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PENSIONERS' EDITION

ON THE MOVE



TRANSFORMING THE TUBE

How London Underground is facing the future

London Underground is changing – by 2025 the city's population is expected to grow by around 800,000 people, with travel on the Tube expected to increase by around four million journeys.

To meet this growing demand, LU is undertaking an ambitious programme of upgrades, renovations and refurbishments, introducing new technology to an ageing network.

Work being done or planned includes new trains, new signalling systems and modernising of stations, with revamped control rooms, more customer help points and improved accessibility and information for customers.

Upgrading the entire network is a mammoth long-term task. Some work, such as that on the Central line, is already complete, and work on the Northern,

Victoria and Jubilee lines is underway now.

"To succeed, every department in the Underground will need to work together as one team to deliver improvements and change in the order of six times the rate we have ever done before," says Paul Kilius-Smith, Head of Operational Upgrades.

For example, the work now happening on the Jubilee line, which will be complete in 2009, includes

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FORUM UPDATE

Here are the main points from the meeting held on 9 August 2007

- The meeting was given an update on the Metronet situation following Metronet Rail BCV Limited and Metronet Rail SSL Limited going into administration on 18 July 2007. The Mayor of London had stated that he wished to protect pensions and the main task would be to ensure that individuals retiring shortly and dependents becoming entitled to pensions for the first time did not suffer as a result. It was acknowledged that the position was extremely complicated and that the Trustees, TfL, the PPP Administrator and their respective lawyers were working together to achieve both an interim solution and a full Scheme Rescue as quickly as possible. The meeting was reassured that the public sector section of the TfLPPF would be unaffected because the Fund is set up on a sectionalised basis, meaning that each section operates in its own right, and also all pension payments were secure as pensioners either remain as or become members of the public sector section when they retire.

Footnote: A full Scheme Rescue was successfully proposed and agreed by the Pension Protection Fund on 5 September 2007. TfL are proposing to bid to take over the BCV and SSL contracts as a means of exiting from the current public-private partnership administration arrangements and Rothschild bank has been appointed to undertake a valuation of Metronet on behalf of the administrators. The administrator will then consider whether it is appropriate to invite bids for the business from potential purchasers.

- The pensioners' representatives expressed their continuing satisfaction with the pensioners' edition of **otm**. They were informed that the name of the company producing the magazine had changed from Trident Communications to Engage, but were assured that everything else remained the same.
- The pensioners' representatives were given an update on the Ill Health Pension issue and the threat of strike action by the RMT. Management expressed a hope that the issue could be resolved amicably, which has subsequently proved to be the case.
- Management informed the pensioners' representatives that they had once again reviewed the timing of the annual pay slip and had decided that it should continue to be issued in April. However the Pension Fund office would assist in providing any information necessary in advance of this for the assessment of state benefits.
- Management also updated the meeting on the final outcome of the 2006 Actuarial Valuation.

➔ continued from front cover

TRANSFORMING THE TUBE

changes in several areas to create a more frequent, more reliable Tube service:

- a third platform is under construction at Stanmore, providing the increased reversing capability needed to run a more reliable train service
- although the Jubilee line trains are too new to need replacing, as will happen on some other lines, they will still be fitted with a new on-board display for train operators, as well as new controls, communications and under-floor equipment
- new station safety features will be installed from 2008, such as passenger emergency stop plungers on each platform to enable passengers or staff to stop an approaching train in an emergency situation

- new signalling system that will help increase the speed and frequency of service.

Equipment being brought in to make it easier for staff to provide a good service to customers includes the Connect radio system. Connect enables better radio communication underground, helping to reduce service disruptions. Some lines are already up and running on the system, with the remainder due by early 2008.

The level of change is expected to peak in the period between 2009 and 2015.

All this activity means periods of disruption for staff and customers, so it's important to check that the service you want to use is running before you attempt to travel – either online at <http://www.tfl.gov.uk/tfl/livetravelnews/realtime/tube/tube-all-future.html> or through signs and leaflets available at stations.

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 0000 172/3

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
Engage Group
3 Selsdon Way, City Harbour,
London E14 9GL
Email: otm@engagegroup.co.uk
Tel: 020 7918 3388 or 020 7536 8900

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Why is this called a Dolly Stop?

Chris Mallam, who works in the London Buses Infrastructure Development Office, was lost for an answer when one of his colleagues asked him why temporary bus stops were called 'dolly' stops. So he contacted former bus colleagues, including several TfL pensioners, to see if they knew the origins of the term. The most credible response was one given by Mick Kerford, a pensioner now living in South Africa.

Mick recalled that as a

child his mother used to wash clothes using a 'dolly tub', a corrugated iron barrel, and a 'dolly peg', a large three-foot wooden peg with a handle at the top and a wooden cross at the bottom. Clothes were immersed in hot water in the tub with soap shavings and his mother used the dolly peg in a pestle and mortar movement to pound the clothes.

Mick always assumed the items were called 'dolly' because the tub was squat, much in the way that a doll is smaller

than life-size and exaggerated in girth.

It is believed that the similarity between the dolly peg and the base of the portable bus stop was the instigating factor in transferring the term to temporary bus stops, but it is not clear when or where the 'dolly stop' term originated, although the term is known to have been around since pre-war days.

If any reader can provide a more definitive answer to the origins of the term 'dolly stop' then please let us know.

Creative crimefighting

The Crime and Disorder Unit, Platform for Art (PFA) and Metronet are working with two schools in the Borough of Barking and Dagenham to address anti-social behaviour (ASB).

PFA approached two artists – Anna Boggon and Carl Stevenson – to work on projects with pupils aged 14-18 at Barking Abbey and Dagenham Park Community School. Their artwork has been displayed at Dagenham Heathway & Upney

stations, and a gallery in Barking.

Carl Horsman, Crime and Disorder Manager, said: "The major issues on this part of the line are route crime and anti-social behaviour within the station. We wanted to deliver a crime prevention message by a non-traditional approach. Those involved within the project were not necessarily those engaging in ASB but we knew word



A young artist admires his work

would soon spread around the schools. The kids have put a lot of effort into their work and are proud of what they've achieved."

The pupils were also invited to visit the two stations to see how they are run. They were shown the quality of our

CCTV images and made aware that additional police officers are situated in and around the stations.

Carl added: "This was to show that bad behaviour will be dealt with by the various enforcement agencies

and also to reassure those who may be fearful of using public transport. The project has been a good exercise and may get rolled out into other areas where we have similar problems."





RCH

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NOTICEBOARD

→ In last month's OTM Noticeboard (page 4), an article was published on how to obtain a refund if you have been overcharged on your Privilege Rate Oyster Card despite presenting a valid PTAC (Privilege Ticket Authority Card) at the London Underground station ticket office.

Further to this please note that when you contact the Oyster Card Helpdesk for a refund, it may not be a requirement to provide them with a copy of your PTAC. To request a refund you need to contact the Oyster Card Helpdesk on 0845 330 9876, press option 1 for Adult Oyster and then option 5 for a Refund. The helpdesk will then process the refund where applicable.

Reminder: Please also note that if you have not renewed your Privilege Rate Oyster Card since you received your new PTAC last year please do so as soon as possible. Please visit any London Underground station ticket office,

present your Privilege Rate Oyster Card and PTAC and ask for the details to be updated.

→ The Trustees and the Fund Office are very pleased to announce the launch of the new and improved TfL Pension Fund website.

It includes up-to-date information about benefits from the Fund, downloadable forms for changing your details, access to Fund documents such as the Rules and the Annual Report and Accounts and much more. PTAC restrictions are also available under Your Pension, Joining & Leaving, Staff Travel. It also has greatly improved navigation and we feel it is a lot easier to look at and understand.

In the future we look forward to further improving the site to make it more personal and interactive. We will keep you informed of progress in this area, in the

meantime, please visit www.tflpensionfund.co.uk and let us have your feedback.

→ Researchers of ITV's archive film series The Way We Were are keen to trace former London Transport workers who may help them with research of LT films made in the 50s.

Did you work at the Aldenham Works in the late 50s reconditioning the buses? Or perhaps you might have worked on the London Trams and remember the last Tram Ride on 5 July 1952 to the New Cross Depot. Were you working for London Transport on the day of the Coronation in 1953 ferrying 30,000 school children to Victoria Embankment to see the Queen's procession? Films have been made of all these events - if you can help in any way then please contact Jane Jarvis at Fragment Films tel : 01379 668675 or email: jane@fragmentfilms.tv



Out of the office: Carlos Gonzalez is on hand to help out at Roding Valley

Closures no obstacle to good service

With 40 of the most lightly used ticket offices proposed for closure from March 2008, otm caught up with one of the stations that has been living without a ticket office for some time.

Roding Valley, at the north-east end of the Central line, closed its ticket office in November 2006, along with other stations in the area.

Station Supervisor Carlos Gonzalez says that, as he is no longer tied to the ticket office, he can deal with problems around the station much more promptly as they arise.

He says: "I'm on the gateline a lot now and am able to give customers a lot of help there. Being tied to the ticket office is unnecessary in this day and age. We've

had no problems with the changes here, but our customers were educated over a period of time about it."

Group Station Manager Gary Trimmer says Roding Valley has become one of his top performers since the change as staff have had more time to make good announcements and have face-to-face contact with customers.

Gary says: "The first six weeks were difficult, but the duty managers and I were all out there talking to customers and explaining what we were doing. Now everyone's used to it, it's not a problem. With supervisors out and about, regular customers are starting to get to know their names and vice versa - the service is becoming a lot more personal."

Our members need YOU!

The re-launch of the Pensioner Liaison Scheme was held on 20 July.

Thanks to Maria Antonio, Group HR Director, Niki Malik, Pensioner Liaison and Staff Travel Manager, and Chris Godbold from the Transport Benevolent Fund who each addressed the meeting. John Ingleton and Linda Arwood also explained their roles on the various committees they attend, and John was also able to give valuable advice and tips to newer reps on some of the questions they raised.

Many more reps are still needed. You might be one of them! If you can give some of your time to make a difference to the lives of PLS members who live close by, please get in touch with me.

Over 100 members each week change address, some locally, some to another country. By becoming a rep, you get the opportunity to meet and make friends with other members of the TfL family who live close to you.

It is only with the involvement and commitment of our members that this scheme will continue to grow. Our members need YOU!

Yvonne Kerchoff

Pensioner Liaison Manager
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237-239 Oxford Street
London W1D 2LS
(UK only) Freephone 0800 015 5074



iBus: a new way to travel

The new iBus system is being rolled out across all 8,000 buses and more than 90 garages over the next two years. Using a combination of satellite tracking and GPRS data transfer it will keep track of where buses are and provide accurate information for passengers.

This new system provides on-board "next stop" visual displays and audio announcements. These are of particular help to passengers who are visually or hearing impaired, infrequent travellers or passengers facing language barriers.

It will also help improve countdown predictions at bus stops and provide London Buses' 24/7 emergency command and control centre, CentreComm, with the ability to communicate directly with passengers.

iBus represents one of the largest ever changes to the way London Buses operates and the project will revolutionise how bus services are delivered and monitored.

Museum re-opens

After a two year closure and a £21 million refurbishment and redevelopment project, London's Transport Museum is preparing for its grand re-opening on 22nd November.

The museum closed back in September 2005 and has since seen its gallery displays transformed and the museum's Victorian Grade II listed building improved. Set in the refurbished Victoria flower market in the heart of Covent Garden, the museum will now have 25 per cent more display space and a three-fold increase in the number of objects on display, telling the story of the development of the city, its communities and the transport system.

For the first time, Harry Beck's original 1930s artwork for the world-famous Underground map will be on public display, while gems from the Museum's valuable poster collection, including works by Man Ray, McKnight Kauffer and Abram Gaves will be showcased in the new "CBS Outdoors" gallery.

Old favourites, including the only surviving steam train from the world's first Underground railway, and several tube driving simulators, will return to the new museum. New galleries will also explore London's social history, examining the development of London's suburbs and how transport has shaped Londoners'

working lives and leisure over the last 200 years.

People interested in doing volunteer work at the museum, including conservation work, fundraising or becoming a guide, should consider joining the London Transport Museum Friends. The charity can be contacted on 020 7565 7296 or friends@ltmuseum.co.uk

Retired staff who hold the retired staff Oyster card or their nominees who hold a nominee retired staff Oyster card receive:

- Free entry to the museum in Covent Garden when it re-opens
- Discounted entry to the Depot open weekends
- Discount in the museum shop
- 20% off souvenirs
- 10% off Books, models and videos

Museum opening hours

Saturday – Thursday: 10am to 6pm. Friday: 11am-9pm

For more information, go to: www.ltmuseum.co.uk

FONDLY REMEMBERED

☀ **Doreen Bolt (née Carr)** January 2007, aged 83. Fares and Charges Office (later renamed Commercial Office).

☀ **Leonard Cain (Len)** 17 August 2006, aged 84. Worked over 20 years as a cable linesman at Earls Court.

☀ **John Hill (Ron)** 7 November 2006, aged 79. Poplar Garage, bus driver, served 35 years.

☀ **Bryn Jones (Buck)** Worked at Ruislip Gardens for 20 years.

☀ **Jane Lyons** 27 July 2007, aged 61. Jane joined TfL in 1998, left March 2002. She was a Revenue Protection Officer mainly in the south west area, working out of Putney Garage.

☀ **William W Smith** April 2007, aged 83. Fares and Charges Office (later renamed Commercial Office).

☀ **Eddie Storman** 23 July 2007, aged 67. Eddie was a leading railman and later station assistant at the west end of the Piccadilly line. He was known for his winning entries in the Station Gardens Competition, especially the garden at Northfields.

☀ **Richard Sullivan (Dick)** 3 August 2007, aged 81. Joined LT in 1941 as apprentice armature winder at

Acton Works. Joined C.E. Engineers Training Scheme in 1962. In 1960 promoted to shift supply engineer at Cromwell Curve and later to the Control Centre in Leicester Square until he retired in 1990. 49 years service.

☀ **Eric West** 11 August 2007, aged 80. Eric served LT for a number of years working as a senior manager in Industrial

Relations, Railway Operating and LT International.

☀ **David Leslie Williams (Les)** 17 July 2007, aged 88. Les worked in Aldenham Works in Hertfordshire, first as a bodymaker and then as an inspector, before retiring in 1983. He worked for TfL for 34 years.



Operator honoured with freedom to flock

One LU train operator now has the right to drive sheep over London Bridge – theoretically at least! Raymond Syal, based at Rickmansworth, has been made a Freeman of the City of London, a title which holds some bizarre ancient privileges.

Raymond was nominated for the honour by his colleagues at the Old Comrades Association of the Special Constabulary. Raymond was a Special Constable for 15 years and has been with the Association – which arranges charitable and historical events in the City and supports retired Constables – since 2000.

The historic title of 'Freeman' dates back to mediaeval times when craftsmen in the City organised themselves into guilds. Freeman, who can be women, held valuable trading privileges, including exemption from certain taxes such as bridge tolls – hence the sheep connection. Although Raymond will not have these special rights, he still sees the title as “the cherry on the cake” of his time in the Association.

The ceremony took place on 24 July in the Chamberlains Court, Guildhall. Ray was required to read aloud the Declaration of a Freeman and a certificate was then presented along with a book entitled 'Rules for the Conduct of Life'. Finally, the Clerk of the Court offered Raymond 'the right hand of fellowship' and greeted him as 'a Citizen of London'.

Raymond has balanced his time as a special constable with a 26-year career at LU, and says the experience has helped him to mix with a wide range of people and given him new skills. “I love the City of London and I am honoured and privileged to be given this Freedom,” he commented on the day.



Bob's Tube tales for kids



Congratulations to Bob Gillman, Reserve Service Operator on the District line, who has had his first book published in July.

The book, aimed at 4-10 year olds, is called *Tales of Upchurch Station* – a fictional station between Upminster and Hornchurch.

It has more than 50 illustrations and five short stories about the railway, featuring characters such as Sam the Signaller, Derek the Driver and Stanley the Stationmaster.

The book came about when Bob used to write children's stories in his lunch break at work and read them to his grandson. After writing the first story, several others started to form in Bob's imagination, but apart from reading them to his grandson, they were filed away.

Then by chance, he met a well known railway artist, Alan Ward, while on holiday in Somerset and they decided to put Bob's stories and Alan's illustrations together to make a book.

Bob says: “I am thrilled about the book. Seeing the development of it has been wonderful – it started off as



just jotting down stories in my lunch time and now it's in print! It's a fun book about fictional characters at the railway station that will appeal to young children. Some situations are based on things that actually happened but most of it is fictional.”

The book costs £5.99 in bookshops, or direct from publishers post free by return. Please send a cheque to Railway Cat Creations, PO Box 299, Rainham, Essex RM13 8XT.



letters **Have your say**

This is the page dedicated to you! Write a letter to: otm pensioners' letters, Engage Group, 3 Selsdon Way, City Harbour, London E14 9GL or simply email: otm@engagegroup.co.uk – marking your email “otm pensioners' edition”

DEAR EDITOR

Back in 1946 when I'd first joined London Transport I'd fancied being a bus driver. For many years the nearest I got was shunting trolleybuses around the depot but by the early 1960s I had passed out from an LT driving course. I then operated the staff service, driving members of staff home whose shifts finished in the early hours.

Then I became an advert fixer. And so my nights became a long round of tea, beer and fags – ads that is! Ty-Phoo Tea, Truman's beer or Guinness (My Goodness! – My Guinness!) are just some of the regular ads. Over the years though, tea seemed to give way to travel – airlines and foreign holidays.

My own favourite adverts? The ones with the fewest pieces, which meant fewer trips up and down the ladder! I remember when Pearl Assurance did a big campaign I pasted their bills onto 52 buses, sometimes covering fourteen sides a night.

When I started the job I had to do my pasting out surrounded by stacks of Dunlop tyres. After Alperton's rebuild I got a few square metres to call my own, filled by hundredweight bins of paste powder, a worktable and packets of bills.

The job involved a lot of elbow grease – scraping off old bills, pasting out and fixing new bills. It could also involve a lot of legwork on the ladder.

Sometimes I had to be quite athletic. There were rare occasions when I was up a ladder and a driver slipped into the cab and started up. At which point I got myself down PDQ!

When the new bus-washing machines



were installed then vinyl coated bills were needed. These had a peel-off backing and needed a good eye and a steady hand.

Occasionally I still got to do a little bit of bus driving, even if it was only to pick up a parcel of bills which had been delivered to Stonebridge. So I did get to be a monarch of the road, sometimes. And I got to be lord of all I surveyed – in my little workroom. And more importantly, I worked among people I liked, doing work that I liked.

Sid
Advert Fixer at Alperton

DEAR EDITOR

Having read the article 'Music to your ears' in the July Pensioners' edition, I would like to inform you that music being played over the PA system was first tried out in the early 1990s at Tottenham Court Road (TCR). At the time, I was a Station Master at TCR. From the onset, there were lots of problems. Not only with the music, but customer complaints.

There was a cassette player installed in the operations room. The music cassettes were of similar size to a VCR cassette. We had a variety of music of about 10-12 cassettes.

The problem with the music being played via the PA was that parity was unable to be obtained throughout the station. If it was loud in the booking hall, it would be quiet on the platforms and passageways. And as for customer complaints, every day people were asking for it to be turned off, with comments like "invasion of privacy", "not wanted" etc. Then we received a letter from a musicians' union claiming the muzak was unlawful and threatening legal action. In the end, it was decided to discontinue with it. I was very disappointed with this decision as I had tried hard for it to be a success.

I wonder how many readers also remember the video screens over the Piccadilly line platforms at Leicester Square showing advertising and music and the multi-screens on the tunnel wall at Heathrow terminal 4? It would be interesting to know the response to the music now being tried out. Hope they are better than I got at TCR!

Kevin Farrell



WOULD YOU LIKE TO RECEIVE THE OTM STAFF MAGAZINE?

If you are a retired employee and you wish to receive the staff edition of otm every month, you can subscribe for £12 and receive issues from November 2007 to October 2008. Please fill in your details and send with a cheque or postal order (not cash or credit cards) for £12 payable to "London Underground" to: **otm** subscriptions, Employee Communications, 5th Floor, East Wing, 55 Broadway, London SW1H 0BD.

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