

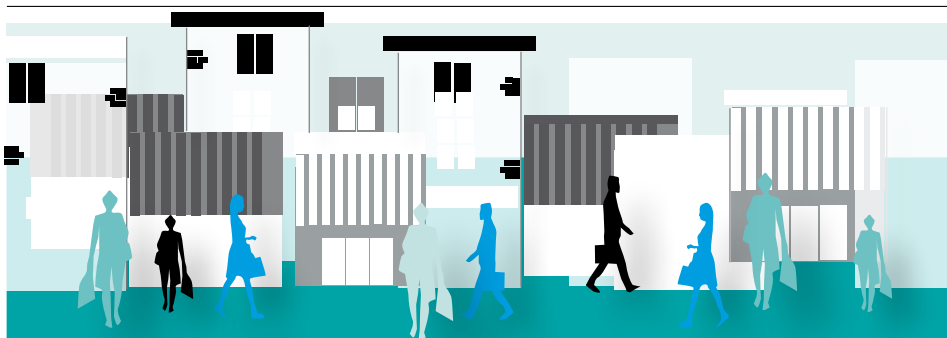


MEETING MODERN NEEDS

The Victoria line has become one of the most frequent railway services in the world, with trains arriving every 100 seconds during peak times, following a £43m upgrade project.

The project involved maintenance, engineering, timetabling, signalling and station teams. Achieving this milestone alleviates congestion and means the line rivals services in Moscow and São Paulo.

Victoria line Performance Manager Trains Dave Proffitt said: "We're now one of the most intense services in the world in terms of the amount of people that can be carried in an hour."



OVERHAULING OXFORD STREET

London's iconic shopping district could soon be transformed if proposals are approved, creating a more pedestrian-friendly environment ahead of the Elizabeth line's arrival in the West End.

Plans include reducing or removing traffic at different times of the

day and making improvements to pedestrian, cycling and public spaces outside stations.

Oxford Street is one of the most polluted places in London and the proposed changes will drastically reduce emissions, making the street cleaner, healthier and more pleasant for shoppers and residents.

TRANSFORMING OUR BUSINESS

A new organisational structure is being implemented across Transport for London as part of plans to deliver the Mayor's vision for a more affordable and modern organisation.

Transformation comes in response to the growing demand for services, new technologies, changing customer expectations and the removal of £2.8 billion in government grants over the next five years.

It aims to improve efficiency, remove duplication and keep control of costs, while retaining our commitment to keeping London moving.



ACCESS ALL AREAS

We're upgrading the network to improve accessibility for customers and also making our organisation more inclusive for colleagues

Nobody in London should be denied the opportunity to make the most of what it has to offer – in work, travel and leisure,” said Mayor of London Sadiq Khan.

Making stations step-free, automating the Turn Up and Go process for customers needing staff assistance and trialling the use of portable hearing loops to help hearing aid users are among the ways TfL is working to make the network more accessible.

This year, we're also delivering an Accessibility Programme that includes improving Journey Planner accessibility information, providing Disability Equality

Training to senior managers, and creating 'visual stories' to help autistic people prepare for their journeys.

Customer Strategy Manager Sarah Teichler said: “The programme reflects the fact that the design of the network creates many different barriers for disabled customers, not just physical ones.”

Stratford Customer Service Assistant Shahrzad Maleki is a wheelchair user. “I'm capable of doing most things but getting around on public transport is always difficult,” she said. “It's good that we're making improvements to help those with accessibility issues.”

WONDER WOMAN

Baroness Tanni-Grey Thompson is one of the UK's greatest Paralympic athletes, a member of the TfL board and a champion of accessibility and equality. She said: “What I want for disabled people is for the same experience of commuting as everyone else.”



PREPARE FOR SUMMER

Summer is a busy time for London, with a host of seasonal events across the city. But with temperatures rising and more people using the city's transport network,

conditions can sometimes become uncomfortable for customers. Public announcements on the Tube offer the following warm weather travel advice:

- Carry a bottle of water to stay hydrated
- Remove your coat if you become hot
- Open inter-car windows to improve ventilation
- Get off the train if you feel unwell and seek help at a station

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END OF AN ERA

Staff and rail enthusiasts bid a fond farewell to the D stock train after 37 years of sterling service. The last ever passenger service to use a D78 – the final ‘legacy fleet’ sub-surface train on the Underground network – terminated at Ealing Broadway at 18.31 on 21 April.

Among those on board was District line Performance Manager Trains Jerry Piper. “It’s a sad day because these trains have been the staple diet for train operators since 1980 and the trains were popular with train operators throughout their almost 40

years’ service,” he said. “When they were introduced they had a different type of control system that made life easier for operators and meant the trains were more reliable.”

Other D stock innovations included passenger-operated doors and fan cooling. Jerry added: “They have given great service to District line customers and I think they deserve a long and happy retirement.

“Some of them will continue in passenger service in the Midlands, using diesel engines, so they’re not quite finished yet.”



NEW TRAINS FOR OVERGROUND

London Overground is one of the UK’s best-performing railways. Yet it is on track to become even better thanks to a £300m investment in a fleet of 45 new Class 710 trains. Also known as LOTRAINS, the 710s are expected to remain in service for 35 years and are based on the same design platform as the new Elizabeth line trains, with a few alterations for Overground platforms.



UNDER ONE ROOF

Bombproof walls, reinforced flooring, three power sources and a biomass boiler are features of a hi-tech new control centre in West London. The Hammersmith Service Control Centre will be the largest in the network, bringing together the signalling functions of the Circle, District, Hammersmith & City and Metropolitan lines. It aims to be fully operational by autumn 2020.

IN BRIEF

EXPRESS DELIVERY

A baby boy was born at Highbury & Islington after a pregnant customer went into labour at the station. Customer Service Assistant Clare Mangan and Customer Service Supervisor Zena Orton escorted the woman off the platform to the control room, where baby Theo made his entrance to the world before paramedics arrived. He is the fifth baby to have been born on the Underground.



ONE SIZE DOESN'T FIT ALL

Special Personal Protective Equipment (PPE) for women is being trialled at TfL this summer. Health, Safety and Environment Advisor Richard Brooks and Resource Capability Manager Eleshia Turnbull have been working with suppliers to design a female specific safety boot, plus clothing, safety glasses and other PPE more appropriate for women’s sizes.



BADGE OF HONOUR

Pin badges featuring London Underground imagery and poppies were created by TfL colleagues in advance of Armed Forces Day on 24 June. They are available for a recommended donation of £5, with proceeds going to the Royal British Legion. Email JackHawkins@tfl.gov.uk

PENSIONERS' FORUM SUMMARY MEETING HELD ON 18 MAY 2017

TRAVEL FACILITIES

The Pensioners' Representatives noted that the work on the section of the Elizabeth line from Brentwood to Shenfield was now complete. Additionally, the first trains between Liverpool Street and Shenfield would be introduced on the line from the end of May. It was agreed that information regarding restrictions for PTAC holders on National Rail services and County Bus services would be incorporated into a future edition of *otm*.



Platform tunnel at Tottenham Court Road station

ON THE MOVE

The survey of the readers of *otm* was undertaken by TfL and a 1% response rate was achieved. Of the pensioners that responded, the results indicated that, overall, pensioners found the newsletter very informative and read it frequently. Pensioners also wanted to see more information on 'fondly remembered' colleagues and upcoming events that might be of interest to them. The representatives were pleased that an advert aimed at the more active pensioner had been included in April's edition and wanted to see more of this going forward.



2017 NOMINATIONS FOR TFL PENSION CONSULTATIVE



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 (8 seats)
- **SECTION 2:** Employees of TfL, subsidiaries and contractors except those covered by Section 3 (4 seats)
- **SECTION 3:** Employees of LUL, its subsidiaries, contractors and Tube Lines Limited (8 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 issues relating to individual entitlements to benefits under the Fund), commenting on and making formal representations. Four Councillors (two from Section 1 and one each from Sections 2 & 3) are nominated by the PCC as Trustees of the Fund and regularly report at PCC meetings.

The eight PCC members from Section 1 are required to also attend the four Pensioners' Forum meetings each year.

This Forum meets with TfL management representatives to discuss and be consulted on issues relevant to pensioners and deferred pensioners, such as retired staff travel entitlements.

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 therefore to be elected to take office on 1 December 2017.

The Councillors whose term of office will end are Peter Amos and Linda Arwood from Section 1, Carole Davies from Section 2, and Joan McAllister and Mark Harding 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 information listed below 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 to the PCC.

A passport-sized photograph may also be provided for inclusion with the voting papers. Please note that the information provided must be factual, appropriate and inoffensive.

Completed nominations must be sent to the PCC Secretary Julian Collins, TfL Pension Fund, 4th Floor, Wing over Station, London, SW1H 0BD by Friday 25 August 2017.

The constitution and further details on the PCC and the TfL Pension Fund can be found on tflpensionfund.co.uk or by contacting the PCC Secretary.

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

PENSION PAY DATES

Pension pay dates for 2017/18 are as follows:

- 10 July 2017
- 7 August 2017
- 4 September 2017
- 2 October 2017
- 30 October 2017
- 27 November 2017
- 25 December (paid on 27 Dec due to bank holidays)
- 22 January 2018
- 19 February 2018
- 19 March 2018



2 in 1

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otm

FONDLY REMEMBERED



Trevor Alder passed away on 9 March 2017 aged 66. He joined London Transport in the 1970s and worked the number 15 route as a bus conductor based out of Upton Park garage. He later joined the Underground, working as a railman at Whitechapel

then later as a guard at Upminster and Elephant & Castle.



Robert Anderson was a train operator at Upminster for many years. He started his London Underground career in 1977 and died on 30 September 2015, aged 55,

while still in service.



Keith Rennie worked as a shunter at Catford Bus Garage. He died on 18 December 2016, aged 61.

Underground included working as a station foreman, station inspector and duty station manager on the District line. Alan was also a staff representative and a pensioner liaison representative, and will no doubt be well remembered by many from Rail Operations.



Alan Taylor died on 2 April 2017 aged 69. His career at London



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.

Dear otm,
My husband Albert Martin worked at North Street Romford from May 1974 to January 2000.

He is now 92 years old and in a nursing home. I read otm to him, but don't know how much he understands.

Is there anyone living near Reading who would go and see an old, ill bus driver and talk to him about buses?

Joyce Martin, Reading

If any readers in the Reading area would like to pay Albert a visit or send him a message, please email otm@abcomm.co.uk or call 020 7922 5678.

Dear otm,
I have to agree with reader Paul Sutherland's letter (otm issue 55, April 2017). Things often called progress are not always good; and getting rid of the trolleybus was, in my opinion, a bad move.

I started my career as a conductor at Stonebridge Park on the trolleybus – they were lovely things to work on, clean, quiet and smooth.

After Stonebridge closed I worked at Mortlake, Kingston, Norbiton and Fulwell. Not one of them gave me the wonderful memories like the trolleybus, but my time as a conductor I loved.

I am now coming up to my 90th birthday. So many fond memories.

Barbara Thompson, Biggleswade



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Lighter, longer and more energy-efficient. We look at what the new Elizabeth line trains have to offer.

The first Elizabeth line trains, with capacity for up to 1,160 customers, have run on TfL Rail's Liverpool Street to Shenfield route. Each train comprises seven walk-through carriages with four dedicated wheelchair spaces per train, plus separate multi-use spaces for

pushchairs, luggage and bicycles. Work is also under way to prepare stations, with the recent completion of striking new architectural ceilings at Farringdon and Liverpool Street Elizabeth line stations.

Abbey Wood station is also being transformed to make it easier for customers to get from one side to the other. From December 2018, Elizabeth line trains will run from the station every five minutes.



IN NUMBERS

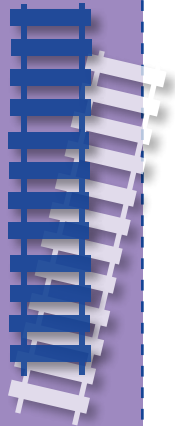
40

stations will be served by the line



66

trains built by Bombardier



200m

length of the trains



80%

of the Elizabeth line project is now complete



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.

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