

Train 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														
Cleanliness (0.86)	Exterior Cleanliness	10.00	9.85	9.56	8.65	9.52	9.09	9.35	8.57	9.79	9.65	9.45	9.36	9.60	9.77	9.41
	Interior cleanliness	30.00	24.31	24.71	19.95	19.15	17.80	14.83	14.97	17.44	20.60	14.73	18.44	21.50	20.54	18.17
	Litter	20.00	20.00	20.00	19.48	19.89	19.89	19.81	19.81	19.85	19.92	19.78	19.67	19.78	19.35	19.77
	Toilet Cleanliness	10.00	8.92	8.73	8.72	8.32	8.82	8.85	8.85	9.10	8.93	8.50	8.85	8.96	9.30	8.88
	Toilet Facilities	15.00	13.18	13.15	13.10	12.81	13.36	13.65	13.27	13.95	13.88	13.07	13.63	13.70	14.08	13.56
	Graffiti	8.00	8.00	8.00	7.96	7.91	7.93	7.95	7.88	7.95	7.98	7.96	7.97	7.99	7.94	7.95
	Etching	7.00	7.00	6.85	6.82	6.81	6.87	6.89	6.87	6.88	6.93	6.92	6.87	6.92	6.94	6.90
		Score		91.62	91.55	84.27	84.41	83.05	79.98	79.01	83.83	87.37	79.49	84.08	88.12	87.09
Ambience (0.90)	Lighting	50.00	43.07	45.99	47.42	45.74	46.49	47.23	46.05	47.20	46.52	46.17	46.82	46.62	47.30	46.56
	Vehicle Interior Condition	50.00	48.91	48.54	49.74	48.94	49.26	48.85	48.12	49.16	49.42	49.09	48.55	49.82	49.28	49.08
		Score	91.97	94.53	97.16	94.68	95.75	96.09	94.16	96.36	95.94	95.26	95.36	96.44	96.58	95.63
Information (0.94)	Customer Information	47.00	43.89	41.51	44.58	45.50	43.95	44.93	44.87	42.70	44.36	43.91	43.84	42.53	42.34	43.82
	Public Address Audio	47.00	45.97	44.94	45.79	45.00	45.78	45.74	45.32	45.86	45.09	46.06	45.80	45.11	45.39	45.59
	Mobile Data Coverage	6.00	5.87	5.81	6.00	5.80	5.98	6.00	5.95	6.00	6.00	5.98	6.00	5.97	5.93	5.97
		Score	95.65	92.11	96.26	96.29	95.60	96.60	96.08	94.46	95.38	95.85	95.57	93.52	93.57	95.29