



## PENSIONERS' EDITION

### MAKING A FUSS... OF THE BUS

**N**ew Routemasters (NRMs) are undergoing a mid-life spruce-up to make sure the wheels on the bus go round (and round) for years to come.

TfL owns around 1,000 NRMs and are responsible for their upkeep. 280 of the low-floor double-deckers will have gone through an interior and exterior

mid-life refurbishment – an important part of keeping the buses safe and attractive for our customers – in a little over a year.

**“Our NRMs complete around 250 million trips each year”**

#### A wheel-to-wheel makeover

The buses get the full works – helping return them into service in a ‘as new’ condition. This includes new standard and priority seat moquette, cab screens (to protect the drivers), along with a fresh lick of that iconic red paint that shouts ‘London’.



### WOMEN IN TRANSPORT



**B**ack in 1901, a letter to The Times suggested that the employment of young women in the City of London was “a gigantic mistake” and argued ‘below stairs’ work was better training for their future role as wives.

While a career in ‘service’ was deemed acceptable for women (a tax on indoor male servants made them pricier), they were barred from many positions, including most transport roles.

A labour shortage, due to the First World War, changed things.

This year, as the Tube turns 160, we recall a few milestones for women in transport.

• **1915:** Maida Vale – first Tube station staffed entirely by women, and the first female conductor, Mrs G Duncan, begins work on a Thomas Tilling route 37 bus

- **1918:** Willesden women tram conductors strike for equal pay – and win!
- **1945:** Waterloo Bridge nicknamed the ‘Ladies Bridge’ because of the predominantly female workforce who built it
- **1974:** Jill Viner – London Transport’s first female bus driver
- **1978:** Karen Harrison – first female train driver’s assistant and Hannah Dadds the first female train operator on the Underground
- **1983:** Helen Clifford – first female bus mechanic. Anne Winter, British Rail’s first female train driver

To this day, women continue to work for equality, and TfL strives to inspire current and future generations. Share your memories and experiences with us via our ‘Then and now’ article (P6).

# GEARING UP FOR ULEZ



**A** new campaign has been launched to increase awareness and help prepare motorists for the upcoming expansion of the Ultra Low Emission Zone (ULEZ). It'll go live across all London boroughs from 29 August 2023.

It includes TV and radio adverts, posters, and features across social media to encourage drivers to check their vehicles are ULEZ compliant.

To drive the expansion rationale home, local radio and newspaper outlets joined forces with the likes

of Asthma and Lung UK to highlight the air quality and health benefits.

## What is the ULEZ fee?

If you drive anywhere within the ULEZ (including the expanded area from 29 August 2023) and **your vehicle doesn't meet the emissions standards**, you could face a daily flat fee of £12.50.

Discounts and exemptions may apply for disabled people.

Find out more and see if your vehicle meets the emissions standards by searching 'TfL vehicle checker' online, heading to [tfl.gov.uk/modes/driving/ultra-low-emission-zone](https://tfl.gov.uk/modes/driving/ultra-low-emission-zone) or, if you've got a smartphone, scan the QR code.



SCAN ME!



# SMOOTH RUNNINGS



future. This includes sharing data and insight to develop innovative ideas across different transport modes.

## REDUCING DELAYS

TfL is working to consider the needs of essential groups of road users including buses, cyclists, pedestrians, and drivers. It recently led a trial with their Bus Operations teams and Islington Council to improve bus journey times, sharing data and expert insight to help minimise delays from roadworks.

The project has resulted in buses in Islington

operating more reliably, providing a better service for passengers.

More trials and projects will be launched across the different modes to improve service quality for customers and help TfL create a more efficient road network over the next five years.

## DID YOU KNOW?

If London buses can move around 1mph faster than they do today, it could save TfL between £100-£200m a year in operating costs.

**K**eeping London's road network running smoothly is a complex operation – from providing safe walking and cycling facilities, to monitoring

traffic flow and keeping buses on the move.

TfL is collaborating with the London boroughs to think about how they can optimise the capital's roads now, and in the

# DON'T GET CAUGHT OUT



**S**martphones can hold as much information as our computers, so the same precautions apply when it comes to security. Many of us now use banking apps, so it's important to make sure we're using the official bank-provided version.

If in doubt, contact your bank to check. Downloading them from unofficial, 'Googled' or unknown sources could infect your phone with malware, putting you at risk of fraud.

## Protecting yourself

- Be wary of clicking on links in text messages or emails
- Don't respond to unsolicited messages or voicemails on your phone
- Keep your phone's operating system updated with the latest security patches and upgrades
- Never give any of your mobile banking security details to anyone else...and don't store them on your phone or write them down
- For added security, set up a password or PIN to lock your mobile

If you think you are a victim of fraud, act quickly: report it to the Police and Action Fraud  
 ☎ 0300 123 2040 🌐 [actionfraud.uk](https://www.actionfraud.uk)

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## otm

## FONDLY REMEMBERED



**Charlie Carrer** passed away on 25 September 2022 after developing brain cancer in May 2021. He

was a dedicated Tube driver who started on the Metropolitan line in 1976 and eventually went over to the Jubilee. He was very proud of having received his 40 years long service award in 2016. Charlie enjoyed the art and history he was so fond of in his final years and is greatly missed as a husband, brother, father and granddad.



**Fred Geeves**, 79, passed away on 17 December 2022. Fred worked from the Wood Green bus depot

on route 34 as a one-man operator-driver in the 70s and 80s. He is sadly missed by his family for his caring nature and playful banter.



**Hughie Mann**, 84, passed away on 30 July 2022 from bowel cancer. Hughie worked at various stations

on the District line from 1967 until he retired at 65 while working at Blackfriars. Hughie was a true gentleman and proud Scotsman.

His wish was that his ashes were placed in his late wife's grave plot. Hughie and his wife are now reunited at South Essex cemetery.



**Frank Murray**, 80, passed away on Tuesday 10 January 2023. He worked for

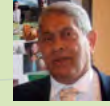
London Underground between 1990 – 2007 at Burnt Oak, Edgware and Stanmore. He also appeared in Series 3 episode 3 (Tickets please) of ITV's The Tube. Frank loved working in the ticket office and made many friends throughout his career.

A dearly missed husband, father and grandfather.



**David Ridley**, 85, passed away on 16 December 2022. Dave joined London

Transport in 1952, aged 15, as a signal cabin boy. In 1958 he became a signal lineman at Barking and worked his way up the ranks. He was promoted to chief inspector based at Acton Town, until his retirement in 1993. Dave is survived by his wife of 65 years, Jean, four children, fourteen grandchildren and twenty-two great grandchildren.



**Edgar de Sousa**, 85, passed away on 10 December 2022, leaving his wife Philomena, children, grandchildren

and great-grandchildren. Edgar was a Booking Office Clerk at Upton Park as well as at several other London stations. During retirement, he and his wife would often use their priv card to travel across the UK to visit family and friends. Edgar is remembered for his friendly, fun-loving nature and is greatly missed.



**Alan West**, 72, passed away on 21 January. Alan began his career at

Cockfosters depot as a motorman on the Piccadilly line. Then on the Bakerloo/Jubilee line at Baker Street. He also spent time driving on the Victoria line before moving to Earl's Court (District). Alan will be much missed and very fondly remembered.

**Apologies:** Ralph Edmonds was incorrectly named as Ralph Edmunds in the January 2023 edition of otm PE.

Please send a paragraph about and a photograph of someone who has passed away to [OTMPensioners@tfl.gov.uk](mailto:OTMPensioners@tfl.gov.uk)

## OTM PE IN UNUSUAL PLACES

Some of you may remember 'otm in unusual places', where members of staff take an edition of the mag on holiday – or simply somewhere other than the norm – with them and snap a selfie.



Well, we think you could do better... with so many of you living literally all over the world, or taking well-earned holidays abroad or around the UK, we'd love you to send in a photo of you holding your copy of otm PE with a few lines explaining where the photo was taken and what your last job was working for us.

Send your photos, description and last job role to [otmpensioners@tfl.gov.uk](mailto:otmpensioners@tfl.gov.uk) (you can also post to us; our address is on P8).

We'll try to feature as many as possible over future editions... and there might just be a prize for our favourites.



## LETTERS

Dear otm,

I have been on the Elizabeth line twice from Paddington to Liverpool Street and was very impressed with the service, the brand-new trains and the helpfulness of the staff. My husband was an architect with TfL for 25 years and before he retired in 2001, often talked about "Crossrail". Unfortunately, he died in 2014 so was never able to see the finished project but I am sure he would be delighted with the outcome.

Wendy Goldsmith






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MA23PAD014



# UP, UP AND AWAY



“It’s becoming a must-do attraction,” says Head of IFS Cloud Cable Car Josh Crompton, and with captivating views as you soar over the Thames, it’s no surprise.

Enjoy a ride between Greenwich Peninsula and the Royal Docks to take in sights like St Paul’s Cathedral, Queen Elizabeth Olympic Park, the Thames Barrier and more.

You can also stop by the brand-new experience centre (located at the south terminal, North Greenwich).

There’s lots of new spaces to explore, including the:

- Engineering Zone – understand how the cable car is operated and maintained with interactive activities and tasks
- Selfie Zone – step into the clouds and feel like you’re walking 90m in the air, taking selfies you can share with your family and friends
- Virtual Reality (VR) Zone – immerse yourself into the world of VR

- Family Zone – build your own cable car team member with interactive teddy bear building
- Retail shop – pick up an array of cable car merch
- New coffee shop – sit back, relax and sip after your trip in the clouds

Explore London differently this spring and send us your snaps

✉ [otmpensioners@tfl.gov.uk](mailto:otmpensioners@tfl.gov.uk)

You can also write to us (see P8 for our address).



## Want to tell us your story?

Everybody has an interesting story to tell, and we thought it would be a nice chance for you to use otm PE to tell us about your past career as well as what you are up to now. Think of it as an opportunity to

reminisce, and perhaps share memories with former retired colleagues.

For a chance to be featured, email us at ✉ [otmpensioners@tfl.gov.uk](mailto:otmpensioners@tfl.gov.uk) or write to us (see P8) with up to 250 words (no more please) about your career, where you worked (LT, LRT,

LU etc), any fun or interesting stories and, if you have any old photographs that you can include – as well as any up-to-date snaps – we’ll try to include you in a future edition. You might just even will a prize!





*"The through floor lift fits neatly into the house and was quickly and neatly installed. It has been reliable and has enabled us to live a 'normal' home life using the first and ground floors. A stairlift would not have done so."*

Mrs Goddard via Trustpilot - January 2021

advertisement feature

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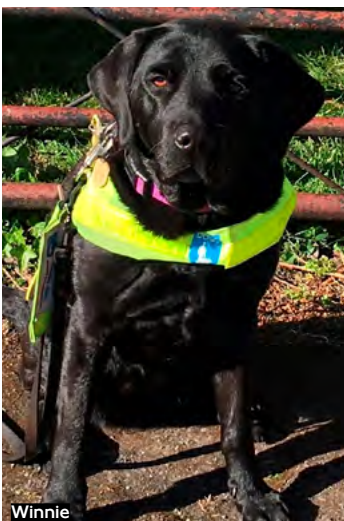
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## PAW PATROL



Winnie



Faldo

**T**he Taxi & Private Hire Criminal Investigations Team help make sure the industry's drivers are serving customers correctly.

This includes ensuring they're supporting the more vulnerable passengers, and not refusing fares to those with assistance dogs.

Unfortunately, this can

be a common problem, and it's something the team are working to tackle (along with the help of some four-legged friends).

### It's a ruff job, but someone's got to do it...

Using a volunteer and their guide dog Marble, the team managed to go out each month, booking rides to see if they received any refusals. The journeys were changed so no pattern could be established, and a mixture of app companies, local minicab firms and taxis were used.

Investigations Manager **Steve Ibbotson** says: "Dogs are so diligent, and it's been great to have them and their volunteers to see these problems first-hand."

While most bookings are accepted (and many

drivers ask to stroke the dog!), some do refuse. Common excuses include allergies (allergic drivers must be registered with TFL) or drivers not wanting to get their vehicles 'dirty'. These drivers face a fine or a review of their license.

The team regularly engage with the big app companies who offer private hire rides, and they're also committed to making sure their services are accessible to all.

### Bark to the future

Marble is now putting her paws up enjoying retirement, so the team would like to introduce Winnie and Faldo – after a successful recruitment campaign – they secured the role of investigators.



# PENSIONERS' FORUM SUMMARY

Meeting held on Thursday 9 February 2023.

**T**his was an 'accidental hybrid' meeting as some representatives had missed the notice of the online meeting and went into TfL offices – fortunately a room was made available and they were able to take part.

We are making arrangements so that future meetings will be hybrid, allowing face-to-face

contact as well as providing access to representatives who cannot travel to central London: an arrangement we have sought since the lockdown ended.

The next deadline for the Pension Fund Review is for a final proposal for changes and an implementation plan to be agreed between Government, TfL and the Mayor.

This was to be agreed by 31 January but the Government has put the date back to the end of February. Representatives made it clear that we need a meeting soon after the agreement is published.

The LT Pensioners Association arranged gifts for **Rena Craig** and **Brian Hurrell** as thanks for their continuing hard work in the LTB Retired Staff Association (LTRSA).

## ANNUAL PAYSALIP/P60/PENSION PAYMENTS

**Y**our annual payslip – which will include a P60 for the 2022/23 tax year – is due to be issued by 30 April 2023. You can view your P60 through the

Pension Web Portal from 6 April 2023.

Next pension payments: 13 March, 11 April\*, 9 May\*, 5 June, 5 July. \*Paid on a Tuesday as the Monday is a bank holiday.

## CONTACT DETAILS

### PENSION FUND

The TfL Pension Fund Office team are always pleased to help with your questions. Please choose from the different options, below, to get in touch.

#### Email us

✉ [helpdesk@tflpensions.co.uk](mailto:helpdesk@tflpensions.co.uk)

Submit your enquiry via the Pensions Web Portal (if registered) [pensions.tfl.gov.uk](https://pensions.tfl.gov.uk)

#### Write in

4th Floor,  
200 Buckingham Palace Road,  
London SW1W 9TJ

#### Call us

☎ Use the list, right, to find your contact

### STAFF TRAVEL

TfL, Floor 1, 14 Pier Walk, North Greenwich,  
London SE10 0ES

☎ 0800 015 5071

✉ [l729helpdesk@tfl.gov.uk](mailto:l729helpdesk@tfl.gov.uk)

### HOSPITAL SATURDAY FUND

020 7928 6662

### TRANSPORT BENEVOLENT FUND & STAFF WELFARE FUND

☎ 0300 333 2000

### TRANSPORT FRIENDLY SOCIETY

☎ 020 7833 2616

Your surname	Contact	Landline	Mobile
A, F, V & Da - Dh	Hazel Gray	020 7126 1625	07395 361678
B, Di - Dz	Sarah Halsey	020 7126 1751	07395 361688
C & Z	Miten Chauhan	020 7126 1860	07395 361679
E, I, P, Q & X	Carl Wilkins	020 7126 1835	07395 361669
J, K & N	Chloe Richards	020 7126 1524	07395 361682
G	Gowtham Ramkumar	020 7126 1485	07395 361689
O & W	Paul Greenfield	020 7126 1890	07395 361664
H & L	Rumana Miah	020 7126 1490	07395 361683
M	Helena Emery	020 7126 1451	07395 361681
S & U	Alan Baxter	020 7126 1329	07395 361663
R, T & Y	Dean Prest	020 7126 1411	07395 361691

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