

January 2024

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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	4.11		4.11		3.88	decreased	4.49		4.07	
NETWORK-Ease of transferring	4.19		4.05		3.54	decreased			3.93	
NETWORK-Ease of using the service overall	4.29		4.19		4.10		4.57		4.21	
NETWORK-Frequency of services	4.05		3.75		3.84		4.54		3.88	
OFF BOARD-Accessibility of the station / stop / terminal	4.60		4.20		4.18		4.43		4.25	
OFF BOARD-Availability of information at the station / stop / terminal	4.39		4.06		3.97	decreased	4.41		4.09	
OFF BOARD-Cleanliness at the station / stop / terminal	4.59	increased	4.00		4.12		4.26		4.11	
OFF BOARD-Convenience of starting location	4.51		4.18		4.21		4.34		4.23	
OFF BOARD-Cost of the trip										
OFF BOARD-Feeling safe at the station / stop / terminal	4.72	increased	4.13		4.21		4.27		4.22	
OFF BOARD-Helpfulness of staff members					4.13		4.13		4.13	
OFF BOARD-The design of off-board facilities	4.43	increased	3.89		3.96		4.16	decreased	3.98	
OFF BOARD-The ease of transferring between services			3.88						3.96	
ON BOARD-Accessibility	4.75		4.33		4.11	decreased	4.37	decreased	4.30	decreased
ON BOARD-Availability of information on-board	4.46		4.06		3.90	decreased	4.37		4.07	decreased
ON BOARD-Availability of seating	4.70	increased	4.37		3.96	decreased	4.00		4.23	
ON BOARD-Cleanliness on board	4.69		4.33		4.01		4.38		4.26	
ON BOARD-Comfort of the ride	4.69		4.18		3.99	decreased	4.40		4.18	
ON BOARD-Comfort on-board	4.34		4.19		3.92	decreased	4.29		4.12	decreased
ON BOARD-Cost of the trip	4.42	increased	4.00		3.76	decreased	4.24		3.98	
ON BOARD-Feeling safe on board	4.79	increased	4.32		4.12		4.15		4.28	
ON BOARD-Friendliness or helpfulness of the driver	4.73	increased	4.24						4.31	
ON BOARD-Journey time	4.68		4.16		3.82	decreased	4.42		4.12	decreased
ON BOARD-Punctuality	4.79	increased	4.00		4.00		4.35	decreased	4.10	
OVERALL-Experience on last trip	4.45		4.10		3.63	decreased	4.10	decreased	3.97	
OVERALL-Overall experience with the network	4.50		4.00		3.53	decreased	4.14	decreased	3.90	decreased

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 January 2024	2,825,139	0.00	2.55	10.64	2.84%
21 January 2024	2,720,346	0.01	1.83	50.12	2.53%
14 January 2024	2,495,096	0.02	2.13	12.22	2.68%
7 January 2024	1,849,488	0.02	1.99	12.94	3.05%
31 December 2023	1,459,847	0.01	1.72	11.89	3.50%
24 December 2023	2,498,307	0.01	1.57	13.89	2.46%
17 December 2023	2,786,840	0.00	2.00	11.72	2.47%
10 December 2023	3,003,925	0.01	1.98	12.46	2.55%
3 December 2023	3,061,824	0.00	2.18	15.43	2.62%
26 November 2023	3,267,888	0.01	1.95	16.84	2.70%
19 November 2023	3,335,530	0.01	1.90	14.67	2.73%
12 November 2023	3,349,825	0.02	1.71	11.54	2.75%
5 November 2023	3,267,321	0.01	1.75	13.04	2.84%
29 October 2023	3,411,631	0.03	1.74	11.53	2.84%
22 October 2023	3,507,516	0.05	1.63	11.90	2.84%
15 October 2023	3,544,966	0.06	1.72	20.94	2.81%
8 October 2023	3,002,815	0.02	1.80	13.55	2.93%
1 October 2023	2,940,146	0.01	1.37	11.40	2.87%
24 September 2023	3,052,780	0.03	1.50	10.64	2.90%
17 September 2023	3,502,374	0.00	1.87	10.37	2.96%
10 September 2023	3,483,807	0.02	1.84	10.49	3.03%
3 September 2023	3,552,769	0.01	1.68	13.56	2.79%
27 August 2023	3,503,686	0.01	1.88	12.48	2.70%
20 August 2023	3,352,625	0.02	1.75	11.54	2.83%
13 August 2023	3,683,396	0.01	1.99	14.50	2.74%
6 August 2023	3,608,464	0.02	2.35	11.68	2.71%
30 July 2023	3,607,233	0.01	1.98	12.63	2.76%
23 July 2023	3,377,455	0.01	2.19	11.68	2.78%
16 July 2023	3,310,868	0.02	1.69	11.11	2.76%
9 July 2023	2,711,357	0.01	1.95	11.90	2.60%
2 July 2023	2,725,203	0.00	1.89	13.16	2.47%
25 June 2023	3,064,317	0.02	2.04	11.83	2.57%
18 June 2023	3,268,060	0.02	2.07	13.17	2.68%
11 June 2023	3,272,922	0.01	1.83	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%

Week Ending

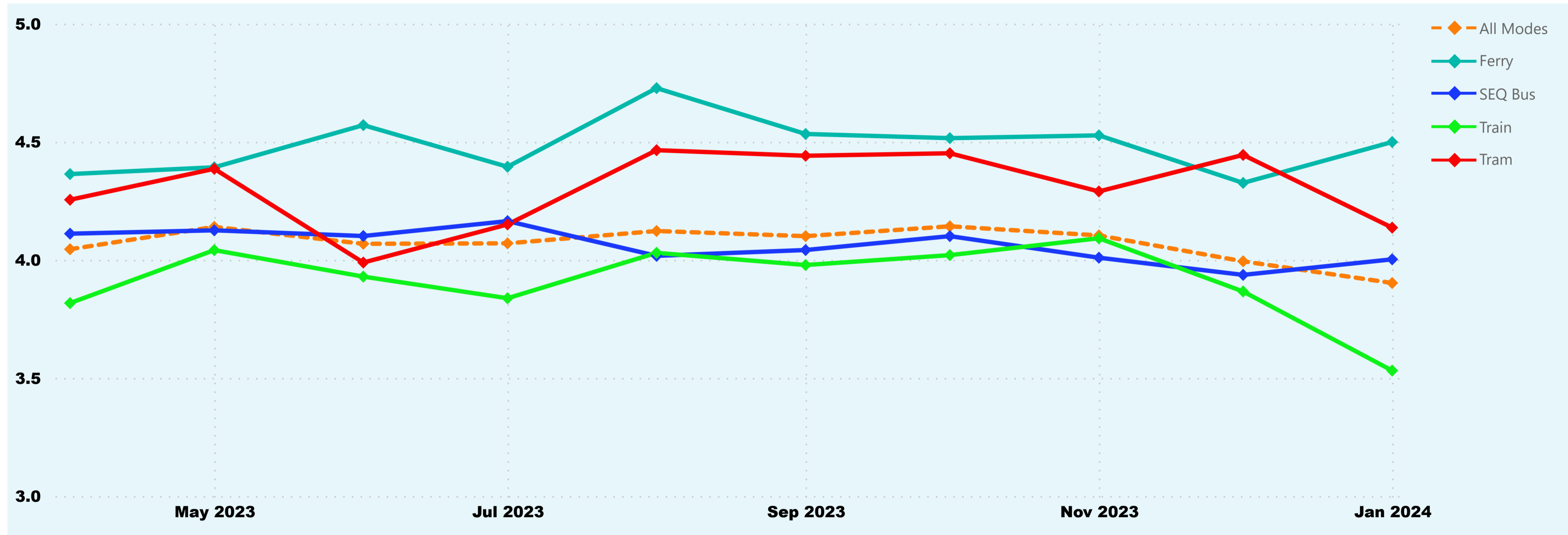
24/09/2017



28/01/2024



Overall experience with the network



Month	April 2023	May 2023	June 2023	July 2023	August 2023	September 2023	October 2023	November 2023	December 2023	January 2024										
ModeRegion	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff										
Ferry	4.36		4.39		4.57		4.39		4.73	increased	4.53		4.52		4.53		4.33		4.50	
SEQ Bus	4.11		4.13		4.10		4.16		4.02	decreased	4.04		4.10		4.01		3.94		4.00	
Train	3.82		4.04	increased	3.93		3.84		4.03	increased	3.98		4.02		4.09		3.87	decreased	3.53	decreased
Tram	4.25		4.39		3.99	decreased	4.15		4.46	increased	4.44		4.45		4.29		4.44		4.14	decreased
Total	4.05		4.14	increased	4.07		4.07		4.12		4.10		4.14		4.10		3.99	decreased	3.90	decreased

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".