

July 2023

YY/MM

- 19/01
- 19/02
- 19/03
- 19/04
- 19/05
- 19/06
- 19/07
- 19/08
- 19/09
- 19/10
- 19/11
- 19/12
- 20/01
- 20/02
- 20/03
- 20/04
- 20/05
- 20/06
- 20/07
- 20/08
- 20/09
- 20/10
- 20/11
- 20/12
- 21/01

ModeRegion Measure	Ferry Score	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	4.21	4.26	increased	4.18		4.08	decreased	4.21	
NETWORK-Ease of transferring	4.05	4.20	increased	3.90	decreased	4.27		4.10	
NETWORK-Ease of using the service overall	4.20	4.26		4.23	decreased	4.54		4.27	
NETWORK-Frequency of services	4.26	4.03	increased	3.96		4.47		4.07	increased
OFF BOARD-Accessibility of the station / stop / terminal	4.59	4.36	increased	4.17	decreased	4.49		4.32	
OFF BOARD-Availability of information at the station / stop / terminal	4.27	4.24	increased	4.21		4.27	decreased	4.24	
OFF BOARD-Cleanliness at the station / stop / terminal	4.55	4.14		4.19		4.34		4.21	
OFF BOARD-Convenience of starting location	4.40	4.38	increased	4.16	decreased	4.39		4.30	
OFF BOARD-Cost of the trip									
OFF BOARD-Feeling safe at the station / stop / terminal	4.54	4.22		4.14	decreased	4.22		4.22	
OFF BOARD-Helpfulness of staff members				4.10	decreased	3.73	decreased	4.04	decreased
OFF BOARD-The design of off-board facilities	4.18	4.04		3.87	decreased	4.25		4.01	
OFF BOARD-The ease of transferring between services		4.17		3.80				4.07	
ON BOARD-Accessibility	4.66	4.46		4.16	decreased	4.60	increased	4.39	
ON BOARD-Availability of information on-board	4.48	4.26		4.16		4.24		4.24	
ON BOARD-Availability of seating	4.57	4.40		4.02	decreased	3.61		4.21	
ON BOARD-Cleanliness on board	4.58	4.41		4.00		4.28		4.27	
ON BOARD-Comfort of the ride	4.67	4.33	increased	4.10	decreased	4.45		4.29	
ON BOARD-Comfort on-board	4.39	4.36	increased	4.01	decreased	4.15		4.22	
ON BOARD-Cost of the trip	4.25	4.13		3.85		4.14		4.05	
ON BOARD-Feeling safe on board	4.72	4.41		4.08		4.23	increased	4.31	
ON BOARD-Friendliness or helpfulness of the driver	4.66	4.32						4.38	
ON BOARD-Journey time	4.56	4.37	increased	4.10	decreased	4.46		4.30	
ON BOARD-Punctuality	4.64	4.19		4.26		4.36		4.27	
OVERALL-Experience on last trip	4.47	4.21		3.89		4.28		4.13	
OVERALL-Overall experience with the network	4.39	4.16		3.84		4.15		4.07	

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
30 July 2023	3,607,233	0.00	1.85	12.63	2.76%
23 July 2023	3,377,455	0.01	2.07	11.68	2.78%
16 July 2023	3,310,868	0.01	1.60	11.11	2.76%
9 July 2023	2,711,357	0.01	1.88	11.90	2.60%
2 July 2023	2,725,203	0.00	1.78	13.16	2.47%
25 June 2023	3,064,317	0.01	1.98	11.83	2.57%
18 June 2023	3,268,060	0.02	2.01	13.17	2.68%
11 June 2023	3,272,922	0.01	1.80	11.63	2.61%
4 June 2023	3,217,437	0.01	2.17	12.00	2.53%
28 May 2023	3,342,954	0.01	2.12	11.87	2.56%
21 May 2023	3,378,578	0.01	2.19	10.61	2.58%
14 May 2023	3,376,820	0.02	2.10	12.33	2.54%
7 May 2023	3,047,429	0.02	1.86	12.19	2.64%
30 April 2023	2,973,774	0.01	1.92	13.38	2.67%
23 April 2023	3,495,853	0.01	2.53	10.57	2.71%
16 April 2023	2,549,072	0.01	1.93	12.85	2.68%
9 April 2023	2,534,113	0.02	1.81	13.60	2.54%
2 April 2023	3,376,461	0.01	2.80	12.51	2.65%
26 March 2023	3,517,174	0.01	2.30	15.13	2.73%
19 March 2023	3,567,652	0.02	2.53	13.69	2.79%
12 March 2023	3,512,882	0.02	2.47	12.95	2.83%
5 March 2023	3,556,870	0.01	2.17	12.07	2.87%
26 February 2023	3,443,937	0.03	2.23	17.81	2.83%
19 February 2023	3,350,259	0.01	2.66	10.71	2.87%
12 February 2023	3,215,978	0.02	2.31	11.24	2.86%
5 February 2023	3,107,806	0.01	2.59	12.61	2.92%
29 January 2023	2,661,718	0.00	2.10	59.42	2.88%
22 January 2023	2,632,454	0.02	1.70	12.78	2.56%
15 January 2023	2,488,330	0.02	2.10	11.62	2.55%
8 January 2023	1,925,967	0.02	1.56	15.29	2.79%
1 January 2023	1,536,861	0.01	1.57	12.63	3.25%
25 December 2022	2,204,731	0.02	1.78	11.95	2.49%
18 December 2022	2,648,603	0.03	2.47	16.12	2.66%
11 December 2022	2,788,651	0.01	2.93	14.09	2.72%
4 December 2022	2,851,419	0.00	2.56	10.64	2.59%
27 November 2022	3,131,123	0.02	2.06	12.19	2.65%

Week Ending

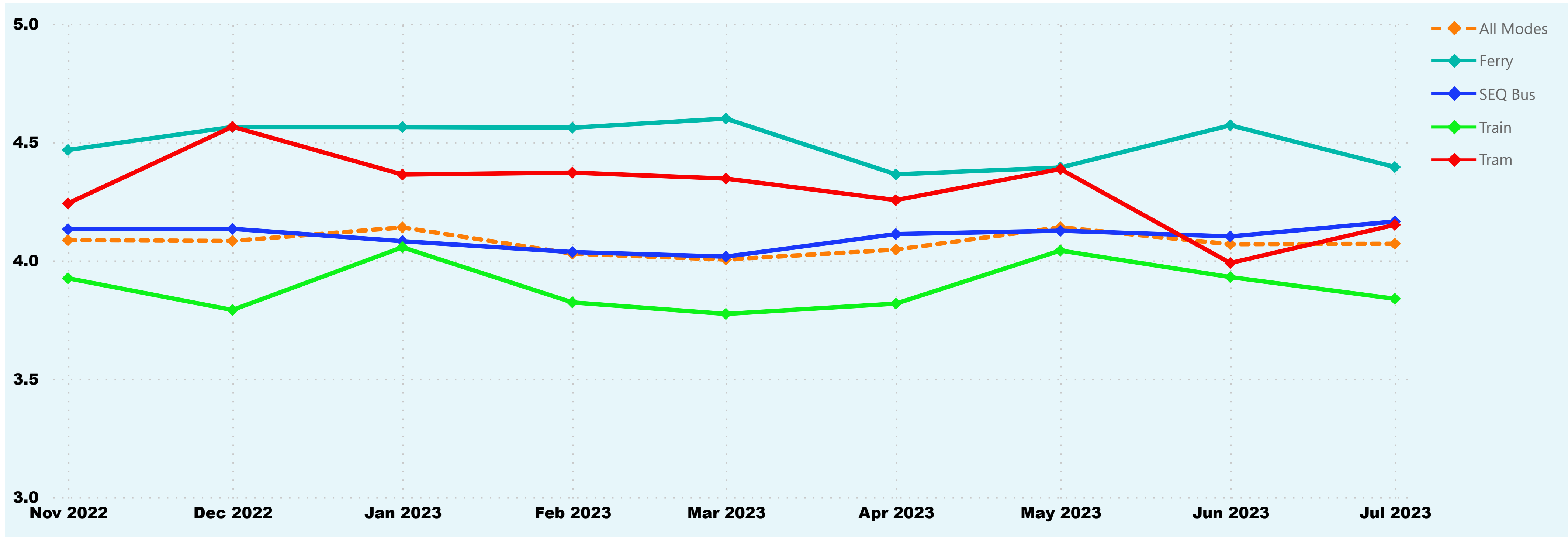
24/09/2017



30/07/2023



Overall experience with the network



Month	November 2022		December 2022		January 2023		February 2023		March 2023		April 2023		May 2023		June 2023		July 2023	
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
Ferry	4.47		4.56		4.56		4.56		4.60		4.36		4.39		4.57		4.39	
SEQ Bus	4.13	increased	4.13		4.08		4.04		4.02		4.11		4.13		4.10		4.16	
Train	3.92		3.79		4.06	increased	3.82	decreased	3.77		3.82		4.04	increased	3.93		3.84	
Tram	4.24		4.56	increased	4.36		4.37		4.35		4.25		4.39		3.99	decreased	4.15	
Total	4.09		4.08		4.14		4.03	decreased	4.00		4.05		4.14	increased	4.07		4.07	

Results shown are indices out of possible 5. Satisfaction level of 3.50 and above are classed as "best practice", while 3.00 and above is considered "satisfactory".