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SERVICE QUALITY STANDARDS

relating to

**THE GREATER WESTERN
FRANCHISE AGREEMENT**

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SERVICE QUALITY STANDARDS

GENERAL

This document outlines the ideal quality standard for rolling stock vehicles and stations. The ideal levels of rolling stock vehicle quality and station quality are specified in Section 2 (*Train Presentation Specification Standard*) and Section 3 (*Station Environment Specification Standard*) respectively.

1. INTERPRETATION

1.1 In these Service Quality Standards, except to the extent the context otherwise requires:

- (a) terms defined in Annex 1 (*Definitions*) shall bear the meanings specified therein; and
- (b) terms defined in the National Rail Franchise Terms (First Edition) attached to the Greater Western Franchise Agreement dated 12 December 2005 (the *Terms*) shall bear the meanings specified therein.

1.2 These Service Quality Standards shall be interpreted in accordance with the interpretive provisions set out in the Terms.

2. TRAIN PRESENTATION SPECIFICATION STANDARD

This Section 2 sets out the ideal quality standard for rolling stock vehicles. The ideal applies to all rolling stock vehicles that are used by the Franchisee in delivering the Passenger Services, save that the quality standards in respect of toilets, CCTV, customer information systems and other appliances, including air conditioning, shall only apply to any such rolling stock vehicle whose latest specification includes those facilities.

2.1 Exterior appearance

- (a) **Cleanliness / Graffiti free:** All livery and windows are clean, and free from graffiti and etching.
- (b) **Maintenance:** All access panels, cables and hoses are clean, regularly maintained and secure.

2.2 Interior appearance

- (a) **Cleanliness/Graffiti free:** All fixtures, fittings, livery and surfaces (including windows, seats, gangways, tables, floors, interior walls, doors and panels) are clean, free of graffiti, etching, and litter.
- (b) **Maintenance:** All fixtures and fittings (including seats, luggage racks, internal panels, tables, internal doors) are in good repair, not damaged and securely attached. Appliances (including air conditioning units) are operational and capable of carrying out the function for which they are intended.

2.3 Toilets

- (a) **Cleanliness / Graffiti free:** All fixtures, fittings and surfaces within any toilet (including the floor, toilet pan and seat, panels, hand driers and mirrors) are clean and free of graffiti and litter.
- (b) **Availability:** All toilets are available for use by passengers.
- (c) **Maintenance:** All fixtures and fittings (including the toilet pan and seat, panels, hand driers and mirrors) are in good repair, not damaged and securely attached. All toilets are operational.
- (d) **Stocked:** All toilets are adequately stocked with soap, toilet tissue and hand towels.

2.4 Security

- (a) **Lighting:** All overhead, wall and table lighting is operational and regularly maintained.
- (b) **CCTV:** All CCTV is visible, operational and regularly maintained. Images from CCTV are clear and fit for the purpose of improving passenger security and reducing vandalism.

2.5 Provision of Information

- (a) **Announcements:** Passengers are notified in a timely manner whilst on train in respect of delays, cancellations, diversions and disruption to that train and other relevant trains.
- (b) **Information / signage:** All written information and signage is legible, regularly maintained and up-to-date, and in the case of information for the benefit of passengers, is located in an area of any rolling stock vehicle that is accessible to passengers. All rolling stock vehicles used by passengers clearly display, as a minimum, the information specified in Annex 2 (*Train Information*).
- (c) **Customer Information Systems:** All customer information systems are operational, regularly maintained and accurate.

3. STATION ENVIRONMENT SPECIFICATION STANDARD

This Section 3 sets out the ideal quality standard for Stations. The quality standards in respect of toilets, CCTV, customer information systems and other appliances, including air conditioning, shall only apply to those Stations that have those facilities.

3.1 General environment (including station car parks)

- (a) **Cleanliness / graffiti free:** All fixtures, fittings and surfaces (including the Station platform, footbridges, subways, forecourt, shelters, waiting rooms, entrance halls and seating) are clean and free of graffiti and litter.
- (b) **Maintenance:** All fixtures and fittings (including station shelters, waiting rooms, station seating, barriers and lighting) are in good repair, not damaged and securely

attached. Appliances (including air conditioning units) are operational and capable of carrying out the function for which they are intended.

3.2 Provision of information

- (a) **Announcements:** Passengers and other users of the Station are notified in a timely manner whilst at that Station in respect of delays, cancellations, diversions and disruption to the trains calling at that Station.
- (b) **Information posters/ Signage:** All written information and signage is legible, regularly maintained, up-to-date and in the case of information for the benefit of public users of any Station, is located in an area of the Station that is accessible to public users. All Stations clearly display, as a minimum, the information specified in Annex 3 (*Station Information*).
- (c) **Customer Information System:** All customer information systems are operational, regularly maintained, and accurate.
- (d) **Engineering work alterations:** Details of changes to the Timetable caused by engineering work or other activity are displayed at all Stations no less than five days in advance of that work or other activity.

3.3 Toilets

- (a) **Cleanliness/Graffiti free:** All fixtures, fittings and surfaces (including the floor, toilet pan and seat, panels, hand driers and mirrors) shall be clean and free of graffiti and litter.
- (b) **Availability:** All toilets are available for use by passengers and other users of all Stations.
- (c) **Maintenance:** All fixtures and fittings (including the toilet pan and seat, panels, hand driers and mirrors) are in good repair, not damaged and securely attached. All toilets are operational.
- (d) **Stock:** All toilets are adequately stocked with soap, toilet tissue and hand towels.

3.4 Accessibility

- (a) **Lifts/escalators:** All lifts and escalators are operational during the hours when Stations are staffed.
- (b) **Disabled People's Protection Policy:** All Stations are operated in accordance with the Franchisee's Licence obligations regarding use of those Stations by people who are disabled.

3.5 Ticket office opening hours

All Station ticket offices are open for the hours specified in the Ticketing and Settlement Agreement.

3.6 Security

- (a) **Lighting:** All Stations have adequate lighting which is switched on throughout the hours of darkness during which trains are scheduled to call at those Stations, and for reasonable periods before the first trains and after the last trains call at those Stations.
- (b) **Maintenance:** New lighting installations, required as a consequence of repair or refurbishment at any Station, comply with Railway Group Standards. Existing lighting installations comply with Railway Group Standards following any repair.
- (c) **CCTV:** All CCTV is visible, operational and regularly maintained. Images from CCTV are clear and fit for the purpose of improving passenger security and reducing vandalism. All CCTV has CCTV-related signage.
- (d) **Help points.** All help points are regularly maintained and are operational at all times and calls are answered promptly.

ANNEX 1

Definitions

Term	Definition
<i>clean</i>	means free from litter, marks, soiling, smears and stains. The terms “cleaned” and “cleaning” shall be construed accordingly;
<i>damage</i>	means breakage, tear, crack or disfigurement, excluding etching;
<i>etching</i>	means the unauthorised scratching of surfaces or the unauthorised application of chemicals to surfaces;
<i>graffiti</i>	means the unauthorised application of paint, pencil, marker pen to surfaces, defacing of posters, or the application of unauthorised posters, flyers or stickers, excluding etching;
<i>help point</i>	means a device that enables a two way conversation with a Franchise Employee located either elsewhere on the Station or remotely from that Station;
<i>hours of darkness</i>	means the period between 30 minutes before sunset to 30 minutes after sunrise;
<i>litter</i>	<p>means anything that:</p> <ul style="list-style-type: none">(a) is not in a litter bin;(b) has been disposed of or abandoned, whether or not it is capable of being recovered or recycled or has any value; and(c) covers a surface area, whether in isolation or together with other items of a similar nature, approximately greater than or equal to 85 millimetres long by 55 millimetres wide, <p>and newspapers shall count as litter if they are:</p> <ul style="list-style-type: none">(i) dated the previous day;(ii) moist, crumpled, defaced; or(iii) incomplete or with sheets separated;
<i>Local Area Map</i>	means a street map or plan showing the layout of roads and streets in the village, town or city served by the Station, highlighting local facilities and places of interest;
<i>London Connections Map</i>	means a map showing national rail and London Underground routes and Stations within the London Travelcard zones;
<i>London and</i>	means a map showing national rail and London Underground routes and

Term	Definition
<i>SouthEast Map</i>	Stations within the former Network SouthEast area;
<i>marks</i>	means scuffs and graffiti;
<i>National Network Map</i>	means a map showing the extent of rail routes and principal stations served by national rail services in England, Scotland and Wales;
<i>operational</i>	means the equipment or system is operating in accordance with its design parameters. The term "operating" shall be construed accordingly;
<i>soiling</i>	means grime, dirt, grease, chewing gum, liquids, dust;
<i>smear</i>	means grease on polished or glass surfaces;
<i>stain</i>	means an area evidencing localised surface discolouration from the original finish;
<i>Station</i>	means those stations where the Franchisee is Facility Owner and those areas defined as the responsibility of the Franchisee in the Station Lease relating to that Station, including where so defined in that lease, all buildings, facilities, equipment, fixtures and fittings;
<i>station seating</i>	means any of: <ul style="list-style-type: none"> (a) a single seat; (b) a bench comprising a number of individual seats; (c) a bench comprising a single frame with a uniform seating area not delineated into separate seats; (e) tip up seats (singly or in combination on one frame); or (f) perch seats (singly or in combination on one frame);
<i>station shelter</i>	means any structure designed to protect passengers from precipitation from above and to provide shelter from wind from a minimum of three directions;
<i>undamaged</i>	means free from breakage, tear, crack or disfigurement; and
<i>waiting room</i>	means an area designated as a waiting room.

ANNEX 2

Train Information

The following comprises a list of written information that, as a minimum, appears in the rolling stock vehicles used by the Franchisee in delivering the Passenger Services:

- (a) the National Rail Enquiry Scheme telephone number and opening hours;
- (b) the National Rail website address (www.nationalrail.co.uk);
- (c) the telephone number for enquiring to the Franchisee about lost property;
- (d) the telephone number(s) which people with disabilities may call to obtain travel advice and arrange assistance;
- (e) the address, telephone number and e-mail address of the customer services manager(s) (or equivalent) to whom passengers should direct comments or complaints about any of the Passenger Services;
- (f) for Passenger Services operating within the former Network SouthEast area, a London and SouthEast Map; and
- (g) a relevant Route map, showing the Route and stations served by the Passenger Service of which the particular rolling stock vehicle forms part.

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ANNEX 3

Station Information

The following comprises a list of written information that, as a minimum, appears at the Stations:

- (a) the National Rail Enquiry Scheme telephone number and opening hours;
- (b) the National Rail Enquiry Scheme website address (www.nationalrail.co.uk);
- (c) the telephone number and website address from which passengers may obtain real-time information about the running of any of the railway passenger services calling at the Station;
- (d) the telephone number for enquiring about lost property to the Franchisee and to each operator whose trains call at that Station;
- (e) the telephone number which people with disabilities may call to obtain travel advice and arrange assistance;
- (f) the address, telephone number and e-mail address of the customer services manager (or equivalent) to whom passengers should direct comments or complaints about the Station or any of the railway passenger services calling at that Station;
- (g) the address, telephone number and e-mail or website address of the Rail Passengers' Council;
- (h) for Stations which have two or more platforms, customer information displays or directional signs indicating the destinations served by trains calling at each platform;
- (i) the nearest Station with access for mobility-impaired customers, if no such access is provided at the Station;
- (j) for Stations within the London Travelcard zones, a London Connections Map;
- (k) for Stations within the former Network SouthEast area, but outside the Travelcard zones, a London and SouthEast Map;
- (l) for Stations outside the former Network SouthEast area, an appropriate map or diagram showing the rail routes served from that Station;
- (m) for all Stations in Network Rail station categories A to D, a National Network Map;
- (n) details of other public transport services available at that Station, including the location and telephone number of the nearest taxi rank or operator, details of local bus services, and the local Traveline telephone number;
- (o) for all Stations, a Local Area Map;
- (p) the location of the nearest public telephone (unless such telephone is located within the Station and is adequately signed);
- (q) at Stations with a ticket office, the ticket office opening times;

- (r) at Stations without a ticket office, or at which the ticket office is not staffed at all times when passenger trains are scheduled to call:
 - (i) details of arrangements for the issue of season tickets, railcards and other facilities relating to trains calling at such Station and which cannot be purchased at the Station; and
 - (ii) a list of fares (including the price and any applicable travel restrictions) which may be bought on trains calling at that Station at times when the ticket office is not staffed (a self-service ticket machine capable of providing this information may be used to satisfy the obligation in this paragraph 2.4(a)(ii)); and
- (s) the double-arrow symbol displayed at or near the entrance or entrances to each Station to clearly indicate access to each such Station. This signage must be in line with the Traffic Signs Regulations and General Directions 1994.