



Providing effective support for operators in their efforts to provide a first class service to all London's visitor

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Great to see so many of you at the Dinner and Dance on 1st February; as ever it was a great evening and generated much needed funds to keep the LTCOA going and representing the views of coach operators within London. A big thank you too to all those who helped with the organisation of the event and most importantly to our suppliers who agreed to help sponsor the event.



Thank you also to those of you who attended the meeting at the Master Robert on 10th February. A really interesting presentation from Wrightsure Insurance Brokers which will help all when doing the tricky negotiation at insurance renewal time. Furthermore Wrightsure have agreed to be a major supplier sponsor of the organisation throughout this year, so please think about them on the lead up to your insurance renewal and if appropriate, ask them for a quotation. They are on our side.

We are hoping to finalise the October trip in the next few months with either Sweden or Ireland being in pole position as a destination. We have never been to Ireland as far as I can remember and I am told the Guinness tastes even better over there than it does in the UK. Please keep an eye out for dates and destination and we will let you know what we have arranged as soon as we can.

Finally, we are still looking for Board members' you can self nominate, and please can you try and make the AGM on the 10th March to be held at the Master Robert from 20.00hrs. We have Heathrow airport attending, and as ever, there are a lot of changes being proposed by the airport authority which will affect you and me on a daily basis. Please be there to ensure that enough operators do give their views to those decision makers to ensure that what we finish up with is workable.

I am told it looks like a very busy Summer for the operators in the Capital, which is great news – now is the time to ensure that your voice is heard and that as a result of your pressure and effort in canvassing for needs of the coach operator we can enjoy a trouble free summer season.

Best Regards
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Dinner and Dance 2014



- What a fantastic night! From the Champagne reception through to a dance floor still full at 02.00, we could not have asked for anything better.
- Our cabaret TENORS Un LIMITED were brilliant; beautiful voices, lovely music everything from classics to modern and just the right touch of humour – we were all spellbound.
- Then music from Choice had the dance floor full and everyone having a great time.
- The food, as ever, was excellent (how do they get that beef so succulent?) and the service displayed military precision at its finest
- Thanks to everyone who worked so hard to make the evening such a great success. Particular thanks to Judy and Wayne for yet another great Tombola.
- Thanks particularly to our sponsors without them the evening would not happen. Please show your thanks to our sponsors by asking them to quote when next you look for a product that they offer.

WWW.LTCOA.CO.UK

Are you keeping update with the latest information?
In recent days we have added:

- Heathrow Charging for 2014
- Royal Parks & – changes to bookings & **good news** extra parking now available
- Deliberate Road Collisions – important advice from the MET Police

NEXT MEMBERS' MEETING - AGM

Date: Monday 10th March

Time: 20.00

Where: Master Robert Hotel

Special: Presentation from Heathrow Landside Team; learn the latest developments and plans.

LTCOA MEMBERS PROVIDE SUPPORT FOR T2 TRIALS



Friday 7th Feb saw LTCOA providing coaches for trial runs of forecourt operations at the soon to be re-opened Terminal 2

Members: Anderson Travel, City Circle and Reynolds Diplomat Coaches each provided a coach for this event.

Feedback tells us; ‘The trial proved to be very successful and delivered some great feedback, insights and learning which will allow for a successful go live on June 4th..’

The T2 team were very impressed with the availability of vehicles and the feedback received from all concerned, for what was the biggest single proving trial for Operational Readiness of Terminal 2.’

Our drivers have confirmed that the routes are well signposted (go up the ramp keeping left), there are drop kerbs at the bays and plenty of space for customers and all their luggage.

Heathrow have confirmed that as a result of these trials they

are widening the roadways on the inbound lanes to prevent larger vehicles having to clip the corner. They are also and wayfinding signage in new locations to lessen the risk of accidents resulting from drivers making last minute lane changes.

Sadly we were not permitted to take pictures of the new terminal building; Heathrow have promised to forward publicity shots and these will be posted on the website as soon as they are received.

Sue's Notes: *I have been given a very grand title; 'Director of Development and Administration' - a bit of a mouthful!. At meetings I often have to explain it – I tend rather to point out the importance of the LTCOA and the work that we do for our members. I firmly believe that one of the benefits of the LTCOA is that it is run by Operators, for Operators – run by people who understand the real needs and frustrations associated with day to day operations in our Capital City. This month I have represented LTCOA at a variety of meeting including negotiating 2014's Coach charges at Heathrow. In March I will be attending TfL's discussions on the ULEZ (Ultra Low Emission Zone). There are vacancies on the LTCOA Board – your voice would help, please think about a nomination. Look out for the article about us in RouteONE - February 27th*

Thank you for your continued support. The LTCOA look forward to working with you and for you throughout 2014 and the years to come.

SUBSCRIPTIONS 2014

Subscription levels held for 2014 – **just £225.**

Your invoice for this year's subscription will be with you shortly – prompt payment will be appreciated.



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DATES TO REMEMBER

Members' Meetings 2014

All to be held at the Master Robert Hotel,

March 10th AGM

With presentation from Heathrow Landside discuss all the changes.

Meeting commences 20.00

April 7th

May 12th

With presentation from Nick Denton Traffic Commissioner London and South East

September 8th

December 8th

Autumn Tour: October dates to be advised

Member's Supper: November date tba

Dinner Dance 2015: Saturday February 7th