

otm

o n t h e m o v e

PENSIONERS' EDITION

Great savings on top attractions



A new campaign has launched to encourage people to come into London and get back onto tubes and buses in the wake of the London bombings.

The campaign, called Everyone's London, includes exclusive discounts of up to 50 per cent at more than 100 top London attractions, including the London Eye, museum and gallery exhibitions and West End musicals.

The offers are open to anyone who has a valid tube or bus ticket as well as all members of TfL staff, and will run until March next year.

Elizabeth Norris, Strategic Marketing Manager, said: "I am very excited about this campaign as it's the first time we've been able to reward our customers and staff with such an extensive offer."

For more information on the discounts, please log on to www.tfl.gov.uk or pick up a leaflet at your local tube station.



Olympics come to London

The Olympics and Paralympics are coming to London in 2012.

Multi-coloured confetti filled the air in Trafalgar Square and the Red Arrows performed a flypast to set the seal on the result.

Thousands gathered at Stratford station to watch the result on giant screens and when the news came, the crowds burst into cheers and applause, waving 2012 flags and balloons.

Staff at Stratford, which will be one of the main hub stations for spectators heading to many of the top events, held a day-long party for customers and locals.

Michael Graves, Duty Station Manager, said: "We knew from the International Olympic Committee's (IOC) final report that we had a good chance of winning the Games. As each of the eliminations were being read out, a cheer went out when first Moscow, New York and then Madrid were eliminated, leaving only London and Paris.

"With the giant countdown clock ticking to the final host being named, the atmosphere was electric. When Jacques Rogge, IOC President, stepped up to make the final announcement, the whole place went quiet, and when he said London, it just erupted!"

Olympic heptathlon gold medallist Denise Lewis visited tube staff to celebrate the success of London's bid and to thank them for their efforts after the bombings of 7 July.

Nigel Holness, Service Director BCV, said: "This was a chance for the 2012 bid team to thank everyone for their work both towards the Olympic bid and after the bombings. People got London back up and running, showing that we are the perfect city to host the Olympics in 2012."

Happy birthday Harrow-on-the-Hill

Harrow-on-the-Hill celebrated its 125th anniversary with commemorative posters, a display about the station's history and even actors in period costume.

The posters were displayed at all stations on the Metropolitan line and a pamphlet detailing Harrow-on-the-Hill's history was distributed to commuters. Representatives from Harrow Council were

out on the station giving out leaflets on tourism in the area.

"It was a good day," said Tosh Pelle, Duty Station Manager, Harrow-on-the-Hill.

"It meant a lot to

the staff, and the response from the public was good, particularly from some of our more senior customers. It was great to recognise the history we have here."



Actors dressed in period costume were on hand for the celebrations.



Picture courtesy of London's Transport Museum.

A glimpse of yesteryear at Victoria bus station in 1953.

Pictures from the past

Historic images of London have been installed at Vauxhall Cross and Victoria bus stations as part of an initiative to highlight the capital's transport heritage.

The black and white images show what the bus stations used to look like and will familiarise Londoners with the history of their local areas.

Joel Adams, Projects Support Assistant for London Buses, said: "With these posters, we aim to show the continual improvement in transport infrastructure over the years.

"They also provide an interesting talking point for customers."

It is hoped that similar displays will appear at other bus stations following the completion of improvement works.

Subscribe to *otm*

If you are a retired employee and you wish to receive the staff edition of *otm* every month, you can subscribe for £6 and receive issues from November 2005 to April 2006 (six months inclusive). These issues do not include 'pensioner pages'.

Please fill in your details and send with a cheque or postal order (not cash or credit cards) for £6 payable to **London Underground** to *otm* subscriptions, Employee Communications, 5th Floor, 55 Broadway, London SW1H 0BD.

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PENSIONERS' FORUM UPDATE

MAIN POINTS OF MEETING HELD ON 11 AUGUST 2005

- Hugh Hood, Director of Group HR, TfL, attended the meeting to comment on the current and future operation of the Pensioners Liaison Scheme. It was agreed to undertake an in depth review of the scheme, in conjunction with nominees from the Pensioners' Forum, and make recommendations on its future. A report on the findings will be given to the pensioners' representatives at the Pensioners' Forum meeting on 3 November 2005.
- The pensioners' representatives were given a report on the working of the Staff Welfare Fund
- The meeting agreed changes to the Pensioners' Forum Constitution
- During discussion on travel facilities, the pensioners' representatives were advised that the additional benefits received by the fare-paying public from Oyster cards were not available to either staff or pensioners.

Your contacts at your magazine

Do you have something you'd like to include in the next pensioner edition of *otm*? Let us know! Please remember to include a telephone number with your letter.

Your contacts at London Underground

Dee Horsman
tel 020 7918 3388 fax 020 7918 3176
email deirdre.horsman@tube.tfl.gov.uk
Employee Communications,
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55 Broadway, London SW1H 0BD

Or you can contact the team at AB Publishing

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All change for District line trains

Refurbished trains on the District line are proving a hit with customers thanks to many new features.

The first entered service in June 2005.

Bob Thorogood, District line General Manager, said: "The refurbished stock is vastly superior to the old trains with many staff and customer benefits both in safety and accessibility."

These changes include CCTV, tip-up seats providing space for buggies, wheelchairs and luggage, a doorway grab pole and windows that allow passengers to see into other carriages.

Aesthetic changes include blue/grey seat covers to minimise graffiti, contrasting aisle and vestibule coloured flooring to replace the old wooden surface and London Underground corporate livery on the exterior.

For drivers, missile-proof glass and cab air cooling is proving popular.

Seventy-five D Stock trains entered service on the District line between 1980 and 1983.

The project to refurbish the D Stock trains, each consisting of six cars, will take several years to complete, as only three trains can be withdrawn from service at anyone time.

All will be refurbished by February 2009, extending their service life by around eight years.

Inside the new-look carriage.

The Ashes came home — and the Underground was ready

Australia may have been bowled over, but just hours after learning of England's cricket victory in the Ashes, staff at Charing Cross expertly dealt with a crowd of thousands.

Londoners took to the streets to celebrate victory just 18 hours after the nail-biting final day of the last test.

Olu Olunuga, Duty Station Manager, Charing Cross, said: "We're used to huge events in Trafalgar Square, but we usually have a bit more notice!

"We'd all been keeping our eye on the cricket since the weekend, but the nature of the competition meant we didn't know which way it would go until Monday evening. Then it was all hands on deck to ensure we could cope with the crowds.

"It went very well," Olu added. "The atmosphere was amazing. The great thing about working at a station like Charing Cross is that you're always in the thick of the action."

Diary dates

Carry on camping

The Caravan & Outdoor Leisure Show is coming to Earl's Court Exhibition Centre again next month, and once again *otm* has tickets to give away.

If you're crazy about camping or prefer a hotel of the moveable variety, then simply email your name and address to onthemove@abcomm.co.uk or write to *otm* Pensioners, AB Publishing Ltd, 24-26 Great Suffolk Street, London SE1 0UE by 1 November.

The first eight people to apply will get a pair of tickets to the show, which takes place from Tuesday 1 to Sunday 6 November, 10.00 to 18.00.

Join the Oakwood Veterans

The Oakwood Veterans Association has enjoyed a busy summer.

The group took a mid-week trip to Devon in June to enjoy the pleasures of the South Devon Railway. They also travelled to Alresford in Hampshire from Waterloo on a steam engine.

If you would like to join the Oakwood Veterans on one of their frequent trips, and receive a monthly newsletter, please contact the organiser Chris Thompson on 020 8524 8237, or via email on chris@gableaviaries.fsnet.co.uk



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If you have a letter to the Editor, send your contribution to *otm* pensioner letters, 24-26 Great Suffolk Street, London SE1 0UE, or email onthemove@abcomm.co.uk. Please remember to include your name and a contact telephone number – we won't publish your number, but we may need to follow up information with you.

Dear Editor,

Visiting the cash machine recently at my bank, I found this message flashing at me: "You wait for ages and then three bank accounts come along at once."

It goes to show just how 'three coming along at once' has become part of our language, having started life as customers' verdict on bus operation.

Your article about 'bus info enjoys an upgrade' leads me to ask whether the £120 million upgrade will be used to eliminate the traditional 'three coming along at once' experience.

So often I have witnessed three buses starting their return journey at the same moment

Truth in old adage?

because traffic congestion caused them all to arrive late from their outward journey.

Frequently, two of the three complete the return journey totally devoid of passengers.

My hope is that the new system will enable continuous real-time dynamic rescheduling for the remainder of each driver's shift, so that the three buses will be able to start their return journey with intervals between each of them.

Gordon Dixon

Dear Gordon,

We recognise that it can be frustrating when bus congestion occurs.

This phenomenon of buses arriving in groups is known as 'bunching' and it doesn't happen as much as it used to.

We monitor bunching as one of the measures of bus reliability, and it is constantly improving.

Latest figures show reliability is better now than it's ever been since records began.

We hope the new technology will help us continue to improve. London Buses' new radio and bus location system upgrade will provide a wealth of journey time data to bus operators to allow them to provide a more reliable service.

Drivers will also have

headway information (the time gap between adjacent buses) so they can maintain a regulated service and stop bus congestion.

Other significant advantages include more accurate real-time information allowing passengers to make better informed decisions, as well as audio announcements and visual displays on board buses that will provide valuable information; of particular benefit to passengers with disabilities, infrequent travellers or passengers facing language barriers.

Carrie Choo, Project Communications Manager

Crime figures released

Crime figures on the Underground for 2004/5 remained largely unchanged from the previous year, even though record numbers of passengers were using the tube.

The figures, released by the British Transport Police, showed crimes such as pick-pocketing and theft fell by around 13 per cent.

However, there have been significant increases in reported drug offences, public order and violent crime, which the police have put down to a better detection rate.

John Strutton, Crime and Disorder Partnership Manager, said: "There are some positive indications in these statistics, as well as some areas of concern.

"By combining the feedback of staff and customers with statistical information, we have been able to target specific issues in many locations.

"We have achieved some real successes this way and will continue to use this approach in the future."

Cutting crime: (from left) Frank Ibe, Performance Manager Stations; Carl Horsman from the Crime and Disorder Partnership Unit; Raymond Taylor, Duty Station Manager; BTP PC Tim Long; and Jerry Piper, Performance Manager Trains, who have all been helping to cut crime on the east end of the District line.



Tough approach to fare evasion

A fare evader who was caught travelling with a photocopied bus pass instead of a ticket has been given a conditional discharge for 12 months and ordered to pay £1,050 costs.

James Cristiano, 28, of Farley Road, Croydon, was found guilty of fare evasion at

Harrow Crown Court in August.

Jeff Tucker, TfL's Head of Bus Enforcement, said: "TfL is taking a tough approach to those who are caught deliberately evading their fares.

"In the last year, we have prosecuted more than 11,000 fare evaders. Fare evasion on

buses is estimated at £26 million, which would be better invested in further improvements in the transport network.

"Rather than paying £1.20 bus fare, Mr Cristiano has ended up with costs of £1,050 and a criminal record. He has to ask himself, 'was it worth it?'."

Preserving our heritage



ABOVE
A former tube train in action on the Isle.

Where do old trains go when they're withdrawn from service? Well, the lucky ones retire to the seaside.

Tube trains that once ran on the Northern line have found a new lease of life ferrying commuters and tourists around the coastal towns of the Isle of Wight.

Steve Wade, Island Line General Manager, said: "When steam trains stopped running on the Isle of Wight, we needed a transport solution.

"Normal mainline stock wouldn't work here because

of the curvature of the tracks and the size of the tunnel at Ryde Esplanade.

"In the early 1960s, London Underground was getting rid of its pre-1938 standard stock trains from the Northern line, so we bought these and set about preparing them for their journey to the island," he said.

The cars needed re-cabing and converting to earthed negative instead of the fourth rail negative on the tube.

London Transport did the conversions at Acton Works

and service began on the island on 20 March 1967.

Consisting of two cars back to back with a driver's cab at each end, these trains were finally withdrawn from service in 1991, being replaced by 1938 stock, which is still running today.

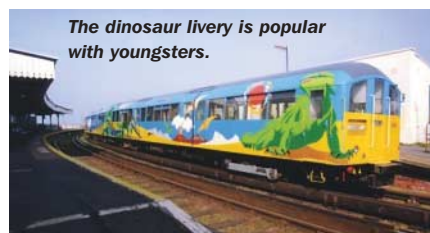
In 2000, Stagecoach took over the running of the line.

Steve added: "The Isle of Wight is famous for its dinosaurs, so five of the six trains were painted with an eye-catching dinosaur livery. One train, however, was preserved in its original London Transport livery."

If anyone has doubts about the reliability of the trains, Steve has a great statistic to prove them wrong.

"In 2005, we were named the most reliable train service in Britain, with 99.9 per cent of our services running on time."

The dinosaur livery is popular with youngsters.



Sprinting champion is chasing colleagues

Retired tube worker Albert 'Mac' McLean has been recalling his glory days as a sprinting champion for London Transport.

His crowning achievement was winning the veteran class in the London Transport Paris Metro athletics tournament in Paris in 1956.

"Those days were a real treat, and every year there was a London Transport Gala at Chiswick Park where the London Transport Athletics Championship was staged," said Albert. "I would dearly like to contact any of my colleagues who were around in that era."

Albert retired from the Automatic Fare Collection office at Whitechapel station in 1987.

He can be contacted on 01843 588007, or via email on af-almclean@supanet.com



Twenty years, stitch by stitch

Stitch by stitch Annette Banks has sewn a remarkable tribute to her own patience and skill – a 56ft-long embroidered version of the Bayeux tapestry.

Annette, who works in the ticket office at Golders Green, finished the mammoth task in May, after 20 years' hard work. Like the 230ft original, Annette's masterpiece depicts the events leading up to the Battle

of Hastings in 1066.

"When I was at school, we were studying the Battle of Hastings and I drew some pictures," said Annette. "I've always liked embroidery, and my father said to me 'why don't you embroider something like that?'. I dedicated it to my father because he never got the chance to see it finished."

noticeboard

- The Office of Fair Trading has published a new leaflet to inform consumers about the various ways they can complain if they are not happy about the standards of customer service they receive from a business. To receive *Making a Complaint Under the OFT Consumer Codes Approval Scheme*, call freephone 0800 389 3158.

- **BT has issued a letter to all its customers who use a BT payment card, informing them that from 1 August, the Post Office no longer accepts payments of less than £5 towards their telephone bill using a BT payment card. They will, however, still be able to make payments in multiples of £2 at newsagents, supermarkets, garages and other outlets that display a PayPoint sign. The Post Office has announced separately an agreement with the Bank of Ireland to introduce 1,000 Post Office branded automated teller machines across its network of branches, which will not charge a fee.**

- The Disabled Living Foundation (DLF) has updated 12 of its 45 general information fact sheets. Some of the titles included are *Design Advice*, *Wheelchair Hire Services in the London Area* and *Choosing a Bed and Bed Accessories*. DLF factsheets are available free from the DLF Helpline on 0845 130 9177 (Mon-Fri 10.00-16.00)

and by Textphone 020 7432 8009.

- **The Chartered Society of Physiotherapy (CSP) has published a fact sheet on preventing falls. This highlights who is most at risk of falls, actions that individuals can take to prevent falls and stay safe, and the role of physiotherapists in the promotion of good health and prevention of problems. To request a free CSP fact sheet, please call 020 7306 6163.**

- If you're a vegetarian, or maybe you're trying to reduce the amount of meat you eat, then head to Viva!'s Incredible Veggie Show at Wembley Park Conference & Exhibition Centre. The show, on Saturday 12 November, will cover all vegetarian issues from health advice and beauty products and makeovers to the massive increase in vegetarian products. There will be talks about everything from the future of the planet to cookery demos from top chefs. Admission will be £2 on the door, while under 16s can enter for free. You can also get your hands on a free magazine – *It's Time to Go Veggie*. Just call Viva! on 0117 994 1000, email info@viva.org.uk or write to Viva! 8 York Court, Wilder Street, Bristol BS2 8QH.

- **Learning Later is an academic study by Brian Findsen. It presents an**

overview of educational gerontology, the study of old age, and looks at related disciplines that cast light on the educational study of older people's learning. There are chapters on concepts in understanding ageing, the education system for older people and learning in social institutions. The book has a particular focus on social and cultural issues, and draws a clear distinction between learning 'by' older people and education 'of' older people. The book costs £26.50 and is available from The Eurospan Group on 020 7240 0856.

- Age Concern England has published a 'taster' of the evidence emerging from the first national survey of ageism, carried out in partnership with the University of Kent in autumn 2004. The report shows that age discrimination is reported by 29 per cent of people (more than any other type of discrimination). Around a third of people believe age discrimination has worsened and will continue to do so. A similar number associate people over the age of 70 with being incompetent and incapable, indicating unfounded prejudice. *How Ageist is Britain?* is available free, on receipt of a 9" x 6" SAE, from Gabrielle Usher, Marketing Department, Age Concern England, Astral House, 1268 London Road, London SW16 4ER.

Obituary notices

If you have an obituary or in memoriam notice for inclusion, please send details to otm pensioner edition, 24-26 Great Suffolk Street, London SE1 0UE, or email onthefirstmove@abcomm.co.uk. Please include a contact telephone number in case we need to clarify any information, and mark clearly whether it is an obituary or in memoriam.

- **Donald (Don) Adams** died on 8 June 2005, aged 77, following a long illness. He was a Bus Driver at Norbiton Garage.
- **Leslie Allison** died on 17 June 2005. He worked as a Craftsman in the Electrical Shop at Chiswick works and with the Routemaster design team in the Electrical Design Section of the Vehicle Engineering Manager, Chiswick.
- **Bert Church** died on 15 June 2005, aged 82. He joined London Transport in 1946 and worked as a Bus Driver and Instructor.
- **Frederick Frost** died on 25 May 2005, aged 78. He was a former Coachmaker at Westbourne Park Garage.
- **John Heffernan** died on 1 August 2005 after a short illness. John was employed in the Operating Department of London Transport and worked on all London Underground lines.
- **Sheila O'Connor** died on 18 April 2005, aged 73. She was a Conductress for 20 years at Riverside Garage, Hammersmith.

In memoriam

- **Robert (Bob/Bobby) Brookes** passed away on 10 May 2004. He worked in the Works and Building Department at Parsons Green.
- **John William Checkley** passed away on 20 October 2001. He worked on the Piccadilly line as a Train Operator for 34 years.
- **Alfred Edward Coleman** passed away on 29 August 2003, aged 80. He worked as a Bus Driver on the 160 and 54 routes.
- **Roy (Hammie) Hamilton** passed away on 19 August 1996, aged 48. He joined London Transport in the early 1970s and worked at several stations.
- **John Robert Hewerdine** passed away on 16 August 2004. He worked as a Bus Conductor, Inspector and Manager.
- **Jim James** passed away on 20 October 2003, aged 83. He was at Chiswick Works for more than 30 years.
- **Philip J Malone** passed away in September 2004 after a battle against cancer. He worked as a Bus Driver at Hendon bus garage and also worked at Edgware and Cricklewood.
- **George Mills** passed away on 12 December 2000. He worked at Acton Works from 1937 to 1979, becoming Assistant Works Manager.
- **Pete Teader** passed away on 14 September 2001. He worked for London Transport as a Driver at Fulwell and Hanwell for 11 years.
- **Martin Tucker** passed away on 22 August 2004. He worked for 29 years on the Central and Piccadilly lines.



Malcolm Kay.



David Johnston.



Maurice Poole.

Clocking up the years

Long-serving staff have been celebrating their time with London Underground.

Geoff Williams, Customer Service Assistant, is planning to go into business supplying gardenware and has spent 20 years with the tube.

"The thing I will miss most is the camaraderie with my colleagues," said Geoff. "We have always made an effort to get together at least once a month to socialise, which isn't easy with our hours."

Malcolm Kay, Station Supervisor, completed 40 years on the tube in June. His

favourite station is Waterloo, where he has spent 13 years. He is hoping to retire next year, but has plenty to keep him busy.

"In my spare time I am a qualified snooker referee, so I'll be able to do that more often and I've also recently taken up table tennis again."

Maurice Poole, Senior Engineer, has also been with London Underground for 40 years. He has enjoyed a stint in Hong Kong with London Transport International and has completed major re-signalling



Colleagues say goodbye to Southwark's Geoff Williams.

projects on the Northern and Piccadilly lines.

"I'm very happy doing the job I do," Maurice said. "With engineering, you come to work each day and there's something different to do. Engineering on London Underground never stands still.

"I'm not even thinking of retiring at the moment – I've still got a lot to offer."

Meanwhile David Johnston,

Station Assistant Multi-Functional, has worked his last shift after 34 years with the tube. David joined London Underground on 1 February 1971, starting in the booking office on the Bakerloo line at Edgware Road.

"Most of my father's side of the family worked on the buses, so you could say the transport industry was in my blood," David said.



Loughton's garden proved popular with customers.

Flower power at Loughton

Green-fingered Malcolm Parker, Customer Service Assistant at Loughton, is celebrating his station's garden being a finalist in a national competition.

Malcolm entered his creation into the B&Q nationwide Battle of the Work Gardens competition, where it won a runners-up prize of £200.

The garden featured hanging baskets, tubs, benches and a fishpond. Malcolm was inspired by the classic 1952 Ealing film *The Titfield Thunderbolt*, where the Titfield villagers fight the closure of their

local branch line by taking over the station and running it themselves.

Malcolm said: "It felt absolutely fantastic to put the garden together and I'm really pleased that it has received this recognition."

Unfortunately, Malcolm has now had to take the garden down due to refurbishment works at the station. The refurbishment, which will be completed in March 2006, will include restoration of heritage features, better CCTV, new customer help points and an improved public address system.

Hats off to tube gentleman

A member of tube staff experienced a close encounter of the bowler-hatted kind when he ran into the sharp-suited man travelling the tube in his own personal stance against the 7/7 and 21/7 tube attacks.

John Trevillion, Line Standards Manager's Assistant for the Bakerloo line, was standing at Southfields station when he spotted history teacher Dominic Nelder leaving a train on the westbound platform.

Dominic travelled the network

throughout August, meeting and greeting more than 14,000 fellow passengers, showing the tube was safe.

John said: "I'd read about him in the paper so when I spotted him I went over to shake his hand. He was wearing a bowler hat, a very smart suit and carrying an umbrella – he looked like Steed from *The Avengers!*"

"He was a nice guy and I was really impressed with his gesture. It was a very sincere way of demonstrating that we shouldn't be scared by the bombers."

Suited and booted: Dominic Nelder takes to the Jubilee line.



An artist's impression of the museum's new interactive displays.



Museum staff temporarily remove a popular exhibit.

Museum to get £18.6m transformation

Work has begun on the £18.6 million transformation of London's Transport Museum, which closed its doors to the public in September.

The museum will be closed until early 2007 while improvements are made, including revitalising the displays of old tubes, trams and buses.

Louise Johnson, Media Relations Executive, said: "By early 2007, the new museum will offer visitors state-of-the-art interpretive techniques to explore the fascinating history of London's transport."

During the work on the museum, what may turn out to be its oldest exhibit was unearthed.

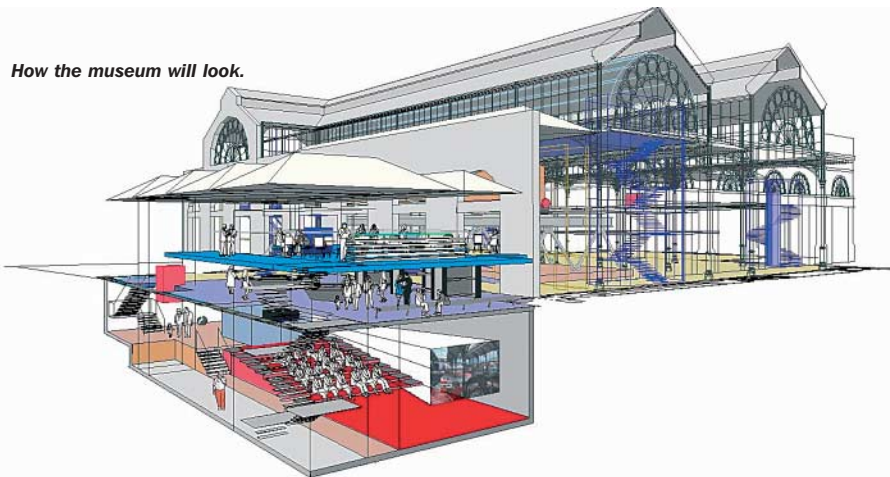
Archaeologists at the excavation site for the museum's new cubic basement theatre discovered an ancient skeleton. The remains are believed to date from the Saxon period, with estimates so far placing the burial sometime between the 7th and 9th centuries.



Unearthing the Saxon skeleton.

For more information, please contact Louise Johnson | 020 7379 6344

How the museum will look.



Celebrating 90 years

Betty Curtayne (centre) recently celebrated her 90th birthday with other ex-London Transport employees, Mrs Spurr (left) and Mrs Truppin.

Betty worked as a London Transport librarian from 1941 to 1975. Anyone who remembers Betty and would like to contact her should write to 57 St Andrews Street, Bury St Edmunds, Suffolk IP33 1TZ.



Researching the family

Information on two generations of London Transport workers is being sought by South African Roy Keith Barnard.

Roy's grandfather Arthur Harman, his father Ernest James Norman Barnard and uncle Leslie Francis Harman, all worked for the company for more than 40 years.

It is thought Arthur worked as a ticket clerk for London Underground, Ernest as a conductor and then driver on the 158 bus from Harrow Weald garage, and Leslie as an administration clerk in head office.

All three retired while in London Transport service – Arthur in 1939 and Leslie (also known as John) in 1974. Ernest's retirement date is not known.

Anyone who recalls the Harman/Barnard family should write to Roy at PO Box 14442, Farrarmere, Benoni, 1518, South Africa or email patricia.roy@absamail.co.za

Do you know William?

Amateur genealogist Roger Dowse is hoping to hear from anyone who can give him more information on his great uncle.

William Whiffin was employed as a bus driver at Bromley Garage around 1944 to 1950, and Roger would like to learn more about him and his service with London Transport.

If you have some information about William, please write to Roger Dowse at 32 Jail Lane, Biggin Hill, Kent TN16 35A.