



PENSIONERS' EDITION



NIGHT RIDERS

Night Tube services are set to start from 19 August this year, with a Friday and Saturday all-night service on the Central and Victoria lines.

The Jubilee, Northern and Piccadilly lines will follow in two phases in the autumn.

Many Night Tube customer service assistants are already in place, and around 200 part-time train operators are in training.

Classroom training is followed by simulator training and time

out on the line. Many people applied because the role helps them balance work and family commitments.

Trainee Train Operator Rav Heer (right) said: "My daughter is starting secondary school in September and I want to be able to take her to and from school and ensure she gets a home-cooked meal in the evening.

"Right now part-time is a great option for me."



DATES FOR YOUR DIARY

If you missed out on the Shepherd's Bush open day, there are more open days in the pipeline – all 10am-4pm, just turn up on the day.

- Bromley Garage (Stagecoach London) on 13 August
- Twickenham Garage (Abellio London) on 17 September
- Stockwell Garage (Go-Ahead London) on 15 October

ALL THE FUN OF THE GARAGE

Around 1,400 people descended on Shepherd's Bush last month to enjoy the hidden delights of the bus garage.

We supported the RATP Dev London bus operating companies to put on a day

packed with fun-filled family activities as part of our Customer Experience programme.

The event also raised nearly £1,700 for charity, which will go to the Shooting Stars Children's Hospice.

The October pensioners' edition of otm will include your free 2017 calendar so make sure you don't miss your copy.

PENSIONERS' FORUM SUMMARY

Main issues discussed by Tfl management and Pensioner Representatives at the meeting on 17 May 2016

■ Tfl Pension Fund

The Pensioner Representatives were advised of the agreement between TfL and the Pension Fund Trustees on how and when the remaining deficit would be paid.

■ Pensioner Liaison Scheme

A discussion took place on the problem of recruitment of sufficient Pensioner Liaison Representatives and problems being encountered with the efficient operation the scheme. It was agreed that the Management and Pensioner Representatives would consider possible ways to address the issues for discussion at the next meeting.

■ Staff Travel

The Pensioner Representatives were advised that the Staff Travel website was being upgraded. A discussion took place on various Staff Travel issues, including the possibility of ticket machines being able to issue privilege rate tickets and facilities for disabled passengers, particularly on the Southern Region, which the management representatives agreed to pursue and report back on by the next meeting.

otm ONLINE

You can access **otm pensioners'** issue online on the TfL Pension Fund website at http://www.tfl.gov.uk/microsites/pensions/on_the_move.asp. You can also opt out of receiving a paper version, saving money on printing and distribution costs, by contacting the Pension Fund Office on 020 7918 3733.

EURO VISION

Eurostar concessions have improved for retired members from May this year.

Additional routes have been added and you can now take up to five companions with you (up from three). A few points to remember:

- Bookings must be made at least seven days in advance of travel by calling 03448 224888
- Tickets are non-exchangeable,

non-refundable and must be printed at home or using a self-service ticket machine

- The retired member of staff must travel and can be accompanied by up to five companions
- No travel on Fridays between 5.30pm and 7pm
- The retired member of staff must travel with their TfL Retired Oyster Card (serial number begins 005) and photocard and show this if requested.

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ALL CHANGE

As part of the Thameslink Programme, Network Rail is redeveloping London Bridge station and changing the station entrances at Tooley Street. The work lasts until February 2018.

There will still be access to London Bridge station, although the closure of Duke Street Hill and Tooley Street to eastbound traffic will mean alternative stops and diversions on bus routes 47, 343, 381, RV1, N381 and N199. Visit tfl.gov.uk/bus/status for more information.

CONTACT DETAILS FOR PENSIONER ENQUIRIES

TfL PENSION FUND
4th Floor,
Wing over Station,
55 Broadway,
London SW1H 0BD
helpdesk@
tflpensionfund.co.uk
020 7918 3733

London SW1H 0BD
0800 015 5074
pls@tflpensionfund.
co.uk

STAFF TRAVEL
Transport for London,
Floor 1,
14 Pier Walk,
North Greenwich,
London SE10 0ES
0800 015 5073

HOSPITAL SATURDAY
FUND
020 7928 6662

SIMPLY HEALTH
0800 072 6719

TRANSPORT
BENEVOLENT FUND
0300 333 2000

TRANSPORT FRIENDLY
SOCIETY
020 7833 2616

TAX QUERIES – HMRC
0300 200 3300
(quote ref 083/LT7 and
your NI number)

PENSIONER LIAISON
Transport for London
4th Floor,
Wing over Station,
55 Broadway,

You can log on to
the TfL Pension Fund
website at www.tflpensionfund.co.uk

otm enquiries
otm Pensioners' Edition, AB, Unit B,
Gemini House, 180-182 Bermondsey Street,
London SE1 3TQ
020 7922 5678 otm@abcomm.co.uk

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NEW MAYOR TAKES THE HELM

New Mayor Sadiq Khan has been setting out his plans with us since being elected Mayor of London in May.

Customers will benefit from a freeze on fares until 2020, delivered without any impact on services or investment priorities and partly funded through major efficiency savings within TfL.

One of the Mayor's first pledges to be introduced will be the 'Bus Hopper' in September, which will offer another free bus journey within an hour of the first journey.

The Mayor's top priorities include improving air quality, a cleaner bus fleet, Night Tube, walking and cycling, river crossings and taxis.

FIT FOR THE FUTURE

Our new Fit For The Future – Stations operating model is now up and running across the network.

With 4,500 iPads rolled out, floorwalkers from the Information Management (IM) training team have been at stations demonstrating the apps. The service is helping in many ways, including the Translate app aiding foreign travellers arriving on Eurostar and customers' enquiries at busy ticket machines.



At Liverpool Street, Customer Service Supervisor (CSS) Dean Stanley (pictured above with his sister Jodie, a fellow CSS) said: "All the information you need is instantly in the palm of your hand. I use the Station Logbook and Asset Check apps the most."

Matt Tolhurst from the IM training team said: "There is help available for everyone who needs it."

MAKING HIS MARK

We welcome Mark Wild as our new Managing Director of London Underground.

Mark joined in June and is no stranger to the organisation, as he previously worked on major projects including the introduction of modern signalling on the Jubilee and Victoria lines.

He joins us from his previous role in Australia as Special Advisor to the Minister and Secretary of The State Government of Victoria. Until recently he was the Chief Executive of Public Transport Victoria, a Melbourne-based integrated transport authority serving six million people.

Mark has worked in transport for nearly 30 years. He has run the world's biggest tram network and large suburban railway and bus services. He has also successfully managed large capital and maintenance programmes, vastly improved customer satisfaction and implemented a complex new ticketing system.



ALL TOGETHER NOW

Bus drivers and garage support staff are joining Hello London, our new customer experience training programme, and it's the first time drivers from different companies will be trained together.

The training was developed between TfL and all 14 London bus operators. It uses actor facilitators who help colleagues recognise and build on their customer experience skills

and highlights the way bus drivers play a crucial role in our customers' experience.

It's a huge programme,

with 2,000 garage support staff and 25,000 drivers attending the training over the next two years.

The programme will address the aspects of our customers' journeys that research shows could be improved, including more real-time information and bus drivers not stopping or opening the doors.

We are also working on other initiatives too, including a marketing campaign to show that bus drivers do more than drive a bus, garage open days (see front page), new PA announcements recorded by drivers and research with bus operators to see if we can improve the way we communicate and work together.

Hello London

Great journeys start with you

2016 NOMINATIONS FOR TFL PENSION CONSULTATIVE COUNCIL

Nominations are being sought for Tfl Pension Fund members to stand for election on the Tfl Pension Consultative Council (PCC).

The council is made up of three sections representing Fund members:

- Section 1: Pensioners and deferred pensioners (eight seats)
- Section 2: Employees of Tfl, subsidiaries and contractors except those covered by Section 3 (four seats)
- Section 3: Employees of LUL, its subsidiaries, contractors and Tube Lines Limited (eight seats).

The PCC meets at least four times a year to discuss the administration of the Pension Fund, picking up issues of concern to Fund members, commenting on and making formal representations. Four Councillors (two from Section 1 and one each from Sections 2 and 3) are nominated by the PCC as Trustees of the Fund and regularly report at PCC meetings.

The eight PCC members from Section 1 are required to also attend the four Pensioners' Forum meetings

each year. This Forum meets with Tfl management representatives to discuss and be consulted on issues relevant to pensioners and deferred pensioners.

PCC Councillors are elected for four years, so five end their terms of office each year, although they are usually eligible for re-election. Five seats are therefore to be elected to take office on 1 December 2016.

The Councillors whose term of office will end are: Paul Kilius-Smith and Christopher Miller from Section 1, Luke Howard from Section 2 with Eddie Darroch and Richard Head from Section 3. All are eligible for re-election if they wish.

Nominations must be made in writing by a member of the Tfl Pension Fund from the same section as the nominee and countersigned by another member of the same section.

This information must accompany the nomination:

- Name, as nominee wishes it to appear on the ballot paper
- Dates, if nominee has previously held office as a Councillor

- Whether pensioner or deferred pensioner if they are from Section 1
- A personal statement of up to 100 words, including the reason for standing for election or re-election to the PCC.

A passport-sized photograph may also be provided for inclusion with the voting papers.

Please note that the information provided must be factual, appropriate and inoffensive.

Please send completed nominations to: PCC Secretary Julian Collins, Tfl Pension Fund, 4th Floor, Wing over Station, London SW1H 0BD, by Friday 12 August 2016.

The constitution and more details on the PCC and the Tfl Pension Fund can be found at www.tflpensionfund.co.uk or by contacting the PCC Secretary.

If there are more nominations than vacancies, elections will be held among the relevant Fund members.



'NOT MADE OF ELASTIC!'

Victoria Coach Station sees nearly 14 million customers a year, taking around 450,000 coach journeys. And it's all on just a three-acre site.



Operations Manager James McKinnon (right) said: "The scale of the operation always surprises people. We're open 24 hours a day all year, and we haven't closed for three years. On Christmas Day, the busiest departure slot can see almost 1,000 passengers leaving from just a few gates in the east terminal.

"The station's not made of elastic, but we keep fitting in extra coaches and passengers every year because of the amazing workforce. The frontline staff somehow make it work."

The 91 staff possess a wealth of experience and speak 24 languages between them. More than 60 per cent

of staff have worked there for more than 25 years.

Ticket Sales Supervisor Kate Brooks (right) said:

"I still really enjoy the job because the work is so varied. I remember helping passengers who travelled from the Czech Republic to find the grave of a relative who died in the Battle of Britain. They had one day to find the grave and I managed to help them locate it and get a ticket home after. They gave me a rose to say thank you."

General Manager Mark Geldard (right) added: "We have a new left luggage department, customer service hall and coffee shop. We revamped that area in December as part of a project to create a more modern customer service area. We also gave our people iPads and brought



them out from behind desks to answer customer questions, like our colleagues at London Underground."

Coaches leave for 1,400 destinations in total in the UK, while the station connects to a further 600 destinations across Europe.

Part of the high standards that have helped the station retain its Customer Service Excellence charter since 1992, the Mobility Lounge is a much valued lifeline for passengers who need

help with their journeys. "If you want to go from Blackpool to Bognor and you have a disability, you can get there completely step-free," said James.





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FONDLY REMEMBERED

Michael Gibbs

12 February 2016, aged 79

Michael worked as a Station Supervisor at Hyde Park Corner and as a Trainer, and retired nine years ago aged 70.

John 'Ginger' Jackson

23 April 2016, aged 91

John spent more than 44 years as an Electrical Engineer at Acton Works, interrupted to join the Royal Marines during the war. He ran the District line tug-of-war and football teams and was chair of the overall London Transport football committee.

Stan Keys

21 February 2016, aged 92

Stan spent most of his career compiling train staff schedules at Broadway. In 1979 he was appointed Duty Schedules Superintendent, responsible not only for all railway operating staff schedules, but also negotiating their implementation with the trade unions. He retired in 1984.

Alan Mellor

28 March 2016, aged 76

Alan was a Quantity Surveyor in the LT Architects' Department.

Silbert 'Gilbert' Miller

1 September 2015

Gilbert joined Chiswick bus engineering works in 1964 and was an assistant craftsman for 25 years.

James Rooney

10 December 2015, aged 69

James worked on the Finchley group on the Northern line for 46 years and took medical retirement five years ago.



SOURCE OF SUPPORT



Macular Society

For TfL pension scheme member Betty Lillie, life is often busier now than when she was at work.

Betty spends a lot of her time leading a Macular Society support group.

Macular disease affects the central vision and the colours and fine detail of what we see. In the UK, more than 600,000 people have age-related macular disease (AMD).

Betty said: "I've had macular problems for 17 years. I started to see dark spots, particularly when I got up in the night. I gradually noticed it was getting more difficult to read, and then to drive – I had to give up driving.

"I worked until I was 66. I taught cake decorating and food hygiene but I had to stop when I just couldn't see well enough."

Betty started going to Macular Society meetings after colleagues at her bowling club recommended it. She joined the society in 2010.

"I somehow became the local group leader!" she said. "It's great because it offers members a social side – people with this condition can feel very isolated.

"We have speakers – not only from the society, but on other subjects too. We recently hosted a speaker from the Lord Chamberlain's office.

"People also like to talk about their experiences with others who understand, and to share advice. It can be a lifeline.

"I do still run a sugarcraft class, even though I can't really see too well. I sometimes wonder how I ever had time to work!"

Betty's husband Raymond, who has since passed away, was a coachbuilder at several garages including Rye Lane and Charlton Works.

The Macular Society is the biggest membership charity in the sight loss sector, with more than 21,000 members. And you can currently benefit from six months' free membership – log on to www.macularsociety.org or call 01264 350551 for details.

BESIDE THE SEASIDE

The LTSA Holidaymakers were off on their annual travels to Eastbourne in April with 25 members heading to the coast.

Barbara Castle, editor of the LTSA's Newslink publication, writes: "Some of us started our holiday walking down the pier to the Elizabethan tea rooms. Then it was back to the hotel to prepare ourselves for the sherry reception!

"After this, the week is yours to do as you wish. On Tuesday, six of us went on the open top hop-on, hop-off bus to Beachy Head and Birling Gap.

"A lot of our members loved the proximity of the shopping centre. Others enjoyed their free passes to go to Hastings, Bexhill, Brighton or Alfriston.

"It is always a happy week and we are already booked for next year – 26 March to 2 April 2017!"

The London Transport Superannuitants' Association (LTSA) is open to all retired employees. It has a welfare officer to help members who fall ill and can advise on pension issues. Life membership is £5. Contact John Robson on 020 8808 1511 or john@bruce-castle.co.uk

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Tablets are becoming hugely popular. And no wonder - they're lighter and easier to carry around than a PC. You can sit in a comfy armchair and browse the web or even video call your family around the world.

They're easier to use than PCs in lots of ways, too.

But there's a catch. In fact, two.

Catch number 1:

They're different from PCs. So if you already know how to use a PC, you have to start again.

Catch number 2 (the big one!):

There are lots of important features that are "hidden". There's no button for them, saying "click here". And you simply can't work it out. You need to know to slide the screen from the left, or drag the thingy-me-bob to the right.

Someone needs to tell you these things - it's just not possible to work it out as you wouldn't even know they're there!

If I ran the world...

If I ran the world, these devices would come with a proper manual. But when they do come with a

manual, it's on the device, so you can only get at it if you already know how to use the thing!

And when you do get at it, it's usually written assuming you already know how to use it - which makes it a bit pointless.

That's why I've written these books: *iPads One Step at a Time* and *Android Tablets One Step at a Time* (ideal for all Android tablets)

Plain English - that's not all...

They explain how to use the device, in plain simple language, with pictures of the screen showing exactly where to tap or slide your fingers. No jargon!

Only Half the Story...

That's only half the story, but I don't have room to explain what I mean by that here. So I've put together full information on the books - who they're for, what they cover and so on.

What's more, the books also come with a small free gift - no room to explain that here, either!

"Better than WHSmith's Best"??

As soon as these books came out, I started getting comments like...

"Thank you for producing such a superb book - it is really helping me. I had bought one (a book) in WH Smiths a short while ago and couldn't get on with it at all!" - J.S. and "I am delighted with the new book on tablets, so many things I didn't understand before, being of the 'retired brigade' it's a great help." - Doreen Wadsworth

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WHAT THE DICKENS?

Here I am (on the left) impersonating Oliver, with Inspector Johnny Kay at North Acton station around 1985/86. "Please Sir, can I have some more?!"

The Booking Clerk who took the photo was laughing so much I'm surprised it turned out so well! We had some good laughs with John, Inspector Mr Puri and 'Nobby' Clarke and everyone else when I was a Leading Railwayman.

David Kirby



TONY OF ALL TRADES

It will be four years for Antonio D'Souza and, as I was going through the cards I received, I came across this. There he is fourth on the right in the middle row.

Tony always said he enjoyed working for you, most of all the gardens, with all the awards he received.

He was a very handy man – I called him Tony of all trades!

Mrs J D'Souza



CHEERY MEMORIES

I worked in Southall Garage from 1971 to 1980, then moved to Uxbridge until 1991.

I never had the chance to say thank you to all my colleagues from both garages.

The article on Peter Cattermole last issue brought back memories from both garages, especially from Southall, with Peter as our Gold badge inspector and chief cheerleader for the football team.

John Malton

Another former colleague of Peter's named Ray got in touch to share his story. Unfortunately we don't have his details – is this you? Get in touch at otm@abcomm.co.uk.

PLAQUE TO THE FUTURE

I served an apprenticeship at AEC Southall in 1969 and worked there until 1976.

After specialising in electronic security for four years, I decided to pursue a career with London Transport.

I passed my PSV test at the LT Chiswick Works Central Driving School and worked at Hounslow and then Uxbridge Garages.



Now retired and living in Walthamstow, I have been trying to get support for a heritage plaque to be erected at Blackhorse Road Tube station to commemorate the site of the original AEC factory at Hookers Lane.

AEC deserves to be recognised for its tremendous pioneering work, starting with the B Type bus at Walthamstow and culminating in the 'original' Routemaster at Southall.

David Luck

DIAMOND DAY

Here's a photo of my wife Rosa and I at our diamond wedding celebrations.

I worked for London Transport for 31 years, retiring in 1990.

I started as a Bus Conductor then Driver at Hatfield Garage and later worked in the Recreation Office.

At one time I ran the Special Value Holidays for staff.

Peter Eldridge

