

LTCOA Ltd
285 Lower High St
Watford
WD17 2HY

Phone: 07932 158999
 Fax: 01923 210020
 E-mail: sue@ltcoa.co.uk



Meeting & Event Dates 2014

Member's Meeting	September 8th
Autumn Tour	October 23rd—26th (Provisional date)
LTCOA Training	November 19th
Members' Supper	November 19th (Provisional date)
Member's Meeting	December 8th
Dinner Dance 2015	February 7th

Special Points of Interest:

- Visit our website 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

FROM YOUR CHAIRMAN



ample of unfair competition then this is it and it was great to see the well thought out arguments and members used to highlight the point. He was seen to write a number of names down as to the transgressors in this area of our businesses so let's hope he takes this information forward and we can get something done.

Thank you to so many of you turning out last week at the Master Robert to hear the Traffic Commissioner for the South East and Metropolitan Region, Nick Denton. We had standing room only by the time he began his chat and by the time he had finished he was in no doubt about the group's views on a number of subjects in particular Section 19 permits and the illegal operation of such by "community" providers for basic hire and reward. If ever there was an ex-

ample of unfair competition then this is it and it was great to see the well thought out arguments and members used to highlight the point. He was seen to write a number of names down as to the transgressors in this area of our businesses so let's hope he takes this information forward and we can get something done.

ample of unfair competition then this is it and it was great to see the well thought out arguments and members used to highlight the point. He was seen to write a number of names down as to the transgressors in this area of our businesses so let's hope he takes this information forward and we can get something done.

ample of unfair competition then this is it and it was great to see the well thought out arguments and members used to highlight the point. He was seen to write a number of names down as to the transgressors in this area of our businesses so let's hope he takes this information forward and we can get something done.

We have a new policy in place which means we stop our meetings during the busy summer season so we will all be back at the Master Robert on 8th September when we hope to have a "technical forum" of guest speakers for the evening. Have a fantastic summer season and enjoy a well earned rest come August content that we have earned enough to get us through another winter!

Regards

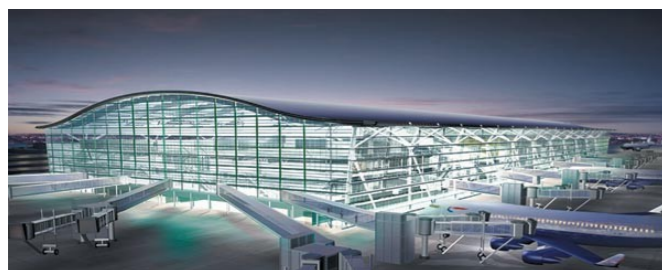
Mark Anderson

Chair—LTCOA



RED DAYS—NEW ARRANGEMENTS

THIS IS DIFFERENT FROM LAST MONTH SO PLEASE CHECK CAREFULLY



TERMINAL 2

An opportunity for drivers to do a familiarization check.

Heathrow are planning a live flight trial at Terminal 2—a chance to check how things work in a 'business as usual' scenario prior to opening.

- Date: Friday 30th May
- Time: 04.30—07.30

If you have drivers in the airport during this time or if you want to send some along they are welcome to drive up to the terminus and familiarize themselves with the layout and procedures. If you are planning to send vehicles please advise Andy Cameron at the email address shown below.

Please send data to:
travel_services@heathrow.com

SUPPLYING DATA REQUEST

Please email Heathrow with details of all arrivals

DATE OF ARRIVAL:
NAME OF COMPANY:
COACH SIZE:
TRAILER/ ADDITIONAL LUGGAGE VEHICLES:
FLIGHT NUMBER:
FLIGHT TIME:

The details requested last month were incorrect—we have now settled on a much shorter and hopefully simpler list

As an incentive for supplying this information on Red Days you will be permitted to access West Ramp 15 minutes before your flight is due to land (subject to operational demands)



GRAFTON HOTEL—TOTTENHAM COURT ROAD



PARKING WARNING

Previously there was some very confusing signage outside the Grafton—this meant that a lot of the time we could get away with parking there. Sadly this error has now been corrected and the signage is clear 'LOCAL BUS ONLY'. Please warn your drivers not to use these bays. If you have customers staying in the hotel use Warren Street

Inside this issue:

Introducing a new Member	2
Terminal 2 visit report	2
Buckingham Gate—parking notice	2
Wrightsure Insurance Whip Lash	3
Meeting Report Traffic Commissioner	3
Diary dates	4
Heathrow Red Days & T2 trial run	4

NEW MEMBER INTRODUCTION

Chalfont
of LONDON
Tel: 020-8843-2323
Fax: 020-8574-0939

We have been operating for over 40 years now and are still very much a family run company operating local and nationally supplying a wide

range of vehicles from wheelchair accessible coaches through to large capacity vehicles. We are pleased to be joining LTCOA and look forward to

meeting other members in the future.

Contact: Ivan Shears

200 Featherstone Rd
Southall, UB2 5AQ

www.chalfontcoaches.co.uk



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

HEATHROW T2—GETTING RESULTS

I know I was not alone in my disappointment finding that there was no wayfinding and little if any help for our customers arriving at the new terminus. If you were not there I can assure you that we were all somewhat vocal in our response to our hosts. I backed this up immediately with an email outlining the problems.

I am pleased to say this has had an effect. The digital onward travel boards will now have a section for group travel and we have been asked to supply wording for this section. Importantly these Onward Travel Boards are being placed in all the terminals and so we will also have a presence at T3, 4 and 5.



BUCKINGHAM GATE—WARNING TO DRIVERS



Another one to watch and another difficulty for drivers. In recent days police acting in a very heavy handed manner have been giving drivers official, if not to say officious letters advising that at Buckingham Gate coaches may set down and pick up ONLY. Although the wording almost suggests you can't even do that!

ABSOLUTELY NO WAITING!

Please make sure that your groups are aware that they need to be ready and waiting for the coach, the coach cannot wait for them

sue@ltcoa.co.uk ☎ 07932 158999

LTCOA ANNUAL SPONSOR 2014—WRIGHTSURE INSURANCE

**WHIPLASH REFORMS**

Against a backdrop of various reforms to combat fraudulent claims, the Ministry of Justice has launched a short consultation seeking the views of the Industry on its proposals for Whiplash reform, fixed costs for medical examinations, reports and related issues.

The hope is that by October 2014, necessary amendments will have been made to the *civil procedure rules* for the pre-action protocol of low value personal injury claims in road traffic accidents.

The types of claims covered by this protocol are “soft tissue in-

jury” meaning, “a claim brought by an occupant of a motor vehicle where the significant physical injury caused is a soft tissue injury and includes claims where there is a minor psychological injury secondary in significance to the physical injury”.

As well as proposing for all initial medical reports to be subject to fixed fees ranging from £50 to £420, it is also proposed to add a provision for a defendant to put their version of events forward to the medical expert and a prohibition on any party having a financial interest in medical report agencies.

Whilst all of this is progress in the fight against speculative Third Party injury claims, we are a long way from reversing the trend and an accident in its most basic form, being a *rite of passage* to lodging an injury claim.

It may never be the case that road traffic collisions are devoid of an “injury” element, and so the industry will evolve with the incorporation of CCTV, telematics, autonomous vehicle braking and tracking to combat the spurious.

There will always be the real accidents and a result of driver error and this is where we continue to focus our energy. Risk Management and the effect of all manner of ideas bring, cannot be underestimated in changing the on road attitude of drivers...if the accident does not happen in the first place, then there can be no soft tissue injury to combat!

For all LTCOA members, we will be pleased to undertake a risk management review.

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

or email: ltcoa@wrightsure.com

LTCOA MEETING REPORT—NICK DENTON TRAFFIC COMMISSIONER

**Members Meeting May 12th**

It was standing room only for

Nick Denton, Traffic Commissioner at our May meeting.

Mr Denton informed us that the Office of the Commissioner has two main aims:

- **Keeping Operators safe**
- **Protecting fair competition**

He went on to explain that this was a very important strategic

aim; he recognizes that compliance comes at a cost and that as far as it is in his power he works to ensure compliant and safe operators are not unfairly disadvantaged.

He explained the weapons in his arsenal to ‘encourage’ compliance. Importantly the use of a red OCRS score to highlight to operators that they must listen to and comply with the instructions of DVSA. Failure to do so will result in reduction, suspension or revocation of an operating licence. He had revoked 50 licences in 2013 (mostly HGV).

Mr Denton spoke at length about

the importance of Traffic Managers and the necessity for them to perform correctly. Traffic Managers have to exercise continuous and effective management of their operation and they have to be able to demonstrate that at all times they are doing so.

In the question and answer session members raised their concerns about section 19 and 22 operations and their effect on our industry. Particularly pointing out the unfair nature of differential legislation affecting such operations. It was pleasing to note Mr Denton's careful attention and note taking!