

RELEVANT INFORMATION FROM THE CUSTOMER INFORMATION STANDARD:

5.1 Customer Information - General requirements

5.1.1 This section covers audible and automated visual information delivered in all public areas of the station.

5.1.2 Where used, the Automated Voice Announcer (AVA) shall use a neutral male, female or synthetic voice for all automated announcements described within this standard.

5.1.3 The voice intonations and continuity in the AVA shall make all announcements sound like natural speech.

5.1.4 All audible and automated visual announcements shall be made using plain English (UK) language.

5.1.5 Announcements related to service status and service disruption shall be either 'live voice' or 'recorded live voice'. Pre-recorded library messages shall only be used when 'live voice' or 'recorded live voice' is not practicable.

5.1.6 LU staff shall be able to reproduce any message made by the AVA on any Visual Electronic Information Display (VEID) panel.

5.1.7 Automated systems shall allow staff to override any audible or visual information should the need arise.

5.2 Automated visual information requirements

5.2.1 Automated visual information panels shall be defined as:

- Electronic Service Update Boards (ESUBs) – located in ticket halls and/or entrances, providing information on the network status;
- Ticket Hall Information Displays (THIDs) – located in ticket halls and other critical decision points (decision points between multiple platforms serving the same destination), providing information on all lines serving that station;
- Visual Electronic Information Displays (VEIDs) – located on platforms, providing information on lines and destinations covered by that platform.

5.2.2 Automated visual information panels shall be fully functional, available, undamaged and clean.

5.2.3 Automated visual information panels shall be kept in full working order.

5.2.4 Automated visual information panels shall provide accurate real time information.

5.3 Automated visual information provision and content

5.3.1 ESUBs (Electronic Service Update Boards)

5.3.1.1 A sufficient number of ESUBs shall be provided in all ticket halls to ensure that all customers entering the station have the opportunity to easily read an ESUB before committing to travel.

5.3.1.2 All ESUBs shall be legible from the unpaid side of the ticket gateline and as close as possible to the station entrance.

5.3.1.3 ESUBs shall show as a minimum:

- Date;
- Time;
- Service Status for LU lines and other TfL rail services;
- The Mayor of London branding.

5.3.1.4 The information as displayed shall adhere to the ESUB template which is in current use by LU.

5.3.1.5 In addition to normal operations information, the following warrant a message being given out to customers when relevant:

- Current service disruptions on any LU line;
- Current service disruptions on other transport services within the London area;
- Current station closures on the LU network;
- Current station or facility closures on other transport services within the London area;
- Current security alerts or other major events in specific areas of London.

5.3.2 THIDs (Ticket Hall Information Displays)

5.3.2.1 A sufficient number of THIDs shall be provided in all ticket halls to ensure that all required information is adequately displayed. The location of each display shall:

- ensure that the message is legible from the unpaid side of the ticket gateline, as close as possible to the station entrance;
- not encourage customers to stop such that the flow into or out of a station would be disrupted.

5.3.2.2 Where a choice of journeys may be dictated by the next available service, THIDs shall be located in routeways to enable customers to choose the most appropriate platform.

5.3.2.3 THIDs shall show as a minimum:

- The anticipated length of time before the arrival of at least the next three trains in either direction on each line;
- The destination and routing of each train displayed;
- Where lines serve branches, the time before the arrival of the next train to each final or major destination on each branch;
- The platform number at which each of these trains will arrive.

5.3.3 VEIDs (Visual Electronic Information Displays)

5.3.3.1 There shall be a minimum of one VEID on each platform.

5.3.3.2 All VEIDs shall be sited so as to ensure that sightlines are not unnecessarily compromised.

5.3.3.3 VEIDs shall be clearly visible and legible to customers as they enter the platform from any station roadway and from the middle of the platform.

5.3.3.4 VEIDs shall be controllable from the local station control point, line control rooms and network control centres as appropriate.

5.3.3.5 VEIDs shall show as a minimum:

- The anticipated length of time before the arrival of the next three trains;
- The destination and routing of each train displayed;
- Where lines serve branches, the time before the arrival of the next train to each final or major destination on each branch;
- Where departures in the same direction are possible from more than one platform, which platform the next departure is from;
- The prevailing platform edge safety message.

5.3.3.6 Where one platform is served by more than one line, details of the next services on each line shall be provided. If the next three trains shown all serve one of the lines, information on the next train for the other line shall also be provided.

5.3.3.7 If there is no travel information to be displayed, VEIDs shall have a default message which displays which line or lines serve that platform and the direction of travel.

5.3.3.8 Additionally, if there is no travel information to be displayed, VEIDs shall be used to display appropriate informative messages, including but not limited to:

- Asking customers to keep belongings with them;
- No smoking;
- Carrying water;
- TfL website address

5.3.3.9 In addition to arrival information, the following warrant a message being given out to customers when relevant:

- Current service disruptions on any LU line;
- Current service disruptions on other transport services within the London area;
- Current station closures on the LU network;
- Current station or facility closures on other transport services within the London area;
- Current security alerts or other major events in specific areas of London.

5.4 Audible information requirements

5.4.1 There shall be the capability to deliver, under standard operational conditions, intelligible audible information in all public areas of stations.

5.4.2 There shall be appropriate audio capability such that customers who use hearing aids shall intelligibly hear all announcements in ticket halls, routeways, platforms and lifts under standard operational conditions. If induction loops are provided then appropriate signage shall be installed.

5.4.3 All audible customer information systems shall be equipped with an AVA.

5.4.4 LU staff in station control areas or via the use of a mobile device shall be able to control delivery of both automated audio announcements and live announcements so that they can be delivered to selected station areas and, where appropriate, recorded messages can be replaced with live announcements.

5.5 Audible information provision and content

5.5.1 Prior to the arrival of a train in each platform, the following audible information shall be provided either by LU staff or automatically:

- The name of the line the next train serves (only if the platform is served by more than one line).
- The destination and routing of the train;
- The prevailing platform edge safety announcement.

5.5.2 Non-essential announcements shall not be made so as to cause unreasonable disturbance to neighbours in the vicinity of stations with surface platforms.

5.5.3 Non-essential announcements shall not be made before 07.00 or after 23.00 on surface platforms. Local variations may be needed.

5.5.4 The automated voice announcer shall be used to announce details of long term station works or equipment overhaul that will affect the customer's ability to pass through a station.

5.5.5 If a station has temporary works taking place, the Rail & Underground (R&U) External Relations team shall determine the appropriate audible messages that will need to be delivered at specified locations.

5.5.6 In addition to normal operations information, the following warrant a message being given out to customers, either by LU staff or automatically, when relevant:

- Current service disruptions on any LU line;
- Current service disruptions on other transport services within the London area;
- Current station closures on the LU network;
- Current station or facility closures on other transport services within the London area;
- Current security alerts or other major events in specific areas of London.

5.5.7 Platform announcements, whether by a member of staff or an automated voice announcer, shall be timed to avoid coinciding with a train entering or leaving the platform or whilst an announcement is being made on the train and the train doors are open.

5.5.8 In between the departure and arrival of each subsequent train, the following audible information shall be provided, either by LU staff or automatically:

- The destination and routeing (if appropriate) of the next train;
- The expected length of time prior to the arrival of the next train.

5.5.9 At stations where departures in the same direction are possible from more than one platform, customers shall be informed from which platform the next departure shall be.

HELP POINTS (again from the LU Customer Information Standard):

7.1 Passenger help points (PHPs) - General requirements

7.1.1 This section applies to PHPs in stations. Reference shall be made to LU Cat 1 standards S1093 PMVT Lifts and S1095 SMVT Lifts for details of help facilities within lifts.

7.2 Help point design and installation

7.2.1 Any deviation from the current approved design for PHPs shall be subject to business-wide review and approval, including at the Design Governance Board.

7.2.2 PHPs shall be installed on walls or shall be free-standing on a base fixed to the ground.

7.2.3 Free-standing PHPs shall use the approved TfL product for their base.

7.2.4 All PHPs shall be mounted with centre line 1.2m above floor level.

7.2.5 PHPs shall have a 1.2m exclusion zone measured from the centre of the PHP. Installations no deeper than a poster frame shall be permitted within this exclusion zone.

7.3 Help point finishes and appearance

7.3.1 PHPs shall have a surface which is easily cleanable and resistant to impact and abrasion. The finish shall be approved by the Principal Premises Engineer.

7.3.2 PHPs shall have clear and accessible instructions, in English, on how to use the facility.

7.3.3 PHPs shall have induction loops fitted; together with the associated signage.

7.3.4 PHPs shall eliminate gaps and horizontal surfaces to discourage litter and concealment of suspect packages.

7.3.5 PHPs shall visually contrast against their background.

7.4 Help point location

7.4.1 There shall be at least one PHP on the unpaid side of each ticket hall at all stations. A PHP shall be located in, or close to, the ticket hall Customer Information Zone.

7.4.2 A PHP shall be installed in routeways if any of the following conditions exist:

- The routeway is longer than 50m;
- The routeway feels unsafe as a result of being isolated or dark;
- The routeway has complex decision points (where there are three or more route choices)

7.4.3 There shall be at least two PHPs on each side or island platform at all stations. The PHPs shall be located in each of the two Customer Information Zones.

7.4.4 Where the siting of Customer Information Zones results in a large part of the platform being distant from a PHP and the platform is also unstaffed for the majority or all of the time, consideration shall be given to the provision of a further PHP if any of the following conditions also exist:

- The area of platform feels unsafe as a result of being isolated or dark;
- The station has a high number of anti-social behaviour incidents.

7.4.5 There shall be at least one PHP in lift waiting areas, to cover multiple lifts where applicable. Consideration shall be given to the provision of a further PHP if one PHP is not visible to customers as they approach one or other of the lifts.

7.4.6 The location of each PHP shall be easily accessible to all customers.

7.4.7 PHPs shall be located such that people using it do not cause an obstruction.

7.4.8 The exact position of each PHP shall be determined by a site survey or other agreed design process, with support from the S&SD Customer Strategy team and TfL's Community Safety and Crime Prevention team.

HEARING LOOPS:

The table below summarises the expected locations of hearing loops across TfL's rail network. Please note that this information will be somewhat subject to the installation date, and therefore age, of the station's operational communications systems.

		In LU Stations	In DLR Stations	In Elizabeth Line Stations	In London Overground Stations (TfL Landlord)	At TfL Tram Stops	Notes
Audio Induction Loop Location	At Passenger Help Point (PHP) / Passenger Emergency Point (PEP)	Ticket Hall(s), platforms and routeways	Platforms	Ticket Hall(s), platforms and routeways	Ticket Hall and Platform	Platforms	Supports voice communication with call operator
	At Journey Planner Poster	Ticket Hall(s) and Platforms, station dependant	none	Ticket Hall and Platform	None (see other locations)	none	Supports Public Address / Voice Alarm system within environment
	At Customer Information	Ticket Hall(s) and Platform,	none	Ticket Hall and Platform	Ticket Hall and Platform (near CIS)	none	Supports Public Address / Voice Alarm system

Display (next train indicator)	station dependant					within environment
At Lift Emergency Intercom	Where customer lift exists	Where customer lift exists	Where customer lift exists	Where customer lift exists	n/a	Supports voice communication with call operator
Other Location(s)	n/a	Customer Information Rooms (4 sites only) Close to information display and routemap (5 sites)	n/a	Ticket Halls	n/a	Supports Public Address / Voice Alarm system within environment

Here is the number of hearing loops available across LU, Elizabeth Line, LO, DLR and Trams.

Audio Induction Loop Quantities									
In LU Stations		In DLR Stations		In Elizabeth Line Stations		In London Overground Stations (TfL Landlord only)		At TfL Tram Stops	
At PHPs	Other (PA)	At PHPs	Other (PA)	At PHPs	Other (PA)	At PHPs	Other (PA)	At PHPs	Other (PA)
2300	141 zones (Jubilee, Northern, Piccadilly lines). Sorry the data for the other lines is not	86	5	167	107	139	102	64	0

	available currently.								
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