Jan 2021 – December 2021 Survey Results

Measure	2020 Benchmark	Jan 2021	Feb 2021	Mar 2021	April 2021	May 2021	June 2021	July 2021	Aug 2021	Sept 2021	Oct 2021	Nov 2021	Dec 2021
Surveys Sent	143	None due	None due	None due	18	40	30	40	20	29	20	30	10
Surveys Returned	105	to	to	to	9	14	10	18	5	9	0	3	2
Return Ratio	73%	Covid-19	Covid-19	Covid-19	50%	35%	33%	45%	25%	31%	0%	10%	20%
Overall Satisfaction													
• *Very satisfied*					7(78%)	11(79%)	7(70%)	10(55%)	2(40%)	5(56%)	0(0%)	2(67%)	1(50%)
• *Satisfied*					2(22%)	2(14%)	3(30%)	8(45%)	3(60%)	2 (22%)	0(0%)	0(0%)	1(50%)
• *Dissatisfied*					0(0%)	1(7%)	0(0%)	0(0%)	0(0%)	2(22%)	0(0%)	1(33%)	0(0%)
• *Very dissatisfied*					0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)
• *Total*					9	14	10	18	5	9	0	3	2
• *Overall satisfact*	96%				100%	88%	100%	100%	100%	78%	100%	67%	100%
Punctuality													
• *Always*					5(56%)	6(43%)	4(40%)	9(50%)	2(40%)	0(0%)	0(0%)	1(33%)	1(50%)
• *Nearly always*					4(44%)	8(57%)	6(60%)	7(38%)	3(60%)	8(89%)	0(0%)	2(67%)	1(50%)
• *Never*					0(0%)	0(0%)	0(0%)	2(11%)	0(0%)	1(11%)	0(0%)	0(0%)	0(0%)
• *Total*					9	14	10	18	5	9	0	3	2
• *Overall satisfact*	98%				100%	100%	100%	100%	100%	89%	100%	100%	100%
Reliability													
• *Very reliable*					7(78%)	11(79%)	6(60%)	8(44%)	5(100%)	3(33%)	0(0%)	1(33.3%)	1(50%)
• *Reliable*					2(22%)	3(21%)	3(30%)	9(50%)	0(0%)	5(56%)	0(0%)	1(33.3%)	1(50%)
• *Unreliable*					0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	1(11%)	0(0%)	1(33.3%)	0(0%)
• *Very unreliable*					0(0%)	0(0%)	1(10%)	1(6%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)
• *Total*					9	14	10	18	5	9	0	3	2
• *Overall satisfact*	96%				100%	100%	90%	100%	100%	89%	100%	67%	100%
Helpfulness of staff													
• *Very helpful*					8(89%)	8(57%)	6(60%)	13(72%)	4(80%)	5(56%)	0(0%)	2(90%)	1(50%)
• *Helpful*					0(0%)	6(43%)	4(40%)	5(28%)	1(20%)	3(33%)	0(0%)	1(10%)	1(50%)
• *Unhelpful*					1(11%)	0(0%)	0(0%)	0(0%)	0(0%)	1(11%)	0(0%)	0(0%)	0(0%)
• *Very unhelpful*					0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)	0(0%)
• *Total*					9	14	10	18	5	9	0	3	2
• *Overall satisfact*	97%				89%	100%	100%	100%	100%	89%	100%	100%	100%
Average Overall CSI	97%				97%	97%	98%	100%	100%	86%	100%	83%	100%