



LT veterans march in Remembrance Sunday parade

Former Territorial Army driver and retired London Underground Emergency Planning Manager Bob Lawrence led the London Transport Old Comrades past the Cenotaph on Remembrance Sunday.

"It was a great privilege. We were incredibly proud to be the only civilian group awarded the honour of laying a wreath at the Cenotaph, as well as marching along with the armed forces," he said.

Bob served in the Territorial Army from 1974 to 1977.

Ron Howard, who retired from TfL as a bus driver



Ron Howard (left) and Bob Lawrence at the Remembrance Day parade.

in 2004, laid the wreath at the Cenotaph. A veteran of the Royal Air Force, he served for 12 years in the UK, Cyprus and Aden.

The Old Comrades march every year in honour of transport workers who died serving their country in the First and Second World Wars.

They were given the right to march by King George V, recognising the service given by those who drove buses to the front.

No increase for TfL pensioners in 2010

Pension increases for pensioners of the TfL Pension Fund are based on the rise in the Retail Price Index (RPI) over the 12 months to the previous September. The figure for September 2009 has now been published and is -1.4%.

As a result, there will be no increase to Fund pensions in April 2010. This will obviously be a disappointment to pensioners, but as the RPI is negative, the fact that pensions remain unchanged actually marks an increase relative to RPI.

Pensioners in receipt of a post-1988 GMP element of their pension will be aware that this part of the pension is increased by the State and paid along with the State pension. At the time of going to press, the Increase Order has not been published, but our expectation is that there will be no increase to this element of the pension.

PCC results are now in

The longest-serving quarter of the TfL Pension Consultative Council (PCC) retired from office on 30 November 2009. The term of office for the new appointments started on 1 December 2009 and will end on 30 November 2013.

In Section One (pensioners and deferred pensioners), Linda Arwood and Chris Carroll were the only nominees for the two vacancies following Linda's and Vic Lane's retirement. Both Linda and Chris were therefore elected. Linda has served on Section One since December 2005 and Chris has a previous term of office with Section Three between December 2006 and June 2009.

In Section Two (TfL and its subsidiaries or contractors, excluding London Underground Limited), Ian Kierans retired. David George was elected following a postal ballot of the Section Two members of the TfL Pension Fund. Following Trevor Haynes' resignation, a casual vacancy also arose on the Section and Duncan Delvin, runner-up in the elections, was appointed. His period of office will end on 30 November 2011.

In Section Three (London Underground Limited and its subsidiaries), Mark Harding retired. John Robson was also due for retirement, but his period of office ended shortly before that as he left the organisation. Mark Harding was re-elected, having served on the PCC since September 2004, and Linda Martin was elected following a postal ballot of the Section Three members of the TfL Pension Fund.

For more information, please visit www.tflpensionfund.co.uk or contact Sarah Pascall, PCC Secretary, on 020 7918 3018 or email sarahpascall@tflpensionfund.co.uk



UPGRADE UPDATE

How are the line upgrades on London Underground progressing? What's behind those weekend closures? FIND OUT THE LATEST UPDATE ON PAGES 4-5 >>

Pensioner Forum update

Items discussed at the latest Pensioner Forum on 9 November included:

■ The latest Pensioner Forum, and letters received to *otm*, asked about the eligibility of the free ticket criteria raised in the last issue's letters page – see page 8 for an answer to this.

■ TfL Head of Pensions Stephen Field provided the Forum with an insight into the valuation process that was currently under way and the possible outcomes.

■ Martin Boots updated the Forum on the appointment of a new group human resources director – interviews were taking place at the time of the Forum. He said the Equality & Inclusion team was now part of Group HR and the new director will report to Transport Commissioner Peter Hendy.

■ It was reported that the contents of the birthday hampers sent to UK only pensioners from the age of 90 is being modified to provide a better balance between sweet and savoury foodstuffs.

Head to the coast

The next LTSA holiday is at the Afton Hotel, Eastbourne, from Sunday 7 March until Friday 12 March 2010. There are still places available – please contact Joyce Turner on 020 8743 2655. The cost of the holiday is £213 half-board and includes a day trip and entertainment every evening.

Super Suburbia

Until 31 March 2010, the London Transport Museum is holding an exhibition about how public transport helped the suburbs to develop, with examples of posters and memorabilia. Admission to the museum is £8 for senior citizens.

Upgrade updates

Find out which lines and stations are closed for planned upgrade work at www.tfl.gov.uk/check. If you don't have internet access, you can call 020 7222 1234 or textphone 020 7918 3015.

Noticeboard

Family fun

The annual London's Transport in Miniature family open weekend at the London Transport Museum's Acton depot is on 13-14 March 2010. It includes the Bayko Collectors Club and the Worthing Model Railway Club, plus a sneak peek at exhibits not usually open to the public. Tickets can be booked by calling 020 7565 7298. The depot is open from 11.00 to 17.00 both days – nearest station, Acton Town.

Chalking up experience

Staff from Chalk Farm bus garage are invited to get in touch with Sheila (Celia) Cunney, who worked there for 17 years. Contact Sheila on 07931 271511.

PENSIONER LIAISON UPDATE

I am pleased to report that more of you lovely people are coming forward and offering your services to become a Pensioner Liaison Representative in your area.

More reps are always needed, and there are large areas of the country where either a rep has had to stand down or there has never been a rep. So I am asking more of you to come forward to make life better for fellow retirees of TfL in your area.

If you live in London, north-east England, north-west England, Wales, Devon, Somerset or Avon in particular, please consider helping former colleagues in your area if you can. Reps can be pensioners or dependant pensioners. Thank you.

Yvonne Kerchhoff
Pensioner Liaison Manager

LTRSA MEETING

The next Annual General Meeting of the London Transport Retired Staff Association (LTRSA) takes place on 17 May 2010 at 13.00 at 55 Broadway. For more information, please contact George Allen on 01726 815707.

MAKE A DATE

You should all by now have received your 2010 calendar, which was posted out in November.

While the size and shape have changed, the content is as good as ever. We are once again thankful to Ian Bell for his excellent photos, the London Transport Museum for their contribution, and also Nick Ridge, a retired employee who kindly provided October's image.

We think you'll agree the quality and range of photos are great, and at the time of going to press calls were 16 to one in favour of the new calendar.

If you have not received your calendar, please contact the Pensioner Liaison Manager – details below.

We wish you all a very Happy New Year.

CONTACT DETAILS FOR PENSIONER ENQUIRIES

TfL Pension Fund
020 7918 3733

Staff Travel
0800 015 5073

Pensioner Liaison
0800 015 5074

Hospital Saturday Fund
020 7928 6662

Hospital Savings Association
01264 353211

Simply Health
0800 072 6719

Transport Benevolent Fund
08450 100 500

Transport Friendly Society
020 7240 8886

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

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

We're always keen to hear from you.
Send your news, story ideas and letters to:

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Extra help is on the cards

New Travel Support Cards are being trialled by passengers with hidden disabilities.



The cards explain about extra help that travellers with conditions such as autism, learning difficulties or deafness might need. Users can show the cards to staff.

They contain messages such as 'I only understand simple instructions'. Speech Therapist Shermeena Rabbi said: "I think it's fantastic that LU has recognised communication

disabilities, as this is often a hidden disability.

"Carrying the card gives travellers much more confidence to use public transport on their own."

The trial at Stratford, Willesden Green and Wimbledon stations runs until the end of March, when feedback will be taken on board before the cards are launched.

If you need extra help with your journey on any TfL mode, you can find out how to book it in a *Getting Around London* leaflet. It can be downloaded from the TfL website at tfl.gov.uk or you can call 020 7222 1234.

2018 plan on the agenda

An updated version of the TfL Business Plan was announced in October.

The Plan sets out how investment in front line services and London's critical transport projects will be maintained up to 2018.

Top of the agenda are the ongoing Tube upgrades, building Crossrail, extensions to the DLR and London Overground networks, preparing for and securing a legacy from the 2012 Games, smoothing traffic flows, leading a revolution in cycling and walking and delivering a greener, cleaner new bus.

Short-term priorities for the coming year include:

- completion of the upgrade of the Jubilee line
- the opening of the new £1.4 billion extension and upgrade of the East London line as part of



Plans unveiled: Transport Commissioner Peter Hendy and Mayor Boris Johnson announced the plans at Northumberland Park depot, where the Mayor also checked out the new Victoria line stock and chatted to staff.

the London Overground network

- a new cycle hire scheme with 6,000 hire bicycles across 400 central London locations.

In light of the current financial pressures on TfL, including a drop in Tube passenger numbers due to the economy, the Plan

says TfL needs to provide more than £5 billion of savings by 2018.

Transport Commissioner Peter Hendy said: "The Mayor's top priorities are to maintain and improve services while safeguarding London's huge transport investment programme."

Solution mapped out

The refresh of the Tube map ready for the new Circle line service pattern from 13 December 2009 also saw the return of some popular features.

The River Thames and the zone information, which were removed from the map published in September 2009 in a bid to de-clutter it, are now back on the revised maps.



E-sy does it for Pension Fund

The Pension Fund is always looking for ways to enhance communications with members and to take on board their feedback.

Many members have questioned why we spend money printing and posting our newsletters when we already make them available to view online.

With this in mind, we have put in place a process to allow members to opt to view some of the regular communications such as newsletters, the Annual Review and the pensioners' edition of *otm* on our website, instead of receiving paper versions.

Opting for e-comms from the Fund has no effect on other communications you may receive from TfL such as the calendar and Christmas card.

Full details can be found on our website at www.tflpensionfund.co.uk

Hydrogen buses join the fleet

Five hydrogen hybrid fuel cell buses are set to join the TfL fleet in 2010.

The initiative came a step closer when the Olympic Delivery Authority granted planning permission for a hydrogen refuelling facility in east London. Work is due to start early in 2010 and should be complete by summer.

The buses, for route RV1 between Covent Garden and Tower Gateway, emit nothing but water vapour, helping to improve air quality and traffic noise.

Upgrades meet major milestones

With numerous upgrade milestones celebrated across the network, 2009 was an important year for London Underground.

The biggest single rolling stock order in the history of the UK rail industry made real progress when the first S stock train was delivered to Neasden depot in October.

The train was used at the depot for static testing, where maintenance staff check that the power and other systems are ready to be tested on the line. In the late part of 2009, the train went out for dynamic testing on the Metropolitan line during engineering hours.

The next train is due to be delivered shortly, and the main fleet will arrive throughout 2010, ready for the exciting launch of the Metropolitan line's first new trains since 1962 in late 2012.

Operational Task Manager Paul Bloomfield said: "I feel a real sense of achievement with the first train's delivery.

"We're so proud and everybody can see the project is moving forward."

The S stock features three large front windows to provide a lighter, brighter and more pleasant ride for train operators, as well as a revolutionary on-board computer system, extra carriage space and air conditioning.

The Victoria line is also being prepped to receive sparkling new carriages. The 09 train stock (09TS) features walk-through



Testing times: the first train in and out of the new third platform at Stanmore was used to test the in-cab CCTV.

carriages that allow passengers to see from one end of the train to the other, more space inside and a much more comfortable ride.

The first production line train was delivered in December 2009 after a series of testing with prototypes in both engineering and passenger hours.

After many test rides on the 09TS, Victoria line Upgrades Manager Operations Don Hoskyn said: "I love it – it's as smooth as silk!

"There's been a lot of work

going on behind the scenes, and customers have had many delays and periods of engineering works disrupting their service.

"But when passengers travel on the new trains they'll see a massive difference."

Stock and Signalling Train Operator (SSTO) Douglas Awuah was one of the first to drive the 09TS. He said: "The acceleration is much quicker and the braking feels much smoother. I'm one of five SSTOs trained to operate the 09TS and we all feel this is a great chance to make our mark on London Underground."

Another milestone was delivered when the first of the new mid-tunnel ventilation shafts went live at Drayton Park.



Major milestone: (from left) Victoria Line Train Operators Alan Campbell, Paul Dell, Douglas Awuah and Jason Anderson with the 09TS.

“ We all feel this is a great chance to **make our mark** on London Underground. **”**



Smooth as silk: the new Victoria line stock.

This Cooling the Tube project is an integral part of the Victoria line upgrade, as it will make the environment much cooler to work and travel in.

One project that's received plenty of publicity is the Jubilee line upgrade. This work is continuing in 2010.

A further 22 days of closures up to and including Easter 2010

were agreed in December 2009, including eight days of full line closures.

Further closures will be required and LU will continue to urge Tube Lines to confirm both the upgrade completion date and the closure programme required beyond Easter.

Looking to the future, there are plenty more upgrades in the pipeline.

Work is under way on the Sub-Surface Railway (SSR) to adjust the signalling system to accommodate the new S stock.

There are also exciting times ahead for Crossrail. The project to provide a fast link from one side of London to the other is being delivered by the Crossrail team within TfL, working with Network Rail and LU.

LU is responsible for central London stations such as Tottenham Court Road and Whitechapel.



Stocked up: (from left) Instructor Operator Paul West, Operational Task Manager Paul Bloomfield and Instructor Operator Gerald Griffin are ready to go aboard the new S stock.

The line upgrades affect everyone who works for LU, and have a direct impact on the customer experience.

A new Line Upgrades

directorate was created in LU at the end of 2008. It brings together the former Engineering division, Chief Programmes Office, Metronet and LU's upgrade teams into one team tasked with delivering the upgrades on all LU lines.

Director of Line Upgrades David Waboso said: "We do appreciate that weekend closures to carry out this work do mean disruption for customers. But this is an ambitious, huge programme. It has to be done."

"We are really striving to achieve it with the minimum disruption – and we will all think the pain was worth it when we start experiencing the results."



FONDLY REMEMBERED

KEITH BEATTIE

27 October 2009, aged 63

Keith was Chief Civil Engineer, Chief Engineer and LU Director for Crossrail. He was known throughout LT/TfL.

STANLEY GEORGE BINSTEAD

1 October 2009, aged 81

Stanley joined LT in 1951. He was selected for training as an inspector in 1966, which he completed. He retired in 1989.

COLIN CORNWALL

15 October 2009, aged 82

Colin worked in the Pension Fund Office.

ANDREW GREVES

3 October 2009

Andrew joined LT in 1969 and went on to various roles in HR before leaving

to join Unipart in Oxford.

THOMAS FRANCIS HEEREY

2 May 2008, aged 87

Thomas was an electrician at Chiswick and then went on to West Ham, Upton Park, Barking and Romford garages. He worked for LT for 38 years.

KEN HENDERSON

9 September 2009, aged 88

Ken worked in Railway Operations.

JAMES (JIM) LOWNEY

October 2009, aged 89

Jim was a bus driver based at Southall and Hanwell bus garages. He was also a bus driver in Reading.

HARRY OLIVER

17 October 2009, aged 81

Harry was a bus mechanic

at Finchley bus garage for 34 years before taking early retirement in 1984. He was also an active trade union representative.

KATHLEEN PIGGOTT (née Kelly), BEM

26 September 2009, aged 76

Kathleen worked for many years at 55 Broadway supporting chief officers and board members. She also influenced the early careers of various people who went on to senior management.

CHRIS SENIOR

25 September 2009, aged 59

Chris retired from the Chief Engineer's Group in 2002. His previous roles included working on the company plan and LU safety and fleet manager for the Central line.



Calverley celebration: Les Calverley, Train Operations Manager Dave Johnson, Performance Manager Trains Jerry Piper and some of the Upminster team officially name Calverley House.

Les makes a house call

The train crew accommodation at Upminster has a new name – Calverley House, after former train operations manager Les Calverley, who retired in 2009.

Les worked for LU for 47 years.

He said: "The decision came as a real shock when it was announced at my retirement get-together. It's a real honour to have a former workplace named after me – I'm really touched."

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The house that Daniel built



After years of holidaying in the Canaries, retired employee Daniel Guinevan and wife Frances decided to buy a house there. But it's not all been plain sailing.

They found a property that was still being built, and as the housing market was slowing down, they negotiated what they thought was a fair price for the show house, which was about 90 per cent complete when they found it.

Daniel said: "But the falling value of the pound against the euro meant that as we forced the price down in euros, the actual cost in sterling was increasing!

"It became vital to fix the exchange rate with a currency dealer to contain our costs.

"Our estate agent introduced us to a good English-speaking Spanish solicitor in Fuerteventura and, together with our UK solicitor, a contract was agreed. However, under Spanish law solicitors only need to do what they are instructed to do – in the UK, you just expect your solicitor to make all the

necessary checks. So we had to put together a list of instructions with our UK solicitor.

"The process brought to mind some of the attributes necessary when running a project in LT! These include always assuming the people you're speaking to know nothing about what you are asking them to do, even if they've done it 100 times. And putting everything in writing, including the details of the meeting you've just had.

"Eventually the property became ours – as the Spanish solicitor put it, it is totally legal with water, electricity and a postal address. The first thing I did was to put a letter box behind the front gate – the fact that my birthday was coming up did have something to do with it!

"We have used the villa for about four months and it still feels like a project rather than a home. There are many jobs still to do and I can see us shopping in the UK for some time yet, taking heavy suitcases out there with us and bringing back empty ones!"

Two centuries of service

The Stringer family has clocked up more than 200 years on the Capital's transport network.

Dennis Stringer worked at Acton Works for 44 years before he retired in 1987. His father Jesse Stringer spent 44 years at Golders Green and Morden depots up to 1963, and Jesse's father Hugh was a motorman on London Underground.

Dennis's three children followed the family tradition. David has spent 37 years with LU, starting as an apprentice at Acton and then moving to the Lifts and Escalators team, where he still works. John also did his apprenticeship at Acton before moving to the experimental shop, leaving in 1994 after 17 years. And Linda Stringer started her career in the Signals team at Acton and then moved to travel information, and is now in her 30th year.

Dennis's second wife Ann Stringer worked at Acton for 11 years from 1968 to 1979. Son Gary spent five years at Heathrow and Hammersmith travel information.

Dennis's cousin Richard Stringer also did an apprenticeship at Acton.

And last but not least, brother-in-law Stanley Selwood (not a Stringer!) spent eight years as a labourer at Acton.

In family footsteps

Retired conductor and driving instructor Terence Norris followed in his family's footsteps when he joined London Transport at Seven Kings garage in 1959.

His grandfather James Norris worked at Hackney garage as a bus driver and temporary driving instructor from 1911, retiring in 1939.

Youngest son Leonard Norris joined Dalston garage in 1949 as a driver, and stayed with the company until retiring from Ash Grove garage in 1983.

James's two oldest sons James and George Norris both worked for the old Empress Coach and Bus Company at Cambridge Heath Road, which transferred to LT in 1933.



Going for a song

People who attended the TfL carol service in December were treated to the tuneful talents of the London Transport Industry Choir.

The choir has been going for 60 years. It joined forces with the old British Rail choir recently and is open to anyone connected with the transport industry, including retired staff.

Its regular membership of around 30 can swell to 50 for the annual carol service at St Martin-in-the-Fields, Trafalgar Square.

Bob Aley, Project Sponsor and Development Manager for the Operational

Accommodation Improvement Programme, joined three years ago.

"It's a great way to meet other people who love singing and to visit places you wouldn't normally go to, as we perform at several events throughout the year," said Bob.

"If you enjoy putting on a great performance and have a good voice, this could be for you."

The choir includes men and women and is always on the lookout for more voices. If you'd like to find out more, contact Bob Aley on 020 7918 4706.

FREQUENTLY ASKED QUESTIONS

This issue we feature a selection of the most frequently asked questions to the Staff Travel office – it might save you a call!

Q: Can I still receive an ATOC free ticket on National Rail in retirement every calendar year?

A: Free tickets are only eligible in retirement if you continue to hold a valid 1st Class National Rail Privilege Ticket Authority Card (PTAC) in retirement, irrespective of where you worked within TfL or its subsidiary companies.

Q: From 2 January 2010, is our Retired Oyster card valid on National Rail Services?

A: No, your Retired Oyster card is **not** valid on National Rail services – this is for fare-paying customer Oyster cards only as they hold pay as you go (PAYG) Oyster cards where they add credit to their Oysters. You must adhere to your current Conditions of Use for your Retired Oyster card.

Q: Can we use our PTACs on the High Speed services on Southeastern?

A: Yes, you can now use the High Speed 1 service, but only if you hold a valid PTAC card for National Rail. However, there are a number of restrictions on the trains you can use – these are listed on the Staff Travel page of the Pension Fund website at www.tflpensionfund.co.uk or you can call Staff Travel on 0800 015 5073.

Have Your Say



Thank you to everyone who has sent us a letter. We do read them all, but due to limited space we are only able to publish a selection each time. If you would like to write to us or raise an issue, send your letters to: **otm pensioners' letters**, AB Publishing, 24-26 Great Suffolk Street, London SE1 0UE or email otm@abcomm.co.uk marking your email **otm pensioners' edition**. We look forward to hearing from you.

Ticket troubles

I have noticed on the automatic ticket machines at National Rail stations that holders of cards such as over 60s railcards and forces cards can buy their tickets from the machine, but those of us who hold PTAC have to buy our tickets from the ticket office.

At times this causes problems as transactions can involve big delays because of the large queues.

It would be a lot easier if we could buy our privilege tickets from the machine like everyone else.

John McGraw, retired duty station manager

This question has been raised before, and it's a nice idea, but unfortunately it's not a simple change to make.

Ticket machines are managed by the relevant train operating company for that station to provide the most commonly used tickets. They are limited to ticket types and destinations, and relieve pressure on queues at ticket offices. Unlike other railcards, PTACs allow a discount at a privilege rate and one of the conditions is that the PTAC acts as the photocard to confirm eligibility – hence the need to go to the ticket office at the time of purchase.

Elaine Horwood, Staff Travel

For the record

I lost my job as a duty station manager on the Jubilee line when I became ill. Since then, a couple of things have cropped up.

To get my own medical records,

I must pay £50 (out of my pension) and to get my records copied I must travel to London to collect them – when I struggle to walk to my bedroom.

To read *otm*, I must pay £12. Why can't we have a website where we can read it, saving postal charges and paper and print?

Some of us retired staff like to keep in touch with our old colleagues to see how they are getting on.

Tom Davies

The Tfl Pension Fund covers the cost of medical reports the Trustees require to determine whether a member qualifies for ill-health benefits. Only in exceptional circumstances, for example if a member failed to attend an agreed appointment for this purpose without prior notice, would the member possibly be asked to contribute. Individuals with particular concerns about this issue are advised to contact the Fund Office direct on 020 7918 3792.

With regard to *otm*, retired staff receive the pensioner version of *otm* completely free of charge. The pensioner version contains a mix of the highlights from the main staff edition and news we think relevant and useful to readers.

The main staff edition is sent to current employees only. If retired staff wish to receive the employee version, we ask them to pay £1 per issue towards the cost of production and postage.

Conducting a search

Former bus driver Martyn Childs would like to trace conductor Robert McConnell. The pair became firm friends at Sidcup garage between 1965 and 1967 and Robert was Martyn's best man. Martyn left LT in 1967.

If you can help, drop us a line here at *otm* – details above.

Information is out of site

On page 2 of the last issue, Niki Malik reported that staff travel information is available on www.tflpensionfund.co.uk

But this site does not exist. Instead you are redirected to <http://www.tfl.gov.uk/corporate/5808.aspx> where there is a link to the Pension Fund site, but the information there is confined to pensions matters (not surprisingly!).

Where is the travel information?

Alan Bloomfield

For most members, a web address such as www.tflpensionfund.co.uk is easier to remember. The technically correct URL is <http://www.tfl.gov.uk/microsites/pensions/home.asp>. We do agree with you and are looking at making it easier to access the Staff Travel site.