

## March 2021

### Month

- July 2019
- August 2019
- September 2019
- October 2019
- November 2019
- December 2019
- January 2020
- February 2020
- March 2020
- April 2020
- May 2020
- June 2020
- July 2020
- August 2020
- September 2020
- October 2020
- November 2020
- December 2020
- January 2021
- February 2021
- March 2021

ModeRegion Measure	Ferry Score	Sig-Diff	SEQ Bus Score	Sig-Diff	Train Score	Sig-Diff	Tram Score	Sig-Diff	Total Score	Sig-Diff
NETWORK-Availability of information needed to plan a trip	4.24		4.13		4.28		4.39		<b>4.22</b>	
NETWORK-Ease of transferring	3.90	decreased	4.01		4.08		4.38		<b>4.06</b>	
NETWORK-Ease of using the service overall	4.23		4.28		4.32		4.60		<b>4.32</b>	
NETWORK-Frequency of services	4.06	decreased	3.67	decreased	4.01		4.70		<b>3.91</b>	decreased
OFF BOARD-Accessibility of the station / stop / terminal	4.51		4.27		4.30	increased	4.51	decreased	<b>4.32</b>	
OFF BOARD-Availability of information at the station / stop / terminal	4.33		4.13	decreased	4.28		4.34	decreased	<b>4.22</b>	
OFF BOARD-Cleanliness at the station / stop / terminal	4.43		4.21		4.24	increased	4.34	decreased	<b>4.25</b>	
OFF BOARD-Convenience of starting location	4.08	decreased	4.22	decreased	4.15		4.38	decreased	<b>4.20</b>	decreased
OFF BOARD-Feeling safe at the station / stop / terminal	4.38		4.26		4.20		4.27	decreased	<b>4.25</b>	
OFF BOARD-Helpfulness of staff members					4.33	increased	4.05		<b>4.30</b>	increased
OFF BOARD-The design of off-board facilities	4.12		4.09		4.05		4.24		<b>4.09</b>	
OFF BOARD-The ease of transferring between services			3.98	decreased	4.31				<b>4.09</b>	decreased
ON BOARD-Accessibility	4.75	increased	4.42		4.24	decreased	4.55	decreased	<b>4.39</b>	decreased
ON BOARD-Availability of information on-board	4.39		4.11	decreased	4.27		4.47		<b>4.22</b>	decreased
ON BOARD-Availability of seating	4.56		4.27	decreased	4.22		4.10	decreased	<b>4.26</b>	decreased
ON BOARD-Cleanliness on board	4.45		4.34	decreased	4.15		4.28	decreased	<b>4.27</b>	decreased
ON BOARD-Comfort of the ride	4.59		4.15	decreased	4.27		4.34	decreased	<b>4.24</b>	decreased
ON BOARD-Comfort on-board	4.42		4.19	decreased	4.06		4.41		<b>4.18</b>	decreased
ON BOARD-Cost of the trip	4.37		4.11		3.98		3.86	decreased	<b>4.06</b>	
ON BOARD-Feeling safe on board	4.67		4.31	decreased	4.19		4.30		<b>4.29</b>	decreased
ON BOARD-Friendliness or helpfulness of the driver	4.65		4.23						<b>4.29</b>	
ON BOARD-Journey time	4.39	decreased	4.13	decreased	4.22		4.45	decreased	<b>4.21</b>	decreased
ON BOARD-Punctuality	4.85	increased	3.88	decreased	4.29	decreased	4.54	decreased	<b>4.15</b>	decreased
OVERALL-Experience on last trip	4.44		3.94	decreased	4.12		4.46		<b>4.09</b>	decreased
OVERALL-Overall experience with the network	4.32	decreased	3.91	decreased	4.12		4.42	decreased	<b>4.06</b>	decreased

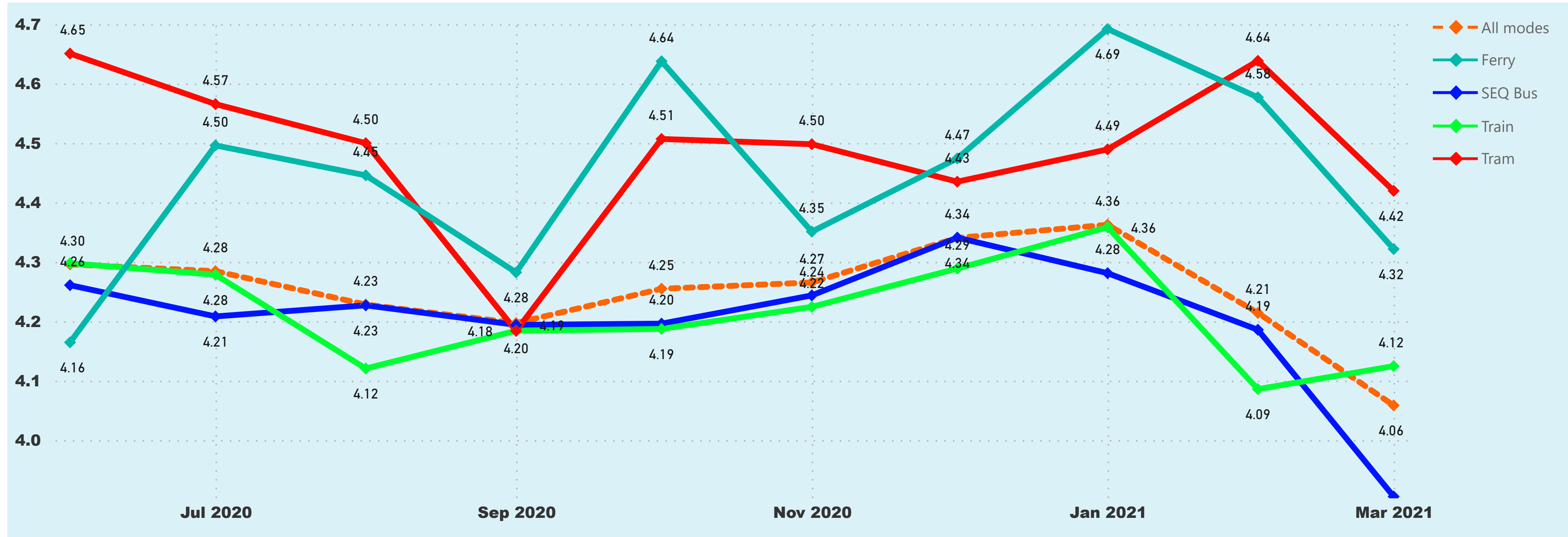
Week ending

24/09/2017

28/03/2021

Week ending	Patronage trips	Customer complaints (go card) per 10,000 trips	Customer complaints (other than go card) per 10,000 trips	go card Adjustments per 10K go card trips	Fixed fares as a percentage of all go card trips
28 March 2021	2,749,006	0.04	2.62	20.07	2.33%
21 March 2021	2,813,707	0.05	1.97	16.71	2.32%
14 March 2021	2,891,866	0.04	2.18	14.62	2.34%
7 March 2021	2,871,984	0.05	2.20	13.83	2.44%
28 February 2021	2,766,106	0.05	2.10	14.69	2.35%
21 February 2021	2,670,766	0.06	2.02	16.77	2.35%
14 February 2021	2,650,045	0.05	2.25	15.30	2.32%
7 February 2021	2,599,159	0.05	2.50	13.12	2.39%
31 January 2021	2,023,493	0.06	2.13	14.36	2.36%
24 January 2021	1,923,948	0.06	1.86	14.32	2.16%
17 January 2021	1,577,726	0.04	1.90	15.18	2.17%
10 January 2021	1,528,909	0.05	1.88	15.69	2.22%
3 January 2021	1,279,549	0.03	1.51	17.31	2.77%
27 December 2020	1,528,248	0.01	1.71	17.87	2.80%
20 December 2020	2,083,867	0.03	1.88	16.19	2.22%
13 December 2020	2,202,206	0.06	1.89	17.65	2.23%
6 December 2020	2,393,256	0.02	1.68	18.71	2.26%
29 November 2020	2,521,790	0.04	1.86	16.70	2.40%
22 November 2020	2,468,085	0.02	1.80	13.92	2.36%
15 November 2020	2,435,430	0.07	1.54	14.69	2.37%
8 November 2020	2,416,019	0.07	1.62	15.39	2.41%
1 November 2020	2,382,832	0.03	1.77	15.08	2.42%
25 October 2020	2,404,685	0.03	1.74	14.93	2.34%
18 October 2020	2,431,549	0.03	1.63	13.20	2.26%
11 October 2020	2,135,162	0.02	1.55	12.18	2.30%
4 October 2020	1,882,019	0.03	1.65	15.50	2.23%
27 September 2020	1,901,217	0.05	1.67	14.44	2.22%
20 September 2020	2,263,046	0.04	1.53	14.45	2.13%
13 September 2020	2,234,171	0.04	1.69	13.58	2.15%
6 September 2020	2,142,125	0.04	1.61	14.03	1.83%
30 August 2020	2,186,724	0.03	1.67	13.11	2.12%
23 August 2020	2,290,617	0.04	1.79	13.32	2.16%
16 August 2020	2,021,470	0.05	1.88	13.87	2.21%
9 August 2020	2,148,797	0.11	1.76	15.91	2.17%
2 August 2020	2,200,476	0.05	1.72	14.48	2.29%
26 July 2020	2,179,281	0.07	1.86	14.99	2.31%

### Overall experience with the network



Month	June 2020		July 2020		August 2020		September 2020		October 2020		November 2020		December 2020		January 2021		February 2021		March 2021	
ModeRegion	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff
Ferry	4.16	decreased	4.50	increased	4.45		4.28		4.64	increased	4.35	decreased	4.47		4.69	increased	4.58		4.32	decreased
SEQ Bus	4.26	decreased	4.21		4.23		4.19		4.20		4.24		4.34	increased	4.28		4.19	decreased	3.91	decreased
Train	4.30		4.28		4.12	decreased	4.18		4.19		4.22		4.29		4.36		4.09	decreased	4.12	
Tram	4.65	increased	4.57		4.50		4.18	decreased	4.51	increased	4.50		4.43		4.49		4.64		4.42	decreased
<b>Total</b>	<b>4.30</b>		<b>4.28</b>		<b>4.23</b>		<b>4.20</b>		<b>4.25</b>	increased	<b>4.27</b>		<b>4.34</b>	increased	<b>4.36</b>		<b>4.21</b>	decreased	<b>4.06</b>	decreased

Results shown are out of 5. Results with sample size <n=30 are not displayed.