Measure	Benchmark 2021	Jan 2022	Feb 2022	Mar 2022	April 2022	May 2022	June 2022	July 2022	Aug 2022	Sept 2022	Oct 2022	Nov 2022	Dec 2022
Surveys Sent	237	30	29	23	30	20	20	10	20	20	20	20	10
Surveys Returned	70	8	13	6	11	9	7	2	9	6	2	11	3
Return Ratio	30%	27%	45%	26%	37%	45%	35%	20%	45%	30%	10%	55%	30%
Overall Satisfaction													
<ul> <li>Very satisfied</li> </ul>		4(50%)	7(54%)	5(90%)	8(73%)	3(33%)	2(29%)	2(100%)	6(67%)	1(17%)	2(100%)	8(73%)	2(67%)
<ul> <li>Satisfied</li> </ul>		3(38%)	6(46%)	1(10%)	3(27%)	6(67%)	5(71%)	0(0%)	3(33%)	5(83%)	0(0%)	3(27%)	1(33%)
<ul> <li>Dissatisfied</li> </ul>		0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)
<ul> <li>Very dissatisfie</li> </ul>	d	1(12%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)
<ul> <li>Total</li> </ul>		8	13	6	11	9	7	2	9	6	2	11	3
<ul> <li>Overall satisfac</li> </ul>	tion	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Punctuality													
<ul> <li>Always</li> </ul>		3(38%)	5(38%)	2(20%)	4(36%)	2(22%)	1(14%)	1(50%)	2(22%)	1(17%)	0(0%)	7(64%)	1(33.3%)
<ul> <li>Nearly always</li> </ul>		4(50%)	7(55%)	4(80%)	7(64%)	7(78%)	6(86%)	1(50%)	7(78%)	5(83%)	2(100%)	4(36%)	1(33.3%)
<ul> <li>Never</li> </ul>		1(12%)	1(7%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	1(33.3%)
<ul> <li>Total</li> </ul>		8	13	6	11	9	7	2	9	6	2	11	3
<ul> <li>Overall satisfac</li> </ul>	tion	88%	93%	100%	100%	100%	100%	100%	100%	100%	100%	100%	67%
Reliability													
<ul> <li>Very reliable</li> </ul>		4(50%)	9(63%)	5(90%)	7(64%)	5(56%)	4(57%)	1(50%)	5(56%)	1(17%)	1(50%)	10(91%)	2(67%)
<ul> <li>Reliable</li> </ul>		3(38%)	4(34%)	1(10%)	4(36%)	4(44%)	3(43%)	1(50%)	4(44%)	5(83%)	1(50%)	1(9%)	1(33%)
<ul> <li>Unreliable</li> </ul>		0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)
<ul> <li>Very unreliable</li> </ul>		1(12%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)
<ul> <li>Total</li> </ul>		8	13	6	11	9	7	2	9	6	2	11	3
<ul> <li>Overall satisfac</li> </ul>	tion	88%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Helpfulness of staff													
<ul> <li>Very helpful</li> </ul>		5(63%)	8(61%)	6(100%)	8(73%)	3(33%)	2(29%)	2(100%)	5(56%)	2(33%)	2(100%)	7(64%)	1(33%)
<ul> <li>Helpful</li> </ul>		2(25%)	5(39%)	0(0%)	3(27%)	5(56%)	5(71%)	0(0%)	4(44%)	4(67%)	0(0%)	4(36%)	2(67%)
<ul> <li>Unhelpful</li> </ul>		0(0%)	0(0%)	0(0%)	0(0%)	1(11%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)
<ul> <li>Very unhelpful</li> </ul>		1(12%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)
<ul> <li>Total</li> </ul>		8	13	6	11	9	7	2	9	6	2	11	3
<ul> <li>Overall satisfac</li> </ul>	tion	88%	100%	100%	100%	89%	100%	100%	100%	100%	100%	100%	100%
Average Overall CSI		91%	98%	100%	100%	97%	100%	100%	100%	100%	100%	100%	92%