

PENSIONERS' EDITION



OUR ELECTRIC BUSES HAVE A UNIQUE SOUND

Electric and other quiet-running vehicles can be almost silent at low speeds which is problematic for some road users, particularly those who are blind or partially sighted and use sound to detect if it's safe to cross the road.

The Acoustic Vehicle Alerting System helps people detect when a bus is in operation near them, and Transport for London's Bus Safety team has developed the 'Urban Bus Sound'.

Senior Bus Safety Development Manager

Kerri Cheek says: "We developed the unique sound with key stakeholders including the Royal National Institute for the Blind, The Guide Dogs for the Blind Association and Age UK.

"We wanted to ensure all of our buses used the same sound to aid people in distinguishing a bus from other vehicles, and we've also trademarked the sound so it can only be used on buses."

There are two elements to the sound – the 'core' which plays when the bus is stationary and can be likened to a musical

whirring or engine sound, and the 'beacon' which only plays alongside the core sound when the bus is in motion and allows pedestrians to determine the direction the bus is going in, particularly if they are vision-impaired.

We've licenced our Urban Bus Sound to be used on around 200 buses outside of London. It's a great example of us being able to share our knowledge and intellectual property products, benefiting people and cities outside of London in addition to our own customers.

10 YEARS OF THE LONDON CABLE CAR

It may seem like only yesterday, but it's been a decade since the London Cable Car opened to record local footfall just before the start of the 2012 Olympic Games.

Fast-forward 10 years and 13 million customer journeys later, the Cable

Car is a much-loved and integral part of the TfL family – with its brightest years still ahead.

Head of the Cable Car **Josh Crompton** said: "The best is yet to come for the Cable Car."

"We have an ambitious vision to develop as an iconic 'must-do' London

experience and continue to attract customers back time and time again.

"It really is much more than just great views above the Thames, and together, we'll lead the Cable Car into its second decade as a safe, reliable, green and financially sustainable operation."



Soaring above the Thames



At 90 metres, it's the highest observation point over the Thames



Opened on 28 June 2012



1.5 million passenger journeys on average per year



One of London's highest-rated customer experiences



34 cabins at any one time

ON LAND AND AIR

Tram Maintenance Representative **Joe Camp** touches down on terra firma to chat to otm Pensioners' edition.

What's been your 'rail journey' so far?

I started with Southern Railway 15 years ago as a Service Engineer, mainly working on the diesel fleet, and moved to Trams in 2015.



Ready for take off

I'm currently seconded into the Tram Replacement Rolling Stock Programme as the Maintenance Representative. Hopefully my input will help Trams' fleet maintenance in the future.

It's a big change from hands-on maintenance, which I'm enjoying.

When you're not maintaining trams, what do you enjoy?

One of my hobbies is flying light aircraft, such as a Piper Warrior.

Wow! That's not normally an answer we get...

Haha. It's a costly hobby,

but it is great fun having a bird's-eye view of the ground.

How did that start?

I started training many years ago in Florida.

I eventually gained my private pilot licence at Biggin Hill in 2012, just before the London Olympics.

It was a four-hour test flight. I was both mentally and physically drained afterwards.

It didn't sink in that I'd passed until I drove home (ironically).

Now you can fly, are you a frequent flyer?

Not so much lately. I haven't been up in the sky for a while due to various reasons, including COVID-19, but I hope to get up again.

I've taken family and friends for flights before, and eventually want to take my daughter for a flight. They always enjoy it, but don't realise how much is involved in a short flight.



JOE SAYS

If I had to give advice, it'd be 'do what you enjoy and don't be afraid to try new things'.

LETTERS

Dear **otm**,

So sad to hear of **Roy Davis** passing, I worked with him for a number of years on the running shift at both Turnham Green and Stamford Brook bus garages, he was a great hard-working mechanic and was fortunate to do the 'International and Universal Exposition or Expo 67' in Canada for London Transport as well as the 1973 007 film 'Live and Let die', my sincere sympathy to his family.

Paul Burrows

Dear **otm**,

Is there a contact number for pension queries as I had some questions and wanted to find out a few things?

Akbor Khan

Please call the pensions team on **020 7126 4000** or email them at **helpdesk@tflpensions.co.uk** or **www.tfl.gov.uk/pensions** – other contact details can be found on the back page.

Dear **otm**,

I read a reference in a recent OTM Pensioners magazine to a – 'Retired TfL staff pass' – could you tell me what that is and whether could/should I have one?

Stephen Shires

For enquiries on passes, please contact staff travel via 0800 015 5071 or email **1729helpdeskbsf@tfl.gov.uk**

THE FAB FOUR, 40 YEARS ON



The four controllers

It's an amazing feat to reach 40 years long service as it is, but when it's four of them in one team doing just that, then it feels even more special. Bakerloo line Service Control is home to Service Controllers **Greg Ashley, Tony Darling, Paul Shiels** and Operational Service Manager Instructor **Mark**

Potter, who have all celebrated their special work anniversary together. And on top of that, for most of the years – since – 1982, they've all worked together too. Greg says: "It's been a great job and career, hard with 40 years of shift work, working

bank holidays etc, but worth it. I've made some great friends and had super colleagues, but I'm looking forward to retirement!" Paul adds: "I thought it was bad enough going to school with Tony (Highbury Grove) and then with Mark (Harrow Lodge), let alone put up with them for the last 40 years."

SILVERTOWN TUNNEL PROJECT HONOURS TFL'S FIRST FEMALE BUS DRIVER

Last month, the Silvertown Tunnel team announced that the Tunnel Boring Machine (TBM) will receive an honorary name.

Following an internal competition among TfL and delivery partner Riverlinx's employees – the TBM will be named 'Jill' in honour of **Jill Viner** – the first female bus driver to drive a London bus in June 1974. The TBM is used to excavate the tunnel



Jill on her way down

and is the largest diameter to be used in the UK.

All TBMs receive female names, with eight used for the tunnel section of the newly opened Elizabeth line.

The tunnel will link Silvertown to the North Greenwich Peninsula in east London and is the first road tunnel to be built under the Thames in 30 years. The tunnel, which is planned to open in 2025, will eliminate congestion at the Blackwall Tunnel and significantly reduce journey times.

It'll also provide additional network resilience and allow for an increase in cross river bus services with a dedicated bus and coach lane in each direction, reduce the environmental impact of congestion on some of London's most polluted roads while



Ready for action

supporting future growth and benefit the local economy.

Tunnelling works for the twin-bore tunnel will begin towards the end of the summer to start digging below the riverbed and will take several months to reach Greenwich. Then TBM Jill will be rotated to continue to bore the northbound tunnel from Greenwich to Silvertown.

THERE'S NO PLACE LIKE GNOME: COCKFOSTERS' KINDNESS AND QUIRKY CHARACTERS

The station team at Cockfosters have been commended for their considerate customer service – with the help of a couple of very special residents.

A customer wrote in to say: "I work with adults with learning difficulties and use Cockfosters station regularly. Staff are always so welcoming. We have a very important question – we would like to know if the gnomes at Cockfosters have names? We always



Taking a break

stop to look at the gnomes when we are there!

"It's little things like friendly staff who always greet you with a hello and a kind smile (and saying hello to the gnomes) that makes my job and fellow careworkers' lives easier, and the people we support feel calmer (travel can be stressful and scary for them) ... Thank you!"

Cockfosters is a terminus station in a leafy residential area, a place of interest for many locals.

Colleagues there have created a tranquil garden area in a safe space – the perfect place to spend a moment waiting for a train.

The station also features a couple of resident gnomes dotted around, which have proved popular with local children and customers.

Customer Service Manager **Chris Boyd** (photographed with Area



Gnome-fosters

Manager **Brian Walter**) says: "We have a tight-knit community here, it's great we're being recognised for our brilliant customer service. I'm glad the little things we do have given customers a more positive experience."

Brian adds: "I'm delighted at the feedback; we have a wonderful team here at Cockfosters and great relationships with the local residents. In response to the very important question – the gnomes are unnamed. I'm open to suggestions!"

otm

FONDLY REMEMBERED



Victor Charlick, 94, passed away following a heart attack in February 2022. Vic started working for London Transport in

September 1950 as a bus electrician. During his career Vic worked at a number of bus garages, including Leyton, Dalston and Hackney. In 1974 Vic passed his PSV test, which he required as he had been chosen as part of a small team who took two RML buses to France, as part of the opening celebrations of Marks & Spencer in Paris. Positive feedback on the team was received from the British Embassy Commercial dept in Paris! Vic later became an Executive Assistant in London Buses Tower

District. During his career, Vic made many good friends, some of whom he remained in contact with well into their 90s.

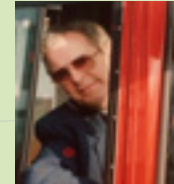
Both of Vic's sons, Steven and Ian, had long careers working for London Transport.



David Arthur Levett, 79, passed away on 6 March 2022 from prostate cancer and would have been 80 on 1 September. David worked on the

District line for 20 years at Westminster, Embankment, Temple and Blackfriars at weekends. He worked alongside Margot, Dean Taylor, John Williams, Jassle, Jack Shar and

Dimitri. David leaves behind a much-loved daughter Sarah, and his beloved wife.



Gerry Simmons, 77, passed away from Covid-19 on 3 February 2021. Gerry started as a conductor at Walthamstow Garage

around 1970 and moved on to bus driver. From there he moved to Ilford and worked as driver out of Barking Garage and use to be a rep for insurance – He was there for some 23 years, until taking redundancy and moved to the Docklands Light Railway as a driver until he retired.

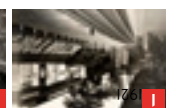
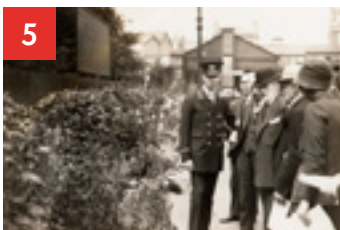
Please send a paragraph about and a photograph of someone who has passed away to OTMPensioners@tfl.gov.uk

TEASERS

Test your TfL knowledge with our challenges



As judging is underway for this year's In Bloom competition, we look back to previous gardens and their judges, the challenge is, can you name the Underground stations? To make it easier for you, the stations are in alphabetical order and are only on two lines.



GUESS THE BLOOMING GARDENS

DIAL-A-RIDE GETS NEW BUS STOP IN HOUNSLOW



Dial-a-Ride bus stop outside the Treaty Centre in Hounslow

Transport for London's Dial-a-Ride service takes customers door-to-door with the help of a driver and is free for people with

limited mobility who are unable to use public transport. Dial-a-Ride can be used for trips such as shopping, visiting family and travelling to leisure activities.

Unlike other buses which use designated stops for passengers to board or alight, Dial-a-Ride drivers must leave their vehicles to collect or drop off customers at a location which requires them to park up for a period of time to provide assistance.

At the Treaty Centre in Hounslow, a popular location for Dial-a-Ride users, drivers were experiencing problems due to coaches parking in the area. Working with colleagues in Bus Operations, Asset Operations and Hounslow Parking Enforcement,

the team set up a dedicated Dial-a-Ride stop to manage unauthorised parking.

Drivers can now leave their vehicles for a short period without incurring a parking ticket and park close to the kerb, helping assist customers on and off the bus safely.

Regional Operations Manager **Kerry Lee** says: "Our customers are our top priority, and we want to ensure we're providing the best experience for them.

"The new stop at the Treaty Centre has been a huge benefit to our customers, and we're now looking at setting up another Dial-a-Ride stop in Harrow to improve accessibility for our customers in that area."

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WELCOME ABOARD THE EPPING ONGAR RAILWAY



North Weald station

We have teams that meet on weekdays and at weekends, and there is always a friendly welcome for new faces. It's an excellent way to meet people, find a new life-goal or pass on your knowledge and experience.

We operate both steam and diesel locomotives and even have a former 1959 London Underground Driving Motor Coach, No 1031, which we are planning to turn into a museum!

We have an exciting 2022 programme and the latest information can be found on our website: eorailway.co.uk

If you are ready to join, please visit eorailway.co.uk/membership/ and download a membership application form. If you would like more information, please contact volunteering@eorailway.co.uk

We look forward to seeing you.
Robert Good
Epping Ongar Railway
Volunteer Society

Step back in time with us and experience the romance of travel in bygone times as you pass through picturesque countryside, beautiful forest and historic towns.

We are both the longest heritage railway in Essex and the closest to London, easily accessible via the Underground (Epping station on the Central line). We're also the only heritage line that runs on a former part of the Underground network.

Like all heritage train lines, the Epping Ongar Railway could not operate without our friendly team of volunteers. These invaluable people undertake all the jobs that are essential for the safe and smooth operation of the Railway, including:

- Being part of our on-train team – consisting of a guard, train driver, firefighter, driver's assistant and ticket inspector
- Safely signalling trains, keeping our stations and coaches clean and tidy, and selling tickets
- Caring for and restoring our heritage rolling stock, keeping the track in good order

- Managing the vegetation and environmental ecosystems along the line
- Maintaining drains, bridges and structures
- Working on keeping the steam and diesel locomotives running



Near Blake Hall station

DIAL-A-RIDE IN NUMBERS

THE FIGURES BEHIND OUR FREE, DOOR-TO-DOOR COMMUNITY TRANSPORT SERVICE FOR PEOPLE WHO ARE UNABLE TO USE PUBLIC TRANSPORT

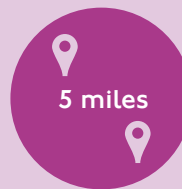
The first Dial-a-Ride (DaR) service was established in 1980



An estimated 625,000 trips will be scheduled this year. Bookings are taken by a dedicated team of reservationists and schedulers based at Mandela Way



Serves all 32 London boroughs out of four main depots, and three sub-depots across London



Typical journey is within a five-mile radius

Operates 365 days a year



With a fleet of approx. 260 buses



Delivered by 160 drivers supported by local management teams and dedicated staff in the Management Control Centre



Every vehicle receives a safety maintenance inspection every 10 weeks by a dedicated DaR engineering team



Training includes a physical capability test, featuring a 16-stone deadweight mannequin in a wheelchair, which drivers must safely board and secure



Travel mentors work out in the community to encourage and support people with disabilities onto mainstream public transport

DON'T BE CONNED

Courier fraud can have devastating consequences on victims, both financially and emotionally.

Common tactics involve persuading victims they're talking to a member of staff at their bank. The fraudsters even masquerade as police officers, convincing victims their personal bank account or money is at risk. The criminals then send a courier to collect the items so they can be safeguarded.

How can I recognise signs of courier fraud?

- Someone claiming to be from your bank or local police force calls you to tell you about fraudulent activity, but is asking you for personal information, or even your PIN, to verify who you are
- They are suggesting that you call them back, so you can be sure they are genuine, but when you try to return the call, there's no dial tone

NOT JUST THE TICKET

Ticket fraudsters are experts at impersonating trusted organisations using a range of sophisticated methods to approach their victims, including scam emails, telephone calls, fake websites, and posts on social media.

How can I recognise a ticket scam?

- Be suspicious of any "too good to be true" offers or prices. If it's at a rock bottom price, ask yourself why.
- Make sure you book tickets directly through official sellers who are members of the self-regulatory body STAR

What should I do if I'm targeted by courier or ticket fraud?

If you've been a victim, report it to the police and Action Fraud on **0300 123 2040** or online at **actionfraud.police.uk**

If north of the border, report to Police Scotland by calling 101.

OPEN FOR BUSINESS

Barking Riverside station, the first extension of London Overground since 2015, is now open.

The brand-new station is fully step-free, making London a more accessible city for everyone by bringing the total across London Overground to more than 60 stations.

It'll enable the construction of 10,000+ homes at Barking Riverside,

plus a new school, healthcare facilities and a new district centre with commercial and leisure facilities, high-quality public spaces and connections to walking and cycling routes.



PENSION PAY DATES

- 26 Sep 2022
- 21 Nov 2022
- 24 Oct 2022
- 19 Dec 2022

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CONTACT DETAILS

Members of the pensions team are working at least two days a week in the office and the rest of the week from home. 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 pensions.tfl.gov.uk

TfL PENSION FUND

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200 Buckingham
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tfl.gov.uk/pensions
020 7126 4000

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TfL, Floor I,
14 Pier Walk,
North Greenwich,
London SE10 0ES
0800 015 5071
1729Helpdesk@tfl.gov.uk

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0300 333 2000

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020 7833 2616

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0300 200 3300
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