



PENSIONERS' EDITION



ANDY JOINS TFL FROM BIG APPLE

The former chief executive of New York's public transport system has become London's new Transport Commissioner following an international recruitment campaign.

Andy Byford joined TfL at the end of June. He takes over from Mike Brown, who will stay on until 10 July to help with the handover and support Andy's start in the role.

As President and Chief Executive of New York City Transit Authority,

he was responsible for 50,000 staff and devised a \$40bn investment plan to renew the Big Apple's transport system.

Andy has a long career in transport having started with London Underground as a graduate trainee in 1989. Since then he has worked in three continents and has a track record of transformation and leadership.

He said: "I'm delighted to be taking up the role of Commissioner and to lead the organisation

where I started my transport career more than 30 years ago.

"In the wake of COVID-19, all transport authorities will need to reimagine how their services contribute to the safe and sustainable re-start of the cities they serve. It's a huge challenge but I know TfL has some of the best people in the world and we will meet these challenges and will together help build an even better city for everyone."

BACK TO FULL SPEED

As lockdown eases, we are gradually increasing service levels on the Tube

Weekday services are at robust levels and we're now looking at weekends where we expect demand to rise as retailers reopen.

With a significant proportion of the workforce off sick, self-isolating, shielding or on leave, train operators have stepped up to maintain our services. Around 160 Night

Tube train operators, part-time colleagues and job sharers have boosted their hours.

Night Tube Train Operator Archana Manish has increased her hours from 16 to 36.

She said: "This is a great opportunity for me to get an idea of what it looks like working during the day. It feels good that we are given an opportunity to step up and fill in the gaps wherever required."



GOING CASHLESS

We've introduced contactless payments to support people travelling safely

A campaign to keep the Underground as safe as possible has been launched. Backed by advertising, posters and station announcements it supports the safety of our people and customers.

As part of this drive most stations have gone cashless.

Scores of stations are now only accepting contactless or Oyster card payments.

"Going cashless has made it safer and more hygienic to purchase tickets, in line with Government guidance," said Customer Service

Modernisation Delivery Manager Elizabeth Gaden. "In identifying stations to go cashless, we've taken on board feedback regarding locations with traditionally high usage and where it will benefit key workers and vulnerable customers to maintain cash facilities."



KEEPING IT CLEAN

Keeping all modes as hygienic as possible has never been more important and COVID-19 has put our cleaning teams in the spotlight

Our cleaning teams have been vital to help protect colleagues and customers against the spread of the virus, and they've stepped up their regimes to support the safe running of our networks.

Two new products have been added to their kits – one for touch point disinfecting and the other for treating large areas via a spray.

Both products have

been used at bus stations, on Dial-a-Ride vehicles, Trams, the Emirates Air Line and on Underground trains and stations.

Kim Martin is Division Manager at ABM – our cleaning contractors.

She said there had been a collaborative approach to the new regime, which is now the norm for all her teams.

“Even though passenger numbers are starting to increase we're not



going to lose focus while carrying on with our day-to-day work,” she added. “My team has been great, they have taken to this challenge extremely well.”

Queens Park Customer Service Manager Dawn Curtis said: “They've

been very good at wiping surfaces and touch points around the station and inside the office.

“To know they're going round and cleaning the surfaces means we can be confident they're disinfected.”



FROM A SAFE DISTANCE

As social distancing becomes the new normal, we're making it easier for people to stay safe.

Cycle lanes and pavements in busy locations are being widened to give people who walk and cycle enough space to keep their distance. Thousands of roundels encouraging social distancing have been added to pavements at stops, shelters, stations and piers across the Surface

network, and to the floors of Underground stations.

We also made buses middle-door only boarding on a temporary basis, to protect drivers. We have since reintroduced front door boarding after installing extra safety measures. A film layer has been added to driver screens, sealing off gaps, including around the Oyster card reader.

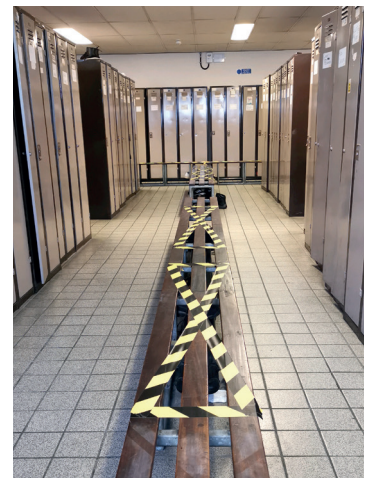
Scores of hand sanitisers for customer use have

been installed at Tube stations and at Surface network travel hotspots. Traffic signal timings are also being changed to favour those on foot.

Colleague areas, such as canteens, mess rooms and depots have been modified to allow for social distancing – such as the introduction of one-way systems – and shifts staggered so all teams don't arrive on site at once.

All this work has been completed in a matter of weeks, to allow more colleagues to start returning to work.

Network Management Asset Operations Manager for the Central Area Alan Davidson said: “Many projects typically take months to complete, but a change in Government guidelines means we can do more without consultation – especially as these measures are largely temporary.”





SUPPORTING THE NHS FRONTLINE

Colleagues from across the business came together to support the Nightingale Hospital, which operated at the height of the COVID-19 outbreak

Based at the ExCeL conference centre in east London, the hospital opened in April to treat patients suffering from the virus.

We delivered a number of services to make sure NHS staff and volunteers could get to and from the site safely and reliably.

Free shuttle buses transferred hospital teams from car parks and hotels, vital roads and tunnels were protected to keep key vehicles moving and ambassadors helped

with bus boarding and social distancing. The hospital went into standby in May but we've worked with the NHS on remobilisation plans should it need to reopen.

Managing Director of Surface Transport **Gareth Powell** said: "An amazing effort by colleagues across the organisation – well done Bus Operations, Network Management Control Centre, Compliance, Policing and On-Street Services, Transport Innovation, DLR and many other teams."

GLOBAL COLLABORATION

We're working with international transport authorities to develop our COVID-19 response and recovery

We are capitalising on our strong relationships with global transport authorities to develop our own response and recovery plan.

We have worked through the International Association of Public Transport, which has online resources on COVID-19 initiatives by other transport organisations, and we are learning

from authorities in North America through the American Public Transportation Association.

Head of International and European Affairs **Steve Newsome** said: "I'm proud to be playing a small part in bringing some of the lessons learnt globally about the pandemic and how we, in London, begin recovery and a return to some kind of normality."

IN BRIEF:

PROTECTING OUR PEOPLE

Millions of face masks and hundreds of first responder kits for colleagues who may encounter unwell customers have been delivered in rapid time to operational teams in London Underground and Surface Transport, as we prepare for more customers.

Social distancing points stencilled on pavements, hand sanitiser units and posters are also reminding customers to take precautions.

Patrick McGoldrick, from the LU Signals Stores team, said: "I'm very proud of the team for all they've done to keep our people safe."

RESPONDING TO THE CALL

Two colleagues have been going above and beyond to support their communities during COVID-19, by volunteering with London ambulance teams.

Train Operator **Jakub Swierad** is a volunteer emergency responder with the London Ambulance Service (LAS), a role he's balanced while working full time.

He said: "I've never experienced more pressure, stress, tiredness and loss but also never felt greater support, love and appreciation."

Customer Service Manager **Mustafa Mohamed** volunteers with St John Ambulance, which has been supporting LAS. He added: "It's a privilege to volunteer at the moment. My TfL training has helped because I've learned so much about how to deal with people if they're ill."

SAFETY IS PRIORITY

Tackling antisocial behaviour, workplace violence and aggression has remained a priority throughout COVID-19, with extra colleagues brought in to support Underground teams. Extra British Transport Police officers have been deployed at hotspot stations with stewards and teams from Compliance, Policing and On-Street services helping manage crowds and support social distancing.

otm

FONDLY REMEMBERED



Edward (Ted) Baglin, 93, passed away peacefully on 1 April 2020. Ted retired in 1991 after 10 years as a fitter at the Central line maintenance depot, Hainault. A lifelong Arsenal supporter, he enjoyed the camaraderie and banter of his work colleagues.

before his 85th birthday. He worked for TfL for 26 years as an electrician, primarily servicing and supplying underground sub-stations, and also served as a union shop steward. He leaves his wife, Mary, his children, grandchildren and great-grandchildren. Always a joker and very caring, he will be sorely missed.

This was published only a few months before his death.



Arthur Keeling, 89, died on 2 March 2020. After joining LT in 1965, he worked alongside his brother Derek at Catford bus garage for 38 years.



Brian Clancy, 67, passed away on 13 February 2020 after a hard-fought battle with cancer. Initially a wireman, rising to Signals and Comms Technician on the Piccadilly line, Brian racked up 28 years' service. He will be sadly missed by his family, friends and the telephone community who loved his stories of the Underground life.



Frederick (Fred) Green, 92, passed away on 12 February 2020 after a short illness. Fred was Stores Manager at Hornchurch on the District line, retiring in 1992. Fred organised many social events and very much enjoyed his time with LT. A wonderful and loving husband, father, grandfather and great-grandfather, he will be sadly missed by family and friends.



Ian (Jim) Lindsay, 79, died suddenly on 1 April 2020 as the result of a chest infection. After graduating from Glasgow University, Ian joined the Economic Research Group of London Transport in 1964. He worked on a range of economic projects, in particular fare policy, and retired in 2009. Ian will be sadly missed by his twin daughters Alice and Elizabeth.



Earl Dolphy, 71, passed away on 19 April 2020 after contracting COVID-19. He spent 41 years at TfL as an accomplished engineer and retired in 2012. During his career, he changed train lines a number of times but was last based at Hainault depot and worked on the Central line. He leaves wife Claudette, seven children and five grandchildren.



Robert 'Brian' Hawkins, 83, passed away on 11 April 2020. Relocating from Newcastle upon Tyne, Brian worked throughout London as bus conductor from the early 1970s.

His extensive knowledge of the Capital enabled an easy transfer of skills to then work on Travel Information. Loved by colleagues, friends and family for his sense of fun, love of life and love for people.



Brenda Murphy, 74, passed away on 14 March 2020 following respiratory problems caused by COVID-19. She started her career with LT in 1977 as a clipper at Barking and Bow garages. She is survived by her husband Dave, a former driver and operating supervisor, whom she met at Bow in 1992.



Ken Francis, 83, passed away on 7 March 2020. Ken joined LT as a mechanic/engineer in 1964 and retired 36 years later as a supervisor/manager. Initially based at Neasden depot, he undertook first aid and management training, and worked with the emergency response unit at the Moorgate tube disaster in 1975 and the Clapham Junction rail disaster in 1988. Ken is greatly missed by his family.



Mike Horne, 66, died suddenly on March 26 2020. After a short career with the Metropolitan Police forensic laboratory, Mike joined his beloved Underground as a station foreman. He became an area manager and was very involved in the changes in the wake of the 1987 King's Cross fire. He left LU in 2000 to start his own transport consultancy but was best known as a transport author. He wrote a number of histories of Underground lines, culminating in the second volume of his history of the District Railway.



Richard George Slight, 98, died in hospital of COVID-19 on 12 April 2020. Richard joined the company in the early 1950s working in the canteens of several bus stations before becoming a conductor at Catford garage. He finished his career as a bus driver and moved to Somerset with wife Gladys, who was also a conductor at Catford. He later moved to South Wales to be close to his family following Gladys' death in 2010.

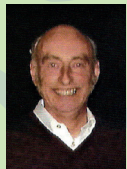


Pio (Peter) Frendo-Cumbo, 84, passed away peacefully in Worthing Hospital on 20 January 2020, one week



Barbara Thompson, 92, passed away after a short illness on 24 February 2020. A conductor on trolley

and motor buses at Stonebridge Park, Mortlake, Kingston, Norbiton and Fulwell, she was proud of her 34-year career and told everyone she met about her years on the buses.



Keith Wetherell, 68, died suddenly on 25 January 2020. He retired in 2012 after a career on the Metropolitan line, including many years

as a train driver at Uxbridge and Rickmansworth. He will be sadly missed by all who knew him.



John William Hale White, 73, passed away suddenly on 10 December 2019. After a successful career in the administrative and management grades in Railway

Operations, he became an area manager, a role he kept until retirement. His uniform cap was on his coffin. In retirement, John took an active interest in local history in South London where he grew up and became a tour guide. He was involved in a number of Christian organisations as well as being a Citizens Advice volunteer. He is sadly missed after leading a fulfilling life.



William George Wiggins, 75, died unexpectedly on 15 June 2019 at his home in Ireland. George joined LT in 1980 as conductor at Stonebridge Park

garage and later worked as a bus driver there and at Westbourne Park, serving 25 years. George left in 2005 and retired to Ireland with his wife Mary to enjoy his final years.

OUR THOUGHTS ARE WITH YOU

It is a profoundly sad reality that many people we know are losing their lives to COVID-19. We must all therefore be prepared to provide all the help and support needed to get each other through this sensitive time.

Our thoughts and sincere condolences are with our alumni, current colleagues, friends and families of those who have died from the virus in recent weeks.

We are deeply affected by their loss and we will forever remember them.

WATCH THIS SPACE

Our Streetspace plan to create more room for people walking and cycling, while social distancing, is being delivered at phenomenal speed

The programme aims to provide enough space for social distancing in crowded places like town centres, transport hubs and outside schools.

It also aims to build a strategic cycle network as an alternative to public transport, and create low-traffic

corridors across the Capital's 33 boroughs.

A big part of the programme is lowering speed limits to 20mph, increasing safety for people choosing to walk or ride a bicycle.

Projects delivered so far include a new cycle lane in Park Lane and extra walking space in Brixton, Stoke Newington and Tottenham High Road.

Head of Network Sponsorship **Sam Monck** said: "The project has been delivered at a pace I've never seen from our organisation personally. It's been a huge team effort and a massive piece of work at incredible speed."



ESSENTIAL UPDATES

CHANGING YOUR BANK ACCOUNT

> We receive a number of requests from pensioners to change the bank account into which their pension is paid.

Normally everything goes smoothly, but from time to time there is a delay in the notification reaching us, or the details provided may be incorrect or incomplete and this can lead to problems.

If you submit a change of bank notification, please do double check the details are correct and legible. We always write to confirm we've updated our records, so please don't close your existing account until you have received confirmation we have processed your request as this will avoid payments being returned to us by your former bank.

PENSION PAYMENTS AFTER A DEATH

> We often receive enquiries from pensioners about what is payable as a result of their death.

The benefits differ depending on the type of pension, how it's been paid and whether you have dependants. More details can be found on the Fund website. If you're receiving a dependant's pension, there are no further benefits. Pensions are paid every four weeks in advance - all payments made before a death are due regardless of when during the period death occurs. If there is a delay notifying the Fund of a death, a payment can be made after the date of death. If this occurs, the office will request the payment be returned.

PENSIONERS' FORUM SUMMARY

THURSDAY 14 MAY 2020 MEETING CANCELLED

Representatives normally meet with TfL to discuss matters of interest to retired staff, including pensions, travel facilities, On The Move (OTM) and other topics.

The May meeting was cancelled because of lockdown restrictions due to COVID-19, but we have been kept informed of developments through regular emails from the Fund Secretary.

The Pension Fund office is working from home and services (particularly payment of pensions) are continuing as normal as far as possible – there might be some delays because of changes to Royal Mail services.

Pension Fund members are encouraged to use the web portal

(<https://pensions.tfl.gov.uk>) as many enquiries can be dealt with there. If you need to call the office, please bear in mind some questions or requests may take a little longer to respond to and your patience will be appreciated.

Trustee Board meetings are taking place by conference call, and the Fund is monitoring investment markets and cash flow to ensure the Fund operates as closely as possible to business as usual.

The Summer 2020 Travel Restrictions guide was due to take effect from 16 May, but there may be delays getting the necessary information from National Rail.

The guide will be published on the TfL staff travel web page as soon as possible.

FLYTIPPING

➤ Teams came together to clamp down on illegal fly-tippers after a haul of household rubbish was dumped on Underground land.

The Piccadilly line Service Control team first spotted the waste and reported it. It was discovered an unlicensed clearance group had broken into the site and used it for a fly-tipping operation. Just two days later, the Track Vegetation team, British Transport Police and security colleagues secured the site. The next day, new gates and fencing were installed and the access road was blocked.

Lead Security Manager (Fleet) **Ben Jelley** said: "This is a prime example of the efficiencies that come with working together."

LETTERS

Dear **otm**,

How very sad to hear the news that Anthony Evans had passed away (issue 67). I worked with Anthony for many years at Gants Hill on the Central line.

My employment was some 43 years with LT working on many Tube lines and varied job roles before I settled to work at Gants Hill for 20 years. I then took early retirement in 2011.

It would be very nice to meet up with old work colleagues to chat and remember all the happy times together.

Ray Hough

Dear **otm**,

Very sad to learn that William Magrath has passed away (issue 67). I worked with LT (later LRT) from 1972 to 1988 at Victoria (Gillingham St) garage, retiring as a driver operator on Red Arrows routes. I distinctly remember

Mr Magrath as a very decent garage inspector who helped staff a great deal in accommodating whenever they needed a change of duty. God bless him and may he rest in peace.

His other colleagues were Lez Hemmett and Vic Marsh, if I remember correctly. Gillingham Street (GM), also known as Victoria, was a busy garage serving routes 137, 2B, Red Arrows Services and later on route 11 & 52. This garage was later shut down as part of a major shakeup and the Red Arrows transferred to Waterloo when I retired.

I still remember Rehman Sand, Mehmet, Tong, Chilton, AMS White and a lot of other staff who worked with me at the time. I would like to hear from anyone who worked there during that period to share my memories.

Ehsan Yazdani

Dear **otm**,

What a pleasant surprise to receive my first digital otm as it had completely slipped my mind, plus the extras as well. It is also easier to read on the computer screen. I joined LTB in 1964 as a conductor at Turnham Green bus depot at 18, then progressed to driver at 21, then in 1969 moved to inside staff as a mechanic. After short stints at Twickenham and Fulwell, I moved to Hounslow for a few years, then back to Turnham Green until it closed and we moved to Stamford Brook where I finished my time in 1979. There is one person I lost contact with: my driver George Laver. The last contact I had was when he became an inspector in the 1960s. If anyone has any info on George I would be very grateful.

Paul Burrows



Get in touch: Send your comments, memories and letters to: otm Pensioners' Edition, AB, 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.

NOMINATIONS NEEDED!

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 and contractors (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 (other than those relating to individual entitlements), 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 meetings.

The eight members from Section 1 are also required to attend the four Pensioners' Forum meetings each year. The 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 to be elected to take office on 1 December.

The councillors whose term of office will end are Paul Kilius-Smith and Chris Miller from section 1, Huzaifa Essajee from section 2 with Eddie Darroch and Richard Head from section 3. All of these 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. The following 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.

A passport sized photograph can also be provided to include with voting papers. The information provided must be factual, appropriate and inoffensive.

Completed nominations must be sent to PCC Secretary Julian Collins, TfL Pension Fund, 4th Floor, 200 Buckingham Palace Road, London, SW1W 9TJ by 21 August. For more details visit www.tfl.gov.uk/pensions or contact the secretary.

If there are more nominations than vacancies, elections will be held by postal ballot among Fund members in the relevant sections.

Travel Insurance with No Age Limits!

Peace of mind for your next holiday

- ✓ Experts in Cover for Medical Conditions
- ✓ Up to £10 Million Medical Emergency & Repatriation
- ✓ 24 Hour Medical Emergency Support
- ✓ **Don't throw this away**
Discount valid until end 2021. When you're ready to travel again, we'll be ready to help!

Call us FREE for an instant quote - It's easy!

0808 196 2121

Friendly UK based team waiting to help you

20% OFF*
BASE PREMIUM
Quote code
OTM20



goodtogoinsurance.com

Goodtogoinsurance.com is a trading name of Ancile Insurance Group Limited. Authorised & Regulated by the Financial Conduct Authority - No. 471641
*Discount applies to base premium only and not to any medical screening premiums or optional extras. Discount valid until 31 December 2021.



DRAWING COMPLIMENTS

Colourful tributes to key workers made their way to the Underground as children put pen to paper to thank colleagues for keeping London moving.

Train Operator **Darren Crome's** children Gethin and Rhydian (pictured inset) were among youngsters who drew their thanks. Darren said: "The boys did it because I'm a train operator

as is my brother Stuart. My wife printed some images, they coloured them in and chose the words."

Metropolitan Head of Line Operations **Lee Stewart** meanwhile used some pictures by son Sam and daughter Milly to brighten up three depots.

"We're asking a lot of our people and this is a good way to bring a little bit of positivity," he added.

STAFF TRAVEL UPDATE

Rail Staff Travel (RST) restrictions have been prepared in line with a new timetable.

The timetable was due to come into effect on 17 May 2020 but has been delayed. The restrictions, meanwhile, have been published on the RST website and will come into effect when the timetable is launched.

When restrictions on leisure travel

are eased later in the year, please check the following website before travelling: raildeliverygroup.com/rst/where-can-i-go.html

For train operating companies to maintain social distancing, there are some supplementary restrictions. This includes details of how to book reservations where operators require them. For more information, please visit the above-mentioned website.

The opinions and views expressed in the advertisements in this magazine are in no way those of London Underground Ltd or Transport for London. The opinions expressed in this magazine do not necessarily represent the views of London Underground or the editorial team. All rights reserved. No part of this magazine may be copied or reproduced in any form, including photocopying, without consent of the holder of the copyright. Advertisements or other inserted material are accepted subject to the approval of the publishers and their current terms and conditions.

The publishers will accept an advertisement or other inserted material only on the condition that the advertiser warrants that the advertisement does not in any way infringe copyright or contravene the provisions of the Trade Descriptions Act. All copy is subject to the approval of the publishers, who reserve the right to refuse, amend, withdraw or otherwise deal with advertisements submitted to them at their absolute discretion and without explanation. All advertisements must comply with the British Code of Advertising Practice.

CONTACT DETAILS FOR PENSIONER ENQUIRIES

The pensions team is working remotely. All numbers are being diverted and the team continues to take calls. This is reliant on the mobile phone network and at times a weak signal can cause difficulties in getting through. The team can also be contacted via helpdesk@tflpensions.co.uk or, if you have registered, you can submit enquiries via the Pension Web Portal at <https://pensions.tfl.gov.uk>.

TfL PENSION FUND

4th Floor, 200 Buckingham Palace Road, London SW1W 9TJ
Email: helpdesk@tflpensions.co.uk
Website: www.tfl.gov.uk/pensions
020 7126 4000

STAFF TRAVEL

Transport for London,
Floor 1, 14 Pier Walk,
North Greenwich,
London SE10 0ES
0800 015 5073
stafftravelservices@tfl.gov.uk

HOSPITAL SATURDAY FUND

020 7928 6662

TRANSPORT BENEVOLENT FUND & STAFF WELFARE FUND

0300 333 2000

TRANSPORT FRIENDLY SOCIETY

020 7833 2616

TAX QUERIES – HMRC

0300 200 3300
(quote ref 083/LT7 and your NI number)

OTM MAGAZINE ENQUIRIES

otm Pensioners' Edition,
AB, Unit B, Gemini House,
180-182 Bermondsey Street,
London SE1 3TQ
020 7922 5657
Email: otm@abcomm.co.uk

PENSION PAY DATES

- ♦ 06 July 2020
- ♦ 03 August 2020
- ♦ 01 September 2020
- ♦ 28 September 2020