

Category 1 Standard

S1354 Customer-Facing Requirements for Temporary Works at Stations



Please read the Written Notices
attached to this standard

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1 Purpose

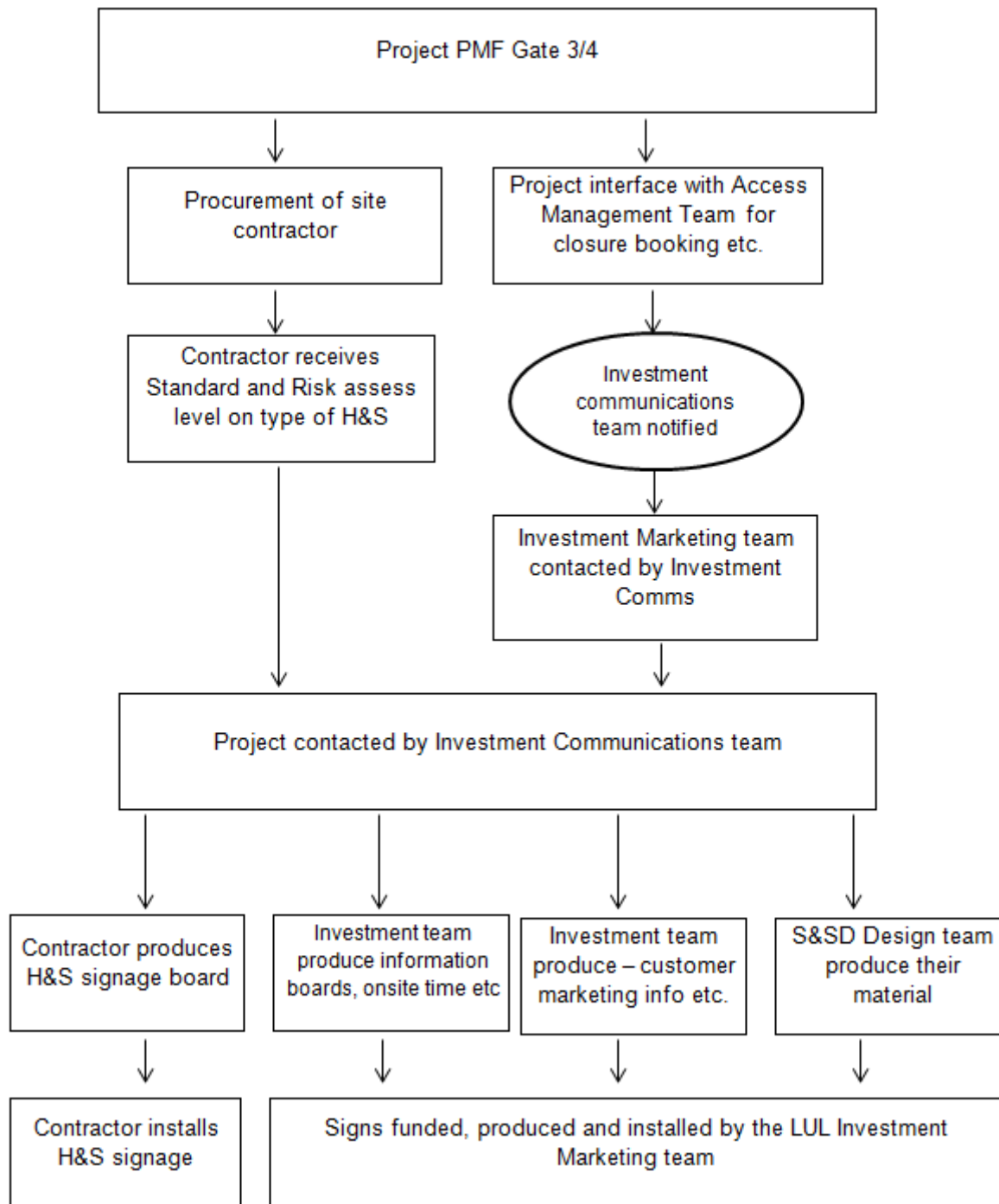
- 1.1** The purpose of this Standard is to set out ways in which any degradation of customer service delivery during temporary works shall be minimised.
- 1.2** To ensure that the LU corporate image is represented during temporary works.
- 1.3** For technical and all other temporary works requirements not covered by 1.1 and 1.2, refer to 1-027 Site Hoardings, Fencing and Barriers.

2 Scope

- 2.1** This Standard applies to all temporary works undertaken at stations or across the network where there is a public interface which impact upon the customer service that is delivered at that station.
- 2.2** This Standard addresses and supports the specific customer service delivery issues of:
- Accessibility and interchange;
 - Ambience;
 - Station planning guidelines
 - Station décor, fixtures and fittings;
 - Station exteriors and approaches;
 - Interior of stations;
 - Sightlines, visual clutter and visual space planning;
 - Signing and customer information;
 - Cleanliness;
 - Amenities and facilities;
 - Security;
 - Branding;
 - Corporate design; and
 - Insofar as they relate to temporary works at stations.
- 2.3** This Standard also addresses the following physical aspects of temporary works:
- The presentation of the customer-facing aspects of hoardings and temporary works;
 - The presentation of temporary signs, posters and other notices, including site H&S boards and customer information.
- 2.4** This Standard addresses the physical interface between the temporary works and the LU customer and the issue of giving the customer the best possible quality and presentation of service information under degraded physical conditions. It does not address the decision-making process for trading off the extent of work versus the duration of work in order to minimise disruption of customer service.

3 Requirements

3.1 Planning and auditing





- 3.1.1 Planning shall take place prior to the start of any site works to ensure that customer service is maintained to the maximum extent that is reasonably possible given the nature of the job. The planning shall include:
- Accessibility and interchange maintenance measures;
 - Ambience quality maintenance measures;
 - Amenity and facility (including commercial facility) maintenance measures;
 - Signing and customer information plan (which shall include any customer information requirements that may be specified by LU)
 - Reference to Standard 1-027 Site Hoarding, Fencing and Barriers
- 3.1.2 The plan shall be drawn up by the party undertaking the work and finalised before any site work commences.
- 3.1.3 The main site Contractor is responsible for daily housekeeping LU will carry out audits as required.

3.2 Accessibility and interchange maintenance measures

- 3.2.1 Accessibility and interchange facilities shall be maintained during the course of the work to the maximum extent that is reasonably possible given the nature of the job
- 3.2.2 Works shall be planned and executed such that their impact on customers' journey time through the station is minimised.
- 3.2.3 Unavoidable reductions in accessibility and/or interchange facilities shall be publicised as early as possible in the customer's journey, with customer information being provided at adjacent stations and/or elsewhere on the Underground network as appropriate to the nature and extent of the reduction in service.
- 3.2.4 Where temporary work reduces the level of accessibility to a station or platform, this information shall be posted where customers can see it, including:
- in the ticket hall before ticket purchase (and at the station street entrance(s) at stations where the ticket hall is above or below street level);
 - on platforms from which the passenger movement that uses the reduced accessibility can start.
- 3.2.5 During the course of temporary works, step-free routes through the station shall be maintained to the maximum extent that possible, given the nature of the works.
- 3.2.6 Temporary hoardings on platforms that reduce the usable platform width to less than 2.5m shall be marked with 'Do Not Wait Here' markings in blue type on a yellow band of no less than 250mm height, with the yellow band running for the length of the platform width restriction – markings shall not be placed on the platform surface.
- 3.2.7 If it is necessary for step-free routes through the station to be changed, the changed routes shall be clearly signed.



- 3.2.8 If the nature of the works means that it is not possible to maintain the step-free routes during the works, the party undertaking the works must determine what alternative step-free facilities are available. Alternative step-free facilities may include step-free routes at a nearby station which is linked by an existing fully-accessible bus service to the station at which the works are taking place.
- 3.2.9 In circumstances as described in clause 3.2.7 the temporary signing shall give full and complete information about how to reach the alternative facilities, this to include bus service information (if applicable).
- 3.2.10 If works are taking place at stations which have an electronic guidance system to assist blind and partially-sighted customers, the information contained on such a system must be altered as necessary to reflect changed routes through the station.
- 3.2.11 If located outside the station, contractors' accommodation and storage facilities used for materials or equipment shall not impede the normal interchange routes linking the London Underground station with other modes of transport that serve the station vicinity.
- 3.2.12 Verification of plans to alter normal routes must be confirmed with Station GSM & relevant landlord and the LU Investment Communications team by the Project Manager responsible for the work.
- 3.2.13 Where Station flow, ingress and egress are affected the BB224 process may apply and LFEPA consultation may be required.

3.3 Ambience quality maintenance measures

- 3.3.1 Measures to contain dirt and maintain cleanliness shall be implemented and provision shall be made for extra cleaning of public and staff areas if the work generates this need.
- 3.3.2 Noise and vibration generated by temporary works shall not impact on customers using the station.
- 3.3.3 By-products from works shall not be disposed of in litter receptacles which have been installed for customer use.
- 3.3.4 Customer-facing litter receptacles which would, as the result of temporary works, be behind a hoarding shall be relocated to a new position as near as possible to their original location, except in cases where this would cause obstruction to pedestrian flow.
- 3.3.5 Provision shall be made for the cleaning of graffiti and the removal of unauthorised stickers from hoardings and other areas affected by the works.
- 3.3.6 Materials or equipment that are stored outside or without hoardings shall be kept in a safe, neat and tidy condition.
- 3.3.7 Appropriate provision shall be made to ensure that a build-up of dirt or litter does not occur behind or around such materials or equipment.