

**LTCOA Ltd**  
**285 Lower High St**  
**Watford**  
**WD17 2HY**

Phone: 07932 158999  
 Fax: 01923 210020  
 E-mail: [sue@ltcoa.co.uk](mailto:sue@ltcoa.co.uk)



VOLUME 5

APRIL 2014

**Special Points of Interest:**

- Visit our website [www.ltcoa.co.uk](http://www.ltcoa.co.uk)
- Join us on facebook
- Providing effective support for operators in their efforts to provide a first class service to all London's visitors



**Meeting & Event Dates 2014**

Visit Heathrow T2	May 8th
Member's Meeting	May 12th with Nick Denton Traffic Commissioner
Member's Meeting	September 8th
Autumn Tour	October 23rd—26th (Provisional date)
Members' Supper	November 19th (Provisional date)
Member's Meeting	December 8th
Dinner Dance 2015	February 7th

**FROM YOUR CHAIRMAN**



taste of their own medicine!

I am also delighted to confirm that both suppliers have agreed to sponsor our Association for 2014 offering members discounts and providing valuable and appreciated funding for us to continue with the work we are doing.

**Gathering Pace**

Fantastic to see so many of you attending a really interesting meeting at our April meeting at the Master Robert. Excellent presentations from both Plaxton and Michelin Tyres got us all talking about the importance of both good management of your tyres to ensure a long life and a fantastic range of products now offered by ADL-Plaxton. Great to see the company actually exporting product now in large numbers—giving those foreign chaps a

listened to.

At every meeting Sue or I attend we are both recognized and asked for our comments. This is good and means that you have people who know and understand coach operation within London and its environs fighting your corner.

It looks like being a very busy summer and after the May meeting we will have a break as we will all be hard at it, trying to make enough to survive another winter!

I hope things go well for you all and I will see you at the May meeting.

Regards

Mark Anderson  
 Chair—LTCOA

Please try to make the next meeting on May 12th when we have the South East Traffic Commissioner, Nick Denton in attendance. This will be an important meeting, you need to be there and to bring your Ops Team.

What is becoming clear is that the last few months have seen the LTCOA starting to generate interest from members and suppliers alike and most importantly our voice at so many governmental levels is being heard and most importantly

**PLANNING FOR RED DAYS—YOU CAN HELP**



The problem is that Heathrow don't know the onward travel arrangements of their passengers all they can really do is guess.

But, in this day and age surely

West Ramp must have this data all that data is there.....isn't it? Apparently not and one might speculate that this is part of the reason why there has been a change of contractor at West Ramp. Part of the reason why all of a sudden we have to stamp our vouchers with company details.

I am told that according to NSL 'no one has ever asked for vision for the coach park before.'

The truth is whatever the rights and wrongs of what has happened in the past we need to work with the airport to help make things easier for us

all.

It won't happen this season but be sure online pre-booking for coaches is going to happen. This will help the airport authorities know when there is going to be a high numbers of coach groups and therefore a high demand for space both at West Ramp and at the Terminals. We will be working hard to ensure that this information is used to help us, used to provide extra pick up space during our peak periods.

This season Heathrow needs the data, particularly they need to know which flights we will be meeting and importantly if we have a very large group; several coaches at one time either inbound or outbound. Heathrow have asked that we all provide by email the following information.

- Date/time/flight number of each vehicle picking up
- Date/time/flight number for large groups departing (2 or more coaches to one flight)
- Date/time/flight number for large groups arriving (2 or more coaches to one flight)
- Details of any day when you have more than 20 movements through the airport. Giving flights/times/numbers of vehicles

I know this is a lot of work—please do your best and if you can only do one of these you **MUST** do number iv.

This information will help Heathrow to help us.

Heathrow will supply all those providing this information with live updates of incident reports—traffic or other difficulties that may cause delays.

**PLEASE HELP HEATHROW TO HELP MAKE ALL OUR LIVES EASIER.**

Please send your data to:  
[travel\\_services@heathrow.com](mailto:travel_services@heathrow.com)

**RED DAYS ARE BACK,**  
 I DON'T NEED TO TELL YOU HOW FRUSTRATING IT IS TO SEE WEST RAMP EMPTY, BUT STILL YOU CAN'T GET IN BECAUSE YOUR FLIGHT IS NOT DUE FOR 20 MINUTES!

With a new contractor at West Ramp we are expecting things to change, and to change for the better.

We all know there are days when West Ramp is going to be very busy and it really does not help to find the valuable space taken up by vehicles on lay over or coaches using this for many hours of free parking.



**Inside this issue:**

Introducing a new Member	2
May Meeting—invitation to meet the TC	2
Latest Development	2
Wrightsure Insurance Your experience	3
Plaxton and Michelin LTCOA Sponsors 2014	3
Traffic Commissioner at our May meeting	3
Diary Dates	4
Heathrow Red Days	4

**HEATHROW TERMINAL 2 MEMBERS' VISIT AND SUPPER**



With this newsletter you will receive your invitation; an opportunity to tour prior to opening the new Terminal 2 looking particularly at arrangements for groups in the arrival hall and touring airside.

Following the tour we take supper in a local pub. Cars can be parked free of charge at the pub. Coach transfer to/from the airport is included.

**Date: Thursday May 8th**

## NEW MEMBER INTRODUCTION

**Chalkwell**

Chalkwell are a family owned business based in Sittingbourne since 1938, we serve Sittingbourne, Medway Maidstone. We run a fleet of over 70 vehicles offering commutes into London Monday to Friday, local bus services, Daybreaks and Coach

Holidays as well as private hire and corporate work. Chalkwell works hard to innovate in an industry that is often considered to be a bit behind the times, we do this whilst maintaining our local contact and always understanding

what our customers expect and need and understand that these needs can change.

Contact:  
Karen Lockyer

tel: 01795 423982

email:  
karenlockyer@chalkwell.co.uk



*“World Class  
Coach  
Facilities for a  
World Class  
City”*

## MAY MEMBERS' MEETING

**YOU AND YOUR TEAM ARE INVITED TO MEET NICK DENTON TRAFFIC COMMISSIONER—SOUTH EAST AND METROPOLITAN REGION**

This is one invitation you cannot afford to ignore, a meeting you really must not miss. A chance to receive really valuable information, you really should bring all your Ops Team.

**DATE:** MONDAY MAY 12TH  
**TIME:** 20.00  
**PLACE:** MASTER ROBERT HOTEL

## LATEST DEVELOPMENTS



Great to see applications coming in from new members. To date this year we have added 4 new members:

- Chalfont Coaches, Harrow
- Chalkwell Coaches
- Coopers Tours, Sheffield
- Reliance Travel

Our strength comes from our membership please spread the word. When you speak with other operators, mention the Association, see if you can encourage them to join.

To strengthen my position in negotiations it is useful to be able to quote figures relating to our membership—numbers of O licences, fleet size etc. I enclose with this newsletter a simple form which I would be pleased if you would complete and return—or you can do it on line. Thank you.

**Tourist Coaches Action Plan**

This is such an important initiative, we are working with them and hoping for some good outcomes.

To date TCAP has considered set down/

parking facilities at the following—see note of last meeting:

- **Grafton Hotel**—on hold until after roadworks are completed

- **Old Billingsgate**—new bays arriving

Currently under consideration:

- **Natural History Museum**

- **Emirates Stadium**

- **Buckingham Gate**

- **Grosvenor Place**

Watch this space for further news.

[sue@ltcoa.co.uk](mailto:sue@ltcoa.co.uk)

**07932 158999**

## LTCOA ANNUAL SPONSOR 2014—WRIGHTSURE INSURANCE

**WHAT'S YOUR EXPERIENCE?**

Most LTCOA members will be aware of the CPT Cost Index, introduced in 2003 to provide operators with a tool to annually track movements in key costs and combine them to give an overall figure for financial adjustment.

The most recent index (to 31<sup>st</sup> December) provides a typical overview of Fuel, depreciation, wages and the like, however here at Wrightsure we wanted to know more and how the national adjustment for *Claims and In-*

*surance* came to a factor of -3.8%?

Bearing in mind claims inflation alone stands at circa 17%, the potential to believe that insurance premiums are in general coming down, couldn't be further from the reality.

Whilst we could not extract individual data, the authors of the index acknowledged that the “swing” for all correspondents ranged from minus 38% to +112%.

The market conditions experienced over the last three years have likely enabled all Operators to achieve premium reductions via an Insurer change or low claims rebate, however the Commercial market generally continues to be reasonably flat for standard risks that perform well and show a

commitment toward risk management. Fleets with deteriorating claims experiences and operating in a non-standard sector, will almost certainly see increases, up to 100% in the most distressed and not having the backing of the right Insurance Broker.

Each Operator's circumstances are different and the cost index should only serve as a guide, but if a 3.8% reduction was taken to be literal, then you would be forgiven for wondering how it has been arrived at and not reflecting the current reality.

A topic of conversation between LTCOA members, but equally please feel free to contact Wrightsure to ensure your costs are closer to the 38% reduction and not the 112% increase.

For support and advice you can reach Darren on: **07713 484 061**

or email: [ltcoa@wrightsure.com](mailto:ltcoa@wrightsure.com)

## LTCOA SPONSORS: MICHELIN AND PLAXTON

It is no co-incidence that the speakers at our April Members Meeting also represent the two companies that have agreed to sponsor the work of the LTCOA for this year.

The financial support that our Sponsors and our Annual Sponsor provide to the Association is very valuable and helps to support the hard work that the Association does to support coaches in London. LTCOA is determined that our relationship with sponsors will be a positive two way street—not just a case of ‘give us your money!’ For this reason there will only be 3 Sponsors to the Association's work for 2014. It is important that we recognize that this is different and separate from the support that various organizations so generously give to our Annual Dinners and Dance.

The April meeting started with a presentation from Kevin Wood (Business Development Director) and Mark Taylor (Regional Sales Manager) of Plaxton ADL. During the presentation we were advised of the

developments that Plaxton has made within the PSV market over recent years. Kevin was proud to boast that Plaxton were now the UK leader with 43% market share.; that they would be selling 700 coaches this year.

Kevin reported on the ‘new cheetah’, (which as yet does not have a name) it will be based on an Atego 12 ton chassis giving 4223Kg for passengers and baggage with 5.5 m2 luggage capacity and 35 reclining seats.

The Plaxton raffle was enjoyed by all with Richard Window of Davian Coaches winning first prize.

Michelin were represented by Barry Keane (Regional Fleet Account Manager) Barry's presentation (sent out with the minutes of the meeting) provided us all with useful information on how to get the best from our tyres and how to ensure that our tyres provide the best service for our businesses.

I am pleased to be able to report that



Michelin are offering a fantastic offer of cash discounts on tyres for LTCOA members.

Subject to purchasing (in one order) a minimum of 4 tyres you will receive the following discounts

22.5" tyre	£35 discount
19.5" tyre	£25 discount
17.5" tyre	£15 discount

First negotiate the best deal with your service provider—then claim the discount on top.

The Michelin competition to win an iPad was won by Redwing—well done Paul.