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50TH Anniversary of Pr



The voice of the single operator is seldom heard by the PCO and it seems the more successful I become the more I find myself reliant upon the LPHCA. Their knowledge and their empathy are unrivalled and they have always been there when I needed advice or would certainly put me in the right direction if it wasn't to hand. The commitment to their members is above and beyond all my expectations and I remember one instance when I sought the advice from the chairman who without hesitation took my call whilst on holiday.

It's not just a good idea to be a member of the LPHCA ... its imperative.

Keep up the good work! *Darren Wilson – Manager, Amber Cars*



I am so grateful to LPHCA Members for the extremely kind remarks that have been sent in regarding the Association and its work, these wonderful comments are beyond my wildest expectation so many, many thanks.

I am also truly humbled by the warmth of the comments about my own endeavours, which have only been possible with the tremendous support I have received from so many great people and companies over the duration of my chairmanship.

The association is not about me but about the LPHCA's wonderful members and I was once amongst your numbers just an ordinary operator for many years worried sick about what will become of our industry.

We are in painful times at the moment but as an Association we are in good shape. Our Platinum Structure has addressed the need to involve as many as possible to do as little or as much as possible to fund and support the LPHCA's work.

There are many challenges ahead and in London the biggest is the complete restructuring of the Public Carriage Office into a modern and efficient TfL Taxi / Private Hire Directorate. Under John Mason and his team, I am confident Taxi and Private Hire regulatory management will change dramatically for the better in the years ahead.

Outside London there are also challenges and our attention is more and more being drawn nationally to issues that have failed to be addressed by others.

We can only meet the challenges ahead by having a strong association and we encourage any Private Hire Operator who wants to be part of the changes to join us. We can only be as strong as the support we have and if we can increase that support more will be possible.

There has been quite a few testimonials sent in at short notice in time for our 50th edition, so far. We will put all those unable to be published this time either on the website or in future editions. Those published have been done in order of receipt.

We will also put these testimonials up on our website to encourage any Private Hire Operator to join us and be part of a fantastic group of people who collectively have made a real difference.

Not only will you gain from membership but the more involved you get the more you will enjoy the fabulous company you will find in your fellow members, in particular at the increasing social and networking events.

Our 50 editions have been spread over about 20 years but we now publish every 3 months so I look forward to celebrating no 100 in 2016!

Steve Wright MBE Chairman



The Chauffeur Group has been a member of the LPHCA since 2006 at which time we had been trading for five years. My initial reason for joining was the Graded Company Accreditation but I very soon realised there were greater benefits.

The membership of the LPHCA has an immense amount of knowledge and experience of the private hire and chauffeur business and I wanted to meet the big players and hopefully learn from them, so I started to attend meetings.

I realised that the issues that I had to deal with were the same as many others in the business, so to find solutions and make progress what better way than working with one voice. Under the leadership of our chairman Steve Wright the LPHCA is a recognised and respected organisation with contacts in national government, TfL and the Mayor's office which means if we have a major issue we can take it to the people who can resolve it.

I have learnt over the years that the more you put into something the more you get back so I would recommend to anybody to join the LPHCA and get involved.

Malcolm Law – Managing Director, The Chauffeur Group



I joined the LPHCA, over 12 years ago, as we were operating in a fragmented industry that did not have any fixed rules or regulations, and was not officially recognised by the authorities.

As a small family company, we only had time to concentrate on the day to day affairs of our own business, and were not able to have an overview of the industry as a whole. The LPHCA provided that valuable insight then, prior to licensing, and still provide that today, working on our behalf to ensure that our industry is fully represented at all levels, through-out our operating area.

I believe it is an essential tool to have a body looking at the macro picture, and moving forward with our industry, while we are so pre-occupied with the micro elements of our own business. I thank you for that.

Hugh Lateo – Director, Simply Courteous Ltd

Private Hire News LPHCA Member's Testimonials

cannon-cars
24 HOUR LICENSED MINI CAB SERVICE

We have been members of the LPHCA for many years and believe that the industry would not be where it is today without the tireless work of the association. Private Hire has faced many major changes in the past decade and the LPHCA has been at the forefront of making sure operators' voices have been heard.

Whilst individual operators concerns often fall on deaf ears at the Public Carriage Office, the LPHCA have collectively gathered the opinion of its members and made sure that we, as an industry, have had a voice where it matters.

The LPHCA are always pro-active and address on-going relevant issues and we would have no reservations in fully recommending membership of the association.

Justin Rock – Cannon Cars Limited

Congratulations on the 50th Edition of Private Hire News. We are proud of our association with the LPHCA and display the **5 star Graded Company stickers** on all our vehicles with great pride.



Our founder Dave Lucking, the then Chairman of Ashford Taxi Proprietors Association, saw the importance and value of being a member of the LPHCA. This is something we have kept up since his passing away and gives us comfort to know that we have you behind us and there for support and advice.

I recently contacted the LPHCA and spoke to Steve Wright MBE at great length. He had all the time for me I wanted and then he wrote a letter for me to present to the council all as 'A part of the service'.

Where else can you get a back up letter from an MBE holder with so much knowledge of the taxi trade? Thank you

Adrian Joy – Director, Arrow Taxicab Ltd



The LPHCA has a vital role to play in our increasingly regulated industry. In the last few years in particular, the LPHCA has made significant progress in ensuring that important issues affecting our industry are heard by the right people or regulatory bodies and achieved notable success on a number of fronts.

Dean De Beer – CEO, Tristar Worldwide Chauffeur Services

SWIFT PRIVATE HIRE

Joining the LPHCA has been one of the very best initiatives we have taken as a company. Over the last 14 years of membership we have experienced no regrets. Steve has always been there for us, helping and advising the company through seemingly impenetrable issues and through his endless support he has continued to encourage us in the right direction.

On behalf of myself and Swift Private Hire, I would therefore like to congratulate Private Hire News magazine on its 50th anniversary, and hope they have many more rewarding years ahead.

Sandra Narin – Owner, Swift Cars Ltd

BEST CAR SERVICE LTD

Best Car Service Ltd. always has, and always will support the LPHCA in its endeavours to forward the private hire operators and all affiliated people working within the industry.

We joined the association in its infancy and have been surprised by how much effort both Steve, and his other fellow workers have put into this most necessary of organisations for our industry.

Before the formulation of the LPHCA, many things to operators such as us would have been deemed impossible, but, with the help and support given by its members to the association, they not only now seem possible, but many of our needs have already been realised.

We should thank Steve and his fellow co-workers for not only running the LPHCA, but also for their help and assistance in trying to promote the Private Hire Industry for what it is, a multimillion pound industry that supplies thousands of customers with a safe, reliable form of transport.

We should also realise that the association can only exist with our support. I remember upon the introduction of the legislation, many members left as they now thought they had what they wanted. How wrong can you be?

The LPHCA is an organisation that continues to improve our lot, fighting for what we need, providing help when required, but most of all, giving us a voice for our industry where it is needed.

We have suffered agony over planning permission for nearly five years. Finally this year, we obtained our planning consent.

Both Steve and the LPHCA have been totally behind us all the way, and at one time, Steve even took time out from his busy schedule to attend one of our planning hearings. You cannot buy that for gold.

For as long as I own this company, both Steve and the LPHCA, will continue to receive my support, both verbally, and financially as without them, I fear our industry will go backwards, rather than forward.

Roland Blanks – Managing Director, Best Cars

CAREY
Driving Success

Carey Worldwide is proud to support the LPHCA, I have been personally associated with the LPHCA for many years and have seen the association help guide the industry through many difficult times, in particular as we became a licensed industry in London.

In more recent times the association has remained relevant and with the creation of the Platinum Membership continues to develop a plan of action that deals with the major issues we all face today.

In Steve Wright we have an invaluable advocate who works tirelessly on our behalf. Under Steve's leadership the association remains the significant voice for Private Hire operators in London and beyond.

Greg Mendoza – Vice President, General Manager, Carey & Embarque London

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This industry has evolved beyond all recognition over the last decade or so, particularly with the advent of the new regulatory regime. In the old days an operator could fend for himself and do pretty well. Now we are up against "City Hall" and things have become immensely complicated.

It is now virtually impossible for any one operator to lobby for changes in the licensing system, to fight for parity with the Public Hire Trade over access to Bus Lanes and so on.

It is very easy for too many little voices to be ignored.

Banding together in an association like the LPHCA is like finding a megaphone - suddenly we are too loud to be ignored and we can, collectively, force the regulators to listen to our representations and we have made real progress in dragging the PCO, for example, kicking and screaming into the 20th Century. I know that we are in the 21st Century, now, but it's a start.

It is very important that we continue to support the LPHCA and encourage new members to join with us so that we can keep on fighting for our industry.

On a personal note it has been a pleasure to work with Steve Wright and to see how far we have come since I began in this industry over 30 years ago.

Nick Pavlou – Company Secretary, Q Despatch (West) Ltd

After attending one of the LPHCA 'open evenings' in Euston in 2003, my husband and I (Pam and Mithat Coskun) having bought Sam's Cars in 2002, considered joining the LPHCA and became members.



We joined the association at a very exciting time, just a few years after licensing with the realisation that there was so much still to do regarding drivers and vehicle licensing, parking, red routes, bus lanes, vehicle testing, the list became endless.

We realised very quickly that a central body was needed to have a voice with the PCO and others to put the operators and drivers case forward. We have seen the LPHCA become extremely professional and the Chairman Steve and his team of willing helpers, together with the various individual committees now set up to deal with specific areas within our industry, are fulfilling a very needy position and voice in our Industry.

Sam's Cars has enjoyed being part of the Association and its growth and have benefited from being a Platinum Member as we now provide transport for several local authorities. We have been lucky in expanding our core business in difficult times.

LPHCA professional advisors have helped us with a legal matter, together with various professional industry suppliers. Steve is always there to impart his great expertise in our industry.

Lastly and most importantly we do not feel alone trying to survive as we have made many friends networking with our fellow members and colleagues in our industry, which has come a long way in the past 10 years. Congratulations on your 50th edition of the Private Hire News Magazine.

Pam R Coskun – Company Secretary, Sam's Cars Ltd



Just a few congratulatory lines on reaching the 50th issue of Private Hire News.

The magazine has been of immense value to our industry in keeping us up to date with the vagaries and frustrations in dealing with Transport for London and the Public Carriage Office, as well as fighting our corner when it comes to new legislation and the lifting of unfair limitations which have hampered our progress towards becoming an accepted and integral part of London's transport system.

Best wishes and many thanks to the whole LPHCA team for the outstanding work you have done on our behalf.

Sandy Moulton – Operations Manager, Network Cars

In the short time that Cruise Minibuses have joined LPHCA, they have proven to us to be a valuable asset to the London Private Hire Industry.



After challenging new regulations introduced by London PCO for Specialist Wheelchair Accessible Vehicles, the LPHCA successfully negotiated the reassessment of the requirements.

We are very appreciative of the commitment that the LPHCA have to this industry.

Denise Gander – Company Secretary, Cruise Minibuses Ltd

Many thanks, to all of the members who sent in these wonderful testimonials for our 50th edition.

Unfortunately we did not have any further space to include all the submissions, so we will include further testimonials in future editions of the magazine in the order of receipt.

In addition to this we will add all testimonials to our website so we can encourage more members to join us.

Steve Wright