

REVISED 2010 OPENING HOURS FOR COUNTER SERVICES AT PENTON STREET

COUNTER SERVICE ARRANGEMENTS

From the 4 January 2010, counter services at the PCO will no longer be available on Monday or Friday.

John Mason, TfL Director Taxi and Private Hire, has announced changes to opening hours at Penton Street in the New Year. Counter services operation will be Tuesday to Thursday from 10am to 3pm, rather than Monday to Friday 8am to 4pm. John Mason said: "When I was appointed I said I wanted to improve the level of service provided to both drivers and operators. In order to achieve this we need to focus our staff on areas of the service which need to be improved. By revising the counter opening hours we hope to improve licensing services and enable applications to be dealt

with more quickly and to answer more telephone calls during peak periods.

"We will monitor the impact of these changes in the early weeks of next year and identify further changes that can be made to improve the service we provide our customers."

These planned changes do not affect the current arrangements in place for Knowledge of London students undergoing personal appearances. TfL say that the new arrangements are being introduced to improve licensing services and enable applications and related services to be dealt with more quickly and effectively by telephone, email and post. Due to the high demand for telephone

services these changes will result in increased staff availability for handling telephone calls, especially during peak periods.

CHRISTMAS AND NEW YEAR OPENING HOURS

The PCO opening hours over the Christmas and New Year period at Penton Street are:

21 December – 23 December
Normal Opening Hours
(8.00am to 4.00pm)
24 December – 1 January CLOSED

SGS Inspection Sites (Taxi)
21 December – 23 December
Normal Opening Hours
Hanworth 7.30am to 3.00pm
Deptford 7.00am to 3.00pm
Tottenham 7.00am to 4.00pm

24 December 7.30am to 12noon
25 December and 28 December
CLOSED

29 December – 31 December
Normal Opening Hours
Hanworth 7.30am to 3.00pm
Tottenham 7.00am to 4.00pm
Deptford CLOSED
1 January CLOSED

SGS CALL CENTRE

The SGS Call Centre in Dublin will be CLOSED from 24 December through to 1 January. Vehicle owners wishing to contact SGS by telephone during the above period should contact the SGS Hanworth inspection site on 020 8755 2368.



THE BLACK CAB STORY

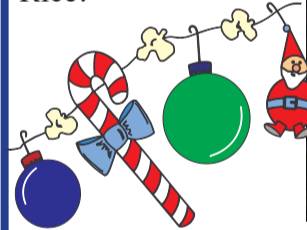
by Alf Townsend

Taxi driver and trade journalist Alf Townsend has a new book on sale. Called The Black Cab Story, the book takes a look at the cab trade through the ages, covering everything from the KoL to the taxis and how Alf sees the future. The book is full of little "Did you know" snippets of information and plenty of photographs. Add in the juicy snippets and fascinating quotes together with a multitude of great pictures too, it is a must-have for anyone who loves the world-famous London taxi icon. It is published by The History Press at just £8.99. ISBN 9780750948531



CONGRATULATIONS!

Brian Rice, Chairman of Dial-a-Cab, recently became a grandfather for the first time. Pictured here (L-R) with his son Billy, proud Mum Sam and Brian's wife Brenda, is the newly arrived baby who has been named Charlie. He arrived on 18th November and his full name is Charles William Rice.



HELP HOMELESS PEOPLE THIS CHRISTMAS

Volunteers are urgently needed to help homeless people in London as part of Crisis Christmas, running from 23 December to 30 December 2009. Up to nine temporary centres will be set up across London by Crisis, the national charity for single homeless people. Crisis is urgently looking for volunteers with specialist skills, including driving, and is keen to hear from anyone who is over 25 and happy to drive in central London. Volunteers are also needed to offer support services, including

clothes distribution and data entry. Volunteers who assist with support services are based in Crisis's Operations Centre- a busy, vibrant and exciting place to be during Crisis Christmas - and play a vital role in supporting the other centres.

Branko Lolich, who will be co-leading the Befriending Service across all Crisis Christmas centres in London, said: "Last year I volunteered as a Befriender and I felt I was able to make a significant difference for some guests who were particularly stressed about their personal

circumstances. It felt great to work with the guests and to operate in a team environment where every volunteer works together applying their skills to achieve great results. I feel proud to play a small part in making a difference to our homeless guests."

To find out more about volunteering opportunities, please visit the website www.crisis.org.uk/volunteering or if you do not have internet access please call 020 7426 3899.

