

- Post office queue data has been averaged over number of windows open (to one decimal point)

The minimum Queue-combing "common sense" checks are:

- Valid NLC code and ticket hall code
- Valid date entered
- That there are two columns for each time period "Number of staff approaching queue" and "Number of customers leaving queue"

### 6.3 QUALITY CONTROL MANUAL

Each period the agency should provide written confirmation that the requisite checks have been made and any queries arisen/actions resulting from. If preferred, agencies can combine this with the period Supplementary Report (see Section 6.1.3).

## 7. REPORTING

### 7.1 LONDON UNDERGROUND

#### 7.1.1 TIQS FIELDWORK SCHEDULES

LU requires sign off of fieldwork schedules at least five days prior to the fieldwork start date. Fieldwork schedules should be sent electronically in excel format (Appendix B shows current example).

LU double checks these and any shift or visit not matching the agreed schedule or refinements made to it will need to be re-arranged.

Agencies are responsible for supplying accurate fieldwork schedules and refining them as necessary in order to achieve the required quantity of data.

#### 7.1.2 TIQS DATA SETS

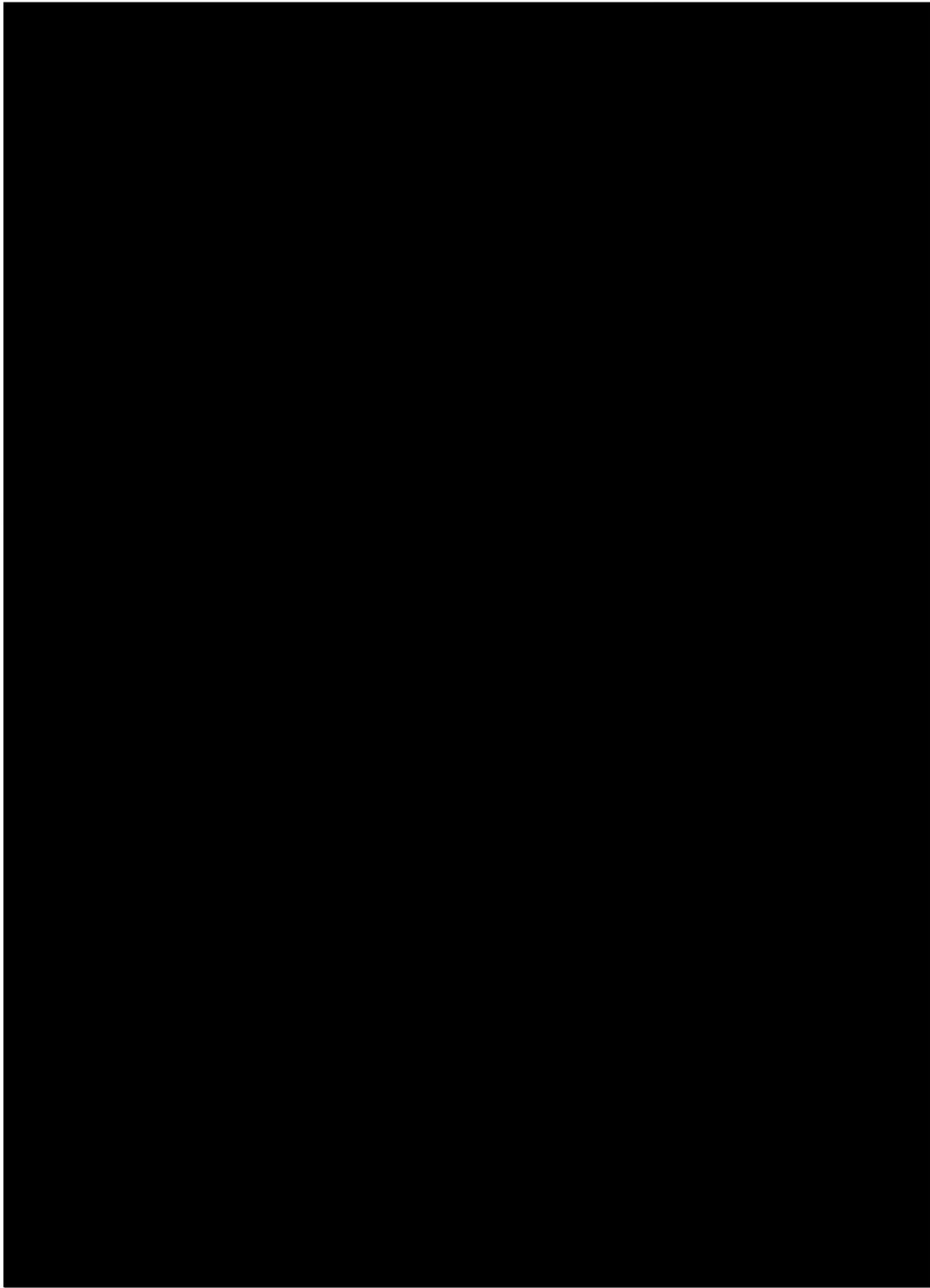
At the end of each period the raw data set is provided (Appendix J1). This must arrive at TfL offices the first Thursday after period end (every 4 weeks), effectively five days after the end of fieldwork. Due to internal reporting deadlines, this timescale is not negotiable. This should be produced in Microsoft Excel.

#### 7.1.3 TIQS SUPPLEMENTARY REPORT

A written Supplementary Report (Appendix J1) is required every period to accompany the data set. As a minimum the report should contain the following details:

- Fieldwork dates
- Number of assessments
- Record of and results of supervisor checks/spot checks
- Validation checks
- Corrections made to data sets
- Fieldworker comments (e.g. stations with more than three ticket selling windows, oddities in queue) Whilst this is not a formalised process the verbatim comments provided by assessors provide useful insights into the data
- List of shifts not completed and why
- List of stations missed and why
- List of stations assessed outside the period and why

If agencies prefer, the Supplementary Report can also include the required quality information as specified in Section 5 of this specification.





## 8. AD-HOC ANALYSIS

Additional TIQS assessments may be required on an ad-hoc basis, to track the impact that varying ticket selling initiatives are having at selected stations. This will produce data (either TOM or POM) which can be analysed more robustly at a station level.

This data is collected and reported in exactly the same manner as the main survey data, perhaps with the exception that shifts may consist of continuous data collection for a three hour period at the selected station (48 minutes within each hour, allowing 12 minute breaks each hour). Obviously, to measure these specific initiatives or events it may be important to be more prescriptive than with the main TIQS survey, with shifts allocated at specific dates and times.

Additionally, there may be a requirement to develop equivalent surveys for other modes or extend the coverage on existing modes.