

ISSUE 16 / MAY-JUN 2018

OnRoute

Brought to you by Transport for London

Charging forward

26 reasons to choose an electric vehicle

At your service

Assisting disabled customers

All in a good cause

Why not volunteer for a charity?

Get on top of tax

Top tips for doing your tax returns

Class mates

Hanging out with Knowledge students

A guide to assistance dogs for private hire drivers

Passengers with assistance dogs use private hire services to make their way around the Capital. In the UK there are more than 7,000 active working dogs. Assistance dogs are your passengers too.

Guide Dogs

'We wear **white** harnesses with **yellow** fluorescent stripes.'

Guide dogs are for young people and adults who are blind or partially sighted.



Hearing Dogs for Deaf People

'We wear **burgundy** jackets.'

Hearing dogs are for adults and children with hearing impairments.



Dog AID (Assistance in disability)

'We wear **red** jackets.'

Dog AID dogs are for physically disabled adults.



Canine Partners

'We wear **purple** jackets.'

Canine Partners' assistance dogs are for physically disabled adults.



Dogs for Good

'We wear **green** jackets.'

Dogs for Good assistance dogs are for people with physical disabilities, or children with autism.



Support Dogs

'We wear **blue** jackets.'

Assistance dogs for physically disabled adults, seizure alert dogs for people with epilepsy, and autism assistance dogs for children with autism.



Medical Detection Dogs

'We wear **red** jackets.'

Medical detection dogs are for adults and children with complex health conditions.



Did you know it is against the law to refuse or charge a passenger more because they have an assistance dog? Taxi drivers or private hire drivers and operators doing so could risk losing their licence or facing a fine.

Contents

7

Safety first
Have your say on the private hire safety consultation

8

All in a good cause
Why not volunteer for a charity?

12

From A to Z - through EV
Everything you ever wanted to know about electric vehicles

16

Class mates
Hanging out with a new generation of Knowledge students

12



20

Hey you, get off my rank!
Removing the reasons for rank rage

22

At your service
Assisting disabled customers

24

First (aid) on the scene
First aid courses - what's available

26

Get on top of your tax
Top tips for doing your tax returns

8



16



24



Welcome.

In this issue we are exploring all things electric and plug-in hybrid. Everyone who lives and works in the Capital knows cleaning up its toxic air is a top priority if we are going to improve the health of Londoners. That's why all newly-licensed taxis have to be Zero Emission Capable (ZEC), while the requirements for private hire vehicles are getting greener and cleaner. Find out more from p12.

Even more important than the vehicles they own or rent, are the taxi and private hire drivers getting workers, tourists, shoppers and revellers around the city. You can read about how some of them are going the extra mile by volunteering on p8, while on p16 we feature a group of young men and women brave enough to take on the Knowledge of London.

Elsewhere, there's more information on how becoming a first aider could save someone's life (p24) and a brain-teasing quiz testing your knowledge on the tax system (p26).

As always, we'd love to hear from you if there's a topic you'd like us to feature. Just drop us a line at **OnRoute@tfl.gov.uk**

D Pilgrim
Editor



In our next issue...

- The six approved credit card readers in taxis

Contact us at OnRoute@tfl.gov.uk

London Taxi and Private Hire
230 Blackfriars Road, London SE1 8PJ

For general enquiries email: tph.enquiries@tfl.gov.uk

Visit the TfL website: tfl.gov.uk/tph

0343 222 4444 (lines open from 08:00 to 18:00, Monday to Friday)

for operator and driver licensing enquiries and the Knowledge enquiries.

0343 222 5555 for vehicle licensing appointments and enquiries.

TPH news on Twitter: @TfLTPH

For constant updates on diversions, congestion and accidents: @TfLTrafficNews (roads)

TfL produces a weekly email with information on current and forthcoming road closures and diversions. If you would like to receive this, please contact tph.enquiries@tfl.gov.uk

The views expressed in OnRoute are not necessarily those of TfL.

News



One hundred and counting

The number of rapid charge points installed by TfL has now risen to 104, 52 of which are exclusively for use by taxis

Mayor Sadiq Khan, said: 'The roll-out of rapid charging points marks a big step forward in the shift to ZEC vehicles, which the Capital desperately needs to clean up our toxic air. But widespread change will not happen until a sufficient charging infrastructure is in place, allowing taxi drivers, businesses and Londoners to easily make the switch.'

The Mayor wants more businesses and London residents to switch to electric vehicles, and is committed to working with the private sector to expand charging infrastructure in the Capital.

For further information on electric vehicles, turn to p12.

Metrocab for the Capital

It has been reported that Frazer-Nash will begin manufacturing its electric Metrocab through Ecotive later this year. The new taxis will be produced by contract manufacturer Cad Cam in Coventry.

Cad Cam, which also does work for Jaguar Land Rover, recently completed a multi-million pound investment deal with China Red Sun Group. It will open a new £100m factory at the end of this year creating up to 1,000 new jobs and boosting its capacity.

For more information, go to www.newmetrocab.com/



Keeping streetworks safe

British Telecom has been ordered to pay £90,000 for putting the public at risk during streetworks in the City of London.

During works at Bishopsgate in August 2017, on part of TfL's road network, BT failed to properly sign and guard the work area and also used the wrong traffic management methods. Despite repeated demands by TfL, BT also failed to take actions to improve the situation, leading to unsafe conditions for road users, pedestrians and cyclists.

Glynn Barton, TfL's Director of Network Management, said: 'It is absolutely vital that companies such as BT ensure safety on site and we will always push for the strongest possible action against those that put the public at risk. We are working with utility companies, including BT, to ensure that roadworks are carried out safely in the future, with minimal disruption to road users.'



TPH licensing in numbers

23,795

Taxi drivers

20,966

Taxi vehicle licences

113,342

Private hire driver licences

87,832

Private hire vehicle licences

2,351

Private hire operators



Changes at Camden Town

Proposals to modernise and upgrade Camden Town Tube station have received strong backing from the local community

A consultation found that 97 per cent of respondents supported the plans to treble the size of the station and construct a new entrance on Buck Street.

TfL will consult later this year on how the new entrance might be built and how it will manage the impacts of construction. Subject to the outcome of that consultation, TfL will apply for powers to upgrade Camden Town station and if permission is granted, work could begin in 2021, with completion targeted for 2025.

Three wheels on her wagon

There was a big smile on the face of five-year-old Hope Dixey on 17 April, when she was presented with a tricycle by the London Taxidriver's Fund for Underprivileged Children. Hope suffers from a rare metabolic condition that affects her muscle tone, strength and motor control. The tricycle, which has been specially adapted, makes it easier for her to whizz around and have fun just like other children of her age. You can find out more about the fund on p9.



Taxi rank news

- Until 18:00 on Friday 24 August, the whole of the taxi rank outside the Kingsway Hall Hotel on Great Queen Street will be suspended while the hotel is being refurbished
- While numbers 79 to 81 Grosvenor Street are being demolished, the Grosvenor Street rank will be suspended. This is a long-term suspension until 2019
- The rear 10m of the rank outside the Millennium Hotel (right) on Adam's Row is suspended until 18:00 Tuesday 29 May while a gantry is in place. The Millennium has agreed to one taxi to rank on the hotel forecourt during the suspension



Round-up on the roads

- On the A100 Byward Street/Tower Hill junction with Trinity Square, works to improve access to the square are taking place. Pipes and cables beneath the road are being moved, the carriageway is being resurfaced and the traffic islands relocated. The works are planned to be completed by this summer
- Camden High Street between the junctions of the A400, Kentish Town Road and Inverness Street, will be closed from 22:00 Thursday 24 May to 06:00 Tuesday 29 May while work is carried out at the Underground station. The main Camden High Street taxi rank will be unaffected and there is an additional temporary taxi rank in the parking bays adjacent to the taxi rank to prevent over ranking

News



And the winner is...

Congratulations to London Taxi PR, which has won International Transport News' award for Best Public Transport Promotions Group – England, 2018

International Transport News covers the latest developments in the transport sector and its awards recognise the work companies, staff and individuals do to keep the transport industry moving.

The award acknowledges the significance of the work that London Taxi PR is doing in promoting the trade, with all its campaigns funded by London taxi drivers themselves.



For more information, go to www.londontaxipr.com

Licensed to help

There are a few things you can do to help the Licensing customer support team deal with your queries as quickly and efficiently as possible:

- Don't forget to subscribe to regular email updates. If you are not licensed, but would like to take advantage of this service, please email tphenquiries@tfl.gov.uk
- Make sure the team has your current email address and contact details
- Be prepared for the team to take you through some security questions when you call. The team will only provide details to someone once you have passed security on the call and given it permission to do so
- If you receive an automated email response from the team, you don't need to call to find out if your email has arrived – it has

The team works hard to close down enquiries on the first response, but at times it will need to verify information supplied by a third party such as your operator or a fellow driver.



For licensing enquiries, contact 0343 222 4444. Lines are open from 08:00 to 18:00, Monday to Friday

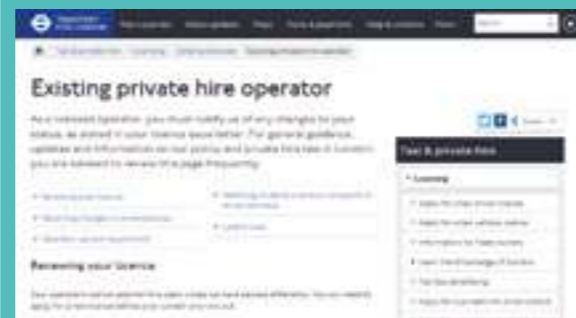
Help for operators

The TfL website now has a new page for existing private hire operators which includes guidance on renewing their licence and where they can notify TfL about driver dismissals, serious complaints or changes in circumstances.

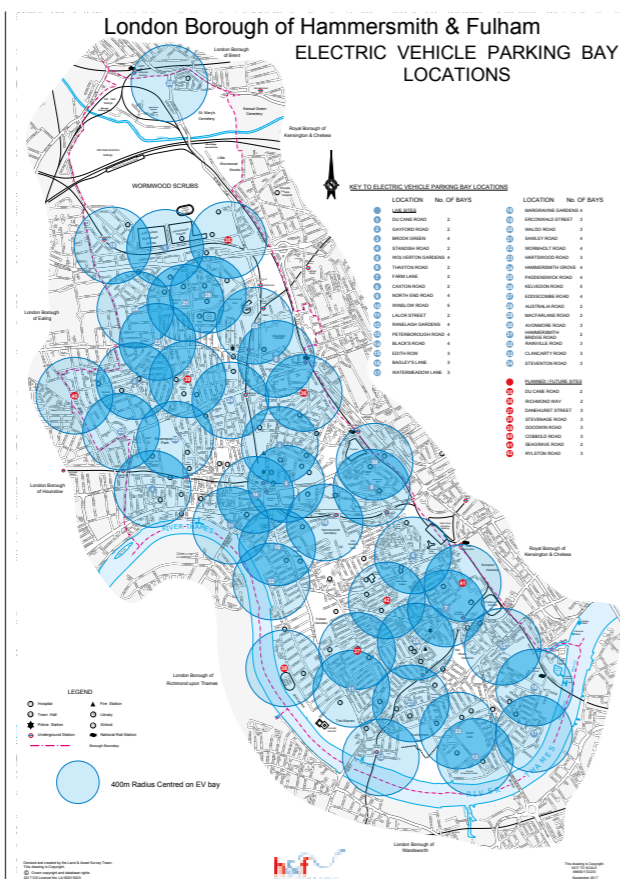
There is also an online tool where operators must provide details of vehicles and drivers available to fulfil private hire bookings, as required by the private hire regulations.



For more information, go to www.tfl.gov.uk/ph-operators



Licensed to help



Get with the electric revolution

If you live in Hammersmith or Fulham, you can have a say in where the borough's new electric charging points will be located.

The local council has recently seen an increase in requests for charging points, so is considering options for providing more across the borough. It is now collecting requests from residents and also the reasons for the locations asked for.

You can make your request for a charge point location by completing a short survey online.



The survey will be open until 1 April 2020. Just go to lbhf.citizenspace.com



Safety first

Seeking views on how to improve safety for private hire passengers

TfL's private hire consultation is the latest phase of an ambitious programme that is raising standards across the industry.

As set out in the Mayor's Transport Strategy, TfL is committed to ensuring that a Vision Zero approach – which eradicates all deaths and serious injuries on the Capital's roads – applies to all aspects of London's transport system. Private hire vehicles have a part to play in delivering this vision. To ensure private hire services remain safe and secure, TfL is seeking views on:

- An advanced driving test for private hire drivers, which could include accessibility training
- Clear signage displayed in private hire vehicles to make it easier for customers to raise concerns about the driver's behaviour and driving
- How TfL could improve the vetting of private hire driver applicants
- Whether changes need to be made to insurance arrangements for private hire services

This consultation builds on the improvements to standards and safety set out in the Mayor's Taxi and Private Hire Action Plan. This includes increasing the number of compliance officers and requiring both driver and vehicle details to be provided to passengers before the start of a journey.

The next phase of the programme to improve standards and security will be a consultation on proposals for regulations to cover new, novel or ridesharing services, as described in TfL's recent policy paper. It sets out TfL's position on how such services might operate in the future and ensures TfL remains the world leader in regulating private hire services.

TfL is also conducting research on the impact of removing the Congestion Charge exemption for private hire vehicles.



The consultation closes on 18 June 2018 and full details can be found at consultations.tfl.gov.uk/taxis/improving-phv-safety/

All in a good cause

It's been shown that volunteering and helping others is good for mental health. We meet the taxi and private hire drivers who are doing their bit

»

Off to meet Mickey

The Children's Magical Taxi Tour, which takes children with life-limiting illnesses to Disneyland Paris, will celebrate its 25th anniversary next year. Ian Parsons (bottom picture), 61, is one of five drivers who have gone on every trip.



TPH's Knowledge team and other staff are doing a 10-mile, four peak Pen Y Fan climbing challenge on 30 June. The aim is to raise £3,000 for taxi charities including the Children's Magical Taxi Tour.



“We don't all wear halos, but if you can help, you should” Ian Parsons

What role do you play?

The children come from various hospitals and I'm the coordinator at Great Ormond Street, starting around 05:00 to make sure every family gets in the right taxi. Our convoy leaves at 07:00 to get the early ferry after a Big Breakfast event in Canary Wharf.

It must take some organising!

We have wonderful partners. The Marriott Hotel donates packed lunches, P&O Ferries support us with the crossing and one year, when there was a fuel strike in France, a Texaco tanker even joined the convoy to make sure we got there!

What's the journey through France like?

The local people are lovely. At the refuelling stop at Asseville they started doing face painting for the children. The next year they added a cake table, then candy floss and presents. Year on year they've got more involved.

The children must love it?

Every minute, especially the flashing lights from the police outriders. It's important that we drivers behave like it's our first trip as well, because for the children, it is.

You're also Vice Chairman of the Taxi Charity for Military Veterans. What makes so many drivers do voluntary work?

I think it's because we live in the real world. We see all kinds of people and some of them are struggling. We don't all wear halos, but I always say, "if you can, you should". Spare some time to volunteer, because it makes a big difference.

The next Children's Magical Taxi Tour takes place from 28 to 30 September 2018.

● ● ●

To get involved, go to www.magicaltaxitour.com

“It's about giving something back to those who gave so much” Janet Ramsden

Supporting veterans

Janet Ramsden, 52, has been a cabbie for 19 years and involved in the Taxi Charity for Military Veterans for more than 16 years. She's making her fourth trip to Holland with the charity this May.

The Dutch trips take veterans to the area around Arnhem, to commemorate Operation Market Garden in WWII, commemorated in the film A Bridge Too Far.

'We're there for 4 May, which is the Day of Remembrance in Holland and some veterans take part in parades at Wageningen on the 5 May, including travelling in old jeeps,' says Janet. 'They're all in their 90s now, so it's amazing to watch. Their stories are fantastic, but they're not all full of "I did this and I went there" – they talk about the funny things that happened

rather than the horrors. Some go along not knowing anyone but soon meet people from different regiments and make friends.'

Janet usually drives two passengers, either two veterans or one with a carer, and meets them at Harwich to get the overnight ferry. 'We drive in a convoy escorted by Dutch police who organise a rolling road block, but none of the local people ever complain,' she says. 'Operation Market Garden may not have been a military success, but these veterans are all heroes in the eyes of the Dutch!'

'I'd encourage anyone to volunteer. It's giving something back to people who gave so much for us.'

● ● ●

For more details, go to www.taxicharity.org

Above right: Janet Ramsden and veterans
Below: A youngster enjoying a trip to the seaside



Big day out

Celebrating its 90th anniversary this year, The London Taxi Drivers' Fund for Underprivileged Children runs fun outings for youngsters with special needs. Steve Pulham, has been volunteering for the fund for 15 of his 17 years as a driver.

'I get a great deal of satisfaction out of helping, knowing that some of these children have far more difficult backgrounds than people realise,' says Steve. 'Some have troubled family lives, illnesses or disabilities.'

Trips include anything from taxis decorated with balloons driving to the seaside at Southend-on-Sea, to outings to Legoland or Woburn Safari Park and the Fund's annual Christmas party at The Grosvenor House Hotel.

'It can be exhausting, as it's a big responsibility to look after these children for the day, but it's extremely humbling too. Everyone has such fun and seeing the children's faces is enough reward for me.'

● ● ●

The next outing is on 12 July to Southend-on-Sea and the charity welcomes all taxi drivers to come and join in. Please contact drivers' liaison on 07973 313148. For general information, go to www.thelondontaxidriverschildrenscharity.co.uk

“Seeing the children's faces is enough reward for me” Steve Pulham





Beside the seaside

Named after The Albany Arms in Camberwell where its founders used to meet, The Albany Taxi Charity Fund made its inaugural outing in 1972 with 36 decorated taxis taking special needs children from Bermondsey to Margate. By 1992, the charity had so many volunteers it decided to hold a second annual trip to Hastings, which it still runs. Joanne Clarke, 48, volunteered as a driver four years ago.

'It's easy to go day to day without appreciating how many people are worse off than you, so helping out really gives you a lift,' says Joanne. 'For the Hastings trip, we pick the children up from Charlton Athletic Football Ground where they are greeted by the Mayor of Greenwich and the Charlton FC mascots. Police cadets and outriders also come from all over the country to

drive with the convoy. On arriving at Hastings, we're met by the Mayor and escorted into the town by a fire engine which the children love.'

After a fun day of going on rides and visiting lots of attractions, the children head to the Azur Marina Pavilion for a fish and chip tea and a disco.

'Seeing the children dancing at the disco at the end of a great day is my highlight,' says Joanne. 'For some children, this may be their first time at the seaside.'



The charity also buys wheelchairs, sound equipment and special bikes for the schools and homes it supports. Go to www.albanytaxicharity.org



“ For some children, this may be their first time at the seaside ”

Joanne Clarke

Above: A day trip to Hastings, below: Private hire driver Raj Chadha donating blood



Life blood

Raj Chadha has been a private hire driver with the Chauffeur Group and in a private capacity for more than ten years. He's been a volunteer with the Sant Nirankari Mission since he was a child.

The mission is a leading organisation in voluntary blood donation in India. In the UK, it has worked with the NHS since the late 1990s, hosting regular blood donation camps.

'Our mission hall in London is at Simpson Lane near Heathrow, and it often doubles as a blood donation centre,' explains Raj. 'I get involved with whatever needs doing on the day, from setting up to serving refreshments.'

Alongside the blood donor camps, Raj also does voluntary work most Sundays and is happy to turn his hand to any

job – from environmental projects like seeding new trees in rural tree plantations, to scraping ice from the pavement.

He's keen to help instigate new projects in the future. 'I'd be interested in helping increase awareness of what cancer patients go through, maybe, or to help people with sight problems with eye clinics,' he says.

'One of the reasons I love my job as a driver is the flexibility. I believe you should make the most of this by doing something that makes others feel good. Voluntary work is enjoyable, worthwhile and food for the soul. Sunday is the day I give something back to society!'



For more information, go to www.santnirankaribloodbank.org/

“ Voluntary work is enjoyable, worthwhile and food for the soul ” Raj Chadha



Lest we forget

Former police officer turned taxi driver Mike Hughes, 70, has been involved with Poppy Cabs, taking veterans to and from the Cenotaph on Remembrance Sunday, since it began in 2009.



Capstar takes on the charity challenge

Capstar employs men and women as chauffeurs after their military careers with around a third having been injured during their service. However, any disabilities aren't stopping them from taking on a challenge for the charity First Light, which supports veterans from the Armed Forces and Emergency Services. On 8 June, Capstar's four-man team is taking part in the Burpee Challenge, with each man completing an eye-watering 1,000 burpees – squat thrusts made from and ending in a standing position. It aims to raise £4,000. We say good luck!



For more information, go to www.firstlighttrust.co.uk/

How did you get the ball rolling?

I made a few calls, including to the British Legion, and we did our first pick-ups from Waterloo Station, the Victory Services Club and Union Jack Club with just 16 drivers. We now collect veterans from all mainline stations and Victoria Coach station, plus special pick-ups for wheelchair users.

How many veterans do you transport?

We do 600 to 700 in-bound journeys every year. With between three to five veterans in each taxi, that's more than 2,000! We're never sure until the day how many will come.

What is your role?

I coordinate the logistics, liaising with TfL, the police and the stations, but on Remembrance Sunday it's a team effort. I've seen drivers who hold very different opinions standing side by side on Westminster Bridge. All differences are put aside on the day.

Do you need non-driver volunteers too?

Yes, it was soon apparent that drivers acting as marshals was not a good use of resources, so now we have an amazing group of drivers' families and Knowledge students turning up to help.

This November is the centenary of the Armistice. Are you expecting record numbers?

It's hard to say. Some veterans tell us they want to mark the day in their home towns. On the other hand, maybe more people will attend than usual because of the significance of the anniversary. They just need to come to the mainline stations and look for taxis with the poppy sticker (see left) – we'll be there.

What moves you the most about the charity?

You get a lump in the throat when you go through the lists and learn that someone has passed away. I've had veterans' sons or daughters tell me that being taken to the Remembrance Sunday Service was the highlight of their parent's year.



Follow all the news on Twitter at @PoppyCabs



From A to Z - through EV

If you're considering buying or leasing an electric or plug-in hybrid vehicle, here's a quick guide to what you need to know

A

is for air quality

Transport is the biggest source of the emissions damaging to health in London. Electric vehicles (EVs) produce no harmful exhaust emissions. Plug-in hybrids (PHEVs) produce no harmful emissions when driven in 'electric only' mode and overall produce tailpipe emissions at far lower levels than conventional petrol or diesel cars.

B

is for Bookmycharge

If you have a home electric charge point installed (see under H) then you need to know about Bookmycharge. It's the world's first bookable home and destination EV charging platform. EV drivers can book-out their charge point for a fee when they are not using it and reserve those of other electric vehicle owners across the UK. www.bookmycharge.com

C

is for Charging

EVs can be charged via a connector to a charge point with most charging taking place at home overnight (see H) or at on-street residential charge points. There are now more than 13,000 public charging point connectors across the UK and TfL has committed to installing at least 150 rapid charge points by the end of this year with 104 already installed, 52 of which are for taxi use only.



D

is for Dynamo

It is reported that the electric Dynamo taxi can do more than 170 miles on one charge, has a laminated Lithium ion battery, an 80kilowatt (kW) motor and regenerative braking (see under R). It is anticipated it will be presented to TfL for licensing this summer.

E

is for electricity costs

Charging a pure EV at home costs about £3.64 in electricity for a full charge. The costs for using public chargers vary depending on the network. You can pay as you go using a credit or debit card, or you can join a membership scheme. For example, Chargemaster runs the Polar network of chargers. The majority of these are free to use by members (membership costs £7.85 a month, with the first three months free.) For the rest of its chargers, you pay around 9p per kW of electricity used, which is cheaper than the average cost at home.

£3.64



F

is for fleet

In March, John Flynn of Fulham Cab Co took possession of the first of 40 TX eCity taxis to join the company's existing fleet of 100 TX4s. John said: 'I don't want to spend time and effort repairing older vehicles, and electric vehicles mean longer gaps between servicing, and generally need less maintenance work.'

G

is for grants

There are a number of generous grants available to customers buying either an EV or plug-in hybrid vehicle. The Government's plug-in car grant subsidises the purchase of eligible cars by up to £4,500 for EVs and £2,500 for plug-in hybrids. For example, both the Audi A3 e-tron and the Toyota Prius plug-in are eligible for the full £2,500 grant.

The plug-in taxi grant provides up to £7,500 off the price of a new zero emission capable (ZEC) taxi.



H

is for home charging

Charging at home using a special charging unit is the fastest, easiest and safest way to charge your car. You can get a Government grant of up to £500 towards the cost of installation. To qualify, you need to be the registered keeper, lessee or have primary use of an eligible electric vehicle, with dedicated off-street parking.



I

is for insurance

Specialist EV and plug-in hybrid insurers may give cheaper deals than standard insurance companies as they understand this relatively new market better. Some insurers offer a discount on the premiums as an incentive for driving an environmentally-friendly vehicle, so make sure you shop around.

J

is for January 2020

From January this year, all newly licensed taxis in London have had to be ZEC and from 1 January 2020 all new private hire vehicles (less than 10 months old) licensed for the first time will have to be ZEC. From 1 January 2023, all private hire vehicles of any age will have to be ZEC when licensed for the first time.

JANUARY
2020

K

is for kilowatt (kW)

The time it takes to recharge an electric vehicle's batteries depends on how many kW the charger can provide and the size of the battery. Standard charging (up to 7kW) is best suited for charging overnight. Fast charging (22kW) can fully recharge some models in two hours and rapid charging units (43-50kW) can deliver the same amount of charge in just 30 minutes.



L

is for lamp post charging

The latest move in EV on-street charging that's opening up low emission motoring to drivers without driveways. Lamp post charge points make use of existing street lights to charge EVs, removing the need to install a new charge post and minimising the impact on the streetscape. This solution is particularly well-suited to London, where street space is in higher demand than other cities (see right).



M

is for maintenance

As pure EVs have fewer components than traditional motors they require less maintenance and don't need engine oil, or fuel and engine filters. It's estimated that EVs can be around 70 per cent cheaper to maintain compared to petrol or diesel-powered alternatives. Also, the regenerative braking in plug-in vehicles significantly reduces the wear on tyres and brakes (see under R).



N

is for Nitrogen Dioxide

Road transport is a significant source of Nitrogen Oxides (NOx), which forms harmful NO₂ in the atmosphere. Currently around 50 per cent of NOx emissions in Greater London are from road transport, with diesel vehicles forming a significant proportion of this. At high concentrations, NO₂ causes inflammation of the airways. By switching to ZEC vehicles, NO₂ levels in London would be significantly lowered.

O

is for Office of Low Emission Vehicles (OLEV)

The OLEV team is providing more than £900m to position the UK at the forefront of ultra low emission vehicle development, manufacture and use.

Visit the website for information on grant schemes and vehicle lists, and workplace charging schemes. www.gov.uk/OLEV

Do you know...

Electric vehicles have just three main components: the on-board charger, inverter and motor

P

is for Plug-in hybrids (PHEVs)

These part battery electric and part conventional motor vehicles can be charged directly from an external electricity supply. When the battery is depleted the driver can switch to the on-board engine, giving the vehicle extra range. There are around 120,000 PHEVs being driven in the UK.

Q

is for quiet

Electric and hybrid cars are virtually silent when running. This has led to safety issues for pedestrians, especially the visually impaired. That's why, under European rules, new models of electric and hybrid vehicles will have to make a noise by 2019 and all new electric and hybrid cars must be audible by 2021.

R

is for regenerative braking

When you step on the brake pedal of an electric or hybrid vehicle, its electric motor goes into reverse mode, slowing the car's wheels. While running backwards, the motor also acts as an electric generator, producing electricity that's then fed into the vehicle's batteries, extending its range.

Do you know...

The number of electric vehicles in London stands at 10 per cent of the UK total

S

S is for suppliers

There are five charging network suppliers responsible for installing, operating and maintaining TfL's rapid charge points across the Capital: BluepointLondon, Centrica Consortium, Chargemaster, Electricity Supply Board (ESB), and Fastned.

T

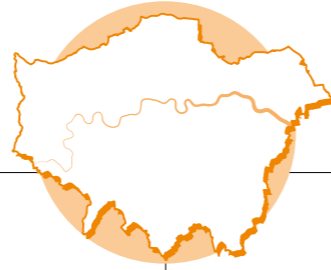
T is for T-Charge

Introduced on 23 October last year, the central London Toxicity-Charge (T-Charge) is an additional daily £10 supplement to the Congestion Charge payable by owners of the most polluting vehicles.

U

U is for Ultra Low Emission Zone (ULEZ)

From 8 April 2019, The ULEZ will operate 24/7 within the same area as the current Congestion Charging Zone (CCZ). Taxis are exempt from ULEZ charges but all private hire vehicles will need to meet exhaust emission standards (ULEZ standards) or pay an additional daily charge when travelling within central London.



V

V is for Vehicle Excise Duty (VED or car tax)

ZEC cars pay zero-rate car tax, while new plug-in hybrids have a reduced rate of car tax in their first year depending on their CO₂ emissions. ZEC taxis worth more than £40k no longer have to pay the VED charge. However, they still need to be annually tax-registered either online, at a Post Office or by phone.

W

W is for weather

In cold weather the range of electric vehicles decreases because their battery cells rely on a series of chemical reactions and cold weather slows these down. Also, the vehicles' heaters are powered by the same electric battery cells. Many manufacturers provide online calculators that show you how much the range of their vehicles is reduced by temperature, using certain features (such as the heater) and speed.



X

X is for TX eCity taxi

The first ZEC taxi to be licensed for use in London. It has an advanced battery electric powertrain with a small petrol generator giving it a range of up to 400 miles (80 miles in pure electric mode).

Y

Y is for why electric?

Because it's the future for transport across London and the whole of the UK. It's cleaner, quieter, better for the environment and cheaper than traditional petrol and diesel engines. Also, the Government is banning all new petrol and diesel vehicles (including hybrids) from 2040, with the plan for all vehicles to be electric by 2050.

Z

Z is for Zap-Map

Lists the locations of charge points across the whole country as well as in London. Users can search and apply filters to find charge points by location, EV models, connector type, connector speed, network, payment and access type (including taxi only). You can download the Zap-Map app from www.zap-map.com



Conveniently, all London taxis now accept cash, card and contactless

Search TfL Improvements

>> Do you know...

New research published by the World Wide Fund for Nature has found that bringing forward the move to phase out sales of new petrol and diesel cars and vans from 2040 to 2030 would result in a 30 per cent reduction in pollution in 2030



Class mates

At the Beginner Knowledge School, a new generation of students is calling the runs



“ I swapped from being a bus driver to driving a taxi because of the freedom ”
Everton Thomas

“ I'd promote this as a career to other women as it's all about work/life balance ”
Nikki Lynch

“ I've worked for somebody else for the last 18 years, so it's time to change and be my own boss ”
Jason Barnes

“ Doing the Knowledge is a steep learning curve, but I like to challenge myself ”
Gary Broughton

“ Best advice for doing the Knowledge? Just work hard. It's the only way you're going to get through it ”
Kieron Hall

“ Everyone's story is different but we all want to get that badge at the end of the day ”
Harry Cavalla

Students from the Beginner Knowledge School with teachers Leon Martin and Everton Thomas (centre)

“ We say show class, have character, work hard. If you do, then winning takes care of itself ” Everton Thomas

» What do you do if you're part-way through studying the Knowledge and your school closes? You could open your own, which is what Everton Thomas and Leon Martin did in September last year. Now their Beginner Knowledge School in Southwark has around 25 students coming to classes twice a week.

Everton Thomas

Green badge driver Everton, 34, passed out of the Knowledge in July 2017. Before that he was a bus driver with Go-Ahead.

‘I started the school two months after I got my green badge because I was getting fed up with having my front room filled with the students from the school that closed.

‘We have around 60 people on our books with more coming through all the time. Leon teaches the beginners in one room while I take those who are more advanced in the other room. A lot of people are a bit apprehensive about attending school and so we try and make the whole experience a bit more enjoyable.

‘The classes help give the guys confidence about making their

appearances. We are like one big family and so when one of our guys pass out we all go to meet them after they get their badge – it keeps those who haven't passed yet really motivated.

‘This (doing the Knowledge) is a second chance for lots of people like myself who don't have any formal qualifications or a degree. People coming to our classes can see that me and Leon (the other teacher) are making a good living from driving a taxi.

‘I was a bit greedy with the Knowledge; I wanted to get it done as quickly as possible. Now I'm trying to get the other guys to be greedy too. Teaching is also helping me stay sharp as a taxi driver by keeping my knowledge fresh.’



Nikki Lynch 34

It has taken Nikki, 34, four-and-a-half years to get through the Knowledge. Currently working for the Emergency Services, she wanted to get her green badge before starting a family.

‘Friends have told me that it is really hard to go back to work after having children. Doing the Knowledge before I start my family means I've already got the tools to work when I want to work and I'd definitely promote this as a career to other women; it's all about work/life balance.

‘I love the Knowledge. I'm a bit geeky and I didn't realise how much I love London until I started doing the Knowledge and getting to know the city better. I say to all my friends “why don't you do it?” But people are scared of the Knowledge; they say “I'll never be able to remember all that”. But actually, if you take it bit by bit everything comes together. Anyone can do it. It's all about commitment and joining a school is all about support and networking.’



Abdul 'Shah' Aziz

Abdul, 33, is just starting out on the Knowledge and will be doing his map test (Stage 1) soon.

‘I've been working for Royal Mail since 2011 but I want more freedom and more money.

‘I know someone who has done it and so I asked him lots of questions before I started. It's hard but I'm enjoying it because I'm learning a lot of new things all the time. London's such a massive city with so much history – it's fascinating.

‘I'd recommend this to anyone. Coming to the school I'm learning a lot of information I wouldn't be able to find out myself. There's always lots of information to pick up on. You need to be dedicated and keep your interest up because then you'll retain all the knowledge even though it's hard.’



For more information on the Beginner Knowledge School, email Beginnerknowledgeschool@hotmail.com or go to www.facebook.com/BeginnerKnowledgeSchool

Let's clear the air



Vehicle Idling Action

Did you know that idling your engine while stationary contributes to local air pollution and damages your health?

Please turn off your engine when parked.

Tweet: #Noldling
Visit: idlingaction.london



Unattended vehicles at taxi ranks impact working drivers and potential customers. OnRoute investigates the problem

Approaching a working rank only to find it blocked by unattended vehicles is a real red rag to taxi drivers. Gary Snewing, Ranks Manager, explains: 'This is one of the main problems at ranks because it causes a multitude of complications. If the rank is full because of unattended vehicles it means other taxis have to drive by. Also, drivers leave vehicles not just at the head or back of the rank but in the middle as well, which means the other taxis have to keep driving round them: it's basically stopping the flow forward on the rank.'

According to Edgerton Rodgers, TfL's Compliance Resource Manager, it's an increasing problem across the network, but especially at suburban and central London ranks. Between 1 January and 31 December 2017, 982 taxis were reported for being unattended on a rank.

'We will send our compliance officers to areas where the trades and other sources have told us there is a problem,' explains Edgerton. 'Officers will take action against private hire vehicles found working or left unattended on a rank and report the

drivers of unattended taxis, which can result in warning letters being issued. Repeat offenders will ultimately have their fitness to hold a licence reviewed. I would encourage drivers to continue to report any non-compliance information to us so we can be made aware of any issues impacting the legitimate trade and improve the service for customers wanting to use ranks.'

Although there are problems with members of the public and private hire vehicles stopping on ranks, unattended taxis are also a cause of concern. Gary says: 'One of the biggest gripes we get from taxi drivers is about other taxi drivers leaving their taxis unattended on suburban ranks.'

At a recent meeting with Redbridge Borough Council, TPH was told about problems at two ranks that had six unattended taxis sitting on them for more than an hour. This meant there were no taxis available on the ranks to pick up passengers. 'This is very frustrating for working taxi drivers,' explains Gary. 'Also, if local authorities see the ranks being misused like this they become very reluctant to give us more ranks in the future.'

Help keep ranks clear

'Taxi drivers all know the rules about working ranks and rest ranks and all the ranks are clearly signed with plates indicating if they are a rest rank. What I would say to any driver who sees an unattended taxi on a working rank is note down the time, date, taxi licence number and location of the rank. Send this information to the TPH Intel team so that we can make sure we are deploying our teams most effectively and crack down on this behaviour. We need concrete evidence so a picture is always good, but only where it is safe to take one. So please, let us know when you see this happening and we will do what we can.' Gary Snewing

Email the team at TPHintel@tfl.gov.uk

“ Between 1 January and 31 December 2017, 982 taxis were reported for being unattended on rank ”

Other ranking blues - engine idling

All engine idling is polluting, but if you're leaving your engine on while stationary at a rank it can be very harmful to you and your would-be customers.

Carol Lee, Senior Environmental Health Pollution Practitioner for the boroughs of Richmond, Merton and Wandsworth, explains: 'Diesel vehicles are many times more polluting in terms of nitrogen dioxide and particulate matter than petrol equivalents. If drivers sit in the taxi breathing emissions from the vehicle in front, or they stand outside, they will be closest to these emissions which are linked to respiratory problems, heart attacks, strokes, cancer, dementia and various other ailments. To lower exposure the answer is simple - switch off.'

Left: Working taxi rank signage
Below: Rest rank signage

“ Under the Road Traffic (Vehicle Emissions) Regulations 2002, it is illegal to leave your engine running when stationary and you could risk a fixed penalty notice of £20 ”

No ifs, no buts, no idling



Myth

If it's cold outside, I need to keep the engine running to keep the heater on.

Fact

If you switch the engine off when you park and keep the ignition on, the heater should stay warm for up to 30 minutes.



Myth

But surely it's better to idle because stopping and starting will wear out the engine?

Fact

This is no longer a problem with modern engines and by not idling you will use less fuel and reduce your fuel costs.



Myth

Idling does not contribute very much to air pollution in the grand scheme of things.

Fact

Research has shown that switching off engines when parked can reduce pollution levels in the street where the vehicle is parked.



At your service

TfL is committed to providing an accessible public transport system for everybody in London. That includes people who may need to travel by taxi or private hire vehicle in a wheelchair or accompanied by their assistance dog



“ Any taxi or private hire driver, or operator who refuses a fare, or charges an additional fee because a passenger has an assistance dog, risks prosecution and the possible loss of their licence ”



Assistance dogs

Under the Equality Act 2010 you cannot refuse to carry a disabled passenger without reasonable grounds. Assistance dogs must be allowed to accompany their owners in a taxi or private hire vehicle without any additional charge.

However, figures from Guide Dogs UK show 42 per cent of assistance dog owners have been turned away from a taxi or private hire vehicle because of their dog.

Hannah Trussler, Campaigns Officer for Guide Dogs UK, comments: ‘This is not only illegal but can be devastating for the person with sight loss, leaving them stranded, angry and embarrassed.

‘We are campaigning for all taxi and private hire drivers to receive disability equality training to ensure that they understand the rights and needs of disabled people, including those with sight loss, and put an end to these illegal refusals.’

Emily Davidson (pictured above) is dependent on her guide dog Unity for getting around the Capital. She says: ‘Being turned away from a taxi is probably one of the most stressful things I have to deal with as a guide dog owner. It adds more anxiety to my everyday life. All I want is to be able to get on with my journey like any other commuter. Training for drivers is so important because often I don’t feel as if they are aware about assistance dogs and the laws that protect them.’

Assistance dogs are highly trained and will remain on the floor of the vehicle. They usually wear a highly reflective jacket or other identifying part of their

harness. For an illustrated list of dogs that are covered, see the ad on our inside front cover.

Any driver or operator convicted of an offence under the Equality Act will have their licence reviewed for fitness and may have it revoked.

Between February 2015 and November 2017, TfL successfully prosecuted 27 private hire drivers for refusing assistance dogs, resulting in fines totalling £13,471 plus costs.

Wheelchairs

Drivers of taxis (which are all fully accessible) and designated wheelchair-accessible private hire vehicles have a legal duty to transport the passenger while in their wheelchair at no additional charge. They must also load and unload the wheelchair if the passenger wants to sit in the vehicle.

Wheelchair-user Mik Scarlet is a broadcaster and equality journalist who has trained taxi and private hire drivers in carrying wheelchairs. He says: ‘Most drivers just want to make sure they get it right, but there’s a lot of fear about what to do and what to say to disabled customers. My top tip is, don’t be afraid to ask the customer what they want to happen. Do they want to sit in the wheelchair or do they want it folded up? Drivers shouldn’t panic; they should feel proud they are part of the solution for the customer and have made their life easier by carrying them.’



You can find out more about our policy of accessible vehicles, including whether your vehicle is designated wheelchair accessible, at tfl.gov.uk/tph-access



Some private hire operators are already addressing these issues. At Addison Lee, guidance on carrying both assistance dogs and wheelchairs forms part of the drivers’ induction process. Additional training is then provided through an NVQ Diploma, which has a unit dedicated to assisting passengers in a wheelchair in both an accessible vehicle and a standard vehicle.

Top tips for helping

To give disabled passengers the best possible service follow these steps:

- Do ask the passenger if they need any help, but wait for your offer to be accepted before doing anything
- Do talk directly to the passenger rather than to the person with them
- Do let visually-impaired passengers know if there are delays in the journey and also let them know when they are near their destination
- Do count out the change for visually-impaired passengers
- Do have a pen and paper handy to write things down for passengers with hearing impairments
- If your vehicle has a wheelchair ramp, make sure it is available and in good working order at all times
- Do not pick up or drop off passengers who are wheelchair users where there is an inlane or the pavement is sloped
- Do not make assumptions about a disability, or assume that it is insignificant because it is not visible



First (aid) on the scene

Learning some basic first aid could turn you into a life-saver

Taxi and private hire drivers are often the first people at the site of an accident or may notice if their passenger is looking unwell or needs medical help. So it makes sense for them to have even a basic level of first-aid knowledge in order to be of assistance.

Research done by mytaxi, discovered that more than two-thirds of taxi drivers had made emergency trips to hospital for passengers with serious medical conditions and half had at some time been booked by passengers as an alternative to an ambulance.

Joe Mulligan is the head of First Aid Education at the British Red Cross and commented: 'We all hope we would be able to help in an emergency, but research from the British Red Cross shows that very few people feel they have the skills and confidence to act in the most serious first aid situations.'

'It is vital that the first person on the scene of a road traffic accident knows how to keep someone alive until the emergency services arrive. Where someone is seriously injured, every second counts. Just knowing how to move an unresponsive but breathing person on to their side and tilt their head back can be all it takes to save a life.'

'Taking a first aid course will give you the skills and confidence to act in a whole range of possible scenarios and will help you to respond calmly before the emergency services arrive. It could make all the difference.'



Help at hand

The Red Cross is just one of a number of organisations offering first aid courses in London. How long the course lasts (and how much it costs) will depend on how detailed you want your knowledge to become.

Another provider is St John Ambulance. A spokesperson explained: 'The ability to be able to give first aid in those crucial first minutes (in a medical emergency) will undoubtedly save people's lives and we encourage as many drivers as possible to learn first aid.'

Mytaxi has partnered with St John Ambulance on a scheme teaching all its 17,500 taxi drivers a number of life-saving skills including how to use a defibrillator, what to do in the event of an acid attack and in emergency childbirth.

Peter Thompson is a driver for mytaxi. He said: 'I've found myself in some of these emergency scenarios, where the knowledge and expertise to administer first aid would have been invaluable. During my time as a cabbie, I've witnessed two women go into labour in the back of my cab! Without the knowledge I've learnt, I wouldn't feel as confident in my ability to fully take care of my passengers, which is incredibly important to me.'

There's a course for that

St John Ambulance suggests individual taxi and private hire drivers attend one of its scheduled first aid courses running during the day and in the evenings. From £25+VATpp, www.sja.org.uk. You can also download its free first aid advice at www.sja.org.uk/firstaidadvice

The British Red Cross website has advice and videos on everything from heavy bleeding to a make-shift first aid kit. Evening courses cost from £50+VATpp. For 15 people or more you can arrange a group session. Go to www.redcrossfirstaidtraining.co.uk

There's also the free British Red Cross First Aid app or Baby and Child First Aid app. Available for Apple via iTunes or Android via Google Play

At First Aid for Free you can register for basic or advanced online courses at no cost, and take a variety of quizzes afterwards to check your progress. www.firstaidforfree.com



These are the main topics covered on first aid courses:

- Bleeding (minor and severe)
- Burns
- Choking (adult)
- Defibrillator prompts and how to respond
- Defibrillator pad placement
- Health and safety (first aid) regulations
- Resuscitation (adult CPR)
- Seizures (adult)
- Shock
- Unresponsive casualty

Putting the tax into taxi and private hire

With the penalties for late or incorrect tax returns increasing recently, it's more important than ever to get it right



Online forms and clearer explanations are helping back up Inland Revenue claims that tax doesn't have to be taxing. But it still needs to be properly considered and completed so that self-employed taxi and private hire drivers don't fall foul of the taxman. This means completing a tax return and keeping details of expenses and earnings throughout the year.

It's important to make sure your records are accurate – you could end up paying too much tax if you have missing or insufficient information. Keeping a daily log of income and expenditure, including all fares and tips, could end up saving you money. HM Revenue and Customs (HMRC) may ask you for these documents when they check your tax returns, so make sure you keep them safe.

There are no rules relating to how you keep your records. It could be paper or digital copies, or stored on book-keeping software. Whatever approach you choose, remember that you could be fined for having inaccurate, incomplete or unreadable records. The advice from HMRC is to get copies of documents such as bank statements, MOTs, licence renewals, repair costs and invoices.



Claiming expenses

There are many tax-allowable expenses that self-employed taxi and private hire drivers can claim against. These include fuel, vehicle repairs and services, insurance, phone costs, and licence and registration fees.

You need to factor in using your vehicle for personal use when you make a claim.

You could also claim capital allowances for the cost of your vehicle. Taxis could be eligible for 100 per cent Annual Investment Allowance.

While there is a long list of things that drivers can claim, there are costly penalties for incorrect claims. If in doubt, check with an accountant.

Mistakes happen

If you make a mistake on your tax return you usually have 12 months from the submission deadline to make the correction, known as an amendment. If you miss the deadline or if you need to make a change to your return for any other tax year, you'll need to write to HMRC.

Test your tax knowledge with this quick quiz. Answers are on the next page.

1 When does the tax year end?

- A** 1 April
B 5 April
C 12 April

2 What is the penalty for not filing your return on time?

- A** £35
B £78
C £100

3 What does AIA stand for?

- A** Annual Investment Allowance
B Average Income Assessment
C Any Interest Accounted

4 When is the deadline for sending your tax returns?

- A** 31 January
B 31 December
C 31 February

5 What does UTR stand for?

- A** Under Tax Refund
B Ultra Taxation Rate
C Unique Taxpayer Reference

6 How many self assessment returns were filed online last year?

- A** 56 per cent
B 74 per cent
C 89 per cent

Answers

1 B
The tax year always runs to April 5, and starts on April 6.

2 C
There is a £100 penalty if your tax return is up to three months late. You'll have to pay more if it's later, or if you pay your tax bill late. The golden rule is to be on time, or preferably early. This will give you some breathing space if you need to amend anything.

3 A
The Annual Investment Allowance is a way of claiming tax relief on assets that you buy. If you buy something that qualifies for AIA, you can deduct 100 per cent of the cost of it from your profit before you work out how much tax is due on that profit.

4 A
The deadline for sending your tax return is 31 January if you file online. Remember to allow extra time (up to 20 days) if you didn't send an online return the year before as you will need to register first.

5 C
The Unique Taxpayer Reference is a 10-digit number issued by HMRC when you register for self assessment. It can be found on documents such as the Tax Return (SA100), a Notice to complete a Tax Return (SA316) and a Statement of Account.

6 C
There were 9.24 million returns filed online last year, compared with 1.14 million that were filed on paper.

For more information and online forms, go to www.gov.uk/incometax



Tax to the future

HMRC recently conducted a consultation on introducing tax-registration checks into some licensing processes, including taxi and private hire. It stated: 'The licensed taxi and private hire industry is a vital element of public transport systems across the UK. It makes an important contribution to the UK's economy and achieves high professional standards. Although overall standards of tax compliance are good, the government believes the composition of the sector makes it vulnerable to evasion and hidden economy activity from a minority.'

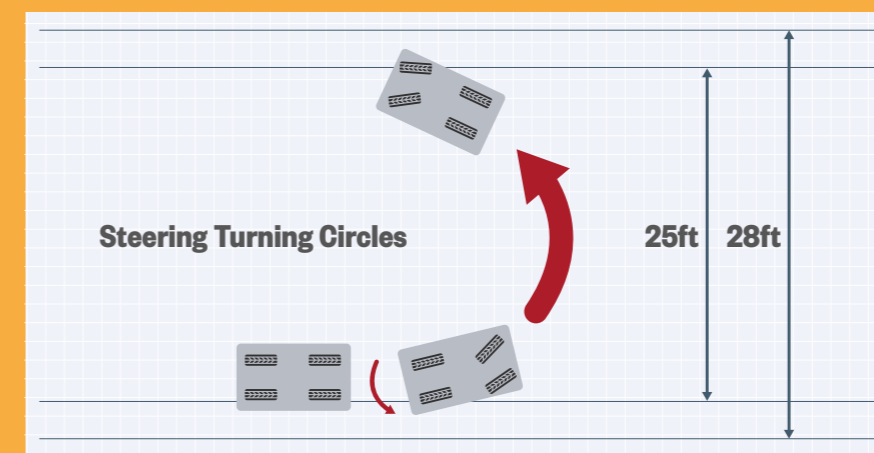
'Tax-registration checks could help to strengthen current regulatory standards and support a level playing field for the majority compliant drivers and operators. This would align with the government's aim of open, safe and fair competition in the taxi and PHV market.'

OnRoute will report on the outcome of the consultation, which closed in March, in a future issue.

Letters

Email us at OnRoute@tfl.gov.uk. We will print a selection of emails every issue - and there's a £20 Amazon voucher on offer for the best.

Star letter Wheels in motion



When was the last consultation/review on the need for turning circle regs in taxis? I can't see why it needs to remain.

Danny via Twitter

The manoeuvrability requirement (the 'turning circle') is part of the Conditions of Fitness for London taxis and forms part of the legislation for taxis in London. It was last reviewed in 2005.

Having a highly-maneuvrable vehicle allows the driver to more easily navigate London's sometimes narrow and heavily-congested streets, and to quickly pick up and set down passengers, especially passengers who are elderly or disabled.

The turning circle is extensively used and highly valued by London taxi drivers as it minimises the number of multi-point turns required when performing a 180-degree change in direction and helps when using London's taxi ranks.

The turning circle requirement has been challenged previously. However, extensive research conducted by TfL found that it produced tangible, significant benefits to the travelling public and taxi drivers which outweighed the arguments to remove it.

Alex Moffat, Vehicle Policy Manager, TPH

Did you know...
Legend has it one reason for the turning circle specs was the road layout at the Savoy Hotel. The small roundabout at the hotel's entrance meant vehicles needed the small turning circle in order to navigate it.

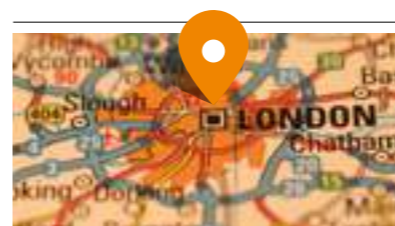
From our Twitter feed

>> We say...

- ✂ If you are uploading your Medical Declaration (TPH 204) online as part of your PHV renewal app, please scan it as one PDF document and upload it. Attempting to upload several individual pages can lead to missed pages and incomplete applications. This causes delays in processing.
- ✂ Please ensure you declare all names, including middle names, when applying for your disclosure certificate and check that all your details are correct before you send your application to the DBS.
- ✂ Drivers convicted or cautioned for touting under the Criminal Justice and Public Order Act 1994 will have their licence revoked.

>> You say...

- ✂ I'm a Taxi driver, my phone is in a cradle, if I receive a job while driving and I touch the screen to accept it, is that illegal?
Aky
- A The use of apps on a cradle-mounted phone is lawful if done with common sense and good judgement. You must not be distracted and must remain in full control of your vehicle. The government guidance is here: think.direct.gov.uk/mobile-phones.html



Do you know?

- 1 Which London hotel has twice been voted the ugliest building in London?
- 2 When was the oldest lift in London (that is still working) installed in Claridge's?
- 3 Which hotel is mentioned in several Sherlock Holmes stories?
- 4 Who wrote the comic operas that became known as 'Savoy Operas'?
- 5 How many loaves a day are used for afternoon tea at the Ritz?

Calendar



May

June

July



- 15 May**
WWE Smackdown
O2 Arena
- 17 May**
2018 Unibet Premier League Darts
O2 Arena
- 18 May**
Surrey vs Somerset
Cricket
Oval
- Rita Ora**
Brixton Academy
- Trevor Noah**
O2 Arena
- 20 May**
BBL Play OFF Basketball Finals
O2 Arena
- Hackney Half Marathon 2018**
Queen Elizabeth Olympic Park, Stratford
- 21 May**
The London Wine Fair 18
Olympia (until 23 May)
- 22 May**
European Coffee Expo 2018
Olympia (and 23 May)
- Chelsea Flower Show**
West London (Until 26 May)
- 23 May**
Ezra Furman
Brixton Academy
- Surrey vs Gloucestershire**
Cricket
Oval
- 24 May**
Cigarettes after Sex
Brixton Academy
- England vs Pakistan (Test Match)**
Lords (until 28 May)
- 25 May**
MCM London Comic Con
ExCeL Arena (until 27 May)
- 26 May**
Afrorepublik feat Wizkid
O2 Arena
- Heroes and Villains 2018**
Olympia (and 27 May)
- Aviva Premiership Rugby Final**
Twickenham
- Westminster Mile**
(circuit of St James's Park – start and finish on The Mall)
- 28 May**
The Original Harlem Globetrotters
O2 Arena
- 29 May**
Surrey vs Sussex
Cricket
Oval
- 30 May**
Middlesex vs Hampshire
Cricket
Merchant Taylors' School
- 31 May**
Goldenoice and Soundcrash presents Bonobo
Alexandra Palace



- 1 June**
Field Day
Brockwell Park
- 2 June**
London Sevens Rugby
Twickenham
- 3 June**
Middlesex vs Surrey
Cricket
Lords
- 9 June**
ECS Season 4 Finals
Wembley Arena (and 10 June)
- Middlesex vs Australia (One Day Friendly)**
Lords
- 11 June**
Google Cloud Summit
ExCeL Arena (until 14 June)
- 13 June**
England vs Australia (One Day International)
Oval
- 14 June**
Ed Sheeran
Wembley Stadium (until 17 June)
- 16 June**
Scorpions and Megadeth
O2 Arena
- 17 June**
Great Get Together (North Park Lawn)
Queen Elizabeth Olympic Park, Stratford
- 18 June**
Pearl Jam
O2 Arena
- Aegon Tennis Championships 2018**
Queen's Club, West Kensington (until 24 June)
- 24 June**
Hampstead Summer Festival
North London – Hampstead
- 29 June**
Community Festival Abode in the Park (Sunday)
Finsbury Park (until 1 July)
- 30 June**
Foodies Festival
Clapham Common (until 1 July)



- 2 July**
Wimbledon Tennis Championships 2018
Wimbledon (until 15 July)
- 6 July**
Barclaycard British Summer Time Festival – Roger Waters
Hyde Park (and 7, 8, 13, 14, 15 July)
- Surrey vs Kent Spitfires (T20 Blast)**
Oval
- 7 July**
Foodies Festival
Clapham Common (until 9 July)
- Women's Hockey World Cup 2018**
Queen Elizabeth Olympic Park, Stratford (until 15 July)
- World Pride (Parade)**
Route: Baker St, Regent St, Piccadilly, Trafalgar Square, Whitehall
- 12 July**
The Grand Auto, Olympia London Motor Show 2018
Olympia (until 15 July)
- Surrey vs Essex Eagles (T20 Blast)**
Oval
- 13 July**
Hyper Japan Festival 2018
Olympia (until 15 July)
- Love Box**
Brockwell Park (until 15 July)
- 14 July**
England vs India (One Day International)
Lords





Night Tube taxi rank guide



Tube and London Overground Night Services

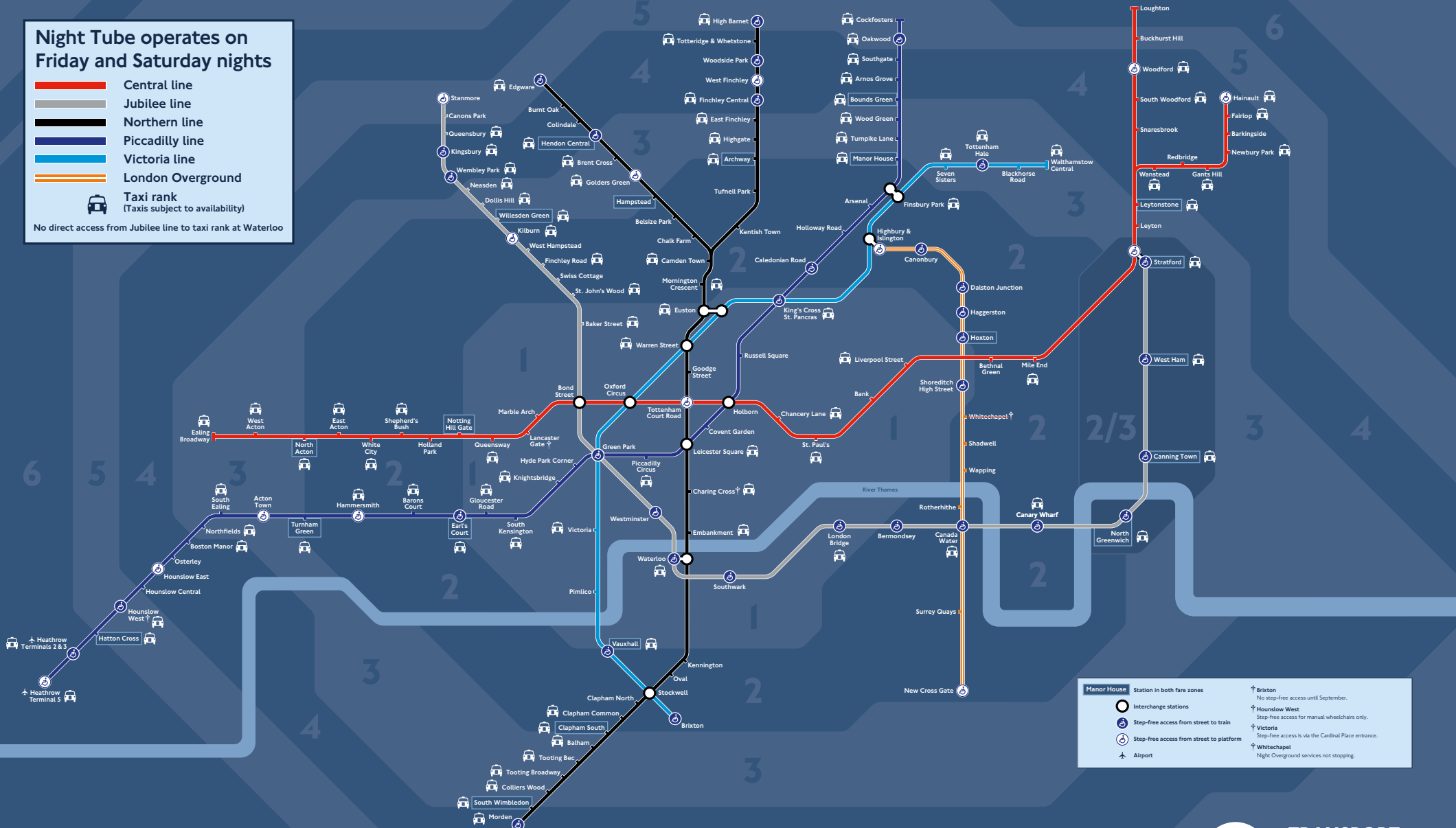
Night Tube operates on Friday and Saturday nights

- Central line
- Jubilee line
- Northern line
- Piccadilly line
- Victoria line
- London Overground



Taxi rank
(Taxis subject to availability)

No direct access from Jubilee line to taxi rank at Waterloo



	Station in both fare zones		No step-free access until September.
	Interchange stations		Step-free access for manual wheelchairs only.
	Step-free access from street to train		Step-free access is via the Cardinal Place entrance.
	Step-free access from street to platform		Night Overground services not stopping.
	Airport		

MAYOR OF LONDON

tfl.gov.uk

24 hour travel information
0343 222 1234*

Sign up for email updates
tfl.gov.uk/emailupdates

@TFLTravelAlerts



TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS

© Transport for London
This diagram is an evolution of the original design conceived in 1931 by Harry Beck - Correct at time of going to print - Poster May 2018