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Meeting & Event Dates 2014/15	
Autumn Tour	October 23rd—26th Ireland with EVM
LTCOA Training	November 19th
Members' Supper	November 19th
Member's Meeting	December 8th
≈ New Year 2015 ≈	
Member's Meeting	February 2nd
Dinner Dance	February 7th
AGM & Member's Meeting	March 9th
Member's Meeting	April 20th
Member's Meeting	May 18th
Member's Meeting	September 7th
Member's Meeting	December 7th

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



Two enormous challenges face us in the coming months which will affect all of us operating coaches in London.

The first is the ongoing consultation over the cycle superhighways which government seem hell bent on constructing. A north south and an east west route right through the centre of town and taking up a large part of the available road space will add to congestion for other road users and we will also lose short term parking spots on the Embankment. Talk about pandering to the needs of a

minority at the expense of the majority! I fully accept that the needs of cyclists need to be catered for but this needs to be done proportionally and with reference to the needs of other road users and pedestrians.

The second is TFL's desire to create an ultra-low emission zone inside London effective from 2020. That will mean to you and me, a minimum of euro 6 for engines in our coaches. Like me if you renewed a lot of your fleet last year, with Euro 5, taking advantage of price before the hikes came in for Euro 6, then, in effect these vehicles will be redundant from the date of imposition of the zone in 2020. Now I am pretty sure that some way will be found by then of modifying Euro 5 to at least get a dispensation to allow us to continue to operate post 2020 but if not then it looks

like curtains for a number of us. In effect 6 years is just not long enough to bring in such far reaching legislation and expect us to accept it. Our fleet replacement plans are decided over a much longer period with care and consideration- shame government and the civil service do not seem to think in the same way – a short term fix to everything and the back of a fag packet reckoning cannot be the way to manage an industrialised economy.

Rest assured LTCOA will be doing their very best to ensure our needs and concerns are registered with those policy makers involved in these "plans" and that the views of coach operators are taken into consideration when legislation is formulated.

Mark Anderson



SOCIAL DIARY

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. Full details will be sent shortly.

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. Full details will be sent shortly.



SPY IN THE CAB? A NEW ONE ON ME!

TfL's latest spies

TfL have confirmed that they are encouraging bus drivers to report any coaches that they see blocking the city's bus stops etc.

We are told that this is so that they "can detect hot-

spots on the network where there might be underlying issues"

Bus drivers reporting these difficulties are not able to issue tickets.

Prepare your staff for calls from the 'TfL Bus Control Room'



(No Comment!—Editor)

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LTCOA NEWSLETTER

LTCOA TRAINING—NOVEMBER 19TH

LTCOA's first training day will be JAAPT accredited as a 7-hour unit for Driver CPC.

This course is open to senior and middle managers and will focus upon a manager's role and responsibilities in making their company successful.

Specifically there will be units covering:

- aspects of compliance,
- leading your team
- being part of a team.

The day, which will be held at CPT's offices will be hosted by Stephen Telling.

There is no charge for the training day, However the Association will charge the JAAPT upload fee of £8.75 per person.

A maximum of 2 places are available for each Member Company. JAAPT regulation restrict us to a maximum of 20 places. It is anticipated that this training day will be over-subscribed we are pleased to

advise that we hope to run additional dates early in the 2015.

Please note that JAAPT regulations require that those attending the course must bring their driving licence as proof of identity.

Fuller details and booking forms will be sent shortly.

"investing in your employees – your most valuable asset – pays off in bottom-line returns."



MAYOR OF LONDON'S CYCLE STRATEGIES

"World Class Coach Facilities for a World Class City"

Barclays Cycle Superhighway, East/West Cycle Highway, North/South Cycle Highway - doesn't it seem that everything, everywhere these days is for the cyclists?

LTCOA supports the development of infrastructures which improves safety for cyclists but we will demand the Mayor recognise and remember that London depends upon our passengers and the revenue that they bring.

The Mayor has to recognise that cyclists are only one of the users of the roads and the needs of all must be considered. It is essential that these schemes do not serve to increase congestion and disrupt the flow of traffic—thereby increasing journey times and pollution. Importantly that these schemes must not prevent safe kerbside access for our coaches and their passengers. These new schemes must ensure safety for all.

Over the coming weeks I will

be asking you to help with the details of the LTCOA's responses to these consultations. **Please help—everyone's** knowledge and information will be essential for us to make the strongest arguments.

To see details of the scheme follow this link

<http://www.tfl.gov.uk/campaign/cycle-superhighway-consultations?intcmp=20883>

GOOD NEWS—LONDON'S TOURISM SET TO INCREASE

Barclays' recent tourism dynamics report predicts that income from the UK's tourism industry is expected to increase by 27% by 2017; reaching £135.5 billion driven in large part by Brits opting to holiday at home. Whilst overseas tourist expenditure is also anticipated to grow rapidly, UK tourists will still make the majority of the spending, suggesting that the trend of holidaying in the UK will continue. By 2017, domestic tourism expenditure on hospitality and

leisure is set to grow to almost £69 billion.

The research, conducted earlier this year, revealed that London will continue to be top of the 'staycation' league table attracting 16% of domestic spend in 2017.

Meanwhile foreign tourists are fuelling UK growth with their annual spend set to rise by 34% (over 2013) to over £27 billion by 2017.

Visitors from the US currently spend the most in the UK,

followed by France and Germany and this spending pattern will continue through to 2017. However emerging economies such as China, the UAE and Russia are set to outstrip them in growth terms owing to the increased wealth of consumers in these countries. Tourists from China alone are predicted to spend over £1 billion in 2017.

Now let's find a way to get them all onto our coaches!



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THANKS TO LTCOA'S SPONSORS



Wrightsure Services Limited are delighted to announce the opening of our new specialist 'Travel' Division which is based in our Fareham office in Hampshire.

Headed up by former Towergate Chapman Stevens Senior Account Executive Andrew Day, our new 'Travel' Division is able to assist LTCOA members with any regulatory advice and/or Insurance requirements members may have in relation to their Holiday, Excursions & Day Trip programmes.

All Coach Operators who run Holiday, Excursions and Day Trip programmes need to be mindful of the potential implications of not complying with the Package Travel Regulations which came in to effect on the 1st of January 1993.

LTCOA ANNUAL SPONSOR 2014

Our new range of 'Travel' specific Insurance products include: -

- NEW AND IMPROVED COACH HOLIDAY TRAVEL INSURANCE SCHEMES
- ~
- COURIER AND DRIVER INSURANCE
- ~
- FINANCIAL FAILURE INSURANCE TO COMPLY WITH THE PACKAGE TRAVEL REGULATIONS 1992
- ~
- ABTA & BCH BONDING
- ~
- TOUR OPERATORS LIABILITY INSURANCE

To ensure Liability Claims are defended as robustly as possible, it's important to ensure your contracts with third party suppliers (Hoteliers/Attractions etc) are as watertight as possible. We are able to facilitate referrals to Travel specialist Law Firms who provide advice on suitability of Booking Conditions and Third

Party Supplier contracts etc.

When holidaying in the UK it's not uncommon for Travel Insurance to be a cast aside as being a "waste of money" and "unnecessary". Even in the UK repatriation claims in the event of accident and/or illness which causes the Passenger to miss their scheduled return date home can easily run in to £1,000's. Likewise Medical Bills overseas can easily run in to £10,000's. Tragically, having inadequate Travel Insurance cover in place has resulted in people having to sell their homes to pay the Medical bills which they have incurred as a result of not having adequate Travel Insurance cover in place.

To take advantage of a free 'Travel' related Insurance health-check or for further information on our range of products and services please contact Andrew Day, Business Development Director

For support and advice you can reach Andrew Day on: **07740 107 942** or email: **andrewd@wrightsure.com**

TIP OF THE MONTH

In November 2012 the EU introduced new testing for winter tyres.

Previously tyres were marked "M+S" and was based on a manufacturers declaration that the tyre performed better on mud and in snow than the normal tyre, but no formal test had to take place. This marking still exists and will continue to be used in the foreseeable future, but is not linked in law to any minimum threshold in winter conditions.

Under UNECE Regulation 117 snow tyres are required to meet a minimum level of performance for braking and traction on snow. If a tyre meets this criteria it can display this marking .



Some tyre manufacturers run separate summer and winter tyres, Premium tyre manufacturers, like, Michelin, offer all year round tyres that meet the test threshold and as such have this marking.

If travelling to Europe it's worth bearing mind which countries have winter tyre laws and which don't .

No requirements - UK, Ireland, Portugal, Belgium, Holland, Denmark, Switzerland, Poland, Belarus, Ukraine, Russia, Moldova, Bulgaria, Albania and Greece.

Partial Requirements - France, Spain, Germany, Luxembourg, Italy, Austria, Czech Republic, Slovakia, Hungary, Norway, Sweden, Croatia and Turkey
Mandatory Requirements - Finland, Estonia, Latvia, Lithuania, Slovenia, Bosnia, Serbia and FYR Macedonia.

Within each country it can vary what the minimum legal remaining tread depth can be as in some countries it can be as high as 6 or 7 mm.