

Gemma Jacob

From: Davies, Catherine A
Sent: 18 November 2022 09:43
To: Andrew Hyman
Subject: Query about TfL statistics on bus performance

Hi Andrew,
Hope all is good with you. I was hoping you might be able to help me with something.

Part of my role in OSR is what we call casework; investigating issues or concerns that are raised with us about the use of statistics. We have recently received a query regarding the use of some figures taken from TfL outputs. While this is outside our remit and so not something we would generally comment on, as TfL has voluntarily applied the Code of Practice for Statistics we did look into the query. As part of this we examined the outputs from TfL, [QSI Performance Results for London Bus Services](#), and all we wanted to do as a result of this is just ask the team who have produced them whether they have considered publishing the tables included in this publication in an excel or ODS format so as to encourage re-use.

Are you able to suggest someone in TfL who we could mention this to?

Thanks,
Catherine

Catherine A Davies | Lead Regulator for Transport, Environment and Climate Change Statistics
Office for Statistics Regulation | UK Statistics Authority
 [@statistics.gov.uk](mailto: [redacted]@statistics.gov.uk)

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Gemma Jacob

From: Andrew Hyman
Sent: 30 November 2022 14:56
To: Alex Moffat
Cc: Davies, Catherine A
Subject: FW: Query about TfL statistics on bus performance

Hi Alex

I hope you are well. Having sought advice from Carol, I dropped a line to Keith and his team a couple of weeks ago on behalf of a key external contact, Catherine Davis, who works at the Office for Statistics Regulation. Full context below. We've not heard back. Would you be able to help instead?

Best regards,

Andrew

From: Andrew Hyman
Sent: 18 November 2022 14:10
To: Salmon Keith (LBSL) [REDACTED]@TfL.gov.uk>; Polomskikh Sergei <[REDACTED]@TfL.gov.uk>; Lac Wayne [REDACTED]@TfL.gov.uk>
Cc: Davies, Catherine A [REDACTED]@statistics.gov.uk>
Subject: RE: Query about TfL statistics on bus performance

Hi Keith, Sergei and Wayne,

With my hat on as TfL lead for our voluntary adoption of the Code of Practice for Statistics, I've received an email from one of my key contacts at the Office for Statistics Regulation, Catherine Davies. She has received a query relating to figures that we publish. This relates to the [QSI Performance Results for London Bus Services](#) which I understand from Carol that you produce. Would you be able to help Catherine or can you advise who she should speak to who can help? I believe the query relates to whether we could publish the tables included in the publication in Excel, CSV or an ODS format which would encourage re-use.

If you would like to know more about the Code of Practice for Statistics, I'd be happy to take you or members of your team through a presentation I gave a few weeks ago at our internal Analysts Conference. (Or did you hear my talk in person if you attended?) The presentation includes both background information and some guidance on how we can make sure the data we release is well received and easy to access and use by our external users.

Many thanks,

Andrew

Andrew Hyman | Academic Research and Data Outreach Manager
Information Governance | General Counsel | Transport for London
Address: 4th Floor, 5 Endeavour Square, Stratford, London, E20 1JN
T: [REDACTED] **E:** [REDACTED]@tfl.gov.uk

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Gemma Jacob

From: Davies, Catherine A
Sent: 30 November 2022 08:43
To: Andrew Hyman
Subject: RE: Query about TfL statistics on bus performance

Hi Andrew,

Just to let you know I haven't heard anything yet; could be worth following up later this week? Thank you.

Thanks,
Catherine

Catherine A Davies | Lead Regulator for Transport, Environment and Climate Change Statistics
Office for Statistics Regulation | UK Statistics Authority
[REDACTED] [@statistics.gov.uk](mailto:[REDACTED]@statistics.gov.uk)

From: Andrew Hyman [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>
Sent: 22 November 2022 11:10
To: Davies, Catherine A [REDACTED] [@statistics.gov.uk](mailto:[REDACTED]@statistics.gov.uk)>
Subject: RE: Query about TfL statistics on bus performance

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Hi Catherine

Do let me know if they get back to you. If not, I can try to follow up and it may be worth including Keith's manager, Alex Moffat (Head of Monitoring and Implementation) who I've met a few years ago when he was involved with MIT research.

Best regards,

Andrew

From: Davies, Catherine A [REDACTED] [@statistics.gov.uk](mailto:[REDACTED]@statistics.gov.uk)>
Sent: 22 November 2022 10:07
To: Andrew Hyman [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>
Subject: RE: Query about TfL statistics on bus performance

Hi Andrew,

Thanks so much for forwarding this on, much appreciated. Also great that you've offered to run through your presentation with them; I'll wait to hear from them but obviously if there's any further support that I can provide then happy to help with that too.

Thanks,
Catherine

Catherine A Davies | Lead Regulator for Transport, Environment and Climate Change Statistics
Office for Statistics Regulation | UK Statistics Authority
[REDACTED] [@statistics.gov.uk](mailto:[REDACTED]@statistics.gov.uk)

From: Andrew Hyman [redacted]@tfl.gov.uk>
Sent: 18 November 2022 14:10
To: Salmon Keith (LBSL) <[redacted]@tfl.gov.uk>; Polomskikh Sergei [redacted]@tfl.gov.uk>; Lac Wayne [redacted]@tfl.gov.uk>
Cc: Davies, Catherine A [redacted]@statistics.gov.uk>
Subject: RE: Query about TfL statistics on bus performance

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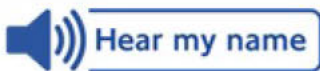
Many thanks,

Andrew

Andrew Hyman | Academic Research and Data Outreach Manager
Information Governance | General Counsel | Transport for London
Address: 4th Floor, 5 Endeavour Square, Stratford, London, E20 1JN
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Gemma Jacob

From: Andrew Hyman
Sent: 06 December 2022 19:09
To: Davies, Catherine A
Subject: RE: Query about TfL statistics on bus performance

Hi Catherine

I'll arrange to meet with Keith and his team and hopefully this dialogue will have several positive outcomes.



Perhaps we can arrange a quick chat in the next week or so to talk things through?

Many thanks,

Andrew

From: Davies, Catherine A <[redacted]@statistics.gov.uk>
Sent: 06 December 2022 16:11
To: Keith Salmon <[redacted]@tfl.gov.uk>; Andrew Hyman <[redacted]@tfl.gov.uk>
Cc: Sergei Polomskikh <[redacted]@tfl.gov.uk>; Wayne Lac <[redacted]@tfl.gov.uk>; Ross, David <[redacted]@Statistics.gov.uk>
Subject: RE: Query about TfL statistics on bus performance

Hi Keith,

No problem at all about the delay, thanks for coming back to me. That's great to hear that you think it will be possible to publish in Excel format and we'd very much encourage that. We have resolved the query that came into us regarding these statistics; in the course of our internal investigation we just reflected on the fact that the data were not very easy to explore as they are only published in pdf format. Therefore we felt that publishing in another format such as Excel would make the data more reusable and accessible.

If you wanted to understand more about the query that came into us I'd be very happy to discuss this with you, but otherwise I'll leave it with your team to take forward.

Thanks,
Catherine

Catherine A Davies | Lead Regulator for Transport, Environment and Climate Change Statistics
Office for Statistics Regulation | UK Statistics Authority
[\[redacted\]@statistics.gov.uk](mailto:[redacted]@statistics.gov.uk)

From: Keith Salmon <[redacted]@tfl.gov.uk>
Sent: 06 December 2022 09:37
To: Andrew Hyman <[redacted]@tfl.gov.uk>; Davies, Catherine A <[redacted]@statistics.gov.uk>

Cc: Sergei Polomskikh <[REDACTED]@tfl.gov.uk>; Wayne Lac [REDACTED]@tfl.gov.uk>
Subject: RE: Query about TfL statistics on bus performance

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Apologies for the delayed response.

It is indeed my team that prepares the QSI Performance Results for publishing on the TfL website (Wayne prepares these).

They have traditionally always been published in Pdf for but having discussed internally within the team last week we see no reason in principle why they could not be published in Excel form. We need to discuss the matter with the TfL Digital Team before we can progress the matter further.

Catherine: happy to discuss further to understand the full details of the query.

Andrew: in the meantime Sergei, Wayne and myself would be pleased if you could take us through your presentation regarding the Code of Practice for Statistics.

Regards,

Keith

Keith Salmon | Performance Reporting Manager
Monitoring & Implementation | Bus Operations | Surface Transport | Transport for London
[REDACTED]@tfl.gov.uk
Please note I work Mon to Thu only

From: Andrew Hyman <[REDACTED]@tfl.gov.uk>
Sent: 18 November 2022 14:10
To: Salmon Keith (LBSL) <[REDACTED]@tfl.gov.uk>; Polomskikh Sergei <[REDACTED]@tfl.gov.uk>; Lac Wayne <[REDACTED]@tfl.gov.uk>
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