



## Ray gets MBE in birthday honours

RAY HARRIS, a train instructor/operator on the Hammersmith & City and Circle Line, has been awarded an MBE for "services to public transport", in the Queen's Birthday Honours. Ray, left, who is based at Edgware Road station, has been with London Underground for 30 years, and was nominated for the honour by train crew manager Tim Jones. "I can only suspect that I got it because of my actions during the Bishopsgate bombing in 1993," he said.

"I was driving a train at the time and we were in Moorgate station waiting for the lights to change when the bomb went off." The force of the blast threw Ray back in his cab and he hit his head.

### Bomb

He ordered his passengers to evacuate the train over the Tube's public address system, and then went down the carriages to make sure everybody had got off before leaving the station himself. Then he realised he hadn't put

the brake on, and despite the risk of a bomb in the station, went back in to secure his train. Ray subsequently developed an aneurysm - possibly as a result of the head injury he received during the bombing - and he had to have brain surgery, since when he has been unable to work as a train operator.

However, he'll be putting all that behind him later this year, when, accompanied by his wife, Dorothy, he goes to Buckingham Palace to receive his award.



Henry Jackman: Missing

## Fears grow for missing ex-bus driver

FEARS are growing for a frail, 82-year-old man who was sent home in a taxi by charity workers - but never arrived. Former bus driver Henry Jackman, who suffers from Alzheimer's disease, has been missing for a month after disappearing from an elderly people's home where he had been staying.

Charity workers spotted him living rough in the Waterloo area and, unaware that he was the subject of a missing person hunt, gave him food and a bag of clean clothes before putting him in a taxi with money to cover his fare home.

### Routes

However, he never made it there. Police have appealed to people working on and using a number of central London bus routes to keep vigilant. They are: routes 267, H91 and 391 from Chiswick to Hammersmith and route 211 from Hammersmith to Waterloo, which goes through Fulham Palace Road, King's Road, Sloane Square and Victoria. ● If you have seen Henry Jackman or know of his whereabouts, please contact Sergeant Warren at Hounslow Police station on 0181-247 6136.

# The Tube faces industrial action



Piccadilly Line driver Fitzroy Hector tries the United Airlines Tube for size

## Airline ads are ready for take off

THE first London Underground train to be completely covered in an advertiser's livery has been unveiled at Heathrow. In a deal said to be worth £250,000 to LUL, the train's six carriages are sporting United Airlines' distinctive blue, grey and red colours, together with a message about its new Boeing 777 aircraft, which started

transatlantic flights from London this month. The Piccadilly Line train serves all four terminals at Heathrow Airport, and will remain unique on the Tube network for some months at least. London Underground will monitor public reaction before deciding whether to invite other advertisers.

## RMT ballots members in support of 6% pay claim

THE RMT union will be balloting all 5,000 of its London Underground members this week on industrial action in support of a six per cent pay claim.

Ballot papers are being sent out on June 23 for return by July 7, coinciding with similar RMT votes at Railtrack and British Rail.

If it receives a mandate for action from its membership, the RMT must inform LUL whether it intends any action to be continuous or sporadic, and the date(s) on which the disruption could occur.

At Central Negotiating Committee talks on June 15, London Underground offered the following package:

- a rise in salaries of 2.75 per cent;
- an increase in paternity leave from one to three days;
- improved maternity pay;
- further protection for staff who incur a loss of more than 20 per cent of their earnings;
- a joint working party to examine working arrangements.

Ann Burfutt, LT's Director of Human Resources, said: "This package has been determined taking three factors into account. Firstly, com-

By staff reporter

parability. Pay research has consistently shown that our rates are competitive.

"Then there is the question of affordability, since despite having made a surplus on day-to-day operations we remain heavily dependent on Government subsidy.

### Civil

"Finally there are also the public sector norms such as the nurses' pay award of up to three per cent, the 2.7 per cent for teachers and the 2.5 per cent for the civil service," she added. "Staff are increasingly aware of the importance of registering 'No' votes where they don't want to strike."

At the talks, the trade unions expressed disappointment that the company had not increased its pay offer, particularly as British Rail and Railtrack had already offered three per cent.

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## It's animal magic for Sharon

ARTIST Sharon Morley brought zebras and mad cows to the Underground, in a unique set of posters which have been on display at North Harrow, Harrow on the Hill, Liverpool Street, Moorgate, and Piccadilly Circus stations.

**Experience**  
 Her distinctive paintings were developed from sketches she made at London Zoo. She wanted to use the stations' walls to gain public experience. After showing samples of her work to duty station manager Bob Birrell, she was given permission to exhibit her displays.



Sharon and one of her station posters

## New targets set for travel enquiry service

NEW quality of service targets for LT's telephone travel enquiry service (TES) have been announced by Steven Norris, Minister for Transport in London. The TES provides advice on journeys by bus, Tube and rail anywhere in the Greater London area. This is the first time that targets for the TES have been based on customer perceptions of the service, which is in line with Citizen's Charter principles. Customer surveys show that the TES is already rated highly by its users. Barry Le Jeune, Head of Passenger Liaison, described the new targets as "challenging but achievable". "According to our research, customers already have a high regard for the TES, so we've got to improve on something we are already doing well," he said.

	Target	Current performance
Ease of reaching TES	77%	(73%)
Usefulness of information	90%	(89%)
Polttness of operator	86%	(85%)
Helpfulness of operator	91%	(89%)

## Pensioners in line for fund payments

RETIRED members of the Transport Benevolent Fund may be asked to pay annual subscriptions, under a scheme being considered by the charity's trustees. A proposal to look into charging pensioners - which could operate on a voluntary basis - was passed during the fund's annual general meeting at The Fabian Society in London. Currently, people retain their membership free after retirement, which entitles them to use of the fund's benefits, including convalescence care and financial support. Chris Godbold, the fund's chief executive, stressed that the introduction of charges for retired members was "purely for discussion" at the moment.

# SELKENT PENSIONER KILLED IN M4 COACH DISASTER



Emergency services recover the coach in which 13 British Legion pensioners died

FORMER Selkent bus inspector John Metcalfe and his wife Ivy were among the 13 British Legion pensioners who died in the M4 coach disaster last month.

Mr Metcalfe, who was based at Plumstead, retired 14 years ago. He and his wife were among the ill-fated party from the British Legion's Christchurch branch in Dorset, who were returning from an outing to Cardiff when their coach ran off the motorway. The vehicle went out of control just before the M5 intersection near Bristol and ploughed through fencing, before overturning down a bank and finally coming to rest upside down in a flooded culvert. The accident prompted calls for coaches to be fitted with seatbelts throughout - something the Confederation for Passenger Transport (CPT) has been recommending for years. David Watson, the CPT's Director of Public Affairs, said there was no legal requirement for coaches to fit belts, except on "exposed seats". "Despite this, we recommend that our members install them on all new vehicles and any existing coaches undergoing refit."

### By Richard Baker

He admitted that this might not always be possible across a whole fleet that includes older vehicles. "That's because coach building methods have evolved over the years," he explained, "and it's probable that seatbelts cannot be fitted throughout coaches made before the mid-1980s."

David Humphrey, managing director of London United, whose Airbus coaches serve Heathrow, said his company supports the CPT's line on seatbelts. He said, however, that the police had suggested that belts would have made matters worse in the M4 crash. "By that, I think they meant that two of the victims drowned in a flooded culvert when the coach overturned. Had everybody been strapped into their seats, the police seem to think that more people might have met a similar fate," he said.

London Coaches marketing manager Ian Paris said his company also agreed with the CPT's views.

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## All change on Victoria Line

THE last of the Victoria Line's refurbished trains has been delivered, which will mean a faster service for passengers. With more standing room at the southern end, the trains are designed to cut boarding times and speed up the service. On many Victoria Line stations, the main platform entrance is at the southern end, which can lead to overcrowding in one part of the train and delays for customers waiting to board. To counter this, four seats have been removed in the centre of each of the four carriages at the southern end of the eight-car trains, giving space for an additional 50 people. Victoria Line general manager John Self

### New trains will speed up service

said: "The revised train layout is just one initiative we are taking to improve service reliability and to increase capacity in preparation for the opening of the Channel Tunnel link to King's Cross and other developments which will affect the line. "The arrival of this train marks the successful end of our refurbishment project but we will not rest on our laurels. We are always looking for new ideas to improve the service for our customers."

**Obey**  
 "Our vehicles comply with the existing law on seatbelts and would obviously obey any new regulations which are brought into affect," he told LT News. "However, part of the problem is setting out what kind of seatbelt is effective on coaches. On many vehicles, some of the seats are set flush up against the windows and so there's nowhere to attach a belt."

## News in brief

**LUL fined**  
 LONDON Underground has been fined £7,000 for breaching fire regulations at Westminster station. LUL pleaded guilty to four "sample" breaches of the 1989 Fire Precautions Regulations. The offences related to wastepaper and dried leaves which posed a fire risk, dangerous storage of inflammable liquid and a lack of emergency notices.

**Record calls**  
 A RECORD 2.9 million calls were answered by LT's Travel Information Service (TIS) during 1994-95. According to TIS's annual report, the most significant upsurge came during the 15 weeks of industrial action taken by Railtrack signalmen last year.

**Capital winners**  
 SIX lucky readers earned themselves a copy of The London Transport Capital Guide and The London Transport Restaurant Guide, after winning our competition in the April issue of LT News. The lucky six - JB Senior, FP Coleman, H Elliott, M Williams, V Adams and S Sparkhall - answered correctly that Eros can be found in Piccadilly Circus, Londinium was the Roman name for London and Chinatown is in Soho.

**Staff appeal**  
 VICTORIA Line staff will be holding a collection for the James Beckwith Appeal on Wednesday, June 28, to raise money for a little boy who was paralysed in a car accident. James Beckwith, 3, has been on a ventilator for a year and the money will be used to adapt his home so he can leave hospital.

**Bayliss in Brussels**  
 David Bayliss, LT's Director of Planning, presented a paper on "The growing demand for urban mobility", at a meeting of the International Union of Public Transport in Brussels. In his presentation, David predicted that there will be a "huge growth" in demand for public transport during the early years of the next century, with "over a billion more people living in the world's cities by 2010 and over two billion by 2020".

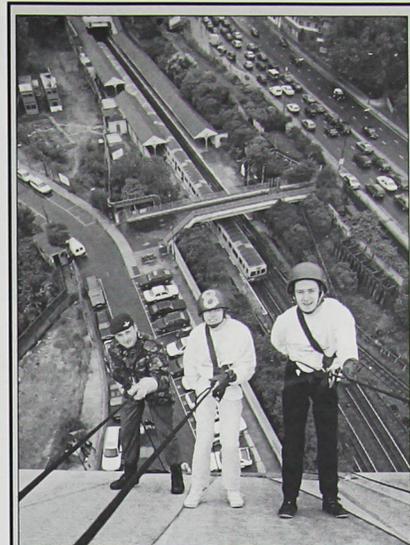
**Standard correction**  
 WE'VE been asked to point out that the standard bearer pictured on the front page in the May 25 issue of LT News was from the National Association of Retired Firefighters and not the British Legion, as we stated.

**Gardeners on air**  
 GARDENER'S Question Time, the popular Radio 4 programme which regularly attracts more than a million listeners, will be broadcast from Sudbury Town station on Sunday, July 30, before an audience of LUL staff.

## Distribution Services win quality award

THE ISO 9002 quality award has been presented to London Underground's Distribution Services for its consistently high standard of service. The award followed a two-day audit during which officials from the British Standards Institution inspected the department to ensure it reached the appropriate specifications. Distribution Services is responsible for picking up daily waste from nearly all Underground stations, supplying transport to move train parts for refurbishment and providing company car fleet management systems, as well as handling distribution contracts for LT group departments.

**Team effort**  
 Bryan Cooper, Distribution Services' safety quality and training manager, said the award was achieved through a team effort. "The drivers were particularly involved because they are the ones who meet the customer - London Underground - on a daily basis," he said.



It's a long way down for, from left, Instructor Chris Clark, Caroline Friend and David Tancred

## 160 risk the drop at Ashfield House

MORE than 160 people were seen plunging off London Underground's Ashfield House, when they abseiled down the building to raise money for charity. The weekend-long event, which was organised jointly by the Metropolitan Line and the Royal National Institute for the Blind (RNIB), raised more than £17,000 for the RNIB's Sunshine School at Northwood, Middlesex. The money will go towards fully equipping the school's kitchen. People turned up in droves at the 120ft office block in West Kensington and undertook a swift course in abseiling from Territorial Army Parachute Regiment instructors before making the drop. "It was a very enjoyable day and there was a lot of interest from the public," said David Tancred, station supervisor at Croyley, who helped co-ordinate the event. "We are very pleased that it was such a great success because a lot of people helped to make sure that we got as much publicity as possible."

# WORK SET TO START AT MORNINGTON CRESCENT

WORK on the complete renovation of Mornington Crescent station is due to start early next year. The Northern Line station was shut in October 1992, when the lifts become unsafe, pending a £7 million modernisation project. The station has remained closed since and local people had feared it would be shut permanently.

### By Richard Baker

Denis Tunnicliffe, LUL Managing Director, said he was confident that Mornington Crescent would reopen in 1997, "subject to ironing out a few matters with the local council". He added that, by 1997, the station should be transformed with new lifts, modern passenger security facilities, including closed circuit television, new signs and lighting, as well as full decoration both inside and out. Because of continued deterioration at the station, the cost of renovating it has now gone up to £9 million but Denis said this was affordable thanks to internal efficiencies and increased revenue, partly from the success of penalty fares. "Reopening Mornington Crescent will contribute to our big 'New Northern Line' modernisation project," he explained. "Over the next few years, Northern Line customers will benefit from new trains,



Mornington Crescent: due to reopen in 1997

new signalling and communications systems, more reliable services, modernised stations and new lifts and escalators. The station lies at the heart of one of the Underground's busiest sections, near two major railway stations and the popular tourist destination of Camden.

**Regeneration**  
 Steven Norris, Minister for Transport in London, welcomed the decision to start work on the station, saying it would restore the Tube system for local residents and contribute towards regenerating the area. He said it would also help relieve pressure on the existing stations at Camden Town, Euston and King's Cross. "This is a boost for the Northern Line, following the recent announcement of a fleet of new trains and a further demonstration of the Government's commitment to public transport in London."

## McMahon to head Bakerloo

PETER MCMAHON has been appointed the new general manager of the Bakerloo Line. Peter, 40, formerly line engineering manager for the Northern Line, will be responsible for the day-to-day management of the route, which carries more than 71 million passengers a year. During his career with London Transport, Peter has managed several bus garages and worked as both fleet manager and engineering manager for a number of Underground lines. He also spent a two-year secondment in Malawi as chief engineer of the bus company.

## New look to buses in North London

LEASIDE Buses and Capital Citybus have won the contracts to operate a new-look route 307 in north London. Both companies were awarded contracts for route 307, currently held by Thamesway. From December, the main route - from Barnet to Brimsdown - will be taken over by Leaside, while Capital Citybus will operate school-day-only journeys. The revised route will have new, single-deck buses which will run more frequently. However, the school-day-only journeys will use double-decker buses. Nine new contracts have been awarded in south-east London. They begin in November, including the introduction of new buses on all routes and it is proposed to introduce a Sunday service on buses R3 and R4.



Jeff Allan: Joined LT in 1953

## Farewell to Jeff

SEVERAL hundred people attended the funeral of former LUL Company Secretary and Finance Director Jeff Allan at St Andrew's Church in Southgate. These included LUL Managing Director Denis Tunnicliffe, John Hughes, LT Director for Group Financial Planning and Control, Tony Sheppeck, Board Member for Finance and LU Director of Development David Bailey. Also there were London Transport Buses Managing Director Clive Hodson, former LT Executive Vice-President Anthony Bull and Board Member Bob Dorey. Jeff joined LT in 1953 as a clerk in the payroll section. He progressed steadily through the organisation and was appointed Finance Director (Railways) in 1979. London Underground Ltd was formed in 1985 with Jeff as Finance Director and Company Secretary. He continued to work as a consultant for LUL two days a week after his retirement in 1989. Jeff, who was 62, leaves a widow, Eve, and four grown-up children.

Fond farewell for Ted from, left, Steve Clayton, Chairman's secretary Pearl Bennett (Ted's wife) and Clive Hodson



## London Buses says farewell to Ted

THERE were sad farewells all round when finance controller Ted Bennett retired from London Buses after 23 years of service.

Ted joined the budgets office in 1972 before becoming a financial controller 10 years ago. During a special leaving presentation at 55 Broadway, more than 100 past and present colleagues reunited to pay tribute to him. Steve Clayton, Managing Director of

Leaside Buses and South London Transport, presented Ted with an inscribed silver plate on behalf of LT's former bus companies.

After a speech by Clive Hodson, Managing Director of London Transport Buses, Ted also received some less serious presents, which included a Zimmer frame and a pair of Wellington boots to help him enjoy his hobbies which include gardening and walking.

# Bush market switches on to security

SHOPPERS and traders have welcomed new, 24-hour security cameras at Shepherd's Bush Market, which were formally switched on last month by Home Office Minister David Maclean.

The cameras have been installed at key locations throughout the market and are being monitored from London Underground's Group Security Control Centre for the Hammersmith & City Line at Ladbroke Grove.

Members of the Safer Shepherd's Bush Group, whose brainchild it was, are sharing the cost of the £90,000 crime prevention system.

They include the Hammersmith & City Line, the Home Office's Safer Cities programme, British

Transport Police, the Metropolitan Police, the market's 150 traders, local businesses and the London Borough of Hammersmith.

The group was formed to reduce crime and the fear of crime in the area.

London Transport Property owns most of the market site, which is open six days a week. Crime at Shepherd's Bush market has risen by 58 per cent since 1991, mainly in pick-pocketing, theft and damage to property.

Charles Horton, general

By staff reporter

manager of the Hammersmith & City Line, explained: "The market traders asked for added security measures and London Underground was happy to work with the other organisations involved to solve the problem."

"This is a splendid example of how local businesses and community leaders can work together to improve the security of their neighbourhood."



Home Office Minister David Maclean, left, switches on the closed-circuit TV system with group station manager Alan Green

## LTB maintenance contract awarded to Radiocom

LONDON Transport Buses (LTB) has awarded Securicor Radiocom the contract to maintain and repair its radio communications system.

Under the contract, Radiocom will be responsible for the system's 5,000 vehicle-mounted mobile radios and the 500 hand-portables used by bus controllers and roadside officials around the capital.

The radio system is offered centrally by LTB to London's independent bus operating companies.

It enables up-to-date information on traffic congestion, roadworks, accidents and diversions, which can be passed quickly from drivers to Centrecom in Baker Street.

"It is the biggest main contract we have ever won," said Paul Rodgers, general manager of Radiocom. "We are extremely pleased about it."

The deal followed LTB's review of the system's maintenance procedures, which examined methods to provide a more reliable service while keeping costs down.

"Securicor is well set up to take care of our requirements," said Harry King, general manager of LTB's communications systems.

"It is already performing a similar function for airlines, airports, and many other types of road users, including its own fleet."

# REW IN MAKE OR BUY REVIEW

BIDS may be invited for London Underground's Railway Engineering Works (REW) in west London.

Under LUL's 'Make or Buy' policy, there have been talks with several major companies to gauge industry interest in the REW.

Bob Chaproniere, Make or Buy programme manager, told LT News that any decision in relation to the REW would be influenced by the falling workload available from LUL rather than the rapidly improving performance of the REW.

"The Underground is the REW's only customer and as time goes on we'll need it less and less for maintenance work on trains," he said.

"For instance, LUL will be buying a train service for the Northern Line. The trains will be owned by the manufacturers, GEC, who will be responsible for carrying out maintenance work on them.

### Potential

"This could also be the arrangement for Central Line and Jubilee Line trains, so there will be a considerable dropping off in the volume of work for the REW."

Hardy Giesler, REW manager, sees the Make or Buy review as an opportunity for the business and is enthusiastic about REW's potential.

"Our people have put in a tremendous amount of effort over the last 12-18 months to improve the service to our customers," he said.

"The results have been dramatic and we now feel ready to grow the business, but unfortunately the limited work load within London Underground is declining."

If the decision is to sell the engineering works, this will be the second major change to LUL's "non-core" business

Special report by Richard Baker

activities brought about by Make or Buy. Earlier this year, ICL took over the role of the Underground's Information Technology

Department in a five-year deal worth around £30 million. Under the contract, ICL and its wholly-owned subsidiary CFM is supplying ser-



Hardy Giesler... he sees Make or Buy as an opportunity for the business

vices previously supplied by the department.

This includes running mini-computers, providing mainframe services, managing personal computer support and networks, as well as giving technical advice and guidance on information technology (IT) development.

More than 30 LUL IT staff transferred to ICL under the performance-related deal.

## Looking for the best deal

THE Make or Buy policy was launched last year to look at all the activities currently provided by LUL to determine whether they would be supplied more effectively by being retained "in-house" or outsourced to external suppliers.

The policy establishes consistent and fair rules and procedures for carrying out reviews. Over the next three years, all activities will go through the process, although Bob Chaproniere said that those where there is an established external market are likely to be examined first.

"There are three key stages," he explained. "First, we 'prioritise' the activity. This includes determining whether outsourcing would damage our core business.

### Options

"The next stage is an 'individual review' of the activity, where we look at its strengths and weaknesses and examine the various options.

"The most likely outcomes are that LUL retains the activity in-house, it could be out-sourced through competitive tender, or transferred to the external market through tender or sale. The Review is conducted by a team from the Review area.

"Our conclusions are then presented to the executive committee, headed by LUL managing director Denis Tunnicliffe, for approval.

"The final part of the process is to validate our assumptions, to determine if what we propose can actually be achieved."

## What it means to staff

AN important aspect of Make or Buy is the effect changes will have on employees.

Janet Storey of LUL's Human Resources department, said that while there is legislation covering business transfers — called the Transfer of Undertakings (Protection of Employment) Regulations, or TUPE for short — LUL has recognised that for staff, the prospect of moving to a new employer can be daunting.

### Transfer

"In keeping with our company values, we aim to ensure that the transfer to a new employer is as positive and trauma-free as possible for our employees," she went on.

"Although TUPE provides for employees' rights when they transfer to a new employer, we recognised that it did not cover travel facilities or pensions, both held in high regard by our

## Everyone will be kept in picture

staff." To "demonstrate its commitment" to staff who are being transferred she said LUL required that new employers would have to provide these additional benefits.

Transferred workers will be able to retain LT and BR travel facilities, while their new companies will have to provide a "broadly comparable" pension scheme.

In addition, Janet said that employees who choose to transfer their already earned pension benefits to their new employer's scheme will be eligible for a specially

enhanced transfer value. "To help employees decide what to do about their pension, London Underground will pay for independent financial advisors to help them," she went on.

"We want to make sure that employees are kept fully aware of the changes and how they will be affected by them. Details about passes, pensions, etc, will be made available to employees as soon as it's clear that a transfer is to be made."

### Respond

At the time of going to press, London Underground had just responded to an RMT claim asking for jobs to be guaranteed for all staff until the year 2000.

The company said it was unable to give that guarantee, but pledged to continue liaising with new employers about matching staffing levels to future work loads.



From left, Chairman Peter Ford, SGS Yarsley senior manager Barry Holland and Colin Smith

## Property in quality street

ONLY a year after applying for it, London Transport Property has received the prestigious ISO 9001 award from certification authority SGS Yarsley for its quality management system.

LT Chairman Peter Ford congratulated the team on their award, saying: "This is an excellent achievement which endorses the board's view that LT Property is a well-run and totally professional business with the highest standards."

Several LT departments have already

received ISO accreditation for quality and safety management, but LT Property is an unusual recipient because of the nature of its work.

Colin Smith, Property's Managing Director, said: "In an ever more complex professional property market with changing client needs, I felt it was very important to introduce a quality management system which would increase client confidence by ensuring that they receive exactly the service that they want, while improving our own operating efficiency."

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Chris Boniface, left, and Colin Clarke on the centre's taxi desk



Duty manager Alan Viles, right, on the Incident Information desk with NCC operators Joe Gallagher, centre, and Mark Winterflood



NCC operators Alan Radley, left, and Jon Finch



Allison Devine fields a call on the Underground Ticketing System/penalty fares desk

# PROBLEMS SOLVED IN THE NETWORK NERVE CENTRE

The Underground's new Network Control Centre is now operational. We go behind the scenes to meet the people who keep a 24-hour watch over London's Tube system



**E**VERY second of every minute of every day, London Underground's Network Control Centre (NCC) at 55 Broadway keeps a constant vigil over the capital's Tube system.

It's a never-ending commitment which means the centre is staffed even on Christmas Day, when a team can be found glued at their computer screens while the rest of us are at home with our nearest and dearest.

### Problems

What they're looking for are any problems - large or small - which could affect the smooth running and well-being of the network. In fact everything from a routine points failure to a life-threatening situation.

The importance of their role is illustrated by the fact that the centre has no less than four power sources. Standard mains electricity is backed up by London Underground's own grid, as well as an in-house generator and an uninterrupted power source.

By Richard Baker

"And if that lot fails there's a bunker we can use at Earl's Court," said Network Control manager John Greenaway.

John, along with duty manager Trevor Mills, oversaw the centre's transfer from what he described as "cobbled together accommodation" elsewhere in 55 Broadway to its new, purpose-built home which became operational three weeks ago.

### Efficiency

The place exudes that same sort of quiet, hi-tech efficiency you might expect at Houston control during a shuttle launch, and certainly there's some space-age equipment on show.

This includes a 60-inch screen which dominates the room and



John Greenaway, left, and Trevor Mills, who oversaw the transfer of the NCC to its purpose built home

can show a diagram of the current status on the Northern, Victoria, Metropolitan Line, complete with 'real time' train movements.

### Complex

The NCC is actually part of a £2.3 million complex shared with the British Transport Police's new Management Information Control Centre which will cover the whole of south east England and is due to be fully operational in November.

Sandwiched between the two is an 'incident room', where LUL senior managers and police officers can liaise in the event of a major incident on the network.

John explained that this would greatly improve the "operational interface" with the police.

"Operational delays involving security matters can be reduced as we will be able to respond much quicker," he explained.

But as well as keeping an eye open for trouble, the NCC has a varied range of other responsibilities.

These include acting as a point of contact between the Underground lines and senior managers, as well as between LUL and the emergency services and the Railway Inspectorate.

It is also responsible for despatching London Underground's emergency response unit when the need arises. Other functions are providing updates on Tube services to stations, sup-

plying travel information to the LUL press office and Teletext, and - a key role this - electronically monitoring the network's

The place exudes that same sort of quiet, hi-tech efficiency you might expect at Houston control during a shuttle launch

ticketing machines and access gates.

When a fault shows up, the centre's operators can sometimes help station staff put it right over the phone without the need to call out a contractor.

The NCC has existed in its present form only since 1992, following the decision in the Company Plan to combine the Tube's Operational Command Centre at Baker Street with the Headquarters Control Office at 55 Broadway.

"Making the staff from the two departments multifunctional made sense from an economy of scale," John explained.

"We had originally intended to site the combined centre at Baker Street, but in the end we decided to put it at 55 Broadway because of our need to work closely with the British Transport police who were already here."

### Future

As for the future, John said the centre has been experimenting with predicting times for over-coming delays on the Tube network.

"We can't always get it right, but we have achieved quite a high degree of accuracy," he said.

"Customers who are waiting at stations want to have some idea of when they can expect their train if there has been a hold-up, so that they can decide whether or not to take an alternative route."



The view from the incident room, sandwiched between the NCC and the new police control room

## CENTRE HELPS TO BEAT THE CHEATS

THE London Underground Network Control Centre is playing a vital part in enforcing the Tube's penalty fares campaign.

Its databanks contain a complete electoral roll for Britain, enabling the revenue inspectors to make a check on names and addresses when they collar suspected fare dodgers.

Another function is its telephone fault reporting service, with the NCC

responsible for despatching engineers to repair any problems.

It also organises taxis for LUL staff who are working either before or after the Tubes are running.

"We currently get about 400 requests a day for this," said John. "We always use licensed cabs and they run along the Underground routes, picking up and dropping off staff as required."

# Giving staff an early course in retirement



Happy in retirement... David Edwards and wife Gladys

**RETIREMENT** is a time to look forward to, but it can also come as a shock to those who have not made adequate preparations.

Fortunately, help is at hand for LT staff. Once a month, at London Underground's Flagstaff House in the tranquil surroundings of Walton-on-Thames, Surrey, a pre-retirement course is held to ensure that this transition and life afterwards is as smooth and stress-free as possible.

"It is never too early to begin planning your retirement," says John May, who has been leading the course for the last 12 years. He speaks from personal experience as he retired 15 months ago from his job as LU's development manager for projects.

"Many people don't realise that it is not something that can just be drifted into. Ideally, people should attend the course 10 years before retiring so they know in good time how they can prepare for it and what they can expect."

### Partners

About 10 couples attend the weekend-long course every month. Says John: "We encourage couples to come here together because although only one person may be retiring, it will have an effect on both partners."

"The highest divorce rate is among those aged 40 upwards and is most likely to happen when one partner stops working."

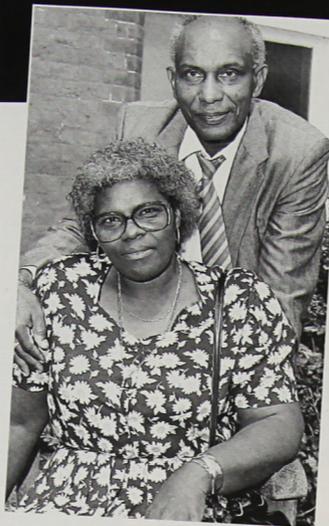
Although called a pre-retirement course, it is also aimed

at people taking voluntary severance. "The effects are still the same," says John. "People have a sense of purpose and challenge when working and it is important not to lose that when they stop."

The course is free to all employees and details on how to join are automatically sent once staff become eligible. As well as trying to address emotional needs, the course gives advice about financial planning, along with information about taxation and state benefits. Other topics covered include will-making and safety in the home, and a doctor is also available to discuss health matters.

"The course is very popular and has been very successful over the years," says John. "There is definitely a need for

**Right: Frank and Norma Corbin. "The course is a very good idea."**

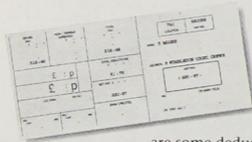


it and is something every company should run." Frank and Norma Corbin fully agree. Frank, 57, retired last December from his office supervisor's job in Wood Lane after 34 years with LU. "The course is a very good idea," he said. "I've kept busy since I stopped working but I thought that the course would still be very useful, particularly in giving practical information like how to invest money."

David Edwards, 65, a former flagman at South Kensington station, recently retired after 28 years service, and attended the course with his wife, Gladys. "I went to a similar seminar and I enjoyed it so much that I signed up for this one," says David. "It's nice to meet other people in the same situation because you realise you're not alone."

**'Many people don't realise that retirement is not something that can just be drifted into'**

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# Award for life-saver Steve

TRAIN operator Steve Collins has received a gold commendation from the Central Line for bringing a woman back from the brink of death. Quick-thinking Steve, who is based at Leytonstone station, was about to board his train when he heard someone shout for an ambulance. He ran to the scene where he found an unconscious woman slumped across the platform.

### Massage

"I felt her pulse but there was no sign of it," he recalls. "I lifted her head back and gave her mouth-to-mouth and massaged her chest until I heard gurgling noises."

Paramedics arrived to find Steve performing the heart massage and he was asked to continue for more than half an hour while the ambulance staff gave the woman emergency treatment. She was then rushed to King George's Hospital in Ilford.

Although she regained consciousness, the woman died nine days afterwards. However, hospital staff say that without Steve's swift action, she would have lost her life almost immediately after her collapse.

The woman's daughter later wrote a letter thanking him for his help. "It was not a conscious decision," said Steve, who learned first aid as part of a fire-training course.

"When I saw the woman lying on the ground, I instinctively thought she could have easily been my mother, sister or nan. I did what a lot of people would have done in the same situation."



Steve with his certificate and colleagues, from left, Peter Beynon, Craig Blake, Ian Langbridge, Pam Stanley and Charles Gilbert

# Victoria bus garage is sold off

### Designs on excellence



Booked... Oliver Green, left, and Jeremy Rewse-Davies

THE design excellence for which London Transport was renowned in its early days is making a comeback, and - in 50 or 60 years from now - many of the modern additions to the network could well be regarded as design classics.

### Museum

This prediction was made at the LT Museum last month by London Transport Design Director Jeremy Rewse-Davies, when he assisted in the official opening of a new exhibition at the Museum - "Designed for London".

A book of the same title, co-written by Jeremy and Oliver Green, a former curator at the Museum, has been published to complement the exhibition, and the two men found

themselves besieged by dozens of enthusiasts wanting signed copies of the book after the exhibition was officially opened by LT Chairman Peter Ford. "Good design is the one single factor that distinguished London Transport from other public transport bodies, and - after 50 years or so - LT is again making its mark. It will continue to do so with many of the excellent buildings currently under construction for the Jubilee Line Extension" said Oliver Green.

### Runs

"Designed for London" runs at the LT Museum until June 1996. The book, published by Laurence King Publishing, is available at £19.95 from the museum and bookshops.

THE former Victoria bus garage in Wilton Road, Westminster, has been sold to supermarket chain J Sainsbury, which wants to build a new store, shops, car park and housing on the 1.7-acre site.

It became surplus to operational requirements last year when the London bus companies were privatised.

LT Property has agreed a planning brief with Westminster Council for its redevelopment, and Sainsbury's - in partnership with the Network Housing Association - intends to build 181 homes there, along with a 50,000-square-foot supermarket, eight shops and associated car parking.

Colin Smith, Managing Director of LT Property,

### By staff reporter

said: "We are delighted to have secured the sale of Victoria Garage to J Sainsbury."

"As the most central of the 20 garages we have been asked to dispose of, we were keen to secure the best alternative use for the site in planning terms, which has given us the best possible returns."

He said LT have followed

a policy of preparing surplus garage sites for sale by providing potential buyers with alternative use planning consents, title certificates, environmental audits and archaeological evaluations.

### Prices

"This means that purchasers can bid with a degree of certainty and this, in turn means we achieve better prices than if we sold them unprepared," he explained.

Victoria is the 11th garage sold by LT Property for a total of around £24 million.

Five more are under offer and the final proceeds from the sale of all 20 surplus garages are expected to reach £45-£50 million.



Richard and his wife Wendy

# Richard retires after 41 years

LT ASSISTANT company secretary Richard Kinnibrugh finally called it a day when he retired after 41 years with the corporation.

Richard joined LT's railway operations department as a 16-year-old back in September 1953.

Apart from two years' national service, he has spent the rest of his adult life with LT, joining the Director of Transportation Policy after a brief spell in public relations.

He is also a Friend of the LT Museum and secretary of the LT Museum Board.



Steve Hind Fletcher of Training Services, explains the automatic control system to train operator Tony Harris

# Central Line roadshow

THE Central Line opened its doors to staff during a "roadshow" at London Underground's offices in Leytonstone. It was organised by the line's Professional Development Steering Group, and employees were invited to attend armed with queries and suggestions about forthcoming changes on the Central Line.

### Refurbishment

The line is currently undergoing an extensive refurbishment which will see it converted to an automatic system - the first revamp of its kind on any train network in the world. A series of courses has been arranged to train staff in the use of new equipment.

Various departments had display stands at the roadshow, exhibiting equipment and information complete with visual aids and computer training programs.

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# Dismay over closure of the Fonthill Hotel

I WRITE in support of those Transport Benevolent Fund members, who, like myself, feel aggrieved at the sudden closure of the Fonthill Hotel and the manner in which it was done (LT News, May 25).

Having been there myself as the spouse of my fee-paying husband, I feel that this establishment should not be allowed to disappear from the members in the way which Chris Godbold (the fund's chief executive) has deemed.

I would have thought that considering he is acting as trustee for the members (and it's their money, after all, that is paying his salary and for the upkeep of the Fonthill) that all 11,500 members should have been given a vote on this rather covert decision.

I wholeheartedly hope that members take legal action and wish them all the luck in their fight to keep this remarkable place open for LT's hard-working members and their families.

Mrs G. C. Harris, Merton, London SW19

If you have any views you would like to air, send them to Postbag, LT News, Citigate Publishing, 52 St John Street, London EC1M 4DT or fax us on 0171-490 4747.



Flashback to our report in the May issue about the impending closure

THE letter from Mr Godbold announcing the sale of the Fonthill Hotel arrived here like a bombshell and left me totally stunned.

Last July I was fortunate to spend two weeks at the hotel - two weeks which were like heaven for me.

Good accommodation and food, and - the most impor-

tant thing - excellent service and really good care.

Being disabled, it was this superb care which was so very essential to me. After all, good food and accommodation can be provided by any ordinary hotel, but care is a different matter.

During my stay, somebody from head office who was there at the time let it be known that we could make future reservations quite easily. As a result, I took the opportunity to book two weeks starting June 27. I was really looking forward to my holiday - and now this!

How could they sell the hotel without ever giving any indication of it to us members and beneficiaries? I will remember my late husband, while paying the contribution, pointing out to me that when the time came we could call on the benevolent fund for assistance and comfort.

The hotel was the property of us beneficiaries and members. This to my way of thinking is plain robbery.

Yes, I do feel robbed and very bitter. Should we not at least have been consulted? Now, in spite of contributing to the fund when money was very tight, I have to go without my holiday. Where is the justice?

Mrs E. A. Winter, Ickenham, Middx

Chris Godbold said the decision to close the Fonthill Hotel was taken by the Transport Benevolent Fund council, which includes representatives of each local committee which are elected by the working members.

"We are of course sorry to see Fonthill close," he said, "but it was inevitable to pro-

tect the fund and its many benefits, not just convalescence. Unfortunately, a longer period of consultation could not have achieved savings on the scale required."

## Open house in September

DURING 1994, this country for the first time joined in an annual European scheme which enables members of the public to have a look around buildings to which access is not normally available.

Last September, a few dedicated London Underground staff, at short notice, arranged tours of stations like Chiswick Park, complete with information sheets.

With more time available for planning ahead this year, LT is proposing to offer tours of 55 Broadway, as well as Down Street, Hyde Park Corner, Aldwych and Holloway Road stations on Open House Day, Saturday, September 16.

It would be helpful if former members of staff who recall working at 55 Broadway or any of the stations mentioned could drop me a note about particular memories they might have.

As I shall be acting as one of the guides at 55 Broadway, I am especially interested in such features as the old lifts, the letter chutes, the artesian well and the 1950s redesign of the Chairman's office by Sir Misha Black.

Tony Breerton, Public Affairs, 55 Broadway

## Dressing down for the revenue men

I HAVE just received the May issue of LT News and I noticed on page five a picture of a revenue control officer or T.T.I. (as we used to call them) improperly dressed without a cap and no means of identification.

How is anybody to know who or what he is? The same thing happened to me when I was travelling on a bus to Kingston recently, when a chap came up to me in shirtsleeves and wanted to see my ticket. He did not look like a member of staff in any way, nor was he showing any means of identification.

When I started work on the District Line in 1948 we betide anybody not properly and fully dressed, as there would be a D.I. breathing down your neck very quickly. (Dave McWilliam on the back page is doing it properly).

S. G. Lane, ex-motorman, Parsons Green, Wimbledon SW19

# SPORTS news



## A late try sinks LT's challenge

RATP Paris Metro 19 pts LT 13

A TRY by French flanker Lievre in the dying minutes killed off LT's hopes of recapturing the trophy in this annual international challenge match, and sent them home from Paris empty-handed.

It was the last twist in a see-sawing game, sponsored by Provident Mutual, which had the spectators - including the chairmen and senior directors of both organisations - on the edge of their seats.

After a scoreless first half, RATP went ahead 10 minutes into the second period with a fine try by full back and captain Malet, following the first successful movement from the French three quarter line.

### Converted

LT full back Gary Savanhu pulled three points back for the visitors when he converted a penalty eight minutes later, and then helped engineer a breakthrough which saw centre Peter Lawrence score a try under the posts.

This was converted to put LT 10-5 ahead, and that lead was stretched to 13-5 10 minutes later with a converted penalty for offside.

With just six minutes remaining it was looking good for London Transport.

RATP had other ideas, however, and backed by a large and enthusiastic crowd, mounted increasing pressure on their tiring opponents.

The inevitable finally happened when the French backs broke through and Charmé was able to touch down in the left-hand corner. With this try successfully converted, LT found their lead cut to just one point, and the match was set for a hectic last five minutes.

In fact the killer blow came a minute into injury time, when Lievre forced his way over for an untidy - but vital - try in the right-hand corner.

Another fine conversion increased the French advantage to 19-13, after which there was no time for LT to recover.

## Snooker men pot silver again

LONDON Central Road Services (CRS) 'A' side won their fourth National Passenger Transport Team Snooker Championship in five years, when they beat Birmingham 'A' 5-3 in the final at Weston-Super-Mare.

CRS' Bruno Butelho, finance and personnel support manager at 55 Broadway, also reached the final of the individual competition, only to lose 4-2 against Cardiff's Peter Honelli.

### Skills

However, he did collect the prize for the highest break, with an impressive 76 points from one visit to the table.

Jamie Beaver and Tim Bowyer, both bus drivers at London Central's Camberwell garage, reached the pairs final, but they too ran into the skills of Cardiff maestro Honelli, this time partnered by Welch, who won 4-1.

## Golfing date

PROVIDENT Mutual is to sponsor the London Underground golf championship at Mill Hill G.C. on July 19.

Entry forms are available on 0181-663 6544, Auto 43028 or 0171-918 3028, and the closing date is July 1.

Places are restricted and entry will be on a "first come, first served" basis.



Head to head... the LT and French packs get set to clash in a scrum

## Cook's tour is the end of the road for LUL

THE six-a-side footballing travels of London Underground's first team came to an end in the semi-finals of the UK & Ireland Corporate Games at Peterborough, when they lost 3-1 to eventual winners Thomas Cook.

It was a glorious - if abrupt - finish to two days of intensive competition for the LUL side, which saw them reach the last four of a tournament that attracted 145 teams from all over the country.

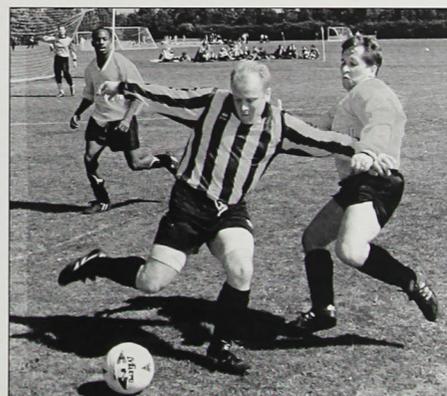
### Knock-out

Sponsored by LT's Employee Assistance Department, LUL I and their LUL II colleagues were selected from the victorious District Line team which won the Provident Mutual inter-line cup competition.

Both LUL sides managed to win all their group matches - the first team without even conceding a goal - and qualified for the competition's knock-out stage the next day.

This was where LUL II bowed out, losing a tight match against Panasonic I-O.

The first team were in superb form, however, crushing Sweeping Force 4-0 in the first round, and then chalking up a similar victory over Panasonic in



LUL travelled as far as the semi-finals before losing to the Thomas Cook side

the quarter finals. Then came the semi against a Thomas Cook side which boasted an array of semi-professionals in their line up, and for once the all-conquering District Line

men came out second-best.

This was despite a good goal from track maintenance engineer Paul Nelson, who finished the weekend as LUL's top scorer with nine goals.

### Sisterly challenge

THE soccer-playing staff at Seven Sisters station on the Victoria Line have thrown down the gauntlet to anyone who fancies a game.

"We'll play anyone, anytime, anywhere," said player manager David Palmer. If you'd like to take him up on that challenge, contact David on Auto 48905.

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# LT's £40m SURPLUS

By Richard Baker

**LONDON TRANSPORT** made an operating surplus of £40 million during the last financial year, the corporation's annual report has revealed.

This was an improvement of £103 million over 1993/94 and also meant that, for the first time in two decades, LT didn't need a Government revenue grant. The sale of the 10 bus subsidiary companies, along with LT's advertising business, raised £220 million.

LT Chairman Peter Ford said that this, together with an improved operating performance and contri-

## Operating figures mean that no Government revenue grant is needed for the first time in two decades

butions from the Government, has enabled increased investment in London Underground.

However, he added that if LT had to follow the accounting procedures of a normal, private company, it would have made a loss of around £400 million. "That's quite a sobering

thought," he said.

Mr Ford made special mention of the fact that there had been a 4 per cent increase in LT passenger journeys during the year. "That's quite a big increase in terms of the volume of people we carry and it's continuing this year," he said.

"As well as being good news for us it's healthy for the London economy."

Together with LT Director of Planning David Bayliss, he cited three reasons for the increase - the reduced terrorist threat, the recovery from recession and improved services on both

the Underground and buses.

Other highlights in a successful year included:

- All Department of Transport financial objectives for continuing operations met;
- Traffic income from continuing operations increased by £111 million over the previous year;
- Investment of £528 million - nine per cent up on the previous year - in the Underground network;
- Subsidy for LT's bus services reduced by £6.8 million compared with 1993/94;
- Property income up to £34 million;
- Victoria Coach Station generated revenue of £5.3 million

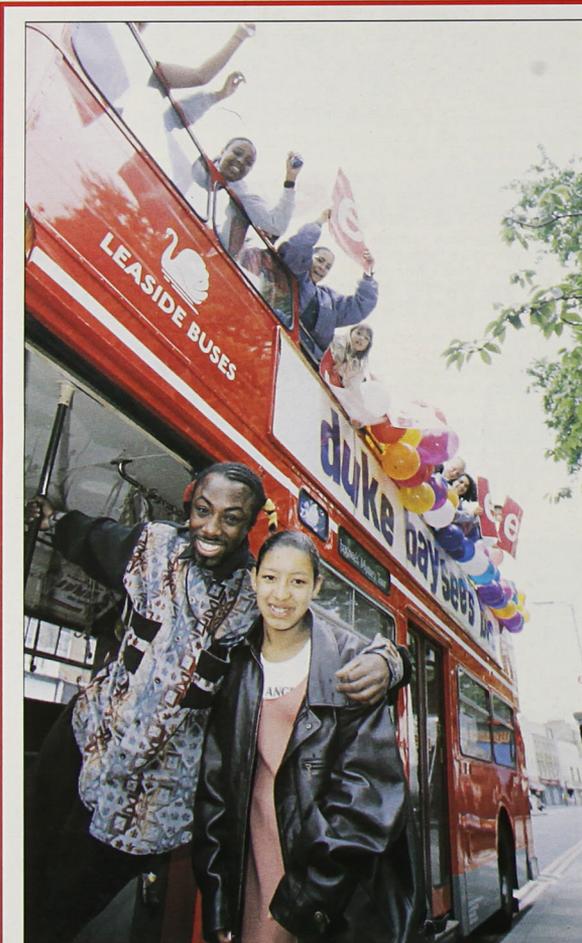
with coach departures increasing for the third year running, after eight years of decline;

● The number of visitors to the LT Museum was up by 71 per cent.

In his introduction to the report, Mr Ford said: "We will continue to generate more funds from our own resources.

"However, we will also need consistent and adequate support from Government to underpin our programme of reinvestment in the Underground system.

"We welcome continuing support from boroughs and other agencies, particularly in giving buses greater priority on the roads. We can build on the year's successes in providing a modern transport system for London."



Musical time... Duke with Stephanie while friends dance aboard the tour bus

## Stephanie joins Duke's tour

HACKNEY schoolgirl Stephanie Connell got a 14th birthday present she'll never forget - a rocking tour of London with singing conductor Duke Baysee.

It was her prize in a promotional competition run by Leaside Buses on Duke's No 38 route between Victoria and Leyton.

Duke, who divides his time between working for Leaside and a successful recording career, kept Stephanie and 15 of her friends entertained during a trip round some of his favourite parts of the city in an open-topped bus.

Backed by music from a sound system on the top deck, he was in fine

voice throughout the eight-hour tour, which took in The London Dungeons, lunch at The Rock Circus and Madame Tussaud's.

Duke had a Top 30 hit last summer with Sugar, Sugar and recently topped the charts in South Africa.

Managed by former Radio 1 DJ Gary Davies, he's got a new record coming out on the appropriately named Double Decker label on July 31.

I Want You Girl is his own composition and Duke describes it as a mix between regga and pop music.

But before then, he's off on a nationwide tour with the Radio 1 Roadshow to promote his new disc.

## New scheme rewards employee excellence

STAFF who put themselves out for their customers above and beyond the call of duty, could be in line for an award under LUL's new Employee Recognition Scheme.

The scheme, which may be extended to other parts of LT if it proves a success, was launched last month.

It includes both local and company awards for people whose efforts help London Underground deliver "excellent service".

Anyone who thinks his or her colleagues have excelled themselves at work can put them up for a local award by sending a nomination form to their manager who will decide whether it is justified.

### Deserved

Each area will then decide which of the local recipients is put forward for the annual company awards, and winners will receive a lapel pin and certificate from LUL Managing Director Denis Tunnicliffe.

The scheme was launched after the LUL's Employee Survey repeatedly showed that many workers didn't think they received the praise they deserved.

Focus groups set up to look at the issue also felt that the existing system of commending staff was "inappropriate and ineffective".

### Support

They gave examples of employees being treated inconsistently in different business units, with some being recognised while others were seemingly ignored.

Comments were also made about the tendency to commend employees in "front-line functions", while a large proportion of staff in support functions were overlooked. Explaining the need for the scheme, Ann Burfitt, LT's Director of Human Resources, said: "The drive to improve employee perfor-

mance and development needs to be coupled with a credible system of recognising employees for doing their jobs well. Supporting other company initiatives such as Values and Behaviours, Service Quality Enhancement and the Front

Line Management Development programme, the Employee Recognition Scheme offers another opportunity to recognise individual and/or team performance in pursuit of London Underground's goal of excellence."



MP DIANE Abbott got a driver's eye view of the Victoria Line, when she travelled to Brixton for a look behind the scenes at the south London station.

Ms Abbott, Labour MP for Hackney and Stoke Newington, joined operator Inspector Bob Chisham in the cab of a southbound train for her visit.

A regular traveller on the route, she told Victoria Line general manager John Self that she would like to explore the station.

## JLE 'still on schedule'

DESPITE major hold ups and delays, the Jubilee Line Extension will "probably" still open on time on March 28, 1998, according to London Underground Managing Director Denis Tunnicliffe.

"We have had some problems," he admitted, "and there is less flexibility in the programme than we would like." Denis cited the "appreciable degree of redesign

work" at London Bridge and Waterloo stations as key factors in slowing down the JLE's progress.

"This was necessary following the need to reappraise the NATM (New Austrian Tunneling Method) technique after the collapse of the Heathrow Express rail tunnel which was constructed by the same method," he explained.