

S1.9c Cleanliness of seating in waiting room or enclosed waiting area Include: - All dirt, dust, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc. Do not include: - Litter (see S1.9h) - Graffiti (see S1.9f and S1.9g) - Cleanliness of walls / floors / ceilings (see S1.9d and S1.9e) If you are unable to fully see <u>at least one seat</u> (e.g. all seats are occupied by customers) please mark N/A	Excellent, no evidence of dirt, marks or an impact on cleanliness from any of the sources described above	10
		9
	Good, minor evidence of dirt, marks or an impact on cleanliness from any of the sources described above	8
		7
	Moderate, some evidence of dirt, marks or an impact on cleanliness from any of the sources described above	6
		5
	Poor, extensive areas of dirt, marks or an impact on cleanliness from any of the sources described above	4
		3
	Very Poor, major dirt, marks or an impact on cleanliness from any of the sources described above	2
		1
	0	
	N/A	
Comment:		

S1.9d Cleanliness of floors in waiting room or enclosed waiting area Include: - All dirt, dust, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc. Do not include: - Graffiti (see S1.9f and S1.9g) - Litter (see S1.9h)	Excellent, no evidence of dirt, marks or an impact on cleanliness from any of the sources described above	10
		9
	Good, minor evidence of dirt, marks or an impact on cleanliness from any of the sources described above	8
		7
	Moderate, some evidence of dirt, marks or an impact on cleanliness from any of the sources described above	6
		5
	Poor, extensive areas of dirt, marks or an impact on cleanliness from any of the sources described above	4
		3
	Very Poor, major evidence of dirt, marks or an impact on cleanliness from any of the sources described above	2
		1
	0	
	N/A	
Comment:		

S1.9e Cleanliness of walls and ceilings in waiting room or enclosed waiting area Include: All dirt, dust, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc. Do not include: Graffiti (see S1.9f and S1.9g) Litter (see S1.9h)	Excellent, no evidence of dirt, marks or an impact on cleanliness from any of the sources described above	10
		9
	Good, minor evidence of dirt, marks or an impact on cleanliness from any of the sources described above	8
		7
	Moderate, some evidence of dirt, marks or an impact on cleanliness from any of the sources described above	6
		5
	Poor, extensive areas of dirt, marks or an impact on cleanliness from any of the sources described above	4
		3
	Very Poor, major evidence of dirt, marks or an impact on cleanliness from any of the sources described above	2
		1
	0	
	N/A	
Comment:		

<p>S1.9f Level of scratched Graffiti in waiting room or enclosed waiting area</p> <p>Include: - All scratched Graffiti, wherever it is in the waiting room/area (e.g. seats, windows, doors, walls, etc.)</p> <p>Do not include: - Non-scratched Graffiti, engineering marks or Graffiti on advertising</p> <p><i>Find the WORST AREA (1 square metre – about the size of a Tube Map poster) of the platform. Estimate how many A5 areas are needed to cover up all the scratched Graffiti. Your crib sheet is an A5 area. Estimate how many crib sheets you would need to cover up all the scratched Graffiti in the worst area.</i></p>	No scratched Graffiti whatsoever	10
		9
	One very small area of scratched Graffiti, up to 4 inches (the size of two Oystercard) in the worst area of the waiting room/area	8
		7
	2 A5 size areas to cover all the scratched Graffiti in the worst area of the waiting area/room	6
		5
	4 A5 size areas to cover all the scratched Graffiti in the worst area of the waiting area/room	4
		3
	8 A5 size areas to cover all the scratched Graffiti in the worst area of the waiting area/room	2
		1
12 or more A5 size areas to cover all the scratched Graffiti in the worst area of the waiting area/room	0	
	N/A	
Comment:		

<p>S1.9g Level of non-scratched Graffiti in waiting room or enclosed waiting area</p> <p>Include: - Painted, written or sprayed Graffiti, stickers, marks where Graffiti has been removed wherever it is in the waiting room /area</p> <p>Do not include: - Scratched Graffiti, engineering marks or Graffiti on advertising</p> <p><i>Find the WORST AREA (1 square metre – about the size of a Tube Map poster) of the platform. Estimate how many A5 areas are needed to cover up all the non-scratched Graffiti. Your crib sheet is an A5 area. Estimate how many crib sheets you would need to cover up all the non-scratched Graffiti in the worst area.</i></p>	No sprayed, painted or written Graffiti whatsoever. No marks where previously present.	10
		9
	One very small area of non-scratched Graffiti, up to 4 inches (the size of two Oystercards) in the worst area of the waiting room / area	8
		7
	2 A5 size areas to cover all the non-scratched Graffiti in the worst area of the waiting room / area	6
		5
	4 A5 size areas to cover all the non-scratched Graffiti in the worst area of the waiting room / area	4
		3
	8 A5 size areas to cover all the non-scratched Graffiti in the worst area of the waiting room / area	2
		1
12 or more A5 size areas to cover all the non-scratched Graffiti in the worst area of the waiting room / area	0	
	N/A	
Comment:		

<p>S1.9h Level of litter in waiting room or enclosed waiting area</p> <p>Litter includes everything that people drop. It can be on seating or on the floor.</p> <p>Count only the number of items of litter of at least 5cm / 2 inches, which is the width of an Oystercard, on the WORST AREA (1 square metre – about the size of a tube map poster) of the waiting room / area</p>	No litter whatsoever.	10
		9
	2 items of litter on the worst area of the waiting room / area – 5cm (2 inches) or larger	8
		7
	4 items of litter on the worst area of the waiting room / area – 5cm (2 inches) or larger	6
		5
	6 items of litter on the worst area of the waiting room / area – 5cm (2 inches) or larger	4
		3
	8 items of litter on the worst area of the waiting room / area – 5cm (2 inches) or larger	2
		1
10 or more items of litter on the worst are of the waiting room / area – 5cm (2 inches) or larger	0	
	N/A	
Comment:		

S1.10 Condition of roofs/canopies at open air Platforms Include: Any purpose built roof or canopy over the platform Pillars that support roofs and canopies If more than one, rate the worst one.	Excellent , no wear, scratches, Graffiti or damage	10
		9
	Good, very little wear, scratches, Graffiti or damage	8
		7
	Moderate, some wear, scratches, Graffiti or damage	6
		5
	Poor, extensive wear, scratches, Graffiti or damage	4
		3
	Very Poor, major wear, scratches, Graffiti or damage	2
		1
	Unacceptable, extreme damage and wear - approaching derelict	0
		N/A
Comment:		

S1.11 Cleanliness of glass Platform Edge Doors Present only at some Jubilee line stations Include: Frame / area above the glass All dirt, dust, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc Do not include <u>Litter</u> <u>Graffiti</u>	Excellent, no evidence of dirt, marks or an impact on cleanliness from any of the sources described above	10
		9
	Good, minor evidence of dirt, marks or an impact on cleanliness from any of the sources described above	8
		7
	Moderate, some evidence of dirt, marks or an impact on cleanliness from any of the sources described above	6
		5
	Poor, extensive areas of dirt, marks or an impact on cleanliness from any of the sources described above	4
		3
	Very Poor, major dirt, marks or an impact on cleanliness from any of the sources described above	2
		1
	Unacceptable, extreme evidence of dirt, marks or an impact on cleanliness from any of the sources described above, with risk of soiling upon contact	0
		N/A
Comment:		

S1.12 Condition of platform mirrors If there are no mirrors on the Platform, rate N/A. Do not include: train operator mirrors at the end of the platform If there is more than one mirror, rate the worst one.	Excellent , no wear, scratches or damage to mirror	10
		9
	Good , very little wear, scratches or damage to mirror	8
		7
	Moderate, some wear, scratches or damage to mirror	6
		5
	Poor, extensive wear, scratches or damage to mirror	4
		3
	Very Poor, major wear, scratches or damage to mirror	2
		1
	Unacceptable, extreme damage and wear to mirror	0
		N/A
Comment:		

S1.13 Condition of platform cabling and conduits Assess the visibility of cables and conduits on the platform. This takes into account whether there is loose cabling due to missing ceiling panels or cabling which runs along the walls of the platform.	Excellent, no wires or cables visible to public	10
		9
	Good, minor areas with wires or cables visible to public	8
		7
	Moderate, some areas with wires or cables visible to public	6
		5
	Poor, extensive areas with wires or cables visible to public	4
		3
	Very Poor, major areas with wires or cables visible to public	2
		1
Unacceptable, all areas have wires or cables visible to public	0	
	N/A	
Comment:		

S1.0 Level of Platform Crowding									
Please describe the number of people waiting along the entire length of the platform when the next train is pulling in									
EMPTY		QUIET		NORMAL	BUSY		FULL		
1	2	3	4	5	6	7	8	9	
< 10 people		< 50 people			2-3 deep along platform		Platform full		

S1.15 Time Left the Platform Area (24hr Clock) DATE STAMP FROM PDA :

SECTION 3 Routeway

S2.0i Are you assessing a Routeway?	Yes (Continue to S2.1a)	No (MAIN Route to Section 4, INTER Route to Section 5)
--	--------------------------------	---

S2.0 Time Entered Routeway (24hr Clock) DATE STAMP FROM PDA
:

S2.1a Cleanliness of routeway floors Include: Stairs All dust, dirt, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc. Do not include: Graffiti (see S2.3a and S2.3b) Litter (see S2.2)	Excellent, no evidence of dirt, marks or an impact on cleanliness from any of the sources described above	10
		9
	Good, minor evidence of dirt, marks or an impact on cleanliness from any of the sources described above	8
		7
	Moderate, some evidence of dirt, marks or an impact on cleanliness from any of the sources described above	6
		5
	Poor, extensive areas of dirt, marks or an impact on cleanliness from any of the sources described above	4
		3
	Very Poor, major evidence of dirt, marks or an impact on cleanliness from any of the sources described above	2
		1
Unacceptable, extreme evidence of dirt, marks or an impact on cleanliness from any of the sources described above, with risk of soiling upon contact	0	
	N/A	
Comment:		

S2.1b Cleanliness of routeway walls Include: All dust, dirt, staining, marks, chewing gum/gum residue, body fluids, spillages and bird droppings etc. Builders' hoardings, doors etc. Do not include: Graffiti (see S2.3a and S2.3b) Litter	Excellent, no evidence of dirt, marks or an impact on cleanliness from any of the sources described above	10
		9
	Good, minor evidence of dirt, marks or an impact on cleanliness from any of the sources described above	8
		7
	Moderate, some evidence of dirt, marks or an impact on cleanliness from any of the sources described above	6
		5
	Poor, extensive areas of dirt, marks or an impact on cleanliness from any of the sources described above	4
		3
	Very Poor, major evidence of dirt, marks or an impact on cleanliness from any of the sources described above	2
		1
Unacceptable, extreme evidence of dirt, marks or an impact on cleanliness from any of the sources described above, with risk of soiling upon contact	0	
	N/A	
Comment:		

S2.1c Cleanliness of routeway ceilings Include: All dust, dirt, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc. Do not include: Graffiti (see S2.3a and S2.3b) Litter	Excellent, no evidence of dirt, marks or an impact on cleanliness from any of the sources described above	10
		9
	Good, minor evidence of dirt, marks or an impact on cleanliness from any of the sources described above	8
		7
	Moderate, some evidence of dirt, marks or an impact on cleanliness from any of the sources described above	6
		5
	Poor, extensive areas of dirt, marks or an impact on cleanliness from any of the sources described above	4
		3
	Very Poor, major evidence of dirt, marks or an impact on cleanliness from any of the sources described above	2
	1	
Unacceptable, extreme evidence of dirt, marks or an impact on cleanliness from any of the sources described above	0	
	N/A	
Comment:		

S2.2 Level of litter Include: all routeway areas including litter on lifts and escalators Count only the number of items of litter of at least 5cm / 2 inches, which is the width of an Oystercard, on the WORST AREA (1 square metre – about the size of a tube map poster) of the routeway	No litter whatsoever	10
		9
	2 items of litter in the worst area of the Routeway – 5cm (2 inches) or larger	8
		7
	4 items of litter in the worst area of the Routeway – 5cm (2 inches) or larger	6
		5
	6 items of litter in the worst area of the Routeway – 5cm (2 inches) or larger	4
		3
	8 items of litter in the worst area of the Routeway – 5cm (2 inches) or larger	2
	1	
10 or more items of litter in the worst area of the Routeway – 5cm (2 inches) or larger	0	
	N/A	
Comment:		

S2.2bi Count the number of litter bins/hooped bags in this routeway (DO NOT INCLUDE HOOPS WITHOUT BAGS) Code '0' if no litter bins/hooped bags present										
0 (Route to S2.2ci)	1	2	3	4	5	6	7	8	9	10

S2.2c Which of the following statements best describes the fullness of the litter bin/hooped bag in the routeway? (If more than one, rate the worst)	Overflowing	1
	Full	2
	Half empty/half full	3
	Empty	4
Comment:		

S2.2ci Were there any hoops without bags present in this routeway?	Yes	1
	No	2
		N/A
Comment:		

<p>S2.3a Level of scratched Graffiti in routeways</p> <p>Include: all scratched Graffiti in the routeway, including any on doors and builders' hoardings</p> <p>Do not include: Lift (see S2.5) and escalator (see S2.6) structures Non-scratched Graffiti, engineering marks or Graffiti on advertising</p> <p><i>Find the WORST AREA (1 square metre – about the size of a Tube Map poster) of the platform. Estimate how many A5 areas are needed to cover up all the scratched Graffiti. Your crib sheet is an A5 area. Estimate how many crib sheets you would need to cover up all the scratched Graffiti in the worst area.</i></p>	No scratched Graffiti whatsoever	10
		9
	One very small area of scratched Graffiti, up to 4 inches (the size of two Oystercards) in the worst area of the routeway	8
		7
	2 A5 size areas to cover all the scratched Graffiti in the worst area of the routeway	6
		5
	4 A5 size areas to cover all the scratched Graffiti in the worst area of the routeway	4
		3
	8 A5 size areas to cover all the scratched Graffiti in the worst area of the routeway	2
		1
12 or more A5 size areas to cover all the scratched Graffiti in the worst area of the routeway	0	
	N/A	
Comment:		

<p>S2.3b Level of non-scratched Graffiti in routeways</p> <p>Include: - painted, written or sprayed Graffiti, stickers, marks where Graffiti has been removed in the routeway, including any on doors and builders' hoardings</p> <p>Do not include: Lift (see S2.5) and escalator (see S2.6) structures Scratched Graffiti, engineering marks or Graffiti on advertising</p> <p><i>Find the WORST AREA (1 square metre – about the size of a Tube Map poster) of the platform. Estimate how many A5 areas are needed to cover up all the non-scratched Graffiti. Your crib sheet is an A5 area. Estimate how many crib sheets you would need to cover up all the non-scratched Graffiti in the worst area.</i></p>	No sprayed, painted or written Graffiti whatsoever. No marks where previously present.	10
		9
	One very small area of non-scratched Graffiti, up to 4 inches (the size of two Oystercards) in the worst area of the routeway	8
		7
	2 A5 size areas to cover all the Graffiti on the worst area of the routeway	6
		5
	4 A5 size areas to cover all the Graffiti on the worst area of the routeway	4
		3
	8 A5 size areas to cover all the Graffiti on the worst area of the routeway	2
		1
12 or more A5 size areas to cover all the Graffiti on the worst area of the routeway	0	
	N/A	
Comment:		

<p>SA2.1a Condition of Routeway Advertising – POSTERS ★</p> <p>Include: - posters on routeway walls - posters on walls of staircases</p> <p>Do not include - London Underground/TfL posters</p> <p>DO NOT INCLUDE POSTERS IN LIFTS OR ALONG THE SIDE OF ESCALATORS If <u>all</u> posters are removed <u>and</u> blacked out, code N/A</p> <p>If empty but with remnants of ripped poster, code according to the scale.</p> <p>Where a label is clearly displayed to the effect "site maintenance in progress", code N/A <i>Please rate according to your overall impression of <u>all</u> advertising posters in this routeway</i></p>	Perfect condition, very flat, 'squarely' positioned and clean. No tears, bubbles or loose edges. No Graffiti, stickers or dirt.	10
		9
	Good condition, flat, 'squarely' positioned. Perhaps minor bubbling. Loose edges or corner curled. No Graffiti, stickers or dirt.	8
		7
	Fair condition. Poster slightly askew / not 'squarely' positioned. Some noticeable bubbling or loose edges. Minor evidence of dust, dirt and staining.	6
		5
	Grubby. Poorly fixed / askew. Visible tearing, bubbling and loose edges. Majority of information readable but unattractive. Dirty.	4
		3
	Poor condition. Poorly fixed / noticeably askew. Torn, bubbling and loose edges. Some important information difficult to read or covered by stickers. Dirty.	2
		1
Very bad condition. Posters heavily torn, pulled off or missing. Inaccurately positioned. Many loose edges / significant bubbling. Very dirty / Graffiti or sticker covered.	0	
	N/A	
Comment:		

<p>SA2.1b Condition of Routeway Advertising – FRAMES/EQUIPMENT ★</p> <p>Include: - poster frames on routeway walls - poster frames on walls of staircases</p> <p>Do not include frames for London Underground/TfL posters</p> <p>DO NOT INCLUDE POSTER FRAMES IN LIFTS OR ALONG THE SIDE OF ESCALATORS</p> <p>This and the following two questions measure the equipment used to house advertising. As well as regular or illuminated poster frames, this includes 'new media' such as electronic display screens showing advertising only). If there is no equipment other than 'wet posting', code N/A. Where a label is clearly displayed to the effect "site maintenance in progress", code N/A</p> <p><i>Please rate according to your overall impression of <u>all</u> advertising poster frames in this routeway</i></p>	Frame clean and free of damage	10
		9
	Minor evidence of dirt but free of damage	8
		7
	Some dirt/dust. Minor damage e.g. scratches	6
		5
	Some dirt/dust. Obvious signs of damage e.g. small dents, major scratches	4
		3
	Very dirty/dusty. Obvious signs of damage e.g. cracked glass, large dents, rust	2
		1
Extremely dirty. Considerable obvious damage e.g. broken glass, non-shutting frame	0	
	N/A	
Comment:		

IF THERE ARE ILLUMINATED POSTER SITES ANSWER SA2.1c

<p>SA2.1c Were the illuminated sites working properly?</p>	Illuminated – all working correctly	1
	Flickering on and off – one or more	2
	Not illuminated – one or more	3
	Not applicable – no illuminated sites in this area	N/A
Comment:		

IF THERE ARE ELECTRONIC DISPLAY SCREENS ANSWER SA2.1d

<p>SA2.1d Were the electronic display screens working properly?</p>	Giving a clear, crisp image – all working correctly	1
	Flickering on and off or the image was distorted or unclear – one or more	2
	Not working at all – one or more	3
	Not applicable – no electronic display screens in this area	N/A
Comment:		

<p>S2.4a Condition of routeway décor – walls & ceilings</p> <p>Include: - Condition of paint, plaster, tiling, brickwork, concrete, metal works, light fittings, doors and fittings.</p> <p>Do not include: - Floors (see S2.4b) - Cleanliness of area and impact of posters.</p>	Excellent, no wear, scratches or damage to paintwork or tiling	10
		9
	Good, very little wear, scratches or damage to paintwork or tiling	8
		7
	Moderate, some wear, scratches or damage to paintwork or tiling	6
		5
	Poor, extensive wear, scratches or damage to paintwork or tiling	4
		3
	Very Poor, major wear, scratches or damage to paintwork or tiling	2
		1
Unacceptable, extreme damage and wear to décor, approaching derelict	0	
	N/A	
Comment:		

S2.4b Condition of Routeway Floors Include: - condition of floor surface Do not include: Cleanliness of area Litter	Excellent, no wear, scratches, cracks or damage to floor	10
		9
	Good, very little wear, scratches, cracks or damage to floor	8
		7
	Moderate, some wear, scratches, cracks or damage to floor	6
		5
	Poor, extensive wear, scratches, cracks or damage to floor	4
		3
	Very Poor, major wear, scratches, cracks or damage to floor	2
		1
Unacceptable, extreme damage and wear to floor, approaching derelict	0	
	N/A	
Comment:		

S2.4bi Is there a LIFT listed on your itinerary for this station	Yes	No (route to S2.5e)
---	------------	----------------------------

S2.4bii Were you able to assess the LIFT?	Yes (route to S2.5a)	No (Route to S2.5e)
--	-----------------------------	----------------------------

S2.5a Condition of lift Include: the inside and outside of the lift, the doors and the door frames Do not include: Graffiti (S2.5c & S2.5d); advertising If no lifts are present at the station, please mark N/A	Excellent, no wear, scratches or damage to lift	10
		9
	Good, very little wear, scratches or damage to lift	8
		7
	Fair, some wear, scratches or damage to lift	6
		5
	Poor, extensive wear, scratches or damage to lift	4
		3
	Very Poor, major wear, scratches or damage to lift	2
		1
Unacceptable, extreme damage and wear to lift, approaching unusable	0	
	N/A	
Comment:		

S2.5b Cleanliness of Lift Include: the inside and outside of the lift, the doors and the door frames, all dirt, dust, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc. Do not include: litter, Graffiti If no Lifts are present at the station, please mark N/A	Excellent, no evidence of dirt, marks or an impact on cleanliness from any of the sources described above	10
		9
	Good, minor evidence of dirt, marks or an impact on cleanliness from any of the sources described above	8
		7
	Moderate, some evidence of dirt, marks or an impact on cleanliness from any of the sources described above	6
		5
	Poor, extensive areas of dirt, marks or an impact on cleanliness from any of the sources described above	4
		3
	Very Poor, major evidence of dirt, marks or an impact on cleanliness from any of the sources described above	2
		1
Unacceptable, extreme evidence of dirt, marks or an impact on cleanliness from any of the sources described above, with risk of soiling upon contact	0	
	N/A	
Comment:		

S2.5c Level of scratched Graffiti in the lift Include: all scratched Graffiti, in the lift Do not include: - non-scratched Graffiti, engineering marks or Graffiti on advertising Find the WORST AREA (1 square metre – about the size of a Tube Map poster) of the lift. <i>Estimate how many A5 areas are needed to cover up all the scratched Graffiti. Your crib sheet is an A5 area. Estimate how many crib sheets you would need to cover up all the scratched Graffiti in the worst area.</i>	No scratched Graffiti whatsoever	10
		9
	One very small area of scratched Graffiti, up to 4 inches (the size of two Oystercards) in the worst area of the lift	8
		7
	2 A5 size areas to cover all the scratched Graffiti in the worst area of the lift	6
		5
	4 A5 size areas to cover all the scratched Graffiti in the worst area of the lift	4
		3
	8 A5 size areas to cover all the scratched Graffiti in the worst area of the lift	2
		1
12 or more A5 size areas to cover all the scratched Graffiti in the worst area of the lift	0	
	N/A	
Comment:		

S2.5d Level of non-scratched Graffiti in the lift Include: - painted, written or sprayed Graffiti, or stickers, in the Lift Do not include: - scratched Graffiti, engineering marks, or Graffiti on advertising Find the WORST AREA (1 square metre – about the size of a Tube Map poster) of the lift. <i>Estimate how many A5 areas are needed to cover up all the non-scratched Graffiti. Your crib sheet is an A5 area. Estimate how many crib sheets you would need to cover up all the non-scratched Graffiti in the worst area.</i>	No sprayed, painted or written Graffiti whatsoever. No marks where previously present.	10
		9
	One very small area of non-scratched Graffiti, up to 4 inches (the size of two Oystercards) in the worst area of the lift	8
		7
	2 A5 size areas to cover all the Graffiti on the worst area of the lift	6
		5
	4 A5 size areas to cover all the Graffiti on the worst area of the lift	4
		3
	8 A5 size areas to cover all the Graffiti on the worst area of the lift	2
		1
12 or more A5 size areas to cover all the Graffiti on the worst area of the lift	0	
	N/A	
Comment:		

IF N/A TO S2.5a to d

S2.5e If you were unable to assess the lift which of the following applies?	Lift not working	1
	Lift present but inaccessible	2
	Other	3
	COMMENT	

S2.5ei Are you assessing Escalators?	Yes (Continue to S2.6a)	No (Route to SA2.2a)
---	--------------------------------	-----------------------------

S2.6a Condition of escalators Include: - all visible areas of the escalator structure, including the metal plates at the top and bottom of the escalator If there is no escalator present, or if escalator is closed at the station, please mark N/A	Excellent, no wear, scratches or damage	10
		9
	Good, very little wear, scratches or damage	8
		7
	Moderate, some wear, scratches or damage	6
		5
	Poor, extensive wear, scratches or damage	4
		3
	Very Poor, major wear, scratches or damage	2
		1
Unacceptable, extreme damage and wear to escalator, approaching unusable	0	
	N/A	
Comment:		

<p>S2.6b Cleanliness of escalator</p> <p>Include: all visible areas of the escalator structure including the metal plates at the top and bottom of the escalator, all dirt, dust, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc.</p> <p>Do not include: litter, Graffiti</p> <p>If there is no escalator present, or if the escalator is closed at the station, please mark N/A</p>	Excellent, no evidence of dirt, marks or an impact on cleanliness from any of the sources described above	10
		9
	Good, minor evidence of dirt, marks or an impact on cleanliness from any of the sources described above	8
		7
	Moderate, some evidence of dirt, marks or an impact on cleanliness from any of the sources described above	6
		5
	Poor, extensive areas of dirt, marks or an impact on cleanliness from any of the sources described above	4
		3
	Very Poor, major evidence of dirt, marks or an impact on cleanliness from any of the sources described above	2
		1
Unacceptable, extreme evidence of dirt, marks or an impact on cleanliness from any of the sources described above, with risk of soiling upon contact	0	
	N/A	
Comment:		

<p>S2.6c Level of scratched Graffiti on the escalator</p> <p>Include: - all scratched Graffiti, on the escalator</p> <p>Do not include: - non-scratched Graffiti, engineering marks or Graffiti on advertising</p> <p>Find the WORST AREA (1 square metre – about the size of a Tube Map poster) of the escalator. <i>Estimate how many A5 areas are needed to cover up all the scratched Graffiti. Your crib sheet is an A5 area. Estimate how many crib sheets you would need to cover up all the scratched Graffiti in the worst area.</i></p>	No scratched Graffiti whatsoever	10
		9
	One very small area of scratched Graffiti, up to 4 inches (the size of two Oystercards) in the worst area of the escalator	8
		7
	2 A5 size areas to cover all the scratched Graffiti in the worst area of the escalator	6
		5
	4 A5 size areas to cover all the scratched Graffiti in the worst area of the escalator	4
		3
	8 A5 size areas to cover all the scratched Graffiti in the worst area of the escalator	2
		1
12 or more A5 size areas to cover all the scratched Graffiti in the worst area of the escalator	0	
	N/A	
Comment:		

<p>S2.6d Level of non-scratched Graffiti on the escalator</p> <p>Include: - painted, written or sprayed Graffiti, or stickers, on the escalator</p> <p>Do not include: - scratched Graffiti, engineering marks, or Graffiti on advertising</p> <p>Find the WORST AREA (1 square metre – about the size of a Tube Map poster) of the escalator. <i>Estimate how many A5 areas are needed to cover up all the non-scratched Graffiti. Your crib sheet is an A5 area. Estimate how many crib sheets you would need to cover up all the non-scratched Graffiti in the worst area.</i></p>	No sprayed, painted or written Graffiti whatsoever. No marks where previously present.	10
		9
	One very small area of non-scratched Graffiti, up to 4 inches (the size of two Oystercards) in the worst area of the escalator	8
		7
	2 A5 size areas to cover all the Graffiti on the worst area of the escalator	6
		5
	4 A5 size areas to cover all the Graffiti on the worst area of the escalator	4
		3
	8 A5 size areas to cover all the Graffiti on the worst area of the escalator	2
		1
12 or more A5 size areas to cover all the Graffiti on the worst area of the escalator	0	
	N/A	
Comment:		

<p>S2.6e Is there any litter at the bottom or top of the escalator?</p>	Yes	1
	No	2
		N/A

<p>SA2.2a Condition of Advertising in Lifts & on Escalators – POSTERS</p> <p>Include - posters alongside escalators - posters in lifts</p> <p>Do not include: London Underground/TfL posters</p> <p>DO NOT INCLUDE OTHER AREAS OF THE ROUTEWAY</p> <p>If <u>all</u> posters are removed <u>and</u> blacked out, code N/A</p> <p>If empty but with remnants of ripped poster, code according to the scale.</p> <p>Where a label is clearly displayed to the effect "site maintenance in progress", code N/A</p> <p><i>Please rate according to your overall impression of <u>all</u> advertising in Lifts and on Escalators</i></p> <p>Comment:</p>	Perfect condition, very flat, 'squarely' positioned and clean. No tears, bubbles or loose edges. No Graffiti, stickers or dirt.	10
		9
	Good condition, flat, 'squarely' positioned. Perhaps minor bubbling. Loose edges or corner curled. No Graffiti, stickers or dirt.	8
		7
	Fair condition. Poster slightly askew / not 'squarely' positioned. Some noticeable bubbling or loose edges. Minor evidence of dust, dirt and staining.	6
		5
	Grubby. Poorly fixed / askew. Visible tearing, bubbling and loose edges. Majority of information readable but unattractive. Dirty.	4
		3
	Poor condition. Poorly fixed / noticeably askew. Torn, bubbling and loose edges. Some important information difficult to read or covered by stickers. Dirty.	2
		1
	0	
	N/A	

<p>SA2.2b Condition of Advertising in Lifts and on Escalators – FRAMES/EQUIPMENT</p> <p>This and the following two questions measure the equipment used to house advertising. As well as regular or illuminated poster frames, this includes 'new media' such as electronic display screens (showing advertising only).</p> <p>If there is no equipment other than 'wet posting', code N/A.</p> <p>Include: - poster frames in Lifts - poster frames on Escalators</p> <p>Do not include: - frames for London Underground/TfL posters</p> <p>DO NOT INCLUDE OTHER AREAS OF THE ROUTEWAY</p> <p>Where a label is clearly displayed to the effect "site maintenance in progress", code N/A</p> <p><i>Please rate according to your overall impression of <u>all</u> advertising poster frames on Lifts and Escalators.</i></p> <p>Comment:</p>	Frame clean and free of damage	10
		9
	Minor evidence of dirt but free of damage	8
		7
	Some dirt/dust. Minor damage e.g. scratches	6
		5
	Some dirt/dust. Obvious signs of damage e.g. small dents, major scratches	4
		3
	Very dirty/dusty. Obvious signs of damage e.g. cracked glass, large dents, rust	2
		1
	0	
	N/A	

IF THERE ARE ILLUMINATED POSTER SITES ANSWER SA2.2c

<p>SA2.2c Were the illuminated sites working properly?</p> <p>Comment:</p>	Illuminated – all working correctly	1
	Flickering on and off – one or more	2
	Not illuminated – one or more	3
	Not applicable – no illuminated sites in this area	N/A

IF THERE ARE ELECTRONIC DISPLAY SCREENS ANSWER SA2.2d

SA2.2d Were the electronic display screens working properly?	Giving a clear, crisp image – all working correctly	1
	Flickering on and off or the image was distorted or unclear – one or more	2
	Not working at all – one or more	3
	Not applicable – no electronic display screens in this area	N/A
Comment:		

S2.7a Condition of direction signs Signs should be un-damaged and un-vandalised. If more than one, rate the worst one. If no direction signs are visible, please mark N/A	Excellent, no wear, scratches or damage to direction signs	10
		9
	Good, very little wear, scratches or damage to direction signs	8
		7
	Moderate, some wear, scratches or damage to direction signs	6
		5
	Poor, extensive wear, scratches or damage to direction signs	4
		3
	Very Poor Condition, major wear, scratches or damage to direction signs	2
		1
Unacceptable, extreme damage and wear to direction signs	0	
	N/A	
Comment:		

S2.7b Cleanliness of direction signs Include: all dirt, dust, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc. Do not include: litter, Graffiti Signs should be clean with no Graffiti or stickers. If more than one, rate the worst one. If no direction signs are visible, please mark N/A	Excellent, no evidence of dirt, marks or an impact on cleanliness from any of the sources described above	10
		9
	Good, minor evidence of dirt, marks or an impact on cleanliness from any of the sources described above	8
		7
	Moderate, some evidence of dirt, marks or an impact on cleanliness from any of the sources described above	6
		5
	Poor, extensive areas of dirt, marks or an impact on cleanliness from any of the sources described above	4
		3
	Very Poor, major evidence of dirt, marks or an impact on cleanliness from any of the sources described above	2
		1
Unacceptable, extreme evidence of dirt, marks or an impact on cleanliness from any of the sources described above, with risk of soiling upon contact	0	
	N/A	
Comment:		

S2.8 Condition of routeway mirrors If there are no mirrors in the Routeway, rate N/A. If there is more than one mirror, rate the worst one.	Excellent, no wear, scratches or damage	10
		9
	Good, very little wear, scratches or damage	8
		7
	Moderate, some wear, scratches or damage	6
		5
	Poor, extensive wear, scratches or damage	4
		3
	Very Poor, major wear, scratches or damage	2
	1	
Unacceptable, extreme damage and wear	0	
	N/A	
Comment:		

S2.9 Condition of routeway cabling and conduits Assess the visibility of cables and conduits in the routeway. This takes into account whether there is loose cabling due to missing ceiling panels or cabling which runs along the walls of the routeway.	Excellent, no wires or cables visible to public	10
		9
	Good, minor areas with wires or cables visible to public	8
		7
	Moderate, some areas with wires or cables visible to public	6
		5
	Poor, extensive areas with wires or cables visible to public	4
		3
	Very Poor, major areas with wires or cables visible to public	2
		1
Unacceptable, all areas have wires or cables visible to public	0	
	N/A	
Comment:		

S2.9a Time Left Routeway (24hr Clock) DATE STAMP FROM PDA
:

SECTION 4 Ticket Hall

S1.06 Time Entered Ticket Hall (24hr Clock) DATE STAMP FROM PDA

:

S3.0 Level of Ticket Hall Crowding

Please describe the level of Crowding

EMPTY		QUIET		NORMAL		BUSY		FULL	
1	2	3	4	5	6	7	8	9	

S3.1a Cleanliness of ticket hall floors

Include:

All dust, dirt, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc.

Do **not** include:

- Graffiti (see S3.3a and S3.3b)
- Litter (see S3.2)

Excellent, no evidence of dirt, marks or an impact on cleanliness from any of the sources described above	10
	9
Good, minor evidence of dirt, marks or an impact on cleanliness from any of the sources described above	8
	7
Moderate, some evidence of dirt, marks or an impact on cleanliness from any of the sources described above	6
	5
Poor, extensive areas of dirt, marks or an impact on cleanliness from any of the sources described above	4
	3
Very Poor, major evidence of dirt, marks or an impact on cleanliness from any of the sources described above	2
	1
Unacceptable, extreme evidence of dirt, marks or an impact on cleanliness from any of the sources described above,, with risk of soiling upon contact	0
	N/A

Comment:

S3.1b Cleanliness of ticket hall walls

Include:

All dust, dirt, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc.

Do **not** include:

- Graffiti (see S3.3a and S3.3b)
- Litter

Excellent, no evidence of dirt, marks or an impact on cleanliness from any of the sources described above	10
	9
Good, minor evidence of dirt, marks or an impact on cleanliness from any of the sources described above	8
	7
Moderate, some evidence of dirt, marks or an impact on cleanliness from any of the sources described above	6
	5
Poor, extensive areas of dirt, marks or an impact on cleanliness from any of the sources described above	4
	3
Very Poor, major evidence of dirt, marks or an impact on cleanliness from any of the sources described above	2
	1
Unacceptable, extreme evidence of dirt, marks or an impact on cleanliness from any of the sources described above, with risk of soiling upon contact	0
	N/A

Comment:

S3.1c Cleanliness of ticket hall Ceilings Include: all dust, dirt, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc. Do not include: Graffiti (see S3.3a and S3.3b) Litter	Excellent, no evidence of dirt, marks or an impact on cleanliness from any of the sources described above	10
		9
	Good, minor evidence of dirt, marks or an impact on cleanliness from any of the sources described above	8
		7
	Moderate, some evidence of dirt, marks or an impact on cleanliness from any of the sources described above	6
		5
	Poor, extensive areas of dirt, marks or an impact on cleanliness from any of the sources described above	4
		3
	Very Poor, major evidence of dirt, marks or an impact on cleanliness from any of the sources described above	2
		1
Unacceptable, extreme evidence of dirt, marks or an impact on cleanliness from any of the sources described above.	0	
	N/A	
Comment:		

S3.2 Level of litter in Ticket Hall Litter includes everything that people drop. It can be on seating or on the floor. Count only the number of items of litter of at least 5cm / 2 inches, which is the width of an Oystercard, on the WORST AREA (1 square metre – about the size of a tube map poster) of the Ticket Hall	No litter whatsoever.	10
		9
	2 items of litter on the worst area of the ticket hall - 5cm (2 inches) or larger	8
		7
	4 items of litter on the worst area of the ticket hall - 5cm (2 inches) or larger	6
		5
	6 items of litter on the worst area of the ticket hall - 5cm (2 inches) or larger	4
		3
	8 items of litter on the worst area of the ticket hall - 5cm (2 inches) or larger	2
		1
10 or more items of litter on the worst are of the ticket hall - 5cm (2 inches) or larger	0	
	N/A	
Comment:		

S3.2bi Count the number of litter bins/hooped bags in this ticket hall (DO NOT INCLUDE HOOPS WITHOUT BAGS) Code '0' if no litter bins/hooped bags present										
0 (Route to S3.sci)	1	2	3	4	5	6	7	8	9	10

S3.2c Which of the following statements best describes the fullness of the litter bin/hooped bag in this ticket hall? (If more than one, rate the worst)	Overflowing	1
	Full	2
	Half empty/half full	3
	Empty	4
Comment:		

S3.2ci Were there any hoops without bags present in this ticket hall?	Yes	1
	No	2
		N/A

S3.3a Level of scratched Graffiti in Ticket Hall Include: all scratched Graffiti in the Ticket Hall, including doors and builders' hoardings Do not include: - Non-scratched Graffiti, engineering marks; - Graffiti on ticket machines, or Graffiti on advertising Find the WORST AREA (1 square metre – about the size of a Tube Map poster) of the ticket hall. <i>Estimate how many A5 areas are needed to cover up all the scratched Graffiti. Your crib sheet is an A5 area. Estimate how many crib sheets you would need to cover up all the scratched Graffiti in the worst area.</i>	No scratched Graffiti whatsoever	10
		9
	One very small area of scratched Graffiti, up to 4 inches (the size of two Oystercards) in the worst area of the ticket hall	8
		7
	2 A5 size areas to cover all the scratched Graffiti in the worst area of the ticket hall	6
		5
	4 A5 size areas to cover all the scratched Graffiti in the worst area of the ticket hall	4
		3
	8 A5 size areas to cover all the scratched Graffiti in the worst area of the ticket hall	2
		1
12 or more A5 size areas to cover all the scratched Graffiti in the worst area of the ticket hall	0	
	N/A	
Comment:		

S3.3b Level of non-scratched Graffiti in Ticket Hall Include: - painted, written or sprayed Graffiti, or stickers in the ticket hall, including doors and builders' hoardings Do not include: - Scratched Graffiti, engineering marks; - Graffiti on ticket machines, or Graffiti on advertising Find the WORST AREA (1 square metre – about the size of a Tube Map poster) of the ticket hall. <i>Estimate how many A5 areas are needed to cover up all the non-scratched Graffiti. Your crib sheet is an A5 area. Estimate how many crib sheets you would need to cover up all the non-scratched Graffiti in the worst area.</i>	No sprayed, painted or written Graffiti whatsoever. No marks where previously present.	10
		9
	One very small area of non-scratched Graffiti, up to 4 inches (the size of two Oystercards) in the worst area of the ticket hall	8
		7
	2 A5 size areas to cover all the non-scratched Graffiti in the worst area of the ticket hall	6
		5
	4 A5 size areas to cover all the non-scratched Graffiti in the worst area of the ticket hall	4
		3
	8 A5 size areas to cover all the non-scratched Graffiti in the worst area of the ticket hall	2
		1
12 or more A5 size areas to cover all the non-scratched Graffiti in the worst area of the ticket hall	0	
	N/A	
Comment:		

S3.4a Condition of Ticket Hall interior décor – walls and ceilings Include: - Condition of paint, plaster, tiling, brickwork, light fittings, doors and windows Do not include: - Floors (see S2.4b) - Cleanliness of area and impact of posters.	Excellent, no wear, scratches or damage to paintwork or tiling	10
		9
	Good, very little wear, scratches or damage to paintwork or tiling	8
		7
	Moderate, some wear, scratches or damage to paintwork or tiling	6
		5
	Poor, extensive wear, scratches or damage to paintwork or tiling	4
		3
	Very Poor, major wear, scratches or damage to paintwork or tiling	2
		1
Unacceptable, extreme damage and wear to décor, approaching derelict	0	
	N/A	
Comment:		

S3.4b Overall Condition of ticket hall Floors	Excellent, no wear, scratches, cracks or damage to floor	10
		9
	Good, very little wear, scratches, cracks or damage to floor	8
		7
	Moderate, some wear, scratches, cracks or damage to floor	6
		5
	Poor, extensive wear, scratches, cracks or damage to floor	4
		3
	Very Poor, major wear, scratches, cracks or damage to floor	2
		1
Unacceptable, extreme damage and wear to floor, approaching derelict	0	
	N/A	
Comment:		

3.6 Cleanliness of Ticket Office Window	Excellent, no evidence of dirt, marks or an impact on cleanliness from any of the sources described above	10
		9
	Good, minor evidence of dirt, marks or an impact on cleanliness from any of the sources described above	8
		7
	Moderate, some evidence of dirt, marks or an impact on cleanliness from any of the sources described above	6
		5
	Poor, extensive areas of dirt, marks or an impact on cleanliness from any of the sources described above	4
		3
	Very Poor, major evidence of dirt, marks or an impact on cleanliness from any of the sources described above	2
		1
Unacceptable, extreme evidence of dirt, marks or an impact on cleanliness from any of the sources described above, with risk of soiling upon contact	0	
	N/A	
Comment:		

S3.12 Condition of Ticket Hall mirrors	Excellent, no wear, scratches or damage	10
		9
	Good, very little wear, scratches or damage	8
		7
	Moderate, some wear, scratches or damage	6
		5
	Poor, extensive wear, scratches or damage	4
		3
	Very Poor Condition, major wear, scratches or damage	2
		1
Unacceptable, extreme damage and wear	0	
	N/A	
Comment:		

S4.3 Condition of leaflet rack Where no leaflet racks are present in the Ticket Hall, please mark N/A.	Excellent, no wear, scratches, chips, nor damage	10
		9
	Good, very little wear, scratches, chips or damage	8
		7
	Moderate, some wear, scratches, chips or damage	6
		5
	Poor, extensive wear, scratches, chips or damage	4
		3
	Very Poor, major wear, scratches, chips or damage	2
		1
	Unacceptable, frame not working, or not fit to hold leaflets	0
		N/A
Comment:		

SA3.1a Condition of Ticket Hall Advertising - POSTERS Do not include - London Underground or TfL posters If all posters are removed and blacked out, code N/A If all frames empty but not blacked out, code Zero. If empty but with remnants of ripped poster, code according to the scale. Where a label is clearly displayed to the effect "site maintenance in progress", code N/A <i>Please rate according to your overall impression of <u>all</u> advertising posters in the Ticket Hall</i>	Perfect condition, very flat, 'squarely' positioned and clean. No tears, bubbles or loose edges. No Graffiti, stickers or dirt.	10
		9
	Good condition, flat, 'squarely' positioned. Perhaps minor bubbling. Loose edges or corner curled. No Graffiti, stickers or dirt.	8
		7
	Fair condition. Poster slightly askew / not 'squarely' positioned. Some noticeable bubbling or loose edges. Minor evidence of dust, dirt and staining.	6
		5
	Grubby. Poorly fixed / askew. Visible tearing, bubbling and loose edges. Majority of information readable but unattractive. Dirty.	4
		3
	Poor condition. Poorly fixed / noticeably askew. Torn, bubbling and loose edges. Some important information difficult to read or covered by stickers. Dirty.	2
		1
	Very bad condition. Posters heavily torn, pulled off or missing. Inaccurately positioned. Many loose edges / significant bubbling. Very dirty / Graffiti or sticker covered.	0
		N/A
Comment:		

SA3.1b Condition of Ticket Hall Advertising - FRAMES/EQUIPMENT ★ This and the following two questions measure the equipment used to house advertising. As well as regular or illuminated poster frames, this includes 'new media' such as electronic display screens (showing advertising only). If there is no equipment other than 'wet posting', code N/A. Do not include frames for London Underground or TfL posters Where a label is clearly displayed to the effect "site maintenance in progress", code N/A <i>Please rate according to your overall impression of <u>all</u> advertising poster frames in this Ticket Hall</i>	Frame clean and free of damage	10
		9
	Minor evidence of dirt but free of damage	8
		7
	Some dirt/dust. Minor damage e.g. scratches	6
		5
	Some dirt/dust. Obvious signs of damage e.g. small dents, major scratches	4
		3
	Very dirty/dusty. Obvious signs of damage e.g. cracked glass, large dents, rust	2
		1
	Extremely dirty. Considerable obvious damage e.g. broken glass, non-shutting frame	0
		N/A
Comment:		

IF THERE ARE ILLUMINATED POSTER SITES ANSWER SA3.1c

SA3.1c Were the illuminated sites working properly?	Illuminated – all working correctly	1
	Flickering on and off – one or more	2
	Not illuminated – one or more	3
	Not applicable – no illuminated sites in this area	N/A
Comment:		

IF THERE ARE ELECTRONIC DISPLAY SCREENS ANSWER SA3.1d

SA3.1d Were the electronic display screens working properly?	Giving a clear, crisp image – all working correctly	1
	Flickering on and off or the image was distorted or unclear – one or more	2
	Not working at all – one or more	3
	Not applicable – no electronic display screens in this area	N/A
Comment:		

S3.13 Condition of Ticket Hall cabling and conduits Assess the visibility of cables and conduits in the Ticket Hall. This takes into account whether there is loose cabling due to missing ceiling panels or cabling which runs along the walls of the Ticket Hall.	Excellent, no wires or cables visible to public	10
		9
	Good, minor areas with wires or cables visible to public	8
		7
	Moderate, some areas with wires or cables visible to public	6
		5
	Poor, extensive areas with wires or cables visible to public	4
		3
	Very Poor, major areas with wires or cables visible to public	2
		1
Unacceptable, all areas have wires or cables visible to public	0	
	N/A	
Comment:		

S3.13i Are there PUBLIC TOILETS listed on your itinerary for this station?	Yes	No (route to S4.2ai)
---	------------	-----------------------------

S3.13ii Were you able to assess the PUBLIC TOILETS?	Yes (Continue to S4.1a)	No (Route to S4.2b)
--	--------------------------------	----------------------------

S4.1a Condition of décor in public toilets This measure should cover only toilets owned/maintained by LUL. Include: - condition of paint, plaster, tiling, brickwork, concrete, metal works, light fittings, etc. Do not include: Cleanliness of area (see S4.1b) Impact of posters If the toilets are inaccessible and cannot be visually inspected, rate N/A. Please write the specific location of the toilets and whether you have assessed the male or female toilets. (WRITE IN)	Excellent, no wear, scratches or damage to paintwork or tiling	10
		9
	Good, very little wear, scratches or damage to paintwork or tiling	8
		7
	Moderate, some wear, scratches or damage to paintwork or tiling	6
		5
	Poor , extensive wear, scratches or damage to paintwork or tiling	4
		3
	Very Poor, major wear, scratches or damage to paintwork or tiling	2
		1
Unacceptable, extreme damage and wear to décor, approaching derelict	0	
	N/A	
Comment:		

<p>S4.1b Cleanliness of public toilets</p> <p>If the toilets are inaccessible and cannot be visually inspected, rate N/A.</p> <p>Include: All dirt, dust, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc.</p> <p>Do not include: Litter Graffiti</p>	Excellent, no evidence of dirt, marks or an impact on cleanliness from any of the sources described above	10
		9
	Good, minor evidence of dirt, marks or an impact on cleanliness from any of the sources described above	8
		7
	Moderate, some evidence of dirt, marks or an impact on cleanliness from any of the sources described above	6
		5
	Poor, extensive areas of dirt, marks or an impact on cleanliness from any of the sources described above	4
		3
	Very Poor, major areas of dirt, marks or an impact on cleanliness from any of the sources described above	2
		1
Unacceptable, extreme evidence of dirt, marks or an impact on cleanliness from any of the sources described above, with risk of soiling upon contact	0	
	N/A	
Comment:		

<p>S4.1c Level of scratched Graffiti in public toilets</p> <p>Include: -all scratched Graffiti in Public Toilets. If there is no Toilet rate N/A.</p> <p>Do not include: - non-scratched Graffiti, engineering marks, or Graffiti on advertising</p> <p><i>Find the WORST AREA (1 square metre – about the size of a Tube Map poster) of the public toilets. Estimate how many A5 areas are needed to cover up all the scratched Graffiti. Your crib sheet is an A5 area. Estimate how many crib sheets you would need to cover up all the scratched Graffiti in the worst area.</i></p>	No scratched Graffiti whatsoever	10
		9
	One very small area of scratched Graffiti, up to 4 inches (the size of two Oystercards) in the worst area of the Toilet	8
		7
	2 A5 size areas to cover all the scratched Graffiti in the worst area of the Toilet	6
		5
	4 A5 size areas to cover all the scratched Graffiti in the worst area of the Toilet	4
		3
	8 A5 size areas to cover all the scratched Graffiti in the worst area of the Toilet	2
		1
12 or more A5 size areas to cover all the scratched Graffiti in the worst area of the Toilet	0	
	N/A	
Comment:		

<p>S4.1d Level of non-scratched Graffiti in public toilets</p> <p>Include: - painted, written or sprayed Graffiti, or stickers, in the Public Toilet. If there is no Toilet rate N/A.</p> <p>Do not include: - scratched Graffiti, engineering marks, or Graffiti on advertising</p> <p><i>Find the WORST AREA (1 square metre – about the size of a Tube Map poster) of the public toilets. Estimate how many A5 areas are needed to cover up all the non-scratched Graffiti. Your crib sheet is an A5 area. Estimate how many crib sheets you would need to cover up all the non-scratched Graffiti in the worst area.</i></p>	No sprayed, painted or written Graffiti whatsoever. No marks where previously present.	10
		9
	One very small area of non-scratched Graffiti, up to 4 inches (the size of two Oystercards) in the worst area of the Toilet	8
		7
	2 A5 size areas to cover all the non-scratched Graffiti on the worst area of the Toilet	6
		5
	4 A5 size areas to cover all the non-scratched Graffiti on the worst area of the Toilet	4
		3
	8 A5 size areas to cover all the non-scratched Graffiti on the worst area of the Toilet	2
		1
12 or more A5 size areas to cover all the non-scratched Graffiti on the worst area of the Toilet	0	
	N/A	
Comment:		

S4.1e Were the following present in the toilet?	Yes / No – Toilet Rolls	10
	Yes / No – Hand Towels/ Working Hand Driers	10
	Yes / No – Soap	10
	Yes / No – Mirrors	10
		N/A
Comment:		

S4.2a Which of the following toilet facilities did you assess?	Male	1
	Female	2
	Mixed gender	3
	Disabled	4
	N/A – unable to assess toilets	N/A

S4.2b If you were unable to assess the public toilets which of the following applies?	Toilets Closed	1
	Toilets not accessible	2
	Other	3
	COMMENT	

S4.2ai ROUTING QUESTION – Do you wish to continue to SUBWAY section or JUMP to another section	CONTINUE (Continue to S3.8ai)	JUMP (to jump screen)
---	--------------------------------------	------------------------------

S3.8ai Are you assessing a Subway?	Yes (Continue to S3.8a)	No (Route to GPS collection)
---	--------------------------------	-------------------------------------

S3.8a Cleanliness of floors in subway from Ticket Hall to Street Note this measure looks for the subway from Ticket Hall to street. If there is no subway rate N/A. Include: All dust, dirt, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc.. Do not include: Graffiti (see S3.10a and S3.10b) Litter (see 3.9)	Excellent, no evidence of dirt, marks or an impact on cleanliness from any of the sources described above	10
		9
	Good, minor evidence of dirt, marks or an impact on cleanliness from any of the sources described above	8
		7
	Moderate, some evidence of dirt, marks or an impact on cleanliness from any of the sources described above	6
		5
	Poor, extensive areas of dirt, marks or an impact on cleanliness from any of the sources described above	4
		3
	Very Poor, major evidence of dirt, marks or an impact on cleanliness from any of the sources described above	2
		1
Unacceptable, extreme evidence of dirt, marks or an impact on cleanliness from any of the sources described above, with risk of soiling upon contact	0	
	N/A	

Comment:

S3.8b Cleanliness of walls in subway from Ticket Hall to Street Note this measure looks for the subway from Ticket Hall to street. If there is no subway rate N/A. Include: All dust, dirt, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc., on walls, doors, builders' hoardings etc. Do not include: Graffiti (see S3.10a and S3.10b), litter	Excellent, no evidence of dirt, marks or an impact on cleanliness from any of the sources described above	10
		9
	Good, minor evidence of dirt, marks or an impact on cleanliness from any of the sources described above	8
		7
	Moderate, some evidence of dirt, marks or an impact on cleanliness from any of the sources described above	6
		5
	Poor, extensive areas of dirt, marks or an impact on cleanliness from any of the sources described above	4
		3
	Very Poor, major evidence of dirt, marks or an impact on cleanliness from any of the sources described above	2
		1
Unacceptable, extreme evidence of dirt, marks or an impact on cleanliness from any of the sources described above, with risk of soiling upon contact	0	
	N/A	

Comment:

S3.8c Cleanliness of ceilings in subway from Ticket Hall to Street Note this measure looks for the subway from Ticket Hall to street. If there is no subway rate N/A. Include: All dust, dirt, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc., . Glass roofs Do not include: Graffiti (see S3.10a and S3.10b), litter	Excellent, no evidence of dirt, marks or an impact on cleanliness from any of the sources described above	10
		9
	Good, minor evidence of dirt, marks or an impact on cleanliness from any of the sources described above	8
		7
	Moderate, some evidence of dirt, marks or an impact on cleanliness from any of the sources described above	6
		5
	Poor, extensive areas of dirt, marks or an impact on cleanliness from any of the sources described above	4
		3
	Very Poor, major evidence of dirt, marks or an impact on cleanliness from any of the sources described above	2
		1
Unacceptable, extreme evidence of dirt, marks or an impact on cleanliness from any of the sources described above.	0	
	N/A	
Comment:		

S3.9 Level of litter in subway from Ticket Hall to Street Note this measure looks for the subway from Ticket Hall to street. If there is no subway rate N/A. <i>Count only the number of items of litter of at least 5cm / 2 inches, which is the width of a Oystercard, in the WORST AREA (1 square metre – about the size of a tube map poster) of the subway.</i>	No litter whatsoever	10
		9
	2 items of litter in the worst area of the subway – 5cm (2 inches) or larger	8
		7
	4 items of litter in the worst area of the subway – 5cm (2 inches) or larger	6
		5
	6 items of litter in the worst area of the subway – 5cm (2 inches) or larger	4
		3
	8 items of litter in the worst area of the subway – 5cm (2 inches) or larger	2
		1
10 or more items of litter in the worst area of the subway – 5cm (2 inches) or larger	0	
	N/A	
Comment:		

S3.9bi Count the number of litter bins/hooped bags in this subway (DO NOT INCLUDE HOOPS WITHOUT BAGS) Code '0' if no litter bins/hooped bags present										
0 (Route to S3.9ci)	1	2	3	4	5	6	7	8	9	10

S3.9c Which of the following statements best describes the fullness of the litter bin/hooped bag in this subway? (If more than one, rate the worst)	Overflowing	1
	Full	2
	Half empty/half full	3
	Empty	4
Comment:		

S3.9ci Were there any hoops without bags present in this subway?	Yes	1
	No	2
		N/A

<p>S3.10a Level of scratched Graffiti in Subway - from Ticket Hall to Street</p> <p>Note this measure looks for the subway from Ticket Hall to street. If there is no subway rate N/A.</p> <p>If there is no subway rate N/A.</p> <p>Include: all scratched Graffiti from Ticket Hall to street including doors, builders' hoardings, etc.</p> <p>Do not include: - non-scratched Graffiti, engineering marks, or Graffiti on advertising</p> <p><i>Find the WORST AREA (1 square metre – about the size of a Tube Map poster) of the subway. Estimate how many A5 areas are needed to cover up all the scratched Graffiti. Your crib sheet is an A5 area. Estimate how many crib sheets you would need to cover up all the scratched Graffiti in the worst area.</i></p>	No scratched Graffiti whatsoever	10
		9
	One very small area of scratched Graffiti, up to 4 inches (the size of two Oystercards) in the worst area of the subway	8
		7
	2 A5 size areas to cover all the scratched Graffiti in the worst area of the subway	6
		5
	4 A5 size areas to cover all the scratched Graffiti in the worst area of the subway	4
		3
	8 A5 size areas to cover all the scratched Graffiti in the worst area of the subway	2
		1
12 or more A5 size areas to cover all the scratched Graffiti in the worst area of the subway	0	
	N/A	
Comment:		

<p>S3.10b Level of non-scratched Graffiti in Subway - from Ticket Hall to Street</p> <p>Note this measure looks for the subway from Ticket Hall to street. If there is no subway rate N/A.</p> <p>Include: - painted, written or sprayed Graffiti, or stickers, from the Ticket Hall to the street, including doors, builders' hoardings etc.</p> <p>Do not include: - scratched Graffiti, engineering marks, or Graffiti on advertising</p> <p><i>Find the WORST AREA (1 square metre – about the size of a Tube Map poster) of the subway. Estimate how many A5 areas are needed to cover up all the non-scratched Graffiti. Your crib sheet is an A5 area. Estimate how many crib sheets you would need to cover up all the non-scratched Graffiti in the worst area.</i></p>	No sprayed, painted or written Graffiti whatsoever. No marks where previously present.	10
		9
	One very small area of non-scratched Graffiti, up to 4 inches (the size of two Oystercards) in the worst area of the subway	8
		7
	2 A5 size areas to cover all the non-scratched Graffiti on the worst area of the subway	6
		5
	4 A5 size areas to cover all the non-scratched Graffiti on the worst area of the subway	4
		3
	8 A5 size areas to cover all the non-scratched Graffiti on the worst area of the subway	2
		1
12 or more A5 size areas to cover all the non-scratched Graffiti on the worst area of the subway	0	
	N/A	
Comment:		

<p>S3.11a Condition of décor in subway – Walls and Ceilings</p> <p>Note this measure looks for the subway from Ticket Hall to street. If there is no subway rate N/A.</p> <p>Include: - condition of paint, plaster, tiling, brickwork, concrete, metal works, light fittings, etc.</p> <p>Do not include: Floors (see S3.11b) Cleanliness of area and impact of posters.</p>	Excellent, no wear, scratches or damage to paintwork or tiling	10
		9
	Good, very little wear, scratches or damage to paintwork or tiling	8
		7
	Moderate, some wear, scratches or damage to paintwork or tiling	6
		5
	Poor, extensive wear, scratches or damage to paintwork or tiling	4
		3
	Very Poor, major wear, scratches or damage to paintwork or tiling	2
		1
Unacceptable, extreme damage and wear to décor, approaching derelict	0	
	N/A	
Comment:		

S3.11b Overall Condition of Subway Floors Include: - condition of floor surface Do not include: Cleanliness of area Litter	Excellent, no wear, scratches, cracks or damage to floor	10
		9
	Good, very little wear, scratches, cracks or damage to floor	8
		7
	Moderate, some wear, scratches, cracks or damage to floor	6
		5
	Poor, extensive wear, scratches, cracks or damage to floor	4
		3
	Very Poor, major wear, scratches, cracks or damage to floor	2
		1
	Unacceptable, extreme damage and wear to floor, approaching derelict	0
		N/A
Comment:		

S3.14 Condition of Subway mirrors If there are no mirrors in the Subway, rate N/A. If there is more than one mirror, rate the worst one.	Excellent, no wear, scratches or damage	10
		9
	Good, very little wear, scratches or damage	8
		7
	Moderate, some wear, scratches or damage	6
		5
	Poor, extensive wear, scratches or damage	4
		3
	Very Poor Condition, major wear, scratches or damage	2
		1
	Unacceptable, extreme damage and wear	0
		N/A
Comment:		

SA3.14a Condition of Subway Advertising - POSTERS Do not include - London Underground or TfL posters If all posters are removed and blacked out, code N/A If all frames empty but not blacked out, code Zero. If empty but with remnants of ripped poster, code according to the scale. Where a label is clearly displayed to the effect "site maintenance in progress", code N/A <i>Please rate according to your overall impression of <u>all</u> advertising posters in the Subway</i>	Perfect condition, very flat, 'squarely' positioned and clean. No tears, bubbles or loose edges. No Graffiti, stickers or dirt.	10
		9
	Good condition, flat, 'squarely' positioned. Perhaps minor bubbling. Loose edges or corner curled. No Graffiti, stickers or dirt.	8
		7
	Fair condition. Poster slightly askew / not 'squarely' positioned. Some noticeable bubbling or loose edges. Minor evidence of dust, dirt and staining.	6
		5
	Grubby. Poorly fixed / askew. Visible tearing, bubbling and loose edges. Majority of information readable but unattractive. Dirty.	4
		3
	Poor condition. Poorly fixed / noticeably askew. Torn, bubbling and loose edges. Some important information difficult to read or covered by stickers. Dirty.	2
		1
	Very bad condition. Posters heavily torn, pulled off or missing. Inaccurately positioned. Many loose edges / significant bubbling. Very dirty / Graffiti or sticker covered.	0
		N/A
Comment:		

SA3.14b Condition of Subway Advertising - FRAMES/EQUIPMENT ★ This and the following two questions measure the equipment used to house advertising. As well as regular or illuminated poster frames, this includes 'new media' such as electronic display screens (showing advertising only). If there is no equipment other than 'wet posting', code N/A. Do not include frames for London Underground or TfL posters Where a label is clearly displayed to the effect "site maintenance in progress", code N/A <i>Please rate according to your overall impression of <u>all</u> advertising poster frames in this Subway</i>	Frame clean and free of damage	10
		9
	Minor evidence of dirt but free of damage	8
		7
	Some dirt/dust. Minor damage e.g. scratches	6
		5
	Some dirt/dust. Obvious signs of damage e.g. small dents, major scratches	4
		3
	Very dirty/dusty. Obvious signs of damage e.g. cracked glass, large dents, rust	2
		1
	Extremely dirty. Considerable obvious damage e.g. broken glass, non-shutting frame	0
		N/A
Comment:		

IF THERE ARE ILLUMINATED POSTER SITES ANSWER SA3.1c

SA3.14c Were the illuminated sites working properly?	Illuminated – all working correctly	1
	Flickering on and off – one or more	2
	Not illuminated – one or more	3
	Not applicable – no illuminated sites in this area	N/A
Comment:		

IF THERE ARE ELECTRONIC DISPLAY SCREENS ANSWER SA3.1d

SA3.14d Were the electronic display screens working properly?	Giving a clear, crisp image – all working correctly	1
	Flickering on and off or the image was distorted or unclear – one or more	2
	Not working at all – one or more	3
	Not applicable – no electronic display screens in this area	N/A
Comment:		

S3.15 Condition of Subway cabling and conduits Assess the visibility of cables and conduits in the Subway. This takes into account whether there is loose cabling due to missing ceiling panels or cabling which runs along the walls of the Subway.	Excellent, no wires or cables visible to public	10
		9
	Good, minor areas with wires or cables visible to public	8
		7
	Moderate, some areas with wires or cables visible to public	6
		5
	Poor, extensive areas with wires or cables visible to public	4
		3
	Very Poor, major areas with wires or cables visible to public	2
		1
Unacceptable, all areas have wires or cables visible to public	0	
	N/A	
Comment:		

SGPS GPS Coordinates	Latitude	
	Longitude	

S3.5a Condition of Ticket Hall exterior décor Include: condition of paint, plaster, tiling, brickwork, concrete, metal works, light fittings, etc. It may be difficult to judge where the LUL property ends; the judgement should mainly be based on the section of the exterior about and to each side of the Station Entrance. Do not include: - Graffiti (see S3.5b & S3.5c); cleanliness of decor.	Excellent, no wear, scratches or damage to paintwork or tiling	10
		9
	Good, very little wear, scratches or damage to paintwork or tiling	8
		7
	Moderate, some wear, scratches or damage to paintwork or tiling	6
		5
	Poor, extensive wear, scratches or damage to paintwork or tiling	4
		3
	Very Poor, major wear, scratches or damage to paintwork or tiling	2
		1
Unacceptable, extreme damage and wear to décor, approaching derelict	0	
	N/A	
Comment:		

<p>S3.5b Level of external scratched Graffiti (outside the Ticket Hall)</p> <p>Include: all scratched Graffiti on the exterior of the Ticket Hall.</p> <p>It may be difficult to judge where the LUL property ends; the judgement should mainly be based on the section of the exterior about and to each side of the Station Entrance.</p> <p>Do not include: Non-scratched Graffiti, engineering marks, or Graffiti on advertising</p> <p><i>Find the WORST AREA (1 square metre – about the size of a Tube Map poster) of the exterior of the Ticket Hall. Estimate how many A5 areas are needed to cover up all the scratched Graffiti. Your crib sheet is an A5 area. Estimate how many crib sheets you would need to cover up all the scratched Graffiti in the worst area.</i></p> <p>Comment:</p>	No scratched Graffiti whatsoever	10
		9
	One very small area of scratched Graffiti, up to 4 inches (the size of two Oystercards) in the worst area of the exterior of the Ticket Hall	8
		7
	2 A5 size areas to cover all the scratched Graffiti in the worst area of the exterior of the Ticket Hall	6
		5
	4 A5 size areas to cover all the scratched Graffiti in the worst area of the exterior of the Ticket Hall	4
		3
	8 A5 size areas to cover all the scratched Graffiti in the worst area of the exterior of the Ticket Hall	2
		1
12 or more A5 size areas to cover all the scratched Graffiti in the worst area of the exterior of the Ticket Hall	0	
	N/A	

<p>S3.5c Level of external non-scratched Graffiti (outside the Ticket Hall)</p> <p>Include: all painted, written or sprayed Graffiti, or stickers, on the exterior of the Ticket Hall.</p> <p>It may be difficult to judge where the LUL property ends; the judgement should mainly be based on the section of the exterior about and to each side of the Station Entrance.</p> <p>Do not include: Scratched Graffiti, engineering marks, or Graffiti on advertising</p> <p><i>Find the WORST AREA (1 square metre – about the size of a Tube Map poster) of the exterior of the Ticket Hall. Estimate how many A5 areas are needed to cover up all the non-scratched Graffiti. Your crib sheet is an A5 area. Estimate how many crib sheets you would need to cover up all the non-scratched Graffiti in the worst area.</i></p> <p>Comment:</p>	No sprayed, painted or written Graffiti whatsoever. No marks where previously present.	10
		9
	One very small area of non-scratched Graffiti, up to 4 inches (the size of two Oystercards) in the worst area of the exterior of the Ticket Hall	8
		7
	2 A5 size areas to cover all the non-scratched Graffiti on the worst area of the exterior of the Ticket Hall	6
		5
	4 A5 size areas to cover all the non-scratched Graffiti on the worst area of the exterior of the Ticket Hall	4
		3
	8 A5 size areas to cover all the non-scratched Graffiti on the worst area of the exterior of the Ticket Hall	2
		1
12 or more A5 size areas to cover all the non-scratched Graffiti on the worst area of the exterior of the Ticket Hall	0	
	N/A	

S3.5fi Count the number of litter bins/hooped bags outside this ticket hall (DO NOT INCLUDE HOOPS WITHOUT BAGS) Code '0' if no litter bins/hooped bags present										
0 (Route to S3.5gi)	1	2	3	4	5	6	7	8	9	10

<p>S3.5g Which of the following statements best describes the fullness of the litter bin/hooped bag outside this ticket hall? (If more than one, rate the worst)</p> <p>Comment:</p>	Overflowing	1
	Full	2
	Half empty/half full	3
	Empty	4
	Could not tell – bin/s of solid construction	5

S3.5gi Were there any hoops without bags present outside this ticket hall?	Yes	1
	No	2
		N/A

S3.5h Are there any recycling bins outside this ticket hall?	Yes	1
	No (route to S3.3a)	2
		N/A

S3.5d Are ATMs (cash machines) listed on your itinerary for this station	Yes	No (route to S1.07)
---	------------	----------------------------

S3.5ci Were you able to assess the ATMs?	Yes (Continue to SM1.1a)	No (Route to SM1.3c)
---	---------------------------------	-----------------------------

Raphaels Bank Cash Machines

SM1.1d Cleanliness of Raphaels Bank Cash Machines (rate the worst one seen) Include: all dust, dirt, staining, marks, chewing gum / gum residue, stickers / sticker residual, body fluids, spillages etc. Do not include: Condition and Graffiti. Where no Raphaels Bank cash machines are present, please mark N/A.	Excellent , no evidence of dirt, marks or an impact on cleanliness from any of the sources described above	10
		9
	Good , minor evidence of dirt, marks or an impact on cleanliness from any of the sources described above	8
		7
	Moderate , some evidence of dirt, marks or an impact on cleanliness from any of the sources described above	6
		5
	Poor , extensive areas of dirt, marks or an impact on cleanliness from any of the sources described above	4
		3
	Very Poor , major dirt, marks or an impact on cleanliness from any of the sources described above	2
		1
Extreme evidence of dirt, marks or an impact on cleanliness from any of the sources described above – not fit to use	0	
No Raphaels Bank cash machines are present	N/A	
Comment:		

SM1.2d Condition of Raphaels Bank Cash Machines (rate the worst one seen) Include: all types of graffiti Where no Raphaels Bank cash machines are present, please mark N/A.	Excellent , no wear, scratches, graffiti, chips, nor damage	10
		9
	Good , very little wear, scratches, graffiti, chips or damage	8
		7
	Moderate , some wear, scratches, graffiti, chips or damage	6
		5
	Poor , extensive wear, scratches, graffiti, chips or damage	4
		3
	Very Poor , major wear, scratches, graffiti, chips or damage	2
		1
Unacceptable , extreme damage	0	
No Raphaels Bank cash machines are present	N/A	
Comment:		

SM1.3d Raphaels Cash Machines Fascia Lights (rate the worst one seen)	Illuminated – working correctly	1
	Partially illuminated - not fully working	2
	Not illuminated – not working	3
	Not applicable – no fascia lights	4
	Not applicable – No Raphaels Bank cash machines are present	N/A
Comment:		

IF NO to S3.5ci

SM1.3c If you were unable to assess the ATMs which of the following applies?	ATMs listed but not present in this ticket hall – I confirm I have checked all appropriate areas	1
	ATMs present but inaccessible	2
	Other	3
	COMMENT	

S1.07 Time Left Ticket Hall (24hr Clock) DATE STAMP FROM PDA
:

S1.08 Time completed assessment DATE STAMP FROM PDA (24hr Clock)
:

The following section is to be completed for Interchange only questionnaires

SECTION 5 Departure Platform

S5.05 Time Entered the Platform (24hr Clock) DATE
STAMP FROM PDA

:

1.10xa please confirm platform name
Select from dropdown list based on table variable

1.10x Platform Number

<p>S5.1a Cleanliness of platform floors</p> <p>Include: All dust, dirt, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc.</p> <p>Do not include: Graffiti (see S1.4a and 1.4b) Litter (see S1.6)</p>	Excellent, no evidence of dirt, marks or an impact on cleanliness from any of the sources described above	10
		9
	Good, minor evidence of dirt, marks or an impact on cleanliness from any of the sources described above	8
		7
	Moderate, some evidence of dirt, marks or an impact on cleanliness from any of the sources described above	6
		5
	Poor, extensive areas of dirt, marks or an impact on cleanliness from any of the sources described above	4
		3
	Very Poor, major evidence of dirt, marks or an impact on cleanliness from any of the sources described above	2
		1
Unacceptable, extreme evidence dirt, marks or an impact on cleanliness from any of the sources described above, with risk of soiling upon contact	0	
	N/A	
Comment:		

<p>S5.1b Cleanliness of platform walls</p> <p>Include: All dust, dirt, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc. Cleanliness of doors, builders' hoardings</p> <p>Do not include: Graffiti (see S1.4a and 1.4b) Litter Trackside walls (if applicable) (see S1.2)</p>	Excellent, no evidence of dirt, marks or an impact on cleanliness from any of the sources described above	10
		9
	Good, minor evidence of dirt, marks or an impact on cleanliness from any of the sources described above	8
		7
	Moderate, some evidence of dirt, marks or an impact on cleanliness from any of the sources described above	6
		5
	Poor, extensive areas of dirt, marks or an impact on cleanliness from any of the sources described above	4
		3
	Very Poor, major evidence of dirt, marks or an impact on cleanliness from any of the sources described above	2
		1
Unacceptable, extreme evidence of dirt, marks or an impact on cleanliness from any of the sources described above with risk of soiling upon contact	0	
	N/A	
Comment:		

S5.1c Cleanliness of platform Ceilings Include: All dust, dirt, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc Include roof canopies where present Do not include: Graffiti (see S1.4a and 1.4b) Litter	Excellent, no evidence of dirt, marks or an impact on cleanliness from any of the sources described above	10
		9
	Good, minor evidence of dirt, marks or an impact on cleanliness from any of the sources described above	8
		7
	Moderate, some evidence of dirt, marks or an impact on cleanliness from any of the sources described above	6
		5
	Poor, extensive areas of dirt, marks or an impact on cleanliness from any of the sources described above	4
		3
	Very Poor, major evidence of dirt, marks or an impact on cleanliness from any of the sources described above	2
		1
Unacceptable, extreme evidence of dirt, marks or an impact on cleanliness from any of the sources described above.	0	
	N/A	
Comment:		

S5.3a Overall Condition of Platform Décor – Walls & Ceilings Do not rate how much you <u>like</u> the decor – you must rate its condition. Include: - condition of paint, plaster, tiling, brickwork, concrete, metal works, light fittings, doors, etc. Do not include: Floors (see S1.3b) Cleanliness of area and impact of posters	Excellent, no wear, scratches or damage to paintwork or tiling	10
		9
	Good, very little wear, scratches or damage to paintwork or tiling	8
		7
	Moderate, some wear, scratches or damage to paintwork or tiling	6
		5
	Poor, extensive wear, scratches or damage to paintwork or tiling	4
		3
	Very Poor, major wear, scratches or damage to paintwork or tiling	2
		1
Unacceptable, extreme damage and wear to décor, approaching derelict	0	
	N/A	
Comment:		

S5.3b Overall Condition of Platform Floors Include: - condition of floor surface Do not include: Cleanliness of area Litter	Excellent, no wear, scratches, cracks or damage to floor	10
		9
	Good, very little wear, scratches, cracks or damage to floor	8
		7
	Moderate, some wear, scratches, cracks or damage to floor	6
		5
	Poor, extensive wear, scratches, cracks or damage to floor	4
		3
	Very Poor, major wear, scratches, cracks or damage to floor	2
		1
Unacceptable, extreme damage and wear to floor, approaching derelict	0	
	N/A	
Comment:		

S5.4a Level of scratched Graffiti on platform (excluding trackside walls)	No scratched Graffiti whatsoever	10
		9
	One very small area of scratched Graffiti, up to 4 inches (the size of two Oystercards) in the worst area of the Platform	8
		7
	2 A5 size areas to cover all the scratched Graffiti in the worst area of the Platform	6
		5
	4 A5 size areas to cover all the scratched Graffiti in the worst area of the Platform	4
		3
	8 A5 size areas to cover all the scratched Graffiti in the worst area of the Platform	2
		1
12 or more A5 size areas to cover all the scratched Graffiti in the worst area of the Platform	0	
	N/A	
Comment:		

S5.4b Level of non-scratched Graffiti on platform (excluding trackside walls)	No sprayed, painted or written Graffiti whatsoever. No marks where previously present.	10
		9
	One very small area of non-scratched Graffiti, up to 4 inches (the size of two Oystercards) in the worst area of the Platform	8
		7
	2 A5 size areas to cover all the non-scratched Graffiti in the worst area of the platform	6
		5
	4 A5 size areas to cover all the non-scratched Graffiti in the worst area of the platform	4
		3
	8 A5 size areas to cover all the non-scratched Graffiti in the worst area of the platform	2
		1
12 or more A5 size areas to cover all the non-scratched Graffiti in the worst area of the platform	0	
	N/A	
Comment:		

S5.4c Are you assessing the trackside walls?	Yes (Go to S5.2)	1
	No (Go to S5.6) Comment if 'No'	2
	Not applicable	N/A

S5.2 Cleanliness of trackside walls	Excellent, no evidence of dirt, marks or an impact on cleanliness from any of the sources described above	10
		9
	Good, minor evidence of dirt, marks or an impact on cleanliness from any of the sources described above	8
		7
	Moderate, some evidence of dirt, marks or an impact on cleanliness from any of the sources described above	6
		5
	Poor, extensive areas of dirt, marks or an impact on cleanliness from any of the sources described above	4
		3
	Very Poor, major evidence of dirt, marks or an impact on cleanliness from any of the sources described above	2
		1
Unacceptable, extreme evidence of dirt, marks or an impact on cleanliness from any of the sources described above	0	
	N/A	
Comment:		

<p>S5.5 Level of trackside Graffiti</p> <p>Both Graffiti and any visible marks where it has been removed should be considered. The trackside area is from the platform edge to the wall (across the tracks) in underground Stations. Not every Station will have a trackside area, in which case code N/A.</p> <p>Include: both scratched and non-scratched trackside Graffiti; Graffiti and marks where it has been removed;</p> <p>Do not include: engineering marks or Graffiti on advertising</p> <p>Find the WORST AREA (1 square metre – about the size of a Tube Map poster) of the trackside. Estimate how many A5 areas are needed to cover up all the Graffiti. Your crib sheet is an A5 area. Estimate how many crib sheets you would need to cover up all the Graffiti in the worst area.</p>	No Graffiti whatsoever. No marks where previously present.	10
		9
	One very small area of Graffiti, up to 4 inches (the size of two Oystercards) in the worst area of the trackside walls	8
		7
	2 A5 size areas to cover all the Graffiti on the worst area of the trackside	6
		5
	4 A5 size areas to cover all the Graffiti on the worst area of the trackside	4
		3
	8 A5 size areas to cover all the Graffiti on the worst area of the trackside	2
		1
12 or more A5 size areas to cover all the Graffiti on the worst area of the trackside	0	
	N/A	
Comment:		

<p>S5.5a Are you assessing trackside advertising?</p>	Yes (Go to SA5.1a)	1
	No (Go to SA5.1d) Comment if 'No'	2
	Not applicable	N/A

<p>SA5.1a Condition of TRACKSIDE advertising - POSTERS ★</p> <p>N.B. For open air platforms, with no trackside advertising, code N/A.</p> <p>Do not include: posters visible on other platforms.</p> <p>If empty but with remnants of ripped poster, code according to the scale.</p> <p>If <u>all</u> posters are removed <u>and</u> blacked out, code N/A.</p> <p>Where a label is clearly displayed to the effect "site maintenance in progress", code N/A</p> <p>Please rate according to your overall impression of <u>all</u> trackside advertising posters on this platform</p>	Perfect condition, very flat, 'squarely' positioned and clean. No tears, bubbles or loose edges. No Graffiti, stickers or dirt.	10
		9
	Good condition, flat, 'squarely' positioned. Perhaps minor bubbling. Loose edges or corner curled. No Graffiti, stickers or dirt.	8
		7
	Fair condition. Poster slightly askew / not 'squarely' positioned. Some noticeable bubbling or loose edges. Minor evidence of dust, dirt and staining.	6
		5
	Grubby. Poorly fixed / askew. Visible tearing, bubbling and loose edges. Majority of information readable but unattractive. Dirty.	4
		3
	Poor condition. Poorly fixed / noticeably askew. Torn, bubbling and loose edges. Some important information difficult to read or covered by stickers. Dirty.	2
		1
Very bad condition. Posters heavily torn, pulled off or missing. Inaccurately positioned. Many loose edges / significant bubbling. Very dirty / Graffiti or sticker covered.	0	
	N/A	
Comment:		

<p>SA5.1b Condition of Trackside Advertising - FRAMES/EQUIPMENT ★</p> <p>This and the following two questions measures the equipment used to house advertising. As well as regular or illuminated poster frames, this includes 'new media' such as electronic display screens (showing advertising only).</p> <p>For open air platforms, with no trackside advertising, code as N/A.</p> <p>Do not include frames/equipment on other platforms.</p> <p>If there is no equipment other than 'wet posting', code N/A.</p> <p>Where a label is clearly displayed to the effect "site maintenance in progress", code N/A</p> <p>Please rate according to your overall impression of <u>all</u> trackside advertising poster frames on this platform</p>	Frame clean and free of damage	10
		9
	Minor evidence of dirt but free of damage	8
		7
	Some dirt/dust. Minor damage e.g. scratches	6
		5
	Some dirt/dust. Obvious signs of damage e.g. small dents, major scratches	4
		3
	Very dirty/dusty. Obvious signs of damage e.g. cracked glass, large dents, rust	2
		1
Extremely dirty. Considerable obvious damage e.g. broken glass, non-shutting frame	0	
	N/A	
Comment:		

IF THERE ARE CROSS TRACK PROJECTORS ANSWER SA1.1d

SA5.1d Were the cross track projectors working properly?	Giving a clear crisp image – all working correctly	1
	The image was distorted or unclear – one or more	2
	Not working at all – one or more	3
	Not applicable – no electronic display screens in this area	N/A
Comment:		

S5.6 Level of litter on platform Litter includes everything that people drop. It can be on seating or on the floor. Do not include: - track / trackside area - waiting rooms / area <i>Count only the number of items of litter of at least 5cm / 2 inches, which is the width of an Oystercard, on the WORST AREA (1 square metre – about the size of a tube map poster) of the platform</i>	No litter whatsoever.	10
		9
	2 items of litter on the worst area of the platform – 5cm (2 inches) or larger	8
		7
	4 items of litter on the worst area of the platform – 5cm (2 inches) or larger	6
		5
	6 items of litter on the worst area of the platform – 5cm (2 inches) or larger	4
		3
	8 items of litter on the worst area of the platform – 5cm (2 inches) or larger	2
		1
10 or more items of litter on the worst area of the platform – 5cm (2 inches) or larger	0	
	N/A	
Comment:		

S5.6bi Count the number of litter bins/hooped bags on this platform (DO NOT INCLUDE HOOPS WITHOUT BAGS) Code '0' if no litter bins/hooped bags present										
0 (Route to S5.6ci)	1	2	3	4	5	6	7	8	9	10

S5.6c Which of the following statements best describes the fullness of the litter bin/hooped bag on the platform? (If more than one, rate the worst)	Overflowing	1
	Full	2
	Half empty/half full	3
	Empty	4
Comment:		

S5.6ci Were there any hoops without bags present on this platform?	Yes	1
	No	2
		N/A

SA5.7 Level of litter on track	No litter whatsoever	10
		9
	2 items of litter on the worst area of the track - 5cm (2 inches) or larger	8
		7
	4 items of litter on the worst area of the track - 5cm (2 inches) or larger	6
		5
	6 items of litter on the worst area of the track - 5cm (2 inches) or larger	4
		3
	8 items of litter on the worst area of the track - 5cm (2 inches) or larger	2
		1
Litter includes anything that people drop. All Stations will have a 'floor' to the track. For open air Stations rate the track immediately adjacent to the platform you are on. Count only the number of items of litter of at least 5cm / 2 inches, which is the width of an Oystercard, on the WORST AREA (1 square metre – about the size of a tube map poster) of the track IF YOU ARE UNABLE TO ASSESS AS A TRAIN COVERS THE TRACK THE WHOLE TIME YOU ARE THERE, MARK N/A AND COMMENT	10 or more items of litter on the worst area of the track - 5cm (2 inches) or larger	0
		N/A
Comment:		

SA5.2a Condition of Platform Advertising – POSTERS	Perfect condition, very flat, 'squarely' positioned and clean. No tears, bubbles or loose edges. No Graffiti, stickers or dirt.	10	
		9	
	Do not include - trackside advertising posters or London Underground/TfL posters	Good condition, flat, 'squarely' positioned. Perhaps minor bubbling. Loose edges or corner curled. No Graffiti, stickers or dirt.	8
		7	
	Do not include posters visible on other platforms	Fair condition. Poster slightly askew / not 'squarely' positioned. Some noticeable bubbling or loose edges. Minor evidence of dust, dirt and staining.	6
	If all posters are removed <u>and</u> blacked out, code N/A.		5
	If empty but with remnants of ripped poster, code according to the scale.	Grubby. Poorly fixed / askew. Visible tearing, bubbling and loose edges. Majority of information readable but unattractive. Dirty.	4
		3	
	Where a label is clearly displayed to the effect "site maintenance in progress", code N/A	Poor condition. Poorly fixed / noticeably askew. Torn, bubbling and loose edges. Some important information difficult to read or covered by stickers. Dirty.	2
		1	
Please rate according to your overall impression of all advertising posters on this platform	Very bad condition. Posters heavily torn, pulled off or missing. Inaccurately positioned. Many loose edges / significant bubbling. Very dirty / Graffiti or sticker covered.	0	
	N/A		
Comment:			

SA5.2b Condition of Platform Advertising – FRAMES/EQUIPMENT	Frame clean and free of damage	10
		9
	Minor evidence of dirt but free of damage	8
		7
	Some dirt/dust. Minor damage e.g. scratches	6
		5
	Some dirt/dust. Obvious signs of damage e.g. small dents, major scratches	4
		3
	Very dirty/dusty. Obvious signs of damage e.g. cracked glass, large dents, rust	2
		1
This and the following two questions measure the equipment used to house advertising. As well as regular or illuminated poster frames, this includes 'new media' such as electronic display screens (showing advertising only). If there is no equipment other than 'wet posting', code N/A. Do not include frames for trackside advertising posters or London Underground/TfL posters Do not include frames/equipment on other platforms Where a label is clearly displayed to the effect "site maintenance in progress", code N/A <i>Please rate according to your overall impression of all advertising poster frames on this platform</i>	Extremely dirty. Considerable obvious damage e.g. broken glass, non-shutting frame	0
		N/A
Comment:		

IF THERE ARE ILLUMINATED POSTER SITES ANSWER SA1.2c

SA5.2c Were the illuminated sites working properly?	Illuminated – all working correctly	1
	Flickering on and off – one or more	2
	Not illuminated – one or more	3
	Not applicable – no illuminated sites in this area	N/A
Comment:		

IF THERE ARE ELECTRONIC DISPLAY SCREENS ANSWER SA1.2d

SA5.2d Were the electronic display screens working properly?	Giving a clear, crisp image – all working correctly	1
	Flickering on and off or the image was distorted or unclear – one or more	2
	Not working at all – one or more	3
	Not applicable – no electronic display screens in this area	N/A
Comment:		

S5.8a Condition of platform seating (rate the worst seat seen) Do not include: Graffiti (see S1.4a and S1.4b); seats in the waiting room / area If there are no seats on the platform, or you are unable to fully see <u>at least one seat</u> (e.g. all seats are occupied by customers), please mark N/A	Excellent, no wear, scratches or damage	10
		9
	Good, very little wear, scratches or damage	8
		7
	Moderate, some wear, scratches or damage	6
		5
	Poor, extensive wear, scratches or damage	4
		3
	Very Poor, major wear, scratches or damage	2
		1
Unacceptable, not fit to sit on	0	
	N/A	
Comment:		

S5.8b Cleanliness of platform seating (rate the worst seat seen) Include: - All dirt, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc. Do not include: - Litter (see S1.6) - Graffiti (see S1.4a and S1.4b) - Seats in the waiting room / area If there are no seats on the platform, or you are unable to fully see <u>at least one seat</u> (e.g. all seats are occupied by customers), please mark N/A	Excellent, no evidence of dirt, marks or an impact on cleanliness from any of the sources described above	10
		9
	Good, minor evidence of dirt, marks or an impact on cleanliness from any of the sources described above	8
		7
	Moderate, some evidence of dirt, marks or an impact on cleanliness from any of the sources described above	6
		5
	Poor, extensive areas of dirt, marks or an impact on cleanliness from any of the sources described above	4
		3
	Very Poor, major dirt, marks or an impact on cleanliness from any of the sources described above	2
		1
Unacceptable, with extreme dirt, marks or an impact on cleanliness from any of the sources described above – not fit to sit on	0	
	N/A	
Comment:		

Waiting Room Questions

Some stations have a waiting room or enclosed waiting area. Please rate all elements of this in the following questions (S1.9a-h). If the waiting room is inaccessible and cannot be visually inspected, rate NO at S5.8bi and comment.

S5.8bi Are you assessing a Waiting Room?	Yes (Continue to S5.9a)	No (Route to S5.10)
<p>S5.9a Condition of waiting room or enclosed waiting area décor</p> <p>Do not rate how much you <u>like</u> the decor – you must rate its condition.</p> <p>Include: - condition of paint, plaster, tiling, brickwork, panels, frames, concrete, metal work, light fittings, etc.</p> <p>Do not include: - - Cleanliness of area (see S1.9c, S1.9d and S1.9e) - Posters - Seating (see S1.9b) - Graffiti (see S1.9f and S1.9g) - Litter (S1.9h)</p>	Excellent, no wear, scratches or damage to panels, paintwork or tiling	10
		9
	Good, very little wear, scratches or damage to panels, paintwork or tiling	8
		7
	Moderate, some wear, scratches or damage to panels, paintwork or tiling	6
		5
	Poor, extensive wear, scratches or damage to panels, paintwork or tiling	4
		3
	Very Poor, major wear, scratches or damage to panels, paintwork or tiling	2
		1
Unacceptable, extreme damage and wear to décor, approaching derelict	0	
Comment:	N/A	

<p>S5.9b Condition of seating in waiting room or enclosed waiting area</p> <p>Do not include: - Graffiti (see S1.9f and S1.9g) - Cleanliness (see S1.9c)</p> <p>If you are unable to fully see <u>at least one seat</u> (e.g. all seats are occupied by customers) please mark N/A</p>	Excellent, no wear, scratches or damage	10
		9
	Good, very little wear, scratches or damage	8
		7
	Moderate, some wear, scratches or damage	6
		5
	Poor, extensive wear, scratches or damage	4
		3
	Very Poor, major wear, scratches or damage	2
		1
Unacceptable, not fit to sit on	0	
Comment:	N/A	

<p>S5.9c Cleanliness of seating in waiting room or enclosed waiting area</p> <p>Include: - All dirt, dust, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc.</p> <p>Do not include: - Litter (see S1.9h) - Graffiti (see S1.9f and S1.9g) - Cleanliness of walls / floors / ceilings (see S1.9d and S1.9e)</p> <p>If you are unable to fully see <u>at least one seat</u> (e.g. all seats are occupied by customers) please mark N/A</p>	Excellent, no evidence of dirt, marks or an impact on cleanliness from any of the sources described above	10
		9
	Good, minor evidence of dirt, marks or an impact on cleanliness from any of the sources described above	8
		7
	Moderate, some evidence of dirt, marks or an impact on cleanliness from any of the sources described above	6
		5
	Poor, extensive areas of dirt, marks or an impact on cleanliness from any of the sources described above	4
		3
	Very Poor, major dirt, marks or an impact on cleanliness from any of the sources described above	2
		1
Unacceptable, extreme evidence of dirt, marks or an impact on cleanliness from any of the sources described above, not fit to sit on	0	
Comment:	N/A	

S5.9d Cleanliness of floors in waiting room or enclosed waiting area Include: - All dirt, dust, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc. Do not include: - Graffiti (see S1.9f and S1.9g) - Litter (see S1.9h)	Excellent, no evidence of dirt, marks or an impact on cleanliness from any of the sources described above	10
		9
	Good, minor evidence of dirt, marks or an impact on cleanliness from any of the sources described above	8
		7
	Moderate, some evidence of dirt, marks or an impact on cleanliness from any of the sources described above	6
		5
	Poor, extensive areas of dirt, marks or an impact on cleanliness from any of the sources described above	4
		3
	Very Poor, major evidence of dirt, marks or an impact on cleanliness from any of the sources described above	2
		1
Unacceptable, extreme evidence of dirt, marks or an impact on cleanliness from any of the sources described above, with risk of soiling upon contact	0	
	N/A	
Comment:		

S5.9e Cleanliness of walls and ceilings in waiting room or enclosed waiting area Include: All dirt, dust, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc. Do not include: Graffiti (see S1.9f and S1.9g) Litter (see S1.9h)	Excellent, no evidence of dirt, marks or an impact on cleanliness from any of the sources described above	10
		9
	Good, minor evidence of dirt, marks or an impact on cleanliness from any of the sources described above	8
		7
	Moderate, some evidence of dirt, marks or an impact on cleanliness from any of the sources described above	6
		5
	Poor, extensive areas of dirt, marks or an impact on cleanliness from any of the sources described above	4
		3
	Very Poor, major evidence of dirt, marks or an impact on cleanliness from any of the sources described above	2
		1
Unacceptable, extreme evidence of dirt, marks or an impact on cleanliness from any of the sources described above, with risk of soiling upon contact	0	
	N/A	
Comment:		

S5.9f Level of scratched Graffiti in waiting room or enclosed waiting area Include: - All scratched Graffiti, wherever it is in the waiting room/area (e.g. seats, windows, doors, walls, etc.) Do not include: - Non-scratched Graffiti, engineering marks or Graffiti on advertising <i>Find the WORST AREA (1 square metre – about the size of a Tube Map poster) of the platform. Estimate how many A5 areas are needed to cover up all the scratched Graffiti. Your crib sheet is an A5 area. Estimate how many crib sheets you would need to cover up all the scratched Graffiti in the worst area.</i>	No scratched Graffiti whatsoever	10
		9
	One very small area of scratched Graffiti, up to 4 inches (the size of two Oystercard) in the worst area of the waiting room/area	8
		7
	2 A5 size areas to cover all the scratched Graffiti in the worst area of the waiting area/room	6
		5
	4 A5 size areas to cover all the scratched Graffiti in the worst area of the waiting area/room	4
		3
	8 A5 size areas to cover all the scratched Graffiti in the worst area of the waiting area/room	2
		1
12 or more A5 size areas to cover all the scratched Graffiti in the worst area of the waiting area/room	0	
	N/A	
Comment:		

<p>S5.9g Level of non-scratched Graffiti in waiting room or enclosed waiting area</p> <p>Include: - Painted, written or sprayed Graffiti, stickers, marks where Graffiti has been removed wherever it is in the waiting room /area</p> <p>Do not include: - Scratched Graffiti, engineering marks or Graffiti on advertising</p> <p>Find the WORST AREA (1 square metre – about the size of a Tube Map poster) of the platform. Estimate how many A5 areas are needed to cover up all the non-scratched Graffiti. Your crib sheet is an A5 area. Estimate how many crib sheets you would need to cover up all the non-scratched Graffiti in the worst area.</p> <p>Comment:</p>	No sprayed, painted or written Graffiti whatsoever. No marks where previously present.	10
		9
	One very small area of non-scratched Graffiti, up to 4 inches (the size of two Oystercards) in the worst area of the waiting room / area	8
		7
	2 A5 size areas to cover all the non-scratched Graffiti in the worst area of the waiting room / area	6
		5
	4 A5 size areas to cover all the non-scratched Graffiti in the worst area of the waiting room / area	4
		3
	8 A5 size areas to cover all the non-scratched Graffiti in the worst area of the waiting room / area	2
		1
12 or more A5 size areas to cover all the non-scratched Graffiti in the worst area of the waiting room / area	0	
	N/A	

<p>S5.9h Level of litter in waiting room or enclosed waiting area</p> <p>Litter includes everything that people drop. It can be on seating or on the floor.</p> <p>Count only the number of items of litter of at least 5cm / 2 inches, which is the width of an Oystercard, on the WORST AREA (1 square metre – about the size of a tube map poster) of the waiting room / area</p> <p>Comment:</p>	No litter whatsoever.	10
		9
	2 items of litter on the worst area of the waiting room / area – 5cm (2 inches) or larger	8
		7
	4 items of litter on the worst area of the waiting room / area – 5cm (2 inches) or larger	6
		5
	6 items of litter on the worst area of the waiting room / area – 5cm (2 inches) or larger	4
		3
	8 items of litter on the worst area of the waiting room / area – 5cm (2 inches) or larger	2
		1
10 or more items of litter on the worst are of the waiting room / area – 5cm (2 inches) or larger	0	
	N/A	

<p>S5.10 Condition of roofs/canopies at open air Platforms</p> <p>Include: Any purpose built roof or canopy over the platform Pillars that support roofs and canopies</p> <p>If more than one, rate the worst one.</p> <p>Comment:</p>	Excellent , no wear, scratches, Graffiti or damage	10
		9
	Good, very little wear, scratches, Graffiti or damage	8
		7
	Moderate, some wear, scratches, Graffiti or damage	6
		5
	Poor, extensive wear, scratches, Graffiti or damage	4
		3
	Very Poor, major wear, scratches, Graffiti or damage	2
		1
Unacceptable, extreme damage and wear - approaching derelict	0	
	N/A	

S5.11 Cleanliness of glass Platform Edge Doors Present only at some Jubilee line stations Include: Frame / area above the glass All dirt, dust, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc Do not include <u>Litter</u> <u>Graffiti</u>	Excellent, no evidence of dirt, marks or an impact on cleanliness from any of the sources described above	10
		9
	Good, minor evidence of dirt, marks or an impact on cleanliness from any of the sources described above	8
		7
	Moderate, some evidence of dirt, marks or an impact on cleanliness from any of the sources described above	6
		5
	Poor, extensive areas of dirt, marks or an impact on cleanliness from any of the sources described above	4
		3
	Very Poor, major dirt, marks or an impact on cleanliness from any of the sources described above	2
		1
Unacceptable, extreme evidence of dirt, marks or an impact on cleanliness from any of the sources described above, with risk of soiling upon contact	0	
	N/A	
Comment:		

S5.12 Condition of platform mirrors If there are no mirrors on the Platform, rate N/A. Do not include: train operator mirrors at the end of the platform If there is more than one mirror, rate the worst one.	Excellent, no wear, scratches or damage to mirror	10
		9
	Good, very little wear, scratches or damage to mirror	8
		7
	Moderate, some wear, scratches or damage to mirror	6
		5
	Poor, extensive wear, scratches or damage to mirror	4
		3
	Very Poor, major wear, scratches or damage to mirror	2
		1
Unacceptable, extreme damage and wear to mirror	0	
	N/A	
Comment:		

S5.13 Condition of platform cabling and conduits Assess the visibility of cables and conduits on the platform. This takes into account whether there is loose cabling due to missing ceiling panels or cabling which runs along the walls of the platform.	Excellent, no wires or cables visible to public	10
		9
	Good, minor areas with wires or cables visible to public	8
		7
	Moderate, some areas with wires or cables visible to public	6
		5
	Poor, extensive areas with wires or cables visible to public	4
		3
	Very Poor, major areas with wires or cables visible to public	2
		1
Unacceptable, all areas have wires or cables visible to public	0	
	N/A	
Comment:		

S5.0 Level of Platform Crowding									
Please describe the number of people waiting along the entire length of the platform when the next train is pulling in									
EMPTY		QUIET		NORMAL	BUSY		FULL		
1	2	3	4	5	6	7	8	9	
< 10 people		< 50 people			2-3 deep along platform		Platform full		

S5.15 Time Left the Platform Area (24hr Clock) DATE STAMP FROM PDA
:

S1.08 Time completed assessment DATE STAMP FROM PDA (24hr Clock)
:

1.09 INTERCHANGE ONLY Time left DEPARTURE PLATFORM (24hr Clock)
:

END

MSS - Weightings

	Long RW	Short RW
Platform	35%	45%
Routeway	30%	10%
Ticket Hall	30%	38.57%
Subway	5%	6.43%

	With facilities	Without facilities
Cleanliness	74.95%	75.00%
Litter	20.00%	20.00%
Graffiti	5.00%	5.00%
Facilities	0.05%	N/A

Total station weight (Example station with all assets present) **61862090**

Infraco Station Measures	Area Assessed	Type of Measure	Type of Asset	Q. No.	Weight Band	Weight (%)	Weight	Total weight (%)
--------------------------	---------------	-----------------	---------------	--------	-------------	------------	--------	------------------

Platform 21851731.50

Cleanliness	16238796.63							
Platform Floors, Cleanliness of (PF)	Platform	Cleanliness	Floors	S1.1a	High	0.22	3572536	5.78%
Trackside Walls, Cleanliness of (TS)	Platform	Cleanliness	Walls	S1.2	High	0.15	2435820	3.94%
Platform Walls, Cleanliness of (PF)	Platform	Cleanliness	Walls	S1.1b	High	0.18	2922984	4.73%
Platform Ceilings, Cleanliness of (PF)	Platform	Cleanliness	Ceilings	S1.1c	High	0.16	2598208	4.20%
Glass Platform Edge Doors, Cleanliness of (PF)	Platform	Cleanliness	Other	S1.11	Medium	0.05	811940	1.31%
Platform Seating, Cleanliness of (PF)	Platform	Cleanliness	Seating	S1.8b	High	0.15	2435820	3.94%
Seating in Waiting Room or Enclosed Waiting Area, Cleanliness of (PF)	Platform	Cleanliness	Seating	S1.9c	Medium	0.03	487164	0.79%
Waiting Room or Enclosed Waiting Area Floors, Cleanliness of (PF)	Platform	Cleanliness	Waiting Room	S1.9d	Medium	0.03	487164	0.79%
Waiting Room or Enclosed Waiting Area Walls and Ceilings, Cleanliness of (PF)	Platform	Cleanliness	Waiting Room	S1.9e	Medium	0.03	487164	0.79%
							1.00	
Litter	4330346.3							
Trackside Litter, Level of (TS)	Platform	Litter	Floors	S1.7	Medium	0.30	1299104	2.10%
Platform Litter, Level of (PF)	Platform	Litter	Floors	S1.6	High	0.60	2598208	4.20%
Waiting Room or Enclosed Waiting Area Litter, Level of (PF)	Platform	Litter	Waiting Room	S1.9h	Low	0.10	433035	0.70%
							1.00	
Graffiti	1082586.575							
Trackside Graffiti, Level of (TS)	Platform	Graffiti	Floors, Walls & Ceilings	S1.5	Low	0.40	433035	0.70%
Platform Non-scratched Graffiti, Level of (PF)	Platform	Graffiti	Floors, Walls & Ceilings	S1.4b	Low	0.40	433035	0.70%
Waiting Room or Enclosed Waiting Area Non-scratched Graffiti, Level of (PF)	Platform	Graffiti	Waiting Room	S1.9g	Low	0.20	216517	0.35%
							1.00	

Routeway 18558627.00

Cleanliness	13918970.25							
Routeway Floors, Cleanliness of (RW)	Routeway	Cleanliness	Floors	S2.1a	High	0.20	2783794	4.50%
Routeway Walls, Cleanliness of (RW)	Routeway	Cleanliness	Walls	S2.1b	High	0.20	2783794	4.50%
Routeway Ceilings, Cleanliness of (RW)	Routeway	Cleanliness	Ceilings	S2.1c	High	0.20	2783794	4.50%
Escalators, Cleanliness of (RW)	Routeway	Cleanliness	Escalator	S2.6b	High	0.25	3479743	5.63%
Lifts, Cleanliness of (RW)	Routeway	Cleanliness	Lift	S2.5b	Medium	0.10	1391897	2.25%
Direction Signs, Cleanliness of (RW)	Routeway	Cleanliness	Signage	S2.7b	Medium	0.05	695949	1.13%
							1.00	
Litter	3711725.4							
Routeway Litter, Level of (RW)	Routeway	Litter	Floors	S2.2	High	1.00	3711725	6.00%
							1.00	
Graffiti	927931.35							
Routeway Non-scratched Graffiti, Level of (RW)	Routeway	Graffiti	Floors, Walls & Ceilings	S2.3b	Medium	0.50	463966	0.75%
Lift Non-scratched Graffiti, Level of (RW)	Routeway	Graffiti	Lift	S2.5d	Low	0.25	231983	0.38%
Escalator Non-scratched Graffiti, Level of (RW)	Routeway	Graffiti	Escalator	S2.6d	Low	0.25	231983	0.38%
							1.00	

Ticket Hall 18558627.00

Cleanliness	13909690.94							
Ticket Hall Floors, Cleanliness of (TH)	Ticket Hall	Cleanliness	Floors	S3.1a	High	0.32	4451101	7.20%
Ticket Hall Walls, Cleanliness of (TH)	Ticket Hall	Cleanliness	Walls	S3.1b	High	0.36	5007489	8.09%
Ticket Hall Ceilings, Cleanliness of (TH)	Ticket Hall	Cleanliness	Ceilings	S3.1c	High	0.20	2781938	4.50%
Ticket Office Window, Cleanliness of (TH)	Ticket Hall	Cleanliness	Other	S3.6	Medium	0.06	1112775	1.80%
Public Toilets, Cleanliness of (TH)	Ticket Hall	Cleanliness	Toilet	S4.1b	Medium	0.04	556388	0.90%
							1.00	
Litter	3711725.4							
Ticket Hall Litter, Level of (TH)	Ticket Hall	Litter	Floors	S3.2	High	0.95	3526139	5.70%
Public Toilets Litter, Level of (TH)	Ticket Hall	Litter	Toilet	NEW	Low	0.05	185586	0.30%
							1.00	
Graffiti	927931.35							
Ticket Hall Non-scratched Graffiti, Level of (TH)	Ticket Hall	Graffiti	Floors, Walls & Ceilings	S3.3b	Low	0.30	278379	0.45%
Ticket Hall Exterior Non-scratched Graffiti, Level of (TH Exterior)	Ticket Hall	Graffiti	Floors, Walls & Ceilings	S3.5c	Medium	0.60	556759	0.90%
Public Toilets Non-Scratched Graffiti, Level of (TH)	Ticket Hall	Graffiti	Toilet	S4.1d	Low	0.10	92793	0.15%
							1.00	
Facilities	9279.3135							
Toilet Rolls, Presence of (TH)	Ticket Hall	Facilities	Toilet	S4.1e (1)	Low	0.25	2320	0.004%
Hand Towels / Working Hand Driers, Presence of (TH)	Ticket Hall	Facilities	Toilet	S4.1e (2)	Low	0.25	2320	0.004%
Soap, Presence of (TH)	Ticket Hall	Facilities	Toilet	S4.1e (3)	Low	0.25	2320	0.004%
Mirrors, Presence of (TH)	Ticket Hall	Facilities	Toilet	S4.1e (4)	Low	0.25	2320	0.004%
							1.00	

Subway 3593104.50

Cleanliness	2319828.375							
Subway Floors, Cleanliness of (SW)	Subway	Cleanliness	Floors	S3.8a	Medium	0.40	927931	1.50%
Subway Walls, Cleanliness of (SW)	Subway	Cleanliness	Walls	S3.8b	Medium	0.40	927931	1.50%
Subway Ceilings, Cleanliness of (SW)	Subway	Cleanliness	Ceilings	S3.8c	Medium	0.20	463966	0.75%
							1.00	
Litter	618620.9							
Subway Litter, Level of (SW)	Subway	Litter	Floors	S3.9	Medium	1.00	618621	1.00%
							1.00	
Graffiti	154655.225							
Subway Non-scratched Graffiti, Level of (SW)	Subway	Graffiti	Floors, Walls & Ceilings	S3.10b	Low	1.00	154655	0.25%
							1.00	

Station - targets and minimums

Station	Station type	Minimum	Target
Acton Town	Metro	68	70
Aldgate	Metro	71	76
Aldgate East	Metro	69	73
Alperton	Local	68	73
Amersham	Local	69	73
Angel	Metro	71	72
Archway	Metro	67	69
Arnos Grove	Metro	68	69
Arsenal	Metro	67	72
Baker Street	Destination	73	74
Balham	Metro	67	68
Bank & Monument	Destination	73	74
Barbican	Metro	66	71
Barking	N/A	65	70
Barkingside	Local	67	73
Barons Court	Local	67	72
Bayswater	Metro	66	70
Becontree	Local	66	71
Belsize Park	Metro	66	71
Bermondsey	Metro	72	74
Bethnal Green	Metro	72	73
Blackfriars	Metro	78	83
Blackhorse Road	Metro	67	72
Bond Street	Destination	73	74
Borough	Metro	68	70
Boston Manor	Local	68	70
Bounds Green	Metro	68	69
Bow Road	Metro	68	74
Brent Cross	Local	68	72
Brixton	Metro	71	76
Bromley-by-Bow	Local	67	72
Buckhurst Hill	Local	65	69
Burnt Oak	Local	65	69
Caledonian Road	Metro	67	68
Camden Town	Destination	68	69
Canada Water	Destination	73	75
Canary Wharf	Destination	78	81
Canning Town	Metro	73	76
Cannon Street	Metro	73	78
Canons Park	Local	68	72
Chalfont & Latimer	Local	70	74
Chalk Farm	Metro	67	68
Chancery Lane	Metro	74	80
Charing Cross	Destination	72	73
Chesham	Local	70	72
Chigwell	Local	67	72
Chiswick Park	Local	67	72

Chorleywood	Local	70	72
Clapham Common	Metro	67	68
Clapham North	Metro	67	72
Clapham South	Metro	67	70
Cockfosters	Metro	69	70
Colindale	Local	66	68
Colliers Wood	Metro	67	71
Covent Garden	Metro	75	76
Croxley	Local	72	74
Dagenham East	Local	69	74
Dagenham Heathway	Local	68	73
Debden	Local	68	73
Dollis Hill	Local	72	77
Ealing Broadway	Local	68	69
Ealing Common	Local	67	71
Earl's Court	Destination	73	74
East Acton	Local	68	70
East Finchley	Local	67	70
East Ham	Local	65	70
East Putney	Local	69	74
Eastcote	Local	70	71
Edgware	Local	65	69
Edgware Road (Bakerloo)	Metro	71	73
Edgware Road (H&C)	Metro	66	69
Elephant & Castle	Destination	70	73
Elm Park	Local	70	75
Embankment	Destination	71	74
Epping	Local	67	72
Euston	Gateway	76	78
Euston Square	Metro	70	72
Fairlop	Local	65	70
Farringdon	Destination	76	78
Finchley Central	Local	69	74
Finchley Road	Metro	68	70
Finsbury Park	Destination	71	72
Fulham Broadway	Metro	73	74
Gants Hill	Metro	68	71
Gloucester Road	Destination	71	73
Golders Green	Local	65	69
Goldhawk Road	Local	67	72
Goodge Street	Metro	70	71
Grange Hill	Local	66	71
Great Portland Street	Metro	69	71
Green Park	Destination	75	76
Greenford	Local	66	71
Gunnersbury	Local	73	74
Hainault	Local	70	74
Hammersmith (District)	Metro	70	72
Hammersmith (H&C)	Local	71	74
Hampstead	Metro	69	71

Hanger Lane	Local	67	72
Harlesden	Local	68	73
Harrow and Wealdstone	Metro	67	71
Harrow-on-the-Hill	Metro	70	72
Hatton Cross	Metro	71	75
Heathrow Terminal 4	Metro	73	78
Heathrow Terminal 5	N/A	78	83
Heathrow Terminals 1,2,3	Gateway	83	84
Hendon Central	Local	67	68
High Barnet	Local	68	73
High Street Kensington	Metro	68	73
Highbury and Islington	Destination	69	73
Highgate	Metro	69	73
Hillingdon	Local	70	71
Holborn	Destination	72	73
Holland Park	Metro	71	74
Holloway Road	Metro	66	67
Hornchurch	Local	67	73
Hounslow Central	Local	68	70
Hounslow East	Local	68	73
Hounslow West	Metro	68	71
Hyde Park Corner	Metro	71	75
Ickenham	Local	70	74
Kennington	Metro	66	70
Kensal Green	Local	69	74
Kentish Town	Metro	66	68
Kenton	Local	70	75
Kew Gardens	Local	73	74
Kilburn	Local	69	70
Kilburn Park	Metro	66	71
King's Cross St Pancras	Gateway	74	77
Kingsbury	Local	68	73
Knightsbridge	Local	75	76
Ladbroke Grove	Local	69	70
Lambeth North	Metro	66	69
Lancaster Gate	Metro	70	71
Latimer Road	Local	71	76
Leicester Square	Destination	75	78
Leyton	Local	66	71
Leytonstone	Local	65	70
Liverpool Street	Gateway	72	73
London Bridge	Destination	75	76
Loughton	Local	68	74
Maida Vale	Metro	66	70
Manor House	Metro	67	68
Mansion House	Metro	72	77
Marble Arch	Metro	73	78
Marylebone	Metro	66	71
Mile End	Metro	67	72
Mill Hill East	Local	68	72

Moor Park	Local	72	76
Moorgate	Destination	70	72
Morden	Metro	75	76
Mornington Crescent	Metro	69	72
Neasden	Local	68	72
Newbury Park	Local	65	69
North Acton	Local	65	69
North Ealing	Local	68	73
North Greenwich	Destination	81	84
North Harrow	Local	70	74
North Wembley	Local	67	72
Northfields	Local	65	70
Northolt	Local	69	72
Northwick Park	Local	70	74
Northwood	Local	71	74
Northwood Hills	Local	70	75
Notting Hill Gate	Destination	74	76
Oakwood	Metro	69	70
Old Street	Metro	69	71
Osterley	Local	68	72
Oval	Metro	68	72
Oxford Circus	Destination	71	73
Paddington	Gateway	74	76
Park Royal	Local	68	73
Parsons Green	Local	66	72
Perivale	Local	65	70
Piccadilly Circus	Destination	71	76
Pimlico	Metro	69	74
Pinner	Local	70	75
Plaistow	Local	65	71
Preston Road	Local	67	71
Putney Bridge	Local	66	71
Queen's Park	Metro	70	75
Queensbury	Local	68	71
Queensway	Metro	70	75
Ravenscourt Park	Local	67	72
Rayners Lane	Local	68	72
Redbridge	Metro	66	69
Regent's Park	Metro	71	76
Rickmansworth	Local	68	74
Roding Valley	Local	65	68
Royal Oak	Local	70	74
Ruislip	Local	72	74
Ruislip Gardens	Local	68	72
Ruislip Manor	Local	71	76
Russell Square	Metro	72	73
Seven Sisters	Metro	68	73
Shepherd's Bush	Metro	72	75
Shepherd's Bush Market	Local	70	76
Sloane Square	Metro	71	73

Snaresbrook	Local	65	68
South Ealing	Local	67	72
South Harrow	Local	69	73
South Kensington	Destination	68	70
South Kenton	Local	69	75
South Ruislip	Local	67	71
South Wimbledon	Metro	67	68
South Woodford	Local	65	70
Southfields	Local	73	74
Southgate	Metro	68	72
Southwark	Metro	81	84
St James's Park	Metro	68	71
St John's Wood	Metro	68	69
St Paul's	Metro	71	75
Stamford Brook	Local	66	71
Stanmore	Local	70	74
Stepney Green	Metro	66	69
Stockwell	Metro	71	73
Stonebridge Park	Local	69	74
Stratford	Destination	76	79
Sudbury Hill	Local	68	72
Sudbury Town	Local	70	75
Swiss Cottage	Metro	71	76
Temple	Metro	66	68
Theydon Bois	Local	69	74
Tooting Bec	Metro	69	72
Tooting Broadway	Metro	67	68
Tottenham Court Road	Destination	76	80
Tottenham Hale	Metro	68	73
Totteridge & Whetstone	Local	68	74
Tower Hill	Metro	70	74
Tufnell Park	Metro	71	72
Turnham Green	Local	67	72
Turnpike Lane	Metro	67	68
Upminster	N/A	69	74
Upminster Bridge	Local	71	76
Upney	Local	66	71
Upton Park	Local	65	68
Uxbridge	Local	69	73
Vauxhall	Metro	70	73
Victoria	Gateway	75	76
Walthamstow Central	Metro	72	77
Wanstead	Metro	68	73
Warren Street	Metro	71	76
Warwick Avenue	Metro	66	70
Waterloo	Destination	74	77
Watford	Local	71	76
Wembley Central	Metro	67	72
Wembley Park	Destination	75	78
West Acton	Local	67	72

West Brompton	Local	69	72
West Finchley	Local	68	72
West Ham	Metro	68	71
West Hampstead	Local	69	75
West Harrow	Local	72	75
West Kensington	Local	69	70
West Ruislip	Local	68	72
Westbourne Park	Local	67	71
Westminster	Destination	76	78
White City	Local	71	75
Whitechapel	Metro	66	68
Willesden Green	Local	65	71
Willesden Junction	N/A	71	76
Wimbledon Park	Local	74	75
Wood Green	Metro	67	69
Wood Lane	Local	75	77
Woodford	Local	66	70
Woodside Park	Local	68	73

SDU - targets and minimums

SDU	Minimum	Target
BCV	71	74
JNP	72	75
SSL	71	74

LONDON UNDERGROUND MYSTERY SHOPPING SURVEY

ASSESSOR MANUAL

1.	Introduction	4
1.1.	Survey Background	4
1.2.	Questionnaire and Assessment Types	4
1.3.	Itinerary Document	5
1.4.	Timebands	5
1.5.	Your PDA (Personal Digital Assistant)	6
2.	Survey Requirements	7
2.1.	Using the Itinerary	7
2.2.	Your task as an Assessor	10
	Preparation	10
	Questionnaire header fields on you PDA	10
	Minimum Section Times	11
	Collection of GPS co-ordinates	11
	Oyster Card Requirements	11
	Recording Comments	12
	Recording train and carriage numbers	13
	'Overall' and 'Worst Area' measures	14
3.	Carrying out your assessment	14
3.1.	Train	14
	Carriage Exterior	15
	On board the train	15
3.2.	Station	16
	Station Areas	16
	Platform	18
	Routeway	22
	Ticket Hall	26
	Ticket Hall Exterior	27
	Subway	29
	Cash Machines (ATMs)	29
	Public Toilets	30
3.3.	Assets and Features in multiple station areas	30
	Mirrors	31
	Cabling and Conduits	31
	Bins/Hooped Bags	32
4.	Questionnaire Measures	33
4.1.	Cleanliness	33

4.2.	Condition	33
4.3.	Graffiti	34
	Scratched Graffiti	35
	Other (non-scratched) Graffiti	36
	Engineering/Builder's Marks	36
	Special Notes on Graffiti	36
4.4.	Advertising	37
	Posters.....	38
	Frames and Equipment	38
	Illuminated Sites	39
	Electronic Display Screens	39
	Special Notes on Advertising.....	40
4.5.	Litter.....	42
4.6.	Crowding	43
5.	Appendices	44
	Appendix 1 - LUL Alcohol and Drugs Policy.....	44
	Appendix 2 – Key Contact Details.....	44
	Appendix 3 – Location of Train Numbers by Stock Type	45
	Appendix 4 - Identification of Hammersmith & City / Circle Line Trains	50
	Appendix 5 – Quality Assurance	51
	Appendix 6 – Ticket Hall References	51
	Appendix 7 – Oyster Requirements	54
	Appendix 8 – Survey Timers	55

1. Introduction

1.1. Survey Background

GfK conducts a continuous program of assessment of the London Underground network. The program involves assessment of the quality of environment and facilities, both on the trains and at stations. All measures involved in this survey are 'Contractual'.

The 'Contractual' measures all fall into one of the following broad categories:

- Cleanliness
- Condition
- Graffiti (scratched and non-scratched)
- Litter
- Advertising
- ATMs

MSS is a very important source of information for London Underground. These measures are used to monitor the performance of the contractors who are employed by London Underground to maintain various parts of the Tube. It is vital that the information collected is as accurate as possible to provide accurate information to these contractors. The information also dictates how some contractors are paid for their services, so there is great scrutiny of the data within London Underground.

Due to this scrutiny the survey has to be verified, so there are strict processes to prove you were in the right place at the right time for your assessments (through your collection of GPS, Oyster card records and train and carriage numbers). Your work will be closely monitored to ensure you are providing accurate information and you will receive further training as required.

The fieldwork year is split into four quarters starting on the 1st April, in each quarter approximately 3000 assessments of stations and trains must be completed.

The fieldwork sample requires that assessments are carried out at specific times during the day; assessments are also split between weekdays and weekends.

1.2. Questionnaire and Assessment Types

Data is collected using four different questionnaire types:

MAIN Questionnaire

These make up the majority of the fieldwork sample. MAIN questionnaires combine an assessment of a train and a station.

The assessment will start with an assessed train journey between two specified stations; at your ARRIVAL (or alighting) station you will begin the station part of the assessment. You will assess the following broad station areas; the platform, the routeway to the ticket hall, the ticket hall, the ticket hall exterior and, where present, the subway to the street, toilets and ATMs.

INTERCHANGE Questionnaire

These are the second most common assessment type. INTERCHANGE questionnaires assess station areas only; they do not include a train assessment.

You will assess two specific platforms and the routeway between them.

TICKET HALL Questionnaire

Assessment of a specific ticket hall, ticket hall exterior and, where present, subway to the street, toilets and ATMs.

Designed for stations with more than one ticket hall to ensure that all ticket halls are assessed.

TRAIN ONLY Questionnaire

The TRAIN ONLY questionnaire only contains questions for a train journey and is identical to section 1 of the MAIN questionnaire.

You will assess a train journey between two stations, on a specific line and in a specific direction. We have a quota of assessment to achieve on each London Underground line. TRAIN ONLY assessments allow us to 'top up' the number of train journeys assessed.

1.3. Itinerary Document

You will be issued with an itinerary with every route you are due to complete. The document provides step-by-step information on the following:

- Where to begin and end each assessment
- Which stations are to be assessed
- Which lines to travel on/assess
- Which questionnaire type to use for each assessment
- What time of day each assessment must be completed
- Specific features that a station has that need to be assessed, for example; toilets, ATMs, mirrors, lifts and waiting rooms
- Which platform/s and Ticket Hall to assess (for stations that have more than one)

1.4. Timebands

Assessments are split into the following timebands:

AM Peak: 07:00 – 10:00

Start assessment at or after 07:00 and before 10:00 (09:59:59 is acceptable)

Inter Peak: 10:00 – 16:00

Start assessment at or after 10:00 and before 16:00 (15:59:59 is acceptable)

PM Peak: 16:00 – 19:00

Start assessment at or after 16:00 and before 19:00 (18:59:59 is acceptable)

PM Off Peak: 19:00 – 22:00

Start assessment at or after 19:00 and before 22:00 (21:59:59 is acceptable)

Weekend : 07:00 – 22:00

Start assessment at or after 07:00 and before 22:00

You must start each assessment within the specified timeband but do not need to complete it within the timeband. For example, a 07:00 – 10:00 assessment must start before 10:00 but can finish after 10:00.

You may have several assessments in a timeband and should aim to leave enough time to reach your first station in order to start at the beginning of the timeband. Therefore if your first assessment is a MAIN travelling from Embankment to Leicester Square in the 07:00 - 10:00 timeband, you should arrive at Embankment ready to start at 07:00AM.

Any assessments started outside the required timeband will be rejected. The sample requirements are not flexible; starting early or late by just one minute would result in an assessment being rejected.

Survey Start times

- MAIN and TRAIN assessments begin when you board the train, not when you arrive at the station or your boarding platform.
- INTERCHANGE assessments begin when you enter the first platform.
- TICKET HALL assessments begin when you enter the ticket hall.

The PDA questionnaire automatically sets a time stamp at certain points.

- For MAIN and TRAIN assessments, the start timer is set when you enter your train number.
- For INTERCHANGE assessments, the start timer is set when the platform section header page is visible.
- For TICKET HALL assessments, the start timer is set when the ticket hall section header page is visible.

Ensure you are at the correct point on your PDA!

You MUST follow the details on the itinerary

Assessments completed outside the specified timebands will not be accepted
Assessments that have not followed the itinerary may be rejected and you will not be paid

You must complete your route on the allocated date

1.5. Your PDA (Personal Digital Assistant)

You will have been given full training on how to use your PDA before joining the panel for this programme, however please ensure that you follow the guidance below:

- **Your PDA must be fully charged before starting work**
- **You must run 'time sync' on your device before starting your day's work/entering any new records.**
- **Check that the PDA date and time are correct before entering any work**
- **Send each record once it is completed, do not store multiple records on the PDA until the end of your route**
- **Do not turn off or reset the PDA while the questionnaire is open or while the Global Bay program is running. You risk losing data if you do so.**
- **You may be asked to fully synchronise your device at any time. You must synchronise as soon as possible after receiving a request.**

2. Survey Requirements

2.1. Using the Itinerary

The itinerary document will guide you through your route and through each individual assessment.

The itinerary document consists of two parts, the front page and your itinerary:

Front Page

This gives you all of the basic route information like your route number, the date for completion, your fee and the number of assessments you need to complete.

The Front Page also includes a summary of the assessments to be completed, the stations to be assessed, the type of assessment, timebands and the VIN for each assessment.

For example:

VIN - Time Band - Visit Type	(Station No) Station Name
3988767 - 16:00-19:00 - MAIN	(047) Clapham North
3988768 - 16:00-19:00 - MAIN	(169) Oval
3988769 - 16:00-19:00 - MAIN	(069) Elephant & Castle
3988770 - 16:00-19:00 - MAIN	(219) Stockwell
3988771 - 19:00-22:00 - MAIN	(117) Kennington
3988772 - 19:00-22:00 - MAIN	(046) Clapham Common

Note that your detailed itinerary confirms which line you should be travelling on if it is not obvious from this summary i.e. if you are at Baker Street travelling to Barbican you should check whether you should be using the Metropolitan, Circle or Hammersmith & City line.

The front page is also your pay claim; you must complete, sign and return your front page to GfK, accompanied with a hard copy of your Oyster journey history printout. Please get the printout from a ticket office; we cannot accept printouts from your online account.

You should send in your payclaim after each route is completed as we may need to refer to your printout if your photo is not clear.

Itinerary

This contains detailed information for the route including exactly where to start and finish your journeys, which lines to use and any features specific to the station you are assessing that need to be assessed.

The image at the end of this section shows an extract from a typical itinerary and highlights key pieces of information.

Timeband (A)

You must START your assessment within these two times, however, you do not need to complete the assessment in its entirety within these times. In this case it would be acceptable to start the assessment at 09:55 and finish at 10:25. Assessments started outside these times may be rejected.

Start station, direction and line (B)

This details the station you should travel from in order to GET TO the station you are assessing. For MAIN and TRAIN assessments you must use the line and travel in the

direction as specified. Ensure that you use the correct line stock where more than one line shares a platform.

Assessment type, station being assessed and VIN (C)

This shows you which station you are travelling to and therefore assessing. You should use this VIN when entering data onto the PDA.

Instruction to assess train journey and where to alight (D)

In this case you are assessing a train between Whitechapel and Monument as part of a MAIN assessment.

Station facilities and assets (E)

Shows which facilities are present at the station. Toilets, lifts and ATM information will appear here, some limited information relating to other assets may also be present.

- **TOILETS and LIFTS should be assessed regardless of where they are in the station, if they are present on the itinerary**
- **ATMs should be assessed if present in the ticket hall you are assessing or on your route through the station.**

Please note that escalators are not detailed on your itinerary and should be assessed if present.

Assessment instructions (F)

Details are given here of which areas of the station to assess, including the platform, routeway, ticket hall and subway. You would also find information about ATMs, toilets, mirrors, lifts and waiting rooms in this section.

Time	Instructions
<p>A 07:00 - 10:00</p>	<p>B Start at Eastcote, catch METROPOLITAN line train heading WESTBOUND to HILLINGDON</p>
<p>C</p> <p>E</p> <p>F</p>	<p>BEGIN MAIN ASSESSMENT (Station: HILLINGDON 107) - VIN XXXXXXX</p> <p>[Station facilities - WAITING ROOM/AREA PRESENT]</p> <p>[Station facilities - LIFT PRESENT]</p> <p>[Station facilities - TOILETS PRESENT (Unisex - Metropolitan and Piccadilly Eastbound (Platform 2), Unisex - Metropolitan and Piccadilly Westbound (Platform 1))]</p> <p>[Station facilities - NATIONWIDE ATM PRESENT (1 before entrance walkway)]</p> <p>Assess Train D</p> <p>Leave train at HILLINGDON</p> <p>Assess METROPOLITAN/PICCADILLY WESTBOUND platform</p> <p>Assess routeway to ticket hall</p> <p>Assess ticket hall (there is only one ticket hall at this station)</p> <p>Exit station (there is no subway to assess here - please select n/a for all subway questions)</p> <p>END OF ASSESSMENT</p>

2.2. Your task as an Assessor

There are a number of specific points you should observe at all times whilst travelling around the Underground network, whether on a train or any part of a station.

This is a mystery shopping programme and staff should not be made aware that you are conducting an assessment.

Please fill in the questionnaire in “real” time as far as possible, i.e. as you travel around the network. Obviously if you feel that staff can see you and you may be spotted, please go to a different area or leave the station in order to remain anonymous.

In the unlikely event that you are approached by a member of staff you should explain that you are working on behalf of London Underground (please do not mention mystery shopping), if this is not a satisfactory explanation show them your letter of authority. If you are approached by the Police, show them your letter of authority immediately and co-operate fully with their requests or instructions. The letter of authority has all the contact information needed to verify your presence in the station.

You should use the comment box at the end of your report to comment fully on any interactions with staff or Police.

Preparation

Prepare your route!

Well before your route, ensure that you have all your paperwork and that it is correct. Make a mental note of the timebands to ensure that you leave home early enough to start your route promptly. Before you leave home familiarise yourself with the lines you need to take, which stations you are assessing and what questionnaire types you are going to complete.

Ensure that you check the service status of the Underground lines that you are going to be using before you leave. If you note that your route may be affected contact the office for instructions. Report any problems to GfK by email or by telephone; contact details can be found in the Appendix section at point 4.2.

Prepare your PDA!

Your PDA must be fully charged; you must run ‘time sync’ on your PDA before entering any new work and check that the time and date are accurate.

Check that you have the required materials

Before you leave home you must have the following:

- **Your PDA**
- **Your itinerary document**
- **Your Letter of Authority (supplied to you by GfK)**
- **This manual for reference**
- **Your Oyster Card**

Questionnaire header fields on you PDA

You can complete the following fields on your PDA as part of your advance preparation of the route, simply create a new record, fill out the information below.

- VIN
- Assessor Number
- Route number
- Sequence Number
- Time Period
- Station Name - Q0.7 should always be the station you are travelling to
- Line (for Main and Train only)
- Direction (for Main and Train only)

You will then have the option to save and quit the report or to continue. 'Save and quit' will save the report to be accessed at a later time.

Minimum Section Times

The time taken to complete an assessment is an important measure of data quality and can have a profound impact on confidence in the accuracy of the report.

As a result the following minimum assessment times will be enforced; any assessments that fail to meet these minimum times may be rejected. The timings should be easily exceeded where the full length of the platform is walked and assessed, where the full area of the routeway is walked and assessed and where the whole ticket hall area is walked and assessed.

Train: n/a
Platform: 4 minutes
Routeway: 2 minutes, 30 seconds
Ticket Hall: 4 minutes, 30 seconds

Detailed information regarding where time stamps and timers start and end within the questionnaire can be found in the appendices.

Collection of GPS co-ordinates

You must collect GPS co-ordinates for every assessment that you complete. Your PDA will prompt you when you are required to exit the station to collect your GPS co-ordinates (Time spent collecting GPS is excluded from section timers)

MAIN Assessments – You will collect GPS after completing the Ticket Hall section of the questionnaire.

INTERCHANGE Assessments – You will collect GPS after the assessment of your second platform.

TICKET HALL Assessments - You will collect GPS after completing the Ticket Hall section of the questionnaire.

TRAIN ONLY Assessments – You will be prompted for GPS after completing the questionnaire; you must exit from your arrival station in order to collect GPS.

After clicking the get GPS button, you should wait a minimum of five minutes to allow the PDA to collect a signal.

Oyster Card Requirements

You must use a REGISTERED Oyster Card for all travel on the network in connection with the survey.

In order for an assessment to be accepted it must be visible on your Oyster Card journey history. Registering the card will enable you to request Oyster usage statements and

safeguard any credit held on your card if the card is lost. To register, fill out an Oyster Registration leaflet and take it to any London Underground station.

All travel, from entering the first station on your route to leaving the final alighting station on your route, must be done using Oyster Card. Any assessed journeys conducted where methods other than Oyster Card are used may be rejected, and you may not be paid.

Details for obtaining and using Oyster can be found on the TfL website, www.tfl.gov.uk.

You are required to:

- Submit Oyster photo images to ensure that all journeys conducted are shown – these are photos of the Oyster ticket machine as it displays your Oyster history
- Submit paper print out(s) with your pay claim (This acts as a back-up to the photographic images)

Your Oyster statement/journey history must show:

- Date and time
- Boarding and alighting stations as per your itinerary
- We need to verify that the correct train journey was conducted in the right direction

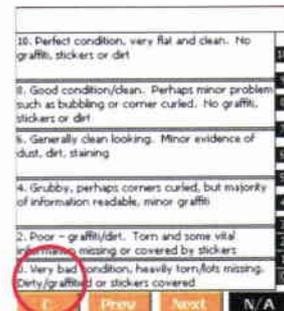
Detailed information on how to take Oyster photos and where else to obtain Oyster information can be found in the appendices.

Recording Comments

Comments are important for several reasons:

- To help GfK and LU identify the specific reasons behind a particular score being given
- To re-assure GfK and LU that your understanding of the question requirements is correct

The PDA will allow you to enter a comment at all 11 point scale questions simply by clicking the yellow C button located in the bottom left of the PDA screen (see right).



You should put as many comments into your report as possible, however comments are required when:

- **You score 2 or below at any 11 point scale question**
Please indicate the reason for the score
- **You score 9 or below at any Graffiti question**
Please indicate the location of the Graffiti and any other information that may help identify it (e.g. tag numbers that can be found on walls and doors around stations)
Examples below:



- **You are unable to answer a question (use N/A), or assess any part of the train or station fully**

Pre-coded comments are available, or you can type a comment of your own.

At the final comment question, you should also note down anything unusual that happens during your route, any deviations from the itinerary and explanations for missing train or carriage numbers.

Comments do not need to be in full sentences and can be in note form provided that the information is clear and concise.

Recording train and carriage numbers

You must do everything you can to collect both the train and carriage number from the train you are assessing on MAIN and TRAIN ONLY assessments.

Assessments received without train or carriage numbers may be rejected.

Train Numbers

It is critical you record the train number at question T1.01, so whilst you are waiting on the platform try to position yourself in the best place to spot this. You must collect the train number from the front or side of the train.

At end of line stations/termination stations it may not be possible to collect the train number, if you are unable to collect the train number at these stations, enter **999** and make a comment.

If you are unable to collect the train number as the first train arrives, please do not board this train; wait for the next train arrival and try again (provided that the service is frequent and you are not likely to miss your timeband for this or subsequent assessments).

If you are still not able to collect the number from the second train, you may board and proceed with your assessment; please enter 999 as the train number at question T1.01.

If you are able to collect the train number from the rear of the train as you alight, do not enter this at question T1.01; record this as a comment, explaining that the number was obtained from the rear of the train.

Guidance on the location of train numbers on different stock types can be found in the appendices.

Carriage numbers

You must collect the train carriage number; the number is printed on the outside of the carriage and is also above the end doors on the inside of the carriage. **If you are not able to collect the carriage number please enter 999 as the carriage number;** comment at the end of the questionnaire with a reason you were unable to collect.

If you are unable to record a train or carriage number you must provide a detailed comment to explain why.

'Overall' and 'Worst Area' measures

The majority of measures throughout the survey are assessed using one of two techniques; Overall View or Worst Area/Worst Case.

The question text and score descriptors will give full details of how to correctly answer the question.

Overall View

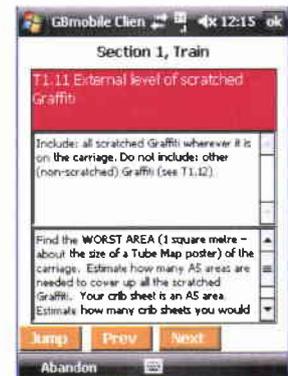
You will be required to walk the entire area being assessed and consider all parts of the area before deciding on a score. Some areas may be good and others may be bad, the relative size of these areas should be considered before deciding on a score. Use the score descriptors to choose the most appropriate score.

Worst Area/Worse Case

You will be required to walk the entire area looking for the worst area, or worst case. When the worst area/case is identified, use the score descriptors to choose the most appropriate score. The question text will clearly indicate the criteria required to identify the worst area.

All questions where you should take an 'Overall' view have their header text colour coded **BLUE**

All questions where you should look for the 'Worst Area' have their header text colour coded **RED**



3. Carrying out your assessment

This section provides details about each section of the four MSS Questionnaire types. It provides some outline guidance on how to go about completing each section, what to look for, what types of questions you will need to answer, definitions of features (assets) specific to those areas and definition of boundaries.

Further information about assets that can be found in multiple station areas can be found at the end of this section.

Detailed information on how to answer each type of question can be found in section 4.

3.1. Train

Train assessments are relevant to MAIN and TRAIN ONLY questionnaires only.

When arriving on your departure platform position yourself so that you can see the train number on the front of the train as it comes into the platform. There are measures to complete that relate to the outside of the train carriage you are boarding, so ensure you are well placed to see the outside of the carriage as it pulls in.

Your assessment time starts after you have entered the train number.

You must capture and enter the train number prior to boarding. If possible, also collect the carriage number before boarding; this may be collected from inside the carriage (above the end doors) if it is missed prior to boarding.

Carriage Exterior

You will need to assess the outside (exterior) of the carriage for the following before entering the carriage:

- Cleanliness
- Condition
- Level of scratched Graffiti
- Level of other (non-scratched) Graffiti
- Location of other (non-scratched) Graffiti on the carriage exterior

On board the train

You will need to work quickly and efficiently in order to accurately assess the carriage. Complete as much as possible whilst on the train; your journey should be long enough for you to do this.

You should ensure that you walk the full length of the carriage however, during peak periods the volume of passengers may have an impact on your train assessment.

- If the carriage is crowded, walk as much of the carriage as you can and try to observe any other areas from where you are. You should complete the questionnaire based on what you are able to see, even if this is not the whole carriage, and comment accordingly.
- During peak periods, it may not be possible to fill in the survey fully whilst on the train – aim to observe as much as possible and, if necessary, fill in the questionnaire immediately after you get off the train
- If, due to train crowding, you are unable to complete a certain question, please mark it as N/A. You will automatically navigate to a screen where you can leave a comment; either use one of the pre-coded options or select “Other” and type an explanatory comment.
- Wait for the train doors to shut before proceeding through the carriage, if you do not assess the inside of all the train doors you may miss Graffiti or damage that could influence your scores.

Once on board the train you will assess the following:

- Ceilings and surfaces
- Floors
- Windows and Glass surfaces
- Seats and Perches
- Arm Rests
- Hand Rails & Hangers
- Advertising
- Litter

Technical Measures

Brightness of area (T1.17)

Include lighting and natural light

Temperature (T1.18)

A comfortable temperature for the time of year and time of day

Level of noise (rolling) (T1.16)

Noise from the track/wheels as well as noise from, for example, the suspension or any rattling panels

Quality of ride (T1.15)

Consider any up and down or side to side motion and “lurching”, caused by the driver braking or accelerating. Try to judge quality of ride in the same way on all trains (for example: “standing” in middle of carriage. Have a “test task” of reading.)

Audibility of PA system on Train (T1.14)

If a PA message (necessary or unnecessary) was made, could it be clearly heard over the background noise that was around at that time? Consider also any clicks, rattles or hums on the microphone, as well as the Operator’s microphone technique.

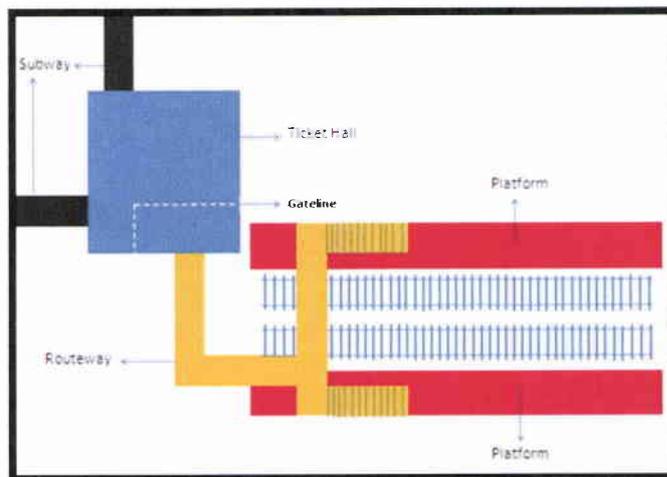
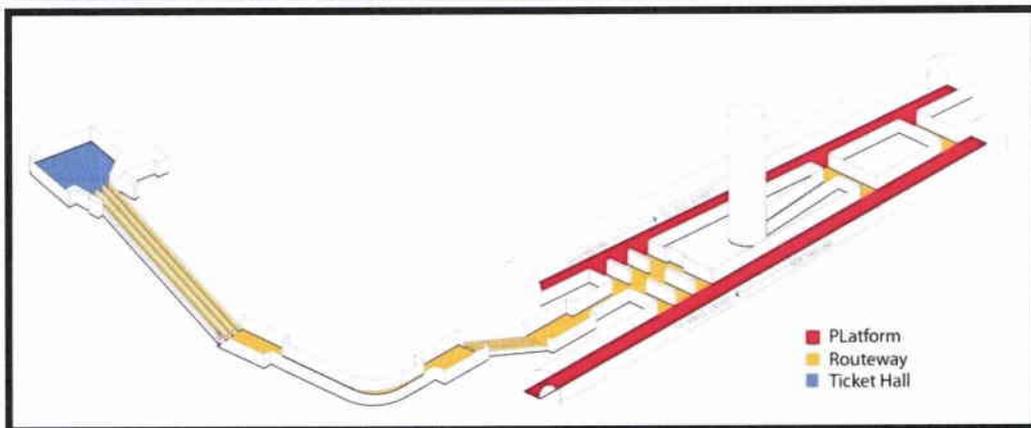
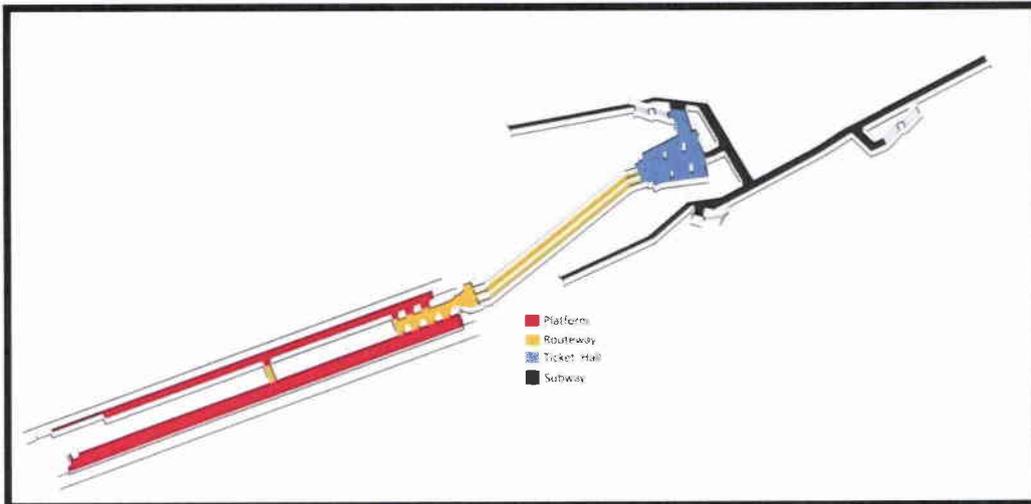
Special note: Draught Screens

Draught Screens (glass partitions within the train carriage) are not counted as windows. You should include draught screens as part of T1.1 Internal Cleanliness of ceiling and surfaces. If the worst area of Graffiti on glass is on a draught screen, this would be scored at T1.4a Internal level of scratched Graffiti on glass.

3.2. Station

Station Areas

The following diagrams show the different areas for a typical station layout. All Underground stations vary in complexity; however, the boundaries and definitions of each of the basic station areas will always apply.



- Platform (area in red) measures are covered in section 2 of the MAIN and INTERCHANGE questionnaires and sections 2 and 5 of the INTERCHANGE questionnaire
- Routeway (areas in yellow) measures are covered in section 3 of the MAIN and INTERCHANGE questionnaires
- Ticket Hall (area in blue) measures covered in section 4 of MAIN questionnaire and in the TICKET HALL ONLY questionnaire
- Subway (area in grey) measures are covered in section 4 (TICKET HALL) of the MAIN questionnaire and in the TICKET HALL ONLY questionnaire

Platform

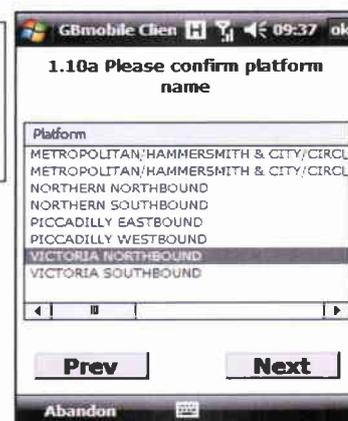
In most cases, for both MAIN and INTERCHANGE assessments, you will assess your arrival platform, however there are exceptions; you must read your itinerary to make sure you assess the correct platform. For INTERCHANGE questionnaires you will also assess a second platform which, in most cases will be your departure platform; again there are exceptions; always check your itinerary to confirm.

You will be required to confirm which platform you are assessing before proceeding to the platform questions.

Leave train at KING'S CROSS ST PANCRAS
BEGIN INTERCHANGE ASSESSMENT (Station: KING'S CROSS ST PANCRAS 125) - VIN 1234567
Assess **VICTORIA NORTHBOUND** platform
Assess routeway from VICTORIA NORTHBOUND platform to NORTHERN SOUTHBOUND platform
Assess NORTHERN SOUTHBOUND platform
END OF ASSESSMENT

Ensure that you carefully check your itinerary and confirm the correct platform name.

You will be asked to enter a platform number at the start of the section, enter the number if you are able to locate it. However, not all platforms have visible number signs; if you are unable to locate it please enter '0'.

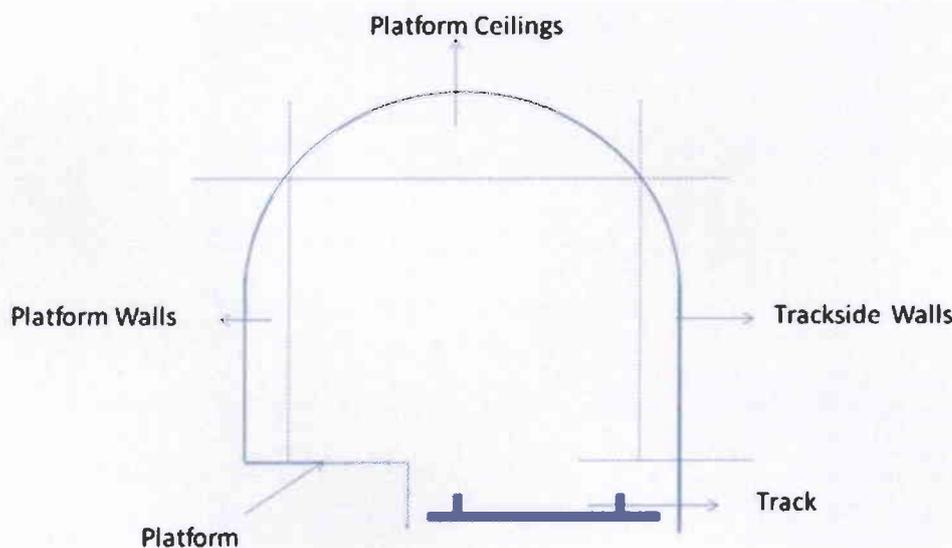


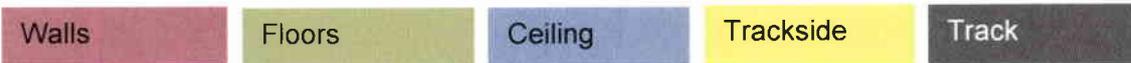
On arrival on the correct platform you should walk the full length of the platform, walking right to the very ends to ensure that you fully and accurately assess all measures. Do not enter 'Staff Only' areas at the ends of platforms, however include these areas in your assessment wherever possible.

Platform Boundaries

The following diagrams shows the boundaries of the specific platform areas; walls, ceilings, floors, trackside areas and track.

There are specific questions relating to the trackside area of the platform. Do not include the trackside area unless specifically instructed to do so in the question instructions.





Island Platforms (double sided platforms)

When assessing a platform which has trains on both sides, you should assess your side of the platform and anything which is clearly common to both (or facing you).

Platform Measures and Assets

You will be assessing the following when on the platform

- Level of Crowding
- Floors
- Walls and ceilings
- Graffiti
- Litter
- Advertising
- Seating
- Roofs/canopies at open air platforms
- Glass Platform Edge Doors (only at Jubilee line extension stations)
- Mirrors
- Cabling and Conduits
- Waiting Area/Waiting Room
- Bins/hooped bags
- Toilets – *often located on platform, see the section on Ticket Hall for further details.*

Trackside Area

There are a proportion of questions within the Platform section relating to the Trackside Area. There are five questions in total:

- Cleanliness of trackside wall
- Level of trackside Graffiti
- Condition of Trackside Advertising – Posters;
- Condition of Trackside Advertising – Frames/Equipment
- Were the cross track projectors working properly?

The trackside wall can be defined as:

- Part of the tunnel wall directly adjacent to the track at underground./sub-surface stations (as defined in the diagram and image)
- A wall directly adjacent to the track, opposite the platform you are assessing at open air/surface level stations. This may also be the side of another building on the opposite side of the track.
- Walls and advertising located on platforms opposite the one you are assessing should NOT be assessed as trackside.

Open air/surface stations can have trackside walls, as well as underground/sub-surface stations.

A trackside wall should always be assessed if it is directly adjacent to the track opposite the platform you are assessing

There is important information relating to Trackside Advertising that can be found in the Advertising section in Section 4.

Cabling and Conduits on the trackside should be excluded from the ‘platform cabling and conduits’ question. Further information about assessing cabling and conduits can be found in section 4.

Waiting Rooms / Waiting Areas

A waiting room area must be at least a purpose-built, enclosed area (even if it is not a “room” as such). Platform seating alone would not count as a waiting room/waiting area.

Your itinerary will indicate whether a waiting room/waiting area is present at the station you are assessing.

If the waiting room is locked and therefore you are unable to gain access, assess any attributes that are visible. Attributes that are not visible should be marked as N/A.

Special note on Waiting Room litter

Do not include litter in the waiting room when scoring Platform litter.

If there is no waiting room/waiting area answer ‘No’ to question S1.8bi Are you assessing a waiting room.



In total there are eight Waiting Room measures:

- S1.9a Condition of waiting room or enclosed waiting area décor
- S1.9b Condition of seating in waiting room or enclosed waiting area
- S1.9c Cleanliness of seating in waiting room or enclosed waiting area
- S1.9d Cleanliness of floors in waiting room or enclosed waiting area
- S1.9e Cleanliness of walls and ceilings in waiting room or enclosed waiting area
- S1.9f Level of scratched Graffiti in waiting room or enclosed waiting area
- S1.9g Level of non-scratched Graffiti in waiting room or enclosed waiting area
- S1.9h Level of Litter in waiting room or enclosed waiting area

Seating

Most platforms will have seating present. If there are no seats on the platform, or you are unable to fully see at least one seat (e.g. all seats are occupied by customers), please mark N/A.

You will rate condition and cleanliness. As you will need to look for the worst seat in each case; this may mean that you score two separate seats.

Platform perches should be assessed as part of platform seating.



Roofs/Canopies

Include any purpose built roof or canopy over the platform and pillars that support them.

The question wording states "If more than one, rate the worst one". This only relates to platforms with one or more roof/canopy; where more than one is



present rate the worst one; however rate overall condition of the roof/canopy you are assessing.

Additional Notes

Do not “make allowances” for any refurbishment that may be taking place when evaluating the scores – i.e. simply mark things according to what you can see, irrespective of the circumstances.

London Underground are aware of work being carried out at their stations and will take this into account when evaluating the survey results.

Routeway

Once you have completed the Platform section proceed to the Routeway. In deciding what is a routeway, note that it could be a walkway, a corridor or a bridge over the tracks or a mixture of these. Once you arrive in the routeway you should walk the full length of the routeway to ensure that you fully and accurately assess all measures.

If you are completing a MAIN assessment, assess the most direct routeway from the platform to the Ticket Hall.

If there is no routeway present (ie if the ticket hall area is directly off the platform) answer No to S2.0i Are you assessing a routeway?

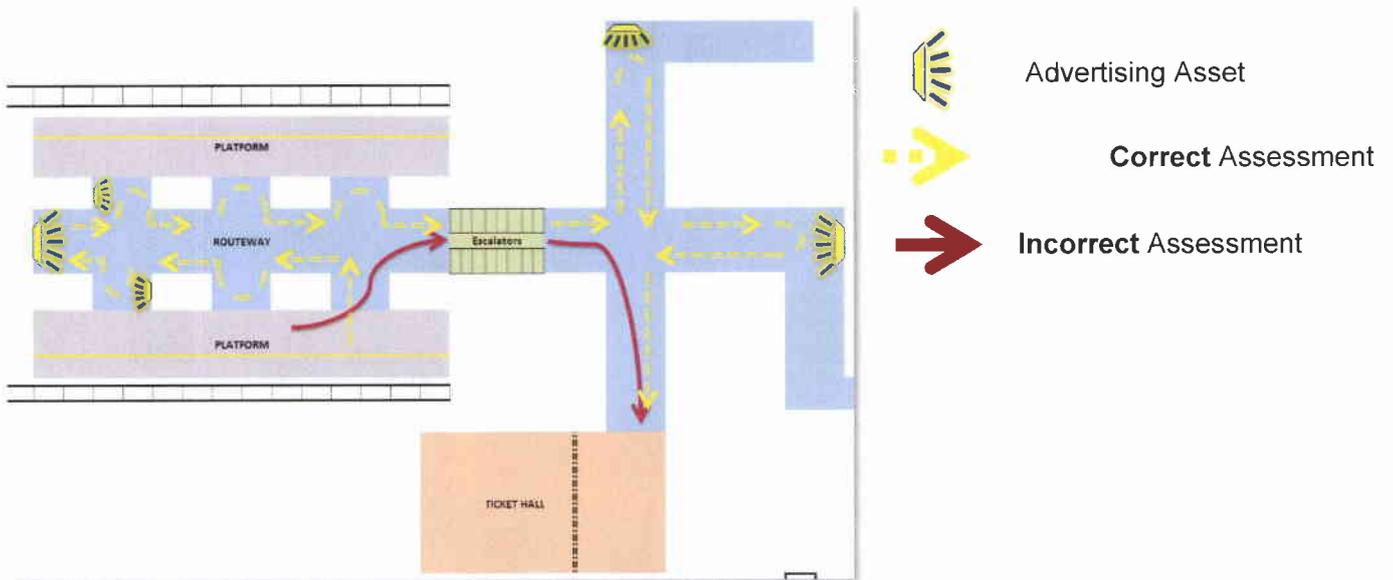
When assessing routeways you MUST:

- Assess the routeway along its full length - your route to the next platform or to the ticket hall will be shown by the direction or “Way Out” signs but there may be assets located in the routeway at different platform exits (see the example on the next page)
- Check other walkways/walkthroughs for advertising assets – as shown in the following example, there may be advertising assets located in other walkways that may not be on your route to your platform/ticket hall. You do not need to follow the adjacent walkways all the way to the incorrect ticket hall or platform, but you should at least check for any potential assets that could be assessed.
- Also include all routeway areas when answering other routeway questions (e.g. cleanliness, litter, Graffiti, décor, etc)
- Include walls and ceilings around escalators and travelators in your overall view of condition and cleanliness of the routeway

The following diagram shows that using incorrect method to assess the routeway, no advertising sites would be assessed.

The correct assessment method captures a total of five advertising sites during the routeway assessment, in addition to any litter, Graffiti, cleanliness or décor issues you may note along the way as part of your overall/worst area assessments of the routeway.

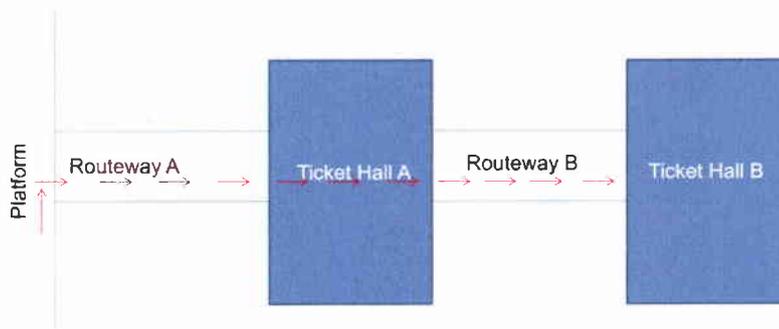
You must use the correct method for all assessments where a routeway is being assessed.



Assessing Routeways that require you to pass through other areas

If you are completing an INTERCHANGE assessment, assess the most direct routeway from the arrival platform to the departure platform. If you pass through ticket halls or platforms on your journey to the departure platform, do not include these in your assessment; assess routeways only. In the example below you would include routeways A and B but would NOT include Ticket Halls A and B.

For example, if your itinerary instructs you to assess the Lawn ticket hall at Paddington – City, arriving on the Bakerloo Line, you would need to pass through the Bakerloo Line ticket hall to reach the Lawn ticket hall. In this case you would not assess any aspect of the Bakerloo Line ticket hall itself but you would include the routeway from the platform to the Bakerloo Line ticket hall AND the routeway from there to the Lawn ticket hall.



Routeway Measures and Assets

You will be assessing the following when in the routeway:

- Floors
- Walls and ceilings
- Graffiti
- Litter
- Advertising
- Mirrors
- Direction signs