

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. At the time of change, they provided reassurance that other arrangements would be in place to maintain customer service. 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, 130 surveys were conducted on weekdays and weekends at stations with reduced ticket office opening times. Surveys both covered weekdays (58 stations) and weekends (38 each on both Saturdays and Sundays).

Some elements of customer service were considered to be more than satisfactory, 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 even when they have been left without an open gate. This can be a problem for passengers who have a valid, but faulty, ticket.

There is also inconsistency in the appearance of ticket offices, with windows sometimes apparently open, even though there are no staff immediately around. This can be annoying for passengers who decide to wait for someone who is not coming. When staff are found, they are generally polite, but many do not offer the highest standards of customer service, for example by taking real interest in the passenger, and thereby giving the information that is needed (as opposed to that which is asked for).

Despite the provision of dot-matrix indicator boards on many platforms, the provision of real-time train running information is weak, since many of these dot matrix indicators show only the time and the name of the line. Rapid implementation of signalling and IT upgrades to show accurate information is essential.

These mixed results do not compare favourably either with London Underground's past, or indeed with the improved customer service now being

provided by other suburban train operators in the London area (e.g. London Overground).

1 Introduction

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

However, London Travel Watch began to receive complaints from passengers that this assistance was not available all the time. The Railway Consultancy was therefore commissioned to undertake 'mystery shopper'-type survey work to obtain an independent assessment of the arrangements.

Figure 1 – Typical London Underground Ltd gateline at Monument station



2 Method

During October and November 2011, surveys were conducted at stations with reduced ticket office opening times. The audits were undertaken with a checklist of items for observation, whilst an enquiry was made to staff about the price of a One-Day Travelcard, a question purposely left ambiguous to get a range of answers reflecting the level of customer service given. 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 58 stations on weekdays, and 38 each on Saturdays and 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.

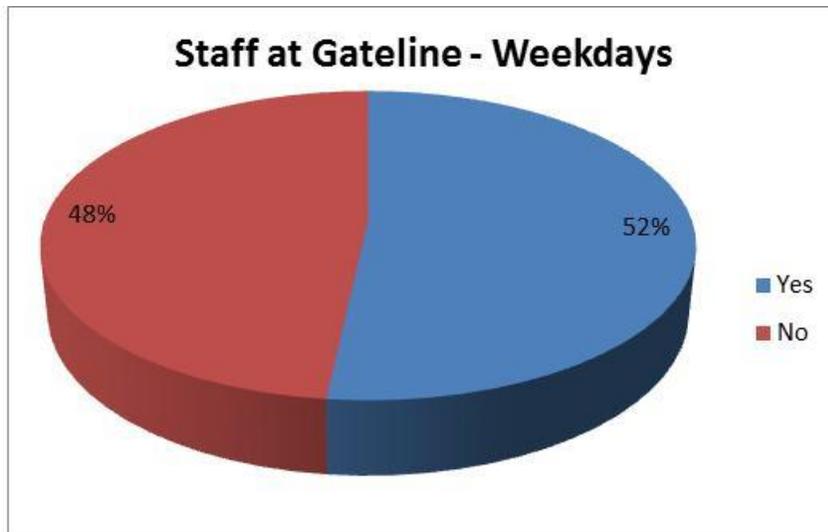
3 Results

3.1 Weekday

The first element of surveying related to the ticket gateline itself. At the stations surveyed during weekdays, 84% of the gates were not set to be permanently open. In nine stations surveyed (Chalfont & Latimer; Goldhawk Road; Hanger Lane; Latimer Road; Royal Oak; Shepherd's Bush Market; Sudbury Town; West Acton; Westbourne Park), there was the ability to get through the gateline without a ticket. Only in two cases were the ticket gates or a single gate permanently open; these were at Chalfont and Latimer and Sudbury Town (not ticket office side) stations. However, in 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.

Staff were not always present at the gateline; indeed, this was the case less than half the time (see Figure 3.1).

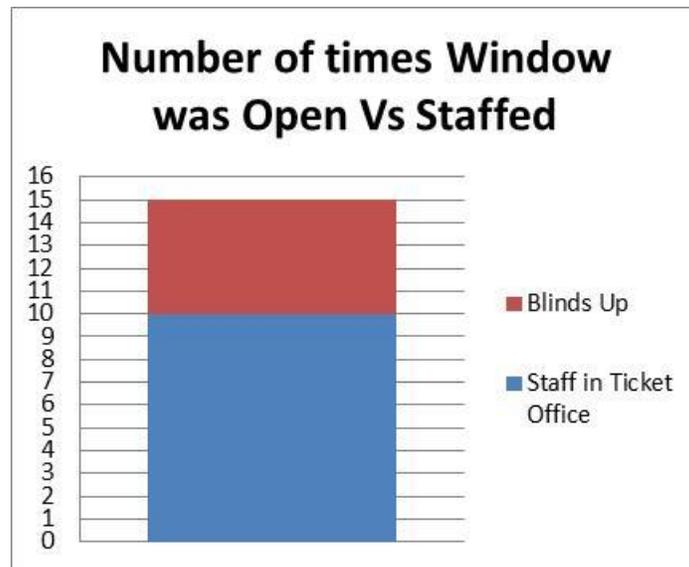
Figure 2 – Split of weekday staff presence at the gateline



The second element of surveying related to the ticket office. Despite our surveying during the planned closure periods, some (18%) ticket office/information windows 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 3.2.

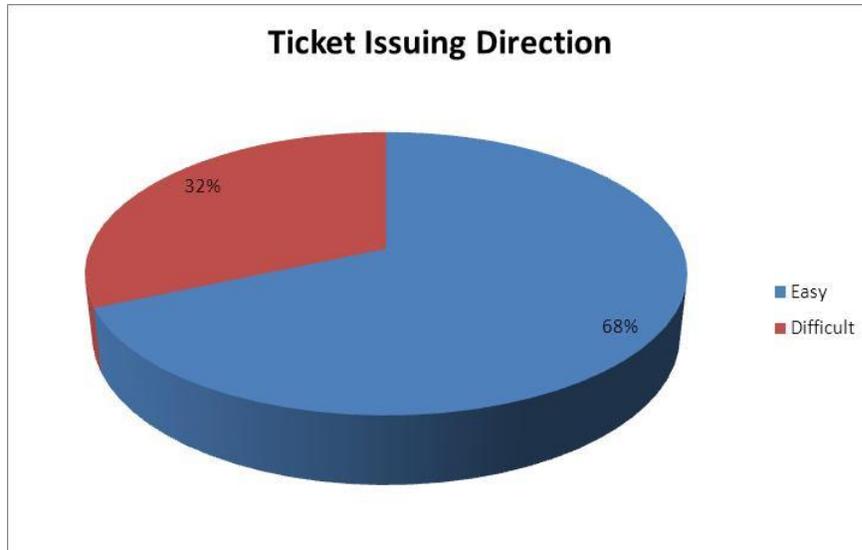
At the ticket office/information windows, there was usually (68% of the time) a notice explaining that if the ticket office was closed, passengers should use the ticket vending machine instead and sometimes the ticket office opening hours were also displayed. However, at 18 stations, notices only displayed ticket office opening hours and did not direct customers to use the ticket vending machines.

Figure 3 – Weekday ticket office open vs staffed



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 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 - Relative ease of finding a ticket purchasing facility - weekday

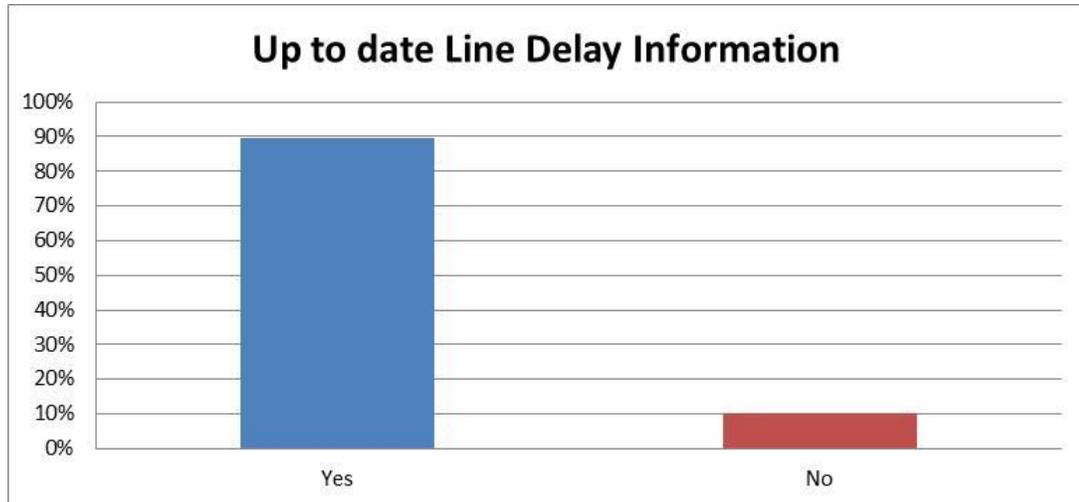


Only three ticket vending machines (at Hanger Lane, Holland Park and West Acton) were out of order at the 57 station ticket halls surveyed; nevertheless, as there were always two or more ticket vending machines at each station there was always at least one still working. There was also at least one ticket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

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 the services on the London Underground network (rainbow boards) was available 98% of the time, because most of them were electronic. However, at 9% of stations surveyed (South Ealing; South Woodford (East side); Sudbury Town (both sides); West Finchley), there was no rainbow board provided to show the status of services. Figure 5 shows the percentage of stations surveyed with up-to-date service status information.

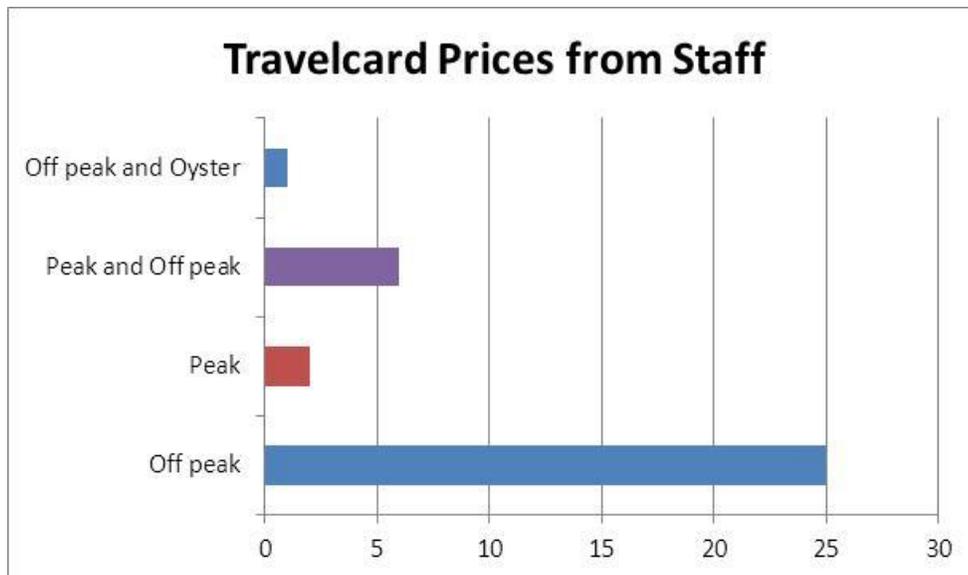
Figure 5 – Up-to-date service status information, weekdays



However, there was a much greater problem with customer information screens. Just over half (including the smaller stations between Stamford Brook and Sudbury/Osterley, and also the North end of the Metropolitan line) did not display the required information, and at some stations there were no displays at all (e.g. on the Hammersmith & City line). Those on platforms (for example as shown on the front cover picture of Sudbury Town) 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 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, there was not much of a 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 ambiguous, question, and has so many different responses. Figure 6 shows the answers to the question.

Figure 6 – Weekday answers to “How much is the cost of a Travelcard?”



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.

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, 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 7 – Platform at West Acton

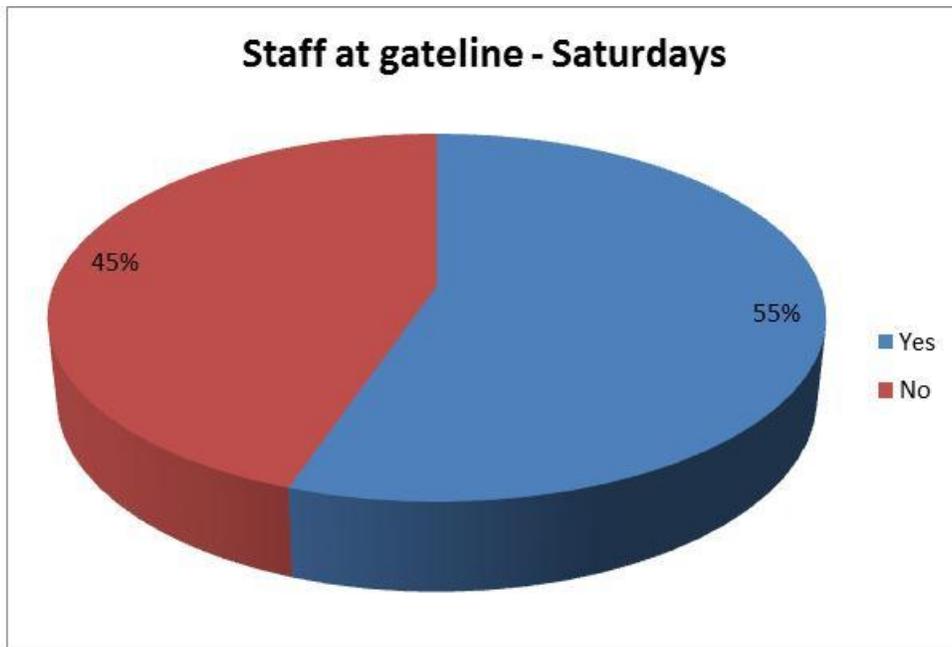


3.2 Saturday

The Saturday situation at gatelines was similar to the weekday situation, with 87% of gatelines not set to be permanently open; at five stations (Buckhurst Hill; Clapham North; High Barnet; Ravenscourt Park; South Woodford) the gateline was open.

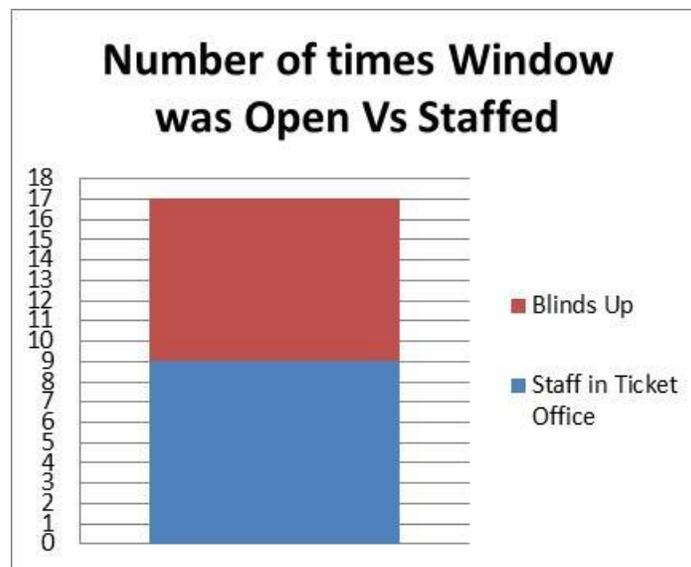
As with weekdays, staff were not always present at the gateline when surveyed; Figure 8 shows the split.

Figure 8 – Split of staff presence at gateline - Saturdays



In terms of ticketing, the number of ticket office/information windows being both open and staffed was 24% when they were surveyed. However, in over half of instances where the blinds were up, there were no staff in the ticket office, as Figure 9 shows.

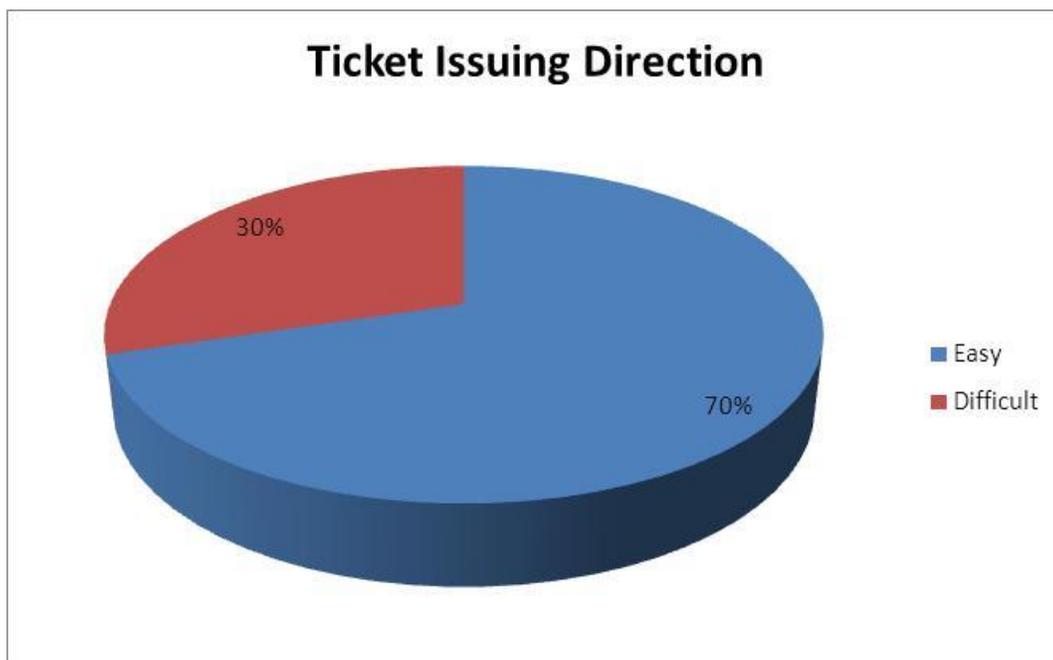
Figure 9 – Ticket office open vs staffed - Saturdays



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 10 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.

Figure 10 – Relative ease of finding a ticket purchasing facility - Saturdays



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 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.

Figure 11 – Rainbow board at Monument



As shown above, there was not a good level of staff presence at the gateline, so it was relatively difficult for passengers to get good information. At times when a member of staff was surveyed, responses were generally limited to off peak fares, presumably as staff assumed that they were being asked for travel on Saturday. The answers were generally for tickets from zone 1 to the zone of that particular station.

Staff were generally polite and helpful; but they did not generally give alternatives as other zonal travelcard combinations or Oyster card. With one notable exception at Shepherd's Bush market, staff did not express real interest in the respondent, and ask further questions about destinations to enable them to answer the question to the best of their ability.

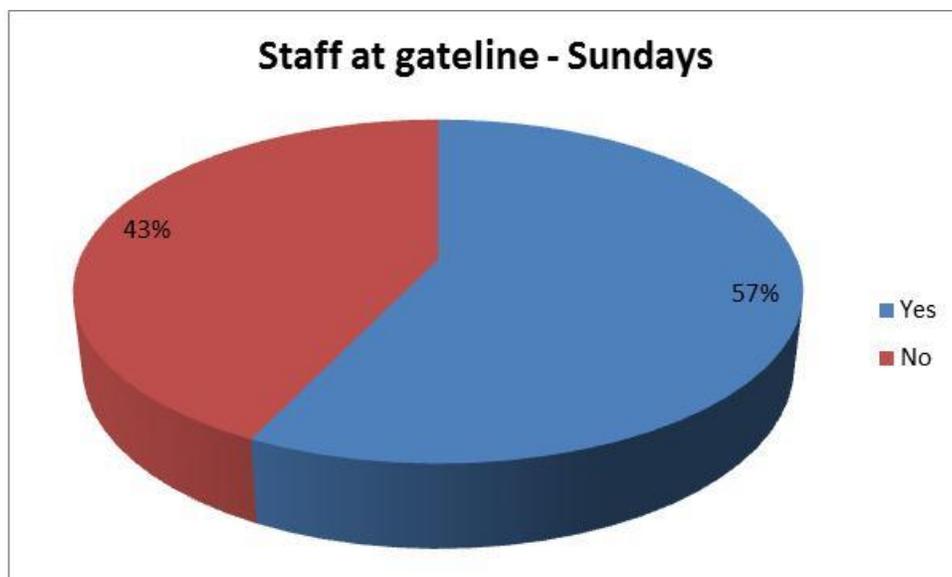
In terms of cleanliness, all stations were clean and graffiti free.

3.3 Sundays

When arriving at stations on a Sunday, 83% of gatelines were not set to be permanently open. However, at six stations; (Earl's Court (both); High Barnet (main); Mile End; Sudbury Town (West); Westbourne Park) the gateline was open.

Staff were not always present at the gateline, when the surveys were carried out. As Figure 12 shows, there was still a large percentage of the time (53%) when there was no staff presence.

Figure 12 – Split of staff presence at gateline - Sundays



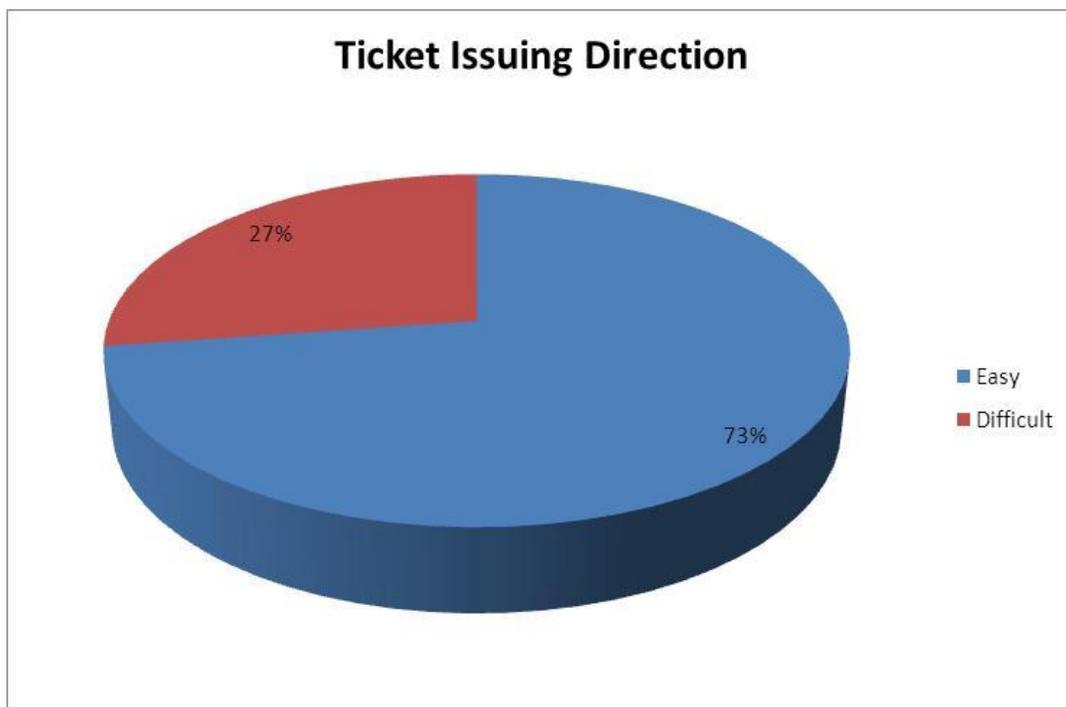
At 10 of the 27 stations surveyed (37%), ticket office/information windows were both open and staffed; however, at both Chesham and Chalfont & Latimer, the blinds were up and there were no staff in the ticket office either.

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 didn't direct customers to use the ticket vending machines, whilst at some stations there were no directions.

Figure 13 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.

Figure 13 – Relative ease of finding a ticket purchasing facility - Sunday



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.

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 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.

Figure 14 – Answers to “How much is a Travelcard?” – Sunday



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 Ltd 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 fine, but management, ticket office window appearance, and 'next train' information were often not.

For the most part gatelines were shut, which is important for many reasons including revenue protection and security. However, there were many occasions observed where ticket barriers (or at least the wide access gate) remained open.

There were also situations in which the gates were closed but unattended. Gateline staff were not visible about 50% of the time, and at most stations surveyed (about 85%) barriers were closed. This can cause problems of egress for passengers, either those with problems with their ticket, or potentially more seriously in case of some emergency (prior to the release mechanism being operated centrally).

There seems to be a little bit of a problem with ticket offices having the blinds up with no one behind the desk; this can be a bit confusing for customers if they are unsure if the ticket office is occupied, and can be 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 know where to buy a ticket, at the open ticket office or by following directions to the ticket vending machines. The other stations need to be improved so that this happens too. 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. It is reassuring for passengers to know that a train is coming (even if 10 or even 15 minutes away); this is currently an important deficiency at some stations.

Another important tool used to give passengers information is the rainbow boards, many of which have been replaced with electronic ones so that they remain up-to-date. Over 90% of stations had a rainbow board showing (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 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 even though they didn't have 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 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 Ltd 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. It looks a mess and gives the wrong impression: the 'New Johnston' corporate image is certainly missing in places.

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.

There is anecdotal evidence that London Underground Ltd 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.

A comparison of this study's results with both London Underground historically and current practice by suburban train operating companies in the London area shows that current London Underground Ltd practice compares relatively poorly to either of these.

This is interesting as in the past there has been a clear public preference for the level of service provided by London Underground as against that provided by suburban rail (what was British Rail). London Underground Ltd was clearly significantly better on station staffing and facilities as well as train service frequency. This manifested itself in technical terms for a modal preference in favour of London Underground Ltd, and in political terms in the lobbying undertaken by local authorities and residents' groups to 'get on the tube map'.

Recent years, however, have seen increased demand for suburban rail lead to increased train service frequencies, whilst the introduction of gating has forced train operating companies to provide staff to manage them. A number of operators (notably London Overground) have also increased staffing to improve cleanliness and security, to a level which arguably now exceeds what London Underground Ltd is providing at suburban stations. These staff appear to have been given more customer service training and to be more customer-focused,

even in situations when it is difficult to do so (e.g. service disruption in the middle of winter). Because of its impact on the company image and subsequently revenue support), London Underground Ltd are urged to consider the implications of this informal 'benchmarking'.

Figure 15 – London Overground customer service staff in action: more prominent than their London Underground counterparts



6 Appendix A – List of questions asked

1. Ticket gates set to permanent open?
 2. Staff at ?
 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	Arr	Dep	Station
01/11/2011	12:54	12:57	Aldgate East (West Gate)
01/11/2011	13:01	13:05	Aldgate East (East Gate)
14/10/2011	12:34	12:45	Boston Manor
26/10/2011	09:33	09:40	Bruckhurst Hill
13/10/2011	16:21	16:43	Chalfont and Latimer
11/11/2011	21:00	21:10	Chancery Lane
13/10/2011	16:50	16:55	Chesham
14/10/2011	11:25	11:32	Chiswick Park
11/11/2011	20:12	20:23	Clapham North
13/10/2011	17:28	17:36	Croxley
26/10/2011	09:24	09:28	Debden
11/11/2011	21:34	21:40	Earls Court (Main Hall)
11/11/2011	19:00	19:07	Earls Court (Warwick Road Hall)
01/11/2011	12:00	12:05	East Acton
01/11/2011	09:57	10:01	Goldhawk Road
26/10/2011	10:32	10:40	Hainault
01/11/2011	11:30	11:40	Hanger Lane
13/10/2011	10:23	10:28	High Barnet
13/10/2011	11:35	11:43	Highgate
01/11/2011	11:10	11:12	Holland Park
11/11/2011	20:32	20:42	Kennington
01/11/2011	10:10	10:14	Latimer Road
11/11/2011	22:18	22:33	Mile End
13/10/2011	09:25	09:28	Mill Hill East
01/11/2011	13:11	13:15	Monument
13/10/2011	15:31	15:39	Moor Park
13/10/2011	14:08	14:11	Neasden
14/10/2011	09:29	09:51	North Ealing
14/10/2011	12:27	12:32	Northfields
13/10/2011	14:28	14:34	Northwick Park
13/10/2011	15:45	15:52	Northwood
14/10/2011	12:47	13:03	Osterly
11/11/2011	19:53	20:02	Oval

Date	Arr	Dep	Station
14/10/2011	09:53	10:04	Park Royal
11/11/2011	19:32	19:39	Pimlico
13/10/2011	16:01	16:04	Pinner
13/10/2011	14:16	14:20	Preston Rd.
14/10/2011	11:45	11:54	Ravenscourt Park
26/10/2011	12:17	12:20	Redbridge
01/11/2011	10:20	10:24	Royal Oak
01/11/2011	10:47	11:00	Shepherds Bush Market
14/10/2011	12:21	12:26	South Ealing
14/10/2011	10:35	11:00	South Harrow
26/10/2011	09:49	10:02	South Woodford (East Gate)
26/10/2011	09:49	10:02	South Woodford (West Gate)
14/10/2011	11:39	11:44	Stamford Brook
14/10/2011	10:08	10:19	Sudbury Hill
14/10/2011	10:21	10:31	Sudbury Town
14/10/2011	10:21	10:31	Sudbury Town TO
13/10/2011	09:48	09:52	Totteridge
26/10/2011	10:55	11:02	Wansted
13/10/2011	17:42	17:47	Watford
01/11/2011	09:22	09:28	West Acton
13/10/2011	09:38	09:42	West Finchley
01/11/2011	10:29	10:33	Westbourne Park
26/10/2011	09:42	09:46	Woodford (East Gate)
26/10/2011	11:16	11:22	Woodford (West Gate)
13/10/2011	09:54	09:58	Woodside Park

Saturday

Date	Arr	Dep	Station
26/11/2011	12:50	12:52	Aldgate East (East Gate)
29/10/2011	17:06	17:14	Aldgate East (West Gate)
26/11/2011			Bayswater
26/11/2011	13:57	14:01	Buckhurst Hill
05/11/2011	12:10	12:27	Chalfont and Latimer
05/11/2011	09:18	09:20	Chesham
29/10/2011	14:39	14:50	Chiswick Park
26/11/2011	20:20	20:25	Clapham North
26/11/2011	19:33	19:40	Clapham South
26/11/2011	20:02	20:07	Colliers Wood
05/11/2011	11:12	11:40	Croxley
26/11/2011	13:45	13:50	Debden
26/11/2011	21:20	21:35	Earls Court(Main)
26/11/2011	21:20	21:35	Earls Court(Warwick Rd)
29/10/2011	15:20	15:25	East Acton
29/10/2011	13:29	13:38	Hanger Lane
26/11/2011	16:50	16:57	High Barnet(Main)
26/11/2011	16:50	16:57	High Barnet(plat 1)
26/11/2011	16:15	16:25	Highgate
26/11/2011	20:35	20:40	Kennington
26/11/2011	22:10	22:14	Mile End
29/10/2011	15:10	15:15	Monument
05/11/2011	11:43	11:59	Moor Park
05/11/2011	13:40	13:45	Neasden
05/11/2011	08:40	08:43	Northwick Park
05/11/2011	10:35	10:40	Northwood
26/11/2011	19:15	19:20	Pimlico
05/11/2011	10:47	11:02	Pinner
29/10/2011	14:25	14:30	Ravenscourt Park
29/10/2011	15:42	15:46	Shepard's Bush Market
29/10/2011	09:12	09:22	South Harrow
26/11/2011	19:50	19:55	South Wimbledon
26/11/2011	15:05	15:18	South Woodford(East)

Date	Arr	Dep	Station
26/11/2011	15:05	15:18	South Woodford(West)
29/10/2011	14:17	14:23	Stamford Brook
29/10/2011	09:25	09:31	Sudbury Hill
29/10/2011	09:35	09:40	Sudbury Town
26/11/2011	14:45	14:48	Wanstead
29/10/2011	13:54	13:58	West Acton

Sunday

Date	Arr	Dep	Station
13/11/2011	17:06	17:15	Aldgate
13/11/2011			Borough
13/11/2011	16:45	16:50	Bow Road
30/10/2011	12:37	12:47	Chalfont and Latimer
30/10/2011	12:20	12:23	Chesham
13/11/2011	21:45	21:50	Earls Court (Earls Court Road)
13/11/2011	21:32	21:40	Earls Court (Warwick Road)
04/12/2011	10:28	10:38	East Acton
13/11/2011			Epping
04/12/2011	12:38	12:42	Goldhawk Road
13/11/2011	11:45	12:04	Hainault
04/12/2011	11:44	11:50	Hanger Lane
05/11/2011	14:35	14:40	High Barnet (stepfree)
05/11/2011	14:35	14:40	High Barnet(Main)
05/11/2011	15:00	15:10	Highgate
30/10/2011	15:54	15:56	Holland Park
13/11/2011	15:58	16:06	Kennington
04/12/2011	12:58	13:03	Ladbroke Grove
30/10/2011	15:30	15:32	Latimer Road
13/11/2011	13:14		Loughton
13/11/2011	20:54	21:00	Mile end
13/11/2011	20:38	20:45	Monument
30/10/2011	14:15	14:19	Neasden
30/10/2011	13:38	13:47	Northwick Park
04/12/2011	10:55	11:00	Perivale
30/10/2011	14:34	14:43	Pimlico
30/10/2011	13:18	13:28	Pinner
13/11/2011	12:44	12:50	Snaresbrook
30/10/2011	10:10	10:20	South Harrow
13/11/2011	12:24	12:40	South Woodford
30/10/2011	09:40	09:55	Sudbury Hill

Date	Arr	Dep	Station
30/10/2011	11:20	11:25	Sudbury Town (west)
30/10/2011	11:20	11:25	Sudbury Town(east)
04/12/2011	11:28	11:37	West Acton
30/10/2011	15:18	15:25	Westbourne Park
13/11/2011	12:55	13:05	Woodford
05/11/2011	14:24	14:27	Woodside Park