



PENSIONERS' EDITION

THE NIGHT OVERGROUND

Hot on the heels of the Night Tube, the much-anticipated Night Overground will soon be arriving in December.

A 24-hour service will run on Fridays and Saturdays between New Cross Gate and Dalston Junction before being extended to Highbury and Islington next year.

The extra services are predicted to boost the economy by £77m a year and support around 2,000 permanent jobs.

"This is an up-and-coming and bustling part of London, and local businesses will only benefit from the introduction of night services," said London Overground Contract Manager David Thomas.



30 YEARS OF THE DLR

This year the Docklands Light Railway (DLR) celebrates 30 years of service.

Officially opened by the Queen in 1987, the DLR began with just 15 stations. It now encompasses 45 stations and carries 122 million passengers a year.

To mark the anniversary and help customers explore east London, we've launched Destination DLR – a guide to 30 things to do via the DLR. It's packed with attractions for family days out, places to eat and venues to soak up some history and culture. To download the guide, visit www.tfl.gov.uk.

ON THE SCENE AT PARSONS GREEN

The British Transport Police are leading the investigation into the explosion at Parsons Green station, and are treating it as a terrorist attack. 30 people were injured by the homemade bomb.

As always, staff across the network responded quickly and professionally, reassuring our customers throughout a very challenging day. While there is no change to our current security arrangements, we are encouraging colleagues and customers to remain vigilant.



RAISING THE BAR ON DIVERSITY

We've created a new role to help make our workforce as diverse as the city we serve

The new Director of Diversity and Inclusion, Staynton Brown, aims to break down barriers of ethnicity and gender, allowing more people like Electrical Mechanical Fitter Maryam Mahmood (pictured above) to succeed in the industry.

Maryam told *otm*: "I work on the nightshift on trackside for Railway Engineering Works. We deal with all of the equipment that goes onto the track: signalling equipment, train stops, train stop valves, point valves. I've been doing it for 12 years now, including a four-year apprenticeship.

"On nights I work with one other female, but for a long time it was only me. Working in such a male-dominated area is fun and challenging at the same time. I've probably pushed myself twice as hard.

"Nowadays I'm treated like one of the guys, but at the beginning it was a little tricky as it was such a new environment. A lot of people assumed I needed help, like with lifting things, and they'd automatically come over. They were just being nice. But now they've stopped being too nice, which I think is a sign of respect! They know I can do the job, so no one tries to pamper me."

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IN THE DRIVING SEAT

In our recent intake of train operators, women equalled men in number - a first for LU which puts us ahead of the national average. Former nursery worker and new train operator Samantha Dearman said: "I'm really enjoying it. I haven't once thought about the divide between men and women. There isn't one here; we're all respected equally."



CLUBBING TOGETHER

Piccadilly line colleagues strengthened the special relationship with their local football club by playing a friendly match against Arsenal in the Community outreach workers. Arsenal Community Development Officer Samir Singh said: "Since the renaming of

Gillespie Road station to Arsenal in 1932, the club has been closely associated with the Piccadilly line. We wanted to play a match as a way of saying thank you to them." The full-blooded 60-minute friendly eventually finished 10-4 in favour of Piccadilly FC.

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DESIGN FOR LIFE

The iconic moquette fabric that covers the seats on our trains is as closely associated with the London Underground as the Johnson typeface. The durable, tightly woven upholstery is perfect for public transport and has been used on the Tube for decades.

Since 2007, two north London designers have been bringing their distinctive designs to carriages across the network. Harriet Wallace-Jones and Emma Sewell created bespoke moquette designs for the Bakerloo

and Elizabeth lines, and their 'Barman' design can be seen on the Northern, Central and Jubilee lines.

"The Barman was designed as a 'moquette for London'. We picked a few landmarks and designed the moquette around them," said Emma. The Barman features Big Ben, the London Eye, St Paul's and Tower Bridge.

"Moquettes are very London, and very much a part of the history of the Tube. It's a real privilege to be a part of that," added Harriet.



PRESSING THE RIGHT BUTTONS

A new customer feedback system with sad, neutral and happy face icons allowed customers to express how they felt about a bus journey by simply pushing a button. It was trialled on route 363, where an average of 72 per cent of customers rated journeys as 'good'.



The winners of our annual Underground in Bloom competition were announced at a colourful ceremony in City Hall. A total of 11 awards were presented to stations, depots and offices. East Finchley station scooped the Sandra Wilkes Community award, while the High Barnet Train Crew gardeners took home the 'best in show' Dennis Sanger award for the second time.

IN BRIEF



TUNNEL VISION

A new Tube map showing areas of track that are underground is now available to help people with claustrophobia and anxiety navigate the network. Just under half of our network is in tunnels, with only the Victoria and Waterloo & City lines wholly underground. The map allows people to avoid sections of track in tunnels if they wish.



FULL STEAM AHEAD

The Northern Line Extension is on target for completion and tunnel boring machines are working their way from Battersea to Kennington. The Elizabeth line construction is also moving on to the last major works, which includes architectural finishes, testing and commissioning.



LOOKING TO THE FUTURE

Budding transport professionals got a taste of life at TfL during two weeks of work experience. The 26 students won placements through our competition, Innovate TfL. They shadowed staff in various parts of the business, including Crossrail 2.

PENSIONERS' FORUM SUMMARY MEETING HELD ON 14 SEPT 2017

TFL TRANSFORMATION PROGRAMME

The Pensioners' Representatives were given information on TfL's Transformation Programme. The programme intends to make significant savings through operational and capital expenditure initiatives and other savings, which will be delivered through a more effective and efficient TfL structure.

TRAVEL FACILITIES

The Representatives were given information on concessionary travel restrictions on National Rail for PTAC holders. They will be given an updated guide to this information, which is published on the TfL website and typically updated every six months. Representatives were also

informed that more trains will be introduced on the Elizabeth line from Shenfield to Liverpool Street.



FUTURE ARRANGEMENTS FOR OTM PENSIONERS' EDITION

The Representatives commented that they were pleased to see articles aimed at a more diverse group of pensioners in OTM. They discussed possible cost-saving measures for the production of the magazine. A further discussion is planned at the next meeting in November.



PLAY YOUR CARDS RIGHT

Don't get caught out – if you use a Staff Travel Card or a Privilege Ticket Authority Card on National Rail services, be sure to check the train operating company's latest restrictions before you travel to confirm you're entitled to a discounted ticket.

Staff Oyster card holders and their nominees can travel for free on TfL Rail services between Liverpool Street and Shenfield; in 2018 this will extend to the whole Elizabeth line including Abbey Wood, Heathrow and Reading.



BRIDGE HOUSE

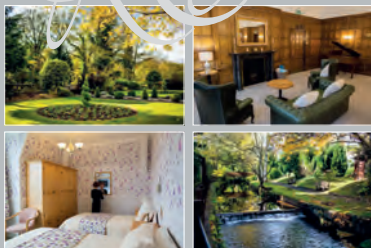
Set within 4 acres of beautiful gardens, at **Bridge House, Dawlish, South Devon** nothing is too much trouble. Rest, relaxation and recuperation is our promise to you as soon as you walk through the door. We guarantee a warm welcome will await you from our dedicated staff who will assist you with your every need. For extra peace of mind there is a nurse on duty 24 hours a day, 7 days a week for advice and reassurance.

All rooms are ensuite and furnished to a high standard with TV, Freeview, free Wi-Fi, tea and coffee making facilities and a hair dryer. Enjoy your freshly prepared and home cooked food in our beautiful Carriages restaurant. All of our breaks are based on a full board basis.

You can relax with a drink in the bar area in the main lounge where we provide some evening entertainment. An activity programme is available including our popular day trips.

We also have our own therapy room where massage, reflexology and a whole host of other treatments can be arranged.

So why not come along, relax and unwind for that well deserved break. Call our booking line number below for further details and to check availability. We look forward to welcoming you.



Please visit our website for more information and to view our gallery
admin@rch.org.uk | 01626 866850 | www.rch.org.uk

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2019 Grand Round the World Cruise

120 nights from £7999pp



Buy One Get One Free PLUS Added Value Benefits

**Up to £1000pp
Onboard credit***

**Included Gratuities
& Beverage Package+**

**From an amazing
£67pp per night!**

**Book by
30th November 2017**

**Columbus departs
London Tilbury**

Saturday 5th January 2019

Escape the winter on this 120 night grand voyage on which you can truly relax, enjoy leisurely days at sea and carefree evenings as you circumnavigate the globe. Discover paradise islands, breathtaking scenery and natural wonders contrasting with vibrant cities and fascinating lifestyles as *Columbus* takes you to a cornucopia of exciting destinations. From the Caribbean, *Columbus* will transit the Panama Canal sailing via islands of the South Seas to New Zealand and Australia, before unveiling highlights of Japan, China, Vietnam, Thailand, Malaysia and India. Discover the ancient sites of Egypt and Jordan and transit the Suez Canal to the Holy Land from where *Columbus* sails the Mediterranean homeward bound.



120 night Grand Circumnavigation of the Globe

London Tilbury – Amsterdam (Netherlands) – Ponta Delgada (Azores) – Bridgetown (Barbados) – Oranjestad (Aruba) – Cristobal for Panama City (Panama) – Transit Panama Canal – Balboa (Panama) – Acapulco (Mexico) – Nuku Hiva (Marquesas Islands) – Papeete (Overnight, Tahiti) – Bora Bora (French Polynesia) – Crossing International Date Line – Nuku Alofa (Kingdom of Tonga) – Auckland (New Zealand) – Tauranga for Rotorua (New Zealand) – Akaroa for Christchurch (Australia) – Picton (New Zealand) – Sydney (Australia) – Hamilton Island, Whitsunday Isles (Australia) – Yorkey's Knob for Cairns (Australia) – Rabaul (Papua New Guinea) – Yokohama for Tokyo (Japan) – Kagoshima (Japan) – Tianjin for Beijing (China) – Shanghai (China) – Hong Kong – Cruising Hainan Strait – Halong Bay for Hanoi (Vietnam) – Phu My for Ho Chi Minh City (Vietnam) – Ko Samui (Thailand) – Laem Chabang for Bangkok (Thailand) – Singapore – Port Klang for Kuala Lumpur (Malaysia) – Penang (Malaysia) – Langkawi (Malaysia) – Cochin for Taj Mahal and Delhi (India) – Mumbai (India) – Salalah (Oman) – Safage for Luxor (Egypt) – Aqaba for Petra (Jordan) – Transit Suez Canal – Ashdod for Jerusalem (Israel) – Valletta (Malta) – Gibraltar – Lisbon (Portugal) – London Tilbury.

World Cruise Highlights

Polynesia - Visit four Robinson Crusoe-like islands with dramatic waterfalls and timeless valleys as you luxuriate in a South Sea islands paradise.

New Zealand - The cities of Auckland and Christchurch contrast with Picton, for the Marlborough Sounds and vineyards, and Tauranga, gateway to Te Puia the centre of Maori culture and geothermal wonders.

Australia - Sydney's iconic Opera House and Harbour Bridge, the Whitsunday Isles and the Great Barrier Reef await.

Japan - In Tokyo, immerse yourself in one of the most populated cities on earth whilst Kagoshima offers a more relaxing experience to discover Japanese culture and heritage.

China - In Beijing and Shanghai, the ancient past is displayed in a wealth of temples and museums. Bustling Hong Kong Island will exhaust your senses.

Vietnam - Utterly compelling, Vietnam is a country of breathtaking beauty with a unique heritage. Discover Ho Chi Minh City, still referred to as Saigon.

Thailand - The Buddhist temples and Grand Palace in Bangkok contrast with the stunning beaches of Ko Samui.

Singapore - With its futuristic architecture and high-speed efficiency, Singapore is an oriental star. Step back and discover its rich history and culture.

India - If you're not tempted by an excursion to Delhi or the Taj Mahal, take in some of Cochin's fascinating cultural legacy before visiting the intoxicating city of Mumbai.

Jordan - Visit the lost city of Petra - estimated to date back to 6,000 B.C. - and Wadi Rum, where T.E. Lawrence found his destiny as 'Lawrence of Arabia'.



Buy One Get One Free PLUS Added Value Benefits

De Luxe Balcony and Junior Balcony Suites

- Onboard Credit of £1,000pp
- Crew Gratuities worth £480pp included
- Beverage package with lunch and dinner included
- Upgrade to All Inclusive drinks for £5pp per night

Premium and Superior Plus Ocean View Twins

- Onboard Credit of £500pp
- Crew Gratuities worth £480pp included
- Beverage package with lunch and dinner included
- Upgrade to All Inclusive drinks for £7pp per night

Superior & Standard Plus Ocean View Twins & Singles

- Onboard Credit of £500pp
- Crew Gratuities worth £480pp included
- Special All Inclusive drinks for £10pp per night
- Standard Ocean View (Cat 7) Twins & Singles**
- Crew Gratuities worth £480pp included
- Port parking £299 - that's less than £2.50 a day!**

Accommodation	1st Adult	2nd Adult	Per Person
Junior Balcony Suite	£51,999	FREE	£25,999
De Luxe Balcony	£45,999	FREE	£22,999
Premium Twin	£32,499	FREE	£16,249
Superior Plus Twin	£29,999	FREE	£14,999
Superior Twin	£27,599	FREE	£13,799
Standard Plus Twin	£24,999	FREE	£12,499
Standard Twin Outer	£23,599	FREE	£11,799
Voyager^ Twin Outer	£19,999	FREE	£9,999
Superior Twin Inner	£19,499	FREE	£9,749
Standard Twin Inner	£16,749	FREE	£8,375
Voyager^ Twin Inner	£15,999	FREE	£7,999

0844 998 3915 www.cruiseandmaritime.com or see your ABTA Travel Agent ABTA No V9945

Offers subject to availability and may be withdrawn without notice. Terms and conditions apply visit www.cruiseandmaritime.com. Prices are per person based on two adults sharing a twin cabin. Gratuities at £4pp per night apply to all inner and voyager grade cabins. Excludes visa costs. * Technical Call. J. Land by launch or tender #Onboard credit applies to Standard Plus ocean view cabins and above and is non refundable/non creditable. +Beverage package applies to Superior Plus ocean view cabins and above. ^Voyager cabin guarantee (cabin allocated at ticketing stage), benefits do not apply. All Inclusive drinks package is only available to purchase for the entire duration of the cruise and if all occupants of the cabin purchase it. #Excursions to Delhi/Agra will change scheduled itinerary. Please note that the duration stated for this cruise (that crosses the International Date Line) is based on the calendar year. This cruise is however priced accordingly to take account of any lost or gained days when crossing the Date Line. Highlights may be subject to pre-registering specific shore excursions and are subject to operation and weather conditions. Calls cost 5p per minute plus your telephone company's access charge. Operated by South Quay Travel & Leisure trading as Cruise & Maritime Voyages ABTA V9945, ATOL 4619. 3880

otm FONDLY REMEMBERED



Patricia Joyce

Rowe passed away on 1 August 2017 aged 82. She joined London Transport as a bus conductress (known then as a 'clippie') at Muswell Hill garage in 1956. She worked on routes 134 and 43 before retiring in 1989 after an impressive 33 years on the buses.

Peter Lacey was a bus driver based at Willesden garage in the 1970s. He sadly passed away on 7 August 2017 at the age of 82.



Former bus driver **Beresford Lashley** worked at Walworth garage until he retired in 1990. Following his retirement, he returned to Barbados with his late wife, where he enjoyed his passions of gardening, repairing clocks and baking cakes. He passed away on 29 December 2016 aged 89.



LETTERS

Dear **otm**,
Why are the Christmas payments for pensions as long as ten days late in getting into some members' banks? Here in The Philippines, the sorting offices close from 23 – 27 December, and with such a huge backlog of payments to be sorted, it often means that payments sent out are not paid in until after the New Year. Is it not possible for TfL to pay out pensions one week before the Christmas break? The government pays out benefits early, so why not TfL?
Eddie Maguire

Hi **Eddie**,
Thanks for your question. The four-weekly schedule of pension payment dates is agreed by the Trustees of the Fund. Payments are already made four weeks in advance, but those overseas will take longer. However, you may elect to receive your pension into a UK bank account, which would reduce the amount of time for the funds to clear.
Samantha Lee, TfL Pension Fund

Dear **otm**,
I'd like to tell you about when I was a driver at Potters Bar garage and

ran the X43 to London Bridge station (pictured below). A lot of people would remember this service – it used to go via Muswell Hill before the garage closed in 1990. These was the good days when the service was ran properly. Peter Abbs was the manager. I don't know where he is now but he was a fair man.

Paul Leefarr, Bedfordshire

Dear **otm**,
As a regular reader of your magazine I must say thank you for including the dates that my pension goes into the bank. It is very helpful for me as I keep forgetting when it goes in. I used to read it in the calendar but didn't get one this year. Have you stopped doing them? Thank you again,
Mr. D Wildman, Enfield

Dear Mr. Wildman,
Unfortunately TfL no longer issues calendars, but you can still find all the pension pay dates on the Pension Fund's website, or on the back page of this issue.
Many thanks,
Samantha Lee, TfL Pension Fund

Dear **otm**,
I wonder if anyone out there remembers me. I started at Mortlake Garage in 1946 after coming out of the Army aged 26. I drove 73s, 9s and occasionally 37 buses for just over 30 years. I then transferred to Kingston Garage driving 65s and 71s until retiring at age 65. I have particularly fond memories of working at Mortlake for all those years. I am 99 in October and I still drive every day.
Ron (Bill) Bailey, Surbiton



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.



With this Multi-Focusing Totally Automatic Hearing Aid

...these come **FREE**

AT LAST a hearing aid that almost thinks for itself. With the multi-focusing Alta2 Pro you don't fiddle with the hearing aid to catch the rise and fall of conversations. Alta2 Pro is an entirely new design concept in hearing help and compensates for individual hearing loss - automatically.

When soft sounds are detected, such as conversation, the sound is automatically increased to make it audible and understandable, even in background noise. Alta2 Pro's built in multi channels and directional microphones continuously analyse incoming sounds so you receive a totally new quality of sound.

And Now You Can Sample Better Hearing FREE of Charge

The multi-focusing Alta2 Pro adapts its sound amplification to each individual situation – instantly and automatically, and so loud sounds are never too loud.

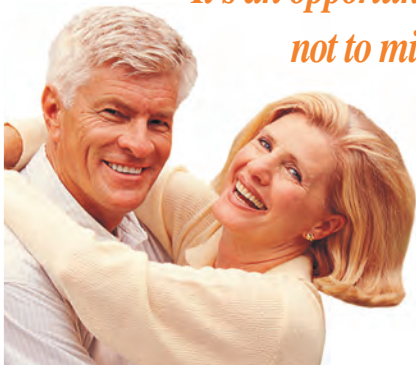
And as there are no controls to worry about, Alta2 Pro frees you to concentrate on your hearing rather than your hearing aid, so you can start enjoying life again.

World leading technology

Manufactured by a world leader in hearing aid technology, especially for Hidden Hearing, this remarkable system is now available in the United Kingdom.

Thousands of Working Hearing Amplifiers to Give Away **YES! You can improve your life with clearer hearing.** *Apply today for this Special Offer*

*We are giving away 10,000
Real Working Hearing Amplifiers
– absolutely FREE.
It's an opportunity
not to miss!*



If you've ever wondered whether your hearing could be better, or if the aid you have is what you need – here's an unbeatable opportunity.

HIDDEN HEARING is delighted to offer you a working sample totally **FREE OF CHARGE** and without obligation. There are **10,000** listening devices to give away so that you may sample the benefits of better hearing – **FREE**.

10,000 to give away

The free hearing amplifier is simplicity itself to use and will let you see what it's like using a clever device specially designed for those who need just a little help with their hearing.

It's so sensitive that you can even hear whispers with it and comes complete with its own built in power source and carrying case.

Apply today for your **FREE** hearing amplifier

voucher plus a nationwide list of hearing centres at which it can be exchanged.

Anyone over the age of 55 may apply for a FREE voucher to be exchanged for a hearing amplifier at hearing centres nationwide. These are special listening devices that actually work, not just replicas.

This is a very special opportunity and numbers must be limited, so do not delay, apply today.

• SPECIAL OFFER • SPECIAL OFFER •
FREE VOUCHER = FREE AMPLIFIER

Without obligation please send me my **FREE** hearing amplifier voucher, full branch list and details of the Alta2 Pro, **AUTOMATIC HEARING AID**.

Mr/Mrs/Miss First Name

Surname.....

Address

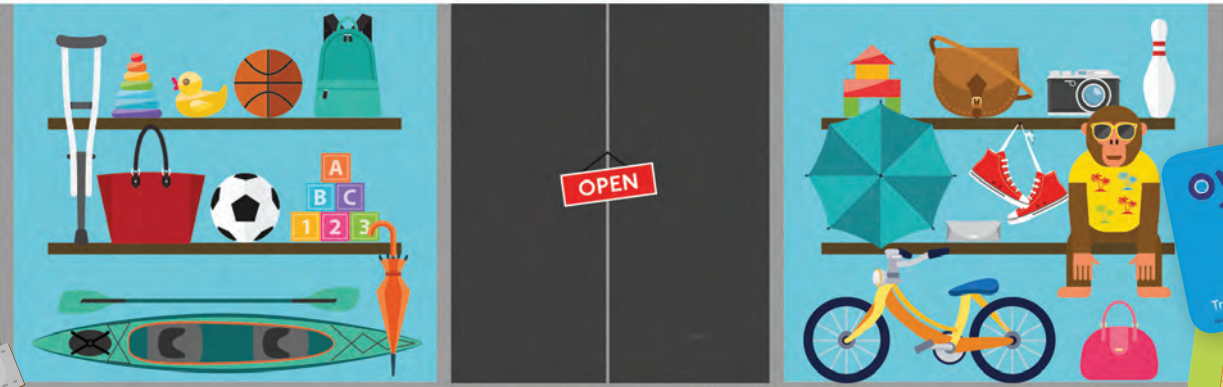
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MFPP5278



**For more information FREEPHONE
0800 740 8680**
Please quote ref. number: **MFPP5278**
or go to www.automatichearingaid.co.uk

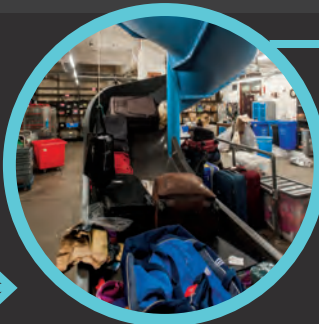


LOST AND FOUND

Last year customers lost more than 332,000 belongings on our network. We found out how misplaced items are returned to their owners



When an item is found, it is sent to the Lost Property Office at 200 Baker Street and a detailed description is logged on the computer system.



The item is sorted based on type, and shelved in the store room. Everything is carefully labelled and catalogued and items can be located in under 60 seconds.



Any unclaimed items are cleared after three months. Clothing, shoes and toys are donated to charity while more valuable things are auctioned to help cover our costs.



Around 21 per cent of lost items are returned. The best way to report something lost is to submit an enquiry online, but customers can also enquire by phone or in person. If the item has been found, the Lost Property team will contact the customer to tell them their property is ready for collection.



ANOTHER HAPPY CUSTOMER: BETH IS REUNITED WITH HER WALLET

The items most likely to be reclaimed are mobile phones, with one mobile collected every 20 minutes on average. Some of the more unusual items include a canoe, a set of false teeth, a parachute, cremated ashes and a stuffed gorilla!



otm ONLINE

You can read **otm pensioners'** online on the TfL Pension Fund website: <http://bit.ly/OTMPE>

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

TFL PENSION FUND
4th Floor,
Wing over Station,
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

0800 015 5073
HOSPITAL SATURDAY
FUND
020 7928 6662

TRANSPORT
BENEVOLENT FUND
0300 333 2000

TRANSPORT
FRIENDLY SOCIETY
020 7833 2616

TAX QUERIES –
HMRC
0300 200 3300

(quote ref 083/LT7
and your NI number)

You can log on to
the TfL Pension Fund
website at:
tflpensionfund.co.uk

otm enquiries
otm pensioners'
edition, AB, Unit B,
Gemini House,
180-182 Bermondsey
Street, London
SE1 3TQ
020 7922 5678
otm@abcomm.co.uk

PENSION PAY DATES

Pension pay dates
for 2017/18 are as
follows:

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