

Appendix 3

Performance standards

Metroline/Traveline

- Answer 90% of all calls
- Answer 80% of all calls in 30 seconds
- Individual agent targets of 85% service level
- Minicom service available
- Offer full Traveline service
- Open 362 days a year from 0700-2200
- Provide a service at a local call rate
- Provide comprehensive and impartial information on all operator services
- Weekly and monthly performance monitoring
- Customer satisfaction measured through regular tracker surveys
- Email enquiries
- Mystery shopper programme three times a year
- Offer information in large print, Braille, audio formats on request
- Offer timetable/leaflet postal service
- Provide real time information where available
- Offer one stop shop service including complaint handling
- Staff to have Institute of Customer Service training

Travel Centres

- Minimum opening hours 0830-1730 (Mon-Fri) and 0900-1630 (Sat)
- All Travel Centres monitored by monthly mystery shopping exercise
- All Travel Centres offer information in large print, Braille, audio formats on request
- Travel Centres have full access to journey planner
- Travel Centres must provide impartial comprehensive multi-modal information
- Travel Centres must all be open plan in design layout
- Travel Centres must comply to DDA standards
- All Travel Centres encourage customer feedback
- Sell full range of Metro prepaid tickets and concessionary permits and bus operator tickets where applicable
- Travel Centres will retail associated ticket/holiday products
- All Travel Centres to meet the RNID Louder than Words chartermark
- Customer satisfaction measured through regular tracker surveys
- Offer one stop shop service including complaint handling
- Staff to be trained to Institute of Customer Service awards standard.

Printed Timetables

- Combined timetables for multi operator routes
- 24-hour clock to be used
- Matt paper to be used

- Timetables to be available in Braille, large print, disc or audio tape formats on request
- Summary of main changes to timetables
- Name, address and telephone number for operator of each bus service
- Details of how to comment or complain
- Timetables to be available from all bus and staffed train stations, tourist information offices, libraries and shopping centres
- Timetables to be available 7 days in advance of service changes for bus and 14 days for train
- Timetables to include information on Metroline, Traveline, Metro prepaid tickets and concessions
- Metro logo to appear on all printed timetables
- Taxi numbers included on train timetables or reference to TrainTax website
- Service change dates advertised in advance by covcard for on bus, ongoing adverts in RSDs and newspaper advert prior to each change date
- Summary leaflet to show details of all timetable changes produced in advance of each service change (Changing Times)
- Printed timetables to be black on white background
- One single publication to be available listing all timetable publications available
- Timetables to include operator information
- All timetables to have regard to ATCO Good Practice guide
- Printed timetables to be available at least 7 days in advance of service change
- Bank Holiday timetables to be available at least 10 days in a advance of service change
- Service changes and all timetables to be available on Metro website

Maps

- Network maps available for each district
- Maps to show all operator services
- Maps to show rail network diagram
- Each district map to be printed annually
- Each district map updated on the internet after each service change
- Format and style of maps to be reviewed
- 24-hour clock to be used
- Matt paper to be used

Bus Stations

- Electronic information to be available at all bus stations
- Timetable information to be available at each departure bay
- Information at bus stations to be updated within 24 hours of service change
- 24-hour clock to be used
- Real time information to be displayed at bus stations
- How to get there information to be displayed

Road side displays.

- Roadside display to be available at all bus stops and shelters
- Roadside displays to be updated within 48 hours of service change
- 24-hour clock to be used
- Roadside displays to include summary information, timetables for each service and schematic route maps where possible.
- Roadside displays to display all services departing from the stop
- Roadside displays to include information on how to access other information sources including real time information and Metroline.

Outlets

- Timetables and leaflets to be available at all bus and staffed train stations, libraries, Tourist information centres, large shopping centres, hospitals, universities.
- Regular checks to be made on outlets

Accessibility

- All printed information to be made available in large print, Braille and audio on request
- Language line service available at all front line service locations

Interchange information

- Bus information posters to be displayed at all train stations
- Where to catch your bus displays to be available at all Interchange locations

Special days

- Service information to be available on journey planner and real time information system at trip level for Bank holidays, school holiday changes, inline with Traveline targets

Products

- Leaflets to be available on all Metro tickets and concessions
- Printed leaflets to be available at least 7 days in advance of any product changes
- Matt paper to be used

Real Time Information

- Available by text, wap and internet
- Displayed at bus stations
- Displays at stops and shelters
- Voice service
- Updated to include all special days and Bank holiday services at trip level

Web based information

- All timetable and printed information available on website
- 24 hour journey planner available on website

- 24-hour feedback facility available on website

Journey planner

- Available for all bus services in West Yorkshire
- Available to individual stop level
- Postcode to postcode journey planning availability
- Updated weekly
- 24 hour access
- Updated to include all special days and Bank holiday services at trip level