

Station Results Overview

			Period 01	Period 02	Period 03	Period 04	Period 05	Period 06	Period 07	Period 08	Period 09	Period 10	Period 11	Period 12	Period 13	Total
Service Quality Area (benchmark)	Service Quality Indicator	Weight														
<b>Ambience (0.88)</b>	Lighting - Working	10.00	9.94	9.97	9.98	9.97	10.00	9.97	9.93	9.93	9.92	9.94	9.85	9.95	10.00	<b>9.95</b>
	Lighting - Clean and in Good	15.00	15.00	14.88	14.89	15.00	14.81	14.88	14.85	14.84	15.00	15.00	14.96	14.93	14.89	<b>14.92</b>
	Seating	25.00	23.12	23.87	24.21	23.54	23.78	23.03	23.61	23.46	22.78	23.35	22.73	23.60	23.96	<b>23.49</b>
	All Shelters/Canopies Fit for	25.00	24.01	23.12	23.34	23.56	23.86	23.97	23.10	24.53	24.46	23.51	24.43	24.03	23.66	<b>23.80</b>
	Landscaping and Vegetation	25.00	24.58	24.87	24.22	24.30	23.42	23.66	24.38	24.73	24.80	24.76	24.80	24.80	24.75	<b>24.45</b>
	<b>Score</b>		<b>96.88</b>	<b>96.89</b>	<b>96.71</b>	<b>96.53</b>	<b>95.94</b>	<b>95.69</b>	<b>96.03</b>	<b>97.67</b>	<b>97.25</b>	<b>96.77</b>	<b>97.04</b>	<b>97.48</b>	<b>97.43</b>	<b>96.78</b>
<b>Maintenance (0.94)</b>	Winterisation	25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00	24.53	25.00	25.00	25.00	<b>24.97</b>
	Hazardous Damage	25.00	21.96	22.17	22.64	22.35	22.13	22.58	21.44	22.30	22.47	22.49	21.37	21.59	23.30	<b>22.22</b>
	Lifts and Escalators -	25.00	25.00	24.00	25.00	25.00	23.53	23.53	20.83	25.00	25.00	25.00	23.33	22.67	24.38	<b>23.97</b>
	Cycle Storage	10.00	10.00	9.58	9.80	9.92	10.00	9.93	9.90	10.00	9.70	9.82	9.93	9.80	10.00	<b>9.87</b>
	Car Park	15.00	10.76	11.07	11.25	11.37	11.25	11.44	12.44	12.83	10.68	11.71	11.21	11.89	12.48	<b>11.55</b>
	<b>Score</b>		<b>93.00</b>	<b>93.12</b>	<b>94.46</b>	<b>93.89</b>	<b>93.40</b>	<b>94.13</b>	<b>92.23</b>	<b>94.52</b>	<b>93.63</b>	<b>93.40</b>	<b>91.98</b>	<b>92.45</b>	<b>95.96</b>	<b>93.57</b>
<b>Cleanliness (0.84)</b>	Cleanliness	30.00	25.22	26.78	25.98	26.98	26.85	26.09	27.17	26.57	26.73	25.94	27.11	26.96	27.96	<b>26.65</b>
	Graffiti and Etching	20.00	18.92	19.44	19.26	19.24	19.27	19.48	19.26	19.10	19.14	19.25	19.29	19.26	19.08	<b>19.23</b>
	Litter	30.00	29.43	29.77	29.26	29.27	29.12	28.83	28.99	29.48	29.77	28.87	29.39	28.89	29.34	<b>29.25</b>
	Toilet Facilities	20.00	17.50	18.18	16.43	17.50	18.46	16.15	18.33	13.75	13.75	18.95	15.20	19.13	18.40	<b>17.17</b>
	<b>Score</b>		<b>91.91</b>	<b>94.92</b>	<b>92.93</b>	<b>94.25</b>	<b>94.03</b>	<b>92.80</b>	<b>94.21</b>	<b>93.60</b>	<b>94.16</b>	<b>92.62</b>	<b>94.44</b>	<b>93.90</b>	<b>95.43</b>	<b>93.80</b>
<b>Information (0.89)</b>	CIS	30.00	26.03	27.32	26.29	26.38	27.84	27.95	27.07	27.30	28.58	28.45	27.39	28.54	28.20	<b>27.49</b>
	Help Point / Call for Aid	15.00	14.45	8.77	9.61	10.25	11.17	10.86	10.78	10.70	10.32	9.35	9.28	10.92	10.26	<b>10.49</b>
	Public Address	30.00	29.25	28.89	28.78	29.00	29.32	29.07	29.29	28.60	28.21	29.59	29.06	29.00	28.47	<b>28.97</b>
	Signs	15.00	11.05	12.34	12.10	11.77	12.79	13.79	14.29	14.69	14.00	14.58	14.31	14.37	14.93	<b>13.41</b>
	Posters	5.00	3.89	4.31	4.21	4.38	4.37	4.07	3.44	3.20	3.04	3.84	3.91	3.78	4.06	<b>3.93</b>
	Poster Frams	5.00	4.71	4.62	4.72	4.58	4.72	4.75	4.57	4.55	4.53	4.75	4.57	4.72	4.85	<b>4.67</b>
	<b>Score</b>		<b>86.97</b>	<b>87.91</b>	<b>87.45</b>	<b>87.05</b>	<b>90.93</b>	<b>92.01</b>	<b>90.94</b>	<b>90.08</b>	<b>89.93</b>	<b>93.25</b>	<b>90.97</b>	<b>92.93</b>	<b>92.95</b>	<b>90.29</b>
<b>Ticketing (0.96)</b>	Ticket Buying Facilities	100.00	90.59	90.86	93.72	81.76	98.90	89.69	90.91	95.93	91.30	94.81	98.35	92.68	91.98	<b>92.24</b>
	<b>Score</b>		<b>90.59</b>	<b>90.86</b>	<b>93.72</b>	<b>81.76</b>	<b>98.90</b>	<b>89.69</b>	<b>90.91</b>	<b>95.93</b>	<b>91.30</b>	<b>94.81</b>	<b>98.35</b>	<b>92.68</b>	<b>91.98</b>	<b>92.24</b>