Measure	Benchmark 2022	Jan 2023	Feb 2023	Mar 2023	April 2023	May 2023	June 2023	July 2023	Aug 2023	Sept 2023	Oct 2023	Nov 2023	Dec 2023
Surveys Sent	252	20	0	20	2020								2020
Surveys Returned	85	10	0	6									
·			U										
Return Ratio	34%	50%		30%									
Overall Satisfaction		7/700()		2/222/									
Very satisfied		7(70%)		2(33%)									
Satisfied		3(30%)		4(67%) 0(0%)									
Dissatisfied	1	0(0%) 0(0%)											
Very dissatisfied	ı İ	10		0(0%) 6									
<ul><li>Total</li><li>Overall satisfac</li></ul>	tion	100%		100%									
Punctuality	lion 	100%		100%									
Always		2(20%)		1(17%)									
Nearly always		8(80%)		5(83%)									
Never		0(0%)		0(0%)									
• Total		10		6									
Overall satisfact	l tion	100%		100%									
Reliability		100%		100/0									
Very reliable		7(70%)		1(17%)									
Reliable		3(30%)		5(83%)									
Unreliable		0(0%)		0(0%)									
Very unreliable		0(0%)		0(0%)									
• Total		10		6									
Overall satisfact	tion	100%		100%									
Helpfulness of staff													
<ul> <li>Very helpful</li> </ul>		7(70%)		4(67%)									
Helpful		3(30%)		2(33%)									
Unhelpful		0(0%)		0(0%)									
Very unhelpful		0(0%)		0(0%)									
• Total		10		6									
<ul> <li>Overall satisfac</li> </ul>	tion	100%		100%									
Average Overall CSI 98%		100%		100%									

0(0%) 0(0%) 0(0%) 0(0%) 0(100%) 0%

0(0%) 0(0%) 0(0%) 0(100%) 0%

0(0%) 0(0%) 0(0%) 0(0%) 0(100%) 0%

0(0%) 0(0%) 0(0%) 0(0%) 0(100%) 100%

0%