



## TfL GRILLED AT LCDC'S WELL-ATTENDED AGM

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More trade stories than all the others put together

Issue 243 October 2016



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and should be sent to the Editor at the  
above address.

The London Cab Drivers' Club Ltd.

## LCDC STATEMENT OVER LTDA SLUR

IT HAS been reported elsewhere in the trade press that the LCDC submitted a report to SYSTRA (the people commissioned to review the tariff) that we wanted to drive the same vehicles as PH and reduce fares by 40%.

This is completely untrue. There was a "paper" distributed to airport reps for a meeting between Heathrow drivers and SYSTRA. In the meeting between the LCDC and SYSTRA, the club made a verbal submission. It was pointed out to SYSTRA that if a genuine two-tier system was not reintroduced, the taxi service was in danger of withering - no matter what alterations were made to the tariff. We are being expected to compete in the same marketplace, with a far less regulated service (and thus with a far less cost competitor). We cannot survive in our current form under these conditions and the GLA have recognised this, even if TfL have not.

The bulk of this meeting focussed

on two things. The first is that the LCDC are in favour of adjusting the tariff but completely against reducing it in any way. The second was to explain that the regulator has completely ignored demand patterns and as a result have consistently applied tariff increases wrongly for more than three decades.

It was also pointed out that everybody loves the London cab. The public voted it "London's favourite Icon" and TcL and government regularly crow about how wonderful it is that London taxis are 100% accessible and soon to be ZEC.

While the LCDC are committed to preserving the CoF, it was made clear that if we are forced to compete directly with PH, the taxi service would ultimately shrink and possibly to a size that would make the manufacture of a purpose built vehicle unviable.

Micky Walker

LCDC



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# TfL U-TURN AFTER LCDC PROTEST

Just when you thought it would not get any worse, The Sun Newspaper broke the story exposing that hundreds of PH drivers were buying their medicals from Doctors all over London. We immediately contacted TfL and a Senior Spokesperson informed me that it was not their responsibility but it was in fact the General Medical Council's responsibility to take action.

Quite frankly their response sickened me and after speaking to the Committee, we decided to hold a protest outside 230 Blackfriars Road. The fact that many years ago we were under the control of the Public Carriage Office whose remit was for the safety of the travelling public has completely been lost on this shower. How many PH drivers are out there right now driving passengers

around and could have a whole host of illnesses such as schizophrenia, diabetes, epilepsy, and also eye defects that have not been checked, it is a disgrace.

On Thursday, October 13th, a very well-attended protest was held at 2:30pm in Blackfriars Road and then outside the Palestra Building. We handed out nearly 2,000

flyers to the public, regarding the lack of safety in private hire vehicles. Subsequently, we received an email from Helen Chapman at TfL, which has seen a u-turn on their medical policy, and promising proper action on both the medicals and topographical tests.

I would like to thank all those who attended.

## STOP PRESS

Dear Grant

As I am sure you will understand, we are very concerned to read of these allegations and are investigating them as a matter of urgency. To date, we have taken the following steps to address this:

- We have written to the General Medical Council (GMC), as the body responsible for overseeing the conduct of the medical professionals involved. Further to our letter we met with the GMC earlier this week to discuss the allegations and

## Response from Helen Chapman

how we can work together to investigate them.

- Pending the outcome of the investigatory process, medical certificates from any of the doctors implicated in the article are no longer being accepted as proof of medical fitness submitted by new applicants. We will also review the files of all existing licensees and where medical fitness is found to have been certified by one of the doctors implicated in the article, appropriate regulatory action will be taken including consideration of licence suspension pending further proof of medical fitness
- We are also taking swift and immediate licensing action in relation to any operators implicated.

As you know, concern about fraudulent topographical testing has been an issue in the past, which is why we have suspended 19 topographical centres from operating in the last 12 months. Any topographical certificate we have received from any of the suspended topographical centres are referred to our internal topographical team, who arrange for the applicant to sit a re-test which we invigilate. We have also undertaken a considerable amount of work in respect of topographical assessments and as a result, in late September 2016, we removed accreditation for all topographical centres. This is

in anticipation of new topographical arrangements which are currently being implemented where TfL assessors will conduct all assessments to ensure all private hire driver applicants are tested consistently and are up to the standards that we, and the public, expect.

Furthermore, the assessments are being amended to include additional modules and will go-live shortly. Given the significant planned changes to the assessment, it will be a requirement for all existing drivers to complete a new assessment upon the first renewal of their licence.

Finally, many of you will be aware that we are already carrying out a broad review of how we process medicals and held two workshops with the taxi and private hire trades, in February and April this year. A follow up workshop is planned by the end of the year where we will explore the options discussed at the previous two workshops, including appointing specific medical practitioners to carry out all medical assessments to discuss this further. In light of the recent allegations we welcome your support in strengthening this process to ensure it is robust.

Regards  
Helen



# Going undercover

He sounds like he's a local. She sounds Swedish-ish. They are both drunk, but only one of them is wearing a silver cocktail dress. It is 8:40pm on a Friday night and I've picked them up outside a bad bar in Farringdon, east London. They want to go to a bad club off Shaftesbury Avenue. He's typed the address wrong, so the app wants me to go south to Clapham. I ignore it and set off west. I'm an expert now. This is my fifth shift as an Uber driver. Two minutes into our journey, she gets her phone out and plays a clip of a night she recently enjoyed at a club in Ibiza.

"It's so cool," she says, above the tinny sound of a superstar DJ.

"Yes," he says.

Then there is silence, followed by some sucking noises. We are in a Prius, standard Uber issue. It is a tin can on wheels and the interior is not roomy. There are three of us in the car and two of us are getting off with each other.

After a couple of minutes, she breaks away and shows him another video.

"We arrived and the bouncer gave us a bracelet and said it was for VIP and we went in and we were, like, 'What does this do?' and the security guy says we can go over there and we looked and it was right behind the DJ booth. It's so cool."

"Yes," he says.

More snuggling. Out of the very corner of my eye, I notice some light grappling. I want this journey to be over but the traffic is terrible. It's always terrible.

Five minutes later, she tells the entire story about the VIP bracelet and the bouncer again.

"It's so cool," she says, like a goldfish.

"Yes," he says and starts kissing her again. It's hard to tell if he's kissing her because he wants to kiss her or because it stops the boring stories. Either way, the fact that I'm sitting 2ft away doesn't seem to discourage him. I am invisible. This, I have discovered over the four weeks I've spent sporadically as an Uber driver, is quite normal. People can be rude. They can ignore you or bark orders at you. They can treat you like you're their personal chauffeur, which, I suppose, you are.

Seven months ago, my editor suggested I become the first journalist to go undercover as an Uber driver in Britain. After all, in just seven years, Uber has transformed the global taxi industry. What began as a wacky startup in San Francisco in 2009 is now a multinational giant worth \$60bn. It operates in 502 cities worldwide. Fifteen of them are in the UK, including London, Bristol, Cardiff, Glasgow and Leeds.

That meteoric rise has not been without controversy. Uber has been accused of breaching regulations in France, Belgium, the Netherlands, Germany, Canada, Australia, New Zealand, Brazil and at least 15 other countries. In America, it has faced dozens of federal lawsuits. In Berlin, city authorities banned the Uber app in 2014, citing passenger safety. Protests by traditional taxi drivers have brought large parts of several European cities to a standstill. In London, where those protests have been particularly acute, black-cab drivers claim Uber is putting them out of business.

And it isn't just the cabbies who are angry. A quick scroll through Uber message boards and it doesn't take long to find unhappy drivers. They complain about saturation, about poor reviews and difficult clients. In the course of this investigation, I spoke to several drivers, none of whom wanted to be named or quoted. The majority were ambivalent about their work (none of them loved it), but some wanted to quit.

One of the fundamental reasons for Uber's success is that its drivers are not its drivers. They are self-employed workers using the Uber app. Uber argues this gives drivers freedom. Unions claim the opposite. In July, in a tribunal described as "the case of the year in UK employment law", lawyers representing a group of drivers argued that their clients were not technically self-employed. As a result, they should be entitled to employee benefits including the minimum wage, sick pay and paid holiday. The case is ongoing.

None of this controversy is likely to slow the hyperbolic growth of Uber. There is no shortage of new applicants. How bad can it be?

## GETTING THE LICENCE

The process of becoming an Uber driver is even more tortuous than sitting in a car with two drunk twentysomethings and their iPhones. For me, it took five months and most of that wasn't my fault. It also cost several hundred pounds.

The first thing you need is a Private Hire Licence from Transport for London (TfL); if you are outside the capital, you get it from your local council. Black-cab drivers complain about light-touch regulation of Uber drivers, but I can tell you now, the bar for those wishing to become minicab drivers in London is set very high.

The trouble is, that bar is set not in terms of intelligence, navigational skills or command of the English language (TfL is introducing a language test from October 1, which Uber opposes), but in the ability to endure great waves of Kafkaesque bureaucracy.

Stage one, you must send off for a criminal-record check, which is a good thing, but costs £60. Stage two, you must pass a topographical exam and have a (cursory) medical, and this puts you in the hands of a burgeoning private industry of license facilitators.

I booked my exams with one of scores of companies advertising "100% pass rates" on the internet. The next day, I arrived at the gate of the address that they'd texted to me, on the edge of a housing estate in east London. I asked a man in a leather jacket on a deckchair if this was the place for Uber exams and he waved me over to a temporary cabin, where another man in another leather jacket took £60 in cash (no credit cards) for the exam.

"Are you having the medical too?" he asked.

"Yes."

"That's another £60. There's a cashpoint around the corner."

In a second cabin, I waited for half an hour on plastic chairs with a lot of prospective drivers, some of their wives and several screaming children. In a third, I sat the exam. It comprised a series of tedious questions asking me to write out ways of getting from A to B in London with the help of an A to Z. If you can use a map and you can name four motorways coming out of London, then you'll pass.

I passed. The chap next to me passed too, even though he spoke very little English and the immigration had to help him understand several questions. As far as

There is a silence, followed by some sucking noises. There are three of us in the car and two of us are getting off with each other



I could tell, everyone in the third cabin passed. One hundred per cent pass rate.

Then I waited another half an hour for my medical examination in the fourth cabin. The doctor checked my blood pressure and asked if I had any pre-existing conditions. I said I hadn't, so I passed that too.

Stage three, you send a £250 application fee with your £180-worth of certificates and your £5 of passport photos to TfL, and you wait. I waited for several weeks and then I called. A recorded message explained that these things take several weeks, so I shouldn't call. So I waited several more weeks and called again. I spoke to a woman who said they had my application, it had got stuck, but it should be fine now.

I waited a bit longer and then I received a letter that explained that the company that arranged my topographical exam was no longer accredited. I would have to take the exam again at the official TfL centre.

I emailed back to suggest, politely, that it had been accredited when I'd taken the exam, so surely that was fine.

They emailed back saying it wasn't.

Another fortnight later, I arrived at a nondescript government building in south London to take the tedious exam for a second time with 20 other people who all looked as grumpy as I did. The woman in charge this time was serious. There was no mention of a 100% pass rate and there would be no helping. Phones and bags were to be left in the corner of the room. We would have two hours. Don't open the paper yet. Time starts now.

Name six counties around London. Which motorway would you take to get to Luton? Describe in detail how to get from City Airport to Biggin Hill. I finished in an hour and asked if I could leave. The woman said I couldn't. I waited 10 minutes and then asked again. She scowled and let me go.

Two weeks later, TfL wrote to say they were pleased to tell me I had scored 78% in the exam and had passed. I wrote back asking to see my results so I would know where I'd gone wrong (because I absolutely hadn't). They wrote back to say that wouldn't be possible.

A week after that, I received my minicab licence and I was off.

Only joking.

I didn't have the right type of car. Uber insists on certain makes of saloon, ideally a Prius. It must also have the right kind of minicab insurance. This puts you in the hands of a whole other industry of companies who offer Uber-friendly rental cars. And this is why I found myself in an underground car park way out in Docklands, queuing with other impending Uber drivers to hand over £250 a week for a tin-can car.

Then I was off.

Only joking.

First, I had to be initiated.

## THE UBER INITIATION

I arrive at Uber's "partner service centre", an oddly makeshift room underneath a roundabout in Aldgate, to sign up. I am not alone. During the initiation talk, which lasts 20 minutes, Emmanuel, the glass-three-quarters-full Uber presentation guy, tells me and the 20 other candidates in my wave that thousands of drivers are signed up every week in London alone. Certainly, the sheer volume of people arriving to be processed is staggering.

You arrive, you check in on an iPad and your name comes up on a large screen above a coffee urn (empty) and a custard cream tray (almost empty). When I sit down, I have Omar, Sulaimanbhe, Abu Ashrafuraman, Imran Khan, Nazrul Islam, Trvetomir Popov, Mohammed Mousse Chakra, Mohammad Ali Khan, Iqbal and Zaid ahead of me in the queue, but within three minutes, I'm being processed by a hipster in an Uber shirt and sent off for Emmanuel's presentation. About 100 people pass through in the hour I'm there. That's about 4,000 a week — which, by the way, is £52m a year in licence-application fees for TfL. Maybe that's why the prospect of tougher regulation seems distant.

"We are a tech company, not a private-hire company," says Emmanuel, two sentences after saying hello. "You are self-employed. If you want to have a week off, just do it." No one puts their hand up to ask if the holiday is paid. We already know the answer.

Next, he outlines the rules. He tells us to avoid inappropriate conversation or physical contact with our "riders". What if someone falls asleep? "There are lots of ways of waking people up without touching them. If none of those work, take them to a hospital or police station. Emergency services: people are authorised for physical contact."

We must practise safe driving. We must respect other road users. There must be no road rage. "Do not drive tired," says Emmanuel with a serious face. "It is as bad, if not worse, than driving on drugs or alcohol."

Of course, Uber could solve the issue of tired drivers overnight by introducing a cut-off on the app. Lyft, its main competitor, enforces a six-hour break for every 14 hours spent active on its app. But in the UK, Uber has no restrictions. I could drive 72 hours straight if I wanted to. But Emmanuel has moved on. He's telling us how to be a five-star Uber driver. Because, like TripAdvisor and eBay, your rating is everything.

I must keep my car clean, stay off the phone, greet my customers politely, ask them if they have a preferred route, talk to them if they like being talked to, don't talk to them if they don't, and get out of the car to help them with their bags. And hold the door open for them. And not have body odour. Or eat smelly food. Given how cheap an Uber ride is, it's a lot to ask. 38+



# L.C.D.C LEADERS NOT FOLLOWERS





# at Uber...

**THE SUNDAY TIMES**

Courtesy of Matt Rudd  
at The Sunday Times



## WHEEL OF FORTUNE

Terrified. What if I get a vomiter? Or a drunk person I can't wake up? Or an angry person? Or a bank robber? I switch the app on at 1.55pm in Chelsea, the time and place least likely to end in a drunken stabbing row. Within 30 seconds, I accept my first client. I'm directed down a cul-de-sac to a new block of flats where I wait by the door. No one comes. After a few minutes, I call my first ever rider.

"I'm coming," she says angrily.

Eventually, a woman in the fourth trimester of pregnancy arrives. I open the door, she gets in and says, "Take me to the building society on the King's Road."

I have no idea where the King's Road is from where I am. She hasn't entered the address into the app, but she needs to be there at 2pm, it is 2.01pm. We set off, her directing, me trying to work the app. Six minutes later, we're there.

"Thanks," she says, not quite gratefully enough.

"You were my first customer," I reply.

"Oh."

£3.75 to me. £1.25 to Uber. Kerching. I give her a five-star rating, even though she was more of a three. Why? Because if I gave her a three, she'd give me a three. Uber has this rating system to weed out the cranks and crazies, but because it's a two-way street, its effectiveness is highly debatable. Riders don't want bad ratings. Drivers don't want bad ratings. Like eBay, it's suspiciously upbeat.

To prove my point, she gives me five stars even though I didn't know where I was going and I couldn't work the app.

Beep. The next customer flashes up. You have 10 seconds to comply. I don't get any sense of where they want to go. I must accept based solely on their rating. I might be driving down the road, to Heathrow or to deepest, darkest Kent. It's complete pot luck.

I feel like I need a lie-down after the building society job, but I accept. And then I'm driving another, nicer, lady from King's Road to her home in Fulham. She's very chatty. She wants to know why I'm an Uber driver. She wants to know where I live and how my children's births went. I have now worked out how to follow the

Uber app, but it's still tricky navigating and making small talk. It doesn't help that the navigation is glitchy. Sometimes you have to second-guess which turn you're supposed to be making. This must be why you see so many Priuses making U-turns in London these days.

Twenty minutes and 3.27 miles later, we arrive. She has not fallen asleep. I have not made inappropriate conversation or touched her. £7.22.

The next fare pops up, again almost immediately, and it takes me to a flat with net curtains and dirty windows somewhere in Hammersmith. The door looks as if it has recently been kicked in, probably by the police or a rival dealer. I wait for six seconds and then speed off. Next, I'm trying to get to a man called Lee. The app says I'm four minutes away. Eight minutes later, it says I'm three minutes away. Then two. Then Lee cancels.

At 3.40pm, I pick up a man who is bent on business from Oman. I hold the door open while he finishes his cigarette and then we set off for the InterContinental. He likes talking about cars and women and he's in no rush. He's finished his work for the day. This is fortunate because the Friday traffic through west London is hideous. He talks and talks and talks. I smile and laugh and humour him. Then an attractive girl on a bicycle overtakes us. Her dress is caught in her pants. He asks me to follow her. I say I can't. It's a bus lane.

Eventually, we make it to Park Lane (five stars), and I'm done for the day. My meter was running for just over an hour, but the two cancellations plus driving to pick up points plus waiting time put the total time over two hours, not including the drive to and from home. I've made £21.94, minus £4.50 for petrol. It has not been enjoyable.

**The app sends me from one horrible snarl-up to another. Surely this is a time for a black cabbie with a cunning way to get to Southwark?**

## GRIDLOCK

I have a couple of hours free, so I decide to give it another go. It's pouring with rain. London is gridlocked. I switch the app on in Lewisham, which is heave, and, eventually, after several rejects, I get my first fare somewhere in Westminster.

An old man is standing outside a fire station, holding his wife with one hand and a large gas cylinder with the other. They wave at me. I pull up on double red lines, hoping the Westminster CCTV operator is looking the other way, and the couple get in. He is breathing like Darth Vader. Every breath sounds like it might be his last.

"Shall we go up the Shard after the dialysis?" she asks.

"No," he replies.

His clearly critical appointment is at midday at a hospital in Southwark. It is 11.28am. The Uber app sends me from one horrible snarl-up to another, and I feel my blood pressure rising as the clock ticks. Why would you risk an Uber for dialysis? Not just Uber, but Uber Pool, which costs them less, but means I can stop to pick up other passengers on the way. Surely this is the time for a black cabbie with the Knowledge and a cunning way to get to Southwark on time?

By the time we get to Bankside, the app has decided I should cross the river, drive all the way to Tower Bridge and join what I know to be a terrible jam on Tooley Street. So I ignore it and drive through Borough Market, humming the theme tune from The Italian Job to stay calm. Tourists run for cover as we bump over cobbles. I narrowly miss a watermelon stand and a cathedral. We make the appointment with two minutes to spare. Five stars all round. £8.01.

Ten minutes later, I'm trying to reach Kevin outside his bank. The app says I'm three minutes away. Ten more minutes later, it still says I'm three minutes away.

"Where are you?" he texts.

"In a traffic jam. Sorry. Do you want me to cancel?"

"Yes."

Marvellous.

## NIGHT SHIFT

The hope of surge pricing (when the fare goes up because of high demand). The fear of night riders. At 10.02pm, I accept my first fare in Covent Garden. The theatres are emptying. The streets are swarming with people, but somehow my rider finds me and we set off. I make two turns, attempting a cunning short cut onto the Strand, but I've forgotten it's a dead end. I start to back up, but there are taxis, rickshaws and hundreds of Lion King enthusiasts blocking my retreat.

My rider, a lovely lady from Dorset who doesn't think Stonehenge needs any more protection (it has been there for thousands of years and done just fine), asks if I know what I'm doing as I begin an agonising, humiliating 43-point turn. I make something up about temporary roadworks.

As I bring the theatre district to a standstill, the proper taxi drivers sound their horns and shake their fists. This will happen a lot over the next few weeks. The cabbies don't let me in. They gesture and beep at the slightest transgression. A Prius with a private-hire sticker is like a red rag to a taxi-driving bull. I don't blame them — I haven't spent two years learning the Knowledge and I'm making a hash of it — but it's still intimidating.

Eventually, we make it out of the cul-de-sac alive and head off to the calm and seclusion of southwest London. With the surge price, I make a stunning £16.12 in 32 minutes. I then drive a tipsy couple home from a dinner party and they spend the whole journey

## My rider asks if I know what I'm doing as I begin a 43-point turn. I make something up about temporary roadworks

planning their move to a grammar school catchment area. I ask them how old their kids are. They tell me they haven't had any yet. That's Fulham for you.

At one in the morning, I find myself at a Tesco in the deep south of London. I do the weekly shop because it's deathly quiet. Then I think about working a bit longer. Then I think about the ephemerality of life. Then I drive home.

## SUNDAY DRIVER

Sunday. Because I've had enough of weekdays, commuter cyclists, rush hours, unexpected box junctions and road rage. I take a couple from Bexley to the coach station in Victoria, a man and his daughter from Chiswick to Nando's in Kensington and two Indian tourists from Kensington to Primark on Oxford Street. I am told I enjoy self-gratification by just three taxi drivers, everyone gives me five stars and I go home with another £23 in my virtual pocket. And I feel good about the whole Uber thing.

I can see why it's so popular and why so many drivers do it part-time to supplement their income. The flexibility is good. If I had my own car and I put proper hours in, I could get by. And it's less tedious than a lot of jobs I did when I was younger. But then I go out again on a Friday night. I drive an angry man to Holborn and the snogging couple to Covent Garden, and I don't feel good about it at all.

In my five shifts I make about £15 an hour of metered time, or about £12 an hour in total, not counting the drive to and from home. This drops to less than a fiver after petrol. And a lot less than that with the £250-a-week car rental cost (I'd have to drive a good 20 hours a week just to cover it).

Until recently, Uber's home page claimed drivers could make £3,300 a month driving 55-65 hours a week (the legal safe limit for bus or lorry drivers is 56 hours a week). That's about £12-£14 an hour, but it doesn't include the cost of buying or renting and then running the car. Or the considerable set-up costs. Or the licence. Or the fines (I got one for driving down a restricted street: £95, or another 10 hours of driving). They've dropped it to £565 a week, which sounds more realistic. But whatever the real hourly rate, is it worth it for what it, ultimately, a fairly miserable, oddly lonely and, in my case, frequently stressful experience?

Three weeks on, Uber still tests me every day offering rewards if I convince a friend to sign up. I haven't responded.

Join Matt Rudd behind the wheel during his month as an Uber driver at [thesundaytimes.co.uk/uber](http://thesundaytimes.co.uk/uber)



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# TfL really stick it to the taxi trade over credit card mandate

Most of you by now would have received in the post, your Extra-large cardboard backed envelope containing the stickers that TfL insist we must display to our passengers.

The information of this mandate goes from bad to worse. We at the LCDC went to TfL in good faith to help modernise the Trade and agreed that in order for the Cab trade to compete with the likes of Addison Lee / UBER it would be good to encourage them to take credit cards, bearing in mind, that over 64% of drivers were already taking credit cards and had been for many years.

The initial discussions and idea was finding a way for TfL to "Incentivise" drivers to accept CC as was suggested by City Hall in their "Future Proof Document".

So what did we get instead? A cumbersome, bureaucratic bodge up of the highest order that could have only been thought up by people who have never run a business in



their entire lives.

Once again, we are victims of a bogus consultation that told us that 69% of all passengers required us to provide a printed receipt...

As most of you know, this is utter nonsense and is typical of TfL surveys like the one on Cycle Super Highways; they have already made up their minds and back it up with fabricated figures!

We are now being instructed to plaster our taxis with yet

more stickers promoting credit card companies, (this will be three stickers in all), who are already charging us for the pleasure to take cards. Not only that, they give out numbers for the public to call in and make a complaint about the driver.

Where are the stickers for the 115k PH drivers along with a number for their passengers to complain? Why is it that UBER do not need to provide their customers with a printed receipt when every job they

undertake is by credit card?

I have personally requested for over two years that all PH vehicles display a sticker on their back window where their passengers can contact TfL and lodge a complaint. With UBER taking over 5k complaints on social media alone, maybe if TfL were to have received these complaints by email or even better on THE FICTIONAL LAND LINE, that Leon Daniels told a packed City Hall they

had (but we know better) it would give TfL more ammunition not to renew their licence, which any decent Regulator would have the guts to do.

So, now we are saddled with being forced to install expensive outmoded equipment that will be obsolete within the next 18 months. Once again TfL, if you are trying to kill us off, you're doing a great job... thanks very much.

## STOP PRESS

Unbeknown to the trade, TfL have employed an independent consultant, to contact all the major credit card providers, and ask them THEIR opinion on whether their credit card machines should be linked to our meters.

Not surprisingly, neither the LCDC, nor to our knowledge any other trade organisation has

been asked to participate in this consultation.

Below is the consultation sent out to the credit card companies:

### CONSULTATION WITH MANUFACTURERS & SUPPLIERS: CARD PAYMENT DEVICES

Thank you for offering to participate in this survey. SYSTRA Ltd is an independent transport consultancy that is undertaking a review on linking taxi card payment devices to taximeters on behalf of TfL.

Please would you use this form to provide details of the card payment devices that you supply, and any issues or constraints to your ability to serve the market that might apply if TfL were to require all card payment devices to be linked to the taximeter. When completed, please email your response to [ERobertson@systra.com](mailto:ERobertson@systra.com). If you are content to be



re-contacted, by email or telephone, to elaborate on a particular answer – then

please also let us have your contact telephone number.



# GRIDLOCK LONDON

**'A moving city is a thriving city. A gridlocked city is a dying city.'** *Grant Davis, LCDC Chairman*

It is an issue that divides Britain: the battle between drivers and cyclists. As scores of cycle lanes are built, often taking up a third of the road, the result can be awful jams: for much of the day, the cycle lanes are virtually empty while motor traffic crawls along beside them.

In London, the majority are made to suffer for the minority. The new cycle lanes have increased congestion to a ludicrous extent. I know someone whose commute by coach has been impacted so badly (his journey home went from 90 minutes to three hours because of delays caused by the cycle lane on Lower Thames Street), he bought a car so he can drive instead. It has increased pollution, too. Transport for London are so worried they're actually campaigning to get companies to encourage their staff to cycle. They're offering free cycle training, free personal cycle sessions at the company with a trainer for the day ... it would be hilarious if it wasn't so irritating.

*Shortie, London.*

I travel in London most days. It is like rush hour all day because of the empty bike lanes. Even after 10pm traffic is still crawling along the Embankment and Tower Hill.

*Colin, Colchester.*

I'm a cyclist and I try to ignore cycle lanes — the Newbury one is typical, guiding the cyclist into the blind spot of motorists at the roundabout. Designed by idiots who never cycle.

*Ricardo, London.*

Courtesy of  
Mail Online



**Clogged up:** Along the Embankment near Hungerford Bridge in London, morning traffic crawls but there are no bikes in sight



**Madness:** In Hyde Park, the wide cycle track looks like an unused major roadway while motor traffic sits in a jam



**Slow flow:** One cyclist and bad traffic in Westminster





**Ghost lane:** In Central London, two lanes, no cyclists



**Rush hour blues:** Vans and taxis at a standstill near Cannon Street Station



**Bumper to bumper:** Another jam, this time on Blackfriars Bridge



# **CABSURANCE**

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# Have you been Trumped?

**After many failed attempts the Chairman of Dial-a-Cab may be about to realise his ambition to demutualise the Owners Drivers Society.**

He has somehow managed to convince the membership in a deal even Donald Trump would admire, to accept 50 ordinary shares of £1 each in a new company in return for the £50 share they already own in the Society. This will give Brian Rice as Chairman complete control over the newly formed Companies.

So what exactly do members get for this like for like swap?

## THE CHAIRMAN

At present the members elect the Chairman for a two year period. Under the new arrangements the Chairman has appointed himself for life. The members no longer have any choice and cannot remove or replace him.

## THE BOARD

At present the Board is totally elected by the membership.

At a recent EGM the members voted to reduce the number of Board members from 5 to 3.

However, according to the proposed new constitution, "there will be no maximum number of Directors" (Section 4, paragraph 12, page 14).

Do members have exclusive rights to elect/appoint Board members?

No. Not if they have been nominated by the Board itself and can only be removed by the Board.

In the Society a quorum for the Board was 5. In the new Company it will be 2. Note: if the Board meeting is only of two Directors the Chairman will have the casting vote - thus overriding the single Director!

## THE PAY OUT

Despite a clear statement in the Proposal to the contrary, some LCDC members still believe they will receive upwards of £15,000 by way of selling Dial-a-Cab House.

See Section 1, paragraph 6.2, page 7:- "No guarantees can be given as to the timing of any such sale nor whether such sale can be achieved on acceptable terms"

In the last edition of Call Sign, The Donald (sorry Brian) had an uncontrolled rant about LCDC, accusing the Club of peddling garbage and lies - which he failed to specify (not surprising as they came from his own documents). What was truly amazing was his criticism of the Club for supporting Hailo, who had



the audacity to book private hire. (It was the LCDC who exposed this and consequently withdrew our support). All this from a man who has been booking PH through his beloved "Concierge" funded by member's money since 2004. Additionally in July 2015 he registered 5 new companies (*see right*) to protect the Concierge business with 2 registered Directors, Brian Rice and Howard Pears. There is no mention of Encompass in the Proposal documents. Why?... What happens to them?

It is argued that the changes in the Proposal are to ensure the business is able to, "survive and thrive" by attracting new investment in the taxi business or being merged with a third party with the necessary resources and expertise in order to take the business onto its next stage of development" (Section 1, paragraph 1.1, page 5).

The question is whether the current Chairman has the skills and track record to take the company forward.

An examination of his record raises serious doubts.

• **Chairman** has sat upon £7 million cash and at the same time seen the Society's turnover plummet over the last 8 years from £50 million to an estimated £12 million. This means that the business is worth less than the

value of Dial-a-Cab House.

• **During** this period the only visible investment was £2.5 million in updating screens for the data despatch system, which by the time they were being installed had become outdated, whilst the rest of the trade switched to apps. 600 of these screens are still stuck in an attic in Roman Way.

• **He has** been required to impose an £8.40 per week charge for the credit charge facility on the computer which used to be included in subscriptions. This creates a net income of around £436,000 per year.

• **Finally**, DaC introduced a GBS System for its drivers... a system which their competitors have been using for years - some visionary?

The most worrying aspect of the Proposal is the indecent haste with which the process is being carried out. Members were given less than one week to digest a complex 25 page proposal in order to decide the future of a 60 year old society. Surely the correct place for this to be debated would have been the AGM in February? The speed at which this has been rushed through will certainly raise a few eyebrows at the FCA. For as the old saying goes... act in haste and repent at leisure!

## ENCOMPASS GROUND TRANSPORT LIMITED (09712308)

**Company status** Active  
**Correspondence address**  
Dial-A-Cab House, 39-47 East Road,  
London, England, N1 6AH  
**Role** Active Director  
**Appointed on** 31 July 2015  
**Nationality** British  
**Country of residence** England  
**Occupation** Company Chairman

## ENCOMPASS GROUND TRANSPORTATION LIMITED (09712418)

**Company status** Active  
**Correspondence address**  
Dial-A-Cab House, 39-47 East Road,  
London, England, N1 6AH  
**Role** Active Director  
**Appointed on** 31 July 2015  
**Nationality** British  
**Country of residence** England  
**Occupation** Company Chairman

## ENCOMPASS GLOBAL TRANSPORTATION LIMITED (09712416)

**Company status** Active  
**Correspondence address**  
Dial-A-Cab House, 39-47 East Road,  
London, England, N1 6AH  
**Role** Active Director  
**Appointed on** 31 July 2015  
**Nationality** British  
**Country of residence** England  
**Occupation** Company Chairman

## ENCOMPASS GLOBAL TRANSPORT LIMITED (09712377)

**Company status** Active  
**Correspondence address**  
Dial-A-Cab House, 39-47 East Road,  
London, England, N1 6AH  
**Role** Active Director  
**Appointed on** 31 July 2015  
**Nationality** British  
**Country of residence** England  
**Occupation** Company Chairman

## ENCOMPASS GT LIMITED (09710229)

**Company status** Active  
**Correspondence address**  
Dial-A-Cab House, 39-47 East Road,  
London, England, N1 6AH  
**Role** Active Director  
**Appointed on** 30 July 2015  
**Nationality** British  
**Country of residence** England  
**Occupation** Company Chairman



# HELEN AND PETER FACE

As usual, there was a Q&A session arranged for the AGM. Our guests this year were Helen Chapman (an old favourite) and new boy Peter Blake. The chairman introduced them and asked the meeting to be gentle with them.

Helen and Peter announced that the new Mayor's "action plan" for taxis and PH had been published on this day and hoped that taxi drivers will be encouraged by it. Here's a flavour of what went on.

**Q/ There are problem of drivers having a different credit card contractor to that of the proprietor?**

*A/ HC hadn't realised the size of this problem and promised to get clarification.*

**Q/ Is it going to be a condition that terminals have to be linked to the meter?**

*A? Not at this time.*

**Q/ What about driver safety? There are already plenty of instances where a driver has had to climb in the back with the passenger to help them use the machine. With a hand-held the driver can remain in his cabin and help. There is a risk of assault and/or false allegations.**

*A/ There has been no reported problems in this regard?*

**Q/ It has been reported that any driver that wishes to apply for a post of enforcement officer will have to hand in his badge. Is this true?**

*A/ This is being reviewed. It's possible that the licence may be suspended while the driver is in post as an enforcement officer but not revoked.*

**Q/ Are TFL serious about capping PH numbers?**

*A/ WE don't have the power to do so. Both Mayor Johnson and Mayor*

*Khan have appealed to government and been refused.*

**Q/ You are still issuing 400-600 new licences per week. Why can't you slow down the process?**

*A/ TFL could be taken to court if found to be deliberately slowing down the process.*

**Q/ Are TFL frightened of Uber?**

*A/ TFL have just been to court for a judicial review brought by Uber over the new PH regulations so the answer is no.*

**Q/ You say you cannot cap PH numbers but you have capped new Surburban (YB) driver licences?**

*A/ TFL didn't cap YB licences but rather capped three areas at the request of drivers. However, this was only temporary pending the outcome of a review and applicants could still apply for licensing in other YB areas and as a GB.*

**Q/ Most cab drivers think Daniels and Emmerson are corrupt. What can you do to restore their confidence?**

*A/ We are seeing lots of changes at TFL. It has always been hard to get taxis high on TFL priorities but in recent times TPH are being asked questions by TFL around taxi*





# THE LCDC MEMBERS



access, etc. This is an example of changing attitudes within TFL. It isn't about shutting down PH operators or capping driver numbers though. There is progress on proper PHV insurance, driving and language tests. These are signs of change within TFL but we cannot do things that are outside of our powers.

**Q/ Is there any way to make drivers have a full DBS check?**

*A/ Both PH and taxi drivers have to have a full check. The problem is if there is a hole in the records of a driver who has not been in the*



*country for an unbroken period of three years. For those, a certificate of good conduct must be provided. This certificate is a judicial record and must be in English and approved by an embassy. We do as much as we can within the law.*

**Q/ Guidelines on mobile phone use from the police say that a call may not be answered unless the vehicle is stationary so how can App use be safe and legal?**

*A/ This question was put to the police in a meeting yesterday. They are looking into this and will respond with their answer. However, this is a question for the police and not TFL.*

**Q/ What is the legal position with regard to the new PH requirements?**

*A/ TFL robustly defended the Action Plan in court and the judge agreed with TFL on all points except exemption, for which we will be returning to the court for a decision.*

**Q/ Why is e hailing allowed?**

*A/ The law does not prevent it.*

There were lots more questions on lots more subjects but space prevents a full account. We hope this has given a flavour of the session.





# LCDC MEET UKIP ASSEMBLY MEMBERS

The LCDC recently took up a kind invitation by UKIP London Assembly to meet them at City Hall, to discuss the many issues affecting the London Taxi Trade.

UKIP were elected to two seats on the London Assembly in May. We met their two assembly members - Peter Whittle (whom many of you may recall was UKIP's candidate standing for Mayor of London) and David Kurten. In preparation, the LCDC Reps had an extended list of items on the agenda to discuss. The main crux of our concerns we expressed was TfL (LTPH) and how they have disgracefully regulated our trade, particularly over the last few years.

Below are just some of the items we discussed:

- TfL allowed UBER to be licensed "Carte Blanche" of the existing PH regulations, effectively ending the two-tier system of Taxi and PH.
- Evidence obtained by the LCDC that gives the impression of an unethical and biased approach by TfL Management in favour of UBER.
- 700 new PH licences issued every week and the chaos it creates – congestion and pollution.
- LTPH Management, unaccountable to the trade and the GLA. Continually stalling questions from trade representatives. Trade Reps, left with no other options other than to use FOI Act or approach the London Assembly and local MPs to get replies.
- Light touch enforcement and compliance on touting and illegal ranking by PH.
- Sexual assaults and anti-social behaviour carried out by PH drivers.
- TfL delaying the release of



David Kurten and Peter Wittle, from UKIP, meet some of the LCDC Committee

PH sexual assault figures.

- Cycle Super Highway
- The introduction of electric taxis in 2018, that has yet to be built, tested and likely to be too expensive.

Although Peter and David had a good understanding of the trade's situation and the diabolical treatment we have received from TfL, they were keen to learn more. Many of the points we raised alarmed them. Particularly the astronomical number of sexual assaults, road traffic accidents, that has had no consequence whatsoever on UBER's operator licence. They were well aware of the cosy relationship between TfL and UBER, but we were able to prove that it is has been to a larger scale than they had foreseen.

We explained that the PH

**Surely Mr Blake, it is malfeasance to continue to sell licences when your process has so many flaws and loopholes that endanger public safety?**

licencing system in place is simply not fit for purpose, fraud prevalent from licensing of vehicles to English language tests and medicals. They were astonished that TfL have now licensed over 112k mini cab drivers at a rate of approximately 600 a week. They were in agreement with us that numbers licensed has gone way beyond saturation point by the tens of thousands. Like us, UKIP believe that TfL, if desired could slow the licensing process by simply reducing staff numbers or increase licence fees. In fact, the

subject was brought up at the recent LCDC AGM. Peter Blake of TfL said it would be malfeasance for them to do this. Surely Mr Blake, it is malfeasance to continue to sell licences when your process has so many flaws and loopholes that endanger public safety?

Peter and David said that they would like to host a Q&A seminar on the Taxi Trade in their function rooms at City Hall. They would like the event to discuss the many positives and benefits our trade offers London the UK and tourism. It would be

open for taxi drivers to attend and have speakers from all cross-sections of the cab trade, such as Orgs, apps, garages, charities and drivers. London Assembly Members, MPs, UKIP associates and the media would all be invited to attend. We believe that this would be a fantastic opportunity for the trade to highlight what a great industry the London Taxi trade is. Our trade has had some unpleasant and false articles written about it over the last few years, by certain bought and paid for journalists. It would be great to see us portrayed accurately for a change.

The LCDC are of the opinion that UKIP London Assembly could be extremely useful political allies in our fight against our deplorable regulator. UKIP (LA) would like to work closely with The LCDC to assist the trade and use their position at City Hall to hold the Mayor, Val Shawcross and TfL to account. They genuinely want to support us to preserve the London Taxi trade and ensure we have a prosperous future. The LCDC would again like to thank them for their time and look forward to a productive and beneficial cooperation.

The LCDC is a non-political organisation. Our committee and representatives have differing political views from each other, as do our members. We will work with political parties of all spectrums if we feel it will be beneficial to the trade. We have a meeting scheduled with the Labour GLA and have an invitation to meet a prominent Green Party activist. We will update the outcomes of these meetings on our website [www.lcdc.cab](http://www.lcdc.cab) in due course.



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# Alan's Angle

## Camden Council ranks proposals

**The new Tottenham Court Road scheme that Camden council are proposing is not only going to be a motoring disaster for us, but the public are going to need a app to find us on our ranks.**

Yet again people who know nothing about how our trade works and what we require to service the public have just dotted our ranks in and around Tottenham Court Road. We have lost the rank opposite the Grafton outside Sainsbury's and guess where they put that rank..... did you guess Warren Street? It's laughable they think the customer is going to see us round the corner hidden and then accept that we have to drive all around the new one way system to get back to Warren Station, probably costing the customer about 5/6 pound. It does seem they have closed their eyes and put a pin in the map to allocate a rank goes on all around the TCR scheme.

There are only a few ranks we're really happy with and are having to really dig our heels in to get ranks moved at other locations. Camden have seen fit to move the rank outside the Dominion Theatre to the other side of TCR facing north - not only does this give the people exiting the new Crossrail station at Tottenham Court Road no sight line to a rank, it will also make the customers who require a taxi from the theatre to cross the road to get a taxi. Crossrail, Camden and Westminster have not given any thought into a taxi rank at the new transport hub at TCR that now at the eleventh hour we are having to fight for road space. Bearing in mind we been asking for meetings re rank at TCR Crossrail for about two years and probably knew it was going to become the pantomime that it has now turned into. They claim to have a step free train for disabled and disabled access

in and out of the station but anyone in a wheel chair or disabled will have trouble finding a cab, as no rank has been appointed - it's disgusting. We have a wheel chair accessible vehicle but the disabled will suffer at this station, and Camden's response is it's down to Crossrail and not our problem. All they are looking forward to is delivering this scheme and then patting themselves on the back whilst the motorists and our customers suffer. The meeting on Wednesday got very heated to a point where we nearly all walked out as Camden hadn't done anything we had asked them to do at the last meeting we had. We agreed to meet soon and hopefully they will have answers to our questions but don't hold your breath as taxis don't come very high on Camden council's transport needs. Think we come below canal boats and rickshaws.

## Hot news from Lancaster London (soon to become Royal Lancaster)

**From 24 October 2016 Lancaster London will be covered in hoarding for its year-long refurbishment. The hotel will remain OPEN for business during this period.**



During the refurbishment, the current taxi rank will become a feeder taxi rank as the hotel's temporary entrance will move 20 metres to Westbourne Street (to the SE corner of the hotel).

Outside the temporary entrance there will be a new temporary taxi rank with space for two taxis, plus additional space for drop offs. This has been designed alongside TFL and the Taxi Association. To assist the taxis, the hotel will be hiring additional doormen, who will be on duty from 8am until 11pm.

On 19 August 2017 the hotel's refurbishment will be fully complete. The hotel will once again become known as Royal Lancaster and the taxi rank will resume its original position.

Twitter Feed: There will be regular large events at the hotel throughout the renovations, and these will be tweeted to all taxi drivers as the hotel needs your continued support.

## West End project update

**This month we finally got to hear that out of six rank proposals that was proposed by the ranks committee, we have been given the green light on five and one has been put on hold.**

We will be getting 2 new rest ranks - one at Sheila's cafe in Craven Terrace and one outside Saporis in Horseferry road. The three new ranks will be one at Marriott Park Lane in

North Row for three cabs, we will get a space added to the rank in Broadway St James making it three. Finally the Rank at Novikov will be officially turned in a Taxi rank and not the shared dual parking bay that we can't control and Westminster fail to enforce any cars that are parked on it after 18:30. The rank we requested in Broadstone Place to service the back entrance for Firehouse

Hotel, has been put on hold due to the amount of complaints via the consultation. The complaints were made by residents who are getting fed up by the noise that the hotel guests are making. The hotel has now got a management plan being put in place to try and appease the residents. The two ranks we had in the middle of the road in Regent Street by Swallow Street have

now been made into one rank and put on the pavement right outside the entrance to Swallow Street - this will be from 18:30 to 06:30, we're just awaiting the signage to be put in place. We were also told that we have about nine new ranks just being finalised before putting out to consultation - I will keep you updated when the consultations come out. These ranks will hopefully be on the ground

within the first quarter of 2017. And finally the 2 way Baker Street scheme will be going ahead in April 2017 and will take about 18 months to complete - great more road works. We have worked hard along with Westminster to try and get more ranks in their borough and finally after a year we are starting to see the benefit from the many site visits and meetings.





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■ HEATHROW AIRPORT REPRESENTATION

With our reps at the airport working hard on the trade's behalf for a fairer, and more safer future at Heathrow.

■ RANKS AND HIGHWAYS

The LCDC attend the Joint Ranks committee, working hard for more ranks and more access for the taxi trade in London.

■ CAB TRADE ADVICE

All members can call the office for any information or up to the date news on any trade related subject.

■ TRADE'S FUTURE

The Club worked tirelessly in bringing in the green & yellow identifiers to the taxi trade.  
And are always working hard to protect our future.

■ CAB TRADE REPRESENTATION

We are working hard to work with members of the GLA and also politicians to fight our corner against

TFL and was a major influence in the recent "future proof" document.

■ VEHICLE MANUFACTURERS

The Club works alongside LTC and Mercedes to deliver a vehicle that meets our standard as a London taxi driver. Recently we have held meetings to work against the ULEZ strategy and the introduction of taxi age limits.

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I agree to abide by the rules of the Club. I also agree that the above information will be kept by the LCDC in a computer system under the terms of the Data Protection Act.

I understand that I will not be eligible for legal representation for matters arising prior to the date of this application. Thereby declare that I have no outstanding PCO or police matters pending.

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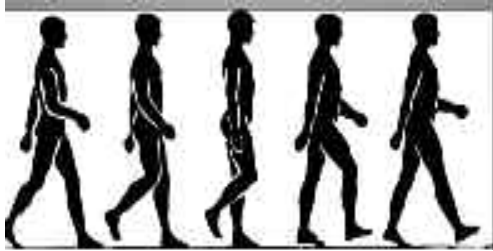
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# Walker on the March....

## GPS v KNOWLEDGE

**Although I often come to regret it these days, I usually start my evening's work at the Bank St rank on Canary Wharf.**

Experience has taught me that GPS appears to be unable to cope with the closure of the entrance to The Wharf at Heron Quay. Consequently from time to time I have had people walk up to my cab and ask me to speak to somebody on the other end of a phone. The intention is to find out where this person is and direct the other person from my cab to them.

It quickly transpires that this person is a PH driver that has given up trying to find their way to where the passenger is and wants the passenger to find and come to the car. Well, good luck with that as I usually tell the passenger that that's the problem with any cheap service or product and leave them to get on with it.

The one on Saturday night though, took the biscuit for front. I'm on point and up he walks, phone in hand.

"Excuse me driver but could you speak to this guy and find out where he is as I'm trying to meet him."

"Certainly sir..... Hello, where are you?"

"I'm waiting at the Canary Riverside Plaza."

"You want your customer to come to you", says I. "Yes."

To the customer...."He's at the 4 Seasons Hotel."

Yeah, I know that. Take me there please."

"Are you joking? You want me to take you to your Uber driver because he cannot find his way to you?"

"Yes please."

You're having a laugh. There's no way I'm taking you. You can walk and perhaps next time, take a proper taxi instead of a cheap imitation."

"What, you won't take me?"

"No."

He walks away, obviously not having a clue where the hotel was and I would imagine not going to chance asking me for directions. Two minutes later, he walks back and offers me £20 to take him to the hotel. I tell him not at any price but I'll take him to his final destination for the metered fare.

Last I saw, he was walking off in the opposite direction towards Upper Bank St.

## STUPID IS AS STUPID DOES

**The subject came up recently as to what is the silliest thing you ever did driving a cab. For myself, I have to go back to the early 80s.**

I had a white FX4 and while I didn't do weddings regularly, I helped out when

somebody was short.

Back in those days, the raft hadn't been built at Victoria Stn and the Gatwick entrance in Buckingham Palace Rd used to have the gates open so that cabs could drive the passengers inside and go around a circle and back out again.

So, I was due to do a wedding on the Saturday and on the previous Wednesday afternoon I trapped one to the Gatwick entrance. On this day, as often was the case, only one gate was open to drive through.

Driving back out through the single gate I failed to notice that the passengers had left the nearside door open (no buzzers in them days). Yeah, you guessed it. As I flew out past the gate, my door stayed where it was.

You know that sick feeling you get in your stomach when you've dropped one? I had it big time. It cost me the rest of my week's work but my garage did manage to get the damage repaired by Saturday morning in time for me to do the wedding.

The worst of it though was having to get out of the cab, sort things out and drive off with all those passers-by and cab drivers waiting behind me to get out, watching on. I knew what most were thinking and I heard what some were

\$1.4 billion in UK taxes in 2014, leaving them paying just 0.25% corporation taxes.

Meanwhile, they employ as little people as possible. For every \$ that traditional industries spent on employment, these tech companies spend just 1/10th of that amount.

So on the one hand they are an engine of unemployment, rather than employment because they displace traditional industries like our own, but then they avoid paying a fair share to provide benefits for those they are making unemployed, along with the rest of us.

Firms like Uber and Airbnb take this appalling business practise a stage further. By operating in "the cloud" they also avoid legislation across the world. This means that Airbnb unfairly undercut small hotel businesses while Uber do the same to legitimate taxi services.

As far as Uber in the UK go, they avoid taxi and PH legislation, no matter how hard TFL and government try to pretend otherwise. If they were undercutting our industry due to being more efficient that would be fair enough but they don't.

They do it by avoiding tax, avoiding the cost of taxi and PH regulation and by avoiding employment legislation to leave the driver with so little money he has to

drivers from having any Uber signage on their cars? How can it be logical to spend that money and not want to advertise on their own cars?

Simple really, it's because they make a point of telling customers that any contract is between the customer and the driver and nothing to do with Uber. So, while in theory they undertake the responsibilities of a PH operator, in practise they actively deny any such responsibilities.

## BIG BROTHER REALLY IS WATCHING YOU!

**Apparently there is a saying in the world of internet commerce that goes something like "if you aren't paying for the product, you are the product." What this means is that if you aren't paying for a service such as a search engine, Facebook, Twitter, etc, then they are selling you.**

More accurately, they are selling information on you to interested parties. That's why when you go onto the internet, you find advertisements for stuff that interests you and on which you have recently conducted searches on. Let's not forget cookies. Every website you go on informs you that they are using cookies.



calling out and worst of all, they weren't wrong.

## HIGH TECH BUSINESS PRACTICES AND UBER

**The world's changing. Today's biggest companies are tech companies and that is bad news for everybody. The way these companies operate is to shift their bases around the world in order to avoid as much tax as possible.**

Between them, Apple, Facebook, Google, Amazon and eBay avoided

claim in-work benefits.

In short, it's a national scandal.

## UBER: PH OPERATOR? DON'T MAKE ME LAUGH!

Anybody with eyes and half a brain can see that Uber operates a pseudo taxi service rather than a bona fide PH service. Even if they took pre-bookings, they still wouldn't even qualify as a bona fide PH operator.

This is a company that spend millions in this country on PR and advertising. Isn't it strange then that they bar their

What they are saying is that they are storing and using all your on-line data while you are accessing the website. A journalist tracked his own data and discovered that in one 36 hour period, he had 105 different companies tracking his internet use via cookies.

Here's an actual example. A bloke in Minneapolis complained to a "Mothercare" type store because they sent baby related coupons to his teenage daughter. Yeah, you guessed it. Turned out that they knew more about her love life than her dad did.



# LONDON TAXI PR WIN BA CAMPAIGN

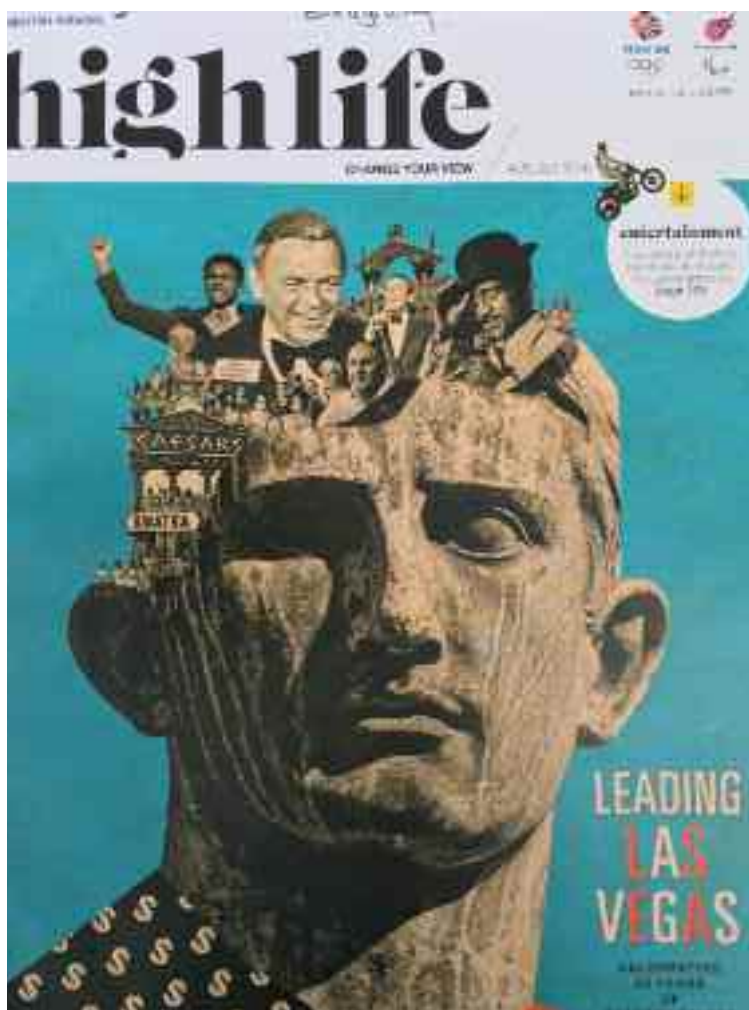
Huge positive news to announce !

We at LondonTaxiPR are proud to announce that we have secured a month long campaign with British Airways to advertise the trade in their inflight High life magazine, plus static posters in their term 5 arrivals lounge.

This campaign will go live through the month of December.

What this will expose our trade advertisements to is huge in terms of coverage.

- Average 3.5 million passengers fly BA every month. Each passenger will have a High life Magazine at their fingertips to read.
- 664 BA flights daily
- the BA term 5 lounge is the largest & most luxurious complex in the world & serves over 324,000 premium



customers every MONTH !

Im sure you will agree that this

campaign will be fantastic for our trade in reaching this coverage.



Just the minimum % return in passengers using our service would be huge increase in numbers.

To all that have supported us & contributed to help make this campaign happen, we thank you for your generosity. We are immensely proud to secure this campaign & cannot wait for it to happen.

Please continue to contribute towards our campaign fund via our website [londontaxipr.com](http://londontaxipr.com) for future campaigns like this. We have many others available & on offer to us now,

but need the finances to make these happen too. Should you wish to set up a DD please email us at [londontaxipr@gmail.com](mailto:londontaxipr@gmail.com)

Let's keep pushing on !!

Be proud !



## Hailo announce departures

Hailo, London, Monday 10th October, 2017:

"Following the recent announcement of the deal between Hailo and mytaxi, founders Russ and Terry will be leaving the business. Terry and Russ were part of the six strong founding team here at Hailo and, together with Gary, were instrumental in building London and Ireland's biggest taxi app. Over the past six years, they have worked tirelessly to promote the trade and they remain shareholders in the company. As the company transitions to a new leadership structure, and rebrands to mytaxi in the UK, Ireland and Spain, Terry and Russ will be moving on to new opportunities.

" The company would like to thank them for their passion, expertise and entrepreneurial spirit since founding the company and wishes them every success going forward. Gary will be remaining with the company and will take on the exciting opportunity to head up commercial driver partnerships for the new entity."





**Sadiq Khan has announced he was pressing ahead with one of Boris Johnson's most controversial cycle superhighways.**

The new Mayor ordered Transport for London to continue work on the CS11 route between Swiss Cottage and Oxford Circus that would involve the closure of four of eight gates in Regent's Park during the day.

It came as TfL published the official results of a consultation that attracted 6,277 responses, with 53 per cent supporting and seven per cent part-supporting the plans. **ADVERTISING** inRead invented by Teads A total of 37 per cent were opposed. The longer delays expected to result from the proposed removal of the Swiss Cottage gyratory were said to be "of particular concern".

There was also concern among cyclists about plans to install raised "speed tables" - possibly using cobbles - to slow speeds around the Outer Circle in Regent's Park.

Mr Khan's move means that TfL's officials will continue to work with councils and campaigners to resolve as many concerns as possible before a final decision is made later this year. TfL today made clear that Mr Khan "wants to see the scheme proceed".

He said: "Making cycling easier and safer benefits all of us. Cycle superhighway 11 will play an important role improving the quality of our toxic air, improving Londoners' health, and make thousands more people feel comfortable cycling.

"I am determined to learn the lessons from previous cycle superhighway schemes and I've asked TfL to continue to work closely with the local councils and stakeholders to ensure we minimise any disruption to motorists and other road users, both during the construction of the scheme and after it's completed. "This includes ensuring changes around Swiss Cottage gyratory benefit car-users who use that busy junction every day."



# Mayor to press on with controversial Swiss Cottage to Oxford Circus cycle superhighway

Val Shawcross, deputy mayor for transport, said today's announcement was a clear indication of the Mayor's commitment to deliver improvements on cycling. It is part of a week of cycling announcements capitalising on the success of the Ride London festival

at the weekend.

Vowing to address the concerns of residents to minimise the threat of the CS11 being held up by legal action, Ms Shawcross told the Standard: "We are going to find a way to make it happen."

The Stop CS11 campaign

submitted a petition signed by 3,873 people opposing the plans, while a similar campaign in St John's Wood attracted 258 signatures. However many cyclists and pedestrians responded in favour of the plans, which seek to remove one of London's most intimidating

*An artist's impression of how the cycle superhighway will look*

gyratories at Swiss Cottage, and prevent thousands of vehicles a day from using Regent's Park as a "rat run".

The proposals were opposed by Westminster council, London Zoo and the London Taxi Drivers' Association.

They were supported by the Royal College of Physicians - which pointed to the benefits of cycling in reducing air pollution - and by the Marylebone Cricket Club, though it was concerned about the possibility of disruption from HS2 rail works at the same time.

TfL says Regent's Park suffers from a "higher than average collision rate" due to the number of vehicles using it as a through route. There was support for fully segregated cycle lanes in Portland Place and for the cycle superhighway to be extended north along Finchley Road at a later date.

*Courtesy of the Evening Standard*



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# Throat cancer survivor 'thrown out of Uber because she couldn't speak properly'

**A throat cancer survivor with severe speech problems claims an Uber driver threw her out of his car because she "couldn't speak properly".**

Sam Barbic, who breathes through a hole in her neck, said the driver refused to drive her before opening the passenger door and taking her by the arm. The 45-year-old still had to pay £5 for the cancelled trip, which Uber has now confirmed it is investigating. She said: "An Uber driver threw me out of his car refusing to drive me because I can't speak properly. I explained I'd had throat cancer.

"This man threw me out of his car despite me trying to explain my voice was

strange due to throat cancer...

"He just kept saying get out of my car. I said do you realise what you're doing? He opened the passenger door, took my arm and said get out now."

Ms Barbic, a set designer from Kensal Rise, was intending to meet a friend in Covent Garden when the incident took place at around 6.45pm on Thursday.

Five years ago she underwent extensive chemotherapy and radiotherapy after being diagnosed with stage 4 oesophageal cancer. The only option for survival was to remove her throat and voice box in a total laryngectomy, meaning she can now only speak

through a new throat constructed from her intestine and a small valve. She told the Standard: "In order to speak I have to press the hole in my neck to block the air way and send air in to my mouth so I can make sounds.

"My speech is understandable but takes a bit of time to get used to as I have to pause for breath a lot - it's not very loud and I've been told I sound a bit like Darth Vader!"

An Uber spokesman said: "We would like to extend our sincerest apologies to Sam. We're looking into this as a matter of urgency. We're waiting to speak to all parties so we can fully investigate this incident and take the appropriate action."



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- Grant Davis, LCDC Chairman

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# Ten days for Fury to save career

**British boxer Tyson Fury has 10 days to convince the WBO not to strip him of his world heavyweight title.**

He withdrew from October's rematch with Ukrainian Wladimir Klitschko because of mental health issues. The 28-year-old fighter is also facing a UK Anti-Doping hearing in November after being charged with the use of a prohibited substance. In a magazine interview last week, he also revealed he had been taking cocaine to help deal with depression. WBO chairman Luis Batista-Salas said Fury could lose his belt because of "inactivity, breach of contract and performance enhancing drugs and stimulants". But he also stressed he is concerned for Fury's "health, well-being, happiness and prospects for a full and complete recovery". Fury is also the WBA champion. WBA president Gilberto

Mendoza has told the BBC that Fury deserves a chance "to overcome this situation". However, he said the Englishman could ultimately lose his title.

"Our main concern is what's going on with the title and the whole situation that's around him," Mendoza told the BBC Radio 5 live Sportsweek programme.

"But the substance he took is a prohibitive substance that is against the rules and we have to take that into account."

The British Boxing Board of Control is also set to meet on Wednesday to address Fury's cocaine admission and could strip him of his licence to box.

Fury has not fought since beating Klitschko last November and postponed the original rematch in June because of an ankle injury. After the most recent cancellation, Fury tweeted to say he had retired from boxing, before quickly retracting his statement.



The boxer's uncle and trainer, Peter Fury, told BBC Radio 5 live his nephew has been "driven to despair" by his mental health issues. But he said he was confident his nephew would resume his career. There is an option for Fury

to be declared a "champion in recess". This means fighters can challenge for Fury's belts while he is unable to fight. As soon as Fury is fit to fight again, he can challenge whoever holds his belts.

"The titles shouldn't be held up," said Peter Fury. "While Tyson is out for medical reasons, the titles should be freed up." Meanwhile, fellow Briton and IBF champion Anthony Joshua could now fight Klitschko.



## Ricky Burns - bring on Broner

**Ricky Burns Scotland's WBA Super Lightweight Champion says he will "do his talking in the ring" if he gets the match he craves against Adrien Broner in Las Vegas in the New Year:**

After getting victory over tough hitting Kiryl Relikh in Glasgow, who would deny

Ricky both the chance of an upset as well as a bumper pay packet?

Brash Broner was supposed to have travelled to Glasgow to watch Burns, but did not show, maybe he thinks there is nothing to worry about in fighting the Scotsman?

On the performance he gave against Relikh, only a fool would bet against him.

## Saunders 'ready to fight GGG'

**WBO middleweight champion Billy Joe Saunders says he is ready to face Gennady Golovkin in a world title unification fight, insisting he will pick out the Kazakh's "faults and flaws".**

Saunders (23-0 KO12), who is

preparing to defend his WBO crown at Manchester Arena on October 29, accepted Golovkin's call for a bout and claims he will agree to any date put before him.

"I definitely want you on your next available date. I am fighting

on the October 29, so Golovkin, I am ready when you are.

"What date you come back with, is the date I will accept. I will give the fans what they want to see. I see faults and flaws in you last night that I know I can pick out.





# LCDC invited to give evidence to GLA Transport Committee on congestion

I was recently invited by the GLA Transport Committee to sit on a panel at City Hall chaired by Caroline Pigeon and give evidence against the causes of congestion in the Capital.

Alongside me on the panel were Edmund King OBE from the AA, Professor Stephen Glaister FROM Imperial College and Dr Rachel Aldred Westminster College.

It was very refreshing that the GLA wished to hear the facts from a working taxi driver and was extremely happy to hear the points I raised.

As you can imagine, I spoke at length about the catastrophic effect that the CSH has made on our working day and told the

panel that I have never experienced so many passengers asking to alight my taxi due to the traffic levels.

I also raised the point to Caroline and the GLA Committee that under the exemptions on the congestion charge, PH drivers can only avoid not paying whilst "undertaking" a booking? As we all know, the majority of PH entering the Congestion Charge zone come in on the "anticipation" of a booking, a BIG difference.

The new Mayor must revisit this point and demand that all PH pay the Congestion Charge if he is serious about air quality.

The meeting lasted for around one and half hours and I must say I really enjoyed giving evidence and tell them just how things really are for us driving taxis.



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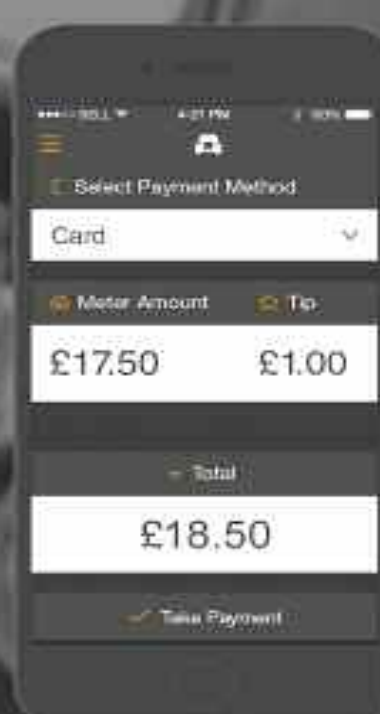
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