

Category 1 Standard

S1375 Planning for Ticket Issuing Facilities

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MAYOR OF LONDON



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1 Purpose

- 1.1 The purpose of this standard is to define the design and layout of ticket issuing facilities and those areas defined in Section 2 below in all stations.
- 1.2 This standard applies to:
- a) New stations
 - b) New assets within existing stations.
 - c) Altered assets within existing stations.
- When work is proposed that:
- i. does not involve alterations to the primary structure of the station, and;
 - ii. is defined as clause 1.2 b) or c) (new or altered assets within existing stations) and;
 - iii. where it is impossible to comply with requirements of this Standard without major re-building/alteration to the existing structure of the station, then the following conditions apply:
- 1.2.1 Risks that are introduced by the proposal shall be identified, assessed and evidenced ALARP by the proposer;
- 1.2.2 Proposals shall be demonstrably optimal in relation to the compliant state for new stations;
- 1.3 The reason for these sections is to recognise that the structure of an existing station may not be able to accommodate some of the constraints of this standard in terms of linear dimensions, available floor area or volume. If this is the case the onus is on the Supplier (as proposer) or other proposer to identify all risks associated with their proposal and to prove and evidence that these are ALARP in accordance with other relevant Category 1 Standards.
- 1.4 The Supplier (as proposer) or other proposer must also be able to demonstrate that their proposal is the best that can be achieved under the circumstances, offering optimal compliance to the standard. This will typically mean an analysis of available options. If these conditions are satisfied and if the minimum dimensions listed in the relevant sections of this Standard can also be met then a concession application is not required.

2 Scope

- 2.1 This standard applies to the design and specification of ticket issuing facilities, their location within the ticket hall, their internal layout and the equipment within.
- 2.2 This standard addresses the following:
- a) The location of the ticket issuing facilities within the ticket hall.
 - b) Ticket issuing equipment.
 - c) POM room equipment.
 - d) POM room layout.
 - e) Consolidation area / room equipment.
 - f) Consolidation area / room layout.
 - g) Secure suite lobby.
- 2.3 This standard does not address any of the requirements for the following;

- a) Any TfL operated Ticket Issuing Facilities
- b) Secure Suite welfare facilities.
- c) Station Computer Room
- d) TIF Switch room
- e) Paper store

These details are defined in LU Category 1 Standard S1371 Station Planning.

- 2.4 Facilities, equipment and furniture shall be subject to a Human Factors review where these interface with operational staff.
- 2.5 Items of equipment or furniture not specified in this document or any supporting Guidelines must be approved by the Standard holder.

3 Requirements

3.1 General Requirements

- 3.1.1 Ticket issuing facilities shall comply with the Building Regulations and relevant British Standards. Where any conflicts arise between the Building Regulations and this Standard, compliance with this Standard shall take precedence except where a breach in the Law would arise.
- 3.1.2 Ticket issuing facilities shall be designed for the location in which they are to be installed and shall comply with LU Category 1 Standard S1371 Station Planning.
- 3.1.3 The formula for the number of Passenger Operated Machines to be provided is defined in LU Category 1 Standard S1371 Station Planning.
- 3.1.4 Spatial requirements for all accommodation are defined in LU Category 1 Standard S1371 Station Planning.
- 3.1.5 Each ticket issuing facility will have specific requirements for which the designer must consult with the LU Standard holder to confirm and agree these requirements on a site-specific basis, particularly with regard to the type and quantity of equipment required.
- 3.1.6 Secure suites shall be constructed of blockwork that meets a compressive strength of 7kN/sq mm.
- 3.1.7 If space does not permit blockwork to be used then steel panels of a 6mm minimum shall be used. This steel shall overlap by a minimum of 25mm at its joints or have a 50mm cover strip in front or behind the joints.
- 3.1.8 Maintenance panels for all TIF equipment shall have security fixings defined by the TIF equipment supplier, as illustrated in Attachment 7.2.
- 3.1.9 Blockwork and steel panels shall be designed to meet the requirements of LPS1175 Security Rating Level 4.
- 3.1.10 There shall be no steps into or within the secure suite.
- 3.1.11 All internal doors within the secure suite shall include a vision panel.
- 3.1.12 All internal doors shall have a kick plate fitted to the base of the door on each side.
- 3.1.13 Where other modes may have ticket issuing facilities on London Underground stations, these shall be accessed separately to the LU secure suite.

3.2 Setting out within a Ticket Hall

- 3.2.1 Ticket issuing facilities are set within a secure suite, its size and scope dependent on the size of the station and its ticket hall.
- 3.2.2 The design of any secure suite shall be able to accommodate (or easily adapted to accommodate) a worker with restricted mobility, as required by the Equality Act 2010.
- 3.2.3 The ticket issuing facilities shall be positioned:
 - 3.2.3.1 To be clearly visible to customers within the ticket hall.
 - 3.2.3.2 To allow a queuing area proportional to the number of Ticket Issuing Facilities, as defined in LU Category 1 Standard S1371 Station Planning.
- 3.2.4 The secure suite shall include access to Passenger Operated Machines (POM) room, and where applicable Consolidation rooms and / or associated store rooms. Accommodation not specific to the functionality of the secure suite (as defined within the Scope) shall not be included.
- 3.2.5 If an emergency exit is provided from the secure suite, there shall be an alarmed security door with no external handles, installed along the emergency exit route.
- 3.2.6 Where the secure suite is combined with any other staffed facility, the integrity of the secure suite shall not be compromised.

3.3 Secure Suite services and requirements

3.3.1 Power

- 3.3.1.1 All lighting and small power requirements shall comply with LU Category 1 Standard 1-069 Low voltage electrical installations, and G-073 Electrical Guidance.
- 3.3.1.2 The general lighting and small power (230 volts) within the secure suite shall be provided from Central Emergency Power Supply (CEPS) to a dedicated distribution board located within the secure suite.
- 3.3.1.3 The LU TIF equipment that requires a 110 volt electrical supply shall be via a dedicated switch room situated close to (but not within) the secure suite.
- 3.3.1.4 Power supplies to the LU TIF equipment shall be from a non-essential electrical supply (non-CEPS).
- 3.3.1.5 The origin of power supplies to all equipment listed in this Standard is defined in LU Category 1 Standard 1-123 Requirements for Matching Electrical Loads to Supplies when making changes to Low Voltage Infrastructure.
- 3.3.1.6 Consideration shall be given to a surface mounted dado containment system to allow for future flexibility for small power, communications system outlets and LU TIF requirements.
- 3.3.1.7 Socket outlets for the POM room are required at the back wall counter
 - a) beneath the counter for the sole use of TIF equipment, quantity as specified by the TIF supplier for each project.
 - b) Sufficient socket outlets shall be required above the counter at 1200mm above finished floor level to service components on the rear counter. These shall be at appropriate intervals to avoid congestion of equipment.

3.3.2 Lighting

- 3.3.2.1 Within the secure suite, lighting compliant to LU Category 1 Standard 1-066 Lighting of London Underground Assets, and G-073 Electrical Guidance - is required. Normal and emergency lighting shall be provided.

3.3.3 Cable Management System

- 3.3.3.1 In addition to the normal containment for lighting, fire alarms, and other systems to be integrated, dedicated containment is required for the ticketing system.
- 3.3.3.2 Separate data-trunking is required linking the ticketing issuing facilities to the Station Computer Room, Consolidation Room, and if necessary to the station control point.
- 3.3.3.3 Trunking sizes shall be appropriate to the requirements, with sufficient spare capacity as defined in LU Category 1 Standard 1-351 Station Decor Design.

3.3.4 Mechanical systems

- 3.3.4.1 Fresh air ventilation is required for the POM room (and other associated rooms) as per LU Category 1 Standard 1-068 Mechanical Building Services, Utility Provision and Energy Management in London Underground and G-074 Mechanical Building Services, Utility Provision and Energy Management in London Underground
- 3.3.4.2 Mechanical ventilation units shall not be wall mounted above workstations and counters or installed in any location which may compromise the workspace.

3.3.5 Keys and locks

- 3.3.5.1 Key suiting shall be in accordance with the Key Suiting Structure Plans, which are available upon request from LU Network Security or LU Premises Engineering.
- 3.3.5.2 Each individual secure suite shall have its own separate keys.
- 3.3.5.3 A maximum of three key sets shall be supplied for each secure suite.
- 3.3.5.4 All internal doors shall have the facility to lock the door from the inside of each room without the use of a key.
- 3.3.5.5 All internal doors shall have the facility to lock the door from the outside of each room by the use of a key. Each key shall only open the doors of one specific room.

3.3.6 Counters and workstations

- 3.3.6.1 All workstations, counters and cabinets within the POM room shall be designed to ensure consistency of product.
- 3.3.6.2 All interior counter and workstation surfaces shall be manufactured from robust approved materials such as Trespa.
- 3.3.6.3 All workstations and counter top horizontal and vertical edges, including access panelling beneath workstations shall have eased arises of a minimum of 1.5mm radius.
- 3.3.6.4 Underside edges of counters and workstations shall have eased arises of a minimum of 5.0mm radius.
- 3.3.6.5 All cabling connected to the workstation TIF devices shall be relayed through counter surface cable slots. Cables shall not be visible as far as is reasonably practicable.
- 3.3.6.6 Supports for counters and workstations shall not interfere with access to the cable slots.
- 3.3.6.7 All cabling, sockets and outlets shall be located in the space under the counter surface and shall not be accessible to station staff.

3.3.7 Storage

- 3.3.7.1 Within this document the following definitions are used to describe items of fitted storage found within the secure suite. Unless specified, all storage shall be assumed to fit the criteria defined as a cabinet.