



PENSIONERS' EDITION

TUNNEL VISION

Two new giant Tunnel Boring Machines (TBMs) are being used to extend the Northern line as we create the first extension to our Tube network for nearly two decades.

The TBMs were named Helen and Amy in honour of the first British astronaut Helen Sharman and British aviation pioneer Amy Johnson. They will run 24 hours a day, seven days a week, stopping only for scheduled maintenance.

The project is due for completion in 2020. It will include two new 3.2km tunnels extending the Northern line from Kennington (Charing Cross branch) to two new Tube stations at Nine Elms and Battersea Power Station.



85 YEARS YOUNG

Victoria Coach Station celebrated its 85th birthday on 10 March.

The three-day celebration was opened by Leon Daniels (pictured), Managing Director of Surface

Transport, and featured a procession of vintage coaches.

The event also raised money for the Transport Benevolent Fund, which supports those who work in the transport industry in the UK.

ACCESS ALL AREAS

London Underground directors have taken part in a Disability Equality Training day organised by disability organisation Inclusion London.

Each director accompanied a different disabled customer on a journey, followed by a classroom session. Customer Strategy Manager Sarah Teichler said: "It's important that our senior leaders understand the barriers disabled customers face and how their strategic decisions can help to remove these barriers."





ELIZABETH LINE PUT TO THE TEST

Our new Elizabeth line trains have undergone extreme testing in temperatures ranging from -25C to 40C at the Vienna Rail Tec Arsenal test centre in Austria

The systems under scrutiny included the heating, ventilation and air-conditioning system, the train horns, windscreen wiper and demister, and the traction motor cooling system.

The test centre provided differing levels of humidity and solar radiation in both static and dynamic air to simulate conditions on the real railway.

Operations Director for the Elizabeth line Howard Smith said: "It won't be long before our customers will be able to get on board a train, with the first of them going into service in May. It's important to check that

the trains can operate in anything that the changing British weather can throw at them."

Crossrail Limited was established in 2001 to build the new railway that will be known as the Elizabeth line. Once complete, the line will transform rail transport in London and the South East, increasing central London's rail capacity by 10 per cent and cutting journey times.

It will run 100km from Reading and Heathrow through new tunnels under central London to Shenfield and Abbey Wood. All stations will have step-free access.



A ROYAL VISIT

Our Elizabeth line trains are being built at Bombardier's site in Derby, which recently welcomed HRH Duke of Cambridge, Prince William. While there, he took the opportunity to test drive one of the new Elizabeth line trains – named in honour of his grandmother, HM Queen Elizabeth II.

DRIVING DOWN POLLUTION

Efforts to improve air quality in central London are to be boosted by a new £10 toxicity surcharge (T-Charge) for the most-polluting vehicles.

From 23 October, the T-Charge must be paid on top of the existing Congestion Charge. This will bring the cost to owners of older cars to £21.50 per day.

Around 10,000 of the vehicles currently entering the Congestion Charging Zone each day will be affected by the scheme.



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FRIENDS LIKE THESE

In the last *otm* pensioners' edition (issue 54, January 2017) we listed some of the groups that exist to help former colleagues stay in touch or get support. Below are a few more we recommend if you need assistance or would like to volunteer. You could also contact your local Citizens Advice for details of services in your area.

The **Transport Benevolent Fund** supports current and retired transport industry workers and their dependants by providing legal advice, counselling, grants and other assistance to those in need.

Web: www.tbf.org.uk
Tel: 0300 333 2000

Age UK is the country's largest charity for the over-60s. Its 75,000 volunteers provide befriending, assistance and advice to help older people make the most of later life.

Web: www.ageuk.org.uk
Tel: 0800 678 1174

Royal Voluntary Service offers practical and emotional support to help older people stay active and independent – from



helping them get out of the house to having someone change a light bulb or have a cup of tea with.

Web: www.royalvoluntaryservice.org.uk
Tel: 0845 608 0122

Friends of the Elderly offers a telephone befriending service, care and community support.

Web: www.fote.org.uk
Tel: 0207 730 8263



DESIGN FOR LIFE

The new bus station at West Croydon has opened to the public after three years of feasibility, design and construction work. The station sees 150 buses per hour on 25 routes and was deemed inadequate to deal with growing passenger demand. More seating, improved lighting, state-of-the-art CCTV and a large sheltered waiting area are among its new facilities.



PRIORITY SEAT TRIALS

More than 2,500 people responded to a request for help with priority seat badge trials. Research revealed a need for customers with invisible disabilities or conditions to use a badge or card. A trial proved that the card and/or badge makes a huge difference – customers wearing the badge were six times more likely to be offered a seat.

PENSIONERS' FORUM SUMMARY MEETING HELD ON 14 FEBRUARY 2017

PENSIONER LIAISON SCHEME

The Pensioners' Representatives noted that arrangements were in hand to close the Pensioner Liaison Scheme with effect from 1 April 2017. They expressed their regret and extreme disappointment that TfL Management was proceeding with closing the Scheme, and discontinuing other long-standing pensioner benefits, despite the representations they had made.



TRAVEL FACILITIES

The Representatives requested that consideration be given to providing information to assist pensioners in obtaining current information regarding the services on which their privilege rate staff travel facilities were available. It was agreed that relevant information would be published in a future edition of *otm* giving advice on how pensioners can obtain this information.

Complete our reader survey on page 8

ON THE MOVE

The Pensioners' Representatives were advised that a review of TfL's communications was being carried out, and that a survey would be issued in the April edition of *otm* pensioners' to obtain pensioners' views.

PCC ELECTION RESULTS 2016

The longest serving quarter of the Tfl Pension Consultative Council (PCC) retired from office on 30 November 2016. The term of office for the new appointments commenced on 1 December 2016 and will end on 30 November 2020.

In **Section One** (representing pensioners and deferred pensioners) Paul Kilius-Smith and Christopher Miller retired. This Section received two valid nominations, meaning no postal ballot was required. Mr Kilius-Smith and Mr Miller were duly re-elected with Paul and Chris having served on Section One since December 2012 and December 1997 respectively.

In **Section Two** (representing Tfl and its subsidiaries or contractors, excluding London Underground Limited) Luke Howard retired. In addition Stephen Ellaby retired from the PCC and as their nominated Trustee in order to take up the position of the TSSA Union nominated Trustee. Two valid nominations were received and Mr Howard was re-elected. Luke has served on Section Two since December 2008. The PCC also ratified the appointment of new Councillor Samuel Laidler to take up the casual vacancy left by Mr Ellaby.

In **Section Three** (representing London Underground Limited and its subsidiaries and Tube Lines



Limited), Eddie Darroch, Richard Head and Roy Carey all retired. Two valid nominations were received from Mr Darroch and Mr Head and they were both duly re-elected, leaving a casual vacancy which was subsequently filled by Joan McAllister. Eddie and Richard have served on Section

Three since July 2011 and December 2008 respectively
For more information about the PCC, visit the Tfl Pension Fund website at www.tflpensionfund.co.uk or contact Julian Collins, PCC Secretary, on 020 7918 3789 or juliancollins@tflpensionfund.co.uk

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PENSION PAY DATES

Pension pay dates for 2017/18 are as follows:

- 17 April (paid on 18 April due to bank holiday)
- 15 May 2017
- 12 June 2017
- 10 July 2017
- 7 August 2017
- 4 September 2017
- 2 October 2017
- 30 October 2017
- 27 November 2017
- 25 December 2017 (paid on 27 Dec due to bank holidays)
- 22 January 2018
- 19 February 2018
- 19 March 2018





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RSPP5027



Dear editor,

On the cover of *otm* [Jan 2017, issue 54] it states that new buses for routes 504 and 521 are London's 'first new all-electric buses'. Not so! London Transport ran 1,800 all-electric buses throughout the 1930s, 1940s and 1950s. They were called trolleybuses, seated 70 passengers and had zero exhaust emissions. They were eventually replaced by diesel buses – Routemasters – that did not have clean engines or fuel. Progress!

Paul Sutherland, retired, LT Bus Operating



Thanks for your letter Paul. You're right to point this out. Trolleybuses (like the one pictured left) drew their electricity from a central source via overhead electrical wires, while today's new electric buses carry their electrical batteries on board, providing more flexibility to change routes. So we perhaps should have described the new vehicles as the first new all-electric battery-powered buses.

Hello *otm*,

Just a quick comment about privilege Oyster cards and the problems we are having. I've been trying to get my wife a privilege rate Oyster card, but living in Devon we are a bit isolated from the TfL area and only visit occasionally.


I was told I could obtain a privilege card from booking offices or station staff, but, on trying, the mainline stations were no help, and very few staff or ticket offices seem to be available, especially during busy times.

I would like to ask if a simpler way of obtaining this card could be found for pensioners, or have I just been unlucky? We have no problems getting staff travel benefits out of London; it all gets more difficult in central London.

Michael Nicholls


Thanks for your enquiry. You will need to pick up an Oyster card – which you can do from any London Underground station and some national rail stations. Or you can order an Oyster card online. You will need to pay a £5 deposit.

You will then need to present the Oyster card and PTAC to a colleague at any Underground station. They will add the discount via the passenger operated machines. The discount will continue until the expiry date of the PTAC. The discount can also be added at any of our Visitor Centres, listed here <https://tfl.gov.uk/travel-information/visiting-london/getting-around-london/visitor-centres>




FONDLY REMEMBERED

Tim Finney died on 13 December 2016 aged 94. A former Royal Marine, Tim held managerial posts including Garage Manager, Area Traffic Manager and District Operations Manager within the Bus Operating department.




including Stockwell, West Norwood and South Croydon. He ended his career as Area Controller for South London with Arriva.


Maurice Stoneman, a Routemaster bus driver who drove the No 8. along Oxford Street and was based out of Bow garage for 20 years, died on 11 January 2017, aged 84.




Douglas Johnstone died on 4 February aged 73. A conductor on the 88 bus, Doug served for 42 years, working from garages



Lilian Line died on 30 January 2017, a few days after her 94th birthday. She worked for many years as an administrator of the Failures Office for the Rolling Stock Engineer department at Acton. After retiring she returned to work in customer liaison at Baker Street, dealing with passenger complaints for the Metropolitan line.



Bill Warner died on 12 January 2017 aged 92. A signalman at North Weald in his youth, he spent a career in Railway Operating, becoming a senior divisional manager.



Get in touch
 Send your comments, memories and letters 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. We look forward to hearing from you and will publish as many as we can.



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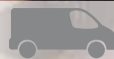


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If you would prefer to complete this survey online, please visit <http://bit.ly/otmpensionerssurvey>



1. How informative do you find otm pensioners' edition? Please tick:

- Very
- Somewhat
- Not at all

2. How often do you read otm pensioners' edition? Please tick:

- Every edition
- Once or twice a year
- Never

3. Do you have regular internet access? Please tick:

- Yes
- No

4. How would you prefer to receive otm pensioners' edition? Please tick:

- Hard copy via post
- Via email (via Pensioners Forum rep)
- Via pensioners website

5. How often do you see advertising in otm pensioners' edition which is of interest to you? Please tick:

- Often
- Rarely
- Sometimes
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6. What do you read in otm pensioners' edition? Please tick all that apply.

- Updates from Pensioners Forum and members
- Retired members travel updates
- Key dates e.g. pension payment dates
- News and information from TfL / London Underground
- Letters and updates from retired members
- Other topics (please give more information below)

.....

7. Do you have any other topics you would like to see in otm pensioners' edition? Or other ideas for improvement?

.....

8. Would you like to opt out of receiving a paper copy of otm pensioners' edition?

- Yes
- No

If Yes, please provide your name, address and email so we can remove you from the mailing list and email you future issues when we're in a position to do so:

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Please cut along the dotted line and post your completed survey to the Pension Fund office (full address below), marked FAO Megan Page.

otm ONLINE

Read **otm pensioners'** online on the TfL Pension Fund website:

<https://tfl.gov.uk/pensions/news-and-publications>

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.

CONTACT DETAILS FOR PENSIONER ENQUIRIES

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 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
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