



PENSIONERS' EDITION

BY ROYAL APPOINTMENT

The Queen visited Aldgate station as part of a royal tour of four working locations in the City in February.

During the VIP visit, the Queen chatted to station, train, service control, maintenance and cleaning staff and British Transport Police officers and heard what it's like to work at a busy station.

Chief Operating Officer Howard Collins then presented her with a custom-made Buckingham Palace roundel.

Station Supervisor Mario Christodoulou said: "The anticipation was unbearable. I was very excited and felt extremely honoured.

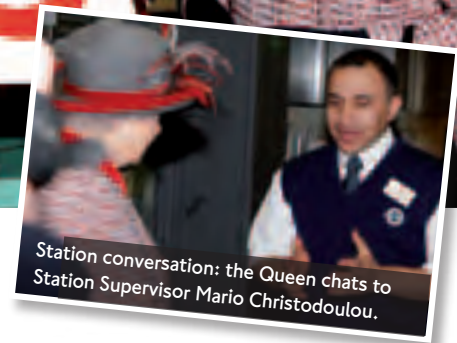
"I have built a water feature to commemorate the 7 July bombings, and the Queen said it was very pleasing to the eye.

"She took an interest in how long I had been working for LU and about the recent refurbishment, and said the office looked cluttered!

"She was a lovely lady and made me feel at ease straight away, but I just couldn't believe how little she was!"



Royal roundel: Chief Operating Officer Howard Collins presents the Queen with her very own Buckingham Palace sign.



Station conversation: the Queen chats to Station Supervisor Mario Christodoulou.

New bus has the Wright stuff

Manufacturer Wrightbus has been chosen to design and build the New Bus For London in Mayor Boris Johnson's competition for a Routemaster replacement.

The first new bus is due on London's streets in 2011.

It will feature an open platform that can be closed off if needed, hybrid technology to make it 40 per cent more fuel-efficient than conventional diesel buses, three doors and two staircases for quicker boarding.

The Mayor said: "We can look forward to a new icon of London that not only returns to the Capital the joy of the open platform, but also uses state-of-the-art green technology."

Wrightbus Managing Director Mark Nodder said: "We're delighted to be chosen by TfL as the preferred bidder. This project marks the start of an exciting new chapter in passenger transport in London."

TfL pensions unchanged

This year, for the first time, pensions from the TfL Pension Fund did not increase.

Pension increases are governed by the Fund Rules, which state that any increase in pensions will be by reference to the increase in the Retail Price Index (RPI) in the September just gone, compared with the September before that.

In September 2008, the increase in RPI was five per cent and pensions were increased at this rate with effect from 1 April 2009, even though inflation, as measured by RPI, fell substantially after that September date.

The change in RPI to September 2009

was negative at -1.4 per cent.

However, the good news is that pensions did NOT reduce. The value of pensions is therefore protected, and staying at the same rate actually represents an increase relative to the cost of living as measured by RPI at that date.

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 pension.

Pensioner Forum update

Items discussed at the latest Pensioner Forum on 25 January include:

- the pensioners' representatives were pleased with the new-look calendar on the whole, and said the Christmas card was better than the previous year's

- the Pensioner Liaison Representatives' (PLR) handbook is being rewritten for the next PLR meeting in May. A leaflet about the PLR scheme for all new retirees was completed at the end of February

- Richard Williams, Scheme Actuary from Towers Watson, gave a presentation on the TfL Pension Fund actuarial valuation as at 31 March 2009

- the new *Pensioners' Guide* document was discussed

- pensioners' representatives' spokesman John Ingleton announced that he will stand down after the next meeting, but will continue as a PLR.

Noticeboard

TBF on the move

The Transport Benevolent Fund (TBF) has moved offices. The new address is Transport Benevolent Fund, 22-25 Finsbury Square, London EC2A 1DX. The phone number (listed below) stays the same.

Chiswick chat

All former Chiswick Works colleagues are invited to the annual dinner at the Twickenham Masonic Centre on 17 April 2010 at 18.00 for a 19.00 start. People who can't make the dinner are welcome to come along later for drinks and a chat. Please contact Don Robson on 020 8570 3136 for more details.

Upgrade updates

Find out which lines and stations are closed for upgrade work by logging on to www.tfl.gov.uk/check for the latest planned closures. If you don't have internet access, you can call 0843 222 1234, or textphone 020 7918 3015.

Farming today

Several Chalk Farm garage employees got in touch following last issue's reunion request, and a meeting has been arranged. It will be at the Drum and Monkey pub, Junction Road, London N19 (near Archway Tube station) on Sunday 23 May from 13.00. If you'd like to come, please contact Sheila Rogers (now Mrs Cunney) on 07931 271511 before 16 May so Sheila can organise a buffet for the correct number of people.

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.

PENSIONER LIAISON UPDATE

The Pensioner Liaison Representative (PLR) scheme still needs volunteer visitors to cover many areas of the country, including Kent, Norfolk, Cambridgeshire, Essex, Middlesex and Devon.

You would decide how much time to give and how many people you could see in a year.

For more information about the scheme, please contact me on the Pensioner Liaison number in the box below or write to the

address on page 5. You could make a real difference to the life of members in your area, as one of our PLRs explains on page 5.

Yvonne Kerchhoff, Pensioner Liaison Manager

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

For any otm queries and
suggestions – call
020 7922 5670 or email
otm@abcomm.co.uk
or write to otm pensioners'
edition, 24-26 Great Suffolk
Street, London SE1 0UE

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Delivering improvements: Mike Brown is back at LU.

Mike makes return **TUBE TRIP**

New London Underground (LU) Managing Director Mike Brown started in the role on 22 March.

Mike is no stranger to the Tube. He joined LU in 1989 and was chief operating officer from 2003 until 2008, when he moved to BAA and was responsible for running Heathrow.

Mike said: "It is a privilege to have been offered this chance to lead London Underground.

"Millions of passengers rely on the Tube every day and I look forward to working collaboratively with LU's staff and all our partners to deliver the improvements so vital to London's future."

Crossrail is coming

It's billed as the most important infrastructure development not only in London, but in the whole of the UK.

Crossrail will transform the Capital's public transport network and the London skyline when it opens in 2017. It will run from Maidenhead and Heathrow in the west to Shenfield and Abbey Wood in the east, via new twin tunnels under central London. It will link Heathrow Airport, the West End, the City of London and Canary Wharf and add an extra 10 per cent to London's overall transport capacity.

And it's starting to feel real as buildings in key central locations are already being demolished to allow enabling work to start.

London Underground (LU) will manage the main stations in central London – Bond Street, Tottenham Court Road, Farringdon, Liverpool Street and Whitechapel. LU has a Crossrail team already up and running, working with the designers and builders to make sure the stations and infrastructure match our specifications and standards and the building work causes minimum disruption to the LU service.



No small hall: how the Liverpool Street and Moorgate ticket hall could look under the Crossrail scheme.

Did you know?

The Crossrail route will be 118.5km (74 miles) long

BUS TRAVEL MADE EASY

Passengers with internet access can benefit from a new way to find bus route information and maps online.

Users can search for information on the TfL website using a postcode, street name, route number or landmark. The site displays the nearest bus stops, details of the bus routes that call there and the current timetables.

By zooming in or dragging the mouse over the maps, users can also see the surrounding area.

Information on any planned disruptions is also provided when searching for a specific route.

- Try it out at www.tfl.gov.uk and click on buses.

RINGING THE CHANGES

An automated telephone version of the Journey Planner service is now available.

Callers to the new TfL travel information number – 0843 222 1234 – can simply state their starting point and destination when prompted, and hear the best route to get there.

The service recognises stations, hospitals, major landmarks and points of interest.

The previous 020 7222 1234 number will soon be phased out.

HELP AT HAND FOR RETIRED STAFF



The Transport Benevolent Fund (TBF) has been helping current and retired public transport workers in need since 1923.

It offers members a wide range of benefits, from convalescence, medical equipment, physiotherapy and complementary treatments to cash grants and advice.

Benefits are available not only to members, but also their partners (married or living together, including same sex couples) and dependent children.

It is run by trustees who are all public transport workers, so they understand the industry and members' needs.

Only current employees (not retired) can become new members of the TBF, but membership and the benefits may continue after the employee has retired. Many readers will have benefited from the TBF's services.

But if you didn't join the TBF when you were working, you may be eligible for help from the TfL Staff Welfare Fund, which is run by the TBF.

The Staff Welfare Fund (SWF) gives one-off cash grants to qualifying people who find themselves in short-term need, hardship or distress. It's not suitable for someone with a long-term medical need.

Anyone receiving a pension from the TfL Pension Fund, or employees who left service due to age, ill-health or redundancy (but not other deferred pensioners), may be eligible for help from the SWF. Grants are made at the discretion of the TBF trustees and there is no maximum limit.

To find out more about the TBF and SWF, or to apply for help, call the TBF on 08450 100 500, log on to www.tbf.org.uk or www.tflswf.org.uk or write to Transport Benevolent Fund, 22-25 Finsbury Square, London EC2A 1DX.

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If you're interested in finding out more about becoming a PLR, please call 0800 015 5074, email pls@tfl.gov.uk or write to Pensioner Liaison, 4th Floor, Western House, 237-239 Oxford Street, London W1D 2LS.



Rewarding role for PLR

Barking area Pensioner Liaison Representative (PLR) Robert Clarke applied for the role after seeing an advert in *otm*.

"I thought it was a great idea," said Robert (pictured above). "It's a chance to help people, keep in contact with transport colleagues and let retired staff know they haven't been forgotten."

Robert joined LT in 1970 as a bus driver. He worked at Barking and Chiswick before moving to London Underground's high voltage cables department. Robert retired in 2003.

"I thought taking early retirement would mean a

quiet life, but I haven't stopped!" said Robert.

"There were 29 pensioners on my patch when I took it on and the number is growing. I keep record cards of all the visits, and send all 'my' pensioners birthday and Christmas cards.

"The level of support I give varies tremendously, from people who list me as their next of kin and ask me to keep an eye on their home while they are in hospital, to others who don't require a visit but just like the reassurance of knowing there's someone local they can turn to. It's a hugely rewarding role."

SIX OF THE BEST

Six members of the Nicholls family have kept up the transport tradition that's in their blood.

Reader Michael G Nicholls retired in 1994 from the LU Plant Engineer's Office/Depot Plant and LTI (in full TBC) in Taipei, Taiwan, after 37 years' service.

His grandfather Lewis A Nicholls worked in the Financial Office at 55 Broadway for 30 years, retiring in 1953.

Michael's father George L Nicholls worked in the maintenance Jig and Tool Office at Acton for 39 years before he retired in 1972.

Uncle Charles Crookes (not a Nicholls!) served for 34 years with the Road Services team in maintenance.

And Michael's son Mark G Nicholls and daughter Heather P Nicholls worked for LU in the 1980s and 1990s.

Do you have family ties with LT/TfL? Send your stories by email to otm@abcomm.co.uk or write to *otm* pensioner edition, 24-26 Great Suffolk Street, London SE1 0UE.

Mappa Metro



A group of Latin enthusiasts has translated the entire Underground map into the ancient language – with a few not-quite-literal interpretations along the way.

Pensioner Roy Dyer, who worked for LU's mechanical engineering department, belongs to the U3A (University of the Third Age) group in Stratford-upon-Avon, who came up with the translations.

Roy said: "We sent the complete Londinium Subterraneum map to Mayor Boris Johnson – also a Latin enthusiast – as a Christmas present. We've also been in contact with the Transport Museum about displaying the map."

All stations, lines and even phrases such as 'Check before you travel' have been translated.

The project took the group several months. When they couldn't come up with a literal translation, they used a book about the meaning of station names from the Transport Museum shop. And when all else failed, they went for an innovative approach!

"We couldn't find a translation for Barking, Paddington or Waterloo," said Roy. "So we translated Barking as 'what a dog does' (Latratus), Paddington as 'little bear' (Ursa Minor) and Waterloo as 'the water of the sewer' (Aqua Cloacae)."

Fondly remembered

ETHEL CONYERS

15 December 2009, aged 92

Ethel worked as a ticket collector for LU at Edgware Road (Chapel Street), Paddington and High Street Kensington for 25 years.

MAURICE COURT

29 January 2010, aged 91

Maurice retired from LT in 1987 as a senior manager in the Finance department.

FRANK COX

10 December 2009, aged 85

Frank joined LT in 1948 as a bus conductor and soon trained as a bus driver. He worked at Turnham Green garage and Stamford Brook. He retired in 1986 after 38 years' service.

MICHAEL (MICK) CROWLEY

23 October 2009, aged 81

Michael worked as a bus

conductor at Barking garage for 22 years.

FRANK DULIEU

8 January 2010, aged 88

Frank worked as a storeman at Neasden depot for 21 years until he retired at 65.

CARLTON A LEO

9 October 2007, age 71

Carlton worked in the Lift Supervision department for LT.

THOMAS McFADDEN

19 January 2010, aged 78

Thomas worked as a telephone chargehand for the Telephone Section of the Chief Signal Engineer's Department at Earl's Court for 34 years. He retired in 1987.

I S (OSSIE) OSMAN

15 October 2009, aged 81

Ossie was a bus driver at Chalk

Farm garage for 20 years. He retired in 1993.

FRED PRIEST

20 February 2010, aged 84

After World War II, Fred left the army and joined LU. He retired in 1987 as a group station manager for the King's Cross group.

PHILIP SELBY

20 December 2009, aged 93

Philip started in the schedules department at Reigate garage and then worked at St Pancras Chambers and 55 Broadway. He retired as a senior claims inspector in 1979 with more than 40 years' service.

ROY SMITH OBE

13 January 2010, aged 87

Roy joined London Passenger Transport Board in 1938 and spent a number of years in the Bus Traffic Office before

retiring in 1981 as development director, buses. He was a Chairman of the 55 Society and President of the LT Old Comrades' Association.

MARY TAYLOR

29 December 2009, aged 95

Mary started at Riverside bus garage in Hammersmith in 1947. She retired in 1981 after 34 years of service. She was also a member of the London Transport Catholic Guild.

TERESA TRAVERS

21 October 2009

Teresa worked for a number of years as secretary to Eric Cuthbert, Chief Civil Engineer.

ERIC WILKINS

23 January 2010, aged 90

Eric was new works superintendent in the Railway Operating Department.

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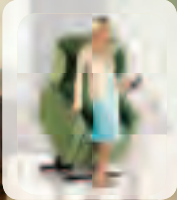
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***OTMP/29/03/10/c

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FREQUENTLY ASKED QUESTIONS

A selection of frequently asked questions and the answers.

Q: Where can I use my Retired Oyster card?

A: These can be used on all rail services operated by London Underground, Docklands Light Railway and Tramlink, London's bus services displaying the red or white roundel on the front and any other bus service where the TfL fare scale applies, and London Overground services between the following stations: North London line – Richmond to Stratford, Gospel Oak to Barking; West London line – Clapham Junction to Willesden Junction and Euston to Watford Junction.

It is also valid on services operated by National Rail (Standard Class only) between the following stations: Amersham – Marylebone; Stratford – Liverpool Street; Finsbury Park – Moorgate (via Drayton Park only); Kentish Town – Elephant & Castle/ London Bridge/Moorgate; Fenchurch Street – Upminster; Euston – Watford Junction (not Virgin Trains).

For Conditions of Use, contact Staff Travel on 0800 015 5073 or write to 4th Floor, Western House, 237-239 Oxford Street, London W1D 2LS.

Q: How do I become a Pensioner Liaison Representative (PLR) for my area? How do I find out if there is a PLR in my area?

A: Please contact the Pensioner Liaison Manager on 0800 015 5074, email pls@tfl.gov.uk or write via the Staff Travel address above.

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.

Not card sharp

I retired from LU in 1997, and my wife and I were issued with Travelcards for the Underground/ buses and Privilege Travel Authority Cards (PTACs) for National Rail.

The following year, our Travelcards were presumably withdrawn as we never received them again. However, we both have our PTACs.

In January, we travelled to London by London Midland Railway to Euston, and proceeded to the Underground to buy an off-peak OAP privilege Travelcard. My wife was refused by the booking clerk who, on seeing her PTAC, said she did not know what it was and sold her a normal Travelcard at the full rate.

What are we doing wrong?

N A Dunn

You do indeed both receive PTACs, but unfortunately you were not eligible to retain the Retired Oyster card due to your length of service.

However, with your PTACs you may still apply for a discounted rate on an Oyster card by completing a Retired Oyster privilege discount entitlement application form. This is sent to Staff Travel for authorisation and returned to your home address. The approved form can be taken to any LU Ticket Office along with the valid PTAC to process privilege rates on to the Oyster card. If the current PTAC has been reissued or renewed under the general reissue, you

should return to the LU ticket office to get the privilege rate reset, but if it is a replacement or new Oyster card, a new application form must be completed.

Also, remember one-day privilege tickets are no longer available. However, return and single journey tickets can still be purchased at LU ticket offices using your PTACs.

Elaine Horwood, Staff Travel

Increasingly frustrated

I wish to correct the January issue article that said even though TfL pensioners will not get an increase in 2010, the fact that the RPI is negative means TfL pensioners do get a relative increase.

December figures show inflation rose to its highest for nine months. The CPI stands at 2.9 per cent and is destined to go higher.

I would like to ask Stephen Field – if the Pension Fund is our money, why can't we have an ex gratia payment of £150-200 to offset this obscenity? Why can't the rules be changed to stop it happening again?

David French

The TfL Pension Fund provides pension increases based on the rise in the Retail Price Index (RPI) to the previous September, and not the increase in the Consumer Price Index. See the explanation on page 1 for more details of how this is calculated.

In the January *otm*, we were simply highlighting that, because the RPI had decreased

rather than increased, TfL pensions did not change.

The Pension Fund is not pensioners' money as such; it is held in trust to provide benefits for all classes of Pension Fund member. Unfortunately, the current financial position is such that any form of ex gratia payment or any change to scheme rules to permit a higher level of increase is not possible.

*Stephen Field,
Head of Pensions*

Keep the faith

I love the design and pictures in the 2010 calendar. It's much easier to handle.

But with people of so many ethnicities working in London's transport, why is there no mention of religious calendar dates, such as Islamic New Year, Ramadan, Jewish New Year, Rosh Hashanah and many more?

Eileen Weston

I am glad you like the new size and the pictures.

The calendar is designed to minimise the amount of detail, and optimise the space for people to use. UK bank holidays are included as they can affect the date the pension is paid.

Religious calendars can be viewed on the internet, for example at www.interfaithcalendar.org and members who do not have a computer can ask in their local library.

*Yvonne Kerchhoff, Pensioner
Liaison Manager*