

**LTCOA Ltd**  
**Ground House**  
**Graham Close**  
**St Albans**  
**AL1 2QZ**

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



### STOP PRESS

Training Day—November 19th

A limited number of spaces are still available. To book please call Sue on 07932 158999 or email sue@ltcoa.co.uk

## 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

## SOCIAL DIARY

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

Book one place for £49 and receive the second place free. This great offer is available to each Member Company. Additional places are available at £49 per person.



The evening includes a delicious three course meal with a half bottle of wine and great entertainment from Acoustic Soul. ([https://www.youtube.com/watch?v=xZBcJ\\_4vuOQ](https://www.youtube.com/watch?v=xZBcJ_4vuOQ))

To make a great evening even better our venue is the Bridge Inn, Tower Bridge Road, serving Adnams' beers and all drinks at pub prices.

BOOKINGS MUST BE RECEIVED BY NOVEMBER 3RD

**Member's Meeting**  
**Monday 8th December**  
**Master Robert Hotel**

Make sure that there is space in your diary for this fun and fascinating event.

The theme for the evening will be:  
**Insurance Fraud—Crash for Cash**

Our speaker will be Det Insp Dave Hindmarsh from the Metropolitan Police's traffic Operational Command Unit. He will provide us with a fun and informative report on this growing trend. There have been over 60,000 crash-for-cash incidents identified in the last two years—this is costing the insurance industry (and therefore the innocent motorist) over £500,000,000 each year.

Dave's talk will be followed by a festive buffet, a chance to catch up with fellow members before our formal meeting.

OUR THANKS TO WRIGHTSURE FOR INTRODUCING DAVE TO US



VOLUME III

OCTOBER 2014

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



Thought I would use this month to give you an update on our Red Route position. If you remember we were promised some progress in our request to TFL to be able to pick up and set down on a red route without fear of receiving a PCN for an agreed period of time to allow the activity of picking up and setting down to take place. Current policy is that you move to the nearest bus stop and pick up and set down there, so your group of tourists and associated suitcases are all mixed up nicely with the local population and their shopping bags. Your driver is busy loading suitcases when the

no24 arrives and chaos ensues.

Further to that if the nearest bus stop is some distance from the hotel or attraction you are trying to access then you have the additional problem of guests dragging their cases around the streets of this fine City and potentially getting lost between coach and hotel. Not the best solution to our little problem.

Currently and 11 months into our discourse with TFL, they have asked us to identify 20 hot spots they can look at and check the feasibility of allowing us to pick up and sit down at without fear of prosecution. We sent this to them in July and are now waiting for a response. We have chased and cajoled and reminded and are hopeful that progress will be made soon.

What is amazing is that

### FROM YOUR CHAIRMAN

when we asked members to identify places where they are receiving PCN's on the red route network those who responded identified all the same places. Therefore, in reality, our Red Route problem is actually relevant to about only 30 locations throughout London. That is, there are only 30 locations, we need to access to be able to pick up and set down passengers and at which, in carrying out this important activity for our customers and London's economy, we are likely to receive a PCN.

We are not talking about rocket science here; it should be an easy fix to a simple problem in not many locations and at zero cost to TFL to implement. We wait with baited breath!

See 20 of you next week in Ireland – looking forward to what promises to be a fantastic trip.

### DIRECTOR OF DEVELOPMENT AND ADMINISTRATION

Our two 'hottest' issues at the moment are London's plans to deliver the Mayor's vision for cycling and to introduce an Ultra Low Emission Zone—this as a primary driver to improve air quality in central London to improve health by reducing emissions from road transport. You can rest assured that LTCOA is there, contributing to each discussion

and meeting. We are fighting hard to maintain the best results for coaches in London.

Both of these schemes are working towards implementation in the near future. LTCOA will respond, you too can contribute by responding to the consultations in your own right.



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## CYCLE SUPERHIGHWAY CONSULTATIONS



An artist's impression of Tower Hill after the construction of the East West Cycle Superhighway.

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

TfL are proposing two continuous, largely segregated cycle routes through central London. The East—West route runs between Tower Hill and Acton; the North—South between Elephant & Castle and Farringdon Station. These Cycle routes will provide a clear and convenient route for cyclists, physically separated from other vehicles. TfL will create space for the new cycle route by reallocating road space from other traffic and changing the operation of some junctions.

The scheme aims to reduce conflict between cyclists and motor vehicles and to provide safer, more comfortable journeys for cyclists.

The new routes will mean changes to the road layout:

- Two-way kerb-segregated cycle track in the road, meaning a reduction in traffic lanes along much of the proposed route.
- Redesigned junctions,
- Banned turns or other

restrictions for motorists at various locations.

- Changes to parking and loading arrangements, including a reduction in and relocation of much of the coach parking on Victoria Embankment
- Changes to bus and coach stops, including new bypasses for cyclists.

The closing date to respond to these consultations is November 9th. The form is easy to complete. It is so important that we all respond.

There will be longer journey times on many parts of the routes and on other routes heading towards the Cycle Superhighways. There will be longer journey times on many other roads as motorists look for other ways to complete their journeys. TfL's modelling suggest some journeys will be quicker. (Yeah right!!)

TfL states 'the biggest changes to journey times would not

occur in central London or on the Superhighway section, but on the A1203 east of Tower Hill, where road space would remain the same as now but westbound traffic will be held longer at various points to control the flow on to Tower Hill and Upper Thames St.' Their modelling shows journey times increased by more than 16 minutes.

It is clear that opportunities for us to set down and pick up will be greatly reduced. At many locations it seems our passengers may need to walk some distance to get to and from the coach. It is important that we make the venues and hotels aware of the likely effects of these changes—of the potential loss of custom from coach groups. Please take the time to contact those with whom you have dealings and ask them to study and respond to this consultation.

LTCOA's response will be available for you to read, on the website before the end of October.

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

sue@ltcoa.co.uk 07932 158999

## THANKS TO LTCOA'S SPONSORS



## Eurobus Expo – See you there!

There are no doubt many suppliers, products and services that LTCOA members are noting down to visit on the 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup> November at EuroBus Expo2014 – the latest tyre technology, wash units, garage products, seating...the list goes on!

A necessary evil, but insurance purchasing is very much at the core to all Bus and Coach Operator expenditure and the very reason why Wrightsure Services will be there, as we always have.

We believe very much in Insurance being a people industry, requiring the delivery of trust, security and knowledge for the protection of your business assets, income and staff...of

course we must be mindful of not paying credence to the cost of your Insurance portfolio, but if the cover is right, then the price will be right too.

So where will our people be!?

With no fancy coaches to show off, sometimes the “insurance stand” can be easily strolled past, so here's where we'll be – opposite the latest Mercedes Benz offerings with EVOBUS and beside the CCTV specialists, CENTRAD!

Please do come and visit us, we will have key staff on hand to discuss all aspects of Insurance: -

Darren Curd, Richard White and Fiona Ventress for all aspects of your insurance portfolio; David Hull on the best practices surrounding claims handling

## LTCOA ANNUAL SPONSOR 2014

and trends in Risk Management; Andrew Day for those of you heavily into tours, excursions and holiday programmes;

Our philosophy on this being a people industry goes further for 2014/2015 and our support to the RouteONE Awards for Operator Excellence on the 5<sup>th</sup> November, by sponsoring and awarding the *Manager of the Year Award for Small and Medium Fleets*.

For the eight finalists nominated for the award, the very best of luck, especially those who are our LTCOA friends!

It goes without saying that if you are wandering past stand A54, we look forward to seeing you and discussing all things Insurance!

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

2014 has seen many changes and developments in the LTCOA: one of the most significant has been our relationship with our Association Sponsors.

Annual Sponsor 2014 is **Wrightsure Insurance**: their monthly contributions to this newsletter, regular attendance at members' meetings and seem-

ingly limitless help behind the scenes has been invaluable.

Our other sponsors:

**Michelin** and **Plaxton** have similarly provided LTCOA with much needed help and support throughout the year.

If you plan to visit this year's show please make sure that you similarly

support our sponsors by visiting their stands, having a chat and taking an interest in their latest developments and products.

Both Wrightsure and Plaxton are exhibiting. Michelin do not have a stand in their own right but no doubt their product will be on show and your local suppliers will be happy to help.

4-6 November 2014  
NEC Birmingham, United Kingdom

**EURO BUS**  
expo 2014

