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													
 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 	i	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 satisfac 	tion	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 satisfac 	tion	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 satisfac 	tion	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%)	0(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 satisfact 	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%