

otm[®]

ON THE MOVE

PENSIONERS' EDITION



Cooling the Tube



Regenerative Braking



Track Renewal Apprenticeship Scheme



Victoria line

AWARDS GALORE

We've scooped a raft of prestigious transport accolades in recent weeks.

London Underground was named Train Operator of the Year at the Rail Business Awards. Managing Director Nick Brown said: "We're delighted to receive this major accolade in recognition of our Tube services, but also for our commitment to customer service."

At the London Transport Awards, a lifetime contribution award commemorated the work of former Director of News Stuart Ross, who lost his battle with cancer.

Covent Garden Station Supervisor Pele Bapere received the Frontline Employee award for his work to make the station part of the community, including First World War remembrance events.

And the Most Innovative Transport



Train Operator of the Year

Project title went to the bus passenger counting and occupancy screen, which alerts passengers to available seats on the upper deck to reduce crowds.

TRIPLE TRIUMPH

There was a triple triumph at the UK Rail Industry Awards.

Our Track Renewal Apprenticeship Scheme, Cooling the Tube project and Regenerative Braking, which harnesses

and recycles the energy that's lost when trains apply their brakes, were all winners.

VICTORIOUS VICTORIA

It was victory for the Victoria line at the Golden Whistle Awards, run by the Institution of Railway Operators.

The Victoria line won the gold award for the most improved line, cutting Lost Customer Hours by more than 25 per cent.

Victoria line Instructor Operator Burak Gunduz said: "It's been a real team effort – I'm proud of the people I work with."

The District line was hot on its heels, taking silver.

And our Emergency Response Unit was the big winner at the annual Operations Health, Safety and Environment awards, winning a quarter of the 16 awards available.

ROYAL RAIL

The Queen's behind-the-scenes visit to the construction works at Bond Street in February was the perfect opportunity to unveil Crossrail's new name – the Elizabeth line.

The royal visitor was presented with a commemorative Elizabeth line roundel, and met a wide range of people involved in constructing the line, including apprentices, engineers fitting out the

station and soon-to-be drivers.

Transport Commissioner Mike Brown MVO also attended.

Mike said: "The Elizabeth line will transform the way people get across our city and will enable London to continue to succeed, contributing to the economic health of the entire country.

"In running this important new railway, we will ensure that it serves as a fitting tribute to Her Majesty the Queen."

Trains will run from May 2017.



PENSIONERS' FORUM SUMMARY

Main issues discussed by TfL Management and Pensioners' Representatives at the meeting held on 9 February 2016

■ TfL Pension Fund

The Pensioner Representatives were given a presentation on the results of the formal valuation of the TfL Pension Fund as at 31 March 2015, and on the consequent proposed funding strategy for the Public Sector Section. The Pensioners' Representatives gave their views on the possible measures that might be taken to address any ongoing shortfall in funding, which the

Management Representatives agreed to take into consideration.

■ Pensioner Liaison Scheme

The Pensioner Representatives were given information on the areas of the UK where pensioners live but where few or no Pensioner Liaison Representatives (PLRs) were currently in place. This information would be used to target PLR recruitment activities in the areas most in need of scheme representatives.

■ Staff Travel

Concerns were raised by the Pensioner Representatives about the number of issues that had arisen in connection with the recent renewal of ATOC (Association of Train Operating Companies) concessionary travel status passes for eligible pensioners. The Management Representatives said the issues raised were being referred to ATOC.

■ otm

The Pensioners' Representatives were advised that the April pensioners' edition of **otm** would be published by AB Publishing Ltd.

HIGH FLIERS

Congratulations to the 10 lucky winners of last issue's Emirates Air Line competition, who each win a pair of tickets.

They are:

Rex Cameron, Bodmin
Frank Willis, Stanmore
DV Mistry, Northampton

Jitendra Shah, Clayhall
Martyn Timson, Milton Keynes
Margaret Varley, London
Jackie Kemish-Hunt, London
Che Yu Man, Edgware
James New, Ashford
Andrew Stoker, Watford.

CARD SHARP

Look out for your new Staff Travel Card for eligible retired members, arriving from April under our annual reissue.

If you haven't received your card by the end of April, please contact **Staff Travel** on **0800 0155 073**. There will be a charge for any replacement cards issued after 30 June.

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

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

SIMPLY HEALTH
0800 072 6719

PENSIONER LIAISON
Transport for London
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co.uk
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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

otm ONLINE

You can access **otm** 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 as well as doing your bit to help reduce our carbon footprint, by contacting the Pension Fund Office on 020 7918 3733.

PENSION PAY DATES

Your pension pay dates for the year ahead are: 18 April 2016, 16 May, 13 June, 11 July, 8 August, 5 September, 3 October, 31 October, 28 November, 26 December (to be paid on 28 December), 23 January 2017, 20 February, 20 March.

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Judette uses the iPad to help customers



FIRST INTO THE FUTURE

Our Fit for the Future – Stations new operating model is now in place across six areas, bringing major changes to the way people work.

Fit for the Future – Stations introduces new ways of working, staffing and technology to the network. Launching it on a small scale means we can test the changes and make improvements before they are fully rolled out.

King's Cross St Pancras Customer Service Assistant Judette Palmer gives the iPads the thumbs-up.

"We get a lot of foreign travellers arriving on Eurostar, and I've already used the Translate app to communicate with a French customer," she said.

At Mile End, former Station Supervisor Farook Mayet is now a Customer Service Manager. He said: "I've been helping the team with their training and the apps. The role feels very different.

"I think it was a good idea to launch Fit for the Future – Stations on a small scale first."

Leytonstone Customer Service Supervisor Abul Hassan previously worked in the ticket office.

He said: "These changes have pushed me to move on my career. I've learned a lot since being out of the ticket office. I wanted more variety and I've now got more knowledge of operations overall."

THIS YEAR'S OUR PLAN LAUNCHED

Our Plan 2016/17 has been unveiled, highlighting the priorities and key projects for London Underground and London Rail in the coming year.

It explores how the business plans to deliver against its six priorities, how we are going to improve the business in the year ahead and who is accountable for doing what and when.

It's 10 years since the first Our Plan was launched.

The year ahead will see major developments take place, from the launch of the Night Tube to major extension work continuing on the Northern line at Nine Elms.

SAFE AS BUSES



London's buses might be some of the safest in the world, with just 2.5 injuries for every million customer journeys, but that's no reason to rest on our laurels.

We've launched a new six-part programme to improve safety across the network. The target is to halve the number of people killed or seriously injured on London's roads by 2020.

The programme will develop a world-leading bus standard, and include new design innovations to make vehicles and journeys safer. Our bus contracts will also include the latest safety initiatives.

We'll provide better support for those affected by serious bus incidents, give more data on collisions and make our investigations more transparent.

We'll also make sure all 24,700 bus drivers undertake new safety training.

A DECADE OF DATA

The iBus system that keeps bus passengers up-to-date is celebrating its 10th anniversary.

iBus uses a combination of technologies, including satellite tracking and GPRS data transfer, to pinpoint the exact location of London's buses.

On-board displays and announcements give the final destination of the bus and the next stop, and passengers can get live bus arrival predictions at on-street displays, by text and on the web. It also allows service controllers at bus operating companies to monitor their vehicles'



whereabouts and keep in contact with drivers to improve performance.

It's now been adapted for river services too. iBoat countdown screens at boarding points show customers when their next service is, together with text and web services to keep people updated wherever they are.

DELAYS DOWN

Delays on the Tube are lower than ever – down an impressive 38 per cent since 2011, beating the 30 per cent improvement target.

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POETS – AND WE KNOW IT

Poems on the Underground celebrated its 30th anniversary with a gathering of poets and poetry lovers at the disused Aldwych station, the first venue for the programme.

London Underground was the first to support a project like this, and now it's copied on networks around the world including New York, Paris, Barcelona, Shanghai and St Petersburg.

The programme was inspired by American writer Judith Chernaik, who has remained on the editorial team throughout its three decades.

She said: "It's hard to believe an idea that started as a pleasant way of providing reading matter on the Tube has reached its 30th year. The programme continues to thrive because of London Underground's support and an amazing public response – and, above all, because of the poets past and present who have enriched our lives."



Judith Chernaik

The five poems commemorating the 30th year were the same as the original launch poems, now reaching more than 4.2 million Tube customers a day: 'Like a Beacon' by Grace Nichols, 'Up In The Morning Early' by Robert Burns, 'Ozymandias' by Percy Bysshe Shelley, 'This Is Just To Say' by William Carlos Williams (read on the day by Covent Garden Station Supervisor Pele Bapere) and 'The Railway Children' by Seamus Heaney (read by the poet's daughter Catherine on the day).

CANINE CARERS

A new campaign aims to raise awareness of the rights of assistance dog owners among private hire drivers.

By law, private hire drivers must accept a passenger with an assistance dog and at no extra cost on top of their fare.

A booklet and poster aim to educate private hire drivers and operators on their obligations, and there's a leaflet for passengers with assistance dogs to explain their rights. TfL is also taking action to prosecute those who do not comply with the law, with five drivers and three operators prosecuted in the last six months and more pending.

More than 7,000 people are assisted by dogs trained and accredited by the seven charities that come under the Assistance Dogs UK umbrella organisation. These include Hearing Dogs for deaf people, Medical Detection Dogs for people with complex health issues and Dogs for Good, which assists people with physical disabilities or children with autism.

Rob Harris, Engagement Manager for Guide Dogs London, said: "Being denied access to a taxi or private hire vehicle is not just illegal, but can knock the confidence of our guide dog owners and be deeply upsetting. We can now make sure that message gets out to every single licensed driver."



ALL ABOARD

One of the capital's hidden underground railways will open to the public for the first time in 2017.

The Mail Rail originally opened in 1927, shuttling mail along a network of narrow-gauge lines between King's Cross St Pancras, Paddington and six sorting offices.

The first driverless electric railway in the world, it once had a supporting workforce of 200 people. It closed in 2003.

Thanks to the Heritage Lottery Fund, a £26 million project will reopen a stretch of Mail Rail and help build a new Postal Museum at Mount Pleasant in central London – a unique visitor attraction.



SALUTING THE ARMED SERVICES

We've extended our commitment to ex-service people by signing the Armed Forces Covenant.

It was signed by Transport Commissioner Mike Brown MVO and Minister for Defence Personnel and Veterans Mark Lancaster MP at an event attended by more than 100 military personnel, with our staff on hand to offer advice. Brendan Sleight and Chad Frankish, chair and vice-chair of the Ex-Forces reservist SNG, organised the day.

FITTING TRIBUTE



Customers and colleagues came together on 11 January to mark the 75th anniversary of the Bank station bombing that killed 56 people,

including four London Underground employees.

A wreath was laid, with a minute's silence observed at the time the bombing took place in 1941.

The station also displayed posters with information about the bombing and those who lost their lives.

Central line Duty Station Manager and Genealogist Team member Lisa Feasey (pictured), who organised the commemoration, said: "It was important to show we haven't forgotten the victims."

A plaque commemorating the bombing will be added at the station later in the year.

Lisa has also researched the 12 victims of the 1953 Stratford Tube crash.

"I enjoy researching London because I can relate to the areas and make a connection," she said.

HELP SECURE LEYLAND BUS ICONS

London Transport Museum needs your help to secure the future of three rare buses. In one of its most significant heritage acquisitions ever, the museum hopes to raise £300,000 to secure the purchase by September 2017.

The buses are:

- The incredibly rare **1908 X-type London Central double-decker** - the oldest surviving British-built bus, marking the transition in London from horse buses to motor bus services. It would be the oldest complete motor vehicle in the Museum's collection
- the **1914 LNWR 'Torpedo' charabanc** - the only surviving full-size Torpedo charabanc. Charabancs allowed the public masses to access the



countryside and coastal resorts in greater numbers

- the **1924 LB5 'Chocolate Express'** - a beautifully preserved bus with a 48-seat body, representing the best remembered of all the London 'pirate' operators.

They all represent important points in London's transport story.

See <http://www.ltmuseum.co.uk/support-us/make-a-donation/bus-heritage>

SHARE YOUR BUS STORIES

Would you be happy to share your story of working on London's buses with the capital's schoolchildren?

A new educational project - *Fares please! An oral history of London bus workers* - is being put together with London Transport Museum and two

primary schools. The children will meet current and retired bus workers to find out about their working lives and then make a documentary film.

Find out more at www.faresplease.org.uk or contact Matthew Rosenberg on 07949 107023 or mat@digital-works.co.uk.



FONDLY REMEMBERED

Lloyd Anthony Brown
9 April 2015, aged 66

Lloyd worked for London Underground for 34 years, as a guard and then train operator on the Piccadilly and Victoria lines. He loved his job and was proud to help the travelling public. He retired in 1999.

John Champion MBE
6 January 2016, aged 90

John joined LT after serving with the Seaforth Highlanders in the Second World War. He became Chief Booking Clerk and was a union activist, serving as a member of the TSSA Executive Committee and as Staff Side Secretary of Sectional Council 2. He was awarded the MBE for services to the community, including time as a Magistrate and Prison Visitor.

George Norman Fray
15 December 2015, aged 93

George joined the signalling department when he returned from the Burma campaign in 1947. He was a Power Signal Linesman on the Central line and one of the first signalling technicians to work on the world's first automatic train control system between Hainault and Woodford. He became Signalling Supervisor working across several depots. George clocked up 37 years' service.

Cameron Austin Grant
21 January 2016, aged 90

Cameron worked on several lines including the Bakerloo and Jubilee before he retired in 1983 and moved back to Barbados. He made many friends during his time with London Transport. Cameron's service was

held at the Barbados Military Cemetery.

Ron King
3 March 2016, aged 81

Ron worked at Lots Road for 42 years and retired in 1999.

Mike Stollery
11 January 2016, aged 71

Mike worked in the Architects' department.

Steve Tharpe
18 December 2015, aged 80

Steve worked in the Railway Operating Staff office before progressing to become a Group Station Manager. He and his wife Editha were known for their community service around west London and organised social events for the W6 Group of TfL pensioners.

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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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SUBSCRIBE TO STAFF EDITION

Would you like to receive the staff version of otm?

The 24-page monthly magazine is available to retired employees for £12 for the issues from May 2016 to April 2017. Please note the staff version only contains articles about London Underground and London Rail and not other TfL modes.

Please fill in your details and

send with a cheque or postal order (not cash or credit cards) for £12 payable to London Underground to: **otm subscriptions, AB, Unit B, Gemini House, 180-182 Bermondsey Street, London SE1 3TQ** by 29 April.

Name.....

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We've had some enquiries from readers who have subscribed to the staff edition but haven't received all the editions. Rest assured we're looking into this and will resolve these issues as soon as possible.

DAD-ICATED TRIBUTE

Seeing the photo of Bert Waters in the last issue, I thought you might like to have some photos of my wife's father (below).

He served with London General and London Transport for 49 years. My wife and I are very proud of his record.

Les and Evelyn Childs, Canada

WORTHY RECOGNITION

It was nice to see a letter in the January edition about John Rowlands.



I knew John for 20 years; he was a very nice person, one of the best. It was nice to see he was recognised for what he had done.

Colin Guest

YOUNG AT HEART

Here is my late husband Frederick Young (right), who was a bus driver at the old West Norwood garage for about 15 years before medical retirement.

His conductor took the photo of him on the back of the Routemaster – probably the 137 Crystal Palace to Clapham Common.

I still have his safe driving diploma and badges with all the rules and regulations booklets!

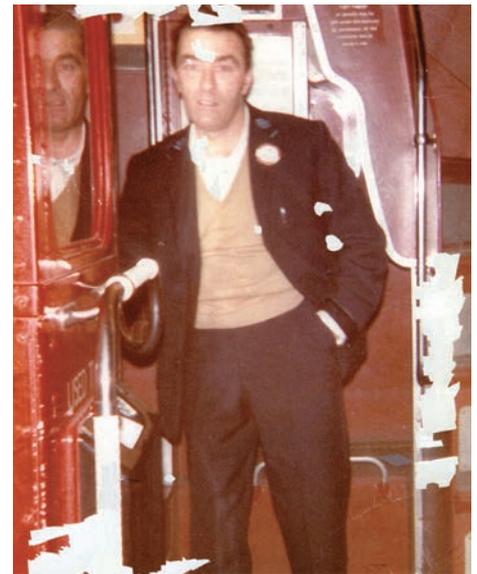
Elizabeth Young

GOOD SPORTS

I am an 82-year-old former London Transport employee who joined as a driver at the old Hanwell garage in 1965.

My career was the BEST time of my life, with the exception of my time in Malaya with the Army from 1953 to 1955.

I rose to inspector in 1967 and area traffic inspector in 1971. My days on



London Transport were enhanced by great comradeship, great social activities, especially the Sports Day at Osterley – my children enjoyed their ride to Osterley and picnic boxes. Wonderful days.

If any of my colleagues are out there, THANK YOU for those wonderful years and memories.

Peter Cattermole

Thank you to everyone who has contacted us. We love your comments, memories and letters, but due to limited space we can only print a selection. Write to: otm pensioners' edition, AB, Unit B, Gemini House, 180-182 Bermondsey Street, London SE1 3TQ (enclosing a stamped addressed envelope if you'd like photos returned) or email otm@abcomm.co.uk, putting pensioners' edition in the subject header. Thanks – we look forward to hearing from you.