| Measure | $\begin{aligned} & \text { Benchmark } \\ & 2021 \end{aligned}$ | $\begin{gathered} \text { Jan } \\ 2022 \end{gathered}$ | $\begin{gathered} \text { Feb } \\ 2022 \end{gathered}$ | $\begin{aligned} & \text { Mar } \\ & 2022 \end{aligned}$ | $\begin{aligned} & \text { April } \\ & 2022 \end{aligned}$ | $\begin{array}{r} \text { May } \\ 2022 \end{array}$ | $\begin{aligned} & \text { June } \\ & 2022 \end{aligned}$ | $\begin{array}{r} \text { July } \\ 2022 \end{array}$ | $\begin{gathered} \text { Aug } \\ 2022 \end{gathered}$ | $\begin{aligned} & \text { Sept } \\ & 2022 \end{aligned}$ | $\begin{gathered} \text { Oct } \\ 2022 \end{gathered}$ | $\begin{aligned} & \text { Nov } \\ & 2022 \end{aligned}$ | $\begin{gathered} \text { Dec } \\ 2022 \end{gathered}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 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 |  |  |  |  |  |  |  |  |  |  |  |  |  |
| - Very satisfied |  | 4(50\%) | 7(54\%) | 5(90\%) | 8(73\%) | 3(33\%) | 2(29\%) | 2(100\%) | 6(67\%) | 1(17\%) | 2(100\%) | 8(73\%) | 2(67\%) |
| - Satisfied |  | 3(38\%) | 6(46\%) | 1(10\%) | 3(27\%) | 6(67\%) | 5(71\%) | 0(0\%) | 3(33\%) | 5(83\%) | 0(0\%) | 3(27\%) | 1(33\%) |
| - Dissatisfied |  | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) |
| - Very dissatisfied |  | 1(12\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) |
| - Total |  | 8 | 13 | 6 | 11 | 9 | 7 | 2 | 9 | 6 | 2 | 11 | 3 |
| - Overall satisfaction |  | 100\% | 100\% | 100\% | 100\% | 100\% | 100\% | 100\% | 100\% | 100\% | 100\% | 100\% | 100\% |
| Punctuality |  |  |  |  |  |  |  |  |  |  |  |  |  |
| - Always |  | 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\%) |
| - Nearly always |  | 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\%) |
| - Never |  | 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\%) |
| - Total |  | 8 | 13 | 6 | 11 | 9 | 7 | 2 | 9 | 6 | 2 | 11 | 3 |
| - Overall satisfaction |  | 88\% | 93\% | 100\% | 100\% | 100\% | 100\% | 100\% | 100\% | 100\% | 100\% | 100\% | 67\% |
| Reliability |  |  |  |  |  |  |  |  |  |  |  |  |  |
| - Very reliable |  | 4(50\%) | 9(63\%) | 5(90\%) | 7(64\%) | 5(56\%) | 4(57\%) | 1(50\%) | 5(56\%) | 1(17\%) | 1(50\%) | 10(91\%) | 2(67\%) |
| - Reliable |  | 3(38\%) | 4(34\%) | 1(10\%) | 4(36\%) | 4(44\%) | 3(43\%) | 1(50\%) | 4(44\%) | 5(83\%) | 1(50\%) | 1(9\%) | 1(33\%) |
| - Unreliable |  | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) |
| - Very unreliable |  | 1(12\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) |
| - Total |  | 8 | 13 | 6 | 11 | 9 | 7 | 2 | 9 | 6 | 2 | 11 | 3 |
| - Overall satisfaction |  | 88\% | 100\% | 100\% | 100\% | 100\% | 100\% | 100\% | 100\% | 100\% | 100\% | 100\% | 100\% |
| Helpfulness of staff |  |  |  |  |  |  |  |  |  |  |  |  |  |
| - Very helpful |  | 5(63\%) | 8(61\%) | 6(100\%) | 8(73\%) | 3(33\%) | 2(29\%) | 2(100\%) | 5(56\%) | 2(33\%) | 2(100\%) | 7(64\%) | 1(33\%) |
| - Helpful |  | 2(25\%) | 5(39\%) | 0(0\%) | 3(27\%) | 5(56\%) | 5(71\%) | 0(0\%) | 4(44\%) | 4(67\%) | 0(0\%) | 4(36\%) | 2(67\%) |
| - Unhelpful |  | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 1(11\%) | 0(0\%) | 0(0\%) | O(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) |
| - Very unhelpful |  | 1(12\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) | 0(0\%) |
| - Total |  | 8 | 13 | 6 | 11 | 9 | 7 | 2 | 9 | 6 | 2 | 11 | 3 |
| - Overall satisfaction |  | 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\% |

