

Standard



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London Underground Limited

Station ambience

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A Standard is defined as:

A mandatory document which sets out minimum requirements expressed as outputs; or a mandatory document which defines an interaction or commonality which meets a defined LUL requirement.

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1 Purpose

- 1.1 The purpose of this Standard is to set out the ambience requirements with regard to stations.

2 Scope

- 2.1 The requirements in this standard cover:

- Station condition;
- Cleanliness;
- Litter;
- Graffiti;
- Air quality; and
- Staff (including working with and monitoring the performance of contractors' staff).

- 2.2 This Standard applies to all stations and parts of stations that are owned by LUL, including parts that are used by other train operators. It does not apply to stations or parts of stations that are owned by other bodies (e.g. Network Rail or train operating companies).

- 2.3 This Standard addresses and supports the specific customer service delivery issues of:

- Station exterior and approaches;
- Station interiors;
- Ambience;
- Station décor;
- Cleanliness; and
- Staff performance and behaviours

In so far as they relate to station ambience.

- 2.4 This Standard supports the following LUL Policies:

Number	Title	Version
1-01101-001	Service Delivery - Customer Environment and Information	A1
1-01104-001	Corporate Identity	A1



3 Requirements

All italicised words within this section are defined in section 6.3 of this standard.

3.1 General

- 3.1.1 The achievement of Mystery Shopper Survey (MSS) scores shall be monitored by the appropriate responsible LUL manager.
- 3.1.2 Where target MSS scores are not being achieved, the responsible LUL manager shall carry out an investigation to establish whether there are reasons why the score is not being achieved.
- 3.1.3 Where station ambience faults are found, the responsible LUL manager shall use appropriate contractual mechanisms such as fault reporting and audit in order to bring about an improvement in the score.
- 3.1.4 Station ambience faults shall be reported using the fault reporting process.

3.2 Station condition

- 3.2.1 The lighting in all stations shall be such that an MSS score of 85 shall be consistently achieved in the following locations:
 - Ticket halls (including station entrances);
 - Routeways;
 - Platforms.
- 3.2.1 Cables that are visible shall be maintained such that an MSS score of 84 is consistently achieved at all stations.
- 3.2.3 The condition of builders' hoardings shall be maintained such that an MSS score of 78 is consistently achieved.
- 3.2.4 The condition of advertising posters on station platforms shall be maintained such that an MSS score of 78 is consistently achieved at all stations.
- 3.2.5 The condition of advertising posters on routeways shall be such that an MSS score of 78 shall be achieved at all stations .
- 3.2.6 The condition of advertising posters trackside shall be such that an MSS score of 78 is consistently achieved at all stations.
- 3.2.7 The condition of décor in Category A stations shall be such that an MSS score of 80 shall be consistently achieved at the following locations:
 - Exterior of station buildings/entrances;
 - Interior of ticket halls (including station entrances);
 - Platforms;
 - Routeways;
 - Subways.