

December 2019

Month

- July 2019
- August 2019
- September 2019
- October 2019
- November 2019
- December 2019

ModeRegion Measure	Ferry Score	Ferry Sig-Diff	SEQ Bus Score	SEQ Bus Sig-Diff	Train Score	Train Sig-Diff	Tram Score	Tram Sig-Diff	Total Score	Total Sig-Diff
NETWORK-Availability of information needed to plan a trip	4.23		4.16		4.17		4.36		4.19	
NETWORK-Ease of transferring	3.98		4.05		3.92		4.24		4.01	
NETWORK-Ease of using the service overall	4.27	decreased	4.28		4.27		4.43		4.29	
NETWORK-Frequency of services	4.06		3.86		4.05	increased	4.45		4.00	increased
OFF BOARD-Accessibility of the station / stop / terminal	4.58		4.34		4.22		4.53		4.33	
OFF BOARD-Availability of information at the station / stop / terminal	4.40		4.16		4.22		4.45		4.23	
OFF BOARD-Cleanliness at the station / stop / terminal	4.46		4.09	decreased	4.19		4.43		4.19	decreased
OFF BOARD-Convenience of starting location	4.51		4.31		4.23		4.54		4.32	
OFF BOARD-Feeling safe at the station / stop / terminal	4.56		4.28		4.26		4.29		4.29	
OFF BOARD-Helpfulness of staff members	4.55				4.16		4.08		4.21	
OFF BOARD-The design of off-board facilities	4.29		4.01		4.02		4.32	increased	4.06	
OFF BOARD-The ease of transferring between services			4.22		4.26				4.26	
ON BOARD-Accessibility	4.63		4.48	increased	4.31		4.59		4.44	
ON BOARD-Availability of information on-board	4.46		4.27		4.26		4.45		4.29	
ON BOARD-Availability of seating	4.48		4.43	increased	4.29	increased	4.10		4.35	increased
ON BOARD-Cleanliness on board	4.60		4.45	increased	4.19		4.37		4.35	
ON BOARD-Comfort of the ride	4.57		4.28	increased	4.29		4.48		4.33	increased
ON BOARD-Comfort on-board	4.36		4.31	increased	4.15		4.37		4.26	increased
ON BOARD-Cost of the trip	4.22		4.10		4.00	increased	4.20		4.08	increased
ON BOARD-Feeling safe on board	4.69		4.43		4.28		4.30		4.38	
ON BOARD-Friendliness or helpfulness of the driver			4.38	increased					4.38	increased
ON BOARD-Journey time	4.48		4.34	increased	4.22	increased	4.57		4.32	increased
ON BOARD-Punctuality	4.62		4.19	increased	4.41		4.63		4.35	increased
OVERALL-Experience on last trip	4.54		4.28		4.17		4.51		4.28	
OVERALL-Overall experience with the network	4.50		4.23		4.17	increased	4.48		4.25	increased

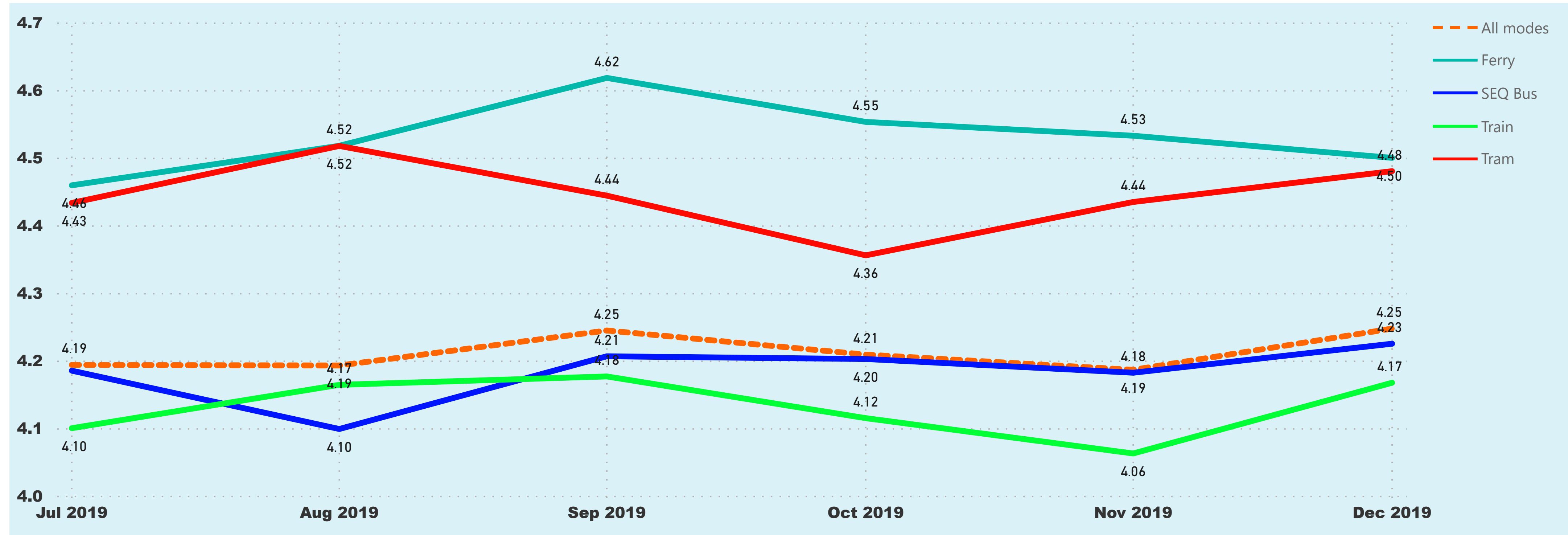
Week ending

24/09/2017

31/12/2019

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
29 December 2019	1,781,035	0.06	1.82	22.76	2.40%
22 December 2019	3,194,694	0.11	2.18	15.00	1.87%
15 December 2019	3,239,472	0.06	2.09	13.77	1.96%
8 December 2019	3,395,745	0.06	2.06	14.13	1.87%
1 December 2019	3,592,739	0.05	2.03	13.89	1.85%
24 November 2019	3,611,032	0.06	2.22	16.02	1.95%
17 November 2019	3,881,578	0.04	2.00	15.61	1.87%
10 November 2019	3,810,374	0.04	1.78	16.07	1.79%
3 November 2019	3,804,756	0.05	1.42	16.20	1.74%
27 October 2019	3,901,900	0.05	1.79	14.69	1.79%
20 October 2019	4,003,375	0.03	1.67	15.10	1.73%
13 October 2019	3,499,161	0.04	1.80	14.56	1.76%
6 October 2019	3,323,105	0.03	1.72	16.91	1.81%
29 September 2019	3,509,127	0.02	1.72	15.69	1.79%
22 September 2019	3,983,690	0.05	1.79	14.80	1.73%
15 September 2019	4,013,640	0.03	1.63	14.69	1.69%
8 September 2019	4,033,660	0.03	1.80	14.83	1.64%
1 September 2019	4,009,583	0.05	1.57	14.88	1.65%
25 August 2019	4,099,657	0.02	1.94	14.52	1.75%
18 August 2019	3,790,198	0.03	1.74	15.85	1.92%
11 August 2019	4,233,588	0.04	1.96	14.29	1.81%
4 August 2019	4,164,801	0.06	1.87	14.68	1.75%
28 July 2019	4,159,466	0.06	2.03	14.63	1.82%
21 July 2019	3,956,399	0.05	2.01	15.67	1.88%
14 July 2019	3,314,753	0.03	1.90	15.77	1.86%
7 July 2019	3,127,366	0.05	1.94	17.25	1.87%
30 June 2019	3,436,698	0.06	1.80	15.60	1.69%
23 June 2019	3,726,656	0.05	2.07	14.39	1.69%
16 June 2019	3,757,131	0.03	2.28	14.95	1.70%
9 June 2019	3,790,151	0.05	1.98	15.78	1.71%
2 June 2019	3,913,785	0.04	2.14	15.01	1.64%
26 May 2019	4,037,080	0.06	2.10	15.05	1.64%
19 May 2019	4,096,149	0.03	2.14	14.91	1.68%
12 May 2019	3,585,196	0.06	2.23	15.14	1.75%

Overall experience with the network



Month	July 2019		August 2019		September 2019		October 2019		November 2019		December 2019		Total	
ModeRegion	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-...
Ferry	4.46		4.52		4.62		4.55		4.53		4.50		4.53	
SEQ Bus	4.19		4.10	decreased	4.21	increased	4.20		4.18		4.23		4.18	
Train	4.10		4.17	increased	4.18		4.12		4.06		4.17	increased	4.13	
Tram	4.43		4.52		4.44		4.36		4.44		4.48		4.44	
Total	4.19		4.19		4.25	increased	4.21		4.19		4.25	increased	4.21	