

February 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 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	4.21		4.24		4.18		4.38		4.23	
NETWORK-Ease of transferring	4.25		4.18		4.01		4.11		4.13	
NETWORK-Ease of using the service overall	4.43		4.34		4.37		4.12		4.34	
NETWORK-Frequency of services	3.73	decreased	4.03		3.91		4.44		4.00	
OFF BOARD-Accessibility of the station / stop / terminal	4.37		4.39	decreased	4.15		4.37		4.30	
OFF BOARD-Availability of information at the station / stop / terminal	4.39		4.20	decreased	4.23		4.39		4.24	decreased
OFF BOARD-Cleanliness at the station / stop / terminal	4.23	decreased	4.13		4.19		4.29		4.18	decreased
OFF BOARD-Convenience of starting location	4.35		4.37	decreased	4.31		4.39		4.35	
OFF BOARD-Feeling safe at the station / stop / terminal	4.39		4.30		4.31		4.03		4.29	
OFF BOARD-Helpfulness of staff members					4.10		3.76	decreased	4.04	decreased
OFF BOARD-The design of off-board facilities	4.17		4.07	decreased	4.08		4.09	decreased	4.08	
OFF BOARD-The ease of transferring between services			4.27		4.20				4.22	
ON BOARD-Accessibility	4.39	decreased	4.51		4.34		4.41		4.43	decreased
ON BOARD-Availability of information on-board	4.55		4.26	decreased	4.28		4.33		4.29	
ON BOARD-Availability of seating	4.48		4.55	decreased	4.50	decreased	4.35		4.51	decreased
ON BOARD-Cleanliness on board	4.55		4.48		4.21		4.26		4.37	
ON BOARD-Comfort of the ride	4.63		4.36		4.36		4.45	increased	4.39	
ON BOARD-Comfort on-board	4.56		4.39	decreased	4.24		4.28		4.34	
ON BOARD-Cost of the trip	4.16		4.09	decreased	4.02		3.80	decreased	4.05	decreased
ON BOARD-Feeling safe on board	4.62		4.41		4.31		3.83		4.34	
ON BOARD-Friendliness or helpfulness of the driver	4.56		4.22	decreased					4.27	decreased
ON BOARD-Journey time	4.52		4.38	decreased	4.26		4.36		4.35	
ON BOARD-Punctuality	4.62		4.24		4.35		4.44		4.32	
OVERALL-Experience on last trip	4.66		4.21	decreased	4.17		4.10		4.22	decreased
OVERALL-Overall experience with the network	4.61		4.19	decreased	4.09		4.04		4.18	decreased

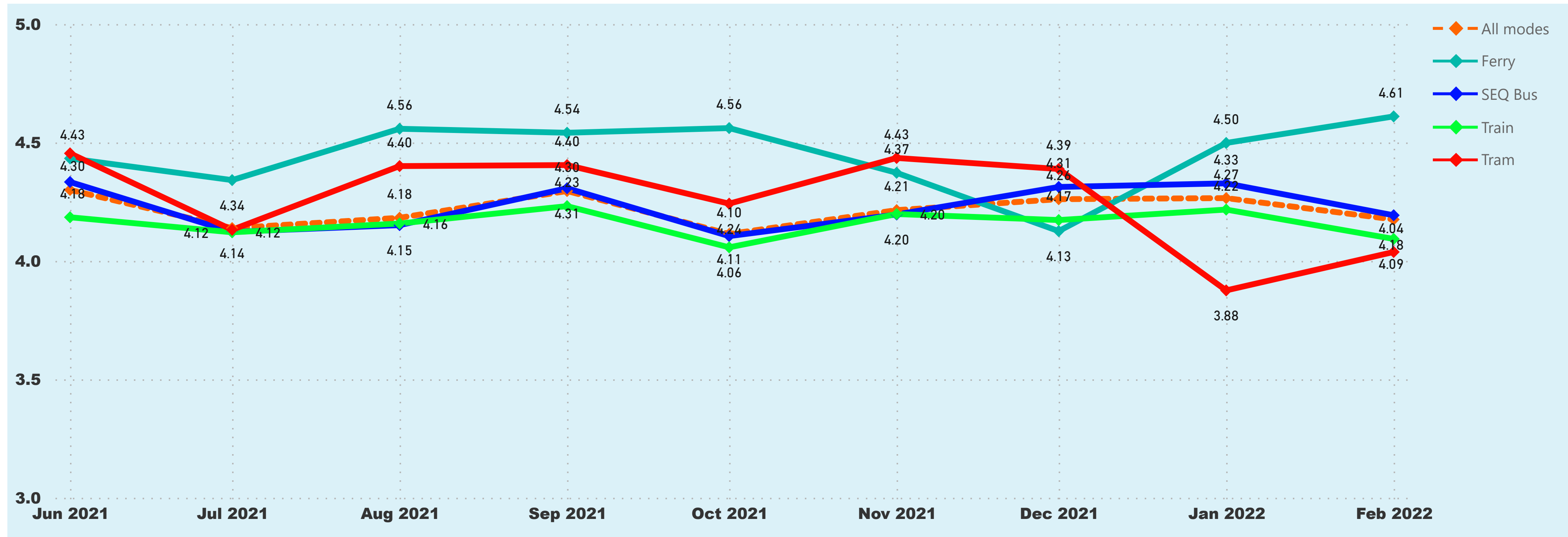
Week ending

24/09/2017

27/02/2022

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 February 2022	2,160,693	0.03	2.59	11.23	2.86%
20 February 2022	2,388,580	0.03	2.25	11.80	2.99%
13 February 2022	2,194,112	0.03	2.64	12.10	3.08%
6 February 2022	1,471,966	0.03	2.37	13.32	2.71%
30 January 2022	1,342,089	0.03	2.24	16.97	2.90%
23 January 2022	1,334,849	0.04	2.22	16.12	2.81%
16 January 2022	1,263,196	0.01	2.45	114.36	2.97%
9 January 2022	1,122,091	0.03	2.58	22.43	3.23%
2 January 2022	1,008,732	0.05	2.58	27.55	4.27%
26 December 2021	1,571,988	0.01	2.70	43.96	3.15%
19 December 2021	2,040,348	0.03	2.40	12.91	2.77%
12 December 2021	2,133,794	0.03	2.56	13.24	2.37%
5 December 2021	2,368,302	0.01	1.91	12.97	2.12%
28 November 2021	2,502,310	0.01	2.19	12.60	2.20%
21 November 2021	2,587,761	0.03	1.97	11.73	2.17%
14 November 2021	2,501,968	0.02	2.18	10.61	2.16%
7 November 2021	2,521,196	0.02	1.89	11.01	2.16%
31 October 2021	2,349,621	0.04	2.07	11.72	2.26%
24 October 2021	2,570,975	0.02	1.98	12.64	2.14%
17 October 2021	2,523,459	0.03	2.01	10.81	2.14%
10 October 2021	2,203,851	0.03	2.06	11.42	2.28%
3 October 2021	1,912,011	0.04	2.02	32.86	2.07%
26 September 2021	2,187,696	0.03	2.10	10.36	2.12%
19 September 2021	2,531,652	0.04	2.03	13.07	2.15%
12 September 2021	2,565,977	0.02	2.03	11.24	2.23%
5 September 2021	2,475,201	0.02	1.96	11.48	2.28%
29 August 2021	2,493,705	0.04	1.85	12.10	2.27%
22 August 2021	2,392,876	0.02	2.12	11.15	2.34%
15 August 2021	1,965,396	0.02	1.89	11.47	2.41%
8 August 2021	559,798	0.05	3.95	21.17	2.32%
1 August 2021	2,498,287	0.03	2.07	13.95	2.20%
25 July 2021	2,531,671	0.04	2.12	14.49	2.37%
18 July 2021	2,509,538	0.04	1.90	13.95	2.36%
11 July 2021	1,889,386	0.04	2.01	12.01	2.19%
4 July 2021	1,190,547	0.03	2.23	19.04	2.19%
27 June 2021	2,569,330	0.02	1.83	16.49	2.22%

Overall experience with the network



Month	June 2021	July 2021	August 2021	September 2021	October 2021	November 2021	December 2021	January 2022	February 2022									
ModeRegion	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff								
Ferry	4.43		4.34		4.56	increased	4.54		4.56		4.37		4.13	decreased	4.50		4.61	
SEQ Bus	4.33	increased	4.12	decreased	4.15		4.31	increased	4.10	decreased	4.20		4.31	increased	4.33		4.19	decreased
Train	4.18	increased	4.12		4.16		4.23		4.06	decreased	4.20	increased	4.17		4.22		4.09	
Tram	4.45		4.13	decreased	4.40	increased	4.40		4.24		4.43		4.39		3.88	decreased	4.04	
Total	4.30	increased	4.14	decreased	4.18		4.30	increased	4.11	decreased	4.21	increased	4.26		4.27		4.18	decreased

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