BP Consumer Experience 2 Audits

Original Score: The score the site received when the audit was first completed
Final Score: The score a site has at the end of the audit
Highest Curable Score/If All Cured: The score a site would receive if all curable questions are cured and accepted
Highest Possible Score: The highest score a site could receive if the all cures that the TSM can cure are cured and accepted
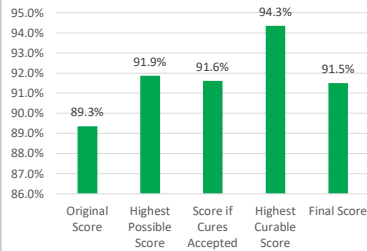**Score if Cures Accepted/If All Cures Accepted**: The score a site would receive if all submitted cures were accepted
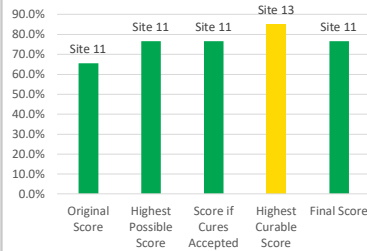
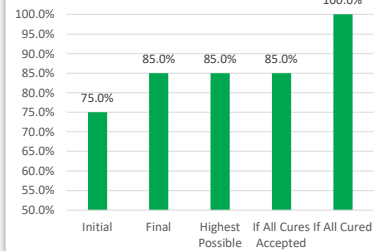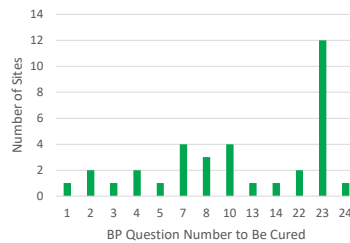| 91.5% final score	19 total questions cured	2 sites pushed to passing

Overall Average Site Scores

Original Score: 89.3%
Highest Possible Score: 91.9%
Score if Cures Accepted: 91.6%
Highest Curable Score: 94.3%
Final Score: 91.5%

Minimum Site Score

Original Score: Site 11
Highest Possible Score: Site 11
Score if Cures Accepted: Site 11
Highest Curable Score: Site 13
Final Score: Site 11

Percentage of Sites that Passed

Initial: 75.0%
Final: 85.0%
Highest Possible: 85.0%
If All Cures Accepted: 85.0%
If All Cured: 100.0%

Curable Question Count

Number of Sites (y-axis), BP Question Number to Be Cured (x-axis: 1 2 3 4 5 7 8 10 13 14 22 23 24)
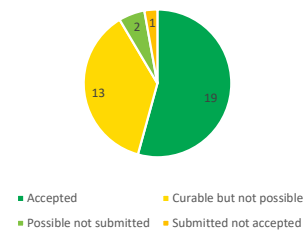
34.3% of all curable questions were #23.
60.0% of sites needed to cure question #23.
Question #23 is for missing or incorrect brochures.

Number of Curable Questions

- Accepted: 19
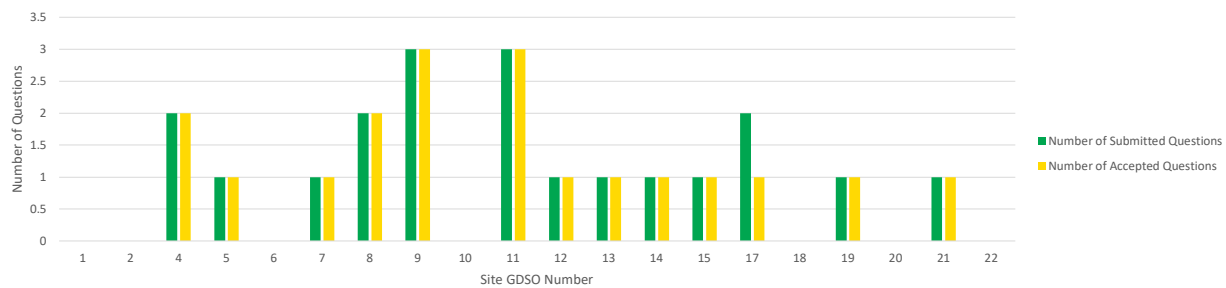- Curable but not possible: 13
- Possible not submitted: 2
- Submitted not accepted: 1

Select Data for Bar 1	Number of Submitted Questions	Select Data for Bar 2	Number of Accepted Questions

Number of Curable Questions for Each Site

Number of Questions (y-axis), Site GDSO Number (x-axis: 1–22)

- Number of Submitted Questions
- Number of Accepted Questions

BP/Amoco Consumer Experience Audit 2 (June-September 2024) - Jack's Sites

GDSO #	Original Score	Highest Possible Score	Score if Cures Accepted	Highest Curable Score	Final Score	Original Points	Full Points	Total Points Possible	Points if Cures Accepted	Final Points	Total # of Cures	# of Cures Possible	# of Cures Submitted	# of Cures Accepted
1	100.0%	100.0%	100.0%	100.0%	100.0%	100	100	100	100	100	0	0	0	0
2	100.0%	100.0%	100.0%	100.0%	100.0%	100	100	100	100	100	0	0	0	0
3	---	---	---	---	---			0	0	0	0	0	0	0
4	82.0%	86.0%	86.0%	94.0%	86.0%	82	100	86	86	86	3	2	2	2
5	86.7%	88.9%	88.9%	91.1%	88.9%	78	90	80	80	80	2	1	1	1
6	96.5%	96.5%	96.5%	96.5%	96.5%	83	86	83	83	83	0	0	0	0
7	85.6%	87.8%	87.8%	87.8%	87.8%	77	90	79	79	79	1	1	1	1
8	90.0%	94.0%	94.0%	94.0%	94.0%	90	100	94	94	94	2	2	2	2
9	82.0%	88.0%	88.0%	89.0%	88.0%	82	100	88	88	88	4	3	3	3
10	100.0%	100.0%	100.0%	100.0%	100.0%	100	100	100	100	100	0	0	0	0
11	65.6%	76.7%	76.7%	87.8%	76.7%	59	90	69	69	69	5	3	3	3
12	92.0%	94.3%	94.3%	94.3%	94.3%	81	88	83	83	83	1	1	1	1
13	78.0%	82.0%	79.0%	85.0%	79.0%	78	100	82	79	79	5	2	1	1
14	89.7%	93.8%	91.8%	95.9%	91.8%	87	97	91	89	89	3	2	1	1
15	97.8%	100.0%	100.0%	100.0%	100.0%	88	90	90	90	90	1	1	1	1
16	---	---	---	---	---			0	0	0	0	0	0	0
17	77.0%	81.0%	81.0%	92.0%	79.0%	77	100	81	81	79	4	2	2	1
18	94.4%	94.4%	94.4%	94.4%	94.4%	85	90	85	85	85	0	0	0	0
19	86.7%	88.9%	88.9%	100.0%	88.9%	78	90	80	80	80	3	1	1	1
20	90.0%	90.0%	90.0%	90.0%	90.0%	90	100	90	90	90	0	0	0	0
21	93.0%	95.0%	95.0%	95.0%	95.0%	93	100	95	95	95	1	1	1	1
22	100.0%	100.0%	100.0%	100.0%	100.0%	100	100	100	100	100	0	0	0	0
Average	89.3%	91.9%	91.6%	94.3%	91.5%					Total	35	22	20	19
Min	65.6%	76.7%	76.7%	85.0%	76.7%									
Min Site	11	11	11	13	11									

GDSO #	Question #	Possible?	Submitted?	Accepted ?	Value	Description
4	7	☐	☐	☐	8	Pumps 6 and 8 not fully operational
4	10	☑	☑	☑	2	Dispener-grade button decals peeling or damaged (affected: 1, 2, 6; cure photo: 1)
4	23	☑	☑	☑	2	Pump 6 is low on BP/Amoco-approved brochures
5	13	☐	☐	☐	2	Excessive damage/crumbling concrete on pump 20
5	23	☑	☑	☑	2	Pump 8 is low on BP/Amoco-approved brochures
7	23	☑	☑	☑	2	Pump 6 is low on BP/Amoco-approved brochures
8	10	☑	☑	☑	2	Dispenser-grade button decals peeling or damaged (affected: 3, 5, 6; cure photo: 3)
8	23	☑	☑	☑	2	Pump 8 is low on BP/Amoco-approved brochures
9	4	☐	☐	☐	1	Rusty canopy deck
9	8	☑	☑	☑	2	Execessive damage/rust/graffiti on dispenser fascia (pump 7)
9	10	☑	☑	☑	2	Dispenser-grade button decals peeling or damaged (pump 7)
9	23	☑	☑	☑	2	Non-BP materials present in cansiter; expired payment acceptance decal (pump 10)
11	1	☑	☑	☑	6	One or more letters missing on price panel
11	7	☐	☐	☐	8	Pumps 3-8 not fully operational
11	8	☐	☐	☐	2	Excessive damge/rust/graffiti on dispenser skirt (pump 12)
11	22	☑	☑	☑	2	Missing crind or inverted BP POP (pump 14)
11	23	☑	☑	☑	2	No payment acceptance decal at the dispenser or missing approved canister (pump 11)
12	23	☑	☑	☑	2	Pump 5 is low on BP/Amoco-approved brochures
13	2	☑	☐	☐	3	Visible dents/damage/dirt on mid elements, price signs, and/or high-rise signs
13	3	☐	☐	☐	1	Dirty canopy fascia
13	4	☐	☐	☐	1	Large areas of dirt on or near the branded canopy deck
13	5	☐	☐	☐	1	Dirty canopy columns
13	24	☑	☑	☑	1	Expired BP/Amoco marketing materials present in store
14	8	☐	☐	☐	2	Dispenser fascia has excessive damage/rust/graffiti (pump 5)
14	10	☑	☐	☐	2	Dispener-grade button decals peeling or damaged (affected: 2, 4; cure photo: 2)
14	23	☑	☑	☑	2	Expired applications/brochures present in canister (pump 2)
15	23	☑	☑	☑	2	Pump 4 is low on BP/Amoco-approved brochures
17	2	☐	☐	☐	3	Visible dents/damage/dirt on mid elements, price signs, and/or high-rise signs
17	7	☐	☐	☐	8	Pumps 5 and 6 not fully operational
17	22	☑	☑	☐	2	BP POP present in unapproved location
17	23	☑	☑	☑	2	Pump 2 is low on BP/Amoco-approved brochures
19	7	☐	☐	☐	8	Pumps 1 and 4 not fully operational
19	14	☐	☐	☐	2	Excessive damage on bollard by pump 5
19	23	☑	☑	☑	2	Pump 1 is low on BP/Amoco-approved brochures
21	23	☑	☑	☑	2	Pump 5 is low on BP/Amoco-approved brochures

Question #	Value	Count	Count Submitted	Count Accepted	Count Left to Submit	Count Left to Accept
1	6	1	1	1	0	0
2	3	2	0	0	2	0
3	1	1	0	0	1	0
4	1	2	0	0	2	0
5	1	1	0	0	1	0
6	5	0	0	0	0	0
7	8	4	0	0	4	0
8	2	3	1	1	2	0
9	2	0	0	0	0	0
10	2	4	3	3	1	0
11	2	0	0	0	0	0
12	5	0	0	0	0	0
13	2	1	0	0	1	0
14	2	1	0	0	1	0
15	2	0	0	0	0	0
16	2	0	0	0	0	0
17	1	0	0	0	0	0
18	1	0	0	0	0	0
19	2	0	0	0	0	0
20	2	0	0	0	0	0
21	3	0	0	0	0	0
22	2	2	2	1	0	1
23	2	12	12	12	0	0
24	1	1	1	1	0	0
25	1	0	0	0	0	0
26	2	0	0	0	0	0
27	2	0	0	0	0	0
28	2	0	0	0	0	0
29	4	0	0	0	0	0
30	3	0	0	0	0	0
31	3	0	0	0	0	0
32	2	0	0	0	0	0
33	5	0	0	0	0	0
34	5	0	0	0	0	0
35	3	0	0	0	0	0
36	3	0	0	0	0	0
37	5	0	0	0	0	0
Sum	100	35	20	19	15	1