

5.1 LONDON UNDERGROUND

The present year's fieldwork schedule is attached as Appendix B I.

Fieldwork is divided up into shifts. A shift contains a series of station ticket halls (either three or four) to be visited within a 5 hour 30 minute time band. Stations have been grouped by proximity where possible. Each shift has a specific start time and the first assessments should start "on time" at the start of the time band. In exceptional circumstances LU will accept data with the start station up to 30 minutes later than the start time, but this will need to be accompanied by an explanation as to why the shift started late. The last assessment should aim to finish within 30 minutes of the end of the time band.

LU is flexible about the spread of ticket hall assessments – due to the logistical variations between sequences of stations; signing in time; and assessor break times; it isn't expected they will be perfectly evenly spaced. However, they should be spread as evenly as possible across the time-band and not bunched up at the start of the shift. Agencies should put measures in place to prevent assessors trying to complete their shifts as quickly as possible.

It is up to the agency to factor in breaks, travel time, signing in time, and manage assessors appropriately to achieve a spread of assessments across the shift time band. Historically, travel and signing in time has been set at 17 minutes and breaks at 15 minutes, however, the agency can flex this as appropriate.

Station groups which contain three stations have an additional "spare" visit factored in to ensure a consistent spread of assessment times within each shift time band. This "spare" helps to ensure assessments take place throughout the whole of the 5 hour 30 minute time band – without this, these smaller groups would always be assessed towards the start of shifts.

Several stations throughout the system have more than one ticket office. These are treated as separate entities and are identified by numerical hall codes within the fieldwork plans. A list of all stations and hall codes is attached as Appendix C (note not all need to be surveyed).

Station groups are included in Appendix D. There are two types of station groups:

- "Top 14": Visited 39 times per year (three times per 4-week period) There are 13 shift bands – 7 x Mon-Fri and 3 x Sat and 3 x Sun (see Appendix E for detailed timings). Each ticket hall should be visited three times within each shift band over the course of one year.
- "Other 66": Visited 6 times per year – at least once per quarter. No station should be visited more than twice per quarter. There are 6 shift bands for "Other 66" groups (see Appendix E for detailed timings), which should be viewed as 4 "lots" in order to distribute the 6 visits per year:

Weekday am	Weekday pm	Saturday am	Sunday am
		Saturday pm	Sunday pm

Over the course of a year each "Other 66" ticket hall should be visited at least once on a weekday am, weekday pm, a Saturday and a Sunday shift (rotating the Saturday am and Sunday pm shifts with Saturday pm and Sunday am shifts). Each period, half the total assessments should be on a weekday and half should be on a weekend.

Visits should be rotated annually. Appendix F outlines this rotation. A complete rotation would run over two years. LU is open to ways of simplifying this if these rules are too complex to be manageable.

Rotating station ticket hall groups

The order of stations within a group should be rotated after each visit.

There are 24 possible "orders" to rotations on groups of 4 stations (note groups of 3 stations should have a spare slot to regulate the spread of assessments, and these spares should be rotated as if they were a station).

All 24 combinations of rotations may not be possible due to the travel times between stations. In those instances, LU is happy for any problematic rotations to be missed – as the majority of combinations should be possible and give good enough variation in the exact timings of assessments.