| 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 | 2020 | 2020 | 2020 | 2020 | 2020 |
| • | 85 | | | | | | | | | | | | |
| Surveys Returned | | 10 | 0 | 6 | | | | | | | | | |
| Return Ratio | 34% | 50% | | 30% | | | | | | | | | |
| Overall Satisfaction | | | | - 4 | | | | | | | | | |
| Very satisfied | | 7(70%) | | 2(33%) | | | | | | | | | |
| Satisfied | | 3(30%) | | 4(67%) | | | | | | | | | |
| Dissatisfied | ! | 0(0%) | | 0(0%) | | | | | | | | | |
| Very dissatisfied | i | 0(0%) | | 0(0%) 6 | | | | | | | | | |
| Total | | 10 100% | | 100% | | | | | | | | | |
| Overall satisfact | ion | 100% | | 100% | | | | | | | | | |
| Punctuality | | 2(20%) | | 1(17%) | | | | | | | | | |
| Always | | 8(80%) | | 5(83%) | | | | | | | | | |
| Nearly alwaysNever | | 0(0%) | | 0(0%) | | | | | | | | | |
| Never Total | | 10 | | 6 | | | | | | | | | |
| Overall satisfact | l | 100% | | 100% | | | | | | | | | |
| Reliability | | 100% | | 100% | | | | | | | | | |
| 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 | | | | | | | | | | | | | |
| Very helpful | | 7(70%) | | 4(67%) | | | | | | | | | |
| Helpful | | 3(30%) | | 2(33%) | | | | | | | | | |
| Unhelpful | | 0(0%) | | 0(0%) | | | | | | | | | |
| Very unhelpful | | 0(0%) | | 0(0%) | | | | | | | | | |
| Total | | 10 | | 6 | | | | | | | | | |
| Overall satisfact | 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%