


London Overground Rail Operations Ltd.				
Title:	DVA Voice Library Specification			
PR Ref.:	AIS OPP 1259-864 SS 011	Iss.: 2.0	Date: 12 Dec 2008	

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DVA Voice Library Specification

LOROL / GEN / LDF / 01600

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London Overground Rail Operations Ltd.			
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TABLE 1 DOCUMENT CHANGE HISTORY

CONTENTS

1.	PURPOSE	4
2.	SCOPE	4
3.	DISTRIBUTION.....	4
4.	REFERENCES.....	4
5.	DEFINITIONS	4
6.	ANNOUNCEMENT SCRIPTS	5
6.1	AUTOMATED SERVICE ANNOUNCEMENTS	5
6.1.1	Next Train	6
6.1.2	Approach	7
6.1.3	Standing.....	7
6.1.4	Stand Clear (Passing Service)	8
6.1.5	Stand Clear (Stopping Service)	8
6.1.6	Late Running	8
6.1.7	Cancellation	9
6.1.8	Platform Change.....	9
6.1.9	Bus Replacement Services	10
6.2	TEMPLATE ANNOUNCEMENTS	11
6.2.1	Emergency Evacuation.....	11
6.2.2	Coded Fire Evacuation	11
6.2.3	Coded Bomb Threat	11
6.2.4	Unattended Luggage	11
6.2.5	London Underground – Normal Services	11
6.2.6	London Underground – Disrupted Services	12
6.2.7	London Underground – Suspended Service	12
6.2.8	London Underground – All Services Suspended	12
6.2.9	Surveillance Notification	12
6.2.10	Emergency Reported.....	12
6.2.11	Pigeons.....	13
6.2.12	Children	13
6.2.13	Bicycles, Skateboards and rollerblades	13
6.2.14	Not In Service Train.....	13
6.2.15	Alighting Customers	13
6.2.16	No Smoking	14
6.2.17	Testing	14
6.3	ANNOUNCEMENT SCRIPT VARIABLES	15
6.3.1	Platforms.....	15
6.3.2	Number of Coaches.....	15
6.3.3	Clock Times	15
6.3.4	Delay Times.....	15
6.3.5	Train Operating Company	15
6.3.6	Underground Lines	16
6.3.7	Catering	16
6.3.8	Additional Phrases.....	16
6.3.9	Personal Transport	17
6.3.10	Delay and Cancellation Reasons	18
6.3.11	Stations.....	23

London Overground Rail Operations Ltd.			
Title:	DVA Voice Library Specification		
PR Ref.:	AIS OPP 1259-864 SS 011	Iss.: 2.0 Date: 12 Dec 2008	

1. PURPOSE

This document details the pre-recorded speech library that will be utilised for the Digital Voice Announcements on the London Overground Customer Information System.

2. SCOPE

The scope of this document applies to the Public Address component of the Amey supplied Customer Information System for London Overground Rail Operations Ltd.

3. DISTRIBUTION


Copy Number	Issued To	Position / Location
Master 1	Central File LOROL	Amey – Systems Development / Preston Requirements Analysis

4. REFERENCES

Number	Title	Reference	Issue
1	London Overground Railways Operations Ltd Tender Document	No Reference	24 th July 08
2	London Overground Rail Operations Ltd CIS, PA, CCTV & PHP Functional Design Specification	AIS OPP 1259-864 RA 001	1.0c

5. DEFINITIONS

Abbreviation	Definition
DVA	Digital Voice Announcer
PA	Public Address
TOC	Train Operating Company

London Overground Rail Operations Ltd.				
Title:	DVA Voice Library Specification			
PR Ref.:	AIS OPP 1259-864 SS 011	Iss.: 2.0	Date: 12 Dec 2008	

6. ANNOUNCEMENT SCRIPTS

6.1 AUTOMATED SERVICE ANNOUNCEMENTS

These announcements are broadcast automatically by the Customer Information System according to preset trigger conditions. They contain standard service information such as the departure time and calling points.

The notation used to describe the Public Address templates is a variation of Backus–Naur Form (BNF) where:

| Alternative element


Speech on either side of the vertical bar may be used.

{ } Optional element

Speech included within braces may or may not be announced depending upon the service information and system configuration.

[] Mandatory selection

Speech included within square brackets will be announced but the actual wording will either be selected from a finite list of possibilities, (e.g. the number of a platform or the name of a station) or will be a selection from alternative elements.

London Overground Rail Operations Ltd.			
Title:	DVA Voice Library Specification		
PR Ref.:	AIS OPP 1259-864 SS 011	Iss.: 2.0 Date: 12 Dec 2008	

6.1.1 Next Train

Announced a pre-configured interval before the expected arrival of a train.

The next train at [platform **[n]** | this station] is the {delayed} **[HH:MM]** **[{toc}]** service to **[destination]** {via **[{station(s)}** and} **[station]**}.

{Calling at **[{station(s)}** and} **[destination]** {only}.}

[{Catering service}]

{This train is formed of **[n]** coaches.}

[{Additional phrase(s)}].

Terminating Services:

The next train at [platform **[n]** | this station] terminates here.

This train is the {delayed} **[HH:MM]** **[{toc}]** service from **[origin]**.

This train will terminate here.


Set Down Only Services:

The next train at [platform **[n]** | this station] train stops here to set down passengers only.

This train is the {delayed} **[HH:MM]** **[{toc}]** service from **[origin]**.

This train stops here to set down passengers only.

Note: Forecasted departure time omitted to avoid confusion with timetabled departure time.

London Overground Rail Operations Ltd.				
Title:	DVA Voice Library Specification			
PR Ref.:	AIS OPP 1259-864 SS 011	Iss.: 2.0	Date: 12 Dec 2008	

6.1.2 Approach

Announced as a train is about to arrive.

The train now approaching [platform [n] | this station] is the {delayed} [HH:MM] {[toc]} service to [destination].

{Mind the gap between the train and the platform, mind the gap.}

Terminating Services:

The train now approaching [platform [n] | this station] terminates here.

This train is the {delayed} [HH:MM] {[toc]} service from [origin].

This train will terminate here.

6.1.3 Standing

Announced when a train has arrived in a platform.

[Station] this is [station].

The train now standing at [platform [n] | this station] is the {delayed} [HH:MM] {[toc]} service to [destination].

{Calling at {[station(s)] and} [destination] {only}.}

{[Additional phrase(s)].}


Terminating Services:

[Station] this is [station].

The train now standing at [platform [n] | this station] terminates here.

This train is the {delayed} [HH:MM] {[toc]} service from [origin].

This train terminates here.

London Overground Rail Operations Ltd.			
Title:	DVA Voice Library Specification		
PR Ref.:	AIS OPP 1259-864 SS 011	Iss.: 2.0 Date: 12 Dec 2008	

6.1.4 Stand Clear (Passing Service)

Announced when a train is about to pass through a platform without stopping.

Stand well away from the edge of [platform **[n]** | the platform].

The approaching train is not scheduled to stop at this station.

6.1.5 Stand Clear (Stopping Service)

Announced when a train is about to stop at a platform but is not for use by the public.

Stand away from the train at [platform **[n]** | this station].

This train is not in use.

6.1.6 Late Running

Announced periodically when a train due at a station is known to be running late.

We are sorry to announce that the [**HH:MM**] **[{toc}]** service to **[destination]**
[is being delayed | is delayed by approximately **[{nn}]** hours } {and} **[{nn}]** minutes}
{due to **[reason]**} {at **[station]**}.

We are sorry for the delay to this service.

Terminating Services:

We are sorry to announce that the [**HH:MM**] **[{toc}]** service from **[origin]**
[is being delayed | is delayed by approximately **[{nn}]** hours } {and} **[{nn}]** minutes}
{due to **[reason]**} {at **[station]**}.

This train will terminate here.

We are sorry for the delay to this service.


Set Down Only Services:

We are sorry to announce that the [**HH:MM**] **[{toc}]** service from **[origin]**
[is being delayed | is delayed by approximately **[{nn}]** hours } {and} **[{nn}]** minutes}
{due to **[reason]**} {at **[station]**}.

This train stops here to set down passengers only.

Please do not board this train.

We are sorry for the delay to this service.

London Overground Rail Operations Ltd.			
Title:	DVA Voice Library Specification		
PR Ref.:	AIS OPP 1259-864 SS 011	Iss.: 2.0 Date: 12 Dec 2008	

6.1.7 Cancellation

Announced at pre-configured intervals prior to the scheduled departure time of a cancelled train.

We are sorry to announce that the [HH:MM] {[toc]} service to [destination] has been cancelled {due to [reason]} {at [station]}.

We are sorry for any delay this may cause to your journey.

Terminating Services:

We are sorry to announce that the [HH:MM] {[toc]} service from [origin] has been cancelled {due to [reason]} {at [station]}.

Please note that this train was due to terminate at this station.

Set Down Only Services:

We are sorry to announce that the [HH:MM] {[toc]} service from [origin] has been cancelled {due to [reason]} {at [station]}.

Please note that this train was due to set down passengers only at this station.

6.1.8 Platform Change

Announced when the departure platform for a train is changed shortly before its arrival.

Attention please, this is a platform alteration. The {delayed} [HH:MM] {[toc]} service to [destination] will now depart from platform [n].

Platform [n] for the {delayed} [HH:MM] {[toc]} service to [destination].

Terminating Services:


Attention please, this is a platform alteration. The {delayed} [HH:MM] {[toc]} service from [origin] will now arrive on platform [n].

This train will terminate here.

Set Down Only Services:

Attention please, this is a platform alteration. The {delayed} [HH:MM] {[toc]} service from [origin] will now arrive on platform [n].

This train stops to set down passengers only.

London Overground Rail Operations Ltd.			
Title:	DVA Voice Library Specification		
PR Ref.:	AIS OPP 1259-864 SS 011	Iss.: 2.0 Date: 12 Dec 2008	

6.1.9 Bus Replacement Services

Announced when there are replacement bus services in operation for a train. This speech will be used for the calling pattern section where relevant in the Next Train and Standing announcements.

Calling at **{{station(s)}}** and **[bus start station]**, where the train will terminate due to engineering works. A replacement bus service will then continue to **{{station(s)}}** and **[bus end station]** {where the train will restart for **{{station(s)}}** and **[destination]** {only}}.

When the bus replacement service starts at the current station the Next Train and Standing announcements will be similar to the Terminating Service announcement versions but without origin details, i.e.:

Next Train:

The next train at [platform **[n]** | this station] terminates here.

This train will terminate here.

A replacement bus service will continue to **{{station(s)}}** and **[bus end station]** {where the train will restart for **{{station(s)}}** and **[destination]** {only}}.


Standing:

[Station] this is **[station]**.

The train now standing at [platform **[n]** | this station] terminates here.

This train terminates here.

A replacement bus service will continue to **{{station(s)}}** and **[bus end station]** {where the train will restart for **{{station(s)}}** and **[destination]** {only}}.

London Overground Rail Operations Ltd.				
Title:	DVA Voice Library Specification			
PR Ref.:	AIS OPP 1259-864 SS 011	Iss.: 2.0	Date: 12 Dec 2008	

6.2 TEMPLATE ANNOUNCEMENTS

Template Announcements are non-train specific announcements that can be manually triggered by an operator or can be scheduled to automatically announce when required. They typically contain security & safety warnings and general public information.

6.2.1 Emergency Evacuation

May we have your attention please.

For reasons of security we are having to close the station.

Would all passengers kindly leave the station as quickly and as orderly as possible by the nearest available exit.

Please take your luggage with you and ensure that you keep it with you.

6.2.2 Coded Fire Evacuation

May we have your attention please.

Would the Superintendent of the line please go to the Carriage Depot.

6.2.3 Coded Bomb Threat

May we have your attention please.

Would Mr. Neptune please go to the Town Centre immediately.

6.2.4 Unattended Luggage

May we have your attention please.


Please do not leave cases or parcels unattended anywhere on the station.

Any unattended articles are likely to be removed without warning.

6.2.5 London Underground – Normal Services

May we have your attention please.

We are pleased to advise you that London Underground are currently reporting normal services on all lines.

London Overground Rail Operations Ltd.			
Title:	DVA Voice Library Specification		
PR Ref.:	AIS OPP 1259-864 SS 011	Iss.: 2.0 Date: 12 Dec 2008	

6.2.6 London Underground – Disrupted Services

May we have your attention please.

We are sorry to advise you that London Underground are currently reporting {major | minor} delays on the {[**underground line(s)**] and} [**underground line**] line(s) {due to [**reason**]}.

Please allow extra time for your journey if travelling on the London Underground services affected.

{All other lines are reported to be running as normal.}

6.2.7 London Underground – Suspended Service

May we have your attention please.

We are sorry to advise you that London Underground have suspended services on the {[**underground line(s)**] and} [**underground line**] line(s) {due to [**reason**]}.

{Customers changing at {[**station(s)**] and} [**station**] are advised that there is no service on the {[**underground line(s)**] and} [**underground line**] line(s).}

{All other lines are reported to be running as normal.}

6.2.8 London Underground – All Services Suspended

May we have your attention please.

We are sorry to advise you that London Underground have suspended services on all lines {due to [**reason**]}.

There are no London Underground services operating today.

6.2.9 Surveillance Notification

May we have your attention please.

Please note that closed circuit television and remote video monitoring is in use at this station for your personal safety and security.


6.2.10 Emergency Reported

May we have your attention please.

Please note that emergency services are on route to this station and we are aware of the current situation.

{Please do not make any further emergency telephone calls.}

{[**Police | Ambulance | Fire | All emergency**] services will be in attendance shortly.}

London Overground Rail Operations Ltd.			
Title:	DVA Voice Library Specification		
PR Ref.:	AIS OPP 1259-864 SS 011	Iss.: 2.0 Date: 12 Dec 2008	

6.2.11 Pigeons

May we have your attention please.

Customers are requested not to feed the pigeons on the station; they are a nuisance and possible health hazard.

Please do not feed the pigeons.

Thank you.

6.2.12 Children

May we have your attention please.

Parents and guardians are reminded that the station can be a dangerous environment.

Trains may pass through at high speed and without prior warning.

When on the station and while travelling on rail services please make sure that children are supervised at all times.

6.2.13 Bicycles, Skateboards and rollerblades

May we have your attention please.

Please note that it is illegal to use **[personal transport(s)]** on the station.

It can be dangerous and is illegal.

6.2.14 Not In Service Train

May we have your attention please.

The train at platform **[platform]** is not in public use.


Please do not board this train.

6.2.15 Alighting Customers

May we have your attention please.

Please allow customers to alight from the train before attempting to board.

Thank you.

London Overground Rail Operations Ltd.			
Title:	DVA Voice Library Specification		
PR Ref.:	AIS OPP 1259-864 SS 011	Iss.: 2.0 Date: 12 Dec 2008	

6.2.16 No Smoking

May we have your attention please.

Please note that smoking is not permitted on any part of this station.

Please extinguish all smoking materials immediately.

6.2.17 Testing

Testing, testing one two three four five six seven eight nine ten.

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6.3 ANNOUNCEMENT SCRIPT VARIABLES

The variable components of the pre-recorded announcement scripts which are not explicitly specified in the announcement templates in this document will be selected from the following definitions within the recorded speech library.

6.3.1 Platforms

Generic range of platforms 1 – 30, sub-platforms a – d.

6.3.2 Number of Coaches

Generic range of numbers 1 – 30.

6.3.3 Clock Times

Twenty-four hour digital clock format, with leading zeros announced as 'Oh', e.g.:

18:07 Eighteen Oh Seven

04:30 Oh Four Thirty

6.3.4 Delay Times

Hours 1 – 24

Minutes 1 – 60

6.3.5 Train Operating Company

Train Operating Company
First Capital Connect
London Midland
London Overground
London Underground
Southern

6.3.6 Underground Lines

Underground Line
Bakerloo
Central
Circle
Circle and District
District
Docklands Light Railway
East London
Hammersmith and City
Jubilee
Metropolitan
Northern
Piccadilly
Victoria
Waterloo and City

6.3.7 Catering

Catering
A Trolley service of drinks and light refreshments is available on this train.
A buffet service is available on this train.
A restaurant service is available on this train.
We are sorry to announce that there will be no catering facilities on this train today.


6.3.8 Additional Phrases

Additional Phrase
Please allow customers to alight from the train before attempting to board.
Please note that smoking is not permitted on this train.
Please note that there is more room towards the front of the train.
Please note that there is more room towards the rear of the train.
Please move well into the train to allow others to board.
Please have your tickets ready for inspection on this train.
All customers for this service must be in possession of a seat reservation.

6.3.9 Personal Transport

Transport Type
Bicycles
Skateboards
Rollerblades
Heelys
Scooters
Motorbikes

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London Overground Rail Operations Ltd.			
Title:	DVA Voice Library Specification		
PR Ref.:	AIS OPP 1259-864 SS 011	Iss.: 2.0 Date: 12 Dec 2008	


6.3.10 Delay and Cancellation Reasons

Reason
a derailment
a fatality
a land slip
an electrical power supply problem
a road vehicle striking a railway bridge
a security alert
a staff shortage
emergency engineering works
engineering works
flooding on the line
suspected damage to a railway bridge
the late arrival of an incoming train
trespass on the line
vandalism
a broken down preceding train
a fallen tree on the line
an accident on a level crossing
animals on the track
Debris blown onto the line
a suspected fatality
a customer having been taken ill on this train
a customer having been taken ill on a preceding train
police attending a disturbance on this train
police attending a disturbance on a preceding train
a suspected terrorist threat
police pursuing suspects on the line
a temporary fault with the signalling equipment
a temporary speed restriction because of signalling equipment repairs
a temporary speed restriction because of track repairs
awaiting a member of the train crew
heavy rain
snow
fog
high winds
the extreme heat

Reason
a late running preceding service
a fault on this train which is being attended to
a fault on this train which cannot be rectified
a fault on a preceding train
slippery rail conditions
a shortage of train despatch staff
late running of a previous train
a major electrical power fault
industrial action
Christmas holidays
engineering work
congestion
replacing emergency equipment on this train
additional coaches being attached to the train
additional cleaning duties
awaiting replacement coaches
police activity on the line
the emergency communications cord being activated on this train
the emergency communications cord being activated on a preceding train
a broken rail
a gas leak in the area
this train making additional stops on its journey
a line side fire
a line side fire. Emergency services have been called
a cable fire
a cable fire. Emergency services have been called
overcrowding
overcrowding caused by the short formation of this train
a fault on a level crossing
being held awaiting a late running connection
a chemical spillage
a temporary shortage of drivers
a temporary shortage of train crews
suspected damage to a railway bridge by a road vehicle
failure of a preceding train
extreme weather conditions
an accident to a member of the public

Reason
the unfortunate action of vandals
children playing near the line
the advice of the emergency services
an obstruction on the line
awaiting a connecting service
a technical fault to line side equipment
a passenger requiring urgent attention
a fault on the train that has now been rectified
a fault on a proceeding train that has now been rectified
an earlier broken down train
an earlier fatality
a broken down train
an earlier security alert
an earlier fault with the signalling equipment
an earlier electrical power supply problem
an earlier broken down train causing congestion
awaiting a portion of the train
a shortage of available coaches
a road vehicle on the line
damaged track
revenue protection officers attending this train
coaches being detached from this train
a temporary fault on the station lighting
freezing conditions which may make the platform slippery
building works being carried out
extremely crowded platforms
a gap between the train and the platform
the condition of the platform surface
a currently unidentified reason which is under investigation
reports of a blockage on the line
a dangerous gas leak
a mechanical fault on a level crossing
a fault with the door mechanism onboard a preceding train
a fault with the door mechanism onboard this train
a report of an injury to a person on the track
an injury to a person on the track
a landslide

Reason
awaiting a member of the train crew who is delayed on a late running service
awaiting an available platform because of service congestion
a ticket irregularity onboard a preceding train
a ticket irregularity onboard this train
additional safety duties being carried out onboard this train
a train speed restriction caused by a technical fault on this train
a slow running preceding train with a technical fault
a slow running preceding freight train running behind schedule
an act of vandalism on this train
an earlier act of vandalism on this train
an earlier fault on a level crossing
an earlier fault with the door mechanism onboard a preceding train
an earlier fault with the door mechanism onboard this train
an earlier landslide
an earlier line side fire
an earlier blockage of the line
an earlier road vehicle striking a railway bridge
an earlier security alert
an earlier trespassing incident
an earlier trespassing incident causing congestion
earlier emergency trackside repairs
earlier engineering works
earlier reports of a disturbance onboard this train
earlier reports of animals on this line
earlier reports of debris on the line
earlier reports of trespassers on the line
earlier vandalism
emergency track repairs
poor rail conditions
overcrowding caused by the short formation of this service today
the short formation of this train
reports of a disturbance onboard this train
severe weather conditions
a fault on trackside equipment
signal testing
additional train movements to remove a broken down train
additional maintenance requirements at the depot

London Overground Rail Operations Ltd.			
Title:	DVA Voice Library Specification		
PR Ref.:	AIS OPP 1259-864 SS 011	Iss.: 2.0 Date: 12 Dec 2008	

Reason
following signal staff instructions to run at a reduced speed while inspecting the line
awaiting signal clearance
reports of animals on the line
reports of trespass on the line
the late arrival of the coaches and train crew to form this service caused by servicing problems in the depot
vandalism on a preceding train
a lightening strike
a lightening strike affecting the signalling equipment
a member of staff providing assistance to a passenger
awaiting a replacement driver
awaiting a member of train crew who, in turn, has been delayed by the current disruption
awaiting a member of train crew who, who has been delayed by the earlier disruption
a fault that has occurred whilst attaching coaches to this train
an earlier fault that occurred whilst attaching coaches to this train
a fault that has occurred whilst detaching coaches from this train
an earlier fault that occurred whilst detaching coaches to this train
overrunning engineering work
earlier overrunning engineering work
being held awaiting a replacement bus connection
train being held, awaiting an available platform
an earlier fallen tree on the line
confusion caused by a fault with the station information board
debris on the line
reports of debris on the line

6.3.11 Stations

Station	Station
Acton Central	Leigh
Anerley	Leighton Buzzard
Apsley	Leyton Midland Road
Ashted	Leytonstone High Road
Ashurst	Lingfield
Balcombe	Littlehaven
Balham	London Bridge
Banbury	London Charing Cross
Banstead	London Euston
Barking	London Paddington
Battersea Park	London Road
Beckenham Junction	London Victoria
Belmont	London Waterloo
Berkhamsted	Macclesfield
Birkbeck	Manchester Piccadilly
Birmingham New Street	Merstham
Blackhorse Road	Milton Keynes Central
Bletchley	Morden South
Bookham	New Cross Gate
Boxhill & Westhumble	Norbury
Brighton	North Dulwich
Brockley	North Wembley
Brondesbury	Northampton
Brondesbury Park	Norwood Junction
Burgess Hill	Nutfield
Bushey	Oxford
Buxted	Oxted
Caledonian Rd & Barnsbury	Paddington
Camden Road	Peckham Rye
Canonbury	Penge West
Carpenders Park	Penshurst
Carshalton Beeches	Preston Park
Caterham	Purley
Charing Cross	Purley Oaks
Cheam	Queens Park



Title: DVA Voice Library Specification

PR Ref.: AIS OPP 1259-864 SS 011

Iss.: 2.0 Date: 12 Dec 2008

Station	Station
Cheddington	Queens Rd Peckham
Chipstead	Reading
Clandon	Redhill
Clapham Junction	Reedham
Congleton	Reigate
Coulsdon South	Richmond
Cowden	Riddlesdown
Crawley	Salfords
Crouch Hill	Sanderstead
Crowborough	Selhurst
Crystal Palace	Shepherd's Bush
Dalston Kingsland	Smitham
Dorking	South Acton
Dormans	South Bermondsey
Earlswood	South Croydon
East Croydon	South Hampstead
East Dulwich	South Kenton
East Grinstead	South Merton
Edenbridge	South Tottenham
Edenbridge Town	St Helier
Effingham Junction	Stafford
Elephant & Castle	Stockport
Epsom	Stoke-On-Trent
Epsom Downs	Stonebridge Park
Eridge	Stratford
Euston	Streatham
Ewell East	Streatham Common
Faygate	Streatham Hill
Finchley Road & Frognal	Sutton
Forest Hill	Sutton Common
Gatwick Airport	Sydenham
Gipsy Hill	Tadworth
Godstone	Tattenham Corner
Gospel Oak	Thornton Heath
Guildford	Three Bridges
Gunnersbury	Tonbridge
Hackney Central	Tring

Station	Station
Hackney Wick	Tulse Hill
Hampstead Heath	Tunbridge Wells
Harlesden	Uckfield
Harringay Green Lanes	Upper Holloway
Harrow & Wealdstone	Upper Warlingham
Hassocks	Victoria
Hatch End	Waddon
Haywards Heath	Wallington
Headstone Lane	Walthamstow Queens Road
Hemel Hempstead	Wandsworth Common
Hever	Wanstead Park
High Brooms	Waterloo
Highbury & Islington	Watford High Street
Homerton	Watford Junction
Honor Oak Park	Wembley Central
Horley	West Brompton
Horsham	West Croydon
Horsley	West Hampstead
Hurst Green	West Norwood
Ifield	West Sutton
Kenley	Whyteleafe
Kensal Green	Whyteleafe South
Kensal Rise	Willesden Junction
Kensington Olympia	Wimbledon
Kentish Town West	Wimbledon Chase
Kenton	Wivelsfield
Kew Gardens	Woldingham
Kilburn High Road	Wolverhampton
Kings Langley	Wolverton
Kingswood	Woodgrange Park
Leamington Spa	Woodmansterne
Leatherhead	