

Table of appendices

The below table outlines the appendices to the report and their owner or origin.

Appendix Letter	Appendix Title	Origin/produced by
A.	Research summary	London TravelWatch
B.	Talk London Panel survey summary	GLA
C.	Focus group and passenger intercept summary	2CV
D.	List of stakeholders contacted regarding the review	London TravelWatch
E.	Customer Impact Review	TfL
F.	Supporting table of information	TfL
G.	Stakeholder and customer engagement summary	TfL
H.	Evidence datasets	TfL
I.	Pre and post transformation Mystery Shopping Survey staff presence data	TfL
J.	Lift availability data	TfL
K.	Pay as you go and contactless data	TfL
L.	King's Cross case study	TfL
M.	Improving London Underground leaflet	TfL
N.	Staff leaflet – changes to ticket halls	TfL
O.	Ticketing changes guide for iPads	TfL
P.	Stakeholder bulletin	TfL
Q.	Station closures arising from staff shortages	TfL
R.	Open gateline data	TfL
S.	Help point procedures	TfL
T.	Ticket machine availability data	TfL
U.	Weightings for ticket machine availability data	TfL
V.	RMT Submission 1	RMT
W.	RMT Submission 2	RMT
X.	TSSA Submission	TSSA
Y.	Valuing People Group feedback	TfL Valuing People Group
Z.	Sample letter sent to consultees	London TravelWatch
AA.	Stations excluded from this review	London TravelWatch