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## Meeting & Event Dates 2014

Member's Meeting	September 8th
Autumn Tour	October 23rd—26th Ireland with EVM
LTCOA Training	November 19th
Members' Supper	November 19th
Member's Meeting	December 8th
Dinner Dance 2015	February 7th

## SOCIAL DIARY

**Autumn Tour 2014**  
**Dublin and Athlone**  
**23rd—26th October**

This promises to be a great event there is still limited space available—book soon:

For this tour we are pleased to be working with and supported by EVM. We will be visiting EVM's Manufacturing headquarters in Kilbeggan, Ireland.

Our tour departs on Thursday 23rd October and returns on Sunday 26th.

This will be a two centre holiday offering a chance to enjoy the *craic* that is Dublin followed by two nights in Athlone, close to EVM's headquarters. Our tour will include a visit to the Guinness Showcase, the Kilbeggan Distillery and a scenic tour of Galway, the Burren and the Cliffs of Moher.

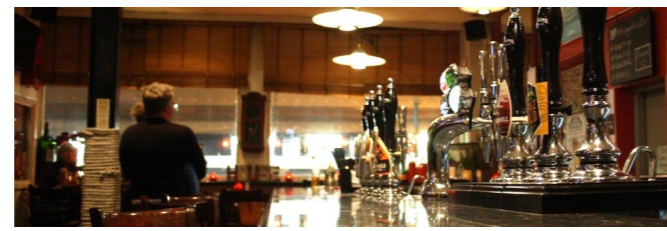
If you require further details please contact Sue@ltcoa.co.uk



**Members' Supper**  
**Wednesday 19th November**  
**The Bridge House**

This year we visit the Bridge House, close to Tower Bridge on Tower Bridge Road, it is a great little pub with decent food and decently priced drinks.

Our evening includes great meal and entertainment. Special offer for the Members' Supper each member company booking one place for this event is entitled to receive one additional-free place. Offer limited to one free place per company.



**Dinner Dance 2015**  
**The Royal Garden Hotel**  
**Saturday 7th February**

Our flagship event and surely our industry's finest night out. Make sure you have noted the date in your diary.



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### Special Points of Interest:

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

### FROM YOUR DIRECTOR OF DEVELOPMENT AND ADMINISTRATION



So that was summer 2014; crazy busy; the perpetual battle of trying to squeeze all those jobs into not enough vehicles and no where near enough drivers' hours.....somehow as an industry we get on with it and just make it work. Personally I think this is when we are at our best; firing on all cylinders and keeping everything running smoothly. Importantly working together to help and support each other not withstanding the fact that we are also competitors. And now the nights are drawing in, it's definitely getting colder and any day now the kids will be back at school.

people to attend meetings so my diary has had some gaps in it. This is going to change as we go into the autumn months the diary pages are filling up with more and more meeting. Already I have dates at the end of this month where three meetings sit back to back on the same day.

The social calendar 2014 is filling up with the Autumn Tour and Members' Supper, and into the new year with our Dinner Dance—detail of these event can be found on page 4.

Our September Newsletter will include details of the first LTCOA training day—we are planning that this course, aimed at senior managers, with be a JAUPPT accredited CPC unit.

In case you didn't notice in the midst of high summer with my Reynolds' hat on we moved yard and are not settled into new premises in St Albans. As if I needed a hobby in July!

I make no apology for using this issue of our Newsletter to help fill in the pages of your diaries. We have a busy and exciting programme of meetings and event for you this autumn—you will be missing some great event if you forget to put them into your diary.

I hope you had a really successful and profitable summer and managed to fit in some rest and relaxation as well.

With my LTCOA hat on things go fairly quiet in August—mostly organisations recognise that this is not a good time to try to get

We start the season with our Members' Meeting on Monday 8th September—the theme for the evening will be 'Keep on Running' with speakers from three different manufacturers giving help and advice on those essential maintenance issues that day by day seem to cost us so

### HEATHROW

#### Terminal 2

As more airlines move to the new terminal it is good to be able to report that both the opening and the development of the Queen's Terminal seem to be running smoothly.



move from T3 on August 28th this will mean an additional 3,115 passengers per day will travel through Terminal 2

From this date Terminal 2 will be home to 10 airlines with 128 flights per day: 64 arrivals and 64 departures and approximately 23,194 passengers per day.

Thai and Turkish Airlines

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



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## MEMBERS' MEETING MONDAY SEPTEMBER 8TH 20:00 AT THE MASTER ROBERT

### “Keep On Running”

None of us wants to have the failure of major items such as clutches and gearboxes, but day by day it is those seemingly minor problems that will wreck the scheduling and cause so much grief: flat batteries, air con not working, cracks and chips in the windscreen—you know them all. The speakers at our September meeting hope to address many of these issues and help you and your maintenance staff avoid too many headaches.

This will be an ideal meeting to which to bring your workshop managers. Please confirm with Sue how many will be attending from your organisation.

We will start the evening with three presentations—each of these will focus on areas of our day to day maintenance and offer hints and advice on ways to make life easier:

#### Bus and Coach Glazing

Specialists in the fitting of large monoblock windscreens and panoramic body side glazing. We will gain information on glass manufacture, and the legalities for PCV operators relating to glass

#### Ransome Engineering Services

Offering quality and expertise in climate control, passenger lifts and bodyshop repairs. A chance to discover more about the particular in-

spection that DVSA are making to coaches fitted with vehicle lifts

#### Rozone Ltd/Midtronics

Industry leaders in battery maintenance and technology. We will learn about battery care and maintenance and how it can support and deliver efficiencies within your vehicle fleet. Rozone's systems take the guesswork out of diagnosing issues with electrical systems

Following the presentation there will be an opportunity for discussions and a light supper.

We will then move onto our normal business agenda.



## TIP OF THE MONTH

Regrooving increases tyre life by up to 25%, helping coach operators reduce tyre spend. It also helps improve fuel efficiency as tyres run longer at a more fuel efficient time in the tyres' life.



Speak with your tyre supplier about this service

Each European country has their own guidelines for running regrooved tyres, below is a list of the main restrictions;

Germany - Prohibited on front axles of coaches reaching speeds of 100 kph

Prohibited on all front axles in the following countries:  
Austria - Bulgaria - Hungary - Russia - Czech Republic - Ukraine

Poland - Prohibited on single axles of coaches reaching speeds of 100 kph



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

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### The challenges of handling Fraud

We've touched on the problem of fraud in the passenger transport sector – *crash for cash* claims, credit hire, slips, trips and the common theme that an incident, however benign, is a rite of passage to compensation.

We've also reported on what is being done in the insurance industry to address how potential fraud claims are handled, but of course there is still an underlying culture and that is at the very heart of your industry and an everyday challenge to detect and defend these fraudulent claims.

For those of you that are members of the CPT and received the 21<sup>st</sup> August *Newsline* bulletin, there was an article highlighting a free seminar, being hosted by Hill Dickinson Solicitors

## LTCOA ANNUAL SPONSOR 2014—WRIGHTSURE

for all Passenger Transport operators and an event including a keynote address from Lord Faulks QC, Minister for Justice.

The seminar will also touch on fraud analysis, the advantages of data sharing, the advances in CCTV technology, procedures and of course, coffee, cake and lunch!

For further information and to reserve a place, please email [Leanne.townley@hilldickinson.com](mailto:Leanne.townley@hilldickinson.com).

The event is being hosted on Thursday 25<sup>th</sup> September at Hill Dickinson's Broadgate Tower offices, EC2A 2EW.

If you can find the time to attend this 9:15am to 4pm event, it will be an extremely valuable and thought provoking portion of your time and an

insight into how perilously close your industry is to being a victim of fraud every day.

Wrightsure regularly attends these seminars as it ensures our knowledge and understanding of the challenges facing your industry is at the forefront of our thinking. We will be at this seminar and would be delighted to see LTCOA members in attendance too.

Please also visit Hill Dickinson's event webpage, as there is the opportunity to participate in the seminar by sharing data from an incident you may be involved in and the opportunity for Hill Dickinson to detect any fraudulent activity in it!

[http://www.hilldickinson.com/events/events\\_list/passenger\\_transport\\_counter\\_fr.aspx](http://www.hilldickinson.com/events/events_list/passenger_transport_counter_fr.aspx)

For support and advice you can reach Darren on: **07713 484 061** or email: **ltcoa@wrightsure.com**

## IT HAPPENED TO US.....again!



You are going to start thinking that all we do at Reynolds is have problems.....and just occasionally I might agree!

Travelling around the M25 in heavy stop-start traffic, behind you is a white van; he's on his phone, weaving about a bit and generally being the typical White Van Man!

The traffic in front stops, you stop and white van man smashes into the back of you. The traffic is so heavy that you get out of your vehicles in lane one to look at the damage. As you do this a

driver in lane two asks if you are OK and comments that the way White Van Man was driving it was obvious that this was going to happen sooner or later. Lane Two Man drives off and as the traffic moves forward you and White Van Man make your way to the hard shoulder where you exchange details.

This is going to be an easy one!

You get a quote for the damage to your vehicle and submit it to the broker in the usual way.

White Van Man disputes the amount of damage to your vehicle, all he sustained was a cracked number plate (not!). And to add insult to injury he is now claiming that the collision was all your fault because you cut in front of him, leaving him with no stopping distance.

Of course even in such a simple situation as this you had done all the things that your broker listed on that handy little card for use in the case of.....

- Took photos of the damage to both vehicles,
- took photos of the position of both vehicles at the time of the collision,
- searched for witnesses (got witness details from Lane 2 Man and others)

You did didn't you?

And of course your drivers will have been really diligent and made sure that they too have done everything on the list