

Further Refinements to fieldwork schedule:

- Kings Cross ticket halls - Kings Cross has three ticket halls, Tube, Northern and Western. Schedules will show an assessment required at Kings Cross, but ticket halls should be rotated for every visit (See Appendix G). For example: assessment 1 = Tube, assessment 2 = Northern, assessment 3 = Western, assessment 4 = Tube, etc.

5.2 TFL RAIL

TfL Rail TIQs currently covers 12 stations and 15 retailing locations on the Eastern section (details of these locations are included in Appendix H). The surveys take place during time periods selected by TfL, with a minimum of four hours of fieldwork undertaken at each ticket retailing location during each quarter.

From Q1 15/16 to Q1 16/17 TfL selected to interview at the same "busiest" hour per retailing location, four times a quarter. From Q2 16/17 this has been developed to one assessment for each of the four "busiest" hours. "Busiest" hours are identified by ticket transaction volumes or periods when long queues are known to occur. The Q2 16/17 fieldwork schedule is attached as Appendix B2.

A flexible approach to sampling and fieldwork allocation is required. The same fieldwork schedule will run throughout the year unless TfL identifies an issue with another hour of day.

In the future, it is possible that the coverage will need to be extended with the opening of the Western and Central Operating Section (Appendix I details each stage of the Staged Operating Programme). In addition, the stations covered by the survey may need to change to reflect any alterations to the network operated, or any changes to arrangements for managing ticket sales at particular stations.

6. QUALITY ASSURANCE

The quality of all fieldwork, data processing and reporting are of absolute paramount importance to the successful management of this survey.

Agencies are required to provide detailed information of all quality control procedures they intend to follow to ensure the accurate capture of data. As a minimum, agencies should include in their proposals details of fieldwork control and data checking/validation procedures detailed below.

Agencies should make it clear in their proposals if any of these expectations will not be met.

6.1 FIELDWORK CONTROL PROCEDURES

A constant group of interviewers is essential to the success of this project, and proposals should therefore identify staff turnover, and explain how interviewer variance will be minimised.

Recruitment of new fieldworkers should ensure that they do not have links to TfL or other public transport authorities or Train Operating Companies – themselves or close relations/ partners. As fieldworkers are required to sign in with station staff they should not work on other LU or TfL Rail Mystery Shopping surveys.

Surveyors are to be selected for this project based upon their understanding of the task, their aptitude, communication and written skills, availability and flexibility. Assessors must be able to gain a good understanding of the task at hand, and the reasons why TfL are conducting this survey.

For each survey, agencies should state how they intend to deal with each of the following issues:

- How fieldworkers will be recruited and what training is given both in general and specifically for this survey, initial and refresher training. As a minimum, TfL expects an initial fieldworker training session facilitated by the agency and accompanied visits for