



otm PENSIONERS' EDITION

JANUARY 2008
NUMBER 18

ON THE MOVE

QUIZZED MASTERS



From left: Mike Brown, Chief Operating Officer; David Waboso, Director of Engineering; Richard Parry, Director of Strategy & Service Development; Tim O'Toole, Managing Director

In a first event of its kind, customers were given the chance to ask questions about the Tube

A recent *Question Time*-style event gave a cross section of 40 Tube users the chance to put four of our directors on the spot and to ask them a wide range of searching questions about our services.

The event, held in Southwark, was organised as part of a programme aimed at reinforcing LU's commitment to understanding the needs of our customers.

Managing Director Tim O'Toole, Director of Strategy & Service Development Richard Parry, Chief Operating Officer Mike Brown and Director of Engineering David Waboso were not told in advance what questions to expect from customers.

Tim O'Toole explained to the audience that the evening was a chance for the directors

to gain a greater insight into what customers want from their Tube service.

The panel gave detailed responses to the issues raised and had to face stormy comments on occasions when one or two customers, grateful to have this unique opportunity, vented their frustrations about the Underground.

The directors gained credibility when they confirmed that they were regular Tube users, and could understand and empathise with many of the points raised.

Independent moderator John Briggs was on hand to ensure that customers were satisfied with the directors' responses to a variety of questions, including overcrowding on trains, the Tube Cooling programme, step-free access,

customer safety on the network and the impact of the Olympics.

Closing the evening, Tim O'Toole told the audience that it had been invaluable for the directors to hear all the customers' concerns.

The panel's willingness to answer some tough questions impressed some of the customers attending. One said: "We thought it was a very important event, and there should be more of these. Obviously, people have their gripes about the service, but LU does a very good job in difficult circumstances."

Talking after the event Tim said: "Written communication is fine, but face-to-face interaction is what really counts because it is what customers remember and value most of all."



FORUM UPDATE

Here are the main points of the meeting held on 1 November 2007

- The meeting was given an update on the latest position with regard to Metronet. It was reported that a number of senior managers had now left the company and, while it had been widely reported in the press that they had received “golden handshakes”, these had not been paid by TfL. TfL had made a bid for the company and, if successful, it would be run as a separate TfL subsidiary. It was hoped Metronet would come out of administration early in 2008. There would be a need to consider how some of the rolling stock maintenance would be carried out, as there was no skills base within the company for undertaking this work. With regard to pensions, it was noted that TfL had agreed to underwrite pensions for all Metronet employees, including those who had joined after the date of transfer. It was too early to say whether a separate section of the Fund would need to be created. It was confirmed that the move would have no adverse affect on existing pensioners, nor on the 2006 Actuarial Valuation, which had been dealt with as originally agreed.
- The meeting once again considered the decision to continue to issue the annual pay slip in April and the effect this would have on staff in receipt of state benefits. Management indicated that all benefit agencies were required to accept reasonable proof of income and, if monthly pay slips were not provided, claimants could supply three consecutive bank statements. Any pension increases occurring after the information had been supplied would be picked up the following year, so there should not be a problem. It was agreed to clarify this point on the TfL Pension Fund website and in the *Pensioners’ Edition* of *otm*.
- The pensioners’ representatives continued to express their concern over the handling of the payment of expenses for the Pensioner Liaison Scheme relaunch event on 20 July 2007. Management stated that expenses had been paid where a reasonable claim had been submitted. All claims had been assessed on a case-by-case basis, and if there were any further cases not yet submitted, these would be considered.
- The pensioners’ representatives once again expressed a view that the chair of the Pensioners’ Forum should be a TfL, not LU, director, and that TfL should provide secretarial support. It was agreed to invite Maria Antoniou to the next meeting of the Forum so they could voice their concerns directly to her.

Dear Member

Since my first article in this magazine, there has been a gradual increase in the number of people coming forward to become a Pension Liaison Scheme Representative for their area. However, we still need many more. If you have never had a visit from a Representative, or would like to consider becoming one, please get in touch. I am pleased to say that more women are now volunteering their services. Are you our next new volunteer?

A few of you have been in touch and asked about the LT Anglers club. If you were a member of this and would like to get in touch with other interested people, let me know, and I will pass your details on.

When claiming any benefits from the council or social security, you may provide them with three months’ consecutive (recent) statements from your bank or building society showing your income. You do not need to wait for the once-yearly pay-slip. They must accept the statements as proof of your income.

This has been confirmed by the Department for Work and Pensions (DWP). If you have any questions about this, you can contact the DWP or your council.

Thanks to all of you who sent in Christmas cards and Thank you cards – they really helped brighten up our offices.

Kind regards

Yvonne Kerchoff, Pensioner Liaison Manager

Fond Farewell to Nick Dawkins

Nick Dawkins, Corporate Employee Relations Manager, employed by London Underground on Employee Relations and Human Resources issues in a variety of roles for nearly 35 years, including the past 10 years as secretary of the Pensioners Forum, retired on 8 January 2008.

Commenting on his contribution as the secretary for the Pensioners Forum, pensioners’ representative John Ingleton said:

“Nick has worked with us most effectively over the years. He has always been highly efficient, friendly and responsive to pensioners’ needs. My colleagues on the Forum join me in wishing Nick a long, active and happy retirement. It has been a pleasure to do business with him and we now welcome him into the pensioners’ fold.”



Outside work, Nick loves travelling around the world with his partner, Janet, and has a particular passion for Africa. He is also a keen amateur photographer as well as being a Queen’s Park Rangers season ticket holder! Nick is moving to Eastbourne and plans to devote more time to travelling in his retirement.

CONTACT DETAILS FOR PENSIONER ENQUIRIES

TfL Pension Fund
020 7918 3733

Pensioner Liaison & Staff Travel
0800 015 5073

Other useful numbers
Hospital Saturday Fund
020 7928 6662

Hospital Savings Association
01264 353211

Simply Health
0800 072 6719

Transport Benevolent Fund
0870 0000 172/3

Transport Friendly Society
020 7240 8886

Tax queries – HM Inspector of Taxes
0845 300 3939 (quote ref 083/LT7 and
your National Insurance number)

We’re always keen to hear from you, so send us your news, story ideas and letters by writing to:

otm pensioners’ edition
Engage Group
3 Selsdon Way, City Harbour,
London E14 9GL

Email: otm@engagegroup.co.uk
Tel: 020 7918 3388 or 020 7536 8900

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**Club
Chairman
Barry Wilkinson**

writes to advise us of a
milestone anniversary for the club in 2008.

TfL Recorded Music Club 50th Anniversary

The TfL Recorded Music Club meets twice a month in the evenings at 55 Broadway generally to hear recorded classical music. We possess good sound producing equipment and our programmes, which last about two hours, are of a high standard. The Club is for music lovers and we welcome new members from TfL, LU and the infrastructure partners – why not come along and see if you would enjoy one of our programmes?

This year is a very special one for us in that the very first programme of the club (under its previous name) took place in February 1958, therefore this year the club

has been in existence for 50 years. We believe this may be a record for any TfL/LU social activity.

To mark this anniversary we intend to repeat as far as possible the very first programme and have a special evening, which will take place on Tuesday 19 February. Music by several composers will be played, notably Elgar, Richard Strauss and Berlioz.

Full details of this programme and our full schedule may be obtained from our Secretary and Treasurer Brian Edwards on 020 8550 2755, or Alan Woolf on 020 7918 3641

NOTICEBOARD

- If any of you remember visiting the Food Production Centre in Croydon, or if any you worked there, we would love to hear your stories about it, with a view to featuring some of them in the next issue of the Pensioners' Edition. Please write to or email the editor, marking your letters 'Croydon'.
- A hollowed-out bomb shell at Baker Street, into which station staff and customers deposited loose change, was recently emptied. The contents, totalling more than £1,000, were given to the Royal British Legion. The 'bullet', as it's affectionately known, and the Metropolitan Railway War Memorial, are to be the subjects of a book celebrating the Metropolitan Railway's 150th anniversary, which is due in 2013. If anybody has any information or stories regarding either, please can you contact Trevor Baker on 020 7918 1505 or trevor.baker1@tube.tfl.gov.uk.
- All friends and former employees of London Transport are welcome to attend the Chiswick Works Reunion Dinner on Saturday 29 March. The event will take place at Cole Court, Twickenham Masonic Centre, London Road, Twickenham. If you cannot attend the dinner, why not come along at 9pm and meet up with old friends? Contact Don Robson on 020 8570 3136 for more information. Don will also be able to recommend hotels nearby.

The return of the Q stock

The London Transport Museum re-opened its doors to the public last November to universal acclaim after a two-year refurbishment. To complement the excellent displays, there are a few projects being worked on, behind the scenes, for future presentation.

One of these is the restoration of the Q stock trains, with which Ian Arthurton, Chairman of the London Transport Museum Friends committee, has been involved. Ian said: "The Q stock trains were built between 1923 and 1938, and the last one ran commercially in 1971. Our plan is to restore four carriages to full operational use."

There is one carriage currently on site at the museum. The ones to be restored are currently housed in the museum's satellite depot at Acton Town. This train will complement the restored 1938 Tube train, which runs on special occasions. The last time was just before Christmas



London Transport Museum © Transport for London

to commemorate the closure of the East London line.

Recently, the Friends applied for a Heritage lottery fund, but were unsuccessful in their bid. As a result, they are now adopting a two-phase approach to the restoration. Ian said: "Though we have funds in the bank, it is not enough for a full restoration to operating conditions."

The first phase will focus on restoring the interior to make sure the carriages are structurally safe. The second on making the trains fully operational.

The Friends are now in the process of making further appeals to individuals, especially to those interested in transport and heritage, to raise the considerable additional funds required.

If you'd like to see the trains at the Acton depot, which is only open on certain weekends during the year, there is a special open weekend scheduled for 8-9 March, the details for which can be found on the museum's website: www.ltmuseum.co.uk.

For more information about the London Transport Museum Friends, please call 020 7565 7296 or email friends@ltmuseum.co.uk.

PCC News

The TfL Pension Consultative Council (PCC) has had another busy year looking after your interests in the TfL Pension Fund.

The PCC is made up of 20 Fund members (active, deferred and pensioner), all of whom are elected by the members themselves.

The PCC meets at least four times a year to discuss matters relating to the Fund and we regularly liaise with the Trustees of the Fund and Transport for London about issues relating to pensions. We also provide four Trustees of the Fund from our number, whose reports to us, on issues considered by the Trustee Board, are keenly debated.

This year the PCC is pleased to report that we have made representations on the following, which are being progressed or considered by the appropriate body:

- Changes to the TfL Pension Fund Internal Disputes Resolution Procedure to allow representatives to attend at both stages
- London Underground is reviewing Pension Fund joining dates for some members
- The Trustees have been asked to review some of the pension arrangements that are in place for part time workers
- We are continuing to monitor the position regarding ill health pensions
- Changes to the pension increases for members reaching retirement and not drawing their deferred pensions are being considered
- More information is now shared with the PCC, for example, quarterly reports about the work that the Fund Office does.



Visit the TfL Pension Fund website at www.tflpensionfund.co.uk to find:

- further information about the PCC and its work
- names of all PCC Councillors and nominated Trustees
- details of how to become a Councillor
- the PCC constitution

2007 PCC election results

The longest serving quarter of the TfL Pension Consultative Council (PCC) must retire on 30 November each year, although they can stand for re-election.

In Section One (pensioners and deferred pensioners) Christopher Sullivan and Alan Taylor retired and were both re-elected following a postal ballot of the members of the TfL Pension Fund.

In Section Two (TfL and its subsidiaries or contractors, excluding London Underground) Trevor Haynes retired. There were no nominations for this vacancy. The PCC have therefore elected Trevor Haynes to fill this vacancy in accordance with the PCC Constitution.

In Section Three (London Underground and its subsidiaries) Paul Murphy and Terry Wilkinson retired. Paul Murphy was re-elected and Paul O'Brien was elected following a postal ballot of the members of the TfL Pension Fund.

For more information about the PCC please visit the TfL Pension Fund website at www.tflpensionfund.co.uk or contact Sarah Pascall, PCC Secretary, on 020 7918 3018 or by email at sarahpascall@tflpensionfund.co.uk

Pensions from the TfL Pension Fund to increase by 3.9 per cent

The full pension increase from 1 April 2008 will be 3.9 per cent. This is based on the rise in the Retail Price Index over the 12 months to September 2007.

If you have been receiving your pension for less than a year you may receive a pro rata increase.

Effective date	Increase
Up to 1 April 2007	3.9 %
2 April 2007 to 1 May 2007	3.58 %
2 May 2007 to 1 June 2007	3.25 %
2 June 2007 to 1 July 2007	2.93 %
2 July 2007 to 1 August 2007	2.6 %
2 August 2007 to 1 September 2007	2.28 %
2 September 2007 to 1 October 2007	1.95 %
2 October 2007 to 1 November 2007	1.63 %
2 November 2007 to 1 December 2007	1.3 %
2 December 2007 to 1 January 2008	0.98 %
2 January 2008 to 1 February 2008	0.65 %
2 February 2008 to 1 March 2008	0.33 %

Full details are available on the TfL Pension Fund website at www.tflpensionfund.co.uk



London Overground welcomes Oyster Retired Passes

TfL took over the Silverlink Metro franchise on Sunday 11 November 2007, and from that point it has been known as London Overground.

You can use your Oyster Retired Pass on the new Overground network.

In addition to the existing transport services covered by your Oyster Retired Pass, you can now travel on the following Overground lines:

- North London line – Richmond to Stratford
- Gospel Oak to Barking line
- West London line – Clapham Junction to Willesden Junction
- Euston to Watford line [Retired Passes can already be used on this route]

Please note: Oyster Retired Passes will not be accepted for travel on Southern Services that operate on any of the above lines.

Oyster Retired Nominee Pass holders can also use their Oyster Pass on London Overground services.

For more information: contact the Staff Travel team on 0800 0155 073

LT Player Joan Peisley takes her final bow

London Transport's Golden Girl, the glamorous Joan Peisley, neé Partington, sadly passed away in October last year. She reigned supreme as the LT Players leading lady throughout the late 40s, 50s, 60s and early 70s. She led the Players in such shows as *New Moon*, *Carousel*, *Rose Marie*, *Desert Song*, *Oklahoma*, *The Merry Widow* and many others.

Moon, Carousel, Rose Marie, Desert Song, Oklahoma, The Merry Widow and many others.

She was a very accomplished actress and was offered a number of roles on the West End stage, but she turned them down, saying: "I have a secure job in the audit office. I sing for pleasure and love doing the shows at the Scala Theatre in London with my friends and workmates."

After a very long illness, she leaves a husband,

daughter and two grandchildren, as well as the many friends who loved her.



All our yesterdays

Do any of you remember the picture above? It's the cover of the April 1969 edition of the *London Transport Magazine*, which was a special souvenir issue featuring an eight-page section on the opening of the Victoria line by the Queen.

We've extracted below a passage from the special issue for your enjoyment. It also serves as a reminder that valuing hard work and customer care are important in any era.

"Train Operator Francis Fountain explained to the Queen how the automatic trains work. 'This is really amazing,' she said and remarked on the smoothness of the ride.

Waiting on the platform at Oxford Circus to greet the Queen was Station Master William Grimes, who escorted her up the escalators to the ticket hall. Among the men presented there was Permanent Way Ganger Harold Solman, representing the track teams who had done such a great job with their new methods of laying long-welded rails throughout the line.

Inside the operations room, the Queen saw the TV aids used in the control of passenger traffic. In the darkened room, the monitor screen showed pictures of the train in which she had travelled and of the train in which she was to journey to Victoria.

Station Master Martin Morgan explained the modern techniques for handling large crowds in safety. 'The Queen was with us for a packed seven minutes,' he said, 'and she seemed to want to hear about the job.

'We got down to brass tacks, including discussion of the prevention of fraudulent travel with the new system of automatic barriers.' "



Eurostar has a new home

It was all change for international rail travellers last November, when Eurostar's continental services transferred from Waterloo to St Pancras International after 13 years of operation.

The move took place one week after the official opening of the refurbished St Pancras station by London & Continental Railways. Since then, customers wanting to travel to or from Paris, Lille or Brussels by train can only embark at St Pancras International (formerly St Pancras), not Waterloo.

From November 1994, Waterloo has been the key interchange station for Eurostar customers. "Waterloo was the first impression of London and London Underground for Eurostar passengers," says Jason Collins, Group Station Manager (GSM), Waterloo Group. "Our goal was to provide excellent customer service and keep people moving so they could smoothly transfer from Waterloo to their final destination."

With this experience, Jason has been able to give plenty of tips to the team at King's Cross St Pancras: "They manage a large group of customers, many of whom are unfamiliar with the Underground and the English language. At Waterloo we provided posters with simple explanations of ticketing options for them, translated into French. I've been discussing this process with the King's Cross Group. Also, TfL is now looking into selling Oyster cards on Eurostar trains and in retail outlets on the continent."

With an increase of up to 4,000 passengers during peak times, King's Cross faces a significant challenge. GSM Pete Sanders explained how his team prepared: "Firstly, to help deliver a great customer service, our team attended French lessons to learn key helpful phrases. Secondly, we used local team talks and liaison with Eurostar and Waterloo to share information. We also worked with train operating companies to revise our evacuation and emergency procedures."



Smooth handover: Waterloo GSM Jason Collins (right) hands the baton over to King's Cross GSM Pete Sanders

The Eurostar move is key to the series of upgrades and changes at King's Cross related to the St Pancras development. As part of this project, First Capital Connect (formerly Thameslink) services transferred from Pentonville Road to St Pancras International in December 2007. This will be followed by enhanced transport links in December 2009, when high speed commuter services to Stratford and Kent are due to start.

King's Cross is now well placed to offer unbeatable transport links across the capital. "Pending the opening of the Northern ticket hall in late 2009, our Western ticket hall and gatelines to and from deep level lines will be under pressure so I will be taking on additional staff to manage the situation," says Pete. "However, my team are very professional and will rise to the challenge."

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FONDLY REMEMBERED

☀ **Carl Alexander** (Alex) 46 years' service in the staff publications section of LT. He was the editor of *London Transport Magazine* and the founding editor of the award-winning *LT News*.

September 2007, aged 67. He worked at Battersea, Wandsworth and Putney garages, and also on some private routes operated by London Transport (LT).

☀ **Albert Barnden** (Barney) January 2007, aged 84. Barney joined LT in 1949 as a conductor at Cricklewood garage. He also worked at Willesden and Finchley as a garage inspector, before becoming a garage operating manager.

☀ **Ken A Court** November 2007. He spent nearly 40 of his

☀ **Gordon Dixon** November 2007, aged 70. Gordon worked in London Underground HR as Remuneration Manager and was a member of the LT Pensioners' Association.

☀ **Stan Dixon** 17 October 2007 aged 85. Stan held senior engineering and operating positions within London Buses.

☀ **Mr H W Foster** (Bert) 19 September 2007. Bert worked for LT for more than 42 years and was also a Pension Liaison Rep for more than 15 years in the Bedford area.

☀ **John Hewerdine** 16 August 2004. Retired in 1986 after 36 years' service with LT. He started as a conductor at Victoria and was later a garage manager at Poplar, Stamford Hill and Tottenham.

☀ **Tom Higgins** 28 July 2007, aged 87. He was a conductor at Hanwell garage. He retired in 1985.

☀ **Peter Hodges** 24 October 2007, aged 75. Peter worked in the CME department at Acton before moving to Power and Energy.

☀ **Clifford Martin** January 2007, aged 87. Cliff worked in the Maintenance Department at Aldenham for 37 years.

☀ **Joe McHugh** November 1997. He worked in LT's gardening section for 31 years, finishing as a supervisor for Ruislip Gardens' gardening section.

☀ **James McTrusty** (Jimmy) 15 August 2007.

He was a bus driver from 1959 until retiring in 1976.

☀ **Reg Potter** 7 January 2008, aged 81. He worked in Railway Operating and LT International.

☀ **Jim Roffey** December 2002, aged 70. He was a conductor and later became a tour guide.

☀ **John Williams** November 2007, aged 72. John was in the Outside Inspection department.

☀ **Peter Williams** 18 November 2007, aged 71. Peter worked as a civil engineer for many years.

letters

Have your say

This is the page dedicated to you! Write to: **otm pensioners' letters**, Engage Group, 3 Selsdon Way, City Harbour, London E14 9GL or simply email: otm@engagegroup.co.uk – marking your email “**otm pensioners' edition**”

We would like to thank all of you who send us letters. We do read them all, but due to a limited amount of space we are only able to publish a selection of them in each issue.

Dear Editor

With regard to the 'Dolly' stops (*October Pensioners' Edition*), I was a steam fireman on British Rail in the 1950s, and shunt signals (which were sited on or near the ground) were always known as Dollys, no doubt due to their size and position.

They also looked remarkably like a Dolly bus stop, but just as the shunt signal was a smaller version of a mainline signal (albeit a different shape!), so I think the Dolly stop was just a smaller, neater version of the big ones.

After all, you only have to think back to the 'Dolly Birds'.

Dennis Beechill

Retired Group Station Manager

Dear Editor

With reference to the Leicester Square video advert experiments during the early 1990s, I was involved in carrying out a modification to mute the sound whenever a public address announcement was made (for safety reasons). When the westbound Piccadilly balanced headway was in operation from Finsbury Park, the slightly longer service interval enabled the public to be exposed to more of the advertising. I think this experiment was to drive the itinerant buskers away, in the days before they were appreciated, from interchange subways.

At that time, I was a Signal Engineering New Works Inspector at South Kensington, later becoming a Signal Operations Manager, at Earl's Court.

Colin Tuttle

Dear Editor

Upon reading your article titled 'Bob's Tube tales for kids' (*October Pensioners' Edition*) about the book *Upchurch Station*, I would like to tell you about something that happened to my daughter last July.

As a Scout Leader, she was with both her family and some Scouts on a day out to a steam train when she saw the book in question for sale. As our family name (and her maiden name) is Upchurch, she was drawn to take a closer look.

When she asked the store owner about the book, she told him her name was Upchurch and that this was the first time she had seen her name on a book cover.

She decided to buy two copies – one for herself and six daughters, and one for me. I am the eldest of a large family of Upchurches.

The group then made their way to the station for a ride on the steam train, and while they were waiting, she heard someone calling out 'Ms Upchurch'. She turned to see who it was, and was approached by a man who asked if she was the person who had just bought two copies of the book, to which she replied yes.

She was then pleasantly surprised to learn that the man was none other than the author of the book, Bob Gillman, and that it had only just gone on sale. He signed both copies for her, and she then told him that there was a village in Kent called Upchurch, too.

As a recipient of one of the signed copies, and a medically retired ex-bus driver of 17 years' service with New Cross bus garage, I was quite pleased to read your entry about Bob Gillman. My granddaughters were also very pleased with the book and thoroughly enjoy the stories.

Edward Upchurch (Ted)

Dear Editor

I am 91 years of age and worked as a bus driver for more than 20 years. My last depot was Elmer's End until I retired in 1981. A few years after I retired, Elmer's End garage was demolished and replaced with retirement flats.

I lost my dear wife in 1985, and 10 years later my daughter and I decided I should move into a retirement flat, so immediately I decided I would like to move into the flats that were built on the site of the garage, as it felt like home. I have been living there happily ever since, on the site from where I once drove the bus out of the garage.

I was also interested to read the 'Summer outings remembered' stories, as I have many happy memories of trips with my family.

Frank Fuller

Dear Editor

I would like to thank you all for the nice hamper I received on my 91st birthday. It arrived in very good order and contained sensible goodies that were very well packed.

So thanks again, London Transport.

Ivy Musgrave

(Editor's note: Birthday hampers are given out yearly after you reach your 90th birthday.)

