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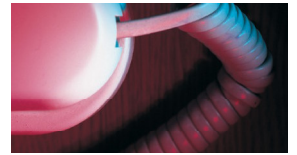
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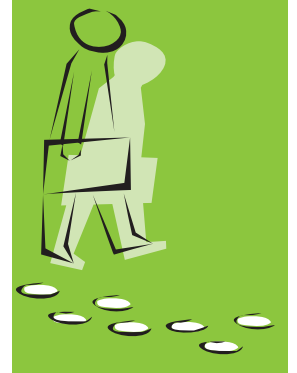
## FREE member's helpline

The LPHCA has financed a free helpline for members with Croner Consulting one of the biggest consultancy companies in the U.K. Full details of how the helpline works has now been sent to all members with a membership card. Any members who have not yet received a membership card, please contact us.



## 7 steps to ACHIEVING ISO 14001

Turn to page 18  
to find out more



## Please let us do our job!!!

The difficulties that **Private Hire Vehicle Drivers** face when **Picking Up, Setting Down or Parking** are now **completely unacceptable**.

**Private Hire Drivers** lawfully doing their work are now caught up in 'The Failure of Local Parking Management and its Ticketing Systems'.

The LPHCA is dismayed that we could not to speak at the **Parking and Enforcement Task Force Conference** at the end of June.

We wanted to point out that the appeals process is expensive, time consuming, bureaucratic and unfair.

We have managed some dialogue with the '**Parking Adjudicator Martin Wood** in London but of course as helpful as he was, he effectively works for the **London Councils** arbitrating the issue of tickets. As arbitrator it is very difficult for him to advise us.

In broad terms **Camera** and '**Over Zealous**' parking management enforcement has increased the amount of tickets wrongly issued

to drivers. **Private Hire Vehicles** are not being recognised as '**Public Transport**' and are being treated as erring motorists.

In **London** the Boroughs all have a separate policy on parking and enforcement and the many hundreds of Local Authorities outside the capital also all do their own thing – yet another classic case of '**Local Democracy Local Bureaucracy**'.

Matters are compounded by the lengthy times and costs involved in the appeals and arbitration process, where often the drivers and companies who opt for appeal, lose more time and spend more money than they would have saved by simply paying the wrongly issued ticket.

The LPHCA **Platinum Committee** is forming a '**Priority Action Group**' to take this forward and the **Association** is contacting **Local Authorities** and the **Department for Transport** for emergency talks.

