

otm

on the move

MEET THE TFL MBEs

Staff recognised for contributions to public transport in London

Three TfL employees were awarded MBEs in the Queen's New Year Honours List.

Ray Parry, Emergency Planning Manager for LU, was honoured for his work following the 7 July terrorist incidents. Ray set up TfL's Incident Care Team, liaising with the Government's Family Assistance Centre to provide support to the families of victims. The team now has 68 fully trained volunteers who can be called on after an emergency incident.

Ray said: "I would like to receive this honour on behalf of the whole of TfL's Incident Care Team, who worked so hard for, and so well with, the 7 July families at that terrible time. I'm glad this award recognises that contribution."

District line General Manager Bob Thorogood was also recognised for his contribution to LU services. He joined LU at 16 as a signal box boy, and has worked as a station manager, foreman, signaller, station guard, station inspector, area manager and traffic manager, and held several senior positions. He has been in his current post since 2003.

"It doesn't feel like 46 years," he said. "As you get older the years dash past. I still get a buzz out of running a railway every day. I'm lucky that I've always enjoyed what I've done, and that's encouraged me to try new things."

Joining Ray and Bob on the honours list was John Gardner, London Buses Events Planning Manager, who was awarded an MBE for his services to transport in the Capital.

John joined London Buses 31 years ago as a bus driver. In his current role he plans routes and diversions during events such as the Notting Hill Carnival or the Chinese New Year celebrations.

John also had a pivotal role following the terrorist incidents in 2005, working with Scotland Yard to keep London moving. John said: "How much better can it be to be paid for a job you enjoy, and then for it to be recognised with such an honour?"



Honourable gentlemen: there were MBEs for Ray Parry (main picture), John Gardner (left) and Bob Thorogood (top left, receiving his insignia from the Queen)



FORUM UPDATE

PENSIONERS' FORUM – MAIN POINTS OF MEETING HELD ON 1 FEBRUARY 2007

- The meeting was given a presentation on the scope and progress of the 2006 Actuarial Valuation. It was noted that the Forum had to be consulted on the principal employer's attitudes and intentions regarding the handling of any surplus/deficit, and it was agreed to list the issue again for discussion at the next meeting on 3 May.
- The pensioners' representatives expressed their continuing satisfaction with the pensioners' edition of **otm** produced by Trident Communications, but said it was important to ensure that certain information of interest to pensioners, such as PCC election results, pension increases and so on, were published in a timely fashion (see page 4).
- Yvonne Kerchhoff, the newly appointed Pensioner Liaison Manager, updated the meeting on what she had been doing since her appointment and the plans she had for improving the Pensioner Liaison Scheme.
- The pensioners' representatives expressed concern over the lack of clarity on the application and topping up arrangements for a Privilege Rate Oyster card. It was agreed to clarify the process in **otm** (see page 5).
- The meeting ratified the revised constitution of the LTPA.

A message of thanks

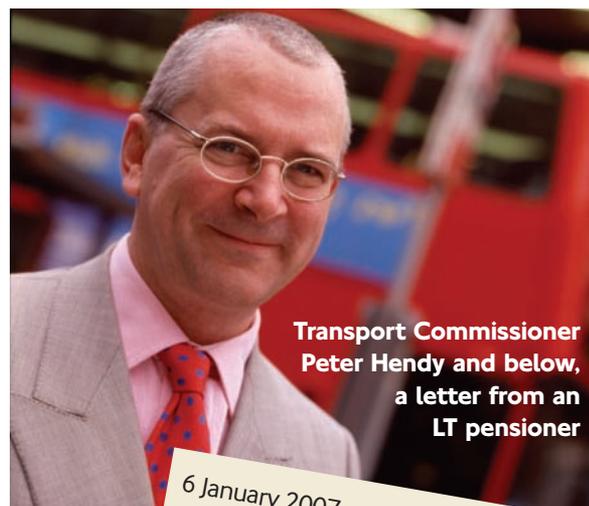
We know from the many letters, calls and emails we receive that the TfL Christmas card and calendar are extremely popular (see column). And your responses and good wishes are gratefully received at the highest level, as Transport Commissioner Peter Hendy explains:

"At Christmas I was delighted to receive cards and messages of thanks for our card and calendar from so many of you. Messages came in from all around the world, even as far away as Guyana in South America.

"A number of you sent good wishes to our current staff. I was touched to see you still think of them in their work to keep London on the move – following in your footsteps. These messages have been shared with staff through our weekly newsletter and intranet.

"Providing London with the transport it needs continues to be an enormous task, and we are grateful to know we have your ongoing support.

"For Christmas 2007, there will be a better calendar, which includes scenes of transport in London. I do hope it will stir memories of the key role transport plays in London, and the way we are developing it to support London's growing needs."



Transport Commissioner Peter Hendy and below, a letter from an LT pensioner



CONTACT DETAILS FOR PENSIONER ENQUIRIES

TfL Pension Fund
020 7918 3733

Pensioner Liaison & Staff Travel
0800 015 5073

Other useful numbers:
Hospital Saturday Fund
020 7928 6662

Hospital Savings Association
01264 353211

Simply Health
0800 072 6719

Transport Benevolent Fund
0870 000 0172/3

Transport Friendly Society
020 7240 8886

Tax queries – HM Inspector of Taxes
0845 300 3939 (quote ref 083/LT7 and your National Insurance number)

We're always keen to hear from you, so send us your news, story ideas and letters by writing to:

otm pensioners' edition
Trident Communications
3 Selsdon Way, City Harbour,
London E14 9GL

Email:
otm@tridentcommunications.net
Tel: 020 7536 8936

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John Barry, Head of Network Development (third left), and Nicola Hackshaw, Performance Assistant (second right), both of London Buses, with local residents

Bus route extended at residents' request

Getting around is now a lot easier for the residents of Blackheath and Greenwich, after the number 386 bus route was extended to provide a direct bus between the two areas.

In response to popular demand, route 386 now runs between Woolwich and Blackheath, via Queen Elizabeth Hospital and Greenwich.

John Barry, Head of Network Development for

London Buses, says: "We're pleased to provide the residents of Blackheath Village with a service that so many requested."

Len Duval, Assembly Member for Greenwich and Lewisham, said: "It's great that London Buses has listened [to residents' requests] and is now providing this direct link between Greenwich Town Centre and Blackheath Village."

Swift PAs 'allay fears'

Stopping in a tunnel can be an unnerving experience for passengers, but new standards for public announcements (PAs) on trains mean customers are reassured promptly and train operators have more time to discover the cause of delays.

Train operators must now make a PA within 30 seconds of any unscheduled stop, not two minutes as was previously the case. But they will then have three minutes in which to contact their control centre, find out the reason for stopping and relay this information back to passengers.

This means customers are reassured that the problem is being investigated and gives the driver a more realistic time frame in which to discover the cause. The relayed information will also be more complete.

Dominic Paul, Performance Manager Trains, said: "This will make customers feel we are more in control of the network and should allay their fears."



Child's play: Chakotay keeping passengers informed

LU: the next generation

If you were on the Piccadilly line travelling towards King's Cross at the end of January you may have seen what appeared to be a very young LU employee.

In fact it was seven-year-old Chakotay Wood from Jersey, who is an LU fanatic. He was dressed from head to toe in uniform and making announcements about upcoming stations and interchanges for passengers in the first carriage of the train.

He was spotted by Revenue Control Inspector Vince Fitzsimons. Vince said: "I noticed the young boy and made the joke that DSMs were

getting younger because he looked so good! On speaking to his parents I found out that Chakotay was having regular treatment at Great Ormond Street Hospital and had an appointment that day."

Seeing that Chakotay was such a massive LU fan, Vince managed to get permission for him to ride in the cab with the train driver for one stop between King's Cross and Caledonian Road, which made the boy's day.

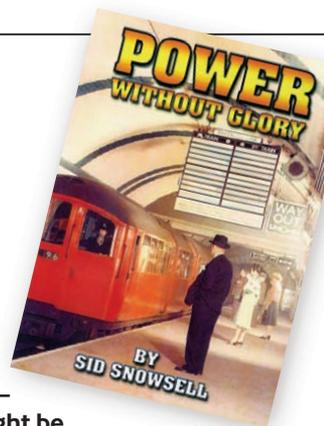
Vince added: "He was such a little lad who loved his trains and it was nice to see him enjoying himself in the cab."

Sid's glory days

If you like reading – and reminiscing – then you might be interested in a new book by LT pensioner Sid Snowsell.

Power without Glory is the true story of Sid's experiences as a high tension jointer for LT. He is 102 this month, and lives in Brixham, Devon.

The price to **otm** readers is £5. Write to Trident Communications, 3 Selsdon Way, London E14 9GL for details.



NOTICEBOARD

→ The full pension increase from 1 April 2007 will be 3.6 per cent and is based on the rise in the Retail Prices Index over the 12 months to September 2006. This will be paid to eligible pensioners on 30 April 2007. If you have been receiving your pension for less than a year you may receive a pro-rata increase, and you can find out how much this is by visiting www.tflpensionfund.co.uk or by looking on the reverse side of your annual pension payslip when you receive it. The calculation of the pension increase is due to be reconciled by 18 April 2007, and the Annual Payslips and P60s will then be produced and issued to pensioners by 25 April 2007. The payment will be made on 30 April 2007. The staff in the Pension Fund

Office are happy to answer any questions you may have about your pension, and they can be contacted on 020 7918 3733.

→ James Purvis, a former bus driver and inspector, is an avid collector of London Transport badges and model buses. "I've been into buses since I was five years old – that's 65 years and still bus mad," he says. James would love to hear from any fellow collectors of badges or model buses. You can call him on 020 7278 5165.

→ Up until the 1980s some bus garages would lay on trips to the seaside in summer. They were a very popular and inexpensive way for staff and families to get away from the city and have some fun with colleagues. Did you take part in any of these outings? Do you have any memories you would like to share with *otm* readers? Let us know by writing to us or emailing us on the addresses given on the back page.

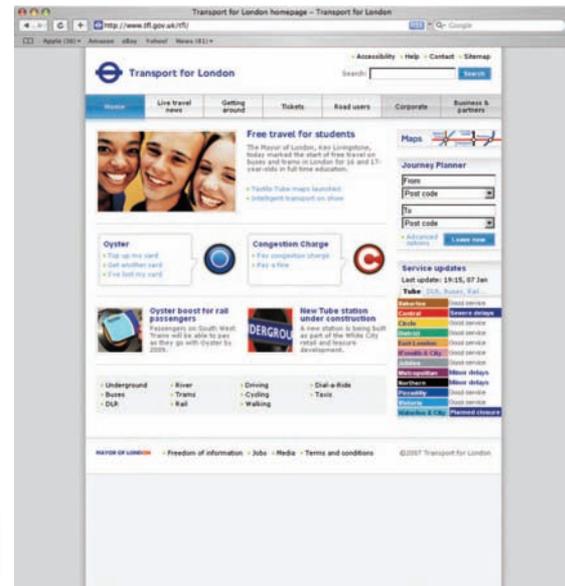


Switch on to the revamped TfL website

This month sees the relaunch of TfL's website, which has been improved so customers can find information more quickly.

The site's most popular pages are the Journey Planner, real-time travel information; the Oyster card top-up page (see page 5); the Congestion Charge Penalty Charge Notice pay site; and the Tube map.

The New Media team have worked hard to ensure accessibility for a range of users, including partially sighted and mobility-impaired users. Check out the new-look site at www.tfl.gov.uk



Pension Consultative Council

The longest-serving quarter of members of the TfL Pension Consultative Council must retire on 30 November each year, although they can stand for re-election if they wish.

In Section One (pensioners and deferred pensioners), the retiring councillors were David Biggs and Tom O'Callaghan. John Howie and David Biggs are the successful candidates following a postal ballot of the TfL Pension Fund members of that section.

In Section Two (TfL and its subsidiaries or contractors), David Marshall was the retiring councillor. Stephen Ellaby is the successful candidate following a postal ballot of the TfL Pension Fund members of that section.

In Section Three (LUL and its subsidiaries or contractors), the retiring councillors were Ray Watts and Aftab Adamjee. Jackie Darby and Chris Carroll are the successful candidates following a postal ballot of the TfL Pension Fund members of that section.



For more information about the PCC please visit the TfL Pension Fund website at www.tflpensionfund.co.uk or contact Sarah Pascall, PCC Secretary, on 020 7918 3018 or by email at sarahpascall@tflpensionfund.co.uk



Pearls of wisdom

Oyster fares for pensioners can present a confusing picture – here's what you need to know to take advantage of privilege rates on Oyster

Who is eligible for a privilege rate Oyster card?

If you or your partner has a Privilege Ticket Authority Card (PTAC), you can have it registered so you can pay as you go using Oyster.

What are the benefits of Oyster?

No more ticket queues! And the privilege concession gives you a 75 per cent discount on single fares.

How do I get an Oyster card?

The PTAC holder needs to apply for a card with privilege rate concession added to it. Contact Staff Travel on 0800 015 5073 for an application form. This will be sent to you by post. Complete the form and return it to Staff Travel for authorisation. Then take your completed and authorised form to any LU ticket office, with a £3 deposit for the card, and if you want to add credit to the card directly, the money required or your debit/credit card. When you first apply for an Oyster card you will go through a registration process where you create an account.

How do I top up my Oyster card?

You can add credit at stations, at Oyster Ticket Stops in shops and at London Travel Information Centres.

How do I top up online?

You can create an online account at www.tfl.gov.uk/oyster. If you use this facility you will need to create an online account and this is separate from the initial registration process at the ticket office. As part of the order process you will be asked to nominate a pick-up location, which will be a Tube, tram or DLR station. Further help on the procedure is available via the Oyster helpline (see below).

When does my privilege rate Oyster card expire?

Your eligibility for privilege rate Oyster single fares expires on the same date as your PTAC (31 December 2011) and you will then be charged the full rate. Once your PTAC has been renewed by Staff Travel, get your Oyster card updated at an LU ticket office. There is no fee or application form needed for scheduled renewals linked to PTAC renewals.

You need to carry both your PTAC and Oyster card when travelling or you could be charged a penalty fare and have your privilege concession removed.

Where can I get help?

Call the Oyster helpline on 0845 330 9876 (open 8am-8pm daily) or visit www.tfl.gov.uk/oyster

Spring in Paris, or Brussels...

As a retiree with a valid PTAC you are eligible for discounted Eurostar tickets for yourself and up to three companions.

You can travel at £49 each return (standard class) or £99 (first class) to Paris, Brussels, Calais, Lille or the direct service to Disneyland. All bookings are subject to availability.

Call the Eurostar Specialist Sales Section on 0870 600 0789 for details.

Bookings must be made at least 14 days in advance of travel. The Eurostar Specialist Sales Section can offer alternatives if your choice is not available.

Remember to carry your PTAC with you when travelling. *Bon voyage!*



Using Oyster on National Rail

Currently there are limited National Rail services that accept Oyster pay as you go (PAYG). The services that do accept PAYG are:

- Chiltern**
- Amersham to Marylebone and intermediate stations
 - West/South Ruislip to Marylebone, but not at any intermediate stations

- Silverlink**
- Harrow & Wealdstone to Euston and intermediate

- stations EXCEPT Kilburn High Road and South Hampstead
- Richmond to Gunnersbury and intermediate stations
 - Stratford to Canning Town and intermediate stations

- First Capital Connect**
- Kentish Town to Moorgate/Elephant

- & Castle/London Bridge and intermediate stations
- Finsbury Park to King's Cross/Moorgate and intermediate stations

- ONE**
- Liverpool St to Walthamstow Central/Tottenham Hale/Seven Sisters, but not at any

- intermediate stations
- Stratford to Tottenham Hale/Seven Sisters, but not at any intermediate stations
 - Stratford to Liverpool St

- C2C**
- Upminster to Fenchurch St/Liverpool St via Barking, but not at Maryland/Forest Gate



If you would like a copy of the PTAC Restrictions guide for 2007, please contact the Staff Travel Office on 08000 155 073 or write to: Staff Travel, 4th Floor, Western House, 237-239 Oxford Street, London W1D 2LS. The restrictions will also be available soon on the TFL website at www.tfl.gov.uk

FONDLY REMEMBERED

☀ **Jimmy Adnett**

12 January 2007, aged 71. Jimmy was a driver at Camberwell Garage for 32 years.

☀ **Ron Ashenden**

10 November 2006, aged 84. Ron worked as a garage inspector at Romford North Street Garage until retiring in the mid-80s to spend his retirement in Anglesey.

☀ **Hector Armstrong**

2 September 2003. Hector worked in Norwood Garage for many years.

☀ **George Barker**

19 February 2007, aged 87. George spent most of his LT career in the Central Bus Operating department and later years in the Industrial Relations department.

☀ **Trevor Blackburn**

4 February 2005. He worked at Brixton and Thornton Heath Bus Garages, firstly as an inspector, then a gold badge inspector and finally assistant manager.

☀ **Alfred Brown**

17 December 2006, aged 84. Alfred worked as a bus inspector out of Barking Garage and was with London Transport for 34 years.

☀ **Alfred Carter**

29 January 2006, aged 85. Alfred worked as bus driver, Nunhead Garage, then inspector at Merton Gate, and finally area traffic inspector. Retired in 1985 after 35 years.

☀ **Sean Colohan**

8 December 2006,

aged 79 after a long illness. He joined London Transport as a driver at Putney Garage in 1968 and retired in 1990 after 22 years of service.

☀ **Phillip Downes**

28 March 2006, aged 57. Phil worked at Morden Depot for many years until he retired in 1999.

☀ **Ken Glazier**

Aged 72. Ken was a senior member of the LT Bus Operating Department and the author of a number of books about London buses.

☀ **Lionel "Jerry" Hill**

17 Feb 2006, aged 67. Jerry worked as a driver at Shepherd's Bush Garage for 16 years.

☀ **Jack Jarvis**

October 2003, aged 84. Jack worked at Golders Green Depot.

☀ **Keith Kapcia**

15 January 2007, aged 61. He worked as a bus driver for 19 years, starting in Stonebridge Park Garage in 1974. He later moved to Finchley Garage.

☀ **Joe Kershaw**

18 March 2007, aged 77. Joe was a senior member of LT's Signal Department.

☀ **Michael Levy**

Mid-January 2007. He was a former Publicity Officer for LT.

☀ **Robert Marsh**

July 2006. Robert worked out of Barking Garage primarily as a driver for 36 years.

☀ **Tony O'Grady**

18 June 2006. He worked for LT (Buses) for 40 years. He worked in many departments including Tottenham Garage where he was manager. His last job was senior investigation manager at Vauxhall Revenue Section.

☀ **Joe Rose**

17 March 2006. Bus driver and inspector, up to 1990s, based at Enfield, Wood Green and Edmonton.

☀ **Patrick Thompson**

10 January 2007. Patrick joined London Transport in 1948 as a conductor, and worked for 38 years for the company. He worked his way up to garage manager, before retiring in 1986.

Staff praised for customer service

Staff at Wembley Park station have won an award for the excellent service they provide to visually impaired customers.

For the past 18 months, blind student Christina Finlayson has regularly travelled with her guide dog Irene to Wembley Park to attend a computer studies course for visually impaired people.

She was so impressed by the help she received from staff at the station that she nominated them for the award, which is part of The Guide Dogs for the Blind Association's Open Doors Golden Ribbon Campaign to educate service providers about how they can best serve visually impaired customers.

Christina said: "I was so impressed by the Wembley Park staff who have really gone out of their way to help me and the other visually impaired students on my course."

Michael Graves, Group Station Manager, added: "This award is a great tribute to the staff. They deal with thousands of passengers in a professional and welcoming manner, but still have time to give that little bit more to customers with extra needs. It shows that the training we give our staff really pays off."



**Satisfied customers:
Christina and Irene
with the team**



Many happy returns!

Victoria Coach Station celebrated its 75th birthday last month.

Over the past three-quarters of a century a world war, management takeovers, government intervention and redevelopment have all helped give Victoria Coach Station (VCS) its identity and establish it as a core part of TfL's transport network.

You only need to see the crowds of day-trippers, students and tourists who pass through VCS daily to get an understanding of how important this venerable institution is. Indeed, VCS is thriving, with developments such as a mobility assistance scheme (see box) keeping it up to date and meeting the needs of its customers. VCS dates back to 1932, when an association of coach operators called London Coastal Coaches (LCC) opened the terminal at its present art deco-inspired site. Spanning close to three acres and situated near Buckingham Palace, VCS quickly became a major

transport hub for Londoners heading for the seaside.

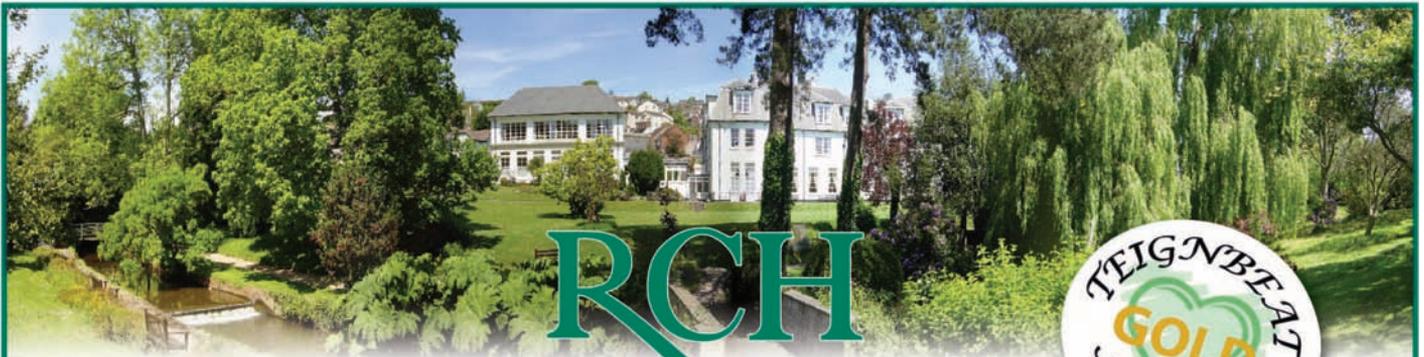
Not even the Second World War could interrupt service totally, despite fuel rationing, with station masters adopting a defiant 'business as usual' stance.

The 1968 Transport Act united all the coach operators under one public service body, the National Bus Company (NBC). The NBC subsidiary National Travel managed VCS in the 1970s, but by 1978, LCC took over again, injecting some much-needed corporate management. London Transport acquired VCS in 1988 on the recommendation of the Secretary of Transport, and it transferred to TfL in 2000. It hasn't looked back.



Victoria's secrets: how it looked in the 1970s

Passengers with impaired mobility can pre-book the mobility assistance service at Victoria Coach Station either by phoning the Help Point on 020 7824 0000 or visiting the TfL website. The service is free of charge.



Convalescent Centre

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01626 866850 · www.rch.org.uk

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letters **Have your say**

This is the page dedicated to you! Write a letter to: **otm** pensioners' letters, Trident Communications, 3 Selsdon Way, City Harbour, London E14 9GL or email: otm@tridentcommunications.net – marking your email “otm pensioners' edition”

DEAR EDITOR

I do hope that we are not going to wait till the end of April or beginning of May for our Tfl Pension Annual Pension Payslip, like we did last year. Like many members, my wife and I live on state benefits, and like many others, we get housing benefit and Council tax rebate.

Being that the state benefits are from the government, the council knows what the increases are going to be, and they can assess your income for the following year accordingly, so you don't have to claim year upon year, making less work for the council. So they get annoyed when I walk into the council offices in the middle of May and say my wife and I have additional increases on our occupational pensions. I get told we should have had these in March, and they will have to reassess our claim. They freeze the council tax rebate and housing benefit until they work it out, so I have to pay full rent and council tax.

As I understand it the government base their pension and benefit increases on the Retail Prices Index for September, and so does the Tfl Pension Fund, so if the government can publish increases in March, what stops the pension fund sending out the payslips in March?

The board must know that percentage of increase the pensions are going up by, from the percentage set out in September, and it would help members that are having the same problems with the council that I am having. And it would not affect the first payment date as this would already be set. This all comes down to the council wanting proof of income, which I cannot give them until I get our annual payslips. I do hope that the Tfl Pension Fund Board take these comments on board.

Sidney Beaumont

DEAR MR BEAUMONT

This year's annual payslips will be issued by 25 April 2007 and payment of increased pensions, including arrears, will be on 30 April 2007. Payment is always made on Week 4, being the first

payment in the new tax year. Historically it was paid on Week 8 but the Trustees brought this forward in response to pensioner demand.

Unfortunately it is not possible to pay the increase, or to issue the annual payslips, any earlier. This is because the payslip acts as both a P60 for the previous tax year and as notification of the increase for the forthcoming year, and therefore the entire year-end process can only be completed between the Week 52 payroll and the Week 4 payroll of the following year.

During this period the routines required to calculate and reconcile the P60 data are completed, followed by the work required to calculate, reconcile and pay the increase and arrears to more than 42,000 pensioners.

The percentage by which pensions will increase each year is communicated through **otm** and more recently through the Tfl Pension Fund's own newsletter *Pensionews*. *Pensionews* was issued on 2 March and included confirmation that the 2007 increase will be 3.6 per cent. From 2008 we plan to communicate the increase in the January edition of **otm**.

The Tfl Pension Fund Office is always happy to help with any enquiry and can be contacted on 020 7918 3733, email helpdesk@tflpensionfund.co.uk or write to Tfl Pension Fund, 4th Floor, Wing Over Station, 55 Broadway, London SW1H 0BD

Garry Wake
Pensions Manager
Tfl Pension Fund

DEAR EDITOR

I was interested to read in January's **otm** about those who took part in the march to the Cenotaph on Remembrance Sunday. I have a friend who marches for Queen Alexandra's Royal Army Nursing Corps – so I know what a special and proud occasion it is for all concerned.

I was particularly interested to read the letter from Mr Goldsworthy, who was the Pensioners Liaison Representative (PLR) for Ruislip from 1993-2004.

My late father-in-law Fred Woodcock worked at Acton Works, then Ruislip Gardens on the Central line for many

years until he had to take early retirement due to health issues. I know that he did see a PLR to answer his questions about his future but I think that was probably Mr Goldsworthy's predecessor! But what a wonderful job they do – answering people's questions and reassuring them in times of illness and uncertainty, putting minds at rest!

Fred Woodcock's son Alan (my husband) joined the Central line team at Ruislip Gardens Depot some years before his father retired, around 1974.

Alan thoroughly enjoyed working at Ruislip for many years, until he died suddenly and unexpectedly on 19 December 1999. It was a huge shock to us all – he was only 50 years old – it is still hard to believe he is not here.

After Alan died, my son and I went to the depot and his workmates were so sad – it must have been very hard for them as Alan was the type of man who was friendly to everyone and always fitted in. Alan was the overhead crane driver – he really loved that job and his workmates had a brass plaque made for the crane which read 'Alan's crane' – it was such an honour! Alan would have been so proud. Apparently that has never been done before.

Which all brings me back to Mr Goldsworthy's letter stating that Harry Oliver had said we are “one big happy family”. Since 1999, I have experienced that big family feeling. The whole depot were at his funeral – they sent wonderful flowers and they were so kind when my son and I visited the depot. Now, as Alan's widow I am still looked after financially which never ceases to amaze me and I am always so thankful for this.

Daphne Woodcock

DEAR EDITOR

What a wonderful surprise when I opened your January issue of **otm** to see Donovan Aynsley's article. He and my late husband “Tommy” Tucker were a happy crew and it brought back many memories.

Joan Tucker