


## November 2022


### 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
- April 2021
- May 2021
- June 2021
- July 2021

ModeRegion Measure	Ferry		SEQ Bus		Train		Tram		Total	
	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff
NET1_01-Frequency of services	4.24		3.79		4.00		4.37		<b>3.95</b>	
NET1_02-Price/Value										
NET1_03-Ease of using the service overall	4.10		4.21		4.22		4.32		<b>4.22</b>	
NET1_04-Availability of information needed to plan a trip	4.20		4.15		4.05		4.29		<b>4.13</b>	
NET1_05-Ease of transferring	3.91		4.00		3.95		4.17		<b>3.99</b>	
OFF2_01-Accessibility of the station / stop / terminal	4.40		4.31		4.28		4.46		<b>4.32</b>	
OFF2_02-Helpfulness of staff members					4.29	increased	4.30		<b>4.29</b>	increased
OFF2_03-Availability of information at the station / stop / terminal	4.12	decreased	4.21		4.14		4.36	decreased	<b>4.20</b>	
OFF2_04-Convenience of starting location	4.34	increased	4.33		4.30		4.42		<b>4.33</b>	
OFF2_05-Cleanliness at the station / stop / terminal	4.32		4.13	increased	4.31	increased	4.19	decreased	<b>4.22</b>	increased
OFF2_06-Feeling safe at the station / stop / terminal	4.43		4.31		4.29	increased	4.27		<b>4.30</b>	increased
OFF2_07-Cost of the trip										
OFF2_08-The ease of transferring between services			3.99		4.23				<b>4.07</b>	
OFF2_09-The design of off-board facilities	4.08		4.06		4.01		4.20		<b>4.06</b>	
ON1_01-Comfort of the ride	4.56		4.23		4.24		4.25	decreased	<b>4.26</b>	
ON1_02-Comfort on-board	4.48		4.25		4.15		4.11		<b>4.21</b>	
ON1_03-Cleanliness on board	4.64		4.38		4.12		4.23		<b>4.28</b>	
ON1_04-Feeling safe on board	4.67		4.38	increased	4.26	increased	4.12	decreased	<b>4.33</b>	increased
ON1_05-Availability of information on-board	4.23	decreased	4.26	increased	4.08		4.34		<b>4.20</b>	
ON1_06-Friendliness or helpfulness of the driver	4.72		4.32	increased					<b>4.36</b>	increased
ON1_07-Punctuality	4.56		4.09		4.24	decreased	4.36	decreased	<b>4.20</b>	
ON1_08-Journey time	4.48		4.36	increased	4.09		4.30	decreased	<b>4.26</b>	
ON1_09-Availability of seating	4.51		4.42	increased	4.23	increased	3.77	decreased	<b>4.30</b>	increased
ON1_10-Cost of the trip	4.19		4.13	increased	4.00	increased	4.23		<b>4.09</b>	increased
ON1_11-Accessibility	4.65		4.43		4.31		4.42	decreased	<b>4.40</b>	
SAT1-Overall experience with the network	4.47		4.13	increased	3.92		4.24		<b>4.09</b>	
SAT3-Experience on last trip	4.47		4.19	increased	3.96		4.18		<b>4.12</b>	

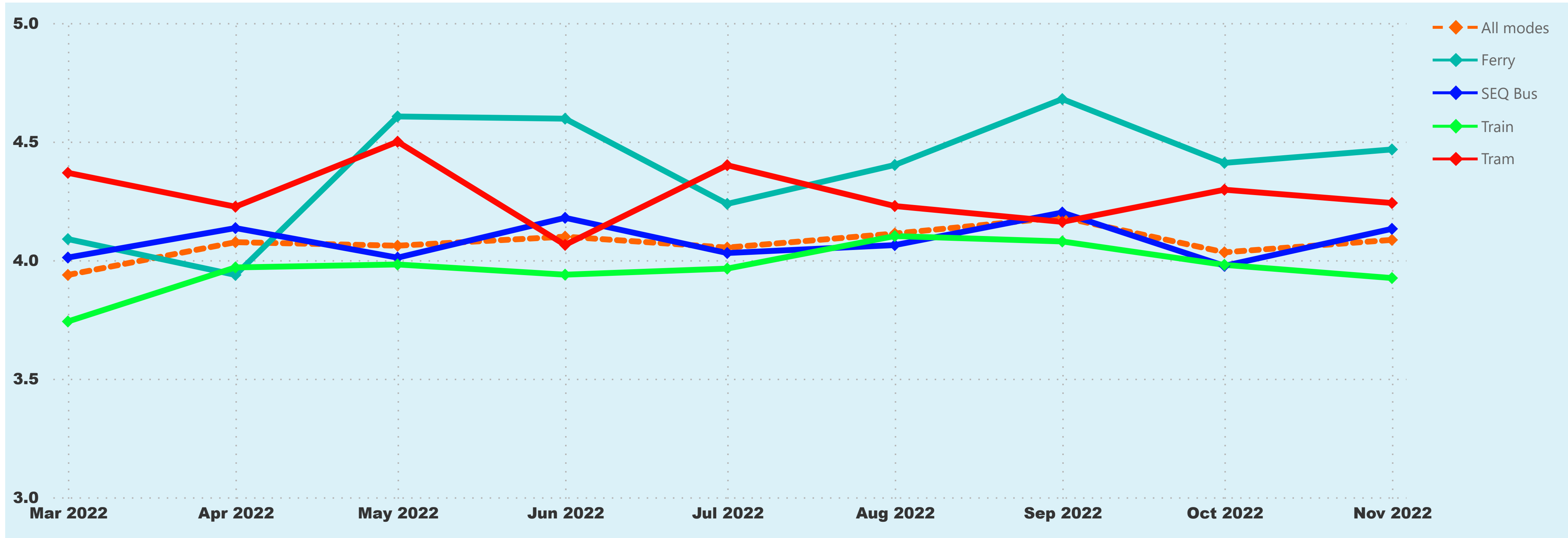
Week Ending

24/09/2017 

27/11/2022 

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
27 November 2022	3,131,123	0.02	2.06	12.19	2.65%
20 November 2022	3,108,670	0.01	2.49	12.27	2.61%
13 November 2022	3,148,472	0.04	2.53	13.76	2.58%
6 November 2022	3,031,556	0.07	2.90	11.61	2.73%
30 October 2022	3,125,765	0.04	2.92	9.35	2.60%
23 October 2022	2,964,019	0.04	2.54	11.02	2.49%
16 October 2022	3,143,778	0.05	2.47	11.68	2.55%
9 October 2022	2,711,948	0.04	2.42	12.14	2.65%
2 October 2022	2,486,819	0.04	2.39	23.04	2.48%
25 September 2022	2,306,136	0.05	2.47	11.82	2.49%
18 September 2022	2,984,870	0.11	2.80	11.31	2.50%
11 September 2022	2,983,621	0.10	2.50	11.44	2.55%
4 September 2022	2,908,518	0.07	2.17	12.09	2.55%
28 August 2022	2,959,527	0.05	2.49	11.67	2.57%
21 August 2022	2,984,161	0.04	2.21	12.07	2.66%
14 August 2022	2,776,649	0.03	1.93	11.59	2.68%
7 August 2022	2,959,046	0.05	2.24	11.69	2.53%
31 July 2022	2,833,560	0.01	1.87	11.74	2.54%
24 July 2022	2,633,695	0.01	2.29	12.67	2.61%
17 July 2022	2,778,452	0.03	2.26	12.69	2.67%
10 July 2022	2,270,190	0.06	2.01	13.24	2.54%
3 July 2022	2,225,453	0.05	2.21	14.29	2.46%
26 June 2022	2,615,701	0.04	1.71	12.73	2.46%
19 June 2022	2,713,913	0.03	2.08	12.77	2.54%
12 June 2022	2,729,156	0.04	2.02	12.46	2.69%
5 June 2022	2,728,328	0.02	1.83	13.48	2.36%
29 May 2022	2,782,453	0.01	1.81	12.96	2.58%
22 May 2022	2,699,574	0.04	2.55	12.92	2.62%
15 May 2022	2,520,550	0.04	2.23	12.33	2.59%
8 May 2022	2,403,549	0.03	2.05	12.52	2.67%
1 May 2022	2,415,616	0.03	2.27	16.74	2.68%
24 April 2022	2,357,694	0.03	2.61	15.74	2.87%
17 April 2022	1,884,151	0.03	2.41	20.34	2.54%
10 April 2022	2,216,940	0.04	2.46	18.24	2.45%
3 April 2022	2,494,423	0.02	2.29	16.21	2.65%
27 March 2022	2,670,221	0.04	2.46	13.73	2.80%

### Overall experience with the network



Month	March 2022	April 2022	May 2022	June 2022	July 2022	August 2022	September 2022	October 2022	November 2022								
ModeRegion	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff							
Ferry			4.61		4.60	decreased	4.40	4.68	increased	4.41	4.47						
SEQ Bus	4.01	decreased	4.14	increased	4.01	decreased	4.18	increased	4.03	decreased	4.06	4.20	increased	3.98	decreased	4.13	increased
Train	3.74	decreased	3.97	increased	3.98		3.94		3.96		4.10	increased	4.08		3.98		3.92
Tram	4.37	increased	4.23		4.50		4.06	decreased	4.40	increased	4.23		4.16		4.30		4.24
<b>Total</b>	<b>3.94</b>	<b>decreased</b>	<b>4.08</b>	<b>increased</b>	<b>4.06</b>		<b>4.10</b>		<b>4.05</b>		<b>4.11</b>		<b>4.18</b>		<b>4.03</b>	<b>decreased</b>	<b>4.09</b>

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