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VOLUME 7

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Meeting & Event Dates 2014

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

Special Points of Interest:

- Visit our website www.ltdcoa.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

DIRECTOR OF DEVELOPMENT AND ADMINISTRATION



BACKGROUND

London (and indeed most of Europe) has a problem: the levels of atmospheric pollution (particularly Nitrogen Oxides NOx) are too high London will be fined by the EU for failing to keep this under control. In terms of road transport the biggest offenders are diesel vehicles.

PROPOSALS FOR COACHES

- 1) From 2020 only Euro 6 coaches will be permitted within London.
- 2) The area concerned will be the current congestion charging zone, plus the area around Victoria Coach Station and maybe Heathrow
- 3) The ban on more polluting coaches will be 24/7

You need to know

Currently Euro 6 cannot not be achieved with a retrofit exhaust filter—the only way to achieve Euro 6 is to buy a Euro 6 vehicle—in other words to replace all of your fleet within the next 5½ years. It is likely that even new coaches purchased earlier this year will be obsolete for London service by 2020.

Last year 37,400 coaches

and minibuses entered London, of which 13,700 came in more than once.

There are 2,700 buses serving TfL routes.

Will this really happen?

It seems likely, but hopefully not on the projected timescale. I was not alone at this meeting demanding that they look more realistically at these proposals, maybe permit Euro 5 vehicles to continue to enter London for a limited period. I made it clear that no coach company could afford to replace their entire fleet over such a short time period. There is no pot of funding to help.

What can we do?

LTCOA will be fighting this, we will work with other organizations attend all the meetings and our voices will be loud and clear, our arguments well considered. We will look to offering alternative solutions.

You can be sure that LTCOA will be fighting this and working towards a more workable solution

Sue Reynolds



HEATHROW GOOD NEWS AND THINGS TO REMEMBER

- Security discs are being issued to drivers to help the Marshalls weed out the rogue operators!!!
- Remember for T1 triaxle and overweight vehicles must drop at arrivals (lower level) - please email to prebook
- **RED DAYS** are coming so please make sure you email your arrivals schedule in advance

Please email 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.

Go to the right terminal—

see below the dates for airlines to move into T2

4-17th June: United only

18th June: add Air Canada, ANA, Air China

2nd July: add EVA Air, THAI, Turkish Airlines

4th July: add Avianca

9th July: add Aer Lingus

23rd July: add Aegean

Group Travel



Group Travel

- Pre-booked private groups
- Report to a marshal who will call your vehicle to the forecourt

Provide the marshal with:

- Company name/Tour operator
- Flight number
- UK destination

Follow signs for level 1, bus stops 1 & 2

Group leaders can locate a marshal on level 1, Bus stops 1 & 2 or call 07814 246995 Page 3 of 3

Following the LTCOA visit to the Queen's Terminal (T2), our strongly expressed concerns about the lack of signage for our customers and some serious nagging I am delighted to report that the electronic 'Onward Travel Boards' now have a page for group travel this gives clear information telling groups where to go to meet their coach and that they have to report to a Marshall. (please see above)

This is double good news because:

- These signs are also installed in the other terminals (not T1) so helpful information will be given to our groups wherever they land
- The sign clearly shows a 24/7 contact number for the Coach Marshalls **07814 246995** you might want to save that one!!

Please send data to:
travel_services@heathrow.com

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Ten Top Tips for Tyres



1. Re-grooving tyres extends life by up to 25% (4 re-grooves will save you the cost of one tyre)
2. Re-grooving improves fuel efficiency, there's a 6% difference in fuel consumption between re-grooving a tyre at 3mm and fitting a new tyre
3. Check pressure regularly – 20% under inflated reduces tyre life by 18%
4. Incorrect pressure adversely affects handling and driver comfort



5. A tyre 10% underinflated increases fuel consumption by 1.5%, on a two axle coach that could mean an extra 9% spend on fuel
6. Check wheel alignment as it effects driver comfort and reduced tyre life
7. One degree mis-alignment adds 3% to your fuel bill
8. The right tyre for the right job, makes all the difference and can save you money
9. Daily tyre checks can help spot some of these problems, and reduce your tyre and fuel bills
10. Ask the Michelin Man for free advice on saving money on your tyre bill.



WESTMINSTER PARKING PAY BY PHONE—CHANGES

Please warn your drivers

Westminster are changing the supplier for their pay to park systems. Please be aware that from 17th July the supplier will be Ring Go. Westminster assure us that those already registered with the current supplier, PayByPhone will receive notifications over the coming days.



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

LTCOA ANNUAL SPONSOR 2014—WRIGHTSURE INSURANCE



CRACKING DOWN ON FRAUD

In the May Newsletter, we outlined details of a short consultation by the Ministry of Justice and the hope that by October 2014, amended protocols would be in place to deal with whiplash type claims and the exaggeration of the injury element.

On the strength of some recent test cases, the Government has announced further measures aimed at fighting fraudulent injury claims and include: -

- ✓ Requiring Courts to dismiss a claim where a claimant has been 'fundamentally dishonest'

- ✓ Banning Solicitors from encouraging claims by offering incentives such as I-Pads

- ✓ Improving medical assessments and protocol (as explained in the May newsletter)

- ✓ Introducing rules discouraging the practice of 'pre-medical' offers

Since 2012, various case law has in special circumstances, enabled a Court to dismiss a (Third Party) claim which was tainted by dishonesty. This has now gathered pace, such that the concept of *fundamental* dishonesty and the pursuit of exaggerated and fabricated losses will not be tolerated and a claim thrown out.

As we said in the May newsletter, there will always be real accidents and a result of driver error, however with

the above measures applied, the Ministry of Justice is making great strides in changing the culture of the 'Third Party injury' element, deterring fraudsters from pursuing fabricated losses and so reduce the effect on the UK Insurance Industry.

The process is still a 'reaction' to an event and we are some way from changing the underlying claims culture, however Wrightsure continues to focus its energy on proactive risk management, the safety of your passengers, employees and the impact an incident has to your claims experience.

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

FRAUD—THE WARNINGS SIGNS

The criminals use two cars, they get ahead of the Company vehicle in steady moving traffic, the first will then brake hard or make an unexpected manoeuvre, this will cause the second car to brake hard (often using the handbrake to avoid the use of brake lights) and result in a collision.

The cars used are frequently old executive cars

The first car disappears while the second now damaged car stops. The occupants will make a point of blaming the car that has disappeared and appear to sympathise with their victim which is you!

The criminals are most frequently from the Asian community - Afghan, Bangladesh or Pakistani and now also from the Eastern European community. (Not exclusively but a common feature in London)

There will often be at least three occupants in the car.

Driver details are often already written down and insurance and registration documents are carried in their car.

The driver will speak English while the other occupants do not.

These features are a guide only and all elements may not be

present at every induced collision.

Advice to drivers:

- Exchange details as you would normally do.

- Take details of ALL occupants - you can say that this is your Insurance/Companies policy because of recent experience of personal injury claims (there is no legal right to demand passengers details).

- Photograph damage to other vehicle and photograph driver & passengers (Without putting yourself at risk).