

Service Quality Incentive Regime March 2023

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AMBIENCE AND ASSET

Service schedule 1 – Ambience and asset - Station platform seats

Service Specification

Station seats will be considered in terms of benches or group of seats (an example of a group being the Macemain seat where there is a single frame with 3 seats attached). Shelter seats will be considered any seating unit, which is an integral part of a Shelter.

A platform will be failed if:

- (a) a Station seat is missing, damaged and not fit for purpose, which affects the functionality of the seat or could injure a person or damage their clothing (e.g., an armrest where this is part of the design). Missing cosmetic coverings or missing end caps would not be a failure but should be reported separately as an observation.
- (b) a Station seat, bench, part of a bench or part of a group of seats are insecure or unstable.
- (c) a shelter seating unit is missing, damaged and not fit for purpose, which affects the functionality of the seat or could injure a person or damage their clothing (e.g. an armrest where this is part of the design). Missing cosmetic coverings or missing end caps would not be a failure but should be reported separately as an observation.
- (d) there is the presence of contamination or spillage which would render it unsanitary or would deter a passenger from using it (e.g., spit, vomit or urine).
- (e) a shelter seating unit is insecure or unstable.
- (f) ticket office closed.

Service Benchmarks

Exceptional performance (5) means 96% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 93% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 90% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 87% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 84% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

Stations will be inspected a maximum once every reporting period.

Expected repair

5 Working Days.

Service schedule 2 – Ambience and asset - Station shelters and waiting areas

Service Specification

This category includes all canopies, standalone shelters, waiting rooms and all covered areas at Stations including those areas adjoining or within ticket offices (each a "Shelter").

A Shelter will be failed if:

- a) The Station does not have a weatherproof (wind and watertight) covered waiting accommodation or other adequate shelter which offers reasonable protection from the weather. Adequate alternative shelter shall be available when such waiting accommodation is not provided or is temporarily out of use.
- b) the Shelter is damaged to an unsafe condition; this will include where two decorative strips are missing or if the decorative strip is obviously dangerous.
- c) the Shelter/waiting room is not available for use.
- d) any door does not fully open or close as it is designed to do.
- e) the Shelter contains, or its exterior is marred or visibly marked by, any immediately detectable contamination or spillage which would render it unsanitary or deter a passenger from using it (e.g., vomit or urine) (excludes canopies/roofs).
- f) any canopy or shelter roof surfaces are sufficiently dirty that prevents natural light.
- g) any polycarbonate panels or other glazing (together "glazing") has been burnt in any way so that there is a hole more than 25mm in diameter on any one piece of glazing (panel) or more than four burn marks on any one piece of glazing (panel) in any Shelter.
- h) if any single piece of opacity is of greater area than can be covered by an A5 sheet of paper per panel or collective 10 pieces in a shelter.
- i) any heating unit, which is part of a waiting area, is not safe and operational, and if controlled by passengers, is not labelled appropriately.
- j) "no smoking" signage is not clearly visible report as an observation.
- k) the door button bezel trim is damaged or missing where installed.
- l) ticket office closed.

Service Benchmarks

- Exceptional performance (5) means 93% performance of the Service in accordance with the Service Specification during a reporting period.
- Strong performance (4) means 89% performance of the Service in accordance with the Service Specification during a Reporting Period.
- Acceptable performance (3) means 85% performance of the Service in accordance with the Service Specification during a Reporting Period.
- Adequate Level (2) means 80% or below performance of the Service in accordance with the Service Specification during a Reporting Period.
- Unsatisfactory (1) means 75% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

Stations will be inspected a maximum once every reporting period.

Expected repair

5 Working Days

Service schedule 3 – Ambience and asset - Station toilets

Service Specification

Each toilet (which includes the room itself as well as the toilet facility)

Toilets will be inspected per toilet, and it is a toilet that fails or passes. A toilet will be failed if:

- a. a toilet is closed for customer use.

- b. it is not Fully functional (to include lights, locks and seats) open, sanitary and available for use. The main toilet light should be functional, all other lights report under service schedule 11 safe and secure environment station lights.
- c. it is damaged or has been contaminated in such a way that it could damage or injure passengers or their clothing or articles (including by staining).
- d. any turn style barrier is missing, not functioning or not operational during agreed hours
- e. it is not stocked with required consumables (e.g., toilet paper and soap) where any facility exists that may require restocking.
- f. it does not provide a functioning water supply for washing purposes and a means of drying. All such facilities should be operational.
- g. any disabled fittings meant to be fitted to comply with relevant disability guidance are absent or are not fully functional and available for use.
- h. any baby changing facilities meant to be fitted are absent or are not fully functional and available for use.
- i. ticket office closed.

Service Benchmarks

Exceptional performance (5) means 90% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 88% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 86% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 84% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 82% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

Stations will be inspected a maximum once every reporting period.

Expected repair

5 Working Days.

Service schedule 4 – Ambience and asset – Station posters

Service Specification

This category measures the condition of poster sites available to passengers.

Signs and poster frames at Stations should be in good condition and at the correct location on the Station. Information within posters should be clearly visible through the polycarbonate or other frontage over the whole area of the poster frame.

Guideline Note: Signs will only fail if damaged (dents alone do not fail) and in need of repair. Signs overhead height will not fail, however signs at head height should be regularly maintained, however have to have a heavy build-up of dirt to fail. Signs/posters should only fail for being missing if displayed previously.

The accuracy of Information, Signs and Posters will be inspected by platform that fails or passes. A platform will be failed if:

- a. any sign or poster is missing.

- b. any poster has become noticeably damaged or significantly faded to the extent the information is not legible in any way, which prevents the proper display of the information. (e.g. due to dirt, moisture, non-transparent frontage or because any poster has slumped in its frame).
- c. any sign, Perspex or poster frame is noticeably damaged.
- d. ticket office closed.

Service Benchmarks

Exceptional performance (5) means 96% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 94% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 92% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 90% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 88% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

Stations will be inspected a maximum once every reporting period.

Expected repair

5 Working Days.

Service schedule 5 – Ambience and asset - Station clocks

Service Specification

Clocks should be operational and display the correct time (with a permissible margin of three minutes fast or one minute slow).

Station clocks will be inspected per clock, and it is a clock that fails or passes. A clock will be failed if:

- a. it is not working.
- b. it is displaying an incorrect time, which shows the clock is more than 1 minute slow.
- c. it is displaying an incorrect time, which shows the clock is more than 3 minutes fast.
- d. it is obscured or unreadable in any way (e.g., not illuminated at night) or has suffered damage.
- e. Heritage clocks –where a ‘heritage’ clock is obsolete but is to remain in place, hands to be placed at 12 o’clock and signage is to be provided to inform passengers of this and it will not be counted as an asset. Where signage is missing this may fail under Service Schedule 4 Station Posters.
- f. ticket office closed.

Service Benchmarks

Exceptional performance (5) means 96% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 94% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 92% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 90% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 88% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

Stations at which the Service exists will be inspected a maximum once each reporting period.

Expected repair

5 Working Days.

Service schedule 6 – Ambience and Asset - station wifi

Service Specification

A Station will fail if:

- a. If the Station should be equipped with Wi-Fi and is not so equipped.
- b. Wi-Fi facilities are not able to be accessed by a mobile device within 30 seconds of attempting to log on –the test will be to connect to BBC News.

Service Benchmarks

Exceptional performance (5) means 98% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 96% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 94% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 92% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 90% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

Stations will be inspected a maximum once every reporting period.

Expected repair

5 Working Days.

Service schedule 7 – Ambience and asset – Station car parks and cycle facilities

Service Specification

All car parks and cycle facilities at Stations shall be clearly marked as such. There shall be sufficient information displays or signage to inform passengers as to the conditions of use, opening hours and charges.

A car park will fail if:

- a. all parking, waiting bays are not available for use.
- b. all parking, waiting bays or boundaries are not clearly marked as such.
- c. there is no information or signage as to the conditions of use of the car park clearly indicating, where appropriate, the details of the operator of the car park.
- d. the location of any parking meters is not displayed or signed, any parking meter is missing or is not functional and operating, or the consequences of non-payment are not displayed.
- e. Electric Vehicle charging points are not functional and operating.
- f. Electric Vehicle charging points are damaged.
- g. there is no information or signage as to the conditions of use of the Electric Vehicle charging points clearly indicating, where appropriate, the details of the operator of the charging bay.
- h. there is an abandoned vehicle in a car park without it containing a notification of intent to move.
- i. Electric barriers are not functional and operating.

Cycle facilities

Cycle facilities such as stands or lockers, where provided, will fail if such are excessively dirty, damaged that affects the functionality of the facility, panels missing or smashed, missing or unfit for the purpose of storing bicycles. This includes the presence of abandoned bicycles, unless correctly signed as per ScotRail's process for removal or rusty bike locks taking up space that could otherwise be used by passengers wishing to use the facility.

Service Benchmarks

Exceptional performance (5) means 96% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 94% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 92% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 90% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 88% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

Stations at which the Service exists shall be inspected a maximum once each reporting period.

Expected repair

5 Working Days.

Service schedule 8 – Ambience and asset - Station landscaping, vegetation and boundaries

Service Specification

All landscaping and vegetation at Stations should be neat and tidy and not overgrown and should be confined to areas intended to be laid out to landscaping and vegetation. All plants should be trimmed and/or pruned as appropriate to ensure a neat and tidy condition.

A Station will fail if:

- a. any board, poster, sign notice, help/information point, or any surface upon which information is intended to be displayed, is obscured to any material extent by vegetation.
- b. any growth or overgrowth of vegetation poses a risk of injury to persons or damage (including by staining) to their clothing or articles.

- c. boundaries and fences for Stations and Station car parks are not secure, damaged and functional and shall be regularly checked and maintained in order to maintain Station and Station car park security.
- d. any light source is significantly obscured by foliage, which detrimentally affects the area to be illuminated.

Service Quality Benchmarks

Exceptional performance (5) means 94% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 91% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 88% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 85% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 82% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

Stations will be inspected a maximum once every reporting period.

Expected repair

5 Working Days.

CLEANLINESS

Service schedule 9 – Cleanliness - Station graffiti

Service Specification

- a. At a Station there should be no graffiti of a political, racial, religious, sexual or other potentially offensive nature.
- b. Other graffiti at a Station must be contained so that it is not readily apparent to a casual user of the Station.

A platform will be failed if:

- a. any graffiti that falls within the description in paragraph 1.1a is within the lease area.
- b. other graffiti covers an area extending in total to 1 square metre or an A5 sheet of paper cannot cover any individual graffiti.
- c. there are more than 10 individual pieces or items of graffiti, within any area within the station extending to 300 square metres, regardless of the size or area of these items individually or collectively.
- d. any stickering that falls within the description in paragraph 1.1a is within the lease area.
- e. any stickering covers an area extending in total to 1 square metre or an A5 sheet of paper cannot cover any individual graffiti.
- f. there are more than 10 individual pieces or items of stickering, within any area within the Station extending to 300 square metres, regardless of the size or area of these items individually or collectively.

Without limiting the normal meaning of the word graffiti, for the purposes of this service schedule, graffiti will be regarded as writing, painting, drawing or scribbles. Line indentation, line marking, or scratching shall not constitute graffiti as this is clearly no more than scuffing or reasonable wear and tear on the surface. The definition of graffiti shall also include the application of any stickers or labels.

Service Benchmarks

Exceptional performance (5) means 90% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 88% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 86% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 84% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 82% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

Stations will be inspected a maximum once every reporting periods.

Expected repair

5 Working Days.

SERVICE SCHEDULE 10 – CLEANLINESS - STATION LITTER, CONTAMINATION AND WINTERISATION

Service Specification

Stations should be kept free from litter, contamination and danger underfoot.

A platform will be failed if:

- a. there are more than ten items of litter, equal to or larger than the size of a credit card, found within any accessible area of the Station extending to 300 square metres. Litter in non-accessible areas would not be a failure but should be reported separately as an observation.
- b. any litterbin is not fit for purpose or is noticeably damaged; or is full to the point of overflowing.
- c. there is any immediately detectable contamination or spillage, which renders any part of a Station unsanitary or would deter a passenger from using it (e.g. vomit, faeces on walking routes, urine broken glass (excluding safety glass).
- d. there are any wet fallen leaves but no other vegetation which is covered by service schedule 8 (AMBIENCE AND ASSET STATION LANDSCAPING, VEGETATION AND BOUNDARIES) which is slippery underfoot except where these have been treated to remove the danger of slipping by brushing into non passenger areas.
- e. there is evidence of birds nesting which has created a hazard that requires some form of bird management. If Transport Scotland find excessive bird fouling within any 10m length during an audit.
- f. surfaces are not free from loose surfaces, weeds and other materials that constitute slip or tripping hazards that are the responsibility of the Operator to resolve.
- g. if passenger facing assets on platforms, footbridges and subway surfaces are not well-drained and free from areas of standing water.

Grit application or snow clearing has not been undertaken or has been undertaken inappropriately so that a clear, safe walking route is not provided for customers (if required by weather conditions)

A platform will be failed if:

- a. there is no evidence of recent winter working during periods of sub-zero temperatures.
- b. there is no evidence that platform surfaces are not cleared of snow and ice in an area 3 coach lengths long by 2meters wide, allowing passengers to access the train. All paths, ramps, stairs and footbridges must be cleared by 8am ready for safe passenger use.
- c. where the station has been affected by snowfall, a path between the parking bays and the access and egress paths or walkways, and Blue Badge bays are not cleared of snow to a width equal to that of the hand-held snowplough. Once this has been done, the same area must be treated with de-icing material."

All Network Rail responsibility faults should be reported separately as an observation.

Service Benchmarks

Exceptional performance (5) means 94% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 91% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 88% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 85% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 82% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

Stations will be inspected a maximum once every reporting period.

Expected repair

5 Working Days

SAFE AND SECURE ENVIRONMENT

Service schedule 11 – Safe and secure environment - Station lights

Service Specification

Station lighting

- a) All Stations shall have adequate lighting, which shall be switched on during the hours of darkness during which Trains are scheduled to call at the relevant Station (including for a reasonable period before the first Train and after the last Train in order to allow passengers to await the first scheduled Train at the Station or depart from the Station after the departure of the last Train).
- b) All specified lights (i.e. the lighting referred to in 1.1(a) above) should be working. All light covers should be present and fully intact.

Note: where 'LED' lights are present more than 50% of the light is out or an individual block, i.e., within a shelter, is not illuminated (strip lights in shelters are made up of several blocks. Lights cannot be shunted by staff, i.e., a ticket office closure and staff are not present (or due to problems with the shunt box at unstaffed Stations) then a failure will be recorded

Lights will be inspected per area, and will be failed if:

- a. any light is not illuminated when the power is switched on.
- b. any light is not fully operational (e.g. light levels are obviously sub-standard, or the light is flickering).
- c. any light cover is unfit for purpose or missing.
- d. any light is not properly aligned or directed towards the area to be illuminated.
- e. any light is not switched on in the hours of darkness, or subways in areas of semi-permanent darkness, which are controlled solely by time switches, the settings should reflect the worst case ambient light levels for both Greenwich Mean Time and British Summer Time.
- f. there are exposed electrical connections or wiring.
- g. ticket office closed.

The above criteria (and the reference to station lighting above) shall apply to all lights illuminating platforms, Station buildings, underpasses, footbridges and car parks.

Service Benchmarks

Exceptional performance (5) means 85% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 83% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 81% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 79% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 77% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

Stations will be inspected a maximum once every reporting period.

Expected repair

5 Working Days.

Service schedule 12 – Safe and secure environment - Station CCTV and security

Service Specification

This schedule will audit the CCTV independently at the Station and at the Control Centres. The schedule will be considered as two performance schedules, where each schedule will have their own inventory levels.

Schedule 5A Station CCTV and Security -Stations will be audited with an inventory for the number of staffed Stations with CCTV equipment which can be audited –this element will have its own % performance benchmark.

Schedule 5B Control Centre CCTV and Security -CCTV at the Control Centres will be audited with an inventory for the number of Stations with CCTV equipment linked to the Control Centre which can be audited –this element will have its own % performance benchmark.

Service schedule 12A – Station CCTV and Security

Service Specification

CCTV at Stations should be operational to the standard set for each specific location. CCTV at Stations should cover areas such as underpasses, bridges, lifts, stairwells and other vulnerable areas.

A CCTV Station camera will not be considered to be functioning to the required standard and will be failed per camera, if a camera:

- a. fails completely.
- b. the picture is substandard, that would not allow for the area to be monitored.
- c. is pointing skyward, directly at the ground or could not provide any obvious security benefit.
- d. ticket office closed.

Service schedule 12B –Control Centre CCTV and Security

Service Specification CCTV at Stations should be operational to the standard set for each specific location. All cameras should be checked regularly for operation including Pan, Tilt and Zoom. All picture recording systems linked to cameras should be checked regularly. CCTV at Stations should cover areas such as underpasses, bridges, lifts, stairwells and other vulnerable areas.

CCTV Control Centre camera will not be considered to be functioning to the required standard and will be failed per camera, if a camera:

- a. which should Pan, Tilt or Zoom fails to do so;
- b. fails completely;
- c. the picture is substandard, that would not allow for the area to be monitored;
- d. is pointing skyward, directly at the ground or could not provide any obvious security benefit;
- e. A picture recording system will not be considered to be functioning to the required standard if:
 - i. the system fails completely or
 - ii. the picture is substandard, that would not allow for the area to be monitored.

Service Benchmarks

Station CCTV and Security

Exceptional performance (5) means 97% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 94% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 91% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 88% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 85% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Control CCTV and Security

Exceptional performance (5) means 97% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 94% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 91% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 88% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 85% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

A Station will be inspected at the control centre a maximum once every reporting period. Station CCTV will be inspected at the Station a maximum once every reporting period.

Expected repair

5 Working Days.

Service schedule 13 – Safe and secure environment – Station help/ information points Service Specification

Help Points/information points at Stations should be functioning and operational and clearly signed, with clear instructions for their use on or adjacent to the machine.

A help point will fail if:

- a. any help point is missing, not fully functional or not operational.
- b. any call made from a Help/Information Point is not answered within 30 seconds of the call being made from that Help/Information Point.
- c. A station will fail if there are no clear instructions for the use of a Help/Information Point, on or adjacent to the relevant help point or customers are not notified that calls are recorded either by notice or verbally
- d. ticket office closed.

Service Benchmarks

Exceptional performance (5) means 98% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 96% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 94% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 92% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 90% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

Stations will be inspected a maximum once every reporting period.

Expected repair

5 Working Days.

Service schedule 14 – Safe and secure environment - Station staff

Service Specification

Station staff should be available during the hours set out in the Grant Agreement for all Stations across Scotland agreed with the Authority.

All Station staff shall receive sufficient training (including, where necessary, refresher training) to allow them to competently perform the functions their roles require of them and shall act at all times in a courteous and professional manner in their dealings with the public.

A Station will fail if:

- a. Any staff member who should be wearing a uniform is not, or that uniform is incomplete or is excessively worn.
- b. Any staff member is not wearing, in a prominent position, a badge bearing their name and position/role.
- c. there is not a member of staff available to provide customer service and information.
- d. ticket office closed.

Service Benchmarks

Exceptional performance (5) means 100% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 98% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 96% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 94% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 92% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

Stations will be inspected a maximum once every reporting period.

Expected repair

5 Working Days.

CUSTOMER INFORMATION

Service schedule 15 – Customer information - Station information

Service Specification

This category measures the accuracy of information on display or available to passengers.

All ScotRail timetables and promotional material valid at the time should be available on request by passengers and should be made available to an SQI on request. Every Station shall also display accurate information about how lost luggage is dealt with including the ATOC code.

The ScotRail posters specified by the Authority which are required to be displayed and the posters which are required to be displayed by the Grant Agreement, should be on display at specified locations, displayed in an appropriate manner and legible.

In any event information displays and/or signage which provide the following information shall be in place at each Station. A platform will fail if:

- a. the job title, address and telephone number of the customer services manager (or their equivalent) under whose control the Station rests, and details of how to register a complaint and who to contact in an emergency.
- b. the telephone number of the National Rail Enquiries and a statement that it is open 24 hours a day.
- c. the telephone number of an alternative location from which current train running information can be obtained if a public address or “freephone” facility is not provided at the Station.
- d. wherever appropriate, the location and telephone number of the nearest taxi rank or operator, other public transport services, and, for Stations which are not staffed at all times of the day at which passenger trains are scheduled to call, the nearest location authorised to sell tickets for use on the Passenger Services.
- e. a list of tickets, which may be purchased on Trains calling at that Station, at times at which such Station is not staffed (if at all).
- f. arrangements for the issue of season tickets, railcards and other facilities relating to and offered on the Trains calling at such Station and which cannot be purchased at the Station.
- g. for Stations which have two or more platforms, customer information displays or directional signs indicating the destinations served by Trains calling at each platform.
- h. in a place visible to mobility-impaired customers, the nearest Station with access for mobility-impaired customers if no such access is provided at the Station and contact details, including a telephone number, of a person whom people with disabilities could contact in order to obtain travel advice and arrange assistance.
- i. All ScotRail timetables and promotional material valid at the time should be available on request by passengers and should be made available to an SQI on request.
- j. details of changes to Train times as a result of engineering works or other disruption which shall be displayed no less than 5 days in advance of such engineering works or other disruption.
- k. Guideline Note: A pdf of the engineering poster may be displayed prior to the works whilst awaiting delivery of the poster. The normal sized poster should be displayed from the first day of the works.
- l. the phone numbers and, where applicable e-mail or website addresses of National Rail and the Passenger’s Council.
- m. lost Luggage Procedures are on display. Displays/signage shall provide accurate information about how lost luggage is dealt with including the ATOC code."
- n. our routes map (per agreed stations) or local area map should be on display
- o. the customer information on any poster is out of date. For errors identified at an early stage, if a temporary notice is displayed advising the customer of the error this will be deemed as acceptable.
- p. the customer information on ScotRail electronic poster sites, including TVM second screens (advertising screen) is out of date or not operational

- q. CCTV signage complies with the requirements of the General Data Protection Regulations on the Use of CCTV cameras in respect of that Station.
- r. station toilet where installed does not provide signage advising customers how to report a fault or cleanliness issue
- s. ticket office closed.

Appropriate signage must be provided at the Station to direct passengers towards hospitals (where appropriate).

The Operator shall ensure that the symbol known as the double arrow symbol (and registered with trade mark numbers 1275675, 1276989, 1276991, 1276992, 1276993, 1276994 and 1276995) is displayed at or near the entrance or entrances to the Station to clearly indicate access to the Station. This signage must be in line with all regulatory requirements and any government guidelines for its use. If the use of the double arrow symbol requires the Operator to enter into a licence in respect of such symbol, then the Operator shall enter into such a licence and shall comply with its terms.

Service Benchmarks

Exceptional performance (5) means 96% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 94% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 92% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 90% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 88% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

Stations will be inspected a maximum once every reporting period.

Expected repair

5 Working Days

Service schedule 16 – Customer information – Customer information systems

Service Specification

Customer information systems (together "CIS") should be fitted at all Stations so that passengers may be informed about Train delays or cancellations as well as to provide details of alternative journey arrangements and for use in any emergency.

A CIS will be failed if:

- a. CIS fitted at Stations are not fully functional.
- b. it is a screen-based system, and is not displaying appropriate and timely customer information, the information is illegible, the screen is not working correctly, or the correct time is not displayed.
- c. each screen does not post the next train arriving to the platform due to arrive within the next 5 hours and this should be updated as appropriate should a train be delayed.
- d. ticket office closed.

Service Benchmarks

Exceptional performance (5) means 97% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 95% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 93% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 91% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 89% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

Stations will be inspected a maximum once every reporting period.

Expected repair

5 Working Days

Service schedule 17 – Customer information - Public announcement and local announcement

Service Specification

Public announcement should be fitted at all Stations so that passengers may be informed about Train delays or cancellations as well as to provide details of alternative journey arrangements and for use in any emergency.

2. Service Schedule 17A – automatic public/long line announcement

A Station will be failed if:

- a. it is an aural system, and is not able to produce, on request, audible (and, where pre-recorded, understandable) announcements, or the information supplied is incorrect.
- b. appropriate announcements, at required Stations, advising of coach lengths, are not made prior to the train arriving in the Station.
- c. Information during delays is not provided.
- d. where a CSL2 or line of route has been declared appropriate announcements, advising of Delay Repay guarantee, are not made.

Service Schedule 17B – local announcement

A Station will be failed if:

- a. it is an aural system, and is not able to produce, on request, audible (and, where pre-recorded, understandable) announcements, or the information supplied is incorrect.
- b. ticket office closed.

Service Benchmarks

17 A - Automatic public/long line announcement

Exceptional performance (5) means 96% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 94% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 92% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 90% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 88% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

17 B - Local announcement

Exceptional performance (5) means 96% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 94% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 92% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 90% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 88% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

Stations will be inspected a maximum once every reporting period.

Expected repair

5 Working Days

ACCESSIBILITY

Service schedule 18 – Accessibility – Passenger accessibility at station

1. Service Specification

1.1 A platform will fail if:

- a. where speaker/microphone systems and/or hearing aid induction loops are fitted, any of these are not operational or do not permit clearly audible conversation.
- b. access ramp where provided do not function as intended: The ramp does not provide:
 - i. anti-slip resistant surface finish, particularly when wet
 - ii. a visually coloured contrast where present with the landing
 - iii. handrails or any other fixture designed to provide stability are insecure or damaged in such a way that could injure a person or could cause damage to their clothing or articles. Bird fouling on handrails will fail if 6 pieces of fouling occur within any 10m length of handrail.
- c. any handrail or any other fixtures designed to provide passengers with stability on stairs or bridges are insecure or damaged in such a way that could injure a person or could cause damage to their clothing or articles. Bird fouling on handrails will fail if 6 pieces of fouling occur within any 10m length of handrail.
- d. any stairs where provided do not comply with industry standards, not available for use or the stair nosing where present does not have a permanent contrast.
- e. where corduroy warning tactile paving surface is installed does not warn visually impaired people of the presence of specific hazard
- f. any lift or escalator is not functional and in operation 30 minutes before the scheduled departure of the first train and until 30 minutes after the actual arrival of the last train.
- g. an escalator is not functional and in operation at the times referred to in paragraph 1.
- h. where Wayfinding Technology is provided does not function as intended.
- i. the car park has designated Blue Badge holder accessible car parking spaces are not clearly marked.
- j. there is no accessible meeting signage.
- k. ticket office closed.

Accessible toilets and Changing Places toilets will be inspected per accessible toilet. An accessible toilet will be failed if:

- a. a toilet is closed for customer use.
- b. it is not Fully functional (to include lights, locks and seats) open, sanitary and available for use. The main toilet light should be functional, all other lights report under service schedule 11 safe and secure environment station lights.
- c. it is damaged or has been contaminated in such a way that it could damage or injure passengers or their clothing or articles (including by staining).
- d. any turn style barrier is missing, not functioning or not operational during agreed hours
- e. it is not stocked with required consumables (e.g., toilet paper and soap) where any facility exists that may require restocking.
- f. it does not provide a functioning water supply for washing purposes and a means of drying. All such facilities should be operational.

- g. any disabled fittings meant to be fitted to comply with relevant disability guidance are absent or are not fully functional and available for use.
- h. any baby changing facilities meant to be fitted are absent or are not fully functional and available for use.
- i. ticket office closed.

Service Benchmarks

Exceptional performance (5) means 96% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 94% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 92% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 90% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 88% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

Stations will be inspected a maximum once every reporting period.

Expected repair

5 Working Days

TICKETING

Service schedule 19 – Ticketing - Station ticket offices

Service Specification

All ticket offices should be open during the hours set out in Schedule 17 of the Ticketing and Settlement Agreement or the agreed Grant Agreement opening hours.

All Station schedule audits may commence at the start of the ticket office opening hours. Ticket Offices schedule 19, audits will commence no earlier than 15 minutes after the agreed opening hours and will be completed no later than 15 minutes prior to the agreed closing hours, this will permit the Operator to pull ticket equipment, within the Station opening hours.

A ticket office will be failed if:

- a. Where any ticket office is closed during an inspection when it should be open as specified in paragraph 1.1 above a fail will be recorded.
- b. all retail tickets appropriate for sale at the station can't be retailed, including card payment facilities being operational.

Service Benchmark

Exceptional performance (5) means 100% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 98% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 96% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 94% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 92% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

Stations will be inspected a maximum once every reporting period.

Service schedule 20 – Ticketing – Ticket validation at key stations

Collection at Key Stations

Service Specification

Electronic gates at Stations should be functioning and operational.

References to passenger, or intending passengers, are those passengers at the following Stations: Anderston, Argyle Street, Ayr, Charing Cross, Exhibition Centre, Glasgow Central, Glasgow Queen Street, Motherwell, Paisley Gilmour Street, Partick, Aberdeen, Bathgate, Dundee, Edinburgh Gateway, Edinburgh Park, Edinburgh Waverley, Haymarket, Inverness, Perth and Stirling, during the hours set out in the agreed Grant Agreement staffing hours and staffing numbers (appendix A).

A Station will fail if:

- a. where there are fixed barriers and these barriers are missing, not fully functioning or not operational. Where a gate is closed for visible maintenance or visible repair, this will be recorded as a pass.
- b. where ticket checking measures should be put in place are missing to ensure the validity of each passenger's ticket is checked both before they enter or leave a ticket check area per the Grant Agreement staffing hours and staffing numbers.
- c. ticket office closed.

Service Benchmarks

Exceptional performance (5) means 100% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 98% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 96% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 94% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 92% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

Stations will be inspected a maximum once every reporting period.

Expected repair

5 Working Days.

Service schedule 21 – Ticketing - Ticket vending machines

Collection at Key Stations

Service Specification

Self-service ticket machines at Stations should be functioning and operational and clearly signed, with clear instructions for their use on or adjacent to the machine.

This category measures the ability to purchase a ticket from a TVM.

A TVM will fail if:

- a. Any self-service ticket machine is missing, not fully functional or not operational.
- b. there are no clear instructions for the use of a self-service ticket machine at, on or adjacent to the relevant machine including details of who to contact if the passenger is having difficulty using the self-service ticket machine.
- c. ticket office closed.

Service Benchmarks

Exceptional performance (5) means 98% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 96% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 94% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 92% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 90% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

Stations will be inspected a maximum once every reporting period.

Expected repair

5 Working Days.

Service schedule 22 – Ticketing – SMARTcard reader

Service Specification

SMARTcard readers at Stations should be functioning and operational.

A SMARTcard reader will fail if:

- a. Any smartcard reader is missing, not fully functional or not operational.

Service Benchmarks

Exceptional performance (5) means 96% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 93% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 90% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 87% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 84% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

Stations will be inspected a maximum once every reporting period.

Expected repair

5 Working Days.

AMBIENCE AND ASSET

Service schedule 23 – Ambience and asset - Train seats, tables, racks, cycle and other passenger facilities

Service Specification

Seats and tables on Trains should be undamaged and generally fit for purpose. This includes both the seat assembly, any seat tilt and slide mechanism and covers, as well as any fold-down tables or slide-out table assemblies.

A vehicle will be failed if a seat:

- a) is missing or a seat cushion is missing, damaged or is improperly secured to the seat frame.
- b) has a cover which is ripped or pierced in any way (being a tear or cut of more than 5cm in length or a hole greater than 2cm² in area), or the cover is missing or not properly secured to the seat.
- c) has an assembly which is insecure or unstable or is noticeably damaged, which affects the functionality or where it could cause injury to a passenger or damage personal property.
- d) any seat tilt and slide mechanism does not operate correctly and does not retain all seats in an upright position.

a vehicle will be failed if any luggage racks/stacks are not securely fitted, are unstable or the facility is noticeably damaged.

a vehicle will be failed if any cycle assembly is not securely fitted, is unstable, the facility is noticeably damaged or blocked off for passenger use.

a vehicle will be failed if any tables (including fold-down or slide-out tables) are not securely fitted, are unstable or are noticeably damaged which would prevent the use of the table or could cause injury.

Service Quality Benchmarks

Exceptional performance (5) means 93% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 90% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 87% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 84% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 81% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

The maximum number of inspections per Reporting Period shall be, limited to one inspection per Vehicle number, with a programme of inspections that are representative of the number of services operating in the peak and off-peak and unit type.

The Authority will provide the train head code for the service audited.

Expected repair

5 Working Days.

Service schedule 24 – Ambience and asset - Power sockets

Service Specification

Any vehicle which should be equipped with a power socket shall be so equipped. Each power socket shall be fully functional and operational.

A vehicle will be failed if

- (a) any power socket provided does not function as intended.

Service Benchmarks

Exceptional performance (5) means 93% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 90% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 87% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 84% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 81% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

The maximum number of inspections per Reporting Period shall be, limited to one inspection per Vehicle number, with a programme of inspections that are representative of the number of services operating in the peak and off-peak and unit type.

The Authority will provide the train head code for the service audited.

Expected repair

5 Working Days.

Service schedule 25 – Ambience and asset - Train weather and wind proofing

Service Specification

Trains shall provide protection from the weather and draughts in all areas, including connecting passages between carriages.

A Vehicle shall be failed if:

- a. Any part is leaking or is otherwise not weather or draught proof; or
- b. Any window does not provide protection from the weather and draughts when closed.

Any doors which fail to provide adequate weather or wind proofing shall be covered by Service Schedule 28 –Train Doors

Service Benchmarks

Exceptional performance (5) means 98% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 96% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 94% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 92% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 90% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

The maximum number of inspections per Reporting Period shall be, limited to one inspection per Vehicle number, with a programme of inspections that are representative of the number of services operating in the peak and off-peak and unit type.

The Authority will provide the train head code for the service audited.

Expected repair

5 Working Days.

Service schedule 26 – Ambience and asset - Train heating/ventilation

Service Specification

The heating and ventilation systems fitted by the manufacturer in the Vehicle should be fully functional and used to provide passengers with a comfortable travelling environment.

A Vehicle will be failed if:

- a. the heating system is in operation when the ambient temperature is above 23 degrees centigrade.
- b. the average temperature in the passenger compartments of a Vehicle fitted with a heating and ventilation system, is less than 16 degrees centigrade or more than 23 degrees centigrade.
- c. any window which is intended by the operator to be capable of being opened and closed by passengers is not capable of being opened and closed and of remaining so.

A Vehicle which is not fitted with an air conditioning unit will not be failed for the reason described in (b) above if the temperature is more than 23 degrees centigrade, provided the heating system is switched off and all windows intended by the manufacturer to be capable of being opened by passengers are capable of being so opened.

Service Benchmarks

Exceptional performance (5) means 98% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 96% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 94% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 92% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 90% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

The maximum number of inspections per Reporting Period shall be, limited to one inspection per Vehicle number, with a programme of inspections that are representative of the number of services operating in the peak and off-peak and unit type.

The Authority will provide the train head code for the service audited.

Expected repair

5 Working Days.

Service schedule 27 – Ambience and asset - Train doors

Service Specification

- a. All external train doors on Vehicles should function properly and be capable of being opened at each Station. External doors on the relevant side of the Vehicle should open at each halt.
- b. All gangway doors between Vehicles should function properly and be capable of being opened and shut at all times.
- c. All vestibule doors which separate one area of a coach from another i.e. a door in/out of first class on a 170 unit should function properly and be capable of being opened and shut at all times.

A Vehicle will be failed if:

- a. a gangway door is not capable of being opened or shut properly.
- b. a vestibule door is not capable of being opened or where a vestibule door is in the open position and a member of on train staff are unable to reset as per the door design.
- c. an external door does not open when the illuminated door release button is depressed during a halt at a Station, or the door release button does not actually illuminate during a halt at a Station.
- d. an external door does not provide a seal against weather and draughts.
- e. the exterior door "open" or "close" exterior lights are not functioning and do not illuminate during a halt at a Station.
- f. the exterior door opening and closing audio alarm is not functioning and is not audible when the door opens and closes during a halt at a Station.
- g. the spotlighting of a doorstep plate is not functioning.
- h. the door button bezel trim is damaged or missing where installed.
- i. a toilet entrance door does not open when the illuminated door release button is depressed, or the door release button does not actually illuminate.
- j. there is a toilet availability indicator in the passenger carriage, then such indicator is not fully functional.

Service Benchmarks

Exceptional performance (5) means 96% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 94% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 92% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 90% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 88% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

The maximum number of inspections per Reporting Period shall be, limited to one inspection per Vehicle number, with a programme of inspections that are representative of the number of services operating in the peak and off-peak and unit type.

The Authority will provide the train head code for the service audited.

Expected repair

5 Working Days.

Service schedule 28 – Ambience and asset - Train toilets

Service Specification

Each toilet on a Train, will be failed if:

- a. a toilet is closed for customer use.
- b. it is not Fully functional (to include lights, locks and seats) open, sanitary and available for use. The main toilet light should be functional, all other lights report under service schedule 33 train lights.
- c. it is damaged or has been contaminated in such a way that it could damage or injure passengers or their clothing or articles (including by staining).
- d. it is not stocked with required consumables (e.g., toilet paper and soap) where any facility exists that may require restocking.
- e. it does not provide a functioning water supply for washing purposes and a means of drying. All such facilities should be operational.
- f. any disabled fittings meant to be fitted to comply with relevant disability guidance are absent or are not fully functional and available for use.
- g. any baby changing facilities meant to be fitted are absent or are not fully functional and available for use.

Service Benchmarks

Exceptional performance (5) means 90% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 88% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 86% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 84% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 82% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

The maximum number of inspections per Reporting Period shall be, limited to one inspection per Vehicle number, with a programme of inspections that are representative of the number of services operating in the peak and off-peak and unit type.

The Authority will provide the train head code for the service audited.

Expected repair

5 Working Days.

Service schedule 29 – Ambience and asset - Wifi on train

Service Specification

Any vehicle which should be equipped with WiFi shall be so equipped and shall be fully functional and operational.

A Vehicle will be failed if:

- a. the WiFi and is not so equipped and fully functional and operational -the test will be to connect to the BBC News.

Service Benchmarks

Exceptional performance (5) means 98% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 96% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 94% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 92% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 90% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

The maximum number of inspections per Reporting Period shall be, limited to one inspection per Vehicle number, with a programme of inspections that are representative of the number of services operating in the peak and off-peak and unit type.

The Authority will provide the train head code for the service audited.

Expected repair

5 Working Days.

Service schedule 30 – Ambience and asset - On-train refreshment and food facilities

Service Specification

Any train which should be equipped with refreshment and/or food facilities (together “food facilities) shall be equipped with such facilities.

Where a Train is equipped with food facilities these shall be fully functioning and staffed and stocked so as to be operational.

A Train will be failed if:

- a. the Train should be equipped with food facilities and is not so equipped;
- b. any food facility is not fully functional, and staffed so as to be operational; or
- c. any food facility does not provide as a minimum for sale of hot and cold beverages and snacks on the applicable passenger services.

Service Benchmarks

Exceptional performance (5) means 95% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 93% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 91% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 89% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 87% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

The maximum number of inspections per Reporting Period shall be, limited to one inspection per Vehicle number, with a programme of inspections that are representative of the number of services operating in the peak and off-peak and unit type.

The Authority will provide the train head code for the service audited.

Expected repair

N/A

CLEANLINESS

Service schedule 31 – Cleanliness - Train graffiti

Service Specification

- a) On train there should be no graffiti of a political, racial, religious, sexual or other potentially offensive nature (internally or externally).
- b) Other graffiti must not be readily apparent to a casual user of the Train.

A Vehicle will be failed if:

- a. any graffiti which falls within the description above is visible.
- b. other graffiti covers an area extending in total to 1 square metre or an A5 sheet of paper cannot cover any individual graffiti.
- c. any stickering that falls within the description is visible.
- d. other stickering covers an area extending in total to 1 square metre or an A5 sheet of paper cannot cover any individual graffiti.

Without limiting the normal meaning of the word graffiti, for the purposes of this service schedule, graffiti will be regarded as writing, painting, drawing or scribbles. Line indentation, line marking, or scratching shall not constitute graffiti as this is clearly no more than scuffing or reasonable wear and tear on the surface. The definition of graffiti shall also include the application of any stickers or labels.

Service Benchmarks

Exceptional performance (5) means 98% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 96% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 94% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 92% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 90% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

The maximum number of inspections per Reporting Period shall be, limited to one inspection per Vehicle number, with a programme of inspections that are representative of the number of services operating in the peak and off-peak and unit type.

The Authority will provide the train head code for the service audited.

Expected repair

5 Working Days.

Service schedule 32 – Cleanliness - Train litter and cleanliness

Service Specification

Trains should be kept clean and free from litter.

A Vehicle will be failed if:

- a. There are more than 10 items of litter, equal to or larger than the size of a credit card, found within the Vehicle (other than in a litter bin).
- b. Any litterbin is full which would prevent the use of the bin or is damaged in a way that would prevent the use of the bin or could cause injury to a passenger.
- c. the windows are so dirty that a normally sighted person cannot read a Station sign through a window.
- d. there is any contamination or spillage which makes the Vehicle dangerous, unusable or unpleasant for the passenger
- e. any surface in the interior of the Vehicle (except the floor) is so dirty that it could contaminate a passenger's clothing.
- f. a seat has been contaminated in such a way that it could damage passengers clothing or articles (including by staining).
- g. a toilet is not sanitary.

Service Benchmarks

Exceptional performance (5) means 98% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 96% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 94% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 92% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 90% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

The maximum number of inspections per Reporting Period shall be, limited to one inspection per Vehicle number, with a programme of inspections that are representative of the number of services operating in the peak and off-peak and unit type.

The Authority will provide the train head code for the service audited.

Expected repair

5 Working Days.

SAFE AND SECURE ENVIRONMENT

Service schedule 33 – Safe and secure environment - Train lighting

Service Specification

- a. All Trains should be fitted with lights to illuminate the passenger compartments,
- b. Train lights shall be turned on unless the daylight level is such that passengers can comfortably read without the benefit of such lights.

A Vehicle will be failed if:

- a. any light bulb or lighting tube does not illuminate when the power is switched on (unless the daylight level is that described in paragraph 1.1 (b). Note units may have dimming lights installed.
- b. any light cover is cracked or broken, is loose or is otherwise unfit for purpose or is missing or there are exposed electrical connections or wiring.

Service Benchmarks

Exceptional performance (5) means 98% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 95% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 92% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 89% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 86% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

The maximum number of inspections per Reporting Period shall be, limited to one inspection per Vehicle number, with a programme of inspections that are representative of the number of services operating in the peak and off-peak and unit type.

The Authority will provide the train head code for the service audited.

Expected repair

5 Working Days.

Service schedule 34 – Safe and secure environment - On-train CCTV

Service Specification

- a. CCTV and other cameras (each a “camera”) located on Trains should be operational to the standard set. All cameras should be regularly checked for operation. All picture recording systems linked to cameras should be functional.
- b. CCTV cameras and recording equipment shall be functioning and operational at all times during a Train’s journey.

A camera will be failed if any camera or any picture recording system in respect of any camera is not functioning or is not operational to the required standard or is not operating.

A camera will be considered not to be functioning to the required standard and will be failed per camera, if a camera:

- a. fails completely.
- b. if the picture is substandard, that would not allow for the area to be monitored.

A picture recording system will be considered not to be functioning to the standard set and will be failed per camera, if:

- a. the system fails completely.
- b. the picture is substandard, that would not allow for the area to be monitored.

Service Benchmarks

Exceptional performance (5) means 97% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 94% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 91% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 88% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 85% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

The maximum number of inspections per Reporting Period shall be, limited to one inspection per Vehicle number, with a programme of inspections that are representative of the number of services operating in the peak and off-peak and unit type.

The Authority will provide the train head code for the service audited.

Expected repair

5 Working Days.

Service schedule 35 – Safe and secure environment - Train staff and customer care

Service Specification

- a. All Train staff shall receive sufficient training (including refresher training) to allow them to competently perform the functions their roles require of them and shall act at all times in a courteous and professional manner in their dealings with the public.
- b. On each Train there shall be customer care duties carried out as follows:
 - i. general provision of customer care duties including provision of information to passengers and "helping hand" assistance to adults with small children, infirm, elderly or disabled passengers who may require such assistance.
 - ii. taking appropriate measures to deal with unruly behaviour by any passengers so far as is reasonably practicable in the absence of police assistance and calling for police assistance when required.

A Train will be failed if:

- a. Any staff member who should be wearing a uniform is not, or that uniform is incomplete or is excessively worn or is not wearing, in a prominent position, a badge bearing their name and position/role.
- b. any staff member whose role it is to sell tickets cannot, upon enquiry, provide details of relevant tickets and journey information.
- c. Staff members whose role may include making announcements (including through use of public address systems) are unable to demonstrate a knowledge of the protocol for such announcements and the information to be contained within them or where any Train under inspection is running

more than 5 minutes late and a staff member whose role it is to make such public announcements does not do so.

- d. there is no On-Train staff.
- e. any staff member whose role it is to sell tickets or checking tickets are not performing revenue collection duties, this will include customer service duties.

Service Benchmarks

Exceptional performance (5) means 96% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 94% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 92% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 90% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 80% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

The maximum number of inspections per Reporting Period shall be, limited to one inspection per Vehicle number, with a programme of inspections that are representative of the number of services operating in the peak and off-peak and unit type.

The Authority will provide the train head code for the service audited.

Expected repair

N/A.

CUSTOMER INFORMATION

Service schedule 36 – Customer information - Train posters

Service Specification

- a. Poster frames should be in good condition and at the correct location on the Train. Information should be clearly visible through the polycarbonate or other material over the full area of the frontage.
- b. The correct posters and other fixed information (together “poster”) should be on display at specified locations, displayed in an appropriate manner and legible to the public.

A poster will fail if:

- a. a poster is missing.
- b. a poster is not legible from the adjoining central aisle.
- c. a poster is not up to date.
- d. any poster has become noticeably damaged or significantly faded to the extent the information is not legible in any way, which prevents the proper display of the information. (e.g. due to dirt, moisture, non-transparent frontage or because any poster has slumped in its frame).
- e. a poster frame or Perspex is damaged.
- f. an external advertising poster is not up to date.
- g. all appropriate passenger saloon Safety and CCTV advisory notices are not in place.
- h. “no smoking” signs have not been provided or are not clearly visible, will be reported as an observation.

Signage will fail if:

- a. it has no signs indicating how the operation of the seat works (if there is any seat operation provided).
- b. where it is equipped with a toilet is not fitted with a twitter label
- c. Interior information displays shall include information for passengers, including:
 - i. the contact details of the customer relations department.
 - ii. how to contact Train staff in the event of an emergency.
 - iii. (if appropriate) the contact details of the relevant Rail Passengers' Committee.

Service Benchmarks

Exceptional performance (5) means 96% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 94% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 92% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 90% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 88% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

The maximum number of inspections per Reporting Period shall be, limited to one inspection per Vehicle number, with a programme of inspections that are representative of the number of services operating in the peak and off-peak and unit type.

The Authority will provide the train head code for the service audited.

Expected repair

5 Working Days.

Service schedule 37 – Customer information - Seat reservation system

Service Specification

- a. Any Vehicle which should be equipped with a seat reservation system ("SRS") shall be so equipped, and shall where required provide a SRS for both first class accommodation and Standard Class Accommodation.
- b. Where any Vehicle is equipped with an SRS system this shall, in the case of an electronic or automatic system, be operational and functioning and, in the case of a manual or paper-based system, be properly operated.

A Vehicle will be failed where:

- a. a Vehicle is fitted with SRS and that SRS is not operational or functioning.
- b. a reservation system is due to be in use on a Vehicle but is not being properly operated.

Service Benchmarks

Exceptional performance (5) means 95% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 93% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 91% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 89% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 87% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

The maximum number of inspections per Reporting Period shall be, limited to one inspection per Vehicle number, with a programme of inspections that are representative of the number of services operating in the peak and off-peak and unit type.

The Authority will provide the train head code for the service audited.

Expected repair

N/A

Service schedule 38 – Customer information – Passenger information screens

Train destination boards (including both interior and exterior destination boards) or interior information displays should be legible and comprehensible and display the correct information in the correct sequence and be operating.

A passenger information screen will be failed if:

- a. any destination board or information display is blank, not switched on or damaged.
- b. any destination board or information display is switched on but not displaying service information or displaying the incorrect information or not displaying information in the correct sequence.
- c. any passenger information screens/destination board or information display is incorrect, not legible or, where relevant, is not operational.

Service Benchmarks

Exceptional performance (5) means 94% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 91% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 88% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 85% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 82% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

The maximum number of inspections per Reporting Period shall be, limited to one inspection per Vehicle number, with a programme of inspections that are representative of the number of services operating in the peak and off-peak and unit type.

The Authority will provide the train head code for the service audited.

Expected repair

5 Working Days.

Service schedule 39 – Customer information - On train public address

Service Specification

Public address systems fitted on Vehicles should function properly and be audible, intelligible and free from distortion and mispronunciation but shall not be at such a level as to be uncomfortable to passengers

A Vehicle will be failed if:

- a. An announcement made when the Vehicle is in motion is not audible or capable of being understood.
- b. Service disruption or replacement bus services relevant to this service (or at any of the Stations that the train calls at) are not mentioned as part of on-board announcements.
- c. information about Delay Repay guarantee is not provided where applicable or if possible, when a CSL2 or line or route is declared or 30 minutes delay.
- d. An announcement of the train destination is not made immediately prior to departure from any originating Station for the train services listed within the Train Plan for each timetable. This will also include Glasgow Queen Street Low Level and Glasgow Central Low Level.
- e. An announcement of the approach and next Station and appropriate interchange is not made on approach or on arrival at each Station either by the automated PA or a member of on train staff, appropriate with timetable development and unit capability.

Service Benchmarks

Exceptional performance (5) means 94% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 91% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 88% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 85% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 82% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

The maximum number of inspections per Reporting Period shall be, limited to one inspection per Vehicle number, with a programme of inspections that are representative of the number of services operating in the peak and off-peak and unit type.

The Authority will provide the train head code for the service audited.

Expected repair

5 Working Days.

ACCESSIBILITY

Service schedule 40 – Accessibility – Passenger accessibility on-train

Service Specification

An accessible toilet will be failed if:

- a. a toilet is closed for customer use.
- b. it is not Fully functional (to include lights, locks and seats) open, sanitary and available for use. The main toilet light should be functional, all other lights report under service schedule 33 train lights.

- c. it is damaged or has been contaminated in such a way that it could damage or injure passengers or their clothing or articles (including by staining).
- d. it is not stocked with required consumables (e.g. toilet paper and soap) where any facility exists that may require restocking.
- e. it does not provide a functioning water supply for washing purposes and a means of drying. All such facilities should be operational.
- f. any disabled fittings meant to be fitted to comply with relevant disability guidance are absent or are not fully functional and available for use.
- g. any baby changing facilities meant to be fitted are absent or are not fully functional and available for use.

A vehicle will be failed if:

- a. a designated wheelchair space is not available for use, unless being used by other wheelchair user.
- b. it does not have identifiable priority seating and signage
- c. any handrails or any other fixtures designed to provide passengers with stability are damaged.
- d. It does not have signs indicating the location and functionality of passenger emergency alarms or "call for aid" equipment.
- e. on train staff are not trained on the use of passenger assistance ramps.
- f. visible access ramp where provided do not function as intended.
- g. external signage notifying the customer the location of the accessible carriage is missing.

Service Benchmarks

Exceptional performance (5) means 96% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 94% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 92% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 90% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 88% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

The maximum number of inspections per Reporting Period shall be, limited to one inspection per Vehicle number, with a programme of inspections that are representative of the number of services operating in the peak and off-peak and unit type.

The Authority will provide the train head code for the service audited.

Expected repair

5 Working Days.

TICKETING

Service schedule 41 – Ticketing - Ticket inspection on trains

Service Quality Service Specification

On each Train there shall be revenue protection duties carried out comprising of inspection of tickets, issuing of tickets to persons not in possession of a valid ticket and collection of revenue.

A Train will be failed if:

- a. the portable ticketing machine of such person (as described above) is not working properly as per the operating licences (i.e. does not accept credit or debit cards; SMART) or they do not have in their possession such a machine.

Service Benchmarks

Exceptional performance (5) means 98% performance of the Service in accordance with the Service Specification during a reporting period.

Strong performance (4) means 96% performance of the Service in accordance with the Service Specification during a Reporting Period.

Acceptable performance (3) means 94% performance of the Service in accordance with the Service Specification during a Reporting Period.

Adequate Level (2) means 92% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Unsatisfactory (1) means 90% or below performance of the Service in accordance with the Service Specification during a Reporting Period.

Maximum number of inspections

The maximum number of inspections per Reporting Period shall be, limited to one inspection per Vehicle number, with a programme of inspections that are representative of the number of services operating in the peak and off-peak and unit type.

The Authority will provide the train head code for the service audited.

Expected repair

N/A.

RECTIFICATION OF FAULTS

Service Quality Service Specification

If following an inspection of a Station Service or On-Train Service the Authority determines that there is a failure, the Operator will notify the Authority when the fault is rectified or alternatively the Authority will carry out a reinspection. The Authority will undertake sample audits on selected rectification notices for verification purposes. This can be completed by the Authority undertaking a re-inspection or requesting evidence of repair. If the verification inspection identifies a failure has not been rectified then the failure will remain for the reporting period.

The Operator is expected to rectify a failure within 5 working days. The Operator is required to notify the Authority by the period end of all rectified faults, where these failures will be recorded as a pass. Where a failure has been identified within week 4 of the period, the Operator is required to notify the Authority by the end of week 1 of the following period, where these failures will be recorded as a pass. Where a follow up inspection has not been completed by the Authority or notification of rectification has not been provided by the Operator a failure will remain for the reporting period.

Calculation of the Service Quality Score for each Reporting Period

At the end of each Reporting Period, the Authority shall score each Service Quality Benchmark in that Reporting Period and the Operator shall be awarded a Service Quality Score for that Reporting Period of:

- i. 'Exceptional performance' (5) if the Operator achieves a cumulative score of not less than 193 for all the Service Quality Benchmarks in that Reporting Period;
- ii. 'Strong performance' (4) if the Operator achieves a cumulative score not less than 172 and not greater than 192 for all the Service Quality Benchmarks in that Reporting Period;
- iii. 'Acceptable performance' (3) if the Operator achieves a cumulative score not less than 150 and not greater than 171 for all the Service Quality Benchmarks in that Reporting Period;
- iv. 'Adequate Level' (2) if the Operator achieves a cumulative score not less than 129 and not greater than 149 for all the Service Quality Benchmarks in that Reporting Period;
- v. 'Unsatisfactory' (1) if the Operator achieves a cumulative score of 128 or less for all the Service Quality Benchmarks in that Reporting Period.