

## CUSTOMER RATES AFTERCARE SERVICE SECOND TO NONE!

The level of customer care given by staff at Mann & Overton London is improving by the day and is being noticed by drivers and fleet owners across London as positive feedback floods in. Vince Riley, a London Taxi driver was overwhelmed by the service he recently received from the LTI dealership based at Brewery Rd, Islington.

Vince said “I arrived at 3pm and was back on the road by half past. Nick McDonagh and Simon Williams really looked after me. The customer care I received was second to none. Mann and Overton have had some bad press about their customer service in the past but I would like to be first to set the record straight, since owning my cab I have never been so pleased with the turnaround time and care I was shown. Mann and Overton can do all my future service and repairs if this is a sign of things to come.” he continued.

At a recent press event held at Brewery Rd new General Manager, Mark Brown announced his plans regarding aftercare and the importance to make changes immediately. Mark commented: “This is great news; our customers are already starting to notice the changes I have introduced since joining the company in May. Last week alone we carried out one hundred while you wait re-works with an average downtime of 12 minutes, hardly enough time to grab a free cuppa.

“Our plans reflect a whole new attitude to customer service and focus on what customers really want from their dealer. Early indications are good but there are a lot more improvements to follow.”

Mark has a strong automotive background but is new to the taxi trade. If you have any customer service improvement suggestions Mark would love to hear from you and you can send these to enquiries@londontaxis.co.uk

To contact Mann and Overton for parts, service or repairs please call 0207 7000 888.

## QUENTIN WILLSON WANTS GOVERNMENT BACKING FOR HYDROGEN

Motoring expert Quentin Willson has called for tax breaks for hydrogen and says we should have spent the money used to bail out Northern Rock on a hydrogen infrastructure for the UK. The TV motoring journalist said: “We need incentives from Europe and our government to create a hydrogen transport industry in the UK. We could be world leader at this, selling the technology everywhere, but we need a clear message that this government will back clean hydrogen transport 100%. They also need to understand that building a new green economy will pull this country out of the current recession faster than anything else.”

Willson is driving a hydrogen powered vehicle as supplied by the Energy Storage: Clean Fuel Company, ITM Power, in this year’s Brighton to London Eco Rally. ITM Power has developed a range of materials and technology to

reduce the cost of hydrogen production. The company has developed equipment to convert renewable energy to a clean fuel, storing the energy as green hydrogen for decarbonising transport, industrial and residential applications.



### Notice 17/10

Transport for London  
London Taxi and Private Hire



#### Taxi and Private Hire Privacy Notice

In order to carry out the day to day taxi and private hire licensing functions all applicants and licensees must submit a range of personal information to Transport for London (TfL).

The Data Protection Act 1998 (DPA) regulates the use of personal information by organisations, including TfL, and to ensure that we are continuing to comply with the requirements of the DPA and use the personal information we hold about you correctly we’ve recently reviewed the Data Protection statement included on taxi and private hire driver and operator licence application and renewal forms and the back of the taxi and private hire vehicle licences.

The revised statement makes reference to research which TfL may commission and I would like to reassure all applicants and licensees that this research is related to the licensing services and the provision of taxi and private hire services in London, your details will not be used for any marketing or other research activities.

The updated statement is below and will be introduced to the taxi and private hire forms and licences as new stocks are required and reprinted.

**John Mason**  
Director Taxi and Private Hire

17 June 2010

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#### MAYOR OF LONDON

#### Taxi and Private Hire Privacy Notice

Transport for London (TfL) its subsidiaries and service providers will use your personal information (including any references to your health, ethnic origin, nationality, or previous criminal convictions), for the purpose of assessing your application, administering the licensing regime, and equal opportunities monitoring. Your personal information will be properly safeguarded and processed in accordance with the requirements of the Data Protection Act 1998.

Your name, badge/licence number and the status, start/expiry date of your licence may be made available on request or on a register for public inspection. If you have licensed a vehicle, the vehicle registration mark, licence number and expiry date may also be made available in the same way.

Information obtained by the police about taxi/private hire related criminal offences may be disclosed to TfL and used by TfL to refuse, suspend or revoke a taxi or private hire driver, operator or vehicle licence. TfL may inform the police of any decision to refuse, suspend or revoke a licence. In certain circumstances, TfL may also share your personal information with the police and other law enforcement agencies for the purposes of the prevention or detection of crime.

Your name and contact details may be disclosed to an external research company to conduct research amongst licensees on TfL’s behalf. This research will be related to TfL’s responsibilities for licensing, regulation, and integration between taxis/private hire services and other elements of the transport system. Your details will not be used for any marketing or other research activities.

More information about how TfL uses and protects personal information about taxi/private hire licensees is available at [www.tfl.gov.uk/privacy](http://www.tfl.gov.uk/privacy)