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**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

**LTCOA**

**Meeting & Event Dates 2014**

Member's Meeting	April 7th with Plaxton and Michelin
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

**LATEST DEVELOPMENTS**



good news on work being done to tackle some of the worst 'black spots' - we are seeing some real progress in the efforts to make London less difficult for coaches and coach drivers.

I am delighted to welcome and introduce Grahame Wernham of Premium Tours he is now a member of the Board of LTCOA. I can assure you we have been getting him working.

Spring is here, there are rumours that the sun has been shining and it certainly seems as if every coach in the land is out there on the roads—so it's looking like a good season for us all.

March seems to be a month of meetings with some very important developments. Details of these have been sent to you in my bullet point reports. There is even

Attending meetings on your behalf I have been shocked to hear the strength of bad feelings about coaches from representatives of the London Boroughs. Again and again they tell me that coaches are parked all day long with their engines running - causing pollution and noise nuisance. I am not sure how true this is—I hope that this is one of those things that has repeated so many times that it has become a part of popular mythology. I hope I am right. I and others have challenged these statements so many times that now London Councils are asking their members to report (with full chapter and verse) instance of poor driver behavior—naming and shaming. You have been warned.

This month we have been doing some experiments: Investigations to find out how much idling costs—read page 4 for the shocking results.

**LTCOA**

**ENGINE IDLING**



Your coaches are parked up do you know what they are doing?

Have you any idea how much they are costing you?

Engine idling is the hot issue at the moment; everyone moans about it and everyone—most especially coach operators want it stopped or at least cut down.

LTCOA members have carried out this experiment. Fill a coach to the brim, start the engine and leave it running for exactly one hour. Switch off and refill to the brim.

How much fuel did it use?

We carried out the experiment over a variety of engines and in a number of different conditions. It will not surprise you to hear that when the air-conditioning or the Webasto is switched on the coach uses considerably

more fuel

Average results show

A full size coach idling for 1 hour uses:

4.8 litres of fuel  
 = 1.06 gallons  
 at today's price £6.48

Switch on the ancillaries and this increases to:

more than 6.5 litres  
 = 1.43 gallons  
 at today's price £8.78

And this does not take into account the wear and tear on the engine or the increase in the need to clean and replace LEZ filters.

Test this on your own fleet the results are enlightening.

One operator used his telemetry systems to check his fleet's idling and discovered that at on a fleet of 25 vehicles he was wasting somewhere between £20,000—£25,000 per year.

We need to be aware that in our discussions with TfL and the Boroughs there is a willingness for them to look at improving the facilities for coaches to set-down and pick-up; even to look for parking places but they want something from us in return. They want us to make sure that drivers are switching off their engines. Personally that is a win-win for me: if I do what they want I also save money!

Let us not forget one important fact: our exhaust gases contain pollutants and these pollutants are killing people. Air pollution is one of the exposure categories causing all

of the top four male death categories and four of the top five female death categories in London.

In London air pollution is killing more than ten times the number of people dying from road traffic accidents. The known health effects of air pollution have rocketed in recent years with the WHO classifying outdoor air pollution as carcinogenic to humans.

Among the pollutants that have been identified as being harmful to health are NO<sub>2</sub>, NO<sub>x</sub>, PM<sub>2.5</sub> and PM<sub>10</sub> diesel engines produce the vast majority of these. In fact diesel engines produce 20 to 30 times more of these than do petrol engines.

London has the highest levels of NO<sub>2</sub> of any European capital.

Appreciate that an idling engine costs and causes harm.

**Switch it off!**

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## INTRODUCING OUR NEW BOARD MEMBER

I started on the buses in 1984 at London and Country worked my way up through the ranks and became Staff Manager at London United, Stamford Brook. I then went to Epsom Coaches as the Bus Services Manager of which I held the position for four years. I then transferred over to the Coaches at Epsom as Operations Manager.

I am now the General Manager at Premium Coaches.

Premium Coaches work mostly for our Premium Tours Company operating out of Victoria Coach Station daily on Tours to Windsor, Stonehenge and Bath. We also do ad hoc Private hire with modern coaches and also fifty year old Route Master Buses. We have for the

first time this year been involved in Ski work to the Aosta Valley in Italy.

Premium Coaches has now been in business for twelve years and has grown from four coaches to fifteen with two new Double deck coaches arriving this month and three Volvo B9 Jonheere coaches on order.



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

## HEATHROW—LTCOA MEMBERS’ VISIT THURSDAY MAY 8TH

You are invited to tour the new Terminal 2

including the Arrivals Lounge and an airside visit (you will need your passport)

A chance to know how it all works before the opening date in June

Then onto supper at a local pub

Date: Thursday May 8th

Time: 14.00 at Heathrow

Parking has been arranged at the supper venue full details to follow

WATCH OUT FOR FULL DETAILS AND INVITATION COMING TO YOUR INBOX IN THE NEXT FEW DAYS.

## HEATHROW—FOLLOW UP FROM MARCH MEETING

There can be no doubt that our speaker Andy Cameron was not expecting the barrage of complaints and worries that hit him following his presentation to our March meeting. As he said, ‘nobody has passed any of these complaints to me.’ And there is a good reason for that—we are all so sick of making complaints to Heathrow and not even being acknowledged, that we have given up wasting our time. Let us hope that with Andy now taking the job of overseeing coaching operations at

Heathrow we now have someone who will be given a chance to achieve progress for coach operators. Please find below the contact email address that you should use in the event that you have a specific problem at the airport. Please make sure that you give him all the details; date, time etc. It would be useful if you would also copy to [sue@ltcoa.co.uk](mailto:sue@ltcoa.co.uk).

The LTCOA’s formal response to the feeling of this meeting was to compile a four page document detailing all the difficulties that we and our customers experience at the airport—this has been sent to Andy and everyone else involved.

To see the full document please visit our website and click on the ‘news’ page.

For specific problems at the airport please report them to:  
[travel\\_services@heathrow.com](mailto:travel_services@heathrow.com)



## LTCOA ANNUAL SPONSOR 2014— WRIGHTSURE INSURANCE



One of the benefits that LTCOA members will gain from our relationship with Wrightsure Insurance is a friendly voice and a listening ear at the end of a phone.

Wrightsure are please to provide answers to your questions such as:

- Operational
- Underwriting
- Risk Management
- Claims
- Renewals
- someone there to put your mind at ease.
- Even if you just want a second opinion

Our point of contact is Darren Curd .

You can reach Darren on:

**07713 484 061**

or email:

[ltcoa@wrightsure.co](mailto:ltcoa@wrightsure.co)

If you have questions about your renewal, a claims query or you just want some impartial advice Wrightsure are pleased to offer this service to LTCOA Members. Please remember this service is available to you as a member of the LTCOA it does not matter that you are not a Wrightsure customer.

## MEMBERS MEETING APRIL

**Date:** Monday 7th April

**Time:** 20.00

**Place:** Master Robert Hotel

For this evening’s meeting we have two presentations:

**Plaxtons:** Kevin Wood, Director of Business Development and Simon Wood the new Regional Sales Manager with responsibility for the South East will be talking to us about the new Leopard and Plaxton’s approach to

Euro 6. Plaxtons promise the new Leopard, the replacement for the ever popular Cheetah will be -Britain’s best value coach, delivering optimum comfort in a highly competitive package:

Ideally suited to short duration touring, day hire and high capacity applications

**Michelin Tyres:**

Barry Keane, Regional Fleet Account Manager will be talking about the importance

of fleet management in relation to tyres and their efficient use.



## MEMBERS MEETING MAY



Our speaker at this meeting is Nick Denton—Traffic Commissioner for South East and Metropolitan Area.

This is the meeting you must not miss—in fact don’t come alone bring you Ops Man-

ager, your Traffic Manager in fact think seriously about bringing all those staff who day by day work to ensure that you do not receive a less welcoming invitation to sit before Mr Denton or one of his colleagues.

We have asked Mr Denton to speak on matters relating to operating coaches in London. You can be sure that attending this meeting will give all the advice that you need to manage your business in a compliant and legal

manner.

Mr Denton has agreed to answer questions after his talk.

Be sure the date is in your diary. Make sure that you are there.

**Date:** Monday 12th May

**Time:** 20.00

**Place:** Master Robert Hotel



**Nick Denton**  
Traffic Commissioner: South East and Metropolitan Area