-a-Cab. I have now had this matter fully investigated and apologise that it has taken a little longer than I had anticipated.

However, our investigations have resulted in positively identifying that Dial-a-Cab are making provisions for private hire bookings through their call centre operations. As a result of this they will now be required to become licensed as an operator under the provisions of the private hire act.

I can assure you we continue to take all requests, intelligence and information such as this very seriously and respond as quickly as possible.

I look forward to meeting up again in due course.

Yours sincerely

John

John Mason, Director, Taxi and Private Hire

That looks pretty damning until you look at the date that John Mason sent his reply – **26 August 2010** referring to Grant Davis' letter dated **18 August**. So did Grant Davis snitch on

us – or as LTPH rather more tactfully put it, "sent intelligence?" Well, how about if we told you that Brian Rice was called to a meeting with LTPH concerning this matter when the subject was broached for the first time on **26 August 2010**! So DaC didn't even know about the matter until a least one week after Grant had already written to LTPH.

We should emphasise that John Mason is an innocent party to the matter and was doing what he should have done after receiving "intelligence" from Mr Davis. What then made the matter worse was that *The Badge* then went to print in their September issue with the article detailed above.

But by then LTPH, following the meeting with Brian Rice, had agreed that their "intelligence" provider had been wrong and confirmed that DaC did NOT need a PH Operator's Licence. LTPH Head of Compliance, Dave Stock, signed the letter. They had obviously originally gone by Grant Davis' original letter.

When we then went to print with an accusation that Grant Davis had "snitched" on another trade organisation (DaC). He waffled on about threats of legal action against us, followed by a statement signed by himself and their executive committee standing by their original article.

So once again we ask Grant Davis just how he managed to publish an article in *The Badge* claiming LTPH had told Dial-a-Cab it would have to have a Private Hire Operator's Licence some time before any letter was even sent out – unless it was the LCDC and their Chairman personally who informed LTPH in the first place? Call Sign would also be interested in why *The Badge* never published LTPH's following letter that cleared DaC from the PH charge? But then again, we know why, don't we? It was certainly nothing to do with journalism and everything to do with vindictiveness.

As we said last month, DaC has nothing to hide and Dave Stock even thanked this Society for its co-operation in the matter. We wonder whether the LCDC's head snitch – sorry, "intelligence" provider – was thanked when the truth finally emerged and it was realised he had been wasting their time?

We also note the rather derogatory comments made by *Grantgate* of his predecessor in February issue of *The Badge*. One thing we do know is that Alan Fleming would never have lowered himself to the extent of deliberately trying to get another trade organisation into trouble.

As a person, Grant Davis can be quite pleasant. As an actor he isn't bad either. As the Chairman of a trade organisation, Grant Davis is a disgrace...

Alan Fisher
Editor, Call Sign Magazine

Drive your rate down with our TX4 finance special

and be on the road and earning fast

For new TX4 purchases we aim to:

- better an existing written offer
- tailor the payment terms to your requirements
- ensure a rapid decision

Why finance with Singers?

We keep taxi finance simple. You will have a direct line to a decision maker and support from a team dedicated entirely to the taxi market.

Finance options include Hire Purchase, Lease Purchase and Finance Lease, giving you the choice of facility that best suits your business.

Find out how affordable a new TX4 can be by contacting

Sean Taylor or **Anna Vince**

on **0870 600 1218**

Request a quote at **www.singersaf.co.uk/TX4**



Singers Asset Finance

Business users only, finance subject to status. Written offer must have been issued within 90 days prior to contacting Singers Asset Finance and from a UK based finance company or bank. This offer is not available in conjunction with any other offer or in respect of a special promotion by a UK based finance company or Bank. All vehicles must be registered by 31 March 2011. This offer may be withdrawn at the company's discretion.



*'Super Scrimpers:
Waste Not, Want Not'*

FAMILIES NEEDED!

Remarkable Television is looking for families who want to save money for a new **Channel 4** series! Do you spend money you don't have on toys for your children? Do you always buy more food than your family eats? Do you always have to have the latest gadgets or fashions even when you know you can't afford them?

If you think you, or someone in your family is wasting hundreds or thousands of pounds on things you don't need, we're here to help! If you would like to find out more, please call us on **03335 777 776** leaving your name and telephone number and a member of the team will be in touch. Alternatively **family@endemoluk.com** is the email address.

The program will take a look at six families who feel they're pouring money down the drain, but don't know where they're going wrong and need advice on how to stop wasting and start saving. In the programme, we will follow contributors and their families as they learn from experts about healthy spending habits and a better approach to saving as well as learning how to reduce their household's level of waste in useful and thrifty ways.

Remarkable Television will use any information provided by you for the purposes of selecting participants for the programme and will only share information with Channel 4 and any independent contractors involved in the programme.

Please note, calls will be charged at your local rate



Great golf offer for DaC drivers!



Practice your golf in the heart of the City!

City Golf Clubs is a unique indoor golf club combining London's finest golf academy with superb interactive entertainment and relaxation facilities.

Facilities include six Full Swing golfing simulators, a gym, professional swing video training systems, PGA professional trainers and London's first dedicated bio-mechanical golf training gym. The excellent bar has a full range of beers, wines and spirits and all live sport is played in HD throughout the club.

City Golf would like to offer Dial-a-Cab drivers a very special deal. As a DaC driver, you will be entitled to:

- A **FREE 1 hour** of golf practice on one of our simulators. Please quote the reference "Call Sign" when booking this in by either emailing matt@citygolfclubs.com or phoning 0207 796 5960. You can book this from Mon – Fri, 9am – 11.30am and 2.30pm – 5.30pm.
- **JOIN** our new DaC Taxi membership for just **£55** per month and receive 10 x 30 minute practice sessions a month (equivalent to 60 balls in 30 minutes).
- Receive a **10% discount** on all our offer membership options.
- Members receive a **10% discount** on all food and drink at the bar and we show all live sport in HD on our projector in the clubroom.

For more information please contact matt@citygolfclubs.com or phone 0207 796 5960.

Call Sign sent DaC Board members Keith Cain and Allan Evans along to City Golf and both said the experience had been very enjoyable and something cab driving golfers working in the City could find to be of great benefit.

City Golf is, quite astonishingly, just at the Gresham Street end of Coleman Street. You may well have passed it hundreds of times and not even realised it was there. At just **£55** a month membership, DaC golfers may well be finding it very soon! In addition, members can take a guest in with them free of charge and they can also use the facilities.

You can read more about City Golf Clubs at www.citygolfclubs.com.

THE ALPHA POWER PILL

Now even better!

Helps cut the cost of diesel – and reduces smoke!

Chris Hayball is happy to supply any Dial-a-Cab drivers with the amazing Alpha Power Pill & at an even better rate than before!

You can buy 1 pack for £16, 5 packs for £70 or 10 packs for £120 – and all prices include postage!

You can order by phone on 01246 856 153 or 07737 956 298

You can order via post to: Chris Hayball, Grove Bungalow, Mansfield Rd, Heath, Derbyshire, S44 5SF

Or by visiting www.powerpillonline.com

Pay via PayPal ziggystardust1000@hotmail.com (Enter promo code DAC 10)



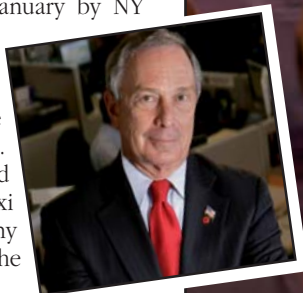
For some time now, *Call Sign* has asked whether any of London's anti-taxi politicians would ask Mayor Boris to consider allowing private hire to ply for hire as London gets busier leading to the biggest sporting event to be held here since 1966? And of course, once the plug is pulled, it could never fit back in again.

As London often tends to follow New York, a story that hit the US newspapers on 9 February sent shockwaves through this mag. It claimed the city's *Taxi and Limousine Commission* – the equivalent to our *London Taxi and Private Hire* – were asking for the NY public's "help" to design a system that would "allow livery vehicles to legally pick up street hails in the city's outer boroughs."

This follows a speech in January by NY Mayor

Michael

R.Bloomberg where he proposed allowing livery vehicles to pick up passengers on the streets outside of Manhattan. He added that "...just two and a half percent of yellow taxi trips begin there." How many London taxi trips begin in the suburbs?



Mayor Bloomberg said that his goal was to move forward with the project by the end of 2011. Regulations say that only yellow medallion taxis are allowed to ply for hire whereas only livery cabs (PH) can respond to radio calls. This is a policy that Addison Lee Chairman **John Griffin** has been chasing over here for years. Mayor Bloomberg pointed out that Livery vehicles are frequently seen illegally picking up street hails all over the city and his answer to that isn't to clamp down, but to make the practice legal.

Mayor Bloomberg said: "Why shouldn't someone in Queens, Brooklyn, the Bronx, or Staten Island be able to hail a legal cab on the street? It will give New Yorkers in all five boroughs another safe, reliable and convenient option for getting around. Because whether

New York's Mayor puts City on the verge. Will London follow in Olympic year?

HOW LONG BEFORE MINICABS PLY FOR HIRE?



Yellow cabs are the only NY Cabs allowed to ply for hire - but for how long?
Inset: NY Mayor Michael Bloomberg

you're standing on 42nd Street in Manhattan, 42nd Street in Sunset Park, Brooklyn, or 42nd Street in Sunnyside, Queens, you ought to be able to hail a cab."

Taxi and Limousine Commission Chairman **David Yassky** told us: "We know for sure that New York City residents in the Bronx, Brooklyn, Queens and Staten Island need better street hail service." The answer, he claims, is a passenger survey which would ask questions such as whether you preferred a car or yellow cab, which you considered to be cheaper, asking if you knew it was illegal to hail a livery car and ask whether you would like to see it made legal?

The questions are obviously loaded to gain a 'yes' vote before the results are passed over to the City Council for ratification. Could it happen here? Perversely, one person who would be on the side of the taxi trade and staunchly against any suggestions of London PH picking up in the streets would be John Griffin, who wants his drivers to do 100% radio work.

Is it feasible that Boris Johnson could follow his US pal Michael R.Bloomberg to try to increase London's cab population so that hailing one at any time of the day would be just a matter of winking and an assortment of different vehicles would skid to a halt at your feet...?

Fares up by 2.7percent

Transport for London have announced the yearly increase for licensed taxis. Fares will increase by 2.7% as from 2 April.

The cost of an average daytime weekday journey will increase by 28p to £10.67 with the average nighttime fare increasing by 39p to £14.15.

Call Sign has been told that this below-inflation increase will maintain drivers' incomes while offering "a fair price for passengers."

According to TfL, the new rates are said to have taken into account a 12% jump in fuel costs and a 2% rise in average earnings.

In addition, taxi fees will be frozen for the coming year. This is the second year running the driver licence fees have not increased and the first time that there has been no increase to any licensing fees. This follows a rigorous review of the cost of TfL's taxi and private hire licensing activity which has focused on improving the quality of service provided whilst identifying areas of duplication, streamlining processes and reducing unnecessary administrative processes.

Around £1million pounds of licence fee income will now be used to partially fund the enforcement activity undertaken by the Cab Enforcement Unit, part of the Metropolitan Police Safer Transport Command currently entirely funded by Transport for London. In an environment of increasing restrictions on public spending, the savings made in the delivery of licensing services will continue to ensure the vital operations against touts and illegal cabs continues.

Barking Physical Therapy Centre

EARLY TREATMENT MEANS SPEEDY RECOVERY
Treatment for pain & discomfort doesn't have to be expensive

The Centre offers fully qualified therapists in Physiotherapy, Osteopathy, Sports Massage, Reflexology, Shiatsu, Remedial Massage, Indian Head Massage, Hydrotherm, Massage Therapy, Acupuncture and Chinese Medicine.

Call us on 020 8507 8169
or mobile 07973 639 473 for an early appointment
Email: andy@bptconline.co.uk or fax: 020 8507 9650
Out of hours enquiries welcome

Barking Physical Therapy Centre
90 Longbridge Road, Barking, Essex, IG11 8SF
Opening Hours: Monday – Friday 9am till 8pm and Saturday 9am till 2pm
www.bptconline.co.uk

If you drive a taxi, you will need to know this...

Wheelchairs, taxi drivers and the Equality Act 2010

The Equality Act 2010 includes some provisions relating specifically to taxis (and private hire) vehicles and disability. Based on guidance issued by the Department for Transport in September 2010, this Notice provides further information for London's taxi drivers. More detailed information about the Equality Act and its impact on the taxi trade can be found on the DfT website at www.dft.gov.uk.

Duties on drivers to assist passengers in wheelchairs:

The new *Act* will place duties on drivers of designated wheelchair accessible taxis to provide physical assistance to passengers in wheelchairs. The duties will apply to the driver of any wheelchair accessible taxi that is on TfL's list of *designated vehicles*. The list will include all taxis. These requirements will not come into force before April 2011 and the Government will make a further announcement in due course. However, before then any drivers who suffer from a disability or condition that would make it difficult for them to provide physical assistance can apply for an exemption from the duties to offer assistance.

What are the duties?

The duties being placed on drivers of designated wheelchair accessible taxis:

- To carry the passenger while in a wheelchair
- Not to make any additional charge for doing so
- If the passenger chooses to sit in a passenger seat, to carry the wheelchair
- To take such steps as are necessary to ensure that the passenger is carried in safety and reasonable comfort
- To give the passenger such **mobility assistance** as is reasonably required...

What does mobility assistance mean?

Mobility assistance essentially means helping passengers who use wheelchairs by providing physical assistance. If the passenger wishes to remain in the wheelchair, the driver must help the passenger to get into and out of the vehicle. If the passenger wants to transfer to a seat, the driver must help him or her to get out of the wheelchair and into a seat and back into the wheelchair; the driver must also load the wheelchair into the vehicle. The driver must also offer to load the passenger's luggage into and out of the vehicle.

What if I have a back or other medical condition that makes it impossible for me to help a passenger in a wheelchair get into a cab?

The *Act* allows for exemptions from the duties on medical grounds or if the driver's physical condition makes it impossible or unreasonably difficult for him or her to comply with the duties outlined above.

If you drive a wheelchair accessible taxi or PHV and you want to apply for an exemption, you will need to complete form TPH/209 and provide supporting medical evidence. The form can be obtained on request from London Taxi and Private Hire.

Most drivers with a medical condition severe enough to warrant an exemption are likely to be under a specialist (consultant) medical practitioner. It is expected that evidence from a specialist will be provided with an exemption application. Your application will be considered by TfL and you will be advised in writing of our decision. The legislation allows an appeal to a magistrates' court within 28 days if TfL decides not to issue an exemption certificate.

How will passengers know that I am exempt from the duties to assist passengers?

The DfT will be issuing to licensing authorities special *Exemption Notices*, which exempted drivers must display on their vehicles in order that passengers will know that the driver is exempt from the duties. London Taxi and Private Hire will issue the *Notices* to exempted drivers in advance of the duties coming into force...



2 Bedroom 2 Bathroom Pool home sleeps 4/5



4 Bedroom 2 Bathroom Pool home sleeps 8/9



6 Bedroom 5 Bathroom Pool home sleeps 12



Pool and conservation view at 6 bedroom home.

Three properties owned by UK Registered Charity Dial A Dream. Reg. 1011637

Your opportunity to rent one of these villas and at the same time making it possible for this charity to continue its work with children from all over the UK all of whom are suffering from a life limiting illness. All villas within minutes of the main Disney theme parks, golf courses and restaurants.

We can offer car hire and theme park tickets for you and your family at very competitive rates.

So, if you are considering a Florida based holiday in the near future then call us and you may be helping us to give a very sick child the will to say "Let me live another day".

Prices from £56 per night through to £237 per night
(Prices are for the villa and not per person.)

www.dialadream.co.uk



Tel: 020 8530 5589



LOOKING AT (TAXI) LIFE...

with Tom Quigley

A load of bollards...

There is a statistic that says that wherever you are in London, there is a rat within 30 feet of you. As I look around, it seems that the same can be said of bollards! No matter where you go or look, you will see one.

Invented originally for marking out official roadworks, it now appears that all and sundry have access to one and use them for all sorts of unofficial use with authorities turning a blind eye. The use by undertakers to retain space for a funeral is one thing and something we can all appreciate, but regular use by most of the top hotels, casinos, clubs and restaurants to mark out illegal parking spaces - often for PHV or private Limos and often encroaching on taxi ranks - is getting out of hand. Roadways outside these properties are part of the public highway and should be kept as such.

It's not unusual to go down an A-road and see one of the big stores coning off an area for a delivery, greatly narrowing the road and causing a backlog of traffic. Why apply for

planning permission to get a drive or parking space, forking out wads of cash, when you can pick up a bollard and put it outside your property for free. It seems every road has a resident with a ready supply!

Jumpers for goalposts may be a thing of the past, but no serious minded football club would start a training session without a few bollards scattered about and used for goals. The design of them has changed from the familiar witches hat to a myriad of styles such as the Olympic hurdle barrier, old school vault horse types, which I am sure are Trojan bollards with another load of them underneath.

One thing I do know is that instead of putting money into bricks and mortar, it would have been better investing it in bollards. Someone must be making big money producing them...

DaC AGM

I suspect this issue will be full of stories of the AGM and all matters arising from it. I am not going to take sides or discuss the different top-

ics, I am just grateful that I belong to a Society / Organisation that is transparent in this industry - whatever gripes or groans that people have. The forefront of any argument is that at least proper recorded minutes are kept of meetings, therefore you can make your own judgement and our AGM is open to all members.

For too long in this industry, organisations and Government bodies have stated that they have - and still are - working in the interests of the trade, yet meetings take place where apparently no minutes are recorded. Access is limited to a chosen few.

Trade body, proprietor, journeyman and anyone else connected and paying contributions to the taxi trade and LTPH, should have at the very least access to minutes of meetings taken place. All meetings should have minutes taken.

Next time someone starts moaning about the circuit, just tell them to read the minutes or attend the AGM. Simples...

See you soon...

Tom Quigley (Y33)

Internet advertising? Don't hold your breath!

In late January, we had several **Call Sign** readers phoning to say they'd heard a report claiming the Advertising Standards Authority were about to announce they would be "regulating marketing communications on websites as of March 1."

One of those drivers, **Malcolm Levant (F24)**, said that the report had gone out on LBC throughout the day and questioned whether that meant minicabs could no longer describe themselves as taxis and whether it would stop Google putting private hire cars under its taxi category?

The ASA website said that as of March 1, their online remit would be extended "to cover marketing communications on organisations' own websites and in other non-paid-for space under their control."

It went on to add: "The UK Code of Non-broadcast Advertising, Sales Promotion and Direct Marketing (the CAP Code) will apply in full to marketing messages online, including the rules relating to misleading advertising, social responsibility and the protection of children. This significant development in advertising regulation is good news for both consumer and business protection as it will ensure the same high standards as in other media. It will cover advertisers' own marketing messages on their own websites, regardless of sector, type of businesses or size of organisation and marketing communications in other non-paid-for space under the advertiser's control, such as social networking sites like Facebook and Twitter."

The only question left to ask was a simple one... what did it mean! So we asked the ASA an even simpler question. **Call Sign** wrote:

"One of the most common complaints we receive concerns private hire vehicles advertising themselves as 'Taxis' when in fact they are only allowed to call themselves private hire. Some even put a photo of a black taxi in the advert."

There is also the problem of Google advertising private hire services under the general heading of Taxis.

We signed off by asking: *If you called a taxi for your young daughter and a car turned up, would it not cause you some concern?"*

The ASA responded by telling us that they couldn't comment on Google listings and could only comment on our own advertising or marketing communications. They informed us that should we wish, we could make a complaint to the ASA about the matter by going onto their website www.asa.org.uk. The link provides details of the complaints process:

Responding to several examples we gave them, they claimed these were "editorials and not advertising or marketing communications, therefore would not be covered by the extension of our remit to include online content."

We could of course complain and join the long list of others in the taxi trade that have unsuccessfully done so in the past, but we think we'll leave it to the trade organisations. We're confused enough already!



Nothing the ASA can do



Keith Reading
Professional Toastmaster
Master of Ceremonies

Tele: 01279 465 938
Mobile: 07774 860 374
Email: kgr.2@virgin.net

10% discount for DaC drivers and staff

Fellow of the Guild of
Professional Toastmasters

ALL YOU NEED TO KNOW A

Sunday 6 February 2011 saw the 2010 Dial-a-Cab AGM, held this year in the historical surroundings of the Honourable Artillery Barracks in City Road. Amazing paintings of royalty and weaponry adorned the room.

What follows are not the official minutes, but an unofficial record of the meeting as captured by Call Sign Editor Alan Fisher. It is not a full record and neither should it be taken as including every word said or indeed the exact wording spoken. Some paragraph grammar has been sacrificed in order to make the report as compact as possible. Approximate attendance taken by Call Sign was 69...

The meeting opened at 11.00 with Chairman **Brian Rice** asking for the traditional one-minute silence to remember those members that had passed away during the past 12 months. Approval for the presence of a sound engineer, for **Mike Tovey** of DaC Accountants **Chantrey Vellacott** and two young ladies from DaC was then given. Brian reminded those present that if they had already voted by post, they could not vote again.



2009 Minutes

Minutes of the 2009 meeting were passed with 99.1% of members voting in favour and 0.9% against. There were no matters arising...

Chairman's Report

There was just one question regarding the Chairman's Report in the Annual Report. It came from **Laurence Kelvin (W88)**. He complimented the Chairman on keeping staff morale up during a period when their numbers had been reduced, but asked whether rates paid to DaC's Human Resources department should be reduced as there were fewer staff employed? The Chairman responded by explaining how much work that department still had to cover, including the computer usage policy, over-



seeing staff and various disciplinarys among other things. They also did the wage roll. The Annual Report was passed with 99.1% of members voting in favour and 0.9% against.

Auditor's Report

Mike Tovey then went through the Balance Sheet and Income/Expenditure accounts up to August 2010 and confirmed the financial strength of the Society. Mike then asked for questions.

Pat Sheehan (W54) thanked the BoM for guiding the Society successfully through the recent very quiet period. He went on to ask whether it was possible to break down the figures gathered under the general heading of "other operating costs."



Brian responded by explaining that it covered items such as Roman Way, cleaning our building, paying Council Tax and even things such as franking machines. Brian assured Pat that there was nothing being hidden and that this was the modern way of showing accounts.

Bob Ambrose (V13) asked about tax classification and Mike gave a detailed explanation of how our Society works so far as tax demands are concerned. Brian came in to thank Chantrey Vellacott for the work they did on behalf of DaC. Bob ended by wondering whether we should consider doubling our subscriptions so as not to have to charge an admin fee to clients? He thought that the extra work we would gain would more than make up the extra charge drivers would have to pay. Brian disagreed and said it would be very unpopular and would depend on how much radio work the driver did. He said there hadn't been a subs increase for 3 years and that the Board were hopeful that this could make a fourth year.



To reappoint Chantrey Vellacott

This was carried with 97.7% of members in favour and 2.3% against.

Board of Management Elections

All those standing for election spoke.

The candidates consisted of the outgoing BoM and **Joe Brazil (K16)**.

Subscribers were then given the opportunity to question candidates.

Pat Keefe (G01) asked **Joe Brazil** about his suggestion involving charities; **John Rubini (F55)** asked about marketing whilst reminding everyone about some of the policies *Sovereign Capital* had put forward in 2002 when making a bid to purchase DaC driver's shares. **Colin Jenkins (Y22)** asked about individual Board members hours and **Brian Rice** went through them. **David Kupler (Y74)** quizzed **Allen Togwell** rather forcefully about his graphic designing, followed by **Tony Sam-Yorke (W95)** who suggested that questioning shouldn't be so personalised and that Board Members should have some prior knowledge of any questions. Brian disagreed saying that our AGMs have always been open and that is how they should stay. David Kupler later apologised to **Allen Togwell** (see cover pic). Will that handshake end 20 years of apparent animosity between the pair? **Sid Nathan (K88)** then asked about the costs of our Annual Report. Brian told him how much money we were saving with our new printers.

Gerry Dunn MBE (S84) then congratulated the Board on doing a "fantastic job" under such trying circumstances. He went onto suggest that an idea for the future could be for a 'shadowing' of the Board with some younger drivers as our BoM were ageing. Brian disagreed saying that our future was gradually moving away from the elected Board as it currently operated and that we were moving towards two Boards – an elected one with drivers coming in once a month to set policy and an executive Board to actually run the business.

The election results were as follows (in alphabetical order):

Joe Brazil	755
Keith Cain	1165
Allan Evans	1332



Mike Son
Allen Togwell
Tom Whitbread
The outgoing Board

Any Other Business

First up was **David Kupler (Y74)**. He asked about a *Call Sign* letter regarding E14C and E14S and after admitting that he was the mysterious driver in the original letter it would be possible in E14 rather than E14C. He also pointed out other ranks inside the circle where we had faces. **Keith Cain** answered and said that he had no problem changing the system if enough drivers wanted it, but he believed the majority liked it as it was. Brian Rice said that Cabot Square our taxis on rank parked up. David Kupler later brought up the problem of having to monitor and whether the taxis were booked in. He said he would look at the suggestion.

Tony Sam-Yorke (W95)

spoke next and brought up the subject of trying to stop with the City covered by CCTV cameras. Brian even told of Baker Street where the account became a time we stopped there! He also told of how he had spoken to about that we were still hoping anything done we were now lucky **Segal** working for us was saving us a lot of money. He had even put in a **ComCab** to give to the council but councils saw us as a cash cow.

Ray Sorene (A53) then spoke about the new terminals and whether they

ABOUT THE 2010 DAC AGM

photos Alan Green (E52)

1108
1102
1082

nd were re-elected.

Business



ver who had written, asked whether he was able to sit anywhere on the two ranks? But that there were the Canary Wharf should show our



the system as it reminded drivers the security wanted and not just said there were Brian then brought of the call centre who was where y were correctly and the Board would tion again.



f one customer in e we had to close use every single here, we got a tick- all the people he out the PCNs but aving no luck get- e. Brian added that ky to have **Barrie** r us and that he ot of money. We joint appeals with axis more leeway,



would operate via GPS or a zonal system. Brian said he felt a zonal system was better for drivers.

Pat Keefe (G01)

continued on the subject of new terminals. Brian explained the difference between GPS and GPRS and told how the new terminals would have a much wider coverage even though we would still be on a zonal system. Brian gave a rundown of what systems were out there and what they did.



Speaking about PCNs,

Sid Nathan (K88)

asked the Chairman if he could write to all the councils to tell them to leave our taxis alone for 10 minutes while we were trying to work! He then went on to talk about details on trips and mentioned one where he had to pick up a Westminster passenger whose details were given as Finchley Road by the post office! Brian responded by saying there was no one he hadn't already spoken to that could influence the situation regarding PCNs and that the new terminals might be able to determine whereabouts in a long road certain buildings were. Sid also wanted a sticker that asked passengers if there was a route they preferred, then they should tell the driver before the journey commenced. The Chairman responded that it would have to be passed by LTPH and then if they said no, that would be it, whereas most drivers that currently had the notice had just made one themselves.



Then it was former Driver Trainer

Barry Groner's (V30)

turn at the mic. He turned the PCN situation on its head by saying that he had never received a ticket whilst waiting for a passenger and that it was just a matter of using commonsense. If necessary, he had asked the call centre to put him through to the passenger, gave them his mobile number and said that as soon as they were ready they should phone him and he would be waiting round the corner.



Referring to the previous speaker, **Bill Chatterway (A43)** queried

whether we now gave out customer's phone numbers? Brian said that the call centre had put Barry through and that he hadn't called them himself.

Rob Lyle (W39)

followed Bill onto the lectern and brought his own props – a toilet roll – explaining that this was to remind everyone of how AGMs used to be conducted! He asked Brian if he regretted the departure of the postal vote? The Chairman explained how some of the meetings used to descend into a form of chaos and mentioned one particular AGM at the Metropole in Edgware Road where 970 members were present, yet the highest vote was just 400. Most had already left before the vote was called for! He also added that when DaC members were asked if they wanted postal voting, around 93% voted yes.

Rob also asked whether service had suffered since fixed prices had become more common, quoting some of the roadworks around town. Brian said that service was good but that DaC never went into an account offering fixed prices and that we resisted them as much as possible. But at this moment, the customer was king. Rob also asked about rumours concerning the Goldman Sachs rank and Brian explained the situation.

Referring to the previous speaker,

John Rubini (F55)

arrived at the lectern and raised some smiles by apologising for not bringing any "props" with him! He asked Brian about the number of trips we get at accounts using Concierge and whether there was some form of failsafe if an account's usage went down. The DaC Chairman said that there was and explained what it involved.

Terry Buffin (S16) was up next and spoke about late night fixed price rides on EC5, asking Brian whether clients were told that the trip was a fixed price and that they should go down asap? The response was that clients are told that so far as the City



was concerned, passengers shouldn't wait for the phone call because coverage was very good there and that the taxi could be outside before the advise arrival call was even received by the customer. He emphasised that general message was for any trip and not just fixed price ones. Terry also spoke about the bad weather when traffic ground to a halt and asked why the *As Directed* trips on EC5 weren't taken out and destinations given. Brian said there was no hard and fast rule; decisions such as those were left entirely to the dispatcher's discretion.

Robert Stroulger (Y50)

was the penultimate speaker and asked whether we could still have the emergency



button with the new terminals? The answer was yes, but **Call Sign** doesn't consider it should put the detailed information into the public domain.

Terry Buffin (S16) returned to the lectern to ask whether Dial-a-Cab could fit our own CCTV systems into taxis and although we would pay for them, they would be much cheaper that way as we already had the fitting bay at Roman Way? Brian said that even if we did fit them, we could never have access to the contents as only the police or LTPH could download the images. Terry also asked if there was a date for the new terminals and Brian gave an update.

The day's first speaker was also the last when **Laurence Kelvin (W88)** reached the mic. He asked about the station surcharge, pointing out that at least one account didn't pay it but that drivers weren't told that until they had accepted the job. Laurence said he had been told that it was to do with the trip offer and asked whether that could be sorted out with the new terminals. Brian said that it would be.



The meeting ended after three hours at 2pm...

With under 18 months to go until the London 2012 Olympic Opening Ceremony, the focus of all London 2012 partners is now moving from the planning phase to one of implementation and operational delivery. As the authority leading on transport operations in the Capital during the London 2012 Games, TfL is already responsible for the delivery and management of a number of key programmes including the Transport Co-ordination Centre, which will ensure co-ordination and communication between all transport operators, authorities and London 2012 partners during Games-time. The transfer of these programmes to TfL will further enhance the integration and operational management of all London 2012 transport, ensuring all athletes, officials and spectators can get to their events on time and that we can keep London and the UK moving.

Mayor of London, **Boris Johnson**, said: "The London 2012 Games are a unique opportunity for Londoners and as Mayor, I am determined to ensure the Capital reaps the utmost possible benefits from them. I am conscious that not only is this an unparalleled opportunity; but also that we have a responsibility to ensure London functions as smoothly and efficiently as possible during the Games for the great people who live, work and play here."

London's Transport Commissioner, **Peter Hendy** added: "All London 2012 transport improvements are on track and Londoners are already benefiting from this early Games legacy. While it will be business as unusual during the Games, we're confident we'll get all athletes, officials and spectators to their events on time and keep London moving as well."

ODA Chief Executive, **Dennis Hone** said: "Staging the Olympic and Paralympic Games is a huge logistical challenge and transport is vital to making it work. London 2012 has helped drive billions of pounds of investment into upgrading public transport, benefiting the capital for generations to come. It will be business as unusual during the summer of 2012

TfL takes over from ODA for Olympic transport



Determined to extract the utmost benefit from the Olympics

the most out of the Games.

Olympic & Paralympic Routes Networks:

The Olympic Route Network (ORN) and Paralympic Route Network (PRN) will

and we have spent the last five years delivering the upgrades and planning the programmes needed to keep London moving. As we progress to the operational stage, we are on track and it is the right time to hand over the baton to TfL who will be responsible for the co-ordination and delivery of transport during the Games."

TfL will continue to build on the work undertaken by the ODA, who have led the planning, design and designation of these programmes to date. TfL has extensive experience in managing London's road and transport network during large events and has a successful track record in the delivery of mode shift through behaviour change programmes and freight management.

TfL will also continue to work with all partners to ensure all London 2012 transport programmes are integrated and provide consistent messages to businesses, residents and freight operators, so they can plan now to get

comprise of a number of roads linking all competition and key non-competition venues. The networks were designated by the Secretary of State for Transport in 2009 and work on the detailed design and local engagement has progressively transferred to TfL since late last year. TfL has now taken full responsibility for the ORN and PRN inside London, beginning discussions with Boroughs and local businesses on the detailed Traffic Regulation Orders that are required to support the traffic measures along the routes. TfL will continue to work closely with the ODA and Highways Agency, who will deliver and operate the ORN and PRN outside of London.

Call Sign Comment

Does this mean that taxis will be able to use the Olympic Route Networks? Sadly, holding your breath will achieve nothing other than making you go red in the face...

Camden Council and the Olympic Delivery Authority

"CYCLISTS ARE MORE IMPORTANT THAN TAXIS!"

In what can only be described as a huge kick in the teeth to the London taxi trade, **Camden Council** have asked **LTPH** to inform the radio circuits that they can no longer turn left into Marchmont Street from Tavistock Place and that this prohibition will be enforced. According to a Camden spokesperson, taxi drivers are ignoring the signage and are still turning left using the excuse that their passengers have a train to catch.

Camden also revealed that the scheme is an ODA funded walking and cycling scheme and that in excess of 700 cyclists use the two-way cycle route – known as the Seven Stations Link – that crosses the junction. For how long the **Olympic Delivery Authority** have been controlling London's traffic isn't discussed – perhaps they are miffed at losing their status to TfL – but through the goodness of Camden Council, they allowed a few days grace for taxi drivers who ignored the no left turn as perhaps "it might not have been immediately obvious."

Apparently drivers were still ignoring it even after cones were put across the junction, but drivers just drove around them and when Camden officials tried to wave the drivers down, the Council claimed "...some drivers were positively hostile and aggressive and almost ran us over. There was also a very close near miss with a cyclist."

Camden say the prohibition will be enforced as a matter of urgency and that will include cameras claiming the lack of compliance among taxi drivers added to road safety implications for pedestrians and cyclists. Nowhere did it give the slightest mention to the passengers of taxi drivers who were trying to get to Kings Cross or St Pancras while making the obvious distinction that it considered cyclists to be more important than London licensed taxi drivers.

DaC Chairman **Brian Rice** told **Call Sign** in addition to **LTPH** and **Camden Council**:

"This scheme shows a total disregard for taxi drivers and motorists alike, purely to appease cyclists that contribute nothing to our

road system. This is a main thoroughfare to Kings Cross, St Pancras and Eurostar and the new scheme will cause a hindrance to fare paying passengers that travel to those destinations, while at the same time increasing pollution and journey times. Once again taxi drivers in London are the bottom of the pile, yet they as a group do more than most to promote our great city. I am totally disgusted by the way this scheme has been introduced without any consultation with the very people it will affect.

"Next year the Javelin train will travel to the Olympic site from St Pancras in seven minutes and thousands will flock to St Pancras to get this connection with the Marchmont Street / Tavistock Place debacle adding considerably to the congestion and pollution."

Daymen probably use the route more than any other during their shift. How much extra pollution is this going to pump into the air and how much fuel will it waste?

Camden has made a statement as to whose side it comes down onto... and it isn't ours!

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

DIAL-A-CAB FLASHBACK

This month's Flashback returns to 1967 and a look at some letters of the time that give a feel of what the money was like back then. The Editor was Joe Toff...



From: ODRTS NEWS MAGAZINE – May 1967

DRIVERS' LETTERS

BBC Television Centre

Wood Lane, London W12.

Dear Sir,

I enclose one pound to cover the cost of the fare from Television Centre to Victoria on March 22nd 1967. It really was most kind of your driver, Mr Grevelle, to allow me to wait until returning from my holiday to pay. May I also thank you for your message via your office to mine to inform me that my wallet had been found with the contents complete. My holiday turned out very well.

Janet Goldspink

BBC Production Dept

Dear Sir

We write in confirmation of our telephone conversation yesterday. We pay a commission of 5/- per person per night on all business introduced by ODRTS drivers. This arrangement applies to this hotel (Lexham Lodge, 136 Lexham Gardens) and also to our Mornford Lodge Hotel at 82 Lexham Gardens. The hotel charges are 37/6 for single rooms and from 70/- for twin and double rooms, including full breakfast. We enclose some brochures and would be grateful if you could inform your owner-drivers of our arrangements.

Donald D.Young

Manager, Central Reservations

Dear Sir

This is just to let you know that the waiting list for a new FX3 automatic diesel taxi is now down to under eight weeks and still priced at £1,345. After 8 years of operational work, the FX3 is the taxi of today and we look forward to seeing ODRTS drivers at our premises at 298 Wandsworth Bridge Road, SW6.

We also have a stock of front wings now available and some running boards priced at £2.10.0.

J.Cook

Mann & Overton

Gentlemen

On Wednesday 3rd May, we the remnants of the now defunct 1133 club spent from 10.30am till 2.30pm at the office awaiting the attendance of members wishing to avail themselves of our offer. As you know, we are all working cabmen ourselves and feel we have done more than enough to fulfil the commitments of the 1133 club. For those who gave their support in the past, we thank you, but the 1133 club has now been wound up.

Aubrey Siteman (C07), Charlie Rubin (B64) and E.Lerner

Changes to diesel smoke testing

In May 2010 the Vehicle Operator Services Agency (VOSA), who are responsible for all policy relating to MOT testing, announced that a change will be made to smoke levels for diesel engine vehicles with four or more road wheels that were first used (registered with DVLA) on or after 1 July 2008.

Following this announcement, TfL liaised with VOSA to understand further information relating to this announcement and its possible impact on taxis and private hire.

As a result of these discussions, TfL can advise drivers and operators of diesel engine powered taxis and private hire vehicles that a new smoke test level will be introduced by VOSA and will become a standard part of the MoT test with effect from **1 July 2011**.

Taxis and private hire vehicles first used on or after 1 July 2008 will now be required to comply with revised requirements for exhaust smoke outputs.

Current maximum smoke levels for these vehicles are 3.00m (turbocharged) and 2.50m (non-turbocharged). These have been changed to a maximum level of 1.5 metre opacity (1.5m).

Drivers and operators of such vehicles should be advised that the new measurements will be applied to private hire vehicles as part of the existing two MoT tests per year. The new measurements will also be applied to taxis at the annual licensing inspection carried out by Transport for London via our vehicle licensing service provider, SGS.

John Mason, Director London Taxi and Private Hire

TX4 taxis should not be affected by the new regulation ...Ed

LONDON TAXI COMPANY'S TEST DRIVE CHALLENGE

The London Taxi Company is throwing down the gauntlet to drivers with the launch of its newest test drive promotion. Throughout March, drivers are being challenged to take the new TX4 Style or Elegance out onto the roads to experience the newest model range available from the UK's only purpose built taxi manufacturer, in all its glory.

Those who have taken up the test will be rewarded with a FREE promotional jacket, available from any of the industry experts' retail outlets – London, Birmingham, Coventry, Manchester, Leeds, Edinburgh or Glasgow, as well as on the road at the company's road show and rank events.

Rob Laidler, London Taxi Company Sales Director said: "The jacket is really our way of saying a simple thank you for taking a little time out to test drive our great new models. So far the jackets have literally been flying out as more and more drivers take up the challenge, so we'd urge drivers to get to their local London Taxi Company outlet, take the test drive and claim their jacket while stocks last!"

Rob also confirmed that the response to the new model line up has been great. Not surprising with drivers saving up to £4,500 on 2010 prices, even with the new 20% VAT. Drivers wanting to test drive or buy a new model range TX4 or an approved used taxi, should contact their local London Taxi Company retail outlet – London drivers can find that in Brewery Road N7.

To find out more or visit www.london-taxis.co.uk.



On behalf of all Call Sign gamers, DaC's Jon Winterburn asks...

Gaming:

What's worth playing?

Five great iPhone games

Hello again!

On my daily commute to the **Dial-a-Cab** office, if I'm not reading then I'm usually playing an *iPhone* game on my *iPod Touch*. I also monitor the App update websites that list which games are free for the day and consequently I've managed to build up a library of almost 1,000 iPhone apps – many of which were free for a limited time and many that I've bought with *iTunes* vouchers (great birthday presents) over the last year or so.

Following the apparent success of my previous articles on PC gaming (if the Ed. is to be believed), I thought this month I'd list what I consider to be five of the best iPhone games currently in the Apple App Store. All these games work on iPhone 3GS, iPhone 4, iPod Touch 3rd and 4th generation, although several require OS4 to be installed. So, if you haven't updated your device in a few months, you will need to update it through iTunes. Listed in reverse order, here are the games...

#5 – Need for Speed: Hot Pursuit (£2.99):

Fancy a change from driving a taxi around London? Why not have a go at Hot Pursuit – the latest game in the *Need for Speed* franchise. In this game you get to chase the bad guys by tearing around in high-speed police cars. Tyre-puncturing spikes, disabling electromagnetic pulses (EMP) and road blocks can be summoned to sabotage the bad guys. High quality visuals and intuitive controls make this game loads of fun. More info at:

<http://www.ea.com/ca/games/need-for-speed-hot-pursuit-iphone>.

#4 – Angry Birds (£0.59/FREE Lite Edition):

I actually hate this game. I find it boring and repetitive, but I have to recommend it because everyone else I know who has an iPod Touch or iPhone is addicted to it and cannot get enough of it! I understand the appeal; you control a bunch of birds that are out for revenge against the green pigs because they've stolen their eggs and you use physics to catapult the birds into the pig's homes with the hope of killing as many as possible. What I will say is that the graphics are impressive and there's no doubt that this is the number 1 best-selling game on the App store. Not my cup of tea but as you can get a free edition to test it out, why not give it a go and decide for yourself. More info at:

<http://www.rovio.com/index.php?page=angry-birds>.



Jon's number 5 game - Need for Speed

#3 – Dead Space (£3.99): With the massively-hyped release of Dead Space 2 on most major platforms, EA games have released a version of the original Dead Space on iPhone (although it's more like a mini-sequel to the original). Just like the original game, this is a 3rd-person action horror game in which you play as Isaac Clarke, a systems engineer in space. Fighting in scary, tense and downright bloody battles against necromorphs (reanimated corpses of the dead); the action is gritty and gets the adrenaline pumping (especially when played with headphones on in the dark). Admittedly the controls are a little tricky, which is a bit of a let-down, but otherwise it's a great way to get your fix of Dead Space when you're on the move.

More info at: <http://www.ea.com/games/dead-space-iphone-ipad>.

#2 – Dungeon Hunter 2 (£3.99):

For those of you old-school PC gamers out there who remember (and perhaps even still play) Diablo and Diablo 2, I'm sure you'd agree that there are simply not enough decent dungeon crawler RPGs available. Diablo 3 will be out at some point in the next 2 years, but until then why not have a play with Dungeon Hunter 2 on iPhone? The sequel to the original Dungeon Hunter (which was also great), DH2 is a huge improvement on gameplay and graphics (including multiplayer capability). The addictive hack 'n' slash gameplay, smooth 3D graphics and advanced character customisation means DH2 will keep you hooked for hours on end, tiding you over until the PC release of Diablo 3.

More info at: <http://www.dungeon-hunter2.com>.

#1 – Carcassonne (£5.99): This app is based

on the German-style strategy board game of the same name. 2-5 players build a medieval landscape, tile by tile and claim landmarks with your followers to score points. I have the original board game and it's very addictive. I bought the app version as it means I can play against the computer when I'm not at home or against friends on a local game and on the Internet (over Wi-Fi). Whilst this may not be in the current top 10 on the App store, from experience I would not hesitate to list it as the single best game. Its replay value, beautiful graphics and multiplayer capabilities are what you'd expect in a game within the higher price range and it's suitable for kids as well as adults. More info at:

<http://www.carcassonneapp.com>.

Well, that's all folks! See you next month when I'll list another 5 of the best apps...

Jonathen Winterburn
DaC Network Administrator

Call Sign March 2011

Editor: Alan Fisher

Address: 39 – 47 East Rd, London N1 6AH

Tel: 0207 251 0581 Fax: 0207 553 7293

Email: callsignmag@aol.com

Website: www.dac-callsign.co.uk

Printers: Premier Print Group

25 – 31 Violet Rd, London E3

Design: Aldan Publications

Tel: 07958 300 428

Email: danny.fresco@dsl.pipex.com

Views and opinion expressed in Call Sign must not be assumed to represent those of the Editor or Board. No part of Call Sign may be reproduced either manually or electronically without the express permission of the Editor.

The *December Call Sign* ran an article on **Dial-a-Cab** driver **Sid Nathan (K88)**, who in November had been stuck in traffic passing the rank at St Pauls with a job on board. Sid had his handbrake on and was just waiting to move forward when suddenly his rear doors opened and the passengers got out. Before Sid could say get back in because his wheels were on the zigzags, they were by the front window paying him. Of course, as often happens, at that precise moment the traffic began moving again and Sid had his picture taken via CCTV!

Within the week, Sid had received a PCN with a photo showing his wheels on the zigzags. He wrote to *Call Sign* asking whether our parking expert, **Barrie Segal** – who deals with PCNs drivers receive when on a DaC radio job – thought he had a chance of appealing? Barrie's response (in full in case any other DaC should need it) was:

"On the face of it from what Mr Nathan has said, it appears that the driver has two defences – and in his position I would appeal immediately!

1) The driver was prevented from proceeding by circumstances beyond his control (ie the passengers jumped out) and...

2) It was necessary for him to stop to avoid injury or damage to persons or property. If he had moved off whilst the passenger was at the window, there could have been an accident caused by him or the vehicles behind. For completeness, the exemption is in regulation 27(3)(b) of the *Traffic Signs Regulations and General Directions 2002*. Here is the legislation:

Road marking shown in diagram 1001.3: Zigzag lines - no stopping...

27 (1) In this regulation and regulation 28 "controlled area" means a length of carriage-way:

(a) Which is adjacent to a signal-controlled crossing facility and has a zigzag line marked along each of its edges (with or without zigzag lines also marked down its centre).

(b) In or near where no other signs or markings have been placed except ones comprised in the combination of signs and markings indicating the presence of the facility or shown in diagram 610, 611, 612, 613, 616, 810, 1029 or 1062;

* "Local service" does not include an excursion or tour as defined by section 137 (1) of the Transport Act 1985; and...



Sid defeated the City of London with his PCN appeal

* "Vehicle" does not include a pedal bicycle not having a sidecar attached to it, whether or not additional means of propulsion by mechanical power are attached to the bicycle.

(2) Subject to paragraphs **(3)** and **(4)** and without prejudice to *regulation 28*, a zigzag line shall convey the requirement that the driver of a vehicle shall not cause any part of it to stop in the controlled area in which it is marked.

(3) Paragraph **(2)** does not prohibit the driver of a vehicle from stopping it in a controlled area:

(a) If the driver has stopped it for the purpose of complying with an indication given by a light signal for the control of vehicular traffic or the direction of a constable in uniform or a traffic warden;

(b) If the driver is prevented from proceeding by circumstances beyond his control or it is necessary for him to stop to avoid injury or damage to persons or property; or

(c) When the vehicle is being used for police, fire brigade or ambulance purposes."

Sid appealed using the script from Barrie Segal's *Call Sign* reply. Then, some ten weeks later when he had almost forgotten about the incident, Sid received a letter from the City of London Environmental Services saying that after considering the circumstances, they had decided to cancel the PCN.

Sid told *Call Sign*: "I cannot thank Barrie Segal enough. His response gave me the courage to appeal and the City of London had no answer to Barrie's points. After all, had I continued moving someone could have been badly injured and what would the CoL have said when my defence was that they do not allow us to stop regardless of the situation?"

Barrie Segal added: "I'm delighted that Sid won his case even though I fully expected him to. His case was ironclad in that circumstances were beyond his control and had he not stopped, someone could have been injured."

Barrie Segal is the founder of AppealNow at www.appealnow.com - a website that assists any driver with PCN problems

TAXI TOUT GETS FOUR MONTHS

After touting a plain clothes policeman!

A taxi tout has been jailed for four months and disqualified from driving for 12 months thanks to the Metropolitan Police Service Cab Enforcement Unit, part of the Transport for London funded Safer Transport Command Unit.

Abdul Hassan of Heather Dale, Birmingham, was charged with touting for hire, driving with no insurance and driving whilst disqualified. He was sentenced to a total of 18 weeks imprisonment on Monday 17 January at Ealing Magistrates Court after pleading guilty. Hassan, 30, was arrested in the early hours on Sunday 16 January after he approached a plain clothed police officer involved in carrying out a tout operation and asked if he wanted a cab.

Hassan was arrested on suspicion of touting for hire and taken into custody where further checks revealed he was not licensed by TfL, that he didn't hold a driving licence or valid insurance and had already been disqualified from driving until September 2012. He was further arrested and charged and appeared at Ealing Magistrates Court the following morning.

Chief Superintendent Joe Royle, of Safer Transport Command told *Call Sign*:

"Hassan not only undermined the legitimate cab trade, but put Londoners in danger by not having insurance and driving whilst disqualified. The joint STC/ TfL Cab Enforcement Unit is a dedicated unit that carries out anti-tout initiatives to tackle touts and improve the safety of passengers who use taxis and private hire vehicles."

Steve Burton, Director of Community Enforcement, Safety and Policing at TfL, added:

"We are very happy with Mr Hassan's sentence and this case demonstrates the good work done by the Cab Enforcement Unit and TfL Enforcement Officers, who work together to reduce illegal touting in the capital."

Allen Togwell's Marketing Place

Firstly I would like to take this opportunity to thank all those who voted for me at last month's AGM. The attendance was once again very small, but everybody conducted themselves in an exemplary manner. There was humour and even a touch of AGM's of old between two ancient adversaries - trust Toggors to attract a dig!

The materialistic age?

The London Mayor's decision that in twelve months time all taxis over 15 years old will no longer be licensed must be pleasing for those who lobbied against any age restriction of taxis, especially as rumour had it that the age limit was likely to be ten years. It is estimated that around 1200 cabs will be affected, the majority of which it is claimed will be owned by garages. Even so, I would imagine amongst the remaining group there will be a number of drivers of semi-retirement age working part time to supplement their meagre state pension, who are going to find themselves in the difficult situation of having to invest in a newer cab, work longer hours to meet the additional costs and with no guarantee of getting a return on their investment should they be forced to fully retire earlier than anticipated.

When I came into the trade in the early 60s, the life span of a London taxi was ten years. Owners who wanted to licence a taxi over that age were subject to quarterly inspections instead of annually. I don't recollect a ten-year limit being an issue back then, maybe because nobody knew any different. Then when I first got my Bill, I worked a garage cab on the clock with earnings being split approx 50-50. I then bought a taxi with just two plates remaining, which on expiring, was sold to a garage up in the Midlands. By then I had sufficient funds to be able to visit M&O in Wandsworth, confident in the knowledge that I could afford to purchase a brand new cab. Nowadays, it seems the moment a knowledge boy or girl get their Bill, they're off to the cab showroom to be greeted with coffee in china cups and possibly even donuts while spending big bucks on the latest model with all the whistles and bells and only later to wonder how many hours out of 24 they will have to work to pay for it!

Exactly how much advice they are given by the PCO on the subject of buying their first taxi I don't know, but the advice I got was that all taxis have the same earning capacity irrespective of age, so start with the minimum of outlay and put sufficient capital aside each month for its eventual replacement and apply the same policy throughout your taxi career.

I mention the above, partly as a follow up to the letter from Martin Freeborn (C67) in last month's Call Sign, when limited space prevented me from mentioning what I believe could be an additional benefit to the Mayor's attempt at removing the dirtiest cabs from London. That is it could also change the attitude of many



similarly attired drivers.

At a guess, I would say the vast majority of smartly dressed cab drivers are those that drive new cabs, which makes sense. And I don't necessarily mean brand new cabs, but new to the driver. Driving an old boneshaker with wind and rain blowing through the gaps in the doors doesn't encourage dressing in clothes for style. So I can understand in some cases - and I stress some cases - why when I see drivers sloppily dressed, it could well be an extension of the state of their vehicle.

Hopefully, when every cab in London is brought up to a specific standard, the standard of dress might just follow. Because it's a fact that the manner in which your peers dress can influence your attitude towards your own appearance. If you went into your regular watering hole and every driver looked presentable, it would encourage you to do the same. An example of that fact was when I first joined your Board. At the first board meeting I attended, I was the only person wearing a suit, shirt and tie. The others were in jeans, trainers and clothes they wore driving the cab. However, within a few months the then Chairman began wearing a suit, followed by the rest of the Board. I'm not suggesting our members should wear suits and ties like PH, just smart casual and clean-shaven would make not only a noticeable difference especially to our account clients, but also the public and the trade in general; it would be setting a much-needed trend.

Who markets who?

At the AGM a question was raised by a member about Marketing, which the Chairman answered adequately and the member accepted. However, on that point I'd like to elaborate a little on marketing at DaC. When I first joined your Board, I did so prompted by the fact that we didn't have a proper sales department. I obtained the post as head of sales together with a very small budget.

Computerisation was just coming to the fore; in fact I was the first person at Dial-a-Cab to use a PC - a second hand Amstrad. Using *Yellow Pages*, I created a database of names and addresses of every major business in London. It took me three months to complete and using that list, I sent mailshots to every company, including 50 or so written in Chinese to the growing number of Chinese

banks. I advertised our services in post offices, hospital A&Es, colleges, airline magazines, women's magazines and on one occasion I even took a full-page ad in the *Sunday Times* supplement. I was working 70 hours a week and being paid for 40, which was the maximum allowed. It's true to say a considerable amount of success was achieved by all this hard work, mainly because nothing like this had been done before at DaC. Also companies were more responsive to flyers and brochures than they are now and of course PH had yet to rear its ugly head. However, not everything I did was successful.

One project involved 27 commercial slots on ITV, the first of their kind by a London taxi company. But because of unforeseen circumstances, it was an absolute disaster, the final cost was huge and I was slaughtered! It was then decided we should use marketing professionals. A company was selected who were confident of success, simply on the fact that we had over 2000 members traveling all over London 24/7. They introduced dozens of ideas involving our members and every idea was a complete failure, simply because our members would not participate. Needless to say the marketing company soon realised at theirs and our cost that selling the service industry - and particularly one with no control over its workforce - is totally different to selling tangible products. Hence the reason you rarely, if ever, see the top PH companies advertising on TV or taking full-page spreads in the national press. The reason being it would be counter productive. The demand for their service would outweigh supply tenfold and they wouldn't survive. Successful marketing of a unique service such as ours has to be done in such a way as to reach a target audience as opposed to a wide audience. In our case the target audience is the casual cash user, users who if let down cause the least damaging effect. And preferably users in the areas that could guarantee coverage such as Westminster, Kensington, Chelsea, St John's Wood, Islington, Stepney etc. Areas that the majority of our 2000 vehicles cover 24/7 like ants. Imagine how many cards could be distributed in a month if all of you made a concerted effort and had a belief in your Society, instead of complaining about the work you refuse to target being lost to PH? For those who like statistics to support facts, I include a bar chart of responses to letterbox marketing over other means of direct marketing.

It's hard to believe in an age of high technology that letterbox marketing is still the most effective way to generate spur of the moment business. And by co-incidence, on the first day of business after the AGM I was approached with the opportunity to embark on a joint venture with the Met Police to distribute our literature in the very boroughs I mention above to generate more cash work and spread our name amongst the general community as opposed to solely the business sector. I hastily designed an appropriate A5 leaflet in line with the new colourful tip-up seat that I am about

All evening drivers have dropped off or picked up at the 606 Club in Lots Road, Chelsea, so when the manager sent *Call Sign* an invitation to visit the club, we sent Dial-a-Cab's *Mr Ticket*, Tom Whitbread to take a look...

"I was very happy when Alan Fisher asked me to go over to Chelsea and write an article on the 606 Jazz Club. As I like jazz, this was not to be a hard task.

My first problem came when I turned into Lots Road with 2 taxis following very closely behind me, as I had never been to this club before it was a matter of spotting the entrance on a cold and miserable, dark evening. I finally found number 90 Lots Road and recognised the archway leading down to the basement entrance of the 606.

As I entered, it reminded me of the jazz clubs depicted in films shown in the 1950s and 60s, in fact arriving at a speakeasy in Chicago during the prohibition period must have felt a bit like this like this! But this club had modern refinements. The first item that catches your eye is the large black shiny Yamaha piano on the stage; this is surrounded by an array of tables from which you can order a meal. I seated myself some five feet from the stage to gain a perfect view and was quickly attended to by a waitress enquiring what I would like to drink and would I be partaking in a meal. The conditions of their late night alcohol licence requires you to have a meal, otherwise it's soft drinks for the first visit. The menu you can select from is quite extensive with starters, main courses and desserts. The meals are cooked and overseen by Head chef Jean-Pierre and despatched speedily by well-informed waitresses.

I was beginning to regret having a meal a few hours prior to my arrival, the constant aroma's coming from plates of food being transported swiftly from the kitchen to the eagerly awaiting diners tantalised my senses. These ranged from Salmon, Rib Eye Steaks, Roast Welsh Lamb, Linguine, Vegetarian dishes and many other choices.

Apart from the stage / restaurant room there is another large room with a bar, the club ask if you want to talk whilst the musicians / singers

Call Sign visits...

Chelsea's 606 Jazz Club



Inside the 606

are on stage, that you avail yourself of this facility. This way you will not disturb the patrons who come to soak up the atmosphere and excellent music. There is a large window type hole between the 2 rooms so you miss nothing.

The club has been in existence since 1976 gaining its name from it's first site at 606 Kings Road. It moved to the Lots Road site in 1987.

It isn't just jazz that's played at the 606; they also cater for Blues, Latin, R&B, Gospel and also Big Bands. The club encourage many local musicians to perform there.

The running of the club is overseen by Steve Rubie, who himself is an accomplished musician and a very nice person to engage with in conversation. There is no entrance fee, but they do operate an optional music charge, which helps them to hire well-known performers. I selected the night that **Charlie Wood** was entertaining, backed by a top class drummer and bassist. Charlie Wood is married to Jacqui Dankworth, daughter of Lady Cleo Laine and the late Sir John Dankworth. Charlie entertained us with a song that immediately gave you a connection to his famous mother-in-law.

Some nights you have two bands, other nights one, but they do two sets so it makes a complete evening. On Friday and Saturday they are open until 1.30am and it gets quite busy, so it is advantageous to book in advance. Tuesday and Wednesday closing is at 12.30am, Sunday 11pm and Monday at 11.45pm. If you would like to book or make an enquiry telephone **020 7352 5953**. Or you can view more on www.606club.com.

At anytime you could be seated next to a well-known artist, as they also go there to relax and enjoy the entertainment or to spot young up and coming artists.

The club holds approximately 170 patrons and as it is air conditioned, that means you are not subjected to body odours from a large audience!

I thoroughly enjoyed myself and would recommend it to anybody who enjoys good music, so if a passenger asks for a jazz club or a music venue, I would say this club is a worthy challenger to the Ronny Scott's.

Tom Whitbread

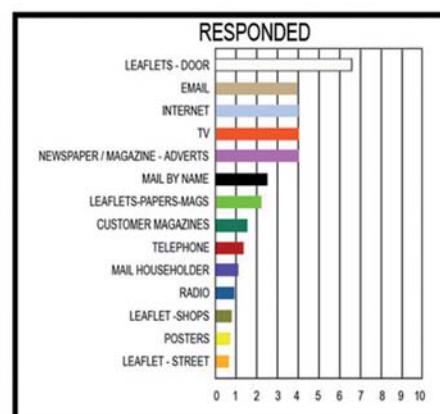
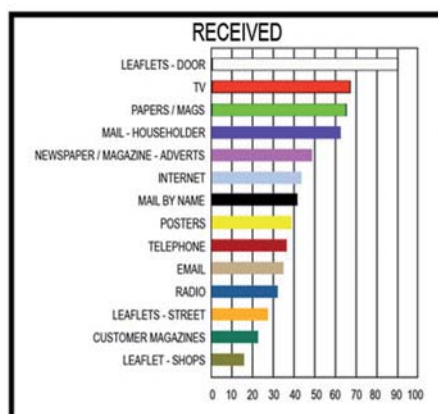
Allen Togwell's Marketing place continued....

to produce and had our new printers run off several hundred thousand, plus 10,000 extras for you the members to distribute. In the past I have been sceptical about using companies to distribute door-to-door leaflets because from experience of old, there were instances where more leaflets were found in dumpsters than letterboxes! However, in this instance as it is being associated with the Met Police, I have been assured together with references that the company involved have a proven record of professionalism in doing a job of proper distribution.

However that doesn't mean you no longer have to play your part. In fact, distributing our cards alongside our flyers would have a doubling effect on advertising our name and the service we offer.

Allen Togwell
DaC Marketing

The response of letterbox marketing over other forms



COMPLIANCE OFFICER'S REPORT

Hello Ladies & Gents,

Can I firstly thank you once again for your support at the AGM elections and for having the confidence to vote for me to represent you on the Board of Management for another term in office. In my address to the membership, I did say that I would not let you down and that as a member of this present Board we are fully committed to steering our Society forward. My views have not changed. I firmly believe that under the guidance of the Chairman we certainly have the experience and know how to guide the Society forward.

Important changes to E14C

Along with the Chairman, we are always happy to listen to the membership and further to a request at the Annual General Meeting and having spoken with a number of other members, the Board of Management have for a trial period decided to change the dispatching procedures for E14C and E14S between the hours of 06:00 to 21:00 Monday to Friday. All areas inside the security cordon will now be physical.

As from Monday 7th March 2011 E14S will be disbanded and all work (inside the Security Cordon) will be dispatched into E14C.

This means that when a driver books into E14C he/she **must** be inside the four security



entry points. Once inside, a driver will be permitted to drive around the Canary Wharf area but if choosing to stop, must only do so on an official rank of their choice. For a driver to stop on a rank correctly he/she must have their meter in the *For Hire* mode and be available for hire at all times, as stipulated by Canary Wharf Management (CWM). Drivers will not be permitted to park with their lights off just waiting for an account ride.

It is essential that drivers adhere to the parking restrictions set out by Canary Wharf Management and anyone who does not follow the correct procedures may have a complaint to answer.

When booking into E14C, a driver will also be given a queue position in E14. You will be

able to *Soon to Clear* into E14 but not E14C.

Work dispatched after 21:00 and before 6am, seven days a week will remain unaltered

If any driver is unsure of the new procedures, please contact the controllers in the call centre who will be pleased to help. As you know, security is very high in this area and this system will only work if you follow the procedures correctly. It is my job to make sure that it is fair and equal for everyone so it will be continually monitored. It is designed to further assist you the members, please make it work...

HoC

Finally it has again been brought to our attention from a senior source at the House of Commons that passengers have been questioned and challenged over certain fixed prices. It is not the passengers that set the fares on this most prestigious of accounts and it is certainly not good business practice to comment during or at the end of a particular journey. The prices are very competitive and these types of remarks can be quite intimidating to passengers in the back of your taxis, but more importantly it could seriously jeopardise the account. This is a much valued account for many of our members and we will take whatever action necessary to safeguard it.

Allan Evans
Compliance Officer

Canary Wharf Management have sent this letter to Allan Evans

TO DRIVERS WORKING AT CANARY WHARF...

You, better than I, know the regulations regarding licensed taxis plying for hire. We have had, and continue to have, challenges with your drivers either not displaying a yellow light when on a rank, or turning it on when the security officer approaches, then turning it off when he/she leaves and the driver then turning down a fare because he is allegedly waiting for a pre-booked job. This is not what we want for our tenants and visitors and is particularly problematic outside Citi Group.

The situation mentioned at our last meeting of your drivers using Canary Wharf as a 'virtual rank' - waiting on the Estate for you to radio them a job - continues despite you agreeing to address this. On occasions we are inundated with cabs waiting for a job from your offices, but with no yellow light displayed. Some say they are waiting for you to call them with a job from Citi Group and others say that they are just waiting for you to call! Regrettably, it is the non-corporate taxi users who expect the same service as anywhere else in London - the first two taxis on a rank available for hire and with their yellow lights illuminated - who suffer.

Over recent months, taxis have used the ranks in Bank Street as a feeder for the Citi Group building and I have had to deploy security staff there because of drivers urinating in the plants in the central reservation.

I certainly recognise the benefit that your organisation brings to the Estate and we will try to accommodate the drivers picking up a booked fare. However, that is different from turning up on the Estate and waiting for a call! Citi

Group is just one of the buildings booking licensed taxi cabs in the late evening and I obviously have to manage the taxis and chauffeur vehicles for Credit-Suisse, Morgan Stanley and the other tenants and cannot permit the taxi ranks to be filled with taxis unwilling to accept a fare from anybody other than from the adjacent building.

I have asked my Duty Managers to pay personal attention to the area around Citi Group and Bank Street in order to assess whether there is a particular problem, rather than individuals trying to make a point.

My plea is very similar to the last time that

we met - please ask your drivers to wait elsewhere than on the Estate if they do not have a specific job and for my part, I will try to manage the drivers waiting for pre-booked jobs.

I acknowledge the service that your drivers provide, but I cannot allow the Estate to be filled with taxis unwilling to accept a fare whilst they await a phone call from you for a job from a corporate account.

Keith Trobridge
Estate Security Manager

Stardust Children's Theatre Workshop

Is your child in the 5-9 age group?

Why not help them on to improved:

- Confidence
- Sociability
- Imagination
- Speech
- Self-discipline

...and to have fun in the process!

Phyllis Borden (B.A. Hons) has re-established the Stardust Children's Theatre Workshop between 4 and 5pm every Monday at the Steepleview Memorial Hall, Osier Drive, Laindon, Essex (opposite Costcutters and close to the A127).

Phone 01268 928 004 to pre-book or just come along on the day.

At the end of next year, a scholarship of 1 years free tuition will be offered to the most promising student...

NUALA AND DRIVERS SERVICES



The Driver Services telephone line (020 7553 7201) has recently changed the way it operates. Types of calls usually received on this line are either requests regarding parking tickets (PCNs), Roller bond requests or payment queries.

When phoning Driver Services, you will now be offered seven options to choose from:

1. Parking tickets (PCNs)
2. Roller bond requests
3. Info on how to log into statements
4. Instructions regarding cab licences
5. Change of personal details
6. Cut off and payment dates for the current month
7. Any job queries

Press 0 to hear the options again...

For any other issues, wait to be answered by a member of the Driver Services team. There is a facility to leave an answerphone message if they are busy and your call will be returned at the earliest possible opportunity.

To speed up the call, if you press the option number you require as the message numbers are being explained, your call will go straight through to the option selected. This will save time, bypassing the alternative choices.

Driver's Line

If someone in your family needs to contact a driver, the best number to use is the Driver's Line on 020 7426 3411.

**Nuala Glavin
Driver Services Manager**

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

Kupkake's Korner



Sung to Pink Floyd's another brick in the wall

Another Icon waiting to fall...?

We don't need no Sat Navigation,
We don't need no GPS,
We know the hotels and the stations,
We're just better than all the rest...

Leave it, leave it,
Leave the Taxi trade alone.
All in all we're just
another Icon to fall...

We don't need no cheap suits from
Primark,

We don't need no shirt and tie,
We're individuals, we stand apart,
We're the best and that's no lie...

Leave it, leave it,
Leave the Taxi trade alone.
All in all, we're just
another Icon to fall...

They want to merge us with the minis,
They want our cabs as Euro 5,
They want our freedom to be finished,
They just don't want us to survive...

Hey mister,
Leave us cabs alone,
All in all, we're just
another Icon waiting to fall...

Copyright Kupkake 2011

Running the Marathon for Mickey's hospice

Dial-a-Cab driver David Ballard (N28) will be running the *London Marathon* in April in an attempt to help raise money for The Greenwich and Bexley Community Hospital. This is the hospice that DaC's **Mickey Gordelier (ex-L.27)** is a resident of. Mickey is aiming at an appeal to raise £30,000 for an extra nurse, while David Ballard is running to raise £1000 – every penny of which the Hospital needs so badly.

This is the second time that Dave has run the Marathon for this excellent cause and he told **Call Sign** that he knows and understands how tough things are out there, but if anyone could possibly help to sponsor him – no matter how little – it will go to an exceptional cause.

You can sponsor David at www.just-giving.com/David-Ballard. And on behalf of Greenwich and Bexley Community Hospital, a big thank you...



Dave is running the London Marathon in aid of Greenwich & Bexley Community Hospital

The most common question **Call Sign** gets when answering the phone is what should drivers do about a *Penalty Charge Notice* they have received which they feel has been unfairly issued. Our answer is always the same and one **Dial-a-Cab's** parking guru, **Barrie Segal** always swears to – APPEAL IT!

If you feel aggrieved, the only answer is to appeal to the issuing authority. The only time we would advise someone to pay up was if they were obviously guilty and had no chance of success.

But one driver recently had a story that combined the two in a rather strange way. We've had reports in many recent issues about successful PCN appeals, most recently in this issue from **Sid Nathan (K88)**. But the circumstances surrounding the PCN issued to **Paul Shanahan (R16)** seem strange in the extreme. He parked illegally, got a PCN for his efforts, held his hands up and within four days had sent Camden £60. But they rejected it saying he had taken too long to post the cheque!

After fourteen years on DaC, Paul knows all about PCNs:

"I always read *Call Sign*," he told us, **"and I've read all about how careful we have to be. I had left my cab close to Oxford Street on a single yellow line on 11 December while I popped into a shop, because I mistakenly thought I could safely do so after 1.30pm on a Saturday. When I returned, I found the PCN on my cab and soon realised that I had been wrong about the times. So I didn't bother appealing; I just sent the council a cheque for the £60 required on 15 December and then forgot all about it."**

A more appealing way...



If you feel your PCN is unfair, you must appeal it...

But it wasn't over! In January he received another letter from Camden Council saying that he owed them a further £60, as they had not received his cheque until January, whereas the expiry time was December 25 (*yes, Christmas Day...Ed*).

After holding his hands up on the first occasion, Paul felt that this was unfair and that if the post had been delayed because of the Christmas holidays, then surely Camden should make some allowances? Paul had post-

ed the PCN on December 15, which should have got his cheque there in plenty of time for their Christmas Day cut-off! No doubt had he delivered it personally on Xmas Day, someone would have been there personally to take it in and issue a receipt. He could have also watched the pigs fly past at the same time!

We asked DaC's parking expert **Barrie Segal** what Paul should do. His advice was for Paul to write to Camden insisting they cancel the *Charge Certificate*, which asks for the extra money and request them to send him a copy of his envelope so that he could check the postmark, insisting again that he had posted the cheque within four days of receiving the PCN.

Several weeks later he received a letter cancelling Charge Certificate and the request for the extra £60. A delighted Paul called again asking us to thank Barrie Segal for his advice.

"It never would have occurred to me to request a photocopy of the envelope," Paul said. **"It didn't upset me paying the original £60 because I was in the wrong and obviously took my chances parking where I did. But this second letter asking for a further £60 was a real liberty, as they must have known that any delay wasn't due to me, but to the Xmas post and to whether they actually had many (or any) staff in the office leading up to Christmas!"**

As this article said at the beginning, if there is a doubt, APPEAL IT!

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



I thought my amble around the New York City Marathon Course in November 2009 was my last tilt at the dreaded 26.2 miles! It's funny how I've now got the urge to have another crack! Perhaps the fact that turning 55 on New Year's Day reminded me I need to keep exercising, or perhaps it's the fact that the spare tyre has started to appear again! Anyway, the training is underway once more – gingerly – although there is some time to go yet before 6 November in the 'big apple'. I'll enjoy the London Marathon first – as a spectator! I have not decided as yet which charity will benefit from my aches and pains – but I shall announce it soon and be shaking a collection box in your direction!

A few readers have sent me text messages about my recent article praising the efforts of Stuart Summers who runs the 'Bean Machine' mobile coffee unit outside St Mary Aldermary Church in Queen Victoria Street. Having

glanced over and noticed he has not been on his usual pitch lately – don't panic – he is just around the corner at the front of the church in Bow Lane. He sells more coffee there! Park up in the middle of the road or on the rest rank near the Temple of Mithras, wander over and have a cup of the best coffee in the City – at a fair price!

Where's Woody?

A new feature – have a go at trying to work out from the picture where I am in London – snaps taken while on duty with Black Cab Heritage Tours. Well it might be a waste of time asking you to guess pictures taken in Beziers! See page 31 in this issue for the answer...

A bientot...

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



Where was Bob when he took this picture?

Hello one and all,

DACCU AGM

I won't bore you too much this issue; I guess you've all had enough of AGMs but sadly this is one AGM that not too many come to, but if you can make it we will be delighted to see you.

This year it will be held in the same place as last year, which is the renamed RE Hotel (previously the Days Hotel in Hackney Road) and will be held on Thursday 10 March to hopefully start at 5 o'clock.

Those who are regulars will understand the use of the word "hopefully!" There will be tea, coffee and biscuits; sorry there are no sandwiches - unless we can persuade Lil to do them for us again! Those who came to the Stratford office AGM will remember her food, so give her a call and plead!

7% interest account reopens

Now the bit you are all interested in - when will the 7% interest account reopen? So I will put you out of your misery - it will be from 1 April till 30 April. If you cannot get the money from ISAs etc, we will book you in so don't panic. Also, the maximum we are allowed to take in for each account has been raised to £85,000 from the previous £50,000 that is now

Dial-a-Cab Credit Union

AGM and the 7% interest account reopens



guaranteed by the Government. If there is anyone out there who does not know, we only take in fresh money, so please do not ask to take any money from your usual Credit Union share one account. The minimum amount we take in is £5000 for the minimum time of one year. At the end of the year we will pay the interest into your usual share one account and NOT into the high interest

account.

If you have any queries, please call us on 0207 729 8171 or call into the office at Unit 14, Peterley Business Centre, 472 Hackney Road, E2 9EQ. At the moment we are having trouble with the barrier, so please have patience with it. Someone will let you in.

Join the DaC Credit Union

While I'm here, I may as well try and get some of you who are not already in the Credit Union to join us because there are so many benefits, in fact too many to mention at the moment. So come on and join us today. It's a decision you will not regret.

All that leaves me to do now is to say be lucky... but be careful out there.

**John Riley (K38)
Vice-President DaC Credit Union**

Sovereign Automotive take to the track



The Sovereign TX4 on the Nuremberg race track

Adrenaline junkies, **Sovereign Automotive**, have taken to the track to put their taxis to the ultimate test. Sovereign director, **Steve Bilham** and colleagues took the company's **LTI TX4** and **Mercedes Vito** for a gruelling drive against the clock at Germany's notoriously fierce race track, the **Nürburgring Nordschleife**.

Nicknamed the "Green Hell" by legendary racing driver, **Sir Jackie Stewart**, the track provides a white knuckle ride stretching 13 miles and 73 turns weaving around the scenic village of Nürburg in western Germany. Attracting tens of thousands of visitors each year, it is widely regarded as the Mecca for automotive enthusiasts all over the world and has become the benchmark for international car manufacturers testing vehicle performance. Porsche, Renault and Nissan are a just a few of the manufacturers that showcase their vehicles' performance using the lap time around the ring.

Speaking of their trip, petrol head Steve Bilham told **Call Sign**: "It has been a fantastic trip for us and a great experience putting our vehicles through the ultimate performance test at the Nürburgring. The track is home to some of the world's fastest supercars, so it was great for us to get such a warm reception with our good old London cabs."

The thrill of the ring was also brought to the attention of the British public with appearances on BBC's **Top Gear**, where the track's resident racing driver, **Sabine Schmitz** co-piloted **Jeremy Clarkson** in an attempt to complete a 10 minute lap in a Diesel S Type Jaguar.

Sabine was also on hand to provide the Sovereign drivers with some much needed advice and encouragement and was all set to have a test drive of Sovereign's TX4 had it not been for poor weather conditions. Steve added: "Sabine was really excited by our Top Gear style challenge and was desperate to have a go in one of our taxis."

Unfortunately, poor weather let us down."

The trip to the Nürburgring was a celebration of exciting times for Sovereign, who entered the accident management arena last year with a specific focus on setting a new benchmark in product innovation and customer service in the licensed hire market. Steve ended by saying: "There are interesting times ahead and quality of service is going to be paramount to us succeeding in our ultimate goal of innovating the market."

PC running slowly?

Internet or email not working?

Affordable home & business solutions

- Wired/wireless networks
- PC setups • iPods
- Digital photos
- Video • Music • Upgrades •
- Buying advice • Training

Call in Bob Crabtree

Wanstead-based

World-renowned expert (really!)

T: 020 8989 8196 M: 07516 157012

Email: enquiries@bobcrabtree.co.uk

**For all Windows/Mac problems
Viruses or Trojans?**

On 12 August 1944, a US Air Force B24 Liberator bomber crashed on farmland near Cheshunt, Hertfordshire killing all 10 airmen on board. The plane was commanded by **2/Lieutenant John D. Ellis** and part of **577 Squadron, 392 Bomb Group**. They were scheduled to carry out a bombing raid against the Juvicort Airfield in France but the plane was forced to turn back to its' Norfolk base due to adverse weather conditions. But something happened causing the bomber to lose all four engines and crash into a farm where the A10 is now. The plane exploded and all ten crewmen died.

At one point the plane looked as though it would crash into the built-up areas of Cheshunt and Waltham Cross, but Lieutenant Ellis and his crew fought to steer the plane towards the open fields beyond. But by doing so, they sacrificed their chance of baling out, the result being that no civilian fatalities occurred.

A collection was made in Cheshunt and Waltham Cross, partly for the dead airmen's families but also to create two memorials. One hangs in Cheshunt Library, the other in the Cambridge American Cemetery. Then in 1995 on the 50th anniversary of VE Day, the nearby **Flamstead End Relief Road** was renamed **Lieutenant Ellis Way** in honour of the brave American air crew who went down with their B24 to save the lives of others. A memorial on the spot was also planned...

DaC driver Gary Cox (O46) was recently passing and gave Call Sign his thoughts of a strange day in the cab...

"Fact being stranger than fiction, I was driving along a duel carriageway in leafy Hertfordshire approaching a roundabout where my intention was to put into action that Formula One moment and shoot straight over, when I spotted something out of the corner of my eye that looked like a new war memorial.

I circled the roundabout twice, resembling Ayrton Senna at his best, just to make sure I'd seen what I thought I had. After all, it's no good being a cabbie if you can't poke your nose in occasionally!

I drove across to the memorial, got out of my German taxi and strolled over to it. Then I suddenly understood why the road was called Lieutenant Ellis Way. After reading the wording on the memorial, I jumped back into my jalopy feeling rather mellow, but with a sense of pride and continued my journey – albeit in a rather more stately manner! The moist eye was probably a piece of dirt...

A hand soon shot out: "Hatton Garden please mate!" The young smiling couple get in the cab and as every picture tells a story, the smile on his face gives away the reason the twosome are making for the UK's diamond centre...she's got him and the ring that goes with him!

Dropping the young dreamers off, I pulled onto the Goldman Sachs' Shoe Lane rank and got out my thumbled copy of Motorcycle News, while at the same time

DaC's Gary Cox (O46) looks at a new war memorial to a brave and heroic US flight crew...

Any Gum Chum!



The new memorial

wonder whether it's going to be a radio job or a walk-up? Multiple MotoGP World Champion Valentino Rossi smiled up at me from page 7.

A few seconds later and a deep American voice politely asks: "Angel, Islington sir."

He passes a credit card to me and I see a Polish looking name. Some ten minutes after setting off, we set down in Islington. He may well have been from Goldman Sachs, I'll never know and the ride may not have been the best of the day, but for those 10 minutes or so the quiet American passenger in the back of my Dial-a-Cab taxi became the ghost of one of those brave young pilots in their B24.

He may never know why, but I do hope that when he reads his credit card statement that he enjoys a free beer for not having been charged for the ride. My one regret was that I should have asked him: 'Any gum chum...!'

Names on the memorial that many at the time and their descendents owe their lives to are:

Pilot: 2nd Lt John D. Ellis

Co-Pilot: F/O Samuel C. Stalsby

Navigator: 2nd Lt Robert B. Cox

Gunner: S/Sgt Clare W. Hultengren

Radio Operator: T/Sgt John H. Holling

Engineer: T/Sgt Stanley F. Jankowski

Gunner: S/Sgt Jay V. Cable

Gunner: S/Sgt Jack O. Shaeffer

Gunner: S/Sgt Frank Minick Jr.

Gunner: S/Sgt William C. McGinley

The monument also remembers firefighter Ernie Havis, who was just 15 at the time and through whose efforts the memorial was finally erected. Broxbourne Council turned down Mr Havis' initial request for funding, however local resident Lee Williamson donated the funds and the memorial was built. It took Ernie 65 years but at the age of 81, Mr Havis was the guest at the emotional unveiling last year...

CHIPPED WINDSCREEN?

Just go to DaC at Roman Way

Autostone Chip Repairs can almost invisibly fix a chip in your windscreen with most insurance companies paying for it.

They are at Roman Way every Tuesday and Friday from 8am to 5pm.

More info at www.autostonechiprepairltd.com

Or phone at 0800 612 7950

When drivers leave their taxi...

It is clear that adjudicators have no problem with drivers waiting in the taxi for the passenger to come down from their office or home if they have told the Dial-a-Cab call centre that they are on their way. If the driver leaves the taxi, then the adjudicator will want to know the reason for leaving the vehicle. If it's to look for the passenger, to help a passenger or escort a passenger, then that is okay, but we require confirmation from the driver. Sometimes it is clear from video footage that the driver is seeking out his/her passenger, but this is not always the case.

I recently had a case where the driver was waiting for the passenger to arrive, but had got out of his vehicle and was reading a newspaper. The adjudicator took the view that once the driver did that, it detracted from the position that he was awaiting the passenger. I made the point that I didn't agree, but the adjudicator would not cancel the ticket so I said I would not contest the matter as I didn't want this to set a precedent.

There have been other cases where the driver has got out of the vehicle - in one case he began polishing his cab while in another he took out a brush and pan and began cleaning his cab. In these situations we just cannot win. Similarly, if a driver leaves his/her cab and returns with food or any sort of beverage, this makes it difficult to win.

To summarise, if a driver gets out of his/her cab and does anything which detracts from the evidence that he is looking for or waiting for the passenger, this will almost inevitably mean that the PCN will not be cancelled.

Other driver activities...

So far adjudicators have not taken the view that if the driver is sitting in the taxi and reading a newspaper or eating a sandwich, for example, that that is not okay. But they may do so in the future. The local authorities and Transport for London take the view that a driver is not allowed to leave the cab for any reason. This is not a correct interpretation of the law. I have always maintained that this view is not correct and adjudicators agree, but this is subject to the limitations I have indicated above.

Zigzags...

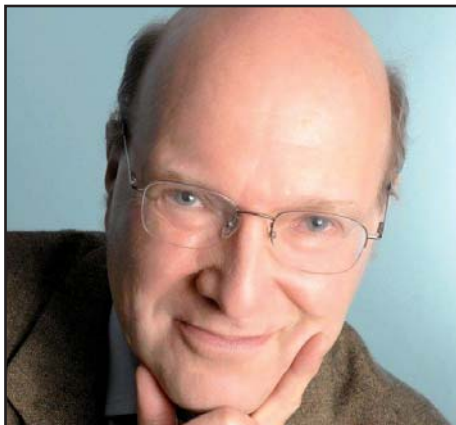
We have had very few cases of PCNs being issued for drivers stopping on a zigzag.

Where's Woody?

In Call Sign en la belle France, Bob Woodford was passing Richard Kindersley's evocative Seven Ages of Man. Check it out next time you are having a cuppa at the Piccolo in Queen Victoria St opposite Baynard House...

DaC's PCN costs have been reduced greatly thanks to UK parking expert Barrie Segal. He gives Call Sign readers an update on how adjudicators see our cases...

BARRIE SEGAL'S PARKING UPDATE



However, I noticed just walking along the street that lots of taxi drivers will stop on a zigzag or stop with two wheels on the kerb to pick up a passenger. There is really no way to fight this, so please remember not to pick up on zigzags or stop with your wheels on the kerb.

Wait and return cases...

I had one recent case where there was a set down with the driver being asked to wait and pick up the passenger again to go on to the next stop. In these situations, the adjudicators take the view that waiting to pick up the passenger after the first set down is not allowed. I asked for this decision to be reviewed, but was not successful. I do not believe that decision is correct and certainly not correct if the passenger is carrying anything to or from the

first stop. This gets very technical, but I mention this for completeness. I should say that the adjudicators seem to accept that there is an illogicality compared to the situation where one is delivering a package and picking up another one, but at the moment that is the decision. So in cases where there is a pickup and subsequent wait, if possible it is better for the driver to go around the block (*see 'and finally' note below*) and pick up the passenger when they return to the kerb. I do accept that this may not always be practical.

Waiting at bus stops...

One adjudicator took the view that as the taxi exemption for picking up or dropping off in a bus stop is stricter than the boarding or alighting rule on yellow lines, that in general those PCNs should not be cancelled. I was only able to win that case by pointing out a technical error in the wording of the PCN. **Therefore as a general rule, drivers should not wait in bus stops when on a radio job.**

And finally...the taxi shuffle!

It is clear that if a driver is waiting for the passenger to get into his/her vehicle, that if the driver kept moving his/her vehicle backwards and forward on the same spot (assuming that the vehicle is always moving) no PCN can be issued because that is not waiting! Yes I know...!

Barrie Segal
DaC PCNs

- Preparation of Wills and codicils
- Elderly Client Advisers
- Advice about inheritance tax & trusts
- Lasting Powers of Attorney & Court of Protection work
- Advice for executors, trustees and attorneys
- Lifetime tax planning
- Family & Matrimonial matters
- Conveyancing & all property issues

We rely on you to get us from A to B so you can rely on us to protect you with our legal expertise

Contact Anna Coakes or Julian Hay on 0207 637 0661

Or email acoakes@moonbeever.com or jhay@moonbeever.com

To discuss Wills, Inheritance Tax planning or any of the above range of legal issues.

Moon Beaver Solicitors
24-25 Bloomsbury Square
London WC1A 2PL

Website www.moonbeever.com email: info@moonbeever.com

Firstly, may I thank everyone who took the trouble to vote for me this year. I would also like to add a big thank you to the subscribers who have supported and voted for me over the past 30 years.

During the time I have been on the Board, I have served you with hard work, honesty and impartiality, which I will continue to do during the next two years. I would also like to thank those who followed my advice and voted to return the whole Board intact. The Board have done a superb job over the last 4 years in steering the company to safety through the recession. At this moment, you have a very stable position in the financial world and a far better standing than your two competitors.

As I have often said: "If it isn't broken, don't try and fix it." So let's hope the two years ahead are easier on the taxi trade and allow us to earn a living wage without the worries we have experienced over the past four years.

Going back...

On a different note, on Friday 11 February I attended the funeral of my Aunt on my mother's side; it took place in Plumstead with the cremation in Eltham. My aunt died at the wonderful age of 102 and was still conversing in a sensible manner up until her death. This got me to thinking that being born in 1908, she had lived through the invention of so many items that we take for granted in this day and age.

Many of today's children and adults would not be able to survive if they were transported back to 1908; how often do we hear children say that they are bored with nothing to do?

To take the children back would get them to lose television, computers, iPods, game stations, multi screen cinemas, the use of cars and telephones - the list is endless. Many so-called luxury items then were not available in 1908 due to cost; you were only able to have access to these if you belonged to the real upper class. Mothers had no washing machines, gas stoves were still a luxury so it was down to a kitchen fuelled with wood or coal. If you lived in Ireland, it was turf. The kettle was a heavy metal job that to a child weighed a ton, so were the pots and pans. If the husband came home drunk and the wife hit him with a pan then, she could easily smash his skull in!

To take a bath you'd need an old boiler (not one you could meet at the back of Paddington Station) or have a large galvanised bucket on the range to heat up the water, then you would pour it into a long portable galvanised bath. This bath was usually kept in the garden and when needed placed in the kitchen where it was warmer; so you could only have a bath when the kitchen was not in use for any other purpose.

Entertainment for children was kicking an old ball around the street, or fishing for tidlers in the pond at the local park. When I entered the world during the war, Hitler took one look at me and decided to surrender. I have never worked out why!

During my childhood, the only home entertainment was a radio powered by an accumulator, which was like a glass bottle with a solid top of a tar-like substance to which was attached two electric terminals. This accumulator had to be charged at the little local garage, so it was necessary to have a replacement to use whilst the other was being charged. If you did not have

Tom Whitbread and a salient thought...

How the years pass and how we forget...



a spare then you could be halfway through a radio programme and the radio would go dead. In those days you rarely got repeats.

If you were unlucky enough to need the help of the fire brigade, you would need to go to a fire point - a 5-foot high post with a little glass window at the top that you smashed to pull an interior lever out. This lever was connected to the fire station, which rang a bell indicating which standpoint they had to attend. You had to stand by the point to await the open top fire engine, which approached with a fire officer ringing a large brass bell attached above the front window. You then had to direct them to the emergency. This was because phones were few and far between. How would today's youth survive with talking to their friends on their mobile every 2 minutes?

Music was supplied by a wind-up record player using 78-rpm brittle plastic records. His Masters Voice made our player, using a needle made of solid steel with a large membrane encased in metal above it. That transferred the sounds to a speaker. Today's teenagers would be lost without their iPods or MP3 players holding thousands of records. Just 50 years ago, if you wanted to transport 200 records and a record player, you would have needed a handcart!

Some 60 years ago, if you went to the local cinema you'd get to see a series of adverts from Pearl and Dean, followed by Pathe News. This was the only way you could see up to date news. Remember that no working class person had a television. At the cinema you were also treated to a B-rated second movie in addition to the main feature film.

On Saturday mornings, children could go to the local flea pit cinema and for a few pence were treated to a series of black and white films. These included Superman, Batman and other super heroes. Then there were the cowboys; Roy Rogers, Hopalong Cassidy, Tex Ritter plus the comedy of Laurel and Hardy, Abbott and Costello and the great Charlie Chaplin.

What brought it all back?

What made me think of these happenings? Well on the Thursday night before the funeral

as I returned home from Kings Cross Station with my daughter, we entered the house and were greeted by a strong gas odour. So we telephoned the National Grid who turned up within the hour.

The gasman ascertained that the leak was on one of our meters, which had pipes going through the basement tenant's flat. We knocked on their door and windows and although they were in, they would not open the door. So the gasman turned off our meter and also theirs as he could not take any chances of another leak and an explosion.

The next morning we had to use 3 electric kettles to heat water so that we could wash and prepare ourselves for the funeral. We couldn't have a cooked breakfast as there was no gas. We contacted the landlord's office as soon as it opened on the Friday and he assured us that a gasfitter would be in attendance within 2 hours. So I arranged for someone to let him in and departed for the funeral.

Returning later in the afternoon, we still had no gas and the fitter had gone. So we contacted him and told him his fortune in no uncertain terms! The fitter said that he had tried to contact the landlord, but due to him being an orthodox Jew he had been unavailable from Friday midday and that we would have to wait until Monday. He said he would be back at 09:30 on Monday to try and track down the leak as he now knew more facts. This meant that we had to continue to use three electric kettles to gain hot water for washing in the sink, no bathing, plus it was ping-ping meals out of the microwave as we had no working cooker.

This was akin to being transported back 20 years! You just do not realise how much you miss a supply of domestic gas, which gives you constant hot water. I have always maintained that hot water on tap is one of the great luxuries of life. It's when the supply is reinstated that you realise you should not take it for granted; just think how fortunate you are that someone had the great idea to invent a water heater.

You may want to think at this moment what you would consider to be a luxury item that you would miss had it not been invented in the last 100 years? Children nowadays get lazy and just take everything for granted; they should be encouraged to do more strenuous activities. If you do not believe me, just hide the television remote control and hear the screams because they have to get off of their backsides and walk 3 steps to press a button on the television set.

I hope I have given you something to ponder over. Until next time, keep your family and yourselves safe.

Tom Whitbread
DaC Board Member



The state of the UK deficit

The UK deficit is currently £1trillion and growing by £100billion year. That means in plain terms £13,000 a year for every man, woman and child in the country. In 5 years, this will rise to £24,000. To service this debt the government will have to find approx £776 billion rising to £1040 billion in debt interest. Four years after the so called *Credit Crunch* the government will have borrowed more than any government in 900 years.

Something here comes to mind!

To quote Mr Macawber in Charles Dickens and his famous phrase:

"Annual Income 20.00 Pounds, expenditure 19 shillings 6 pence, we have hap-

DaC driver David Baker asks the question on everyone's lips...

WHY IS IT SO QUIET OUT THERE???

piness. Annual expenditure 20.00 pounds, expenditure 20 pounds 6 pence, we have abject misery."

You may ask just how did we get into this situation? The problem is the government has spent far more than it has earned in taxation, this has been particularly true for the past 16 years with huge increases in public spending. We have seen the deficit balloon during this recession with the government spending 4.5% more than it has received in income tax. This may sound like a small number, but it has come during the longest period of consistent growth that we have ever seen.

Many difficulties lie ahead, efficiency savings will not be enough. There are serious choices on government expenditure to be made, such as social security, health, education, raising the retirement age and many more. We will all find ourselves in the firing line.

No one in HMG has faced this before, the 1970s being the last time. Within 5 years the government has got to borrow £Half Trillion to service the debt. This means the government has to go to the debt market to borrow money; this is

down to the government issuing debt and gilt bonds or in simple terms IOUs, which the government sells to private investors.

There is no problem with investors buying the bonds and gilts, but they require a high rate of interest back. The more indebted the country, the more they want. At the moment our government is willing to pay approx 4% per cent on maturing gilts, but this will rise to 5% and could go even higher because of the UK credit rating. At one time we were rated *Triple A* (the highest rating) but that is now doubtful and we could see this reduced to *Double A*, resulting in ever more interest having to be paid back. This could go as high as a £1trillion - truly mind boggling figures.

So when you hear another driver say that the game is dead and you spend more time waiting for a job, keep the above in mind! Hopefully you are getting on but the country is not. I am afraid this one will not go away quickly, but as a cabby myself I thought you just might be interested a little in all of this.

David Baker (D22)

SPECIAL LUNCHBOX AT AWANA



Get your special lunchbox from the Awana

All Dial-a-Cab drivers know Chelsea Cloisters, but did you know about the Awana Malaysian Restaurant next door to them in Sloane Avenue? No, well now is a great time to find out because the Awana is introducing a special lunchbox for taxi drivers.

For the low, low price of £5.99, 7 days a week and between the hours of midday and 3pm you can pick up your special lunchbox. Also, as an extra special offer, if you buy two special lunchboxes at £5.99, you will be given a third lunchbox absolutely free! Then, for ten lunchboxes, you can get a free meal in the Awana restaurant!

The Awana is one of the most stylish places in which you can sample Malaysian street food. Holding the title for London's finest Malaysian experience, the satay bar and restaurant are a welcoming blend of lush silk panels, glass screens and dark wood interiors. Fine Malaysian eateries are a rarity in London, which makes Awana even more appealing - no wonder a young, well-heeled Chelsea crowd flocks here to sample the imaginative and extensive dishes. And if you think you've had chicken satay, you won't believe how delicate and different the Awana offering is. It's a revelation - especially the kari ayam or a spicy sambal.

Never had Malaysian food before? The *Malaysian Journey* tasting menu is a great place to start. Awana means 'in the clouds' and this is heavenly dining indeed.

Some items on the menu include *grilled duck breast* marinated in lime leaves, served with sweet black pepper sauce, or the *murtabak sajian laut* (butterfish, prawn, mustard seed and onion). Then there's the *kari udang* (fresh tiger prawn tail curry with coconut, pineapple, tomato and tamarind, served in a pineapple boat).

The Awana is a culinary experience, one you can begin to enjoy with their special lunchbox between the hours of midday and 3pm, seven days a week!



LUXURY VILLA FOR RENT IN NERJA

Close to Frigiliana on the Costa del Sol

- Luxury villa sleeps 6
- Has its own private pool
- 180° uninterrupted panoramic view of the mountains and countryside
- 7 minute drive from Nerva's beautiful beaches
- 5 minute drive to historic village of Frigiliana
- Prices start from £650 per week

Contact Steve on **07939 503 132**

Mailshot

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

Gratuities

Dear Alan

In last months **Call Sign**, **Ivor Belkin (C97)** wrote about doing away with the gratuity. I think we should try to retain it. We have many new and young members (the lifeblood of our Society) who are struggling with rising costs - buying your first cab at £30k+ or a first mortgage in or around London cannot be easy, not to mention the increasing price of fuel.

Many members need every penny. In our trade it's referred to as a tip or gratuity, but in other forms it is a bankers bonus or in financial circles a commission. In restaurants, it is a service charge. I don't see these sectors giving up their perks of the job, so please leave our gratuity alone.

Alan Lipscombe (T50)

Thanks for the letter Alan. As a reminder, Ivor Belkin wrote to Mailshot and said:

Why not do away with the 10% gratuity? To a company spending nearly £1million a year, that represents £100,000 a year, which they can then invest in using more cabs, which then increases our income?

What do other Call Sign readers think about the subject? ...Ed

GPS?

Dear Alan

On reading **Allan Evans** answer to the letter **Ray Sorene (A53)** wrote, also the Chairman's reply to a question concerning GPS at the 2010 meeting, it is apparent that if and when new terminals are fitted they will be of the zonal system. I would like to present the more positive side of GPS than the one that has been portrayed. I was on RTG when they changed from zonal to GPS, the transition was slow and disruptive and at that time more than a few drivers left the RT circuit and moved to DaC. After most of the teething problems were ironed out, in my view it proved to be a far more efficient and fairer system than the old zonal one. I accept that I risk being told that if it was so good, why did I join DaC? My answer is that I joined DaC not for the system, more for the circuit because in my view it is run more professionally and democratically and letters such as this would never be printed in the RT magazine. Allan Evans says zonal is by far fairer, but how can that be? It seems the majority of complaints against drivers are for zone violations and that's just the ones that are caught. With GPS, you eliminate zone abuse and driver confusion. You sign on and the work finds you. No more trying to second-guess which zone is better for work.

It is also safer, as you do not have to divert your eyes so many times from the road, to change zones. The only unfair thing I found with GPS were drivers who hung up close to

known regular jobs. I do not think DaC would tolerate this practise and would tag such jobs. With GPS, you can still have the queuing system as in EC and E14 as the zonal system works better in those areas. It's in all the other zones that GPS comes into its own. For example, say 3 drivers are booked in SE18 and a job is available in Welling Kent (SE50). All 3 drivers being no more than 10 minutes away from the pick up are denied from booking into SE50 as this is a physical zone, So another driver who is, say in Gravesend some 35 plus minutes away, gets the job. Is that fair to the 3 drivers and the customer who may have required a cab ASAP? With GPS it's the nearest cab that gets the offer.

In this present climate, the zonal system is a game of second-guessing. As an example, I am in WISW, a job appears on screen in SW5, I quickly book in to SW5 and get the job. The driver who is in SW5 but booked into SW3 is only 2 minutes from pick up, whereas I am 12 minutes away. This wouldn't happen on GPS.

As I said, there is a place for zonal in the City and E14, but in my view the rest of the zones would be better served using GPS. It can't be cost and time effective to have a cab run for 10 minutes from one end of SW1 to the other because the driver happens to be number one in the zone. The Chairman said GPS does not take into consideration traffic or congestion, but I would argue that no system does, it's the driver who decides to accept or reject. If I am number one in EC3 on Upper Thames St and the offer is Eastcheap, or I am nearest on GPS, because of the time it would take to pick up, the decision would be the same.

Allan Evans says GPS can bypass the nearest cab for one with a stronger signal, but in my experience this happened a few times as long as you didn't have the guy on your tail all day, it was never a problem. The GPS is just an update on the old radio system, nearest cab gets first offer. Either way, whatever the system, I will get used to it.

As far as investing in new equipment, it's been said that now may not be the right time and that it is better to have cash in the bank. But I would argue that now is the right time. Thanks to good management, we have some £6million in the bank, but that is of little advantage to us as members if it just stays in the bank. All through this recession, PH have been investing in new cars, ComCab, has renewed, even RTG who are said to be in debt, are upgrading. I read we are still in the *research and development* stage. But in these times with cash-in-hand, good deals can be struck. There must be many companies worldwide with state-of-the-art equipment that could be adapted to DaC in a short time scale. As I am sure that when things get better - as they will - and companies become more profitable, price will come second to quality and efficiency. It's the company that can get a cab at the client's door in the shortest time that will prosper and PH and others will not find it so easy to compete on price alone. One ques-

tion I would ask is this: Will we be the only major circuit to use the zonal system??

Ian Connelly (T21)

Allan Evans responds: Hi Ian, as we have recently spoken or emailed each other several times I fear I may be repeating myself, but as you say, the magazine is quite rightly an open forum so I will list my thoughts on some of the points you've raised in your letter.

Many individuals have their views on whether the system should be Zonal or GPS based and I am no different. However, as a Board we must listen to the whole membership and not necessarily take into account a single view before making judgement. My personal view is that zonal is much fairer, but it is not my view - it is a BoM decision to choose the best and fairest system available to the membership. You are right to mention that many drivers who were on RTG were far from happy with GPS and are now here with us (not many have gone back)! You are probably also correct that some would ask you the same question that you asked yourself 'if it was so good, why did I join DaC?'

As I have already mentioned, so long as the system is constantly monitored - and it is - any misdemeanours or rule violations can easily be proven and I am confident that the system will always remain fair and equal for all. No system is perfect but if you correctly book in to a zone, a trip will be offered to you at some stage. Drivers on GPS may work all day and not see an offer on their screens at all, as I am sure you are only too aware. That is even more important in this current climate.

You gave an example that when WISW, a job appears on screen in SW5, you quickly book in to SW5 and get the job. The driver who is in SW5 but booked into SW3 is only 2 minutes from pick up, whereas you are 12 minutes away. Yes, this wouldn't happen on GPS but who is to say a taxi 400 yards away from the pick up would arrive quicker than a driver half a mile away? In a perfect world, offering work to the nearest driver would be ideal. However, London is far from perfect with its bizarre one-way systems, road works and traffic. So surely offering a driver the choice and flexibility of a sizeable area they can reach within the permitted 15 minutes is better than limiting them to work based on their GPS position? As you know, in London you must be within 15 minutes of the furthest part of the zone you intend booking in to.

You also say that it can't be cost-effective to run from one end of SW1 to the



Mailshot

continued from page 32

other because the driver happens to be number one in that zone? But if you are booked in correctly then there should be no problem, especially as some of the larger zones are sub divided to minimise this type of problem. And as all of our members are experienced taxi drivers, we would trust them explicitly to accept the trips based on traffic conditions and arrival times. I've heard stories of drivers in Oxford Street who were offered a 'local' trip in Bow (E3) via GPS, because they were the so-called nearest available taxi. So nothing is foolproof. You also mentioned that unless you have a guy on your tail, signal strength is irrelevant. But surely if you are on a large taxi rank, there may be many taxis behind you. Is it right for the taxi at the rear of the rank to gain preference over the point cab due to a stronger signal?

As the Chairman mentioned at the AGM, we are now well down the road with our Research and Development and negotiations and it is reasonable to assume that by mid to late summer, we will be in a position to start fitting new terminals onto the fleet. Modern technology moves very quickly and they will be by far the best in the trade, as our current terminals were when first introduced some 11 years ago, terminals that in the Board's opinion still more than stand up against newer systems out there.

Addison Lee and bus lanes

Hi Alan

In the last issue of *Call Sign*, you wondered whether John Griffin intends giving his drivers instructions regarding a London bus lane. *Private Eye* wrote about the M4 situation and also alleged that John Griffin had contributed thousands of pounds worth of transport to the Tories during the General Election. I enclose a copy of his reply in the issue dated 25 November...

Sir,

Thank you for our recent mention (*Eye* 1274). The closure of the M4 bus lane was not something we were working towards and in fact it has stopped us in our tracks, as we are seeking to show that by not allowing us into the bus lanes to compete with the black taxis the authorities are in breach of discrimination law and anti-competition law.

It does seem extraordinary that the M4 bus lane is being closed down just before Xmas and reopened for the Olympics. I am unaware of any clamour to close the bus lane and it seems that the whole matter could have been dealt more sensibly and more cheaply after the Olympics. The only conclusion we can come to is that Transport for London were aware that we would win our case and they decided to capitulate and pay all our legal costs to date. They must

have thought that that would be the end of the matter. It certainly is not, as we shall soon be flying the flag of fairness in a bus lane near you.

John Griffin (Chairman, Addison Lee)

I wonder whether TfL really did pay his legal fees, but the last two sentences do make interesting reading.

Geoff Levene (K43)

Thanks for sending that in Geoff. Is it true? Time will tell. However, in Brian Rice's Chairman's column soon after the Mayoral elections, he revealed some months before anyone else that Addison Lee had donated £25,000 towards Boris Johnson's election fight. Say what you like about John Griffin, being a fool isn't one of his attributes ...Ed

Who's at GS?

Hi Alan,

Continuing from the Goldman Sachs letter in last month's *Call Sign* regarding Mike Galvin being seen at St Bride Street, have you heard or is there any truth that GS actually contacted Addison Lee with a view to switching to them as their main ground transport supplier?

Apparently, for reasons unknown, Addison Lee failed to win the tenure and are running frantic trying to ascertain which private hire company has, or if it has been retained by ComCab and shared by us.

There does seem to be a drop-off however in pre-booked jobs on the system going to and leaving GS. A little birdie tells me that employees have been requested to hail and ride licensed taxis from the street and claim the fare back through way of a receipt in order to cut back on run-ins, gratuities, VAT and other radio circuit charges.

Out of interest, when employees use the GS chargecard for both ComCab and us, apart from eliminating any run-in does this also include gratuities, VAT and other radio circuit charges?

I would appreciate your thoughts and answers on this subject.

Roland Brewer (M38)

Brian Rice responds: I notice your last line asks for the Editors' thoughts and answers on this subject. Obviously, Roland, he does not have any so he has passed your letter on to me!

GS went to tender last year and DaC tendered for that business. I visited them three times and on two occasions gave a presentation, both of which went extremely well. They asked me if we were on any 'platforms' and I stated only Concierge, which is a DaC platform. They then asked me if we would service an 'independent platform' - that is a platform owned by a software house that does not have any taxis or cars, they just use other peoples'.

Those of you that read my articles will know I have been warning of this scenario for several years and I refused. I believed we were going to be used as a backup for when a large Private Hire



company could not fulfil all their bookings, although I do not have any proof of that. I'm told the other two radio circuits in London were of the same opinion as me. A scenario has been sent from GS here in London to New York, which I understand has been rejected. Consequently, the whole scenario is being looked at again for a decision around the middle of March.

We have also pointed out to GS and LTPH that what AL are endeavouring to do with a rolling rank is illegal. The only way it would work is for AL to have an 'implant' then Peterborough Court would become a satellite office, which would then have to appear on the AL Operators Licence. I am sure the hierarchy at GS would love that!

So Roland, at the time of writing nothing has been agreed and you now know as much as anyone in the taxi trade! I just hope that ComCab retains the account.

CRB checks

Hello Alan

I was listening to *Radio 5Live* this morning and they were talking about changes to CRB checks and what categories of people that will still need them. Are you aware of any changes that will apply to us?

Kevin Went (N19)

I asked John Mason, *Director of Taxis and Private Hire* at LTPH and he told me the Government were reviewing the CRB process and shelved the previous Government's plans to change it, but he was not aware of any changes having been announced and would have expected to hear about them had they been imminent.

Call Sign online

Dear Alan

I read your article in the February online *Call Sign* with interest, especially the section regarding your online readership. I can see why you have so many readers outside of the UK, because *Call Sign* is indeed an interesting read even for those not on Dial-a-Cab. So I wonder if you would consider dedicating a page to readers such as myself who do not reside in the UK yet drive a taxi in other countries? I'm sure it would be of interest to UK residents...

Michael Candor

Port Elizabeth, South Africa

I'm pleased you enjoy the magazine, Michael, but it is designed for Dial-a-Cab readers and they are my priority, so I'm afraid the answer is no. But I will always publish interesting letters and if you have something that may interest DaC drivers specifically, then I'd be interested ...Ed

NU11 PLT

11 plate... 11 reasons...

Elegance & Style: the new **TX4** range

Low rates of finance available

Excellent 3yr manufacturer's warranty

Value for money from **£28,995 OTR**

Exceptional residual values

Never confused with private hire

Purpose-built for the taxi trade

Low maintenance costs

Accessible on many levels

Test drivers get a free jacket

Experienced service network



Visit any of our UK retail outlets, register for your test drive* and get a free, limited edition jacket whilst stocks last.

HURRY, WHEN THEY'RE GONE THEY'RE GONE!

Order now and be the first to drive away a new "11" plate TX4 this March.

HEAD OFFICE:

The London Taxi Company
Holyhead Road
Coventry
CV5 8JJ
England

t: +44 (0)24 7657 2000

e: enquiries@london-taxis.co.uk

BIRMINGHAM

t: +44 (0)121 322 0700
e: birmingham@london-taxis.co.uk

COVENTRY

t: +44 (0)24 7657 2040
e: coventry@london-taxis.co.uk

EDINBURGH

t: +44 (0)1506 864 670
e: edinburgh@london-taxis.co.uk

GLASGOW

t: +44 (0)141 445 4805
e: glasgow@london-taxis.co.uk

LEEDS

t: +44 (0)113 388 8600
e: leeds@london-taxis.co.uk

LIVERPOOL & NORTH-WEST

m: +44 (0)7771 917 588
m: +44 (0)7771 917 624
e: liverpool@london-taxis.co.uk

LONDON

t: +44 (0)20 7700 0888
e: london@london-taxis.co.uk

MANCHESTER

t: +44 (0)161 831 3434
e: manchester@london-taxis.co.uk



www.london-taxis.co.uk

*Test drives must be taken in TX4 Style or TX4 Elegance only.

Official fuel consumption figures for the TX4 in mpg (l/100km): Urban 25.5 (11.1) - 28.0 (10.1), Extra Urban 38.2 (7.4) - 41.5 (6.8), Combined 32.0 (8.8) - 35.2 (8.0). CO₂ emissions: 211 - 233 g/km.