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Table 3	
Critical Success Factor	Customers
Key Performance Indicator	C1 - Customer Satisfaction
Performance Indicator	C1C - Feedback Survey – End user response
PI Measure	End user stakeholders' satisfaction of the customer service provided by the Supplier
PI Purpose	To ensure a high level of customer service from the Supplier
PI Event Definition	<p>The Company's Representative will nominate an end user stakeholder (where the Services are being provided) to assess the Supplier's performance.</p> <p>The assessment will be made against customer service questions and assessment criteria set out in Schedule 12c (Performance Measurement) – Appendix 1 (Feedback Surveys).</p> <p>The end user stakeholders will be selected by the Company (at its discretion) from individuals responsible for the operational performance. This will typically be recipients of the Services, for example Rail/bus station staff, depot staff or office staff.</p>
PI Monitoring Methods	<p>On a quarterly basis the identified stakeholders will score the Supplier on the basis of the customer service questions and assessment criteria set out in Schedule 12c (Performance Measurement) – Appendix 1 (Feedback Surveys).</p> <p>Each question will be scored on the following basis:</p> <ul style="list-style-type: none"> • 5 points – Exceeds Requirements • 4 points – Meets Requirements • 2 points – Below Requirements • 0 points – Poor <p>Each question will carry an equal weighting.</p> <p>An overall percentage score will be calculated by adding together the score achieved for each question, dividing by the total maximum score and multiplying by 100.</p> <p>The expectation is that the Supplier achieves a score of 65% or more, as set out in the Performance Levels below.</p>
Supplier Responsibilities	None
Performance Levels	
Level 1 - Meets Requirements	The Supplier is scored at greater or equal to 65% across all TfL Business Areas
Level 2 - Below Requirements	The Supplier is scored at between 50 and 64.99%
Level 3 - Unsatisfactory	The Supplier is scored at less than 50%
Quarterly Contract Scorecard	For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.

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3. Critical Success Factor - People

- 3.1. This CSF is defined as “Valuing our people”.
- 3.2. This CSF is measured through the following KPIs and PIs:
 - 3.2.1. KPI P1 – Training and Personnel, incorporating the following PIs:
 - a) P1A – Achievement of Agreed SLNT Plan (as set out in Table 4);
 - b) P1B – Key Personnel turnover (as set out in Table 5); and
 - c) P1C – Number of staff directly employed (as set out in Table 6).
- 3.3. Details of how these KPIs and PIs are measured are set out in the following Tables 4 to 6.
- 3.4. During the first four Periods following the Services Commencement Date:
 - 3.4.1. the PI and KPI targets will be reduced by 10%; and
 - 3.4.2. the Escalation Procedure shall not be initiated where the Supplier achieves “Below Requirements” or “Unsatisfactory” scores (as defined in the following tables) in relation to any KPI or PI.
 - 3.4.3. Any “Below Requirements” or “Unsatisfactory” scores achieved by the Supplier in respect of the first four Periods following the Services Commencement Date shall not be carried forward to initiate the Escalation Procedure in Quarters 3 and 4.

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Table 4	
Critical Success Factor	People
Key Performance Indicator	P1 – Training and Personnel
Performance Indicator	P1A – Achievement of Agreed SLNT Plan
PI Measure	The Supplier meets its contractual SLNT obligations in accordance with Schedule 17 of the Contract.
PI Purpose	To ensure the Supplier is providing long term developmental training for Supplier Personnel.
PI Event Definition	The Supplier's Agreed SLNT Plan for SLNT Output is compared to the Supplier's actual SLNT Outputs.
PI Monitoring Methods	On a quarterly basis the SLNT Outputs for each TFL Business Area as defined by the Agreed SLNT Plan are compared to the actual SLNT Outputs achieved by the Supplier
Supplier Responsibilities	To prepare the Initial SLNT Plan and the Agreed SLNT Plan in accordance with Schedule 17 (Strategic Labour Needs and Training) of the Contract.
Performance Levels	
Level 1 - Meets Requirements	The actual SLNT Outputs achieved by the Supplier equals or exceeds the SLNT Outputs set out in the Agreed SLNT Plan in the relevant Quarter.
Level 2 - Below Requirements	The actual SLNT Outputs achieved by the Supplier is less than the SLNT Outputs set out in the Agreed SLNT Plan.
Level 3 - Unsatisfactory	No SLNT Outputs are achieved in the relevant Period.
Quarterly Contract Scorecard	For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.

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Table 5	
Critical Success Factor	People
Key Performance Indicator	P1 – Training and Personnel
Performance Indicator	P1B – Key Personnel turnover
PI Measure	The number of Key Personnel who have left the Contract within the last 13 Periods
PI Purpose	To ensure continuity of the Supplier's senior contract management team
PI Event Definition	Key Personnel has the meaning ascribed to it in Clause 1.1 (Definitions and Interpretation) of the Contract
PI Monitoring Methods	On a rolling 13 Period basis the number of Key Personnel who have left the Contract is assessed.
Supplier Responsibilities	To retain records of changes in Key Personnel in the preceding 13 Periods and provide a quarterly report to the Company.
Performance Levels	
Level 1 - Meets Requirements	No changes in Key Personnel in the last 13 Periods
Level 2 - Below Requirements	Up to 2 changes in Key personnel in the last 13 Periods
Level 3 – Unsatisfactory	More than 2 changes in Key personnel in the last 13 Periods
Quarterly Contract Scorecard	For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.

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Table 6	
Critical Success Factor	People
Key Performance Indicator	P1 – Training and Personnel
Performance Indicator	P1C – Percentage of staff directly employed
PI Measure	Percentage of Supplier Personnel (excluding agency staff) directly employed by the Supplier and Sub-Contractors
PI Purpose	To ensure continuity of workforce and reduce the use of agency and non-permanent Supplier Personnel
PI Event Definition	The number of hours worked by Supplier Personnel who are directly employed by the Supplier and Sub-Contractors expressed as a percentage of the total number of hours worked by all Supplier Personnel engaged by the Supplier and its Sub-Contractors.
PI Monitoring Methods	<p>The Supplier is measured against the percentage of Supplier Personnel (which for the purposes of this PI does not include agency staff) that are directly employed by the Supplier and Sub-Contractors.</p> <p>Each Quarter the total hours worked by the directly employed Supplier Personnel Services (the “<u>Directly Employed Hours</u>”) is divided by the total number of hours worked in the delivery of the Service (the “<u>Total Hours</u>”) and multiplied by 100 to give the percentage of Supplier Personnel directly employed:</p> $\text{Percentage directly employed} = \frac{\text{Directly Employed Hours}}{\text{Total hours}} \times 100$ <p>The PI is assessed individually for each TfL Business Area.</p>
Supplier Responsibilities	To maintain records of the total hours worked in the delivery of the Services for each TfL Business Area together with records of the total hours worked by directly employed Supplier Personnel.
Performance Levels	
Level 1 - Meets Requirements	<p>Percentage of directly employed Supplier Personnel is greater than or equal to:</p> <ul style="list-style-type: none"> -80% during the first year of the Contract (17/09/2017 to 16/09/2018) -85% during quarter 1 and quarter 2 of Year 2 of the Contract -90% during quarter 3 and quarter 4 of Year 2 of the Contract -95% for the remainder of the Contract term
Level 2 - Below Requirements	<p>Percentage of directly employed Supplier Personnel is between:</p> <ul style="list-style-type: none"> -60% - 79.99% during the first year of the Contract (17/09/2017 to 16/09/2018) -75% - 84.99% during quarter 1 and quarter 2 of Year 2 of the Contract -80% - 89.99% during quarter 3 and quarter 4 of Year 2 of the Contract -85% - 94.99% for the remainder of the Contract term
Level 3 – Unsatisfactory	<p>Percentage of directly employed Supplier Personnel is less than:</p> <ul style="list-style-type: none"> -60% during the first year of the Contract (17/09/2017 to 16/09/2018) -75% during quarter 1 and quarter 2 of Year 2 of the Contract -80% during quarter 3 and quarter 4 of Year 2 of the Contract -85% for the remainder of the Contract term
Quarterly Contract Scorecard	For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.

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4. Critical Success Factor – Delivery

4.1. This CSF is defined as “Delivering safe, reliable, clean, sustainable and accessible transport”.

4.2. This CSF is measured through the following KPIs and PIs:

4.2.1. KPI D1 – Planned Maintenance, incorporating the following PI:

- a) D1A – Planned/Periodic maintenance completed against plan (as set out in Table 7).

4.2.2. KPI D2 – Fault Management, incorporating the following PIs:

- a) D2A – Emergency faults rectified on time (as set out in Table 8);
- b) D2B – Standard faults rectified on time (as set out in Table 9); and
- c) D2C – All faults rectified to time (as set out in Table 10).

4.2.3. KPI D3 – Staff Attendance, incorporating the following PI:

- a) D3A – Staff Attendance (as set out in Table 11).

4.2.4. KPI D4 – Management Information, incorporating the following PIs:

- a) D4A – Asset Reporting (as set out in Table 12).

4.2.5. KPI D5 – Health, Safety, Environmental, incorporating the following PIs:

- a) D5A – Number of Supplier audits completed versus planned (as set out in Table 13);
- b) D5B – Number of lost time injuries (as set out in Table 14);
- c) D5C – Number of statutory notices/pollution events (as set out in Table 15); and
- d) D5D – Number of non-compliances attributed to failure to meet a requirement of Schedule 7 (as set out in Table 16).

4.2.6. KPI D6 – Technical, incorporating the following PIs:

- a) D6A – Works/faults/planned maintenance completed in accordance with the Specification (as set out in Table 17);
- b) D6B - Achievement of Cleaning Standards against Fleet Quality Marking Systems (as set out in Table 18) – Measured Quarterly
- c) D6C – Achievement of Cleaning Standards against Station Quality Marking Systems (as set out in Table 19) – Measured Quarterly
- d) D6D - Achievement of Cleaning Standards against General Quality Marking Systems (as set out in Table 20) – Measured Quarterly

4.2.7. KPI D7 – Commercial, incorporating the following PI:

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a) D7A – Accuracy of applications for payment (as set out in Table 21).

4.2.8. KPI D8 – Plant Availability, incorporating the following PI:

a) D8A – Availability of plant (as set out in Table 22).

4.3. Details of how these KPIs and PIs are measured are set out in the following Tables 7 to 22.

4.4. During the first four Periods following the Services Commencement Date:

4.4.1. PI and KPI targets will be reduced by 10%; and

4.4.2. the Escalation Procedure and Abatement process (where applicable) will not be initiated where the Supplier achieves “Below Requirements” or “Unsatisfactory” scores (as defined in the following tables) in relation to any KPI or PI.

4.5. Any “Below Requirements” or “Unsatisfactory” scores achieved by the Supplier in respect of the first four Periods following the Services Commencement Date shall not be carried forward to initiate the Escalation Procedure in Quarters 3 and 4.

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Table 7	
Critical Success Factor	Delivery
Key Performance Indicator	D1 - Planned Maintenance (PM)
Performance Indicator	D1A – Planned/periodic maintenance completed against the Programme
PI Measure	The percentage of PM activities completed by the Supplier
PI Purpose	To ensure that PM activities are carried out in accordance with the Programme
PI Event Definition	The number of completed PM activities expressed as a percentage of the number of planned PM activities set out in the Programme in the relevant Period.
PI Monitoring Methods	<p>The number of completed PM activities recorded by the Asset Management System ("<u>Activities Complete</u>") divided by the number of planned PM activities set out in the Programme in the relevant Period ("<u>Activities Planned</u>") and multiplied by 100 to give the percentage of completed PM activities:</p> $\text{Percentage completed} = \frac{\text{Activities Completed}}{\text{Activities Planned}} \times 100$
Supplier Responsibilities	To update the Asset Management System in respect of the PM activities completed.
Performance Levels	
Level 1 - Meets Requirements	Percentage of completed PM activities is greater than or equal to 90%
Level 2 - Below Requirements	Percentage of completed PM activities is between 80 to 89.99%
Level 3 - Unsatisfactory	Percentage of completed PM activities is less than 80%
Quarterly Contract Scorecard	<p>The Performance Level will be identified by calculating the average percentage score for all Delivery Units for each period as follows:</p> $\text{Percentage score} = \frac{\text{Total of all Percentage Scores for Quarter}}{\text{Total number of Percentage Scores for Quarter}} \times 100$ <p>For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.</p>

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Table 8	
Critical Success Factor	Delivery
Key Performance Indicator	D2 - Fault Management
Performance Indicator	D2A - Emergency faults rectified on time
PI Measure	Emergency faults rectified within the timescales prescribed in the Specification
PI Purpose	To ensure emergency faults are rectified in a timely manner in accordance with the Specification.
PI Event Definition	The number of emergency faults rectified within the Emergency Clearance Times as set out in Schedule 12c - Appendix 2 expressed as a percentage of the total number of emergency faults notified to the Supplier.
PI Monitoring Methods	<p>The number of emergency faults rectified within the Emergency Clearance Times ("Faults Closed on Time") as set out in Schedule 12c - Appendix 2 divided by the total of the total number of emergency faults notified to the Supplier (the "Total Faults") and multiplied by 100 to give the percentage of emergency faults rectified on time:</p> $\text{Percentage of emergency faults closed on time} = \frac{\text{Faults Closed on Time}}{\text{Total Faults}} \times 100$
Supplier Responsibilities	To update the Company on the rectification of each emergency fault.
Performance Levels	
Level 1 - Meets Requirements	Percentage of emergency faults closed on time is greater than or equal to 95%
Level 2 - Below Requirements	Percentage of emergency faults closed on time is between 80 to 94.99%
Level 3 - Unsatisfactory	Percentage of emergency faults closed on time is less than 80%
Quarterly Contract Scorecard	<p>The Performance Level will be identified by calculating the average percentage score for all Delivery Units for each period as follows:</p> $\text{Percentage score} = \frac{\text{Total of all Percentage Scores for Quarter}}{\text{Total number of Percentage Scores for Quarter}} \times 100$ <p>For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.</p>

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Table 9	
Critical Success Factor	Delivery
Key Performance Indicator	D2 - Fault Management
Performance Indicator	D2B - Standard faults rectified on time
PI Measure	Standard Faults rectified within the timescales set out in the Specification
PI Purpose	To ensure standard faults are rectified in a timely manner in accordance with the Specification
PI Event Definition	The number of standard faults rectified within the Standard Clearance Times as set out in Schedule 12c - Appendix 2 expressed as a percentage of the total number of standard faults notified to the Supplier.
PI Monitoring Methods	<p>The number of standard faults rectified within the Standard Clearance Times ("Faults Closed on Time") as set out in Schedule 12c - Appendix 2 divided by the total of the total number of standard faults issued to the Supplier (the "Total Faults") and multiplied by 100 to give the percentage of standard faults rectified on time:</p> $\text{Percentage of standard faults closed on time} = \frac{\text{Faults Closed on Time}}{\text{Total Faults}} \times 100$
Supplier Responsibilities	To update the Company on the rectification of each standard fault.
Performance Levels	
Level 1 - Meets Requirements	Percentage of standard faults closed on time is greater than or equal to 95%
Level 2 - Below Requirements	Percentage of standard faults closed on time is between 80 to 94.99%
Level 3 - Unsatisfactory	Percentage of standard faults closed on time is less than 80%
Quarterly Contract Scorecard	<p>The Performance Level will be identified by calculating the average percentage score for all Delivery Units for each period as follows:</p> $\text{Percentage score} = \frac{\text{Total of all Percentage Scores for Quarter}}{\text{Total number of Percentage Scores for Quarter}} \times 100$ <p>For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.</p>

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Table 10	
Critical Success Factor	Delivery
Key Performance Indicator	D2 - Fault Management
Performance Indicator	D2C - Faults rectified on time
PI Measure	Faults rectified within the timescales set out in the Specification
PI Purpose	To ensure faults are rectified in a timely manner in accordance with the Specification
PI Event Definition	The number of Faults rectified within the Standard Clearance Times as set out in Schedule 12c - Appendix 2 expressed as a percentage of the total number of Faults notified to the Supplier.
PI Monitoring Methods	<p>The number of Faults rectified within the Standard Clearance Times ("Faults Closed on Time") as set out in Schedule 12c - Appendix 2 divided by the total of the total number of standard faults issued to the Supplier (the "Total Faults") and multiplied by 100 to give the percentage of standard faults rectified on time:</p> <p>Percentage of standard Faults closed on time = $\frac{\text{Faults Closed on Time}}{\text{Total Faults}} \times 100$</p>
Supplier Responsibilities	To update the Company on the rectification of each Fault.
Performance Levels	
Level 1 - Meets Requirements	Percentage of Faults closed on time is greater than or equal to 95%
Level 2 - Below Requirements	Percentage of Faults closed on time is between 80 to 94.99%
Level 3 - Unsatisfactory	Percentage of Faults closed on time is less than 80%
Quarterly Contract Scorecard	<p>The Performance Level will be identified by calculating the average percentage score for all Delivery Units for each period as follows:</p> <p>Percentage score = $\frac{\text{Total of all Percentage Scores for Quarter}}{\text{Total number of Percentage Scores for Quarter}} \times 100$</p> <p>For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.</p>

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Table 11	
Critical Success Factor	Delivery
Key Performance Indicator	D3 – Staff Attendance
Performance Indicator	D3A – Staff Attendance
PI Measure	Actual labour resources provided by the Supplier as against the planned labour resources set out in the Supplier’s resource schedule (the “ <u>Resource Schedule</u> ”) attached at Appendix E to Schedule 3 (Specification).
PI Purpose	To ensure that the Supplier consistently provides adequate labour resources in accordance with the Resource Schedule for the delivery of the Services.
PI Event Definition	The total amount of hours worked by Supplier Personnel while located on the Sites as recorded by the Supplier and evidenced to the Company’s Representative, divided by the total number of hours planned to be worked by the Supplier Personnel as set out in the Resource Schedule.
PI Monitoring Methods	<p>The Supplier’s time management system will be used to record the actual hours worked by the Supplier Personnel (the “<u>Actual Hours</u>”) in each Period and the planned resources will be set out in advance in the Resource Schedule (the “<u>Planned Hours</u>”).</p> <p>The percentage of labour provided by the Supplier is calculated by dividing the total Actual Hours by the total Planned Hours and multiplying by 100 to give the Staff Attendance percentage</p> $\text{Staff Attendance percentage} = \frac{\text{Actual hours}}{\text{Planned hours}} \times 100$
Supplier Responsibilities	The Supplier shall comply with the Resource Schedule and shall provide records of the actual hours worked by all Supplier Personnel from the Supplier’s time management system.
Performance Levels	
Level 1 - Meets Requirements	Staff Attendance percentage is greater than or equal to 98%
Level 2 - Below Requirements	Staff Attendance percentage is between 96 to 97.99%
Level 3 - Unsatisfactory	Staff Attendance percentage is less than 96%
Quarterly Contract Scorecard	<p>The Performance Level will be identified by calculating the average percentage score for all Delivery Units for each period as follows:</p> $\text{Percentage score} = \frac{\text{Total of all Percentage Scores for Quarter}}{\text{Total number of Percentage Scores for Quarter}} \times 100$ <p>For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.</p>

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Table 12	
Critical Success Factor	Delivery
Key Performance Indicator	D4 – Management Information
Performance Indicator	D4A – Asset reporting
PI Measure	The percentage of audits which confirm that the Supplier's asset reporting is up to date and meets the required data accuracy in compliance with the Specification.
PI Purpose	To measure compliance with the Supplier's asset reporting obligations as set out in Appendix F to Schedule 3 (Specification).
PI Event Definition	The number of audits which fail to demonstrate full compliance with the Specification, expressed as a percentage of the total number of audits undertaken by the Supplier.
PI Monitoring Methods	<p>The Company will, for each Period, carry out random audits of the Supplier's asset reporting including, but not limited to, the frequency and timeliness of updating the asset reports and data accuracy.</p> <p>The Company will collate the results from the random audits undertaken during each Period and will determine the number of audits which confirm compliance with the Specification (the "<u>Satisfactory Audits</u>"). The Company will also record the total number of random audits undertaken in the relevant Period (the "<u>Total Audits</u>") to give the percentage success rate:</p> $\text{Percentage success rate} = \frac{\text{Satisfactory Audits}}{\text{Total Audits}} \times 100$
Supplier Responsibilities	To comply with its asset reporting obligations under the Contract and to assist the Company in undertaking audits.
Performance Levels	
Level 1 - Meets Requirements	Percentage success rate is equal to or greater than 98%
Level 2 - Below Requirements	Percentage success rate is between 95 and 97.99%
Level 3 - Unsatisfactory	Percentage success rate is less than 95%
Quarterly Contract Scorecard	<p>The Performance Level will be identified by calculating the average percentage score for all Delivery Units for each period as follows:</p> $\text{Percentage score} = \frac{\text{Total of all Percentage Scores for Quarter}}{\text{Total number of Percentage Scores for Quarter}} \times 100$ <p>For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.</p>

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Table 13	
Critical Success Factor	Delivery
Key Performance Indicator	D5 – Health, Safety, Environmental
Performance Indicator	D5A – Number of Supplier audits completed versus planned
PI Measure	The number of the Supplier’s health and safety audits completed as a percentage of those planned.
PI Purpose	To measure the effectiveness of the Supplier’s health and safety monitoring systems.
PI Event Definition	The number of the Supplier’s health and safety audits completed in the relevant Period, expressed as a percentage of the number of planned audits to be undertaken.
PI Monitoring Methods	<p>The Supplier collates the number of health and safety audits completed in the relevant Period (the “Actual number of Audits”) and makes a comparison against the planned number of audits to be undertaken in the relevant Period, as advised to the Company’s Representative, prior to the Period commencing (the “Planned Number of Audits”). The Actual Number of Audits is divided by the Planned Number of Audits and multiplied by 100 to give the percentage of audits completed:</p> $\text{Percentage audits completed} = \frac{\text{Actual Number of Audits}}{\text{Planned Number of Audits}} \times 100$
Supplier Responsibilities	To collate the number of health and safety audits completed in the relevant Period and to compare these against the planned number of audits to be undertaken in the relevant Period (as advised to the Company’s Representative).
Performance Levels	
Level 1 - Meets Requirements	Percentage audits completed is equal to or greater than 98%
Level 2 - Below Requirements	Percentage audits completed is between 95 and 97.99%
Level 3 - Unsatisfactory	Percentage audits completed is less than 95%
Quarterly Contract Scorecard scoring	<p>The Performance Level will be identified by calculating the average percentage score for all Delivery Units for each period as follows:</p> $\text{Percentage score} = \frac{\text{Total of all Percentage Scores for Quarter}}{\text{Total number of Percentage Scores for Quarter}} \times 100$ <p>For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.</p>

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Table 14	
Critical Success Factor	Delivery
Key Performance Indicator	D5 – Health, Safety, Environmental
Performance Indicator	D5B – Number of lost time injuries
PI Measure	Number of lost time injuries to Supplier Personnel occurring within a given Period.
PI Purpose	To measure the Supplier's compliance with its health and safety obligations set out in Part 8 of the Contract.
PI Event Definition	Lost time injuries ("LTIs") attributed to Supplier Personnel in connection with the delivery of the Services.
PI Monitoring Methods	The Supplier will provide details of any LTIs attributed to Supplier Personnel to the Company in connection with the delivery of the Services.
Supplier Responsibilities	The Supplier will provide details of any LTIs occurring within a given Period to the Company.
Performance Levels	
Level 1 - Meets Requirements	0 LTIs in relevant Period
Level 2 - Below Requirements	n/a
Level 3 - Unsatisfactory	>0 LTIs in relevant Period
Quarterly Contract Scorecard	<p>The Performance Level will be identified by calculating the average percentage score for all Delivery Units for each period as follows:</p> $\text{Percentage score} = \frac{\text{Total of all Percentage Scores for Quarter}}{\text{Total number of Percentage Scores for Quarter}} \times 100$ <p>For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.</p>

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Table 15	
Critical Success Factor	Delivery
Key Performance Indicator	D5 – Health, Safety, Environmental
Performance Indicator	D5C – Number of statutory notices/pollution events
PI Measure	The number of statutory notices/pollution event notices issued to the Supplier in connection with the delivery of the Services.
PI Purpose	To measure the Supplier's compliance with environmental regulations, as set out in Schedule 7 of the Contract.
PI Event Definition	The number of statutory notices/pollution events notices issued to the Supplier or a Sub-Contractor in connection with the delivery of the Services during a 13 Period rolling assessment timeframe.
PI Monitoring Methods	<p>The Supplier is required to inform the Company immediately in the event that it or a Sub-Contractor receives a statutory notice or a pollution event notice which is associated with the delivery of the Services or the actions of the Supplier or a Sub-Contractor ("<u>All Notices</u>"). The number of notices issued is divided by 13 to give the average number of notices issued per Period:</p> $\text{Average number of notices issued per Period} = \frac{\text{All Notices}}{13}$
Supplier Responsibilities	To disclose all statutory notices/pollution event notices to the Company.
Performance Levels	
Level 1 - Meets Requirements	Average number of notices issued per Period is less than or equal to 0.08
Level 2 - Below Requirements	Average number of notices issued per Period is between 0.09 and 0.23
Level 3 - Unsatisfactory	Average number of notices issued per Period is greater than 0.23
Quarterly Contract Scorecard	<p>The Performance Level will be identified by calculating the average percentage score for all Delivery Units for each period as follows:</p> $\text{Percentage score} = \frac{\text{Total of all Percentage Scores for Quarter}}{\text{Total number of Percentage Scores for Quarter}} \times 100$ <p>For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.</p>

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Table 16	
Critical Success Factor	Delivery
Key Performance Indicator	D5 – Health, Safety, Environmental
Performance Indicator	D5D – Number of non-compliances attributed to failure to meet a requirement of Schedule 7
PI Measure	The number of non-compliances attributed to a failure by the Supplier to meet a requirement of Schedule 7 of the Contract in connection with the delivery of the Services.
PI Purpose	To measure the Supplier’s compliance with the requirements of Schedule 7 of the Contract.
PI Event Definition	The number of non-compliances attributed to the Supplier’s failure to meet a requirement of Schedule 7 in connection with the delivery of the Services during a 13 Period rolling assessment timeframe.
PI Monitoring Methods	<p>The Company will record all non-compliances by the Supplier against the requirements set out in Schedule 7 (“<u>All Non-Compliances</u>”). The total number of non-compliances is then divided by 13 to give the average number of non-compliances issued per Period:</p> <p>Average number of non-compliances per Period =</p> $\frac{\text{All Non-Compliances}}{13}$
Supplier Responsibilities	
Performance Levels	
Level 1 - Meets Requirements	Average number of non-conformances issued per Period is less than or equal to 0.08
Level 2 - Below Requirements	Average number of non-conformances issued per Period is between 0.09 and 0.23
Level 3 - Unsatisfactory	Average number of non-conformances issued per Period is greater than 0.23
Quarterly Contract Scorecard	<p>The Performance Level will be identified by calculating the average percentage score for all Delivery Units for each period as follows:</p> <p>Percentage score = $\frac{\text{Total of all Percentage Scores for Quarter}}{\text{Total number of Percentage Scores for Quarter}} \times 100$</p> <p>For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.</p>

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Table 17	
Critical Success Factor	Delivery
Key Performance Indicator	D6 – Technical
Performance Indicator	D6A – Works/faults/planned maintenance completed in accordance with the Specification
PI Measure	The percentage of audits carried out by the Company confirming the delivery of the Services by the Supplier which comply with the Specification and the Programme.
PI Purpose	To measure the Supplier's compliance with the Specification in relation to delivery of the Services.
PI Event Definition	The number of audits carried out by the Company which fail to demonstrate compliance by the Supplier with the Specification, expressed as a percentage of the total number of audits undertaken by the Company.
PI Monitoring Methods	<p>The Company will, during each Period, carry out random audits of the Services provided by the Supplier including, but not limited to, planned preventative maintenance activities, fault and repair maintenance activities and Additional Works. The Company will collate the results from the random audits undertaken during each Period and will determine the number of audits which confirm compliance with the Specification (the "Satisfactory Audits"). The Company will also record the total number of random audits undertaken in the Period (the "Total Audits") to give the percentage success rate of the Supplier:</p> $\text{Percentage success rate} = \frac{\text{Satisfactory Audits}}{\text{Total Audits}} \times 100$
Supplier Responsibilities	To assist the Company in undertaking audits, inspections and assurance exercises.
Performance Levels	
Level 1 - Meets Requirements	Percentage success rate is greater than or equal to 98%
Level 2 - Below Requirements	Percentage success rate is between 95% and 97.99%
Level 3 - Unsatisfactory	Percentage success rate is less than 95%
Quarterly Contract Scorecard	<p>The Performance Level will be identified by calculating the average percentage score for all Delivery Units for each period as follows:</p> $\text{Percentage score} = \frac{\text{Total of all Percentage Scores for Quarter}}{\text{Total number of Percentage Scores for Quarter}} \times 100$ <p>For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.</p>

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Table 18	
Critical Success Factor	Delivery
Key Performance Indicator	D6 – Technical – Quality of Output
Performance Indicator	D6B – Achievement of Cleaning Standard Targets - Fleet
PI Measure	Results of the Fleet Quality Management System (FQMS) inspection process
PI Purpose	To ensure Cleaning Standards are met in accordance with the Specification
PI Event Definition	<p>The scores achieved under the FQMS inspection process expressed as percentage of the Target Score for each Delivery Unit.</p> <p>The FQMS methodology and scoring system is set out in Schedule 12c – Appendix 3. Target and Minimum Required Cleaning Target and Minimum scores are also set out in Schedule 12c – Appendix 3.</p>
PI Monitoring Methods	<p>The Delivery Unit score achieved under the FQMS inspection process undertaken for each Delivery Unit divided by the Delivery Unit Target and the resultant multiplied by 100 to give a measure of quality output performance (“<u>Quality Output Performance</u>”).</p> <p>Quality Output Performance = $\frac{\text{Actual Score Achieved}}{\text{Target score}} \times 100$</p>
Supplier Responsibilities	
Performance Levels	
Level 1 - Meets Requirements	Percentage score is greater than or equal to 100%
Level 2 - Below Requirements	Percentage score rate is between 95% and 99.99%
Level 3 - Unsatisfactory	Percentage score rate is less than 95%
Quarterly Contract Scorecard	<p>The Performance Level will be identified by calculating the average percentage score for all Delivery Units for each Period as follows:</p> <p>Percentage score = $\frac{\text{Total of all Percentage Scores for Quarter}}{\text{Total number of Percentage Scores for Quarter}} \times 100$</p> <p>For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.</p>
Additional Measure– Minimum Scores	Each Delivery Unit has a minimum required score as set out in Schedule 12c – Appendix 3. If the Supplier fails to meet the minimum score for a single Delivery Unit for two separate Quarters in a twelve month rolling timeframe then the Escalation Procedure may be invoked by the Company.

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Table 19	
Critical Success Factor	Delivery
Key Performance Indicator	D6 – Technical – Quality of Output
Performance Indicator	D6C – Achievement of Cleaning Standard Targets - Stations
PI Measure	Results of the Station Quality Management System (SQMS) inspection process
PI Purpose	To ensure Cleaning Standards are met in accordance with the Specification
PI Event Definition	<p>The scores achieved under the SQMS inspection process expressed as percentage of the Target Score for each Delivery Unit.</p> <p>The SQMS methodology and scoring system is set out in Schedule 12c – Appendix 4. Target and Minimum Cleaning Scores are also set out in Schedule 12c – Appendix 4.</p>
PI Monitoring Methods	<p>The Delivery Unit score achieved under the SQMS inspection process undertaken for each Delivery Unit divided by the Delivery Unit Target and the resultant multiplied by 100 to give a measure of quality output performance ("<u>Quality Output Performance</u>").</p> $\text{Quality Output Performance} = \frac{\text{Actual Score Achieved}}{\text{Target score}} \times 100$
Supplier Responsibilities	
Performance Levels	
Level 1 - Meets Requirements	Percentage score is greater than or equal to 100%
Level 2 - Below Requirements	Percentage score is between 95% and 99.99%
Level 3 - Unsatisfactory	Percentage score is less than 95%
Quarterly Contract Scorecard	<p>The Performance Level will be identified by calculating the average percentage score for all Delivery Units for each period as follows:</p> $\text{Percentage score} = \frac{\text{Total of all Percentage Scores for Quarter}}{\text{Total number of Percentage Scores for Quarter}} \times 100$ <p>For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.</p>
Additional Measure– Minimum Scores	Each Site has a minimum required score as set out in Schedule 12c – Appendix 4. If the Supplier fails to meet the minimum score for a single Site for two separate Quarters in a twelve month rolling timeframe then the Escalation Procedure may be invoked by the Company.

LOT 5: CLEANING: EXECUTION VERSION

Table 20	
Critical Success Factor	Delivery
Key Performance Indicator	D6 – Technical – Quality of Output
Performance Indicator	D6D – Achievement of Cleaning Standard Targets - General
PI Measure	Results of the General Quality Management System (GQMS) inspection process
PI Purpose	To ensure Cleaning Standards are met in accordance with the Specification
PI Event Definition	<p>The scores achieved under the GQMS inspection process expressed as percentage of the Target Score for each Delivery Unit.</p> <p>The GQMS methodology and scoring system is set out in Schedule 12c – Appendix 5. Target and Minimum Cleaning Scores are also set out in Schedule 12c – Appendix 5.</p>
PI Monitoring Methods	<p>The Delivery Unit score achieved under the GQMS inspection process undertaken for each Delivery Unit divided by the Delivery Unit Target and the resultant multiplied by 100 to give a measure of quality output performance ("<u>Quality Output Performance</u>").</p> $\text{Quality Output Performance} = \frac{\text{Actual Score Achieved}}{\text{Target score}} \times 100$
Supplier Responsibilities	
Performance Levels	
Level 1 - Meets Requirements	Percentage score is greater than or equal to 100%
Level 2 - Below Requirements	Percentage score is between 95% and 99.99%
Level 3 - Unsatisfactory	Percentage score is less than 95%
Quarterly Contract Scorecard	<p>The Performance Level will be identified by calculating the average percentage score for all Delivery Units for each period as follows:</p> $\text{Percentage score} = \frac{\text{Total of all Percentage Scores for Quarter}}{\text{Total number of Percentage Scores for Quarter}} \times 100$ <p>For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.</p>
Additional Measure– Minimum Scores	Each Delivery Unit has a minimum required score as set out in Schedule 12c – Appendix 5. If the Supplier fails to meet the minimum score for a single Delivery Unit for two separate in a twelve month rolling timeframe then the Escalation Procedure may be invoked by the Company.

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Table 21	
Critical Success Factor	Delivery
Key Performance Indicator	D7 – Commercial
Performance Indicator	D7A – Accuracy of applications for payment
PI Measure	The percentage variance between the Supplier's Payment Applications and the Company's Representative's assessment of payments due to the Supplier.
PI Purpose	To measure the Supplier's performance in relation to the submission of accurate Payment Applications.
PI Event Definition	The number of Payment Applications made by the Supplier, less the payment amounts assessed by the Company's Representative as being due.
PI Monitoring Methods	<p>In accordance with Part 6 of the Contract, the Company's Representative will assess the payment due to the Supplier (the "<u>Payment Amount</u>") and subtract this from the Supplier's Payment Application (the "<u>Application Amount</u>"). This is then divided by the Application Amount and multiplied by 100 to give the percentage variance:</p> <p>The percentage variance = $\frac{\text{Application Amount} - \text{Payment Amount}}{\text{Application Amount}} \times 100$</p>
Supplier Responsibilities	To submit accurate Payment Applications to the Company.
Performance Levels	
Level 1 - Meets Requirements	Percentage variance is less than or equal to 2%
Level 2 - Below Requirements	Percentage variance is between 2.1% and 4%
Level 3 - Unsatisfactory	Percentage variance is greater than 4%
Quarterly Contract Scorecard	<p>The Performance Level will be identified by calculating the average percentage score for all Delivery Units for each period as follows:</p> <p>Percentage score = $\frac{\text{Total of all Percentage Scores for Quarter}}{\text{Total number of Percentage Scores for Quarter}} \times 100$</p> <p>For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.</p>

LOT 5: CLEANING: EXECUTION VERSION

Table 22	
Critical Success Factor	Delivery
Key Performance Indicator	D8 – Plant Availability
Performance Indicator	D8A – Availability of plant
PI Measure	The percentage of the Supplier’s plant available for use by the Supplier for the delivery of the Services.
PI Purpose	Ensure that all plant is maintained and ready for use at all times by the Supplier for the delivery of the Services.
PI Event Definition	The total number of plant days calculated by reference to the Supplier’s plant list (the “ <u>Plant List</u> ”), less the number of plant days (“ <u>Plant Days</u> ”) that items of listed plant are not working and available for use by the Supplier.
PI Monitoring Methods	<p>The total number of Plant Days is calculated by multiplying the number of separate pieces of plant listed by the Supplier in the Plant List for each Period by the number of days in the Period (“<u>Total Plant Days</u>”).</p> <p>The Supplier shall report to the Company for each period the number of days any piece of plant listed on the Plant List has not been working and available for use by Supplier for the delivery of the Services in the Period (“<u>Lost Plant Days</u>”) which is subtracted from the Total Plant Days. This is then divided by the Total Plant Days and multiplied by 100 to give the percentage availability of plant:</p> $\text{Percentage availability of plant} = \frac{\text{Total Plant Days} - \text{Lost Plant Days}}{\text{Total Plant Days}} \times 100$
Supplier Responsibilities	The Supplier shall provide to the Company and update as necessary the Plant List.
Performance Levels	
Level 1 - Meets Requirements	Percentage availability of plant is greater than or equal to 99%
Level 2 - Below Requirements	Percentage availability of plant is between 97 and 98.99%
Level 3 - Unsatisfactory	Percentage availability of plant is less than 97%
Quarterly Contract Scorecard	<p>The Performance Level will be identified by calculating the average percentage score for all Delivery Units for each period as follows:</p> $\text{Percentage score} = \frac{\text{Total of all Percentage Scores for Quarter}}{\text{Total number of Percentage Scores for Quarter}} \times 100$ <p>For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.</p>

LOT 5: CLEANING: EXECUTION VERSION

5. Critical Success Factor - Value

- 5.1. This CSF is defined as “Providing value for money for fare and tax payers”.
- 5.2. This CSF is measured through the following KPIs and PIs:
 - 5.2.1. KPI V1 – Contract Innovation Efficiency, incorporating the following PIs:
 - a) V1A – Number of continuous improvement suggestions (as set out in Table 23); and
 - b) V1B – Value of continuous improvement throughout the duration of the Contract (as set out in Table 24).
- 5.3. Details of how these KPIs and PIs are measured are set out in the following Tables 23 to 24.
- 5.4. During the first four Periods following the Services Commencement Date:
 - 5.4.1. the PI and KPI targets will be reduced by 10%; and
 - 5.4.2. the Escalation Procedure shall not be initiated where the Supplier achieves “Below Requirements” or “Unsatisfactory” scores (as defined in the following tables) in relation to any KPI or PI.
- 5.5. Any “Below Requirements” or “Unsatisfactory” scores achieved by the Supplier in respect of the first four Periods following the Services Commencement Date shall not be carried forward to initiate the Escalation Procedure in Quarters 3 and 4.

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Table 23	
Critical Success Factor	Value
Key Performance Indicator	V1 – Contract Innovation and Efficiency
Performance Indicator	V1A – Number is continuous improvement suggestions (Proposed CIE Initiatives)
PI Measure	To monitor the number of Proposed CIE Initiatives provided by the Supplier to the Company throughout the duration of the Contract in accordance with Schedule 20 (Contract Innovation Efficiency) to ensure there is always a minimum of 10 Proposed CIE Initiatives in the CIE Initiative Plan at any one time.
PI Purpose	To provide on-going innovation and efficiencies throughout the duration of the Contract.
PI Event Definition	The number of Proposed CIE Initiatives provided by the Supplier to the Company to meet the requirements set out in Schedule 20 (Contract Innovation Efficiency).
PI Monitoring Methods	Proposed CIE Initiatives are recorded in the CIE Initiative Plan set out in Appendix 1 to Schedule 20 (Contract Innovation Efficiency).
Supplier Responsibilities	The Supplier shall ensure that there is always a minimum of 10 Proposed CIE Initiatives in the CIE Initiative Plan and shall keep the CIE Initiative Plan updated at all times, in accordance with Schedule 20 (Contract Innovation Efficiency).
Performance Levels	
Level 1 - Meets Requirements	The number of Proposed CIE Initiatives provided by the Supplier is greater to or equal to 10.
Level 2 - Below Requirements	The number of Proposed CIE Initiatives provided by the Supplier is 8 or 9
Level 3 - Unsatisfactory	The number of Proposed CIE Initiatives provided by the Supplier is less than 8
Quarterly Contract Scorecard	For the Quarterly Contract Scorecard, the score attributed to each level is as follows: Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.

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Table 24	
Critical Success Factor	Value
Key Performance Indicator	V1 – Contract Innovation and Efficiency
Performance Indicator	V1B – Value of continuous improvement throughout the duration of the Contract
PI Measure	Value of Completed CIE Initiatives achieved by the Supplier in accordance with Schedule 20 (Contract Innovation Efficiency).
PI Purpose	To provide on-going innovation and efficiencies throughout the duration of the Contract.
PI Event Definition	The value of Completed CIE initiatives achieved by the Supplier in accordance with Schedule 20 (Contract Innovation Efficiency), assessed annually against the CIE Target for each Contract Year.
PI Monitoring Methods	<p>The Company shall record the total savings made from all Completed CIE Initiatives by the Supplier in a Contract Year (the “<u>Total Value of Completed CIE Initiatives</u>”) and measure this value against the CIE Target for that Contract Year (the “<u>Total Value of the CIE Target</u>”) to give the percentage value of Completed CIE Initiatives:</p> <p>The percentage value = $\frac{\text{Total Value of Completed CIE Initiatives}}{\text{Total Value of CIE Target}}$</p>
Supplier Responsibilities	To ensure that Proposed CIE Initiatives are completed to become Completed CIE Initiatives.
Performance Levels	
Level 1 - Meets Requirements	Percentage value of Completed CIE Initiatives is greater than or equal to 95%
Level 2 - Below Requirements	Percentage value of Completed CIE Initiatives is between 80 and 94.99%
Level 3 - Unsatisfactory	Percentage value of Completed CIE Initiatives is less than 80%
Quarterly Contract Scorecard	For the Quarterly Contract Scorecard, the score attributed to each level is as follows: Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.

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Schedule 12c: Appendix 1

Feedback Surveys

To be provided by the Company within 6 weeks of the Commencement Date. Provision of the Feedback Surveys shall not constitute a variation and the Supplier shall not be entitled to any adjustment to the Contract Price or relief from its obligations or Abatements as a result of such provision by the Company.

Schedule 12c: Appendix 2

Emergency Clearance Times, Standard Clearance Times and Service Points

- 1.1 The Supplier shall attend and rectify faults and requests for Reactive Maintenance within the timescales below.
- 1.2 Attendance and Rectification Times shall start at the same time and shall run concurrently and timescales shall be measured from the time the Supplier receives a fault notification/requirement to deliver Reactive Maintenance from the Company.
- 1.3 The Supplier shall provide a 24/7 call centre capability to respond to all faults reported by the Company. The Supplier's call centre facility shall be the contact point for the Company and must be operated at all times by suitably trained and competent staff. The call centre facility shall receive from and share data with the Company as required.
- 1.4 The Supplier shall close out all faults/issued work orders within 2 hours of leaving site.

Exclusions

- 1.5 No Faults will be attributed to the Supplier in the circumstances set out in (a) to (c) below provided that when the Fault is reported, the Supplier shall commence and continue to make all reasonable endeavours to rectify the Fault so reported:
 - (a) Specialist Equipment is required and is not immediately available provided the Supplier is not required by the Contract to use such equipment and could not reasonably be expected to obtain such equipment in the time required; or
 - (b) Specialist Materials are required provided the Supplier is not required by the Contract to hold stock of such materials and could not reasonably be expected to hold such stocks or to obtain them in the time required; or
 - (c) Confirmed Access is denied by the Company including but not limited to the following reasons:
 - (i) Emergency Access requirements of another party to deal with an incident;
 - (ii) Urgent Access requirements of another party to rectify an asset failure that would otherwise have a materially adverse impact on passenger services; or
 - (iii) for safety reasons; or
 - (iv) For LUL sites, access to the Fault cannot be reasonably obtained due to Traffic Hours Restrictions.
- 1.6 The Supplier shall notify the Company within the Rectification Time that they believe that the Fault should be excluded from the performance calculation setting out:
 - (a) the reason for the exclusion; and
 - (b) the expected completion date; and
 - (c) providing any relevant supporting documentation including the lead time for specialist equipment and / or materials and cancelled / delayed access forms.

LOT 5: CLEANING: EXECUTION VERSION

- 1.7 Following receipt of each request for an exclusion, the Company shall notify the Supplier in writing that it:
- (a) approves the application for an exclusion; or
 - (b) rejects the application for an exclusion.

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TfL Head Offices				
Priority Level	Priority Name	Description	Action	Service Level
1	Emergency	Faults which have an immediate and visible impact on the ambience of the site or present an immediate & serious risk to customer or operational safety or security, involve critical assets or which significantly restrict or prevent normal operation and use of the site.	Attend	30 minutes
			Permanent rectification	4 hours
2	Urgent	Faults or user requests which impact the ambience of the site or are not deemed as Level 1 but which adversely affect and impinge on customer or operational safety or security or restrict the normal operation of the site without disruption or inconvenience.	Attend	4 hours
			Permanent rectification	24 hours
3	Non-Urgent	Faults or user requests which have a moderate impact or do not obviously impact on the ambience of the site or which do not cause immediate disruption or inconvenience.	Attend	Within 24 hours
			Permanent rectification	Within 36 hours
4	Routine	User Requests relating to service activities which are due to be completed as an agreed planned activity against an agreed programme.	Complete request under the agreed planned activity against the agreed programme or complete request against the specified service level advised	Within the agreed programme for the planned activity or within a specific timescale advised greater than 36 hours but not exceeding 3 months

LOT 5: CLEANING: EXECUTION VERSION

LUL Stations, LUL Fleet, LU Depots and Operational Facilities, Surface Bus Stations and Stands, Surface Victoria Coach Station, Surface River Services, London Transport Museum, Dial a Ride				
Priority Level	Priority Name	Description	Action	Service Level
1	Emergency	Faults which have an immediate and visible impact on the ambience of the site/ fleet or present an immediate & serious risk to customer or operational safety or security, involve critical assets or which significantly restrict or prevent normal operation and use of the site /fleet.	Permanent rectification	Within 15 minutes for Sites where staff are rostered (in accordance with the agreed resource schedule for the site) at the time of the reported fault Or Within 45 minutes for all other Sites
2	Urgent	Faults which impact the ambience of the site/ fleet or are not deemed as Level 1 but which adversely affect and impinge on customer or operational safety or security or restrict the normal operation of the site / fleet without disruption or inconvenience.	Permanent rectification	Within 30 minutes for Sites where staff are rostered (in accordance with the agreed resource schedule for the site) at the time of the reported fault Or Within 1 hour for all other Sites
3A	Non-Urgent	Faults which have a moderate impact on the ambience of the site/ fleet or which do not cause immediate disruption or inconvenience.	Permanent rectification	Within 12 hours
3B	Non-Urgent	Faults which do not obviously impact the ambience of the site/ fleet or which do not cause immediate disruption or inconvenience.	Permanent rectification	Within 24 hours
4	Routine	Requests relating to periodic cleaning	Complete request under the agreed	Within the agreed programme for the

LOT 5: CLEANING: EXECUTION VERSION

LUL Stations, LUL Fleet, LU Depots and Operational Facilities, Surface Bus Stations and Stands, Surface Victoria Coach Station, Surface River Services, London Transport Museum, Dial a Ride				
Priority Level	Priority Name	Description	Action	Service Level
		activities which are due to be completed as an agreed periodic cleaning activity against an agreed programme. The Company reserves the right to determine whether any such requests constitute a priority level 1 -3 fault and reassign as a fault as appropriate.	periodic cleaning activity against the agreed programme or the Company will re-assign as a priority level 1,2 or 3 fault	periodic cleaning activity or within the Service Levels defined for Priority Level 1, 2 or 3 as appropriate

FLEET CLEANING QUALITY MARKING SYSTEM

1.0 GENERAL

- 1.1 The Supplier is required to carry out all cleaning activities as required under Section 6 of Schedule 3, The Specification.
- 1.2 The output quality of cleaning is measured via the Fleet Quality Marking system (FQMS). The process and procedure for application of FQMS by which the Supplier's performance shall be measured is detailed in section 2 below.
- 1.3 The Company reserves the right to amend the format of any documentation used and to agree with the Supplier any future changes to the criteria that may arise.
- 1.4 The FQMS has been developed to allow the Company and the Supplier to better align performance with the "Mystery Shopper Surveys" (MSS) which are carried out by a third party contractor on behalf of the Company to measure the Ambience of Company's Sites and Fleet. The process, which will be used to achieve this, will reflect the same process as the MSS.

2.0 INSPECTION PROCESS

2.1 Inspection Frequency

Each accounting period, a defined number of inspections for specific types of clean (as defined in section 6 of Schedule 3, The Specification) shall take place at each site where the specific type of clean is undertaken.

Inspections will be carried out in accordance with the frequencies detailed below:

- Mini Cleans – a minimum of 12 inspections per Site
- Deep Cleans – a minimum of 4 inspections per Site

The Company reserves the right to carry out additional inspections on an ad hoc basis at any site, at any time during the course of any accounting period. The requirements detailed in section 2 below shall equally apply to any additional inspections carried out.

The Company reserves the right to carry out additional inspections measuring the output quality standards for Specialist Cleans (as defined in section 6 of Schedule 3, The Specification). The precise process and inspection forms used for this process will be agreed in advance with the Supplier for each Line and Site.

SCHEDULE 12C PERFORMANCE – APPENDIX 3 – FLEET CLEANING QUALITY MARKING SYSTEM (FQMS)

2.2 Inspection Process

A representative of the Company, usually an Ambience Manager or Inspector and a representative of the Supplier will carry out each inspection. These inspections will be arranged in advance by the Company.

Each inspection will be carried out using the same marking criteria as used by the MSS 'mystery shoppers' to measure cleaning attributes. A draft inspection form and a full list of the attributes and marking criteria is provided as **Annex A** to this Appendix.

The results of the individual inspections will be recorded using an electronic handheld unit. The Company and Supplier representative will at the end of the inspection both sign that the inspection has been completed.

2.3 Minimum and Target Scores

By Attribute

Type of Clean	Minimum Score for Each Attribute	Target Score for Each Attribute
Mini Clean	7	8
Deep Clean	7	8

By Delivery Unit (DU)

Delivery Unit	Minimum Score	Target Score
BCV	7	8
JNP	7	8
SSL	7	8

The Delivery Unit score for the Period will be calculated by dividing the grand total of the average total scores achieved for each inspection divided by the total number of inspections (for both types of clean) undertaken in the Period for the DU.

This score will be the 'Actual Score Achieved' when used for the purposes of calculating performance against KPI D6B.

SCHEDULE 12C PERFORMANCE – APPENDIX 3 – FLEET CLEANING QUALITY MARKING SYSTEM (FQMS)

A Worked Example is shown below;

In Period 3 of Financial Year 2018/2019, BCV undertook 5 Mini Clean inspections and 7 Deep Clean inspections, totalling 12 inspections.

The average total score for each of the 12 inspections were as follows:

Type of Inspection	Average Total Score for each Inspection
Mini Clean 1	6
Mini Clean 2	7
Mini Clean 3	9
Mini Clean 4	7
Mini Clean 5	7
Deep Clean 1	6
Deep Clean 2	8
Deep Clean 3	9
Deep Clean 4	9
Deep Clean 5	7
Deep Clean 6	8
Deep Clean 7	8
Total score for all inspections	91

The Delivery Unit 'Actual Score Achieved' for BCV in Period 3 of Financial Year 2018/19 would therefore be;

$$91 / 12 = 7.58$$

2.4 Inspection Non-conformance

If at the end of an inspection, any cleaning attribute scored achieves a mark below the minimum score of 7, it is deemed that the Supplier has not met the required quality threshold. At this point, the Supplier will be given the opportunity to rectify the non-conformance immediately if train availability and service restrictions allow. If the non-conformance identified is unable to be rectified, the Company representative will issue a non-conformance form (**Annex B** to Appendix) to the Supplier representative.

The Supplier is required to provide a response within 2 days detailing the short term containment and long term solution to rectify the identified non-conformance.

When the Supplier has completed the work required to resolve the non-conformance, they must sign and return the form to the relevant Company representative who manages the cleaning activities at the Site in question.

The Supplier as part of their quality management system should monitor all non-conformances and make efforts to highlight any trends and take action to ensure that they are resolved.

2.5 Failure to rectify identified Non-conformance

If the Supplier is unable to complete the work required to rectify a non-conformance, they must formally advise the relevant Company representative explaining why the work cannot be completed within the agreed timescales and provide a revised date for rectification of the non-conformance.

If the non-conformance is not completed to the set time-scale and no reasonable reason can be given for failure to rectify the non-conformance, the issue will then to be escalated to a Level One issue under the Escalation Procedure (Section 4 of Schedule 12 refers).

2.6 Score Measurement

Each Quarter, all FQMS inspection results will be collated and an overall performance Level will be calculated in accordance with the PI's (Performance Indicator) D6B of Schedule 12C Performance.

SCHEDULE 12C PERFORMANCE – APPENDIX 3 – FLEET CLEANING QUALITY MARKING SYSTEM (FQMS)

Annex A.1.1 – FQMS Inspection Form – Mini Clean

Inspection Reference					
Company Representative	Supplier Representative	Depot	Line Code	Car Number	Car Description
Date	Time	Weather Conditions		Type of Clean	
				Mini Clean	
Attribute	Cleanliness Score (0-10)	Litter Score (0-10)	Graffiti Score (0-10)	Notes	
INTERNAL CLEANLINESS					
T1.01 – Internal cleanliness of ceilings and surfaces					
T1.02 – Cleanliness of Internal Floors					
T1.03 – Level of Litter					
T1.04 – Cleanliness of Surfaces					
T1.13 – Cleanliness of Windows					
INTERNAL GRAFFITI					
T1.05 – Internal Level of non-scratched graffiti					
FIXTURES AND FITTINGS					
T1.06a – Cleanliness of Train seats (rate the worst one seen)					
T1.06b – Cleanliness of Train Perches (rate the worst one seen)					
T1.07a – Cleanliness of Arm Rests between Seats (rate the worst one seen)					
T1.08b – Cleanliness of Hand Rails and Hangers					
EXTERNAL CLEANING					
T1.13 – Cleanliness of Windows (Drivers Cab Windscreens only)					
Summary Score for Inspection (Average Score Across all Attributes):					

SCHEDULE 12C PERFORMANCE – APPENDIX 3 – FLEET CLEANING QUALITY MARKING SYSTEM (FQMS)

Annex A.1.2 – FQMS Inspection Form – Deep Clean

Inspection Reference					
Company Representative	Supplier Representative	Depot	Line Code	Car Number	Car Description
Date	Time	Weather Conditions		Type of Clean	
				Deep Clean	
Attribute	Cleanliness Score (0-10)	Litter Score (0-10)	Graffiti Score (0-10)	Notes	
INTERNAL CLEANLINESS					
T1.01 – Internal cleanliness of ceilings and surfaces					
T1.02 – Cleanliness of Internal Floors					
T1.03 – Level of Litter					
T1.04 – Cleanliness of Surfaces					
T1.13 – Cleanliness of Windows					
INTERNAL GRAFFITI					
T1.05 – Internal Level of non-scratched graffiti					
FIXTURES AND FITTINGS					
T1.06a – Cleanliness of Train seats (rate the worst one seen)					
T1.06b – Cleanliness of Train Perches (rate the worst one seen)					
T1.07a – Cleanliness of Arm Rests between Seats (rate the worst one seen)					
T1.08b – Cleanliness of Hand Rails and Hangers					
EXTERNAL CLEANING					
T1.10 – External Cleanliness of Car					
T1.12 – External non-scratched graffiti					
T1.13 – Cleanliness of Windows					
Summary Score for Inspection (Average Score Across all Attributes):					

SCHEDULE 12C PERFORMANCE – APPENDIX 3 – FLEET CLEANING QUALITY MARKING SYSTEM (FQMS)

Appendix A.2 – FQMS Marking Criteria by Attribute

Attribute
T1.01 Internal Cleanliness of ceilings and surfaces
Include: • window frames, panels • all dust, dirt, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc. Do not include • litter (see T1.03) • Graffiti • windows (see T1.13)
10 Excellent, no evidence of dirt, marks or an impact on cleanliness from any of the sources described above
09
08 Good, minor evidence of, dirt, marks or an impact on cleanliness from any of the sources described above
07
06 Moderate, some evidence of, dirt, marks or an impact on cleanliness from any of the sources described above
05
04 Poor, extensive areas of, dirt, marks or an impact on cleanliness from any of the sources described above
03
02 Very Poor, major evidence of, dirt, marks or an impact on cleanliness from any of the sources described above
01
00 Unacceptable, extreme evidence of dirt, marks or an impact on cleanliness from any of the sources described above with a risk of soiling upon contact

Attribute
T1.02 Cleanliness of internal floors
Include: • all dust, dirt built up in the corners and crevices, staining, marks and chewing gum / gum residue, body fluids, spillages and bird droppings etc. Do not include: • litter (see T1.03)
10 Excellent, no evidence of dirt, marks or an impact on cleanliness from any of the sources described above
09
08 Good, minor evidence of dirt, marks or an impact on cleanliness from any of the sources described above
07
06 Moderate, some evidence of dirt, marks or an impact on cleanliness from any of the sources described above
05
04 Poor, extensive areas of dirt, marks or an impact on cleanliness from any of the sources described above
03
02 Very Poor, major dirt, marks or an impact on cleanliness from any of the sources described above
01
00 Unacceptable, extreme evidence of dirt, marks or an impact on cleanliness from any of the sources described above or risk of soiling upon contact

SCHEDULE 12C PERFORMANCE – APPENDIX 3 – FLEET CLEANING QUALITY MARKING SYSTEM (FQMS)

Attribute
T1.03 Level of Litter
Can be on seats, on the floor or on the window ledges. Count only the number of items of litter of at least 5cm / 2 inches, which is the width of an Oystercard, in the WORST AREA (1 square metre –about the size of a Tube Map poster) of the carriage
10 No litter whatsoever
09
08 2 items of litter in the worst area of the Train carriage - 5cm (2 inches) or larger
07
06 4 items of litter in the worst area of the Train carriage - 5cm (2 inches) or larger
05
04 6 items of litter in the worst area of the Train carriage - 5cm (2 inches) or larger
03
02 8 items of litter in the worst area of the Train carriage - 5cm (2 inches) or larger
01
00 10 items of litter in the worst area of the Train carriage - 5cm (2 inches) or larger

Attribute
T1.06a Cleanliness of Train seats (rate the worst one seen)
The Cleanliness of the moquette (upholstery) and "plastic" e.g. areas behind the head and at the end of the seating. Include: <ul style="list-style-type: none"> • all dust, dirt, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc. Do not include: <ul style="list-style-type: none"> • arm rests (see T1.07a), • perches (see T1.06b), • litter or Graffiti. If you are unable to fully see at least one seat (e.g. all seats are occupied by customers) please mark N/A
10 Excellent, no evidence of dirt, marks or an impact on cleanliness from any of the sources described above
09
08 Good, minor evidence of dirt, marks or an impact on cleanliness from any of the sources described above
07
06 Moderate, some evidence of dirt, marks or an impact on cleanliness from any of the sources described above
05
04 Poor, extensive areas of dirt, marks or an impact on cleanliness from any of the sources described above
03
02 Very Poor, major dirt, marks or an impact on cleanliness from any of the sources described above
01
00 Extreme evidence of dirt, marks or an impact on cleanliness from any of the sources described above – not fit to sit on

SCHEDULE 12C PERFORMANCE – APPENDIX 3 – FLEET CLEANING QUALITY MARKING SYSTEM (FQMS)

Attribute
T1.06b Cleanliness of Train Perches (rate the worst one seen)
Include: <ul style="list-style-type: none"> • all dust, dirt, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc. Do not include: <ul style="list-style-type: none"> • seats (see S1.06a), • litter or Graffiti. If you are unable to fully see at least one perch please mark N/A
10 Excellent, no evidence of dirt , marks or an impact on cleanliness from any of the sources described above
09
08 Good, minor evidence of dirt , marks or an impact on cleanliness from any of the sources described above
07
06 Moderate, some evidence of dirt , marks or an impact on cleanliness from any of the sources described above
05
04 Poor, extensive areas of dirt , marks or an impact on cleanliness from any of the sources described above
03
02 Very Poor, major dirt , marks or an impact on cleanliness from any of the sources described above
01
00 Extreme evidence of dirt, marks or an impact on cleanliness from any of the sources described above – not fit to sit on

Attribute
T1.07a Cleanliness of Arm Rests Between Seats (rate the worst one seen)
Include: <ul style="list-style-type: none"> • all dust, dirt, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc. Note that, in some carriages, there is only supposed to be an arm rest for each pair of seats. If you are unable to fully see at least one arm rest please mark N/A
10 Excellent, no evidence of dirt , marks or an impact on cleanliness from any of the sources described above
09
08 Good, minor evidence of dirt , marks or an impact on cleanliness from any of the sources described above
07
06 Moderate, some evidence of dirt , marks or an impact on cleanliness from any of the sources described above
05
04 Poor, extensive areas of dirt , marks or an impact on cleanliness from any of the sources described above
03
02 Very Poor, major dirt , marks or an impact on cleanliness from any of the sources described above
01
00 Unacceptable, not fit to rest arms on, risk of soiling upon contact

SCHEDULE 12C PERFORMANCE – APPENDIX 3 – FLEET CLEANING QUALITY MARKING SYSTEM (FQMS)

Attribute
T1.08b Cleanliness of Handrails and Hangers
Include: <ul style="list-style-type: none"> • all dust, dirt, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc. • the whole length of hand rails (bottom to top) Do not include: <ul style="list-style-type: none"> • Graffiti.
10 Excellent, no evidence of dirt , marks or an impact on cleanliness from any of the sources described above
09
08 Good, minor evidence of dirt , marks or an impact on cleanliness from any of the sources described above
07
06 Moderate, some evidence of dirt , marks or an impact on cleanliness from any of the sources described above
05
04 Poor, extensive areas of dirt , marks or an impact on cleanliness from any of the sources described above
03
02 Very Poor, major dirt , marks or an impact on cleanliness from any of the sources described above
01
00 Unacceptable, extreme evidence of dirt, marks or an impact on cleanliness from any of the sources described above or risk of soiling upon contact

Attribute
T1.10 External Cleanliness of Train
Please rate only the carriage you travel in. Include: <ul style="list-style-type: none"> • all dust, dirt, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc. • all external surfaces of train carriage Do not include: <ul style="list-style-type: none"> • Graffiti and other damage
10 Excellent, no evidence of dirt , marks or an impact on cleanliness from any of the sources described above
09
08 Good, minor evidence of dirt , marks or an impact on cleanliness from any of the sources described above
07
06 Moderate, some evidence of dirt , marks or an impact on cleanliness from any of the sources described above
05
04 Poor, extensive areas of dirt , marks or an impact on cleanliness from any of the sources described above
03
02 Very Poor, major dirt , marks or an impact on cleanliness from any of the sources described above
01
00 Unacceptable, extreme evidence of dirt, marks or an impact on cleanliness from any of the sources described above or risk of soiling upon contact

SCHEDULE 12C PERFORMANCE – APPENDIX 3 – FLEET CLEANING QUALITY MARKING SYSTEM (FQMS)

Attribute
T1.13 Cleanliness of Windows
Include: Internal and external cleanliness Do not include: Graffiti
10 Excellent, no dirt nor marks
09
08 Good, minor evidence of dirt or marks
07
06 Moderate, some evidence of dirt and marks
05
04 Poor, extensive areas of dirt and marks
03
02 Very Poor, major evidence of dirt and marks
01
00 Unacceptable, extremely dirty with risk of soiling upon contact or visibility very poor

Appendix B – FQMS Non-Conformance Form

Supplier	
Non Conformance Date:	
Non Conformance Location	
Non Conformance Details	
Company Representative	

Supplier Response Section

Please respond to this report within 2 days of issue.

Please make sure all sections are fully completed - including any dates which may be applicable.

SECTION A	Short term containment: To be completed by a member of Supplier Management Team
Please Outline what short term containment you have/will put in place to address the above Non-Conformance.	
Is this containment already in place?	<input type="checkbox"/>
If no please indicate date by which it will be	<input type="checkbox"/>
Person completing section A	Print Name <input type="text"/>
	Date <input type="text"/>

SECTION B	Long term solution: To be completed by a member of Supplier Management Team.
Please outline what long term solution you will put in place to prevent the re-occurrence of the Non-conformance.	
Please state by which date this long term solution will be in place. <input type="checkbox"/>	
Person completing section B	Print Name <input type="text"/>
	Date <input type="text"/>

Once sections A and B have been completed please return this completed form via an email response to the original email message

STATION CLEANING QUALITY MARKING SYSTEM

1.0 GENERAL

- 1.1 The Supplier is required to carry out all cleaning activities as required under paragraph 5 of Schedule 3 (Specification).
- 1.2 The output quality of cleaning is measured via the Station Quality Marking system (SQMS). The process and procedure for application of SQMS by which the Supplier's performance shall be measured is detailed in paragraph 2 below.
- 1.3 The Company reserves the right to amend the format of any documentation used and to agree with the Supplier any future changes to the criteria that may arise.
- 1.4 The SQMS is a revised Mystery Shopper Survey (MSS) process which is carried out by a third party contractor on behalf of the Company to measure the ambience of Company's Sites.

2.0 MSS PROCESS

Introduction

- 2.1 TfL contracts with a professional market research agency to provide a team of highly trained assessors to undertake the Mystery Shopping Survey. The key objective of MSS is to assess the quality of the environment and facilities at LU Stations and trains. It is vital that the information collected is as accurate as possible to provide the right information to these contractors.
- 2.2 A subset of measures, focusing on cleanliness, litter and graffiti, is used to monitor the performance of external contractors.

Fieldwork and sampling

- 2.3 Survey fieldwork is carried out throughout the Contract Year to ensure that the results are not unduly influenced by short-term performance issues or seasonal variations. Results are aggregated and reported on a quarterly basis. The Periods covered by each Quarterly survey are detailed below:
- Quarter 1 covers Periods 1 to 3 inclusive;
 - Quarter 2 covers Periods 4 to 6 inclusive;
 - Quarter 3 covers Periods 7 to 10 inclusive; and
 - Quarter 4 covers Periods 11 to 13 inclusive.

SCHEDULE 12C PERFORMANCE – APPENDIX 4 – STATION CLEANING QUALITY MARKING SYSTEM (SQMS)

2.4 The fieldwork is designed to provide the required number of assessments per Station per Quarter. Every Station will be assessed at least eight times per quarter spread across all time bands to ensure that the results are representative of the overall customer experience. The time bands are:

- AM Peak 07:00 – 09:59
- Inter Peak 10:00 – 15:59
- PM Peak 16:00 – 18:59
- PM Off Peak 19:00 – 22:00
- Weekend 07:00 – 22:00

2.5 The assessors undertake fieldwork that consists of a series of linked visits to Stations, mirroring the actual customer experience. They record various aspects of service quality at Stations using an electronic questionnaire. Each question within the questionnaire relates to a specific Station asset or facility.

2.6 Each Station assessment begins on the platform, to simulate a customer alighting from a train. The assessment then follows the broad stations areas: the platform, the routeway to the ticket hall, the ticket hall and, where present, the subway to the street and any toilet facilities available.

2.7 The assessors work alone when undertaking their surveys. They do not sign in at stations and work as inconspicuously as possible to minimise the risk of bias being introduced to the results.

2.8 If a Station closure or other disruption interrupts a visit, or an assessment is not completed for some other reason, it is repeated later in the fieldwork period, taking place on the same type of day (i.e. weekday, Saturday and Sunday) and at the same time of day. Fieldwork is not undertaken at times when there is planned service disruption.

Questionnaire and scoring of individual results

2.9 The Station section of the questionnaire is ordered in the following sequence for the assessor as they carry out their journey/assessment:

- Section 1: platform (including any waiting areas /rooms);
- Section 2: routeway between the platform and the ticket hall/entrance area; and
- Section 3: ticket hall/entrance area (including toilets)
- Section 4: adjoining subways to the street where these are the responsibility of the Operator.

SCHEDULE 12C PERFORMANCE – APPENDIX 4 – STATION CLEANING QUALITY MARKING SYSTEM (SQMS)

- 2.10 Most of the questions are scored using an 11-point rating scale (0-10) where 10 is the best possible score and 0 the worst possible. Assessors are required to rate each feature according to the 11-point scale.
- 2.11 The questionnaire provides clear and objective descriptors of each point of the scale to provide a repeatable guide as to the appropriate score for a feature on any given occasion. An assessor manual is also available which provides further information on the appropriate conduct of the survey. Surveyors are trained and monitored regularly to ensure they adhere to the requirements of the survey.
- 2.12 The scoring scale for question S1.1(a) is shown below as an example to demonstrate the process used:

Table: 1 Example Question

<p>S1.1a 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:		

- 2.13 A full list of the scoring questions asked as part of the MSS is provided in the tables below for reference, together with question numbers drawn from the MSS questionnaire. These are the questions that contribute to the overall results, as opposed to the questions that are asked for information only. Details of the scoring system used for each question is also provided; it should be noted that a handful of questions deviate from the standard 11 point scoring system described above.

SCHEDULE 12C PERFORMANCE – APPENDIX 4 – STATION CLEANING QUALITY MARKING SYSTEM (SQMS)

- 2.14 Not all questions are relevant to each Station. The questions asked at each Station are tailored to the assets and equipment that are available for customer use at the Station concerned. The asset database will be updated whenever assets are introduced or removed from particular Stations.
- 2.15 It should be noted that the values derived from the MSS are not percentages; rather they are index scores of 0 to 100 points derived from the weighted averages of individual attributes. The index scores can be related back to the question descriptors for each attribute determining the level of service delivered.
- 2.16 The full MSS questionnaire has been provided as Annex 1 for reference. Please note that the first section of this questionnaire refers to train assessments, which directly precedes the Station assessments.

SCHEDULE 12C PERFORMANCE – APPENDIX 4 – STATION CLEANING QUALITY MARKING SYSTEM (SQMS)

Table 2: Questions relating to Platforms and Waiting Rooms

Ref	Question	Area	Scoring Scale
S1.1a	Cleanliness of platform floors	Whole platform	Standard 11 point
S1.1b	Cleanliness of platform walls	Whole platform	Standard 11 point
S1.1c	Cleanliness of platform Ceilings	Whole platform	Standard 11 point
S1.4b	Level of non-scratched Graffiti on platform (excluding trackside walls)	Worst square metre	Standard 11 point
S1.2	Cleanliness of trackside walls	Whole trackside	Standard 11 point
S1.5	Level of trackside Graffiti	Worst square metre	Standard 11 point
S1.6	Level of litter on platform	Worst square metre	Standard 11 point
S1.7	Level of trackside litter	Worst square metre	Standard 11 point
S1.8b	Cleanliness of platform seating (rate the worst seat seen)	All platform seating	Standard 11 point
S1.9c	Cleanliness of seating in waiting room or enclosed waiting area	All waiting room seating / enclosed waiting area	Standard 11 point
S1.9d	Cleanliness of floors in waiting room or enclosed waiting area	Whole waiting room / enclosed waiting area	Standard 11 point
S1.9e	Cleanliness of walls and ceilings in waiting room or enclosed waiting area	Whole waiting room / enclosed waiting area	Standard 11 point
S1.9g	Level of non-scratched Graffiti in waiting room or enclosed waiting area	Worst square metre	Standard 11 point
S1.9h	Level of litter in waiting room or enclosed waiting area	Worst square metre	Standard 11 point
S1.11	Cleanliness of glass Platform Edge Doors (question will be used only if platform edge doors are present at stations)	All glass Platform edge doors	Standard 11 point

SCHEDULE 12C PERFORMANCE – APPENDIX 4 – STATION CLEANING QUALITY MARKING SYSTEM (SQMS)

Table 3: Questions relating to Routeways in stations

Ref	Question	Area	Scoring Scale
S2.1a	Cleanliness of routeway floors	Whole routeway	Standard 11 point
S2.1b	Cleanliness of routeway walls	Whole routeway	Standard 11 point
S2.1c	Cleanliness of routeway ceilings	Whole routeway	Standard 11 point
S2.2	Level of litter	Worst square metre	Standard 11 point
S2.3b	Level of non-scratched Graffiti in routeways	Worst square metre	Standard 11 point
S2.5b	Cleanliness of lift	Whole lift	Standard 11 point
S2.5d	Level of non-scratched Graffiti in the lift	Worst square metre	Standard 11 point
S2.6b	Cleanliness of escalator	Whole escalator	Standard 11 point
S2.6d	Level of non-scratched Graffiti on the escalator	Worst square metre	Standard 11 point
S2.7b	Cleanliness of direction signs	All routeway direction signs	Standard 11 point

Table 4: Questions relating to Ticket Halls

Ref	Question	Area	Scoring Scale
S3.1 a	Cleanliness of ticket hall floors	Whole ticket hall	Standard 11 point
S3.1 b	Cleanliness of ticket hall walls	Whole ticket hall	Standard 11 point
S3.1 c	Cleanliness of ticket hall Ceilings	Whole ticket hall	Standard 11 point
S3.2	Level of litter in Ticket Hall	Worst square metre	Standard 11 point
S3.3 a	Level of scratched Graffiti in Ticket Hall	Worst square metre	Standard 11 point
S3.3 b	Level of non-scratched Graffiti in Ticket Hall	Worst square metre	Standard 11 point
S3.6	Cleanliness of Ticket Office Window	Whole Ticket Office window	Standard 11 point
S4.1	Cleanliness of public toilets	Whole public toilet	Standard 11 point

SCHEDULE 12C PERFORMANCE – APPENDIX 4 – STATION CLEANING QUALITY MARKING SYSTEM (SQMS)

Ref	Question	Area	Scoring Scale
b			
S4.1 d	Level of non-scratched Graffiti in public toilets	Worst square metre	Standard 11 point
S4.1 e	Were the following present in the toilet: <ul style="list-style-type: none"> • Toilet Rolls? • Hand towels/working hand dryers? • Soap? • Mirrors? 	Whole public toilet	Each item scored separately: 10 points if toilet rolls present, 0 if not; 10 points if handtowels or a working hand dryer was present, 0 if not; 10 points if soap was present, 0 if not; 10 points if a useable mirror was provided, 0 if not.
S3.5 c	Level of external non-scratched Graffiti (outside the Ticket Hall)	Worst square metre	Standard 11 point

Table 5: Questions relating to Subways

Ref	Question	Area	Scoring Scale
S3.8 a	Cleanliness of floors in subway from Ticket Hall to Street	Whole subway	Standard 11 point
S3.8 b	Cleanliness of walls in subway from Ticket Hall to Street	Whole subway	Standard 11 point
S3.8 c	Cleanliness of ceilings in subway from Ticket Hall to Street	Whole subway	Standard 11 point
S3.9	Level of litter in subway from Ticket Hall to Street	Worst square metre	Standard 11 point
S3.1 0b	Level of non-scratched Graffiti in Subway - from Ticket Hall to Street	Worst square metre	Standard 11 point

SCHEDULE 12C PERFORMANCE – APPENDIX 4 – STATION CLEANING QUALITY MARKING SYSTEM (SQMS)

Generation of overall results

- 2.17 The first step in the results generation process is to calculate the results for each question at the level of individual Stations. This result is obtained by calculating the mean across all the observations made for the question and Station combination concerned.
- 2.18 The mean results by question and Station (as described above) are then weighted to produce the grouped results used in the reporting process. The weighting process comprises three key elements: customer priorities for improvement, the time customers are exposed to a particular asset and the number of customers using the Station. This ensures that a higher importance is given in the results to those measures that have a higher value to customers and/or are experienced by more customers.
- 2.19 The customer priorities for improvement weightings reflect the importance that customers put on freedom from litter, graffiti and the overall level of cleanliness.
- 2.20 The time exposure weights reflect the time that passengers are exposed to the assets covered in the MSS. These are based on the average time passengers spend in each station area. The Station areas where customers spend more time are given greater weight in the survey results.
- 2.21 Customer demand weights are used to ensure that the results reflect the number of passengers experiencing the various assets at the Stations. These weights are drawn from the latest available demand data and will be updated when significant change to demand occurs, such as when the central section of Crossrail opens.
- 2.22 The three elements above are then combined to form a single weight for each attribute.
- 2.23 Stations are split into two types for Station area weights; Stations with long routeways, such as Waterloo, and Stations with short routeways, such as St. James's Park. The relative importance of each Station area is reflected in Table 6.

Table 6: Station area weights

Station area	Long Routeway Weight	Short Routeway Weight
Platform	35%	45%
Routeway	30%	10%
Ticket Hall	30%	38.57%
Subway	5%	6.43%

SCHEDULE 12C PERFORMANCE – APPENDIX 4 – STATION CLEANING QUALITY MARKING SYSTEM (SQMS)

2.25 The relative importance of each attribute is reflected in Table 7 below.

Table 7: Station measure weights

Measure	Weight
Cleanliness	75%
Litter	20%
Non-scratched Graffiti	5%

2.26 An example weighting document for Stations with all assets present has been provided as Annex 2. If station assets are not present, this weight is proportionally redistributed across the remaining assets that are present.

Monitoring contractual compliance

2.27 Each individual Station has a minimum score, which the standard cannot fall below, and a target score, that a Station should achieve (Annex 3).

2.28 The individual Station level scores are then weighted by demand to produce the target and minimum scores at Delivery Unit (DU) level (Annex 4).

Quality control

2.29 Strict procedures are in place to validate assessments, including monitoring the assessments' Global Positioning System (GPS) co-ordinates, checking Oyster records of assessors, and monitoring various quality standards. The above items are used to guarantee that surveyors are undertaking fieldwork at the time and location specified to them, and that they are scoring questions correctly.

2.30 A panel of 50 to 60 assessors undertakes each Quarterly round of MSS surveying. All are trained assessors and are fully supported through face to face briefings. Assessors are also provided with a comprehensive manual explaining how to conduct the survey (Annex 5). Assessors are allocated a manager during fieldwork periods whom they can contact for immediate advice on any query they have; queries can be escalated swiftly if appropriate.

2.31 The market research agency undertaking the survey consults with TfL personnel as required, particularly regarding changes to methodology, questionnaire content and training priorities. The agency also takes account of feedback and advice from their assessors concerning training priorities when designing the content of training. Training of new assessors is comprehensive and includes a mix of classroom learning and practical 'dummy' assessments with a written test to be passed (by 100%) prior to the commencement of actual assessments on the MSS.

London Underground MSS <i>(Questionnaire version containing all sections for all types of survey)</i>	0.0 Questionnaire Type			
	MAIN	INTERCHANGE	TRAIN ONLY	TICKET HALL ONLY

0.1 VIN:	0.2 Assessor No.	0.3 Route No	0.31 Sequence Number
-----------------	-------------------------	---------------------	-----------------------------

0.5 Time Period					
0700 - 1000	1000- 1600	1600- 1900	1900- 2200	Saturday	Sunday

0.7 Station Name	0.8 Station Number (3 digits)			
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0.10 Line (MAIN, TRAIN ONLY)										
Bakerloo	Central	Circle	District	Hammersmith & City	Jubilee	Metropolitan	Northern	Piccadilly	Victoria	Waterloo & City
0.12 Trip Direction (MAIN, TRAIN ONLY, INTERCHANGE)										
North	South	East	West	Anti-Clockwise	Clockwise					

Warning screen on PDA – “Going beyond this point will set today as the visit date. DO NOT proceed until you are ready to start your assessment.”

0.6 Weather (MAIN ONLY)			
Dry	Wet	Very Wet	Snow

0.4 Date (DDMMYY) - DATE STAMP FROM PDA		

SPECIAL INSTRUCTIONS/STATION INFORMATION SCREEN

SECTION 1 Train

T1.01 Train Number (3 digits)	T1.02 Carriage number	T1.03 Time Entered Train to GET TO this station (24hr Clock) - DATE STAMP FROM PDA
		:

T1.10 External Cleanliness of Train Please rate only the carriage you travel in. Include: all dust, dirt, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc Include: all external surfaces of train carriage Do not include: Graffiti and other damage	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 or risk of soiling upon contact	0	
	N/A	
Comment:		

T1.19 External Condition of Train carriage Please rate the overall condition of the train carriage you travel in. Include: wear, scuffs, scratches, chips or paintwork damage. Include: all external surfaces of train carriage Do not include: Graffiti or Cleanliness.	Excellent, no wear, scuffs, scratches/chips, or paintwork damage	10
		9
	Good, very little wear, scuffs, scratches/chips or paintwork damage	8
		7
	Moderate, some wear, scuffs, scratches/chips or paintwork damage	6
		5
	Poor, extensive wear, scuffs, scratches/chips or paintwork damage	4
		3
	Very Poor, major wear, scuffs, scratches/chips or paintwork damage	2
		1
Unacceptable, extreme wear, scuffs, scratches/chips or paintwork damage.	0	
Comment:		

T1.11 External level of scratched Graffiti Include: all <u>scratched</u> Graffiti wherever it is on the carriage Do not include: other (non-scratched) Graffiti (see T1.12) <i>Find the WORST AREA (1 square metre – about the size of a Tube Map poster) of the carriage. 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) on the worst area of the Train carriage	8
		7
	2 A5 size areas to cover all the scratched Graffiti on the worst area of the Train carriage	6
		5
	4 A5 size areas to cover all the scratched Graffiti on the worst area of the Train carriage	4
		3
	8 A5 size areas to cover all the scratched Graffiti on the worst area of the Train carriage	2
		1
12 or more A5 size areas to cover all the scratched Graffiti on the worst area of the Train carriage	0	
	N/A	
Comment:		

T1.12 External level of other (non-scratched) Graffiti Include: painted, written or sprayed Graffiti, or stickers on the exterior of the carriage Do not include: scratched Graffiti (see T1.11) <i>Find the WORST AREA (1 square metre – about the size of a Tube Map poster) of the carriage. 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) on the worst area of the Train carriage	8
		7
	2 A5 size areas to cover all the non-scratched Graffiti on the worst area of the Train carriage	6
		5
	4 A5 size areas to cover all the non-scratched Graffiti on the worst area of the Train carriage	4
		3
	8 A5 size areas to cover all the non-scratched Graffiti on the worst area of the Train carriage	2
		1
12 or more A5 size areas to cover all the non-scratched Graffiti on the worst area of the Train carriage	0	
	N/A	
Comment:		

T1.12a Location of other (non-scratched) Graffiti on train exterior Please specify the location of any other (non-scratched) Graffiti seen on the exterior of the carriage. o not include: scratched Graffiti (see T1.11)	Non-scratched Graffiti on the carriage panels	1
	Non-scratched Graffiti on the carriage doors	2
	Non-scratched Graffiti across both carriage panes and carriage doors	3
		N/A

T1.20 Level of Train Crowding Please describe the number of people in the train carriage during your journey					
1	2	3	4	5	6
Seat free	Some customers standing	Busy	Crowded	Very Crowded	Maximum
Seats available	0 -1 customers per m ²	1 -2 customers per m ²	2 -3 customers per m ²	3 -4 customers per m ²	4+ customers per m ²

T1.1 Internal Cleanliness of ceilings and surfaces Include: Window frames, panels All dust, dirt, staining, marks, Chewing gum / gum residue, body fluids, spillages and bird droppings etc. Do not include: Litter (see T1.3) Graffiti (see T1.4a, T1.4b, T1.5) Windows (see T1.13)	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 a risk of soiling upon contact	0	
	N/A	
Comment:		

T1.2 Cleanliness of internal floors Include all dust, dirt built up in the corners and crevices, staining, marks and chewing gum / gum residue, body fluids, spillages and bird droppings etc Do not include: litter (see T1.3)	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 or risk of soiling upon contact	0	
	N/A	
Comment:		

T1.3 Level of litter Can be on seats, on the floor or on the window ledges. <i>Count only the number of items of litter of at least 5cm / 2 inches, which is the width of an Oystercard, in the WORST AREA (1 square metre – about the size of a Tube Map poster) of the carriage</i>	No litter whatsoever	10
		9
	2 items of litter in the worst area of the carriage – 5cm (2 inches) or larger	8
		7
	4 items of litter in the worst area of the carriage – 5cm (2 inches) or larger	6
		5
	6 items of litter in the worst area of the carriage – 5cm (2 inches) or larger	4
		3
	8 items of litter in the worst area of the carriage – 5cm (2 inches) or larger	2
		1
10 or more items of litter in the worst area of the carriage – 5cm (2 inches) or larger	0	
	N/A	
Comment:		

T1.4a Internal level of scratched Graffiti ON GLASS Include: all scratched Graffiti on windows and glass panels. Do not include: Other (non-scratched) Graffiti (see T1.5) Graffiti on advertising <i>Find the WORST AREA (1 square metre – about the size of a Tube Map poster) of scratched Graffiti on glass in the carriage. 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 on glass, up to 4 inches (the size of two Oystercards) in the worst area of the Train carriage	8
		7
	2 A5 size areas to cover all the scratched Graffiti on glass in the worst area of the Train carriage	6
		5
	4 A5 size areas to cover all the scratched Graffiti on glass in the worst area of the Train carriage	4
		3
	8 A5 size areas to cover all the scratched Graffiti on glass in the worst area of the Train carriage	2
		1
12 or more A5 size areas to cover all the scratched Graffiti on glass in the worst area of the Train carriage	0	
	N/A	
Comment:		

<p>T1.4b Internal level of scratched Graffiti on NON-GLASS surfaces</p> <p>Include: all scratched Graffiti on non-glass panels/surfaces and paintwork.</p> <p>Do not include: Other (non-scratched) Graffiti (see T1.5) Graffiti on advertising</p> <p><i>Find the WORST AREA (1 square metre – about the size of a Tube Map poster) of scratched Graffiti on non-glass surfaces in the carriage. 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 on non-glass surfaces, up to 4 inches (the size of two Oystercards) in the worst area of the Train carriage	8
		7
	2 A5 size areas to cover all the scratched Graffiti on non-glass surfaces in the worst area of the Train carriage	6
		5
	4 A5 size areas to cover all the scratched Graffiti on non-glass surfaces in the worst area of the Train carriage	4
		3
	8 A5 size areas to cover all the scratched Graffiti on non-glass surfaces in the worst area of the Train carriage	2
		1
12 or more A5 size areas to cover all the scratched Graffiti on non-glass surfaces in the worst area of the Train carriage	0	
	N/A	
Comment:		

<p>T1.5 Internal level of other (non-scratched) Graffiti</p> <p>Include: painted, written or sprayed Graffiti, or stickers</p> <p>Do not include: - scratched Graffiti (see T1.4a & b) Graffiti on advertising</p> <p><i>Find the WORST AREA (1 square metre – about the size of a Tube Map poster) of non-scratched Graffiti in the carriage. 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 Train carriage	8
		7
	2 A5 size areas to cover all the non-scratched Graffiti in the worst area of the Train carriage	6
		5
	4 A5 size areas to cover all the non-scratched Graffiti in the worst area of the Train carriage	4
		3
	8 A5 size areas to cover all the non-scratched Graffiti in the worst area of the Train carriage	2
		1
12 or more A5 size areas to cover all the non-scratched Graffiti in the worst area of the Train carriage	0	
	N/A	
Comment:		

<p>TA1.1 Condition of Advertising</p> <p>Regardless of their position, adverts should be clean, flat, untorn and not vandalised (by stickers/graffiti)</p> <p>Do not include - London Underground/TfL posters Missing or blank advertising panels</p> <p><i>Please rate according to your overall impression of all advertising posters in this train carriage.</i></p>	Perfect condition, very flat and clean. No graffiti, stickers or dirt	10
		9
	Good condition/clean. Perhaps minor problem such as bubbling or corner curled. No graffiti, stickers or dirt	8
		7
	Generally clean looking. Minor evidence of dust, dirt, staining	6
		5
	Grubby, perhaps corners curled, but majority of information readable, minor graffiti	4
		3
	Poor – graffiti/dirt. Torn and some vital information missing or covered by stickers	2
		1
Very bad condition, heavily torn. Dirty/Graffitied or stickers covered	0	
	N/A	
Comment:		

<p>T1.6a Cleanliness of Train seats (rate the worst one seen)</p> <p>The Cleanliness of the moquette (upholstery) and "plastic" e.g. areas behind the head and at the end of the seating.</p> <p>Include: all dust, dirt, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc.</p> <p>Do not include: arm rests (see T1.7b), perches (see T1.6b), litter or Graffiti.</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
	0	
	N/A	
Comment:		

<p>T1.9a Condition of Train seats (rate the worst one seen)</p> <p>Include: fading, wear, damage or visible repairs</p> <p>Do not include: perches (see 1.9b) or cleanliness of seats (see T1.6a)</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 fading, wear, damage or visible repairs	10
		9
	Good, very little fading, wear, damage or visible repairs	8
		7
	Moderate, some fading, wear, damage or visible repairs	6
		5
	Poor, extensive fading, wear, damage or visible repairs	4
		3
	Very Poor, major fading, wear, damage or visible repairs	2
		1
	0	
	N/A	
Comment:		

<p>T1.6b Cleanliness of Train Perches (rate the worst one seen)</p> <p>Include: all dust, dirt, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc</p> <p>Do not include: seats (see T1.6a), litter or Graffiti.</p> <p>If you are unable to fully see <u>at least one perch</u> 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
	0	
	N/A	
Comment:		

T1.9b Condition of Train perches (rate the worst one seen) Include: fading, wear, damage or visible repairs Do not include: seats (see T1.9a) or cleanliness of perches (see T1.6b) If you are unable to fully see <u>at least one perch</u> please mark N/A	Excellent, no fading, wear, damage or visible repairs	10
		9
	Good, very little fading, wear, damage or visible repairs	8
		7
	Moderate, some fading, wear, damage or visible repairs	6
		5
	Poor, extensive fading, wear, damage or visible repairs	4
		3
	Very Poor, major fading, wear, damage or visible repairs	2
		1
Unacceptable, not fit to sit on	0	
	N/A	
Comment:		

T1.7a Cleanliness of Arm Rests Between Seats (rate the worst one seen) Include: all dust, dirt, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc Note that, in some carriages, there is only supposed to be an arm rest for each pair of seats. If you are unable to fully see <u>at least one arm rest</u> 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, not fit to rest arms on, risk of soiling upon contact	0	
	N/A	
Comment:		

T1.7b Condition of Arm Rests Between Seats (rate the worst one seen) Note that, in some carriages, there is only supposed to be an arm rest for each pair of seats. If you are unable to fully see <u>at least one arm rest</u> 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, not fit to rest arms on or missing	0	
	N/A	
Comment:		

T1.8b Cleanliness of Hand Rails and Hangers Include: all dust, dirt, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc Include the whole length of hand rails (bottom to top) Do not include: Graffiti.	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 or risk of soiling upon contact	0	
	N/A	

Comment:

T1.8a Condition of Hand Rails and Hangers Please rate the overall condition of rails and hangers. Include: wear, scratches, chips or damage. Include the whole length of hand rails (bottom to top) Do not include: Graffiti.	Excellent, no wear, scratches/chips, or 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, extreme wear, scratches / chips or damage.	0	
	N/A	

Comment:

T1.13 Cleanliness of windows Include: Internal and external cleanliness Do not include: Graffiti (see T1.4 T1.5, T1.11, T1.12)	Excellent, no dirt nor marks	10
		9
	Good, minor evidence of dirt or marks	8
		7
	Moderate, some evidence of dirt and marks	6
		5
	Poor, extensive areas of dirt and marks	4
		3
	Very Poor, major evidence of dirt and marks	2
		1
Unacceptable, extremely dirty with risk of soiling upon contact or visibility very poor	0	
	N/A	

Comment:

T1.17 Brightness of area Includes lighting and natural light	Very well lit throughout whole carriage	10
		9
	Good – bright with minor areas less than perfect	8
		7
	Fairly good – majority bright, small areas need improving	6
		5
	Parts of carriage need improving – perhaps certain bulbs dull / need replacing	4
		3
	Badly lit – large parts of carriage dark	2
		1
Very badly lit throughout whole carriage	0	

Comment:

T1.18 Temperature A comfortable temperature for the time of year and time of day	Very pleasant and comfortable	10
		9
	Good temperature	8
		7
	Fairly pleasant – slightly too hot or cold	6
		5
	Fairly unpleasant –too hot or cold	4
		3
	Poor – unpleasantly hot or cold	2
		1
	Extremely hot or cold, sweating or shivering	0
Comment:		

T1.16 Level of noise (rolling) Noise from the track/wheels as well as noise (e.g.) from the suspension or any rattling panels.	Very quiet train, you can talk easily	10
		9
	Quiet train, you can talk quite easily	8
		7
	Fairly quiet train – you can talk but have to raise voice to be heard	6
		5
	Difficult to hold a conversation – have to talk loudly to be heard	4
		3
	Noisy train: difficult to hold a conversation at all without shouting	2
		1
	Very noisy train: impossible to talk without shouting	0
Comment:		

T1.15 Quality of ride 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.)	Very smooth – easy to stand up and read	10
		9
	Reasonably smooth	8
		7
	Some rocking – effort required to read	6
		5
	Unsteady – would prove difficult to read	4
		3
	Continual bumpy movement and wobbling	2
	1	
	Extremely bumpy. Even sitting, it is hard to keep balance	0

Comment:

IF THERE WERE ANY TYPES OF ANNOUNCEMENTS THEN THIS MUST BE SCORED (NOT N/A)

T1.14 Audibility of PA system on Train (COVERS ALL ANNOUNCEMENTS) 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.	Excellent – easily heard all of the message and made sense	10
		9
	Good – easily heard all of message	8
		7
	Could be heard with concentration – key/important part of message could be heard	6
		5
	Difficult to hear message – possibly part of key/important part of message could not be heard	4
		3
	Poor – muffled/distorted/unclear. Important contents of message distorted	2
		1
	Totally inaudible/not certain an announcement was intended	0
		N/A

Comment:

T1.21 If you were unable to get the number from the front of the train, please get it from the back and enter here, or select NEXT to move on	
--	--

T1.04 Time left the train (24hr Clock) DATE STAMP FROM PDA
:

SECTION 2 Platform

S1.05 Time Entered the Platform (24hr Clock) DATE
 STAMP FROM PDA

:

1.10a Please confirm platform name

Select from dropdown list based on table variable

1.10 Platform Number

<p>S1.1a 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>S1.1b 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:		

S1.1c 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:		

S1.3a 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:		

S1.3b 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:		

S1.4a Level of scratched Graffiti on platform (excluding trackside walls) Include: all scratched Graffiti on the platform (e.g. seats, booths, tiles, walls, doors, builders' hoardings, etc.) Do not include: - non-scratched Graffiti, engineering marks, Graffiti on advertising - trackside Graffiti, waiting rooms / areas <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 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
	12 or more A5 size areas to cover all the scratched Graffiti in the worst area of the Platform	1
	0	
	N/A	
Comment:		

S1.4b Level of non-scratched Graffiti on platform (excluding trackside walls) Include: painted, written or sprayed Graffiti, stickers, marks where Graffiti has been removed Do not include: - scratched Graffiti, engineering marks, Graffiti on advertising - trackside Graffiti, waiting rooms / areas <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>	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
	12 or more A5 size areas to cover all the non-scratched Graffiti in the worst area of the platform	1
	0	
	N/A	
Comment:		

S1.4c Are you assessing the trackside walls?	Yes (Go to S1.2)	1
	No (Go to S1.5a) Comment if 'No'	2
	Not applicable	N/A

S1.2 Cleanliness of trackside walls The 'track-side' area is from the platform edge to the wall in Underground Stations. If there are no trackside walls, rate N/A. Include: all dirt, dust, staining, marks, chewing gum / gum residue, body fluids, spillages and bird droppings etc. Do not include – tracks or floor. Graffiti 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:		

<p>S1.5 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><i>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.</i></p> <p>Comment:</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	

<p>S1.5a Are you assessing trackside advertising?</p>	Yes (Go to SA1.1a)	1
	No (Go to SA1.1d) Comment if 'No'	2
	Not applicable	N/A

<p>SA1.1a Condition of TRACKSIDE advertising - POSTERS ★</p> <p>N.B. For open air platforms, with no <u>trackside</u> advertising, code N/A. Do not include: posters visible on other platforms. If empty but with remnants of ripped poster, code according to the scale. If <u>all</u> posters are removed <u>and</u> blacked out, code N/A. 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> trackside advertising posters on this platform</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
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	

<p>SA1.1b 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 <u>trackside</u> 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><i>Please rate according to your overall impression of <u>all</u> trackside advertising poster frames on this platform</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 CROSS TRACK PROJECTORS ANSWER SA1.1d

<p>SA1.1d Were the cross track projectors working properly?</p>	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:		

<p>S1.6 Level of litter on platform</p> <p>Litter includes everything that people drop. It can be on seating or on the floor.</p> <p>Do not include: - track / trackside area - waiting rooms / area</p> <p><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></p>	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:		

<p>S1.6bi 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</p>										
0 (Route to S1.6ci)	1	2	3	4	5	6	7	8	9	10

<p>S1.6c 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)</p>	Overflowing	1
	Full	2
	Half empty/half full	3
	Empty	4
Comment:		

S1.6ci Were there any hoops without bags present on this platform?	Yes	1
	No	2
		N/A

S1.7 Level of litter on track 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 Comment:	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	
10 or more items of litter on the worst area of the track - 5cm (2 inches) or larger	0	
	N/A	

SA1.2a Condition of Platform Advertising – POSTERS Do not include - trackside advertising posters or London Underground/TfL posters Do not include posters visible on other platforms If all posters are removed and blacked out, code N/A. 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 Please rate according to your overall impression of all advertising posters on this platform Comment:	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	

SA1.2b Condition of Platform 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 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> Comment:	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

IF THERE ARE ILLUMINATED POSTER SITES ANSWER SA1.2c

SA1.2c 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

SA1.2d 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:		

S1.8a 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:		

S1.8b 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 S1.8bi and comment.

S1.8bi Are you assessing a Waiting Room?	Yes (Continue to S1.9a)	No (Route to S1.10)
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S1.9a Condition of waiting room or enclosed waiting area décor Do not rate how much you <u>like</u> the decor – you must rate its condition. Include: - condition of paint, plaster, tiling, brickwork, panels, frames, concrete, metal work, light fittings, etc. 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)	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
	Unacceptable, extreme damage and wear to décor, approaching derelict	0
Comment:		N/A

S1.9b Condition of seating in waiting room or enclosed waiting area Do not include: - Graffiti (see S1.9f and S1.9g) - Cleanliness (see S1.9c) 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 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
	Unacceptable, not fit to sit on	0
Comment:		N/A