

# Customer Experience on the London Underground Network: A Mystery Shopping Survey

January 2012



**London TravelWatch** is the official body set up by Parliament to provide a voice for London's travelling public.

Our role is to:

- Speak up for transport users in discussions with policy-makers and the media
- Consult with the transport industry, its regulators and funders on matters affecting users
- Investigate complaints users have been unable to resolve with service providers, and
- Monitor trends in service quality.

Our aim is to press in all that we do for a better travel experience all those living in, working or visiting London and its surrounding region.

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## Executive Summary

London Underground Ltd has recently reduced ticket office opening hours at a range of stations arguing that passengers would be better served by staff on the gateline than in ticket offices.<sup>1</sup> At the time of change, they provided reassurance that other arrangements would be in place to maintain customer service. Indeed, the virtues of having highly visible staff at stations were stressed, from the point of view of being closer to the passenger and the greater sense of security they would bring. Having received some complaints on this matter, London TravelWatch commissioned The Railway Consultancy to carry out 'mystery shopper' market research to see how effective these alternative arrangements are proving to be in practice.

During October and November 2011, 124 surveys were conducted on weekdays and weekends at stations where London Underground had reduced ticket office opening times. Surveys covered both weekdays (57 stations) and weekends (38 stations on Saturdays and 29 stations on Sundays). Besides checking on the staffing presence, the state of the station was also noted and specific questions on ticket prices were asked.

Many elements of customer service are considered to be good, including cleanliness, the availability of working ticket machines, and up-to-date 'rainbow' boards showing the current train service status on each line.

However, in three key areas, London Underground appears to be falling short of its customer service aspirations.

- Gatelines are not being staffed consistently, and are frequently deserted; sometimes they are left unstaffed without an open gate<sup>2</sup>. This can be a problem for passengers who have a valid, but faulty, ticket or Oystercard, and are unable to enter or leave the station. This is not just an inconvenience but potentially an issue of safety in the event of an emergency. Furthermore, where gates are left open, with no staff, there may be revenue implications.
- There is often a confusing situation as regards ticket purchase and other information for passengers, with ticket offices sometimes appearing to be open, even though there are no staff to be found and poor directions to ticket machines.

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<sup>1</sup> Transport for London Commissioner, Peter Hendy told the Guardian on 28 October 2010: "These.. offices don't sell many tickets, it is a waste of time. We don't intend ever to run stations with nobody on them. I want people in hi-vis jackets on the gate lines and on the platform. People behind glass in offices are not helping anybody's safety."

<sup>2</sup> This was the case at 12 stations on weekdays, six stations on Saturdays and three stations on Sundays.

- When gateline staff are found, they are generally polite, but many do not offer the highest standards of customer service, for example by taking the trouble to establish what information the passenger really needs. Where the passenger needed information about fares, knowledge was lacking. This is important, especially for infrequent travellers who have a greater need for reassurance and confirmation that they have purchased the right ticket, at the correct price and especially at weekends when engineering works take place.
- Despite the provision of dot-matrix indicator boards on many platforms, the provision of real-time train running information is weak since, outside the London area, many of these indicators show only the time and the name of the line as they are not yet connected to the signalling system. If this is the case and there are no staff visible, passengers have no way of finding out when the next train is due and its destination.

### Recommendations

1. London Underground must honour its commitment to ensure that members of staff are clearly visible during all operating hours, either on the gateline or in the ticket offices.
2. Notices about ticket and staff availability should be clearer, of a reasonable size and in line with TfL branding.
3. Staff should be fully trained on the proper advice to be given to passengers about fares and travel information and customer service training should be refreshed.
4. Rapid implementation of signalling and IT upgrades to show accurate train arrival information is essential. If necessary, computer screens should be provided in advance of the full signalling system coming into operation.

## 1 Introduction

In February 2011, London Underground reduced ticket office staffing levels at a large number of suburban stations. Commitments were made to maintain customer service, for instance by moving the ticket office staff to the gateline to assist with tasks such as providing information and demonstrating the use of ticket machines.

However, London TravelWatch began to receive complaints from passengers that this assistance was not available all the time. Research was therefore commissioned to undertake 'mystery shopper' survey work to obtain an independent assessment of the arrangements.

**Figure 1 – Typical London Underground gateline (Monument station)**



## 2 Method

During October and November 2011, surveys were conducted at stations where the ticket office opening times had been reduced. The audits were undertaken with a checklist of items for observation, and an enquiry was made to staff about the price of a One-Day Travelcard, a question purposely left vague to test the level of customer service commitment displayed by staff. The list of questions is attached as Appendix A. These were then noted after the auditor had left the ticket hall, along with any other relevant observations.

The survey sample size was driven by the number of stations and the times at which opening hours had been reduced. The list of stations can be seen in Appendix B, but included 57 stations on weekdays, 38 stations on Saturdays and 29 stations on Sundays. Unfortunately, programmes of weekend engineering works meant that it was not possible to undertake surveys on the required days at either Bayswater or Borough during the survey programme period.

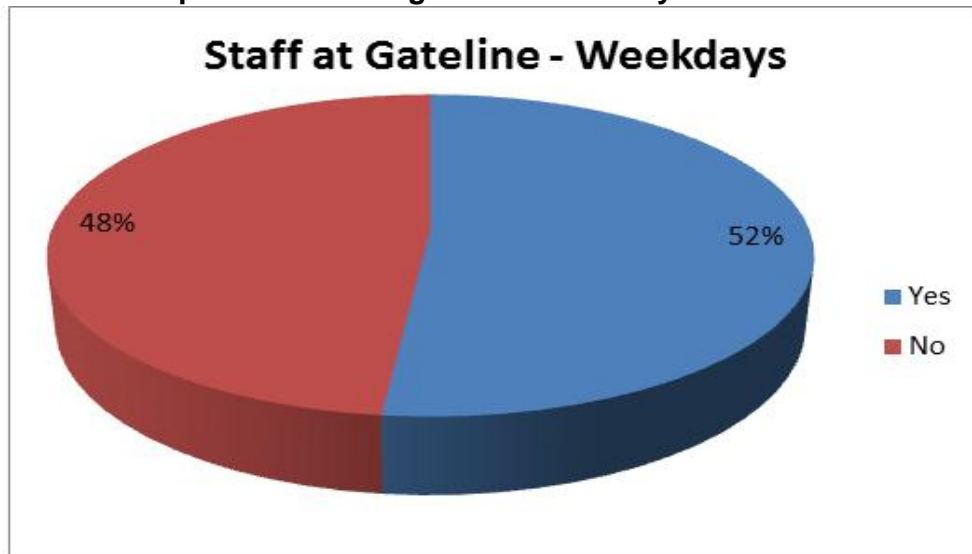
### 3 Results

#### 3.1 Weekdays (and generic issues for weekends)

The first element of surveying related to the ticket gateline itself, during hours of planned ticket office closure. At the stations surveyed during weekdays, 84% of the gates were closed i.e. in full operation, so requiring a staff presence at the station in order to open the gates manually in the event of faulty tickets or other problems. In nine stations surveyed (Chalfont & Latimer; Goldhawk Road; Hanger Lane; Latimer Road; Royal Oak; Shepherd's Bush Market; Sudbury Town; West Acton; Westbourne Park), at least one gate was open and it was possible to get through the gateline without a ticket. At two stations, the ticket gates or a single gate were permanently open; these were at Chalfont & Latimer and Sudbury Town (not main ticket office side) stations. However, in the other seven cases, although the main ticket gates themselves were closed, the manual gate was left unlocked, so that any passenger with a ticketing problem could still exit the station safely.

At just under half of the stations surveyed, staff were not present at the gateline (see Figure 2 below), despite the Mayor of London's Transport Advisor's assurances to passengers that "all stations will be staffed at all times when trains are running, and stations will feel safer by moving some staff out of the office and amongst the public."<sup>3</sup>

**Figure 2 – Staff presence at the gateline - weekdays**



*(Sample 57 stations)*

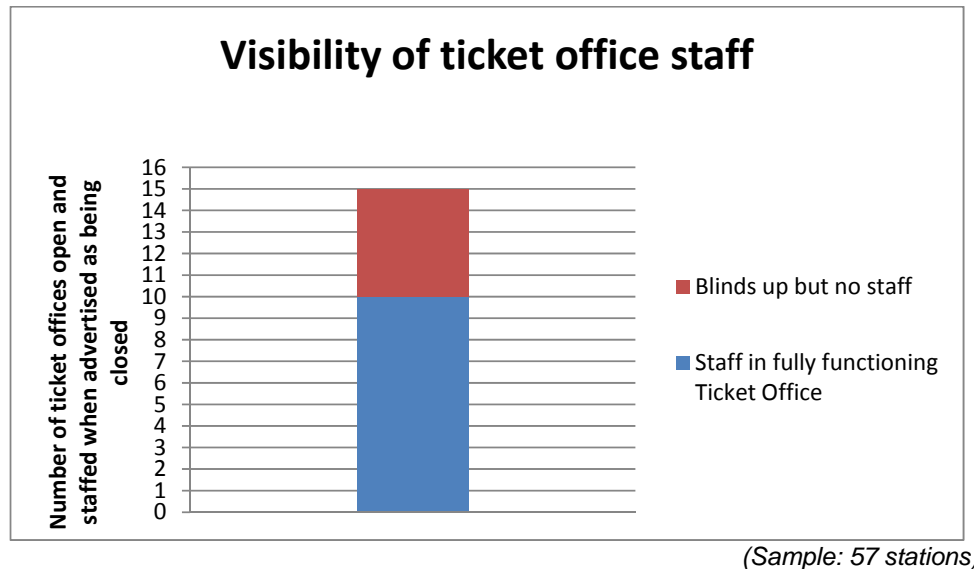
The second element of surveying related to the ticket office. Despite surveying during the planned closure periods, some 10 ticket office/information windows

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<sup>3</sup> Kulveer Ranger 17 March 2010, <http://news.bbc.co.uk/1/hi/england/london/8572709.stm>

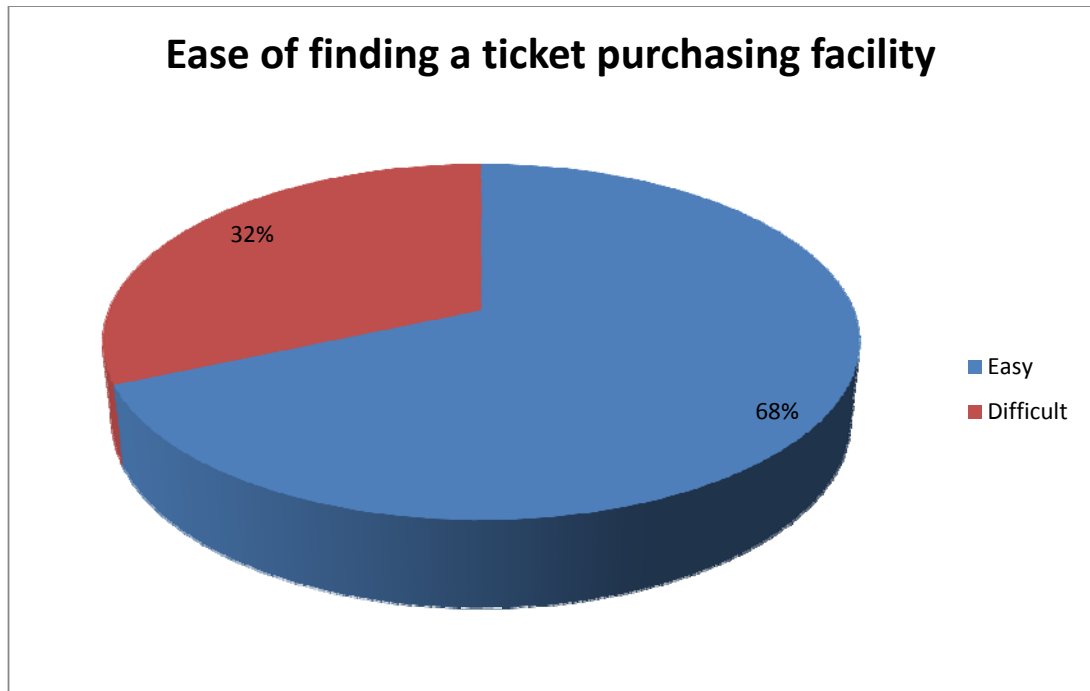
were 'open' and staffed when they were surveyed. However, there were a number of instances where the blinds were up and there were no staff in the ticket office, as shown in Figure 3 below.

**Figure 3 – Visibility of ticket office staff at ticket offices that are open but advertised as closed - weekdays**



At the ticket office/information windows, there was usually (68% of the time) a notice explaining that if the ticket office was closed, passengers should use the ticket vending machine instead and sometimes the ticket office opening hours were also displayed. However, at 18 stations, notices only displayed ticket office opening hours and did not direct customers to the ticket vending machines. This is important because the layout of some station booking halls may mean that the location of a ticket vending machine is not necessarily immediately obvious when standing at the ticket office window. Enabling customers to buy a ticket is important, as is directing them to the correct place, especially if the ticket office is closed and the customer is an occasional user. Figure 4 overleaf shows if the customer could easily find where to obtain a ticket, either because the ticket office was open or because clear directions were given.

**Figure 4 - Ease of finding a ticket purchasing facility – weekdays**



*(Sample: 57 stations)*

Only three ticket vending machines (at Hanger Lane, Holland Park and West Acton) were out of order at the 57 station ticket halls surveyed; nevertheless, as there were always two or more ticket vending machines at each station there was always at least one still working. There was also at least one ticket vending machine which dispensed Oyster cards at every station.

Figure 5 overleaf shows a more detailed breakdown of how easy it was for a passenger to know where to obtain a ticket, looking at the proportions of stations at times when officially the ticket office was closed, but was in fact open, and the proportion with notices directing passengers to ticket vending machines.

26% of ticket offices on weekdays were closed and did not have a notice directing people to a ticket vending machine. 62% did, however, have clear instructions to passengers to buy from either a ticket vending machine or had staff available to sell a ticket. However, the remaining 12% gave customers a degree of uncertainty because they did not clearly indicate whether they were closed or, in fact, open.

**Figure 5 – Ticket office status in periods of planned closure – weekdays and weekends**

Ticket office			Weekday (%)	Saturday (%)	Sunday (%)
Open	Staffed	TVM notice	9	8	7
	Staffed	No TVM notice	7	14	30
	Unstaffed	TVM notice	7	19	0
	Unstaffed	No TVM notice	3	5	7
Closed	Staffed	TVM notice	0	3	4
	Staffed	No TVM notice	2	0	0
	Unstaffed	TVM notice	46	27	33
	Unstaffed	No TVM notice	26	24	19
No. of stations sampled			57	38	29

NB: In some cases, stations were visited on a weekday, a Saturday and a Sunday

This information was also gathered on visits conducted on Saturdays and Sundays, and comparison between the three data sets shows a varying picture, even where stations were surveyed both on weekdays and on a Saturday and/or a Sunday (30 in total). This is a surprising finding, as it would have been more natural to expect consistency at the same station.

On Saturdays 24% (and Sundays 19%) of ticket offices were closed and had no notice directing people to a ticket vending machine. However, 52% on Saturdays and 74% on Sundays did have clear instructions to passengers as to whether they should buy a ticket from the ticket vending machine or had staff available to sell tickets. But 27% on Saturdays and 11% on Sundays gave customers a degree of uncertainty because they did not indicate clearly whether they were closed or, in fact, open.

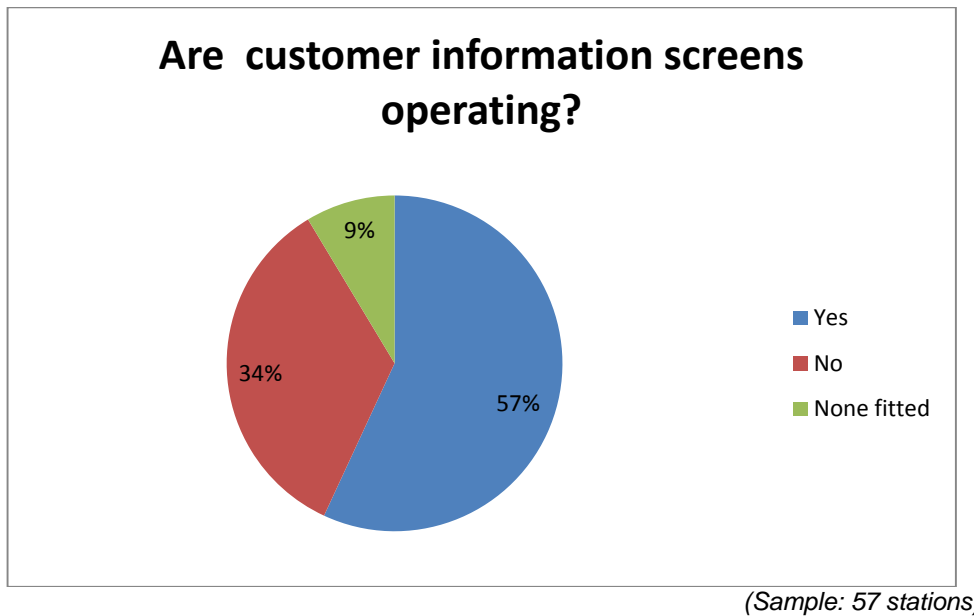
Of the 30 stations that were surveyed both during the week and at the weekend, 10 had different notices or no notices at all when compared to the other occasion when they were surveyed. At three of these (Chalfont & Latimer, Moor Park and West Acton), staff were actually present at the weekend. These variations point to inconsistencies at stations depending on the level of individual staff commitment to and the recognition of the need for clear and consistent customer information.

The third element of surveying involved checking that up-to-date service information was available and that customer information screens were working. Up-to-date information showing the status of all of the services on the London Underground network ('rainbow boards', which are a mixture of electronically and manually updated machines) was available 98% of the time. However, at 9% of stations surveyed (South Ealing; South Woodford (East side); Sudbury Town (both sides); West Finchley), there was no up-to-date rainbow board in place to show the status of services.

However, there was a much greater problem with customer information screens which display train arrival times. Many (including the smaller stations

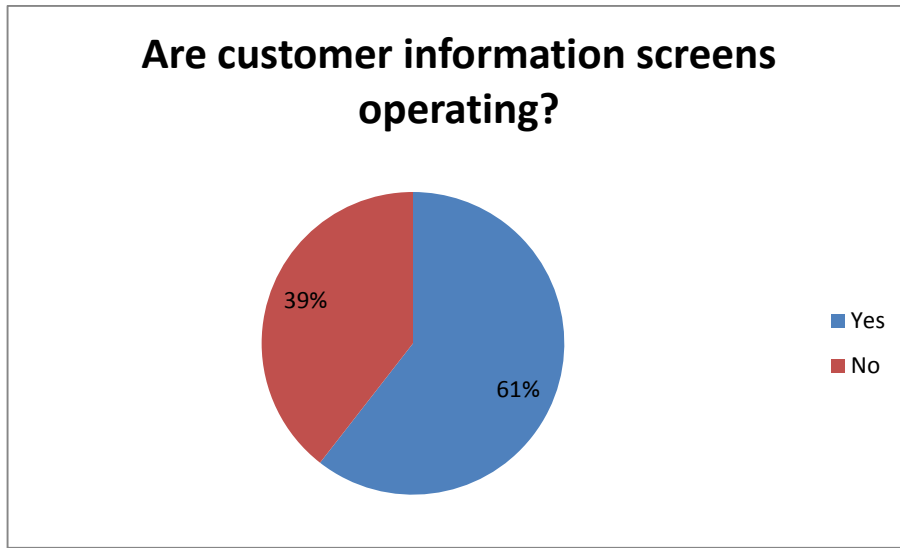
between Stamford Brook and Sudbury/Osterley, and also the northern end of the Metropolitan line) did not display the required information, and at five stations there were no displays at all (e.g. on the Hammersmith & City line). Those on platforms gave the direction of travel but did not specify any train time or destination, which is of limited use, especially on lines with branches. The results are set out in Figure 6 below.

**Figure 6 Analysis of customer information screens – weekdays**



Of the stations surveyed on a Saturday, 61% had customer information screens operating correctly. We did not survey any stations not fitted with these devices on a Saturday. This is shown in figure 7 overleaf.

**Figure 7 Analysis of customer information screens – Saturdays**



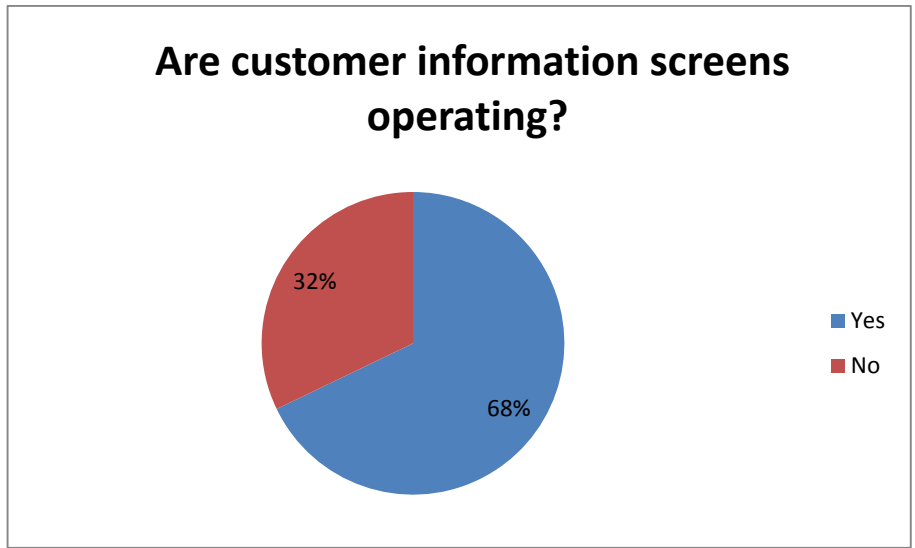
*(Sample: 38 stations)*

There was a similar situation at those stations we surveyed on Sundays as shown in figure 9 overleaf.

**Figure 8: Pinner station has limited electronic information on display**



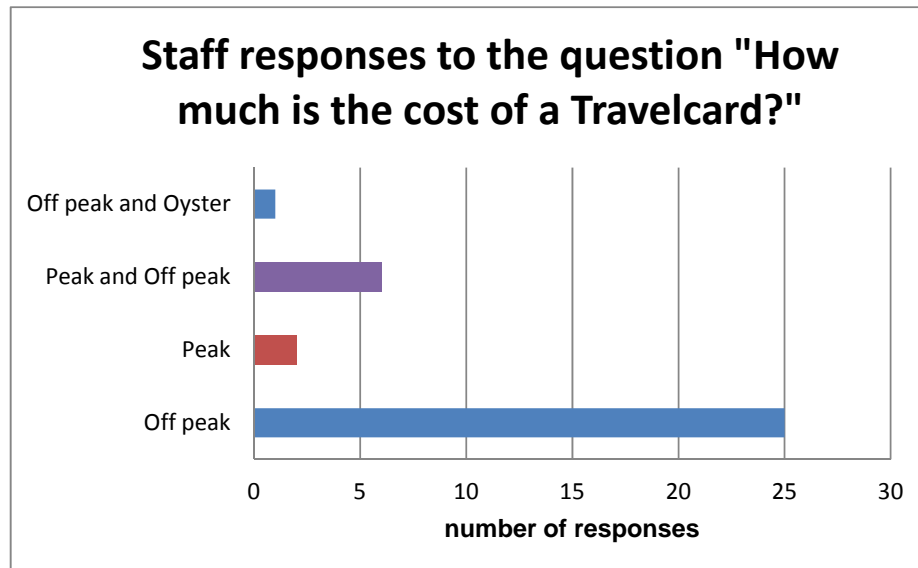
**Figure 9 Analysis of customer information screens – Sundays**



*(Sample: 29 stations)*

The best way of getting the information that you need as a passenger, especially if you are an infrequent user, can be to talk to a member of staff. As mentioned above, in many cases there was no staff presence in order to get information, but when there was a member of staff available, in our survey, they were asked: "How much is a Travelcard?" This is a simple, but imprecise, question, which has many possible responses and could reasonably be expected to elicit a request for more precise information where there was a genuine customer service culture. Figure 10 overleaf shows the answers to the question.

**Figure 10 – Responses given to “How much is the cost of a Travelcard?” test question - weekdays**



*(Sample:34 stations)*

What we expected to receive as an ideal answer was “where are you going to?”and “when?”, as a means of establishing the passenger’s actual journey and enabling the member of staff to give the most accurate information. However, most of the answers given were expressed in simple monetary terms.

As most of the surveys were conducted during the off peak, it is not surprising that there were five times as many ‘off peak’ answers as anything else. The ‘peak’ answers given were indeed during the peak, although (especially at Debden, when it was 09:26) the off peak fare should have been given as well. The staff that answered questions better gave both ‘peak’ and ‘off peak’ fares. More disappointingly only one member of staff (at Kennington) gave an answer that included Oyster card options, which would have been particularly helpful to anyone who already had an Oyster card; however, he got the fare wrong. It might even have been the cheapest option to buy a new Oyster card from the dispensing ticket vending machine and use that, so there was potential for customers to be over-charged as they were not presented with this option.

Though all staff gave answers, some customer service seemed to be lacking. Most were helpful and some smiled but some answers were very bland and generic. On a few occasions the staff member was unsure as to the cost of a Travelcard, and got this from the ticket vending machine. On other occasions staff did not seem to care, were apathetic and/or pre-occupied. One staff member tried to not get noticed and another was having a conversation with a friend; when interrupted with the question she gave just a one-word answer “£7.20”, and continued with her conversation.

In terms of cleanliness, the vast majority of stations surveyed were clean (Figure 11 below shows a typical example), and only a couple had minor items of litter; this may be due to the fact that mobile cleaners from cleaning contractors were seen on a number of occasions. Even though there was nothing wrong with the stations, in some places such as Park Royal, there was an unloved feel to the station.

**Figure 11 – An example of the generally high standard of presentation achieved (East Acton)**

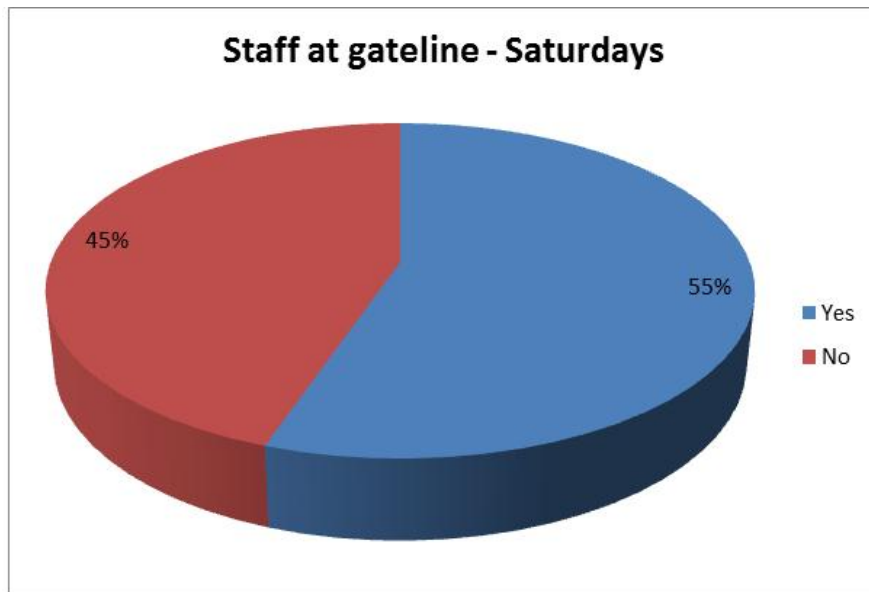


### 3.2 Saturdays

The Saturday situation at gatelines was similar to the weekday situation, with 87% of gatelines in full operation so requiring a staff presence at the station; at five stations (Buckhurst Hill; Clapham North; High Barnet; Ravenscourt Park; South Woodford) the gateline was open.

As with weekdays, staff were not always present at the gateline when surveyed (Figure 12 overleaf).

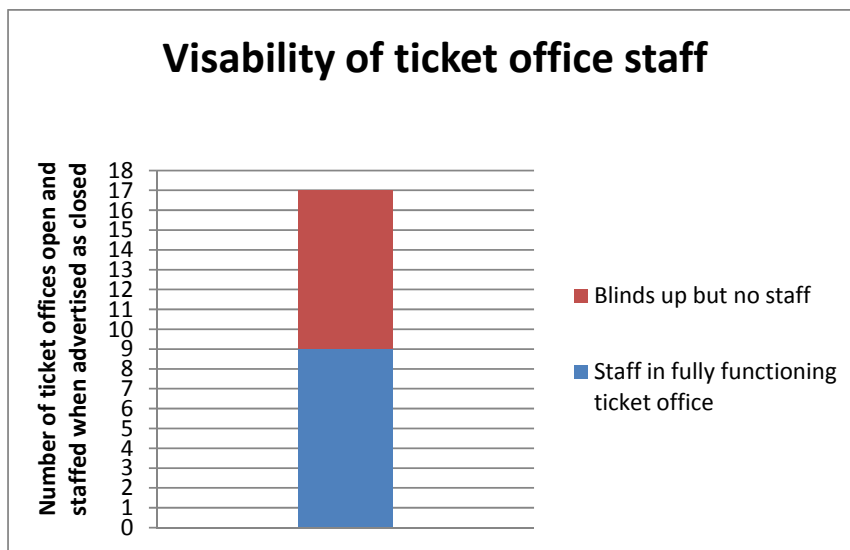
**Figure 12 – Staff presence at gateline - Saturdays**



*(Sample: 38 stations)*

In terms of ticketing, the number of ticket office/information windows being both open and staffed was 24% when they were surveyed during times of planned closure. However, in over half of instances where the blinds were up, there were no staff visible in the ticket office (see Figure 13 below).

**Figure 13 – Visibility of ticket office staff at ticket offices that are open but advertised as closed - Saturdays**



*(Sample: 38 stations)*

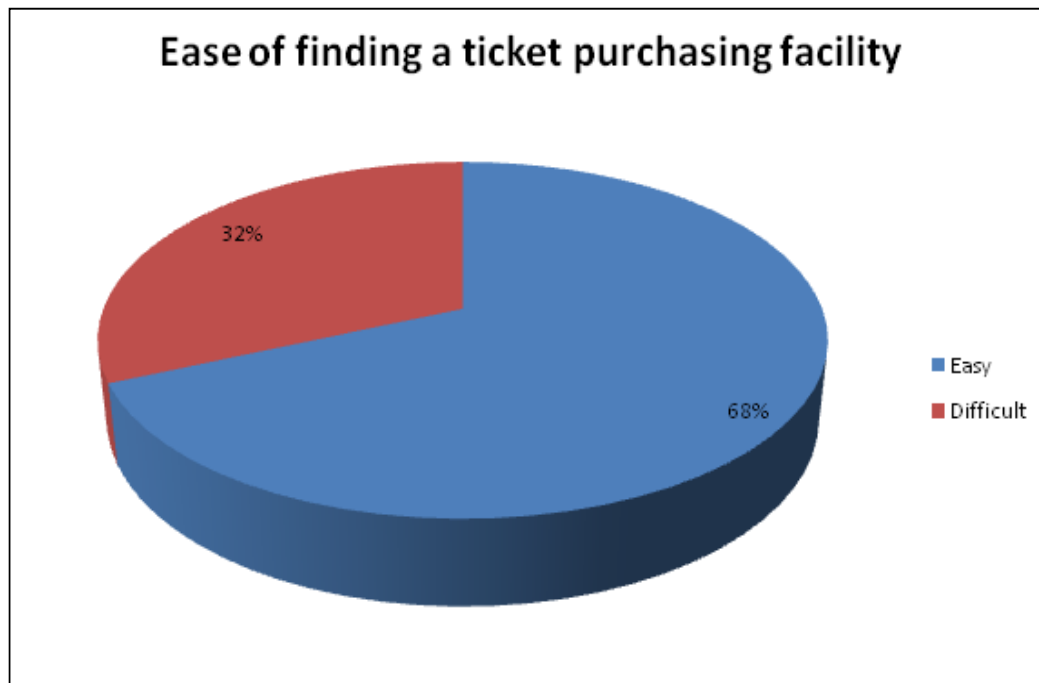
At the ticket office/information windows, there was usually (65% of the time) a notice explaining that if the ticket office was closed, passengers should use the ticket vending machine and sometimes the ticket office opening hours

were also displayed. However, some notices (including at several stations at the south end of the Northern line) only displayed ticket office opening hours and did not direct customers to use the ticket vending machines.

Figure 14 below shows if the customer could easily find where to obtain a ticket, whether the ticket office was open, if there was a sign directing them to a ticket vending machine, or if there were no directions.

Further analysis of this has already been covered above in the comparison with the weekday findings.

**Figure 14 – Ease of finding a ticket purchasing facility - Saturdays**



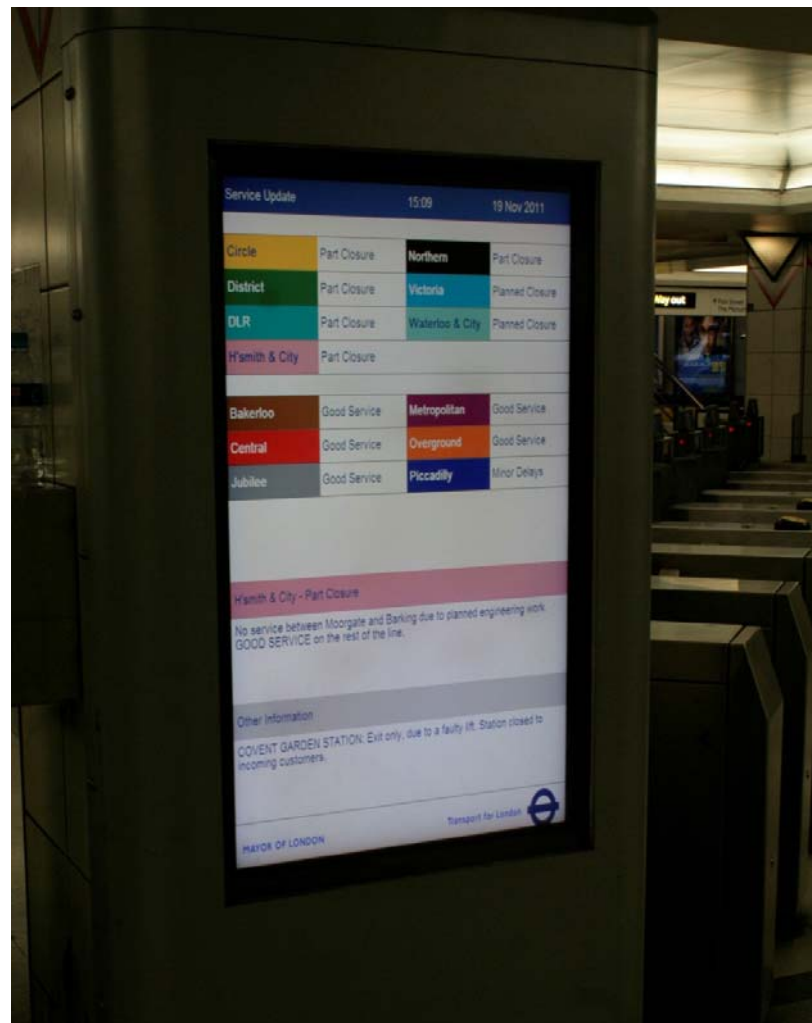
*(Sample: 38 stations)*

One ticket vending machine at Kennington was out of order out of the 38 stations surveyed on Saturdays but there were always two or more ticket vending machines with at least one machine, which dispensed Oyster cards at each station.

As with weekdays, information provision was mixed. There was a rainbow board (see Figure 15 overleaf as an example) out at all stations, with the status of the service information on the London Underground network being up-to-date in all cases, because most of them were electronic. However, there was a problem with customer information screens; in 39% of cases there were no screens or they did not display the required information. Again, those on platforms sometimes gave the direction of travel but did not specify any train time or destination.

Information provision on Saturdays is of much greater necessity as different travel patterns by passengers (i.e. more irregular users), and altered service patterns because of engineering works, mean that passengers need reassurance as to what service is operating and when the next train is likely to arrive.

**Figure 15 – Rainbow board (Monument Station)**



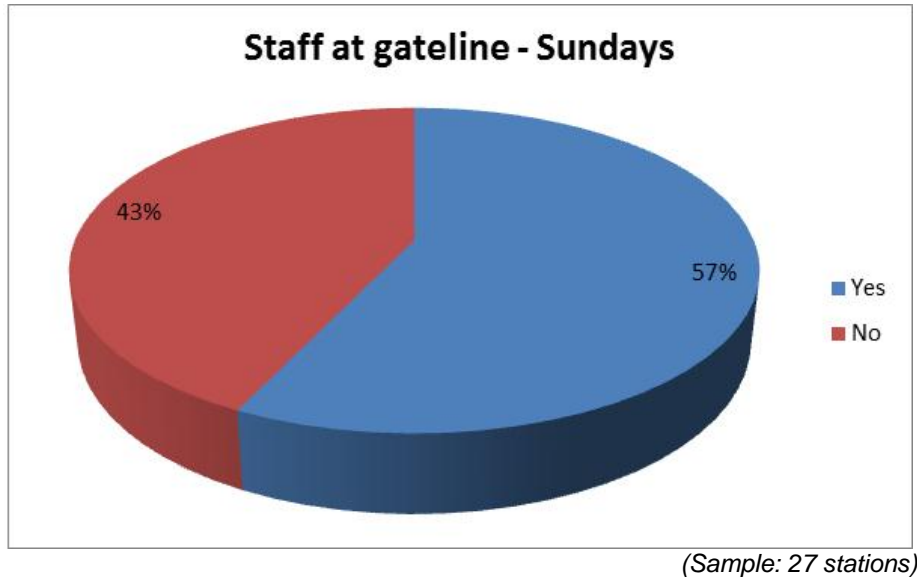
In terms of cleanliness, all stations were clean and graffiti free.

### 3.3 Sundays

The Sunday survey showed 83% of gatelines were open in full operation. However, at six stations (Earl's Court (both); High Barnet (main); Mile End; Sudbury Town (West); Westbourne Park) the gateline was fully or partially open.

A similar proportion of gatelines, just over half, were staffed as on weekdays and Saturdays (Figure 16 below).

**Figure 16 – Staff presence at gateline - Sundays**

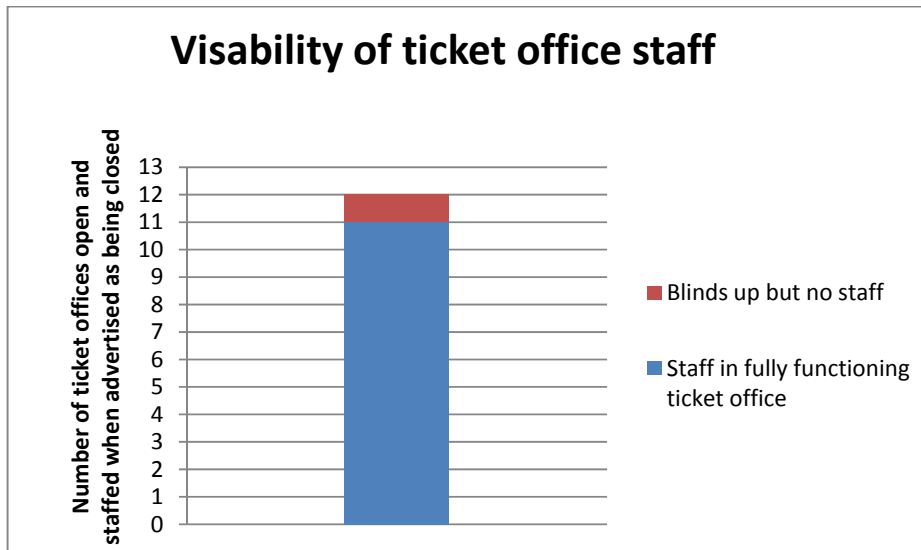


At 10 of the 27 stations surveyed (37%), ticket office/information windows were both open and staffed; however, at both Chesham and Chalfont & Latimer, the blinds were up and there were no staff in the ticket office.

Frequently (44% of the time), there was a notice explaining that if the ticket office was closed, passengers should use the ticket vending machine and sometimes the ticket office opening hours were also displayed. However, some notices only displayed ticket office opening hours and did not direct customers to use the ticket vending machines, whilst at some stations there were no notices.

Figure 17 overleaf shows the numbers of ticket offices which were found to be open even though officially they were not meant to be. Pleasingly, compared to weekdays and Saturdays, the proportion with staff present was much higher.

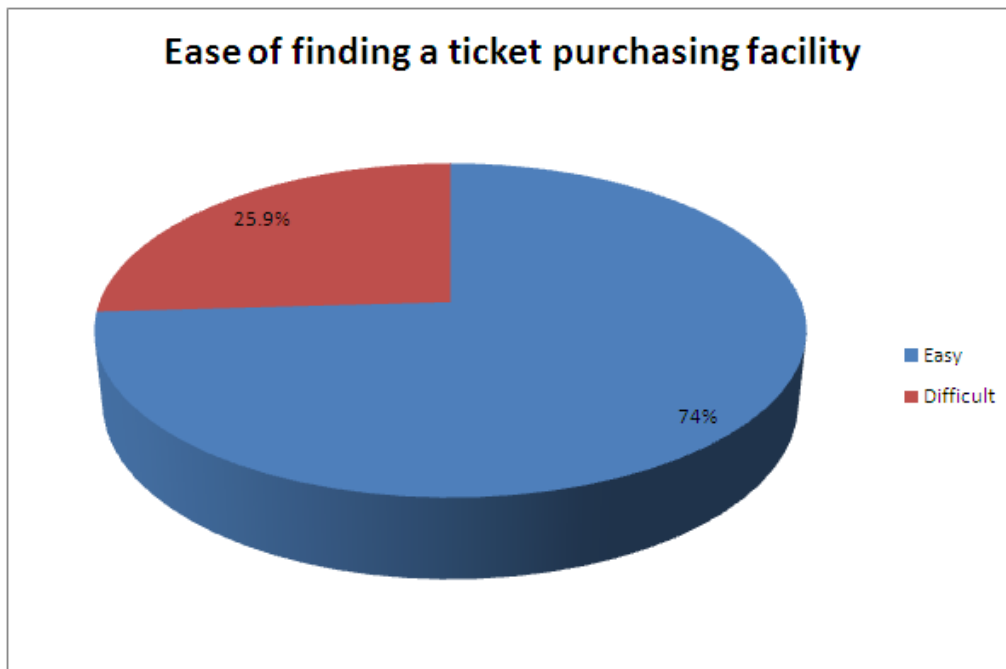
**Figure 17 – Visibility of ticket office staff at ticket offices that are open but advertised as closed – Sundays**



*(Sample: 27 stations)*

Figure 18 below shows if the customer could easily find where to obtain a ticket, whether the ticket office was open, if there was a sign directing them to a ticket vending machine, or if there were no directions present.

**Figure 18 – Ease of finding a ticket purchasing facility – Sunday**



*(Sample: 27 stations)*

No ticket vending machines were out of order at any of the 33 stations surveyed; there were always two or more ticket vending machines with at least one machine which dispensed Oyster cards at each station.

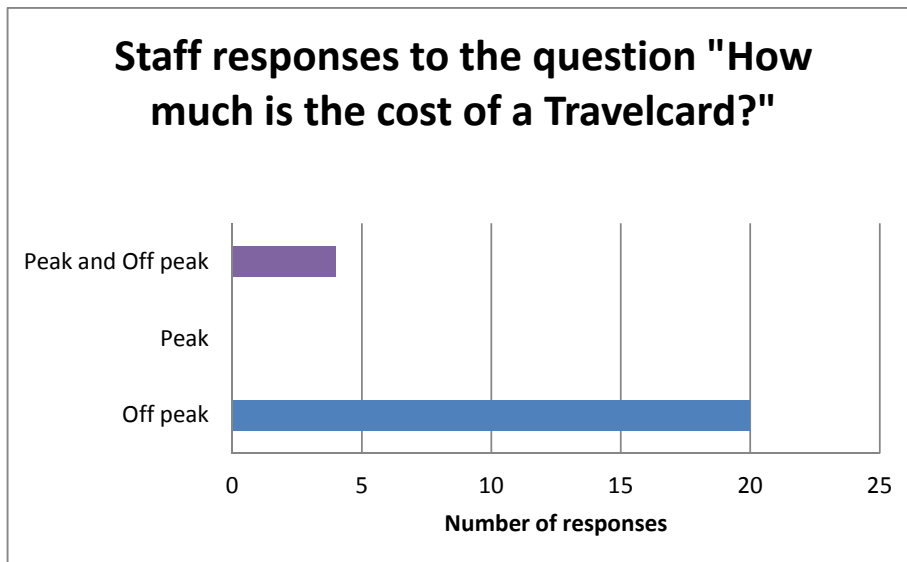
As shown above, there was not a good level of staff presence at the gateline, so passengers could often get no information. At times when a member of staff was surveyed, most of the answers related to off peak fares, presumably because it was assumed the passenger would travel on that day (Sunday). Some staff members gave both peak and off peak answers but staff were often unable to help passengers find the best value ticket.

Unsurprisingly, Sundays saw the same information situation as weekdays and Saturdays. There was a rainbow board out at all stations but one (Mile End), with the status of the services information on the London Underground network up-to-date 94% of the time, owing to most of them being electronic.

However, there was a problem with some stations' customer information screens; 32% did not display the required information or had no display. Those on platforms sometimes gave the direction of travel but did not specify any train time or destination. This included stations on the Rayners Lane branch of the Piccadilly line, and Amersham branch of the Metropolitan line, as well as Westbourne Park, Latimer Road and Pimlico.

As on Saturdays, information provision on Sundays is of much greater necessity as different travel patterns by passengers (i.e. more irregular users), and altered service patterns because of engineering works, mean that passengers need reassurance as to what service is operating and when the next train is likely to arrive.

**Figure 19 – Answers to “How much is a Travelcard?” – Sundays**



(Sample: 24 stations)

91% of stations were clean and graffiti free; however the ones that were not only had minimal amounts of litter.

## 4 Conclusion

These 'mystery shopper' surveys were designed to ascertain whether or not London Underground was achieving its objectives in maintaining customer service after a programme of reducing ticket office opening hours. The picture was mixed: cleanliness, working ticket machines and centrally-provided service status information on 'rainbow' boards were almost always satisfactory, but staff availability, ticket office window appearance, and 'next train' information were often not.

For the most part (85%) gatelines were in full operation, although there were many occasions observed where ticket barriers (or at least the wide access gate) remained open. The purpose of the gates, however, is to enable revenue collection and to provide security at stations. The presence of staff is crucial to achieving these aims as well as ensuring compliance with safety regulations.

Disappointingly, despite assurances from London Underground that ticket office staff would be redeployed to customer facing positions, gateline staff were not visible almost half of the time, and this runs counter to claims that were made about the advantages of "getting staff out of the ticket office". Such claims made reference to the improved accessibility of staff to answer passenger queries, as well as to the perception of security at stations, not least those less well used.

The absence of staff can cause problems of egress and ingress for passengers, either those with problems with their ticket or Oyster card, or potentially more seriously in case of an emergency (prior to the release mechanism being operated centrally). Clearly with no staff, customer service considerations appear to have been completely forgotten.

There is also a problem with ticket offices having the blinds up with no one behind the desk; this can be most confusing for customers if they are unsure if the ticket office is occupied, and frustrating for them if they decide to wait for someone who is not there.

About 70% of the time it was easy for the customer to find out where to buy a ticket; at the open ticket office or by following directions to the ticket vending machines. This should happen at all stations. However, on the other 30% of occasions it was not easy. Taking away the confusion or uncertainty for customers will improve experiences and encourage similar journeys in the future.

It is important that customer information screens are working, especially the ones on the platforms, even more so when there are no staff around. It is reassuring for passengers to know that a train is coming (even if it is 10 or even 15 minutes away); this is currently an important deficiency at some stations.

Another important tool used to give passengers information are the rainbow boards, many of which have been replaced with electronic ones so that they remain up-to-date. Over 98% of stations had a rainbow board in place (written or electronic), with over 90% of them being up-to-date. The central provision of information seems to be working well.

Stations on the whole were very clean and with no graffiti. In the very few cases that litter was observed, it was in very small amounts. Roving cleaners were seen ensuring that stations and trains were kept clean.

During the survey, if a member of staff could be found, they were asked a test question about how much a Travelcard cost. As most of the surveys took place during the off peak, there were mostly off peak answers, with only peak answers being given in the peak. Only on rare occasions would both peak and off peak answers be given, or was real interest taken by the member of staff in inquiring about the journeys to be made.

If questions are ambiguous, staff members need to ask further questions to give the customer the 'right' answer. Staff members need to be mindful as to the time, especially at the end of the peak, as the customer would pay more for their journey than they had to.

Staff members also need to be mindful that customers may not be travelling into Central London, so giving a price for a Travelcard including zone 1 and that particular station may be unhelpful to the customer.

Members of staff need to be mindful of how they present themselves to the customer. Staff who are pre-occupied, talking to friends, try to be invisible or apathetic, as witnessed by the mystery shoppers, will give customers the wrong impression and can create a negative experience of the journey before it even begins.

Good customer service is imperative in creating a good impression, experience and repeat business. These surveys show that London Underground has some way to go to provide that level of service at many of its suburban stations.

## 5 Other Observations

Signs at ticket office windows vary widely; some are made and printed on local machines, without using the official branding. Even some of the official-looking notices are defaced with extra handwritten notes and extra bits of paper stuck on them. This is untidy and gives the wrong impression to customers.

Having an 'information only' window at the ticket office could help in some circumstances when staff may be around but not obvious. If a 'normal' window is open at the ticket office, passengers may assume that they can purchase a ticket (which is not the intention). However, an 'information only' window does provide a focus for service, and could be beneficial for passengers who need assistance in purchasing ticket for a route which is not available on the ticket vending machines, or if passengers need general assistance with regards to their journey.

Some occasions were noted where London Underground are not meeting the queuing guidelines set down for suburban rail (five minutes in the peak, three minutes off peak). For instance, up to 21 passengers were seen queuing for a ticket machine at Hanger Lane on a Saturday lunchtime. A queuing time of 3 minutes 20 seconds was also directly observed at London Bridge at 1617 on a Saturday, and this was after a number of people left the queue due to the long wait. It is likely that queuing times are longer than this.

## 6 Appendix A – List of questions asked

1. Ticket gates set to permanent open?
2. Staff at gateline?
3. Staff in ticket office?
4. Any special notices about ticket office opening or ticket purchasing arrangements?
5. Can TVM dispense Oystercard?
6. Is there a rainbow board showing status of service?
7. Is the rainbow board up-to-date? (time)
8. Are customer information screens operating?
9. Is station free from litter or graffiti?

*Ask member of staff at appropriate time:*

10. How much is a travel card? (peak/Off-peak/oyster)
11. Member of staff (helpful, rude etc)

## 7 Appendix B – List of stations surveyed

### Weekday

Date	Arrival	Stations
01/11/2011	12:54	Aldgate East (West Gate)
01/11/2011	13:01	Aldgate East (East Gate)
14/10/2011	12:34	Boston Manor
26/10/2011	09:33	Buckhurst Hill
13/10/2011	16:21	Chalfont and Latimer
11/11/2011	21:00	Chancery Lane
13/10/2011	16:50	Chesham
14/10/2011	11:25	Chiswick Park
11/11/2011	20:12	Clapham North
13/10/2011	17:28	Croxley
26/10/2011	09:24	Debden
11/11/2011	21:34	Earls Court (Main Hall)
11/11/2011	19:00	Earls Court (Warwick Road Hall)
01/11/2011	12:00	East Acton
01/11/2011	09:57	Goldhawk Road
26/10/2011	10:32	Hainault
01/11/2011	11:30	Hanger Lane
13/10/2011	10:23	High Barnet
13/10/2011	11:35	Highgate
01/11/2011	11:10	Holland Park
11/11/2011	20:32	Kennington
01/11/2011	10:10	Latimer Road
11/11/2011	22:18	Mile End
13/10/2011	09:25	Mill Hill East
01/11/2011	13:11	Monument
13/10/2011	15:31	Moor Park
13/10/2011	14:08	Neasden
14/10/2011	09:29	North Ealing
14/10/2011	12:27	Northfields
13/10/2011	14:28	Northwick Park
13/10/2011	15:45	Northwood
14/10/2011	12:47	Osterley
11/11/2011	19:53	Oval
14/10/2011	09:53	Park Royal
11/11/2011	19:32	Pimlico
13/10/2011	16:01	Pinner
13/10/2011	14:16	Preston Road
14/10/2011	11:45	Ravenscourt Park

26/10/2011	12:17	Redbridge
01/11/2011	10:20	Royal Oak
01/11/2011	10:47	Shepherd's Bush Market
14/10/2011	12:21	South Ealing
14/10/2011	10:35	South Harrow
26/10/2011	09:49	South Woodford (East Gate)
26/10/2011	09:49	South Woodford (West Gate)
14/10/2011	11:39	Stamford Brook
14/10/2011	10:08	Sudbury Hill
14/10/2011	10:21	Sudbury Town
13/10/2011	09:48	Totteridge
26/10/2011	10:55	Wanstead
13/10/2011	17:42	Watford
01/11/2011	09:22	West Acton
13/10/2011	09:38	West Finchley
01/11/2011	10:29	Westbourne Park
26/10/2011	09:42	Woodford (East Gate)
26/10/2011	11:16	Woodford (West Gate)
13/10/2011	09:54	Woodside Park

## Saturday

Date	Arrival	Station
26/11/2011	12:50	Aldgate East (East Gate)
29/10/2011	17:06	Aldgate East (West Gate)
		Bayswater
26/11/2011	13:57	Buckhurst Hill
05/11/2011	12:10	Chalfont & Latimer
05/11/2011	09:18	Chesham
29/10/2011	14:39	Chiswick Park
26/11/2011	20:20	Clapham North
26/11/2011	19:33	Clapham South
26/11/2011	20:02	Colliers Wood
05/11/2011	11:12	Croxley
26/11/2011	13:45	Debden
26/11/2011	21:20	Earls Court (Main)
26/11/2011	21:20	Earls Court (Warwick Rd)
29/10/2011	15:20	East Acton
29/10/2011	13:29	Hanger Lane
26/11/2011	16:50	High Barnet (Main)
26/11/2011	16:50	High Barnet (platform 1)
26/11/2011	16:15	Highgate
26/11/2011	20:35	Kennington
26/11/2011	22:10	Mile End
29/10/2011	15:10	Monument
05/11/2011	11:43	Moor Park
05/11/2011	13:40	Neasden
05/11/2011	08:40	Northwick Park
05/11/2011	10:35	Northwood
26/11/2011	19:15	Pimlico
05/11/2011	10:47	Pinner
29/10/2011	14:25	Ravenscourt Park
29/10/2011	15:42	Shepherd's Bush Market
29/10/2011	09:12	South Harrow
26/11/2011	19:50	South Wimbledon
26/11/2011	15:05	South Woodford (East)
26/11/2011	15:05	South Woodford (West)
29/10/2011	14:17	Stamford Brook
29/10/2011	09:25	Sudbury Hill
29/10/2011	09:35	Sudbury Town
26/11/2011	14:45	Wanstead
29/10/2011	13:54	West Acton

## Sunday

Date	Arrived	Station
13/11/2011	17:06	Aldgate
13/11/2011		Borough
13/11/2011	16:45	Bow Road
30/10/2011	12:37	Chalfont and Latimer
30/10/2011	12:20	Chesham
13/11/2011	21:45	Earls Court (Earls Court Road)
13/11/2011	21:32	Earls Court (Warwick Road)
13/11/2011		Epping
13/11/2011	11:45	Hainault
05/11/2011	14:35	High Barnet (stepfree)
05/11/2011	14:35	High Barnet (Main)
05/11/2011	15:00	Highgate
30/10/2011	15:54	Holland Park
13/11/2011	15:58	Kennington
30/10/2011	15:30	Latimer Road
13/11/2011	13:14	Loughton
13/11/2011	20:54	Mile End
13/11/2011	20:38	Monument
30/10/2011	14:15	Neasden
30/10/2011	13:38	Northwick Park
30/10/2011	14:34	Pimlico
30/10/2011	13:18	Pinner
13/11/2011	12:44	Snaresbrook
30/10/2011	10:10	South Harrow
13/11/2011	12:24	South Woodford
30/10/2011	09:40	Sudbury Hill
30/10/2011	11:20	Sudbury Town (west)
30/10/2011	11:20	Sudbury Town (east)
30/10/2011	15:18	Westbourne Park
13/11/2011	12:55	Woodford
05/11/2011	14:24	Woodside Park