

FROM THE PAPERS

Items for “From the Papers” should be sent to Ian McKenzie at 24 Thamespoint, Fairways, Teddington, TW11 9PP, and not to the Editor of this journal. Please ensure that contributions are identified by date and source publication.

03.06.16 METRO – An ORR report has mentioned that confusing ticket machine terms such as “any permitted route” (agreed) and “London Terminals” (which it is suggested it should be easy to describe on the machine face) should be eradicated.

24.06.16 EVENING STANDARD – An “incredible and inspiring” young woman who used her experience of mental illness to help others, has died after being hit by an Underground train. May Patterson blogged about her battle with borderline personality disorder in an effort to remove the stigma about the illness and support other sufferers. On Wednesday 15 June, she sent a text message to friends to say she would meet them before going to Leyton station near her home, where she fell in front of a train. Her death is not being treated as suspicious. Floral tributes and cards to the former George Mitchell School student lie outside the station.

06.07.16 METRO – TfL has launched a new set of *Poems on the Underground* to commemorate the 400th anniversary of William Shakespeare’s death. The three works to be featured on Underground trains across the network are *Sonnet 116*, Ariel’s merry song from *The Tempest* and some more sober lines from *King Lear*. In conjunction with these are three poems written in response to Shakespeare’s works by the Romantic poet P.B. Shelley and by two contemporary poets, Michael Longley and Carol Ann Duffy. The poems will form part of London’s wider celebration of Shakespeare, which also includes a special edition Underground map where station names are replaced with iconic characters, plays and modern adaptations of the playwright’s work.

07.07.16 – 13.07.16 TIME OUT – *By Kate Lloyd* – “Summer commutes on the Central Line mean feeling a bead of sweat drip from your head all the way down your back to your feet, as you silently cry your way to and from work. Come winter, though, and that hellish inferno becomes a welcome embrace. The sticky warmth of other commuters’ bodies is a delightful change from freezing streets of this mean city, and as other passengers crowd around you, you can bask in the heat like a lizard on a rock”.

13.07.16 METRO – Want to find the best fare for your journey or need advice knowing which bus to catch? You need go no further than the Underground station concourse for help! (1) [Ticket Machines](#) – Every ticket machine on the Underground has recently been upgraded, and extra ones installed so they now offer multiple ticketing service for passengers. These smarter machines give details of all the various fare options available for a particular journey, in both London and beyond. They also flag-up the best value tickets. The new machines are quick and easy to use, and have an intelligent step-by-step guide to take customers through the various functions. (2) [Ask the staff](#) – Staff on duty in the concourse also have a huge amount of information at their fingertips. All station employees have been issued with iPads so they can help passengers choose the right ticket type, plan their journeys and deal with any difficulties which might arise. The devices are pre-loaded with apps that provide all sorts of travel information, including an overview of ticket types and even local directions, so staff can offer immediate assistance. (3) [WiFi](#) – With WiFi now available in 250 Underground stations, too, passengers are better connected to get the personal transport details they want. More than 460 travel apps are also available on smartphones and other mobile devices, many of which use the ticketing and location data to provide a personalised service.

13.07.16 EVENING STANDARD – Underground passengers ‘lost’ more than 26m hours because of problems on the network in the past year. Newly published TfL board papers reveal that travellers spent increasing amounts of time waiting on platforms, stuck in tunnels due to technical failures or stranded outside shuttered stations on strike days. In total passengers suffered 26.4m “lost customer hours” in the past 12 months, including strike days. The time was calculated by measuring delays that lasted for two minutes or longer for all passengers. These ‘lost’ hours increased from 22.4m in the previous 12 months. LU said: “This increase was due to the impact of industrial action. Without that, the underlying delays fell for the fifth consecutive year”.

13.07.16 EVENING STANDARD – The London Underground logo (*roundel*) will be celebrated in a permanent display at the Design Museum’s new home. The ‘red circle with blue bar’ – created by Frank Pick – first appeared on Underground station platforms in 1908. It was nominated for inclusion

in the display by Mayor Sadiq Khan, who said it was “bold, simple and colourful”. The logo will be on the *Crowdsourced Wall*, alongside 300 objects nominated by the public, when the museum relocates to the former Commonwealth Institute in Kensington on 24 November.

14.07.16 THE TIMES – TfL has announced a £15M deal to sell its contactless ticketing system around the world. The agreement was sealed with Cubic Transportation Systems, which provides technology to cities such as Sydney, Vancouver and Chicago. Contactless payments by credit or debit cards were introduced on London’s buses in December 2012 and expanded to cover Underground and rail services in September 2014. The transaction was a manifesto commitment of Mayor Sadiq Khan who said: “We will use the income from these deals for further investment in new infrastructure and to freeze fares”.

14.07.16 EVENING STANDARD – It’s the ticket-barrier panic – you’re at the gate when you realise you can’t find your Oyster card. The woman behind bumps into you, then tuts loudly. You root through your purse. Nothing. Red-faced, you do the shuffle of shame off to the side and start unpacking your bag. Still nothing. If the Oyster chip were part of you, you need never suffer absent ticket shame again. And now Lucie Davis, a jewellery design student has made that possible, with acrylic nails that could (theoretically) replace your card. One nail carries the chip that allows you to top-up and touch in and out – the rest of the nails reflects the colours of a regular Oyster card. A friend of Lucie said: “TfL says you’re not supposed to take apart Oyster cards, so I checked with them first, and they let me do it. It worked perfectly”. She talked to TfL about the possibility of her technology being officially accepted; “It is early days and it’s just a conversation but it’s exciting. And people keep telling me what a great idea this is – that they’re always losing their cards”.

19.07.16 METRO – Commuters will be handed free bottles of water over the next few weeks to encourage them to keep hydrated as the temperatures soar this summer. Around 250,000 bottles of Evian water will be distributed at Underground stations, when the mercury is set to pass 30°C. This initiative is part of TfL’s continuing *Travel Better London* campaign, which aims to raise awareness of how passengers can help reduce delays and improve Underground journey by making small changes to their travel. It is the third year that TfL has teamed up with *Danone Waters* for the free giveaway and it is hoped it will get passengers into the habit of carrying water when they travel.

19.07.16 METRO – Passengers following TfL travel alert feeds can now get direct disruption alerts straight to their mobile devices after TfL expanded its world-first pilot with *Twitter*. The trial allows passengers to opt-in to be automatically alerted of severe delays on certain Underground and TfL Rail services as soon as they occur. Users can also choose to receive alerts for certain times of the day, creating an even more personalised service. This is first time *Twitter* has partnered with a transport authority to provide live travel information in this way. More than 5,000 passengers have signed up for the service in the first month alone.

20.07.16 METRO – Special Art Tours were to take place on 24 and 25 July to showcase some of the major works of art which have now become permanent features of the Underground. The artworks, which include paintings, sculptures and mosaics, together form the largest public art programme in London and are seen by millions of Underground passengers every day. The tours started at either St. James’s Park or Edgware Road stations and took people on a journey to some of the most famous artworks. It included pieces by Daniel Buren, Jacqueline Poncelet, John Maine and Knut Henrik Henrikson, plus Mark Wallinger’s well known “Labyrinth” works which adorn every one of the 270 Underground stations on the network. People will also see the controversial works by Jacob Epstein whose “Day” and “Night” sculptures at St James’s Park station created public outrage when they were unveiled in 1929 and Eduardo Paolozzi’s mosaics at Tottenham Court Road station. The tours coincide with the launch of the *Art Tube Map*, the first comprehensive guide to artworks on the Underground.

20.07.16 DAILY MAIL – He is worth £3B, but His Highness Sheikh Mohammed Bin Rashid Al Maktoum, vice-president and prime minister of the United Arab Emirates and ruler of Dubai, shows he can rub shoulders with lesser mortals. The Sheikh, who was dressed casually, took the Underground with his son Sheikh Hamdan Bin Mohammed, the Crown Prince of Dubai. It was clearly a novel experience as during the ride, the prince took a ‘selfie’ with his father and uploaded it to social media. Perhaps the pair were amazed they managed to get a seat!

20.07.16 EVENING STANDARD – Police and Underground staff have launched a campaign to encourage passengers to report hate crime, including incidents sparked by the Brexit vote. They vowed to investigate all incidents as part of the *#WeStandTogether* campaign to provide reassurance that the

Underground is safe for all passengers. TfL was unable to say whether the UK's decision to leave the EU has resulted in increased attacks. The launch at King's Cross was the first in a number of events planned across London over the coming months. Mayor Sadiq Khan said: "I am proud of the incredible diversity of our city and I will not tolerate hate crimes of any form, anywhere in London. We must stand together and anyone who sees or is targeted by abusive behaviour should report it to the police immediately".

20.07.16 EVENING STANDARD – A row has broken out between campaigners fighting to keep Crossrail 2 out of Chelsea and council bosses over plans for new homes. The planned £1B Crossrail 2 station in King's Road has faced opposition from residents and today campaigners said the number of affordable homes in the area would be hit. The *No Crossrail in Chelsea* campaign claimed the 3,464 homes Kensington & Chelsea council wants to build over the next 40 years would be 'luxury' properties, and that many could be built on existing social housing sites. It claims a senior council figure put the potential value of the homes at £6B, which "implies either an average price for each new home of £1.7M, or some lesser number of even more expensive homes". The number of homes was confirmed in the Freedom of Information Act reply after an official revealed the figure at a property conference. A council spokesman said: "There is absolutely no basis for this claim. For there to be a loss of affordable housing, the council and the Mayor would both have to abandon their statutory housing policies. That is obviously not going to happen. The 3,500 homes will include significant new affordable housing".