

LTCOA Ltd
Ground House
Graham Close
St Albans
AL1 2QZ

Phone: 07932 158999
 Fax: 01727 845366
 E-mail: sue@ltcoa.co.uk



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

HEATHROW

Many changes are taking place at Heathrow, from the LTCOA's point of view one of the most important of these is the willingness of their management teams to engage with us and discuss our needs and those things that may need 'ironing out'. It may appear trivial but the fact that they are prepared to listen and act even upon my complaint that the drinks machine in West Ramp Coach Park does not work reliably and that is not fair on our drivers is a very significant change of attitude.

We all know that our staff do not get things right all the time; HAL (Heathrow Airport Ltd) recognizes that applies equally to their staff and they are keen to hear of any problems that you experience when using the airport. Please make your reports with full details including date and time to the email address shown below.

The change to APCOA as contractor operating West Ramp has allowed HAL to look to developing many new systems that you will see over the coming months. From our point of view, possibly, the most important of these will be the introduction of online booking maybe even linked to ANPR systems which will make checking in a smoother system. But yes, putting more work on our office staff.

These changes will generate cost savings for HAL and importantly their agreement with our industry is that WRCP is operated at a cost neutral basis—so any savings they make will be passed on as savings for us.

To contact Coach Marshalls:
07814 246995

Please send data to:
travel_services@heathrow.com

Please keep emailing Heathrow with details of all arrivals

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

As an incentive and where operational requirements allow HAL will allow access 15 minutes prior to flight landing on red days.

Terminal 2—arrivals

From 21st July coaches will use bays 1 and 2—lane 1. These are our permanent bays. Worth reminding drivers that from the tunnel they need to follow the T3 lane as this leads to the T2 overheight (coaches) lane

Go to the right terminal—

see below the dates for airlines operating from T2

By 10th July: United, Air Canada, ANA, Air China, EVA Air, THAI, Turkish Airlines, Avianca, Aer Lingus

23rd July: add Aegean

10th Sept: add Scandinavian, Virgin Atlantic Little Red

17 Sept: add Singapore Airlines, EYGPTAIR, Ethiopian

1 Oct: add Lufthansa, Austrian

8 Oct: add Germanwings

15 Oct: add SWISS, Brussels Airlines, LOT Polish Airlines, Croatia Airlines

22 Oct: add Air New Zealand, Asiana Airlines, South Africa Airline, TAP Portugal



Special Points of Interest:

Visit our website 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 CHAIRMAN



Mid July — and temper s a n d tiredness f r o m constantly

trying to get a quart into a pint pot are at their worst. Happens every year, but writing these notes on a Friday afternoon, with a truly horrific weekend waiting and I am left wondering why drivers are never sick in January but fall over like flies in mid summer and why tour operators in particular leave arrival times and group sizes to the very last minute. Our staff have spent the day on the phone speaking with customers and other LTCOA members, moving this job away and taking on another in

order to maximise vehicle use and efficiency.

We get on well with all and particularly well with opposite numbers at coach companies we have actually met. All the more reason to register for our management training day which is scheduled to take place this coming November. Getting staff to meet their counterparts and build up a relationship is the best way to get that "out of bed" Heathrow transfer or half day sightseeing covered or if in a position to take on work, the best way to ensure that companies telephone you first.

Our Autumn tour this year, will be to the Republic of Ireland, a first for the LTCOA. In association with EVM we will be visiting them in

Kilbeggan from 23rd to 26th October; one night in Dublin and two in Athlone with sightseeing, whisky drinking, Guinness tasting, a factory visit, dinners and some free time all thrown in. We are just finalising the details now and a note will be out soon but it looks like another great trip in the making. Numbers will be restricted so book early.

Off for a rest at the villa on Cyprus come August, with the child bride, two daughters, sister in law and mother in law to boot. This coming weekend is not looking so bad now compared with what will hit me come August!

Have a great holiday

Mark Anderson
 Chair — LTCOA.



WESTMINSTER PARKING



The June Newsletter told of changes to parking in Westminster. "What a shame" was the reply.

From July 17th you **HAVE** to register with RingGo to park in Westminster!!

You could talk to them; the premium rate line costs £1.53 per minute. Or set up a corporate account just £1.48 per month per registered employee or vehicle. You could become a RingGo Xpress member

£4.49 per month for priority customer care and cheaper phone contact.

The best solution may be to set up an individual account for each driver's mobile, you could do this using your card— they need only see the last 4 digits and need to know the CV2 code. (It is a pain, but you only have to do it once) If drivers already have their own account it is easy to add an additional card. If you



then add the company email address to each account receipts will be emailed to you for each transaction.

For the driver text messages and text reminders can be switched on at no extra charge.

For drivers with smartphones, the app may well be the easiest way to pay to park.

To register for an account visit <https://www.myringgo.com>

Inside this issue:

Westminster Parking Charges	1
ULEZ—What's it all about?	2
Wrightsure Insurance	3
It happened to us	3
Diary dates	4
Heathrow Update	4

ULEZ—WHAT'S IT ALL ABOUT?

The Mayor is proposing to introduce an Ultra Low Emission Zone into which only the least polluting vehicles can enter. Ideally working towards central London being an area in which there are only vehicles which emit zero emissions at the exhaust pipe.

"In Haringay 5 people died last year due to RTA's, 198 due to respiratory infections as a result of air pollution."

- London has a serious air quality problem. The pollutants of most concern are nitrogen dioxide (NOx) and particulates. We are breaching EU limits for NOx, these were set on health grounds, we were supposed to achieve the correct limits by 1990. Diesel engines are large contributors to both NOx and particulate pollutants.
- The UK is being fined annually for not meeting these standards. It is unlikely that London will meet the standards required before 2025.
- In addition, London is a long way from meeting its carbon dioxide reduction target. Internal combustion engines are large contributors to CO2 emissions.

THE SCHEME

Central London is the area of highest emission concentrations and greatest human exposure levels. The area that will be included in the ULEZ is the area that is currently the Congestion

Charging Zone (with the addition of Victoria Coach Station). The scheme will be in operation 24 hours a day, 7 day a week. The scheme is due to be introduced in 2020. It is hoped to extend the scheme still further to achieve near zero emissions for most vehicles by 2025.

THE PROPOSALS

TfL buses are currently responsible for 28% of road transport NOx emissions in central London

Buses: by 2020 all double decker TfL buses operating in central London will be hybrid and all single decker TfL buses operating in Central London will be zero emission (at tailpipe) (Subject to a feasibility study)

Taxis are currently responsible for 18% of road transport NOx emissions in central London.

Taxis: All newly licensed taxis will need to be zero emission capable from 2018. TfL will consider a reduction in the rolling age limit to encourage the uptake of zero emission capable taxis and how they will operate.

PHVs (private hire vehicles) are currently responsible for 3% of road transport NOx emissions in central London.

PHVs: TfL will consider a reduction in the rolling age limit. All newly licensed PHVs will need to be zero emission capable from 2018



HGVs, coaches and non TfL buses (Greener Fleets) currently responsible for 25% of road transport NOx emissions in central London.

Greener Fleets: amend the LEZ to include a Euro VI emissions requirement for all HGVs and coaches entering central London.

Cars and light vans currently responsible for about 25% of road transport NOx emissions in central London.

Introduce a Euro 6 (diesel) and Euro 4 (petrol) emissions requirement for cars and vans

Motorcycles currently responsible for 1% of road transport NOx emissions in central London.

Introduce a Euro 3 requirement for motorcycles and other category L vehicles

As with the current LEZ drivers of non compliant (polluting) vehicles will be heavily fined if they enter the ULEZ, the intention is to discourage drivers from bringing polluting vehicles into the zone—it is not intended as a money making exercise.

Sue Reynolds



What Happens Next...?

Passengers falling out of PCV vehicles, is a rare occurrence: slips and stumbles exiting a vehicle, boisterous children, alcohol related, it happens.

The Operator of the vehicle, has a duty of care toward passengers, but equally, each passenger has a responsibility to ensure their own safety.

If such an incident does occur, what happens next so far as Insurance is concerned?

No two cases are the same the specific circumstances and evidence available will be a measure of the "battle" your Insurer will have in successfully defending any incident, relying on good CCTV, engineering evidence, as well as Third Party and other passenger witness statements.

LTCOA ANNUAL SPONSOR 2014—WRIGHTSURE

Independent investigators may be employed to gather this evidence and either defend the claim in full or demonstrate contributory negligence on the passenger's part.

Here are two incidents which have been successfully defended:

Two teenagers play fighting on the upper deck of a school vehicle and fell against and out of a window, resulting in fractured legs, arms and soft tissue injuries.

The Insurer had excellent evidence from a car driver behind the bus confirming careful and slow driving, as well as the evidence of other passengers who witnessed the misfortune.

Engineering evidence confirmed that the windows were positively adapted by way of extra clips in addition to the manufacturer specification to prevent windows being pushed out.

On an overnight National Express service, a passenger got up, opened the rear exit door and fell out, fatally injuring themselves.

Investigator's uncovered a vodka bottle at the seat and a post mortem revealed them well over the limit.

Evidence suggested they had taken a cigarette to the toilet to smoke but opened the emergency door in error.

Good engineering evidence regarding the operation of emergency exits and applicable regulations, added to the drunkenness of the passenger, supported a failure to ensure their own safety.

Reliable witnesses, the distribution of safety guidance notes to passengers and ensuring that teachers, leaders and organisers contribute toward the safety of everybody goes a long way to help your Insurer defend your corner proactively.

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

IT HAPPENED TO US



A call from the driver; 'A passenger has been injured, I have called for an ambulance', this has to be

our worst nightmare. In our case it was a 4 year old boy, he had fallen 5 foot from the rear emergency exit. At the time the coach was already parked up at Willows Farm, the driver was outside helping the pupils off the coach. In our booking conditions we mention the special needs of youth groups but who reads those and they are rather woolly instructions?

In this case there was a teaching assistant next to the boy, but it was the boy who was in the seat next to the exit. So who is to blame? From whom will the parents make their claim?

Learning from this event we now present all group leaders with a small leaflet. The driver asks group leaders to read the safety notice before loading the coach.

I am happy to share with you the text from our leaflet, if it helps please feel free to copy.

Little fingers like to explore... Youngsters frequently do not realize or appreciate the dangers that are associated with their actions. In recent weeks there have been a number of incidents in which children have fallen from the emergency exits of coaches, in one case into the face of moving traffic.

IMPORTANT SAFETY GUIDANCE

As leader you are responsible for the safety of your group.

You should:

- Familiarise yourself with the location of the emergency exits.
- Be aware of the locations of emergency equipment.
- Ensure that staff and adult helpers are seated throughout the coach.
- an adult is seated next to each emergency exit
- Ensure that all passengers remain seated throughout the journey: seat belts must be worn.
- Support your driver by respecting his/her instructions and requests.
- Discourage children from using the toilet while the coach is in motion. If the toilet has to be used a member of staff must stand by the toilet door to ensure that youngsters do not accidentally open the emergency door .