

## May 2023

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	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
NET1_01-Frequency of services	4.12		3.88		3.98	increased	4.50		<b>3.99</b>	
NET1_02-Price/Value										
NET1_03-Ease of using the service overall	3.92		4.20		4.31	increased	4.50	increased	<b>4.24</b>	<b>increased</b>
NET1_04-Availability of information needed to plan a trip	3.95		4.17		4.06		4.34	increased	<b>4.13</b>	
NET1_05-Ease of transferring			4.09		3.98	increased	4.02		<b>4.04</b>	
OFF2_01-Accessibility of the station / stop / terminal	4.44		4.28		4.24		4.50		<b>4.30</b>	
OFF2_02-Helpfulness of staff members					4.06		4.05		<b>4.06</b>	
OFF2_03-Availability of information at the station / stop / terminal	4.09		4.20		4.14		4.31		<b>4.18</b>	
OFF2_04-Convenience of starting location	4.46	increased	4.24	decreased	4.26	increased	4.50		<b>4.29</b>	
OFF2_05-Cleanliness at the station / stop / terminal	4.40		4.11		4.23	increased	4.29		<b>4.19</b>	<b>increased</b>
OFF2_06-Feeling safe at the station / stop / terminal	4.47		4.19	decreased	4.25		4.20		<b>4.24</b>	
OFF2_07-Cost of the trip										
OFF2_08-The ease of transferring between services			4.19		3.99				<b>4.13</b>	
OFF2_09-The design of off-board facilities	4.18		4.01	decreased	3.93		4.22		<b>4.02</b>	
ON1_01-Comfort of the ride	4.60		4.23	decreased	4.22		4.45	increased	<b>4.28</b>	
ON1_02-Comfort on-board	4.63		4.21	decreased	4.12		4.32	increased	<b>4.22</b>	
ON1_03-Cleanliness on board	4.73	increased	4.33	decreased	4.16	increased	4.20		<b>4.29</b>	
ON1_04-Feeling safe on board	4.62		4.36	decreased	4.18		4.28		<b>4.31</b>	
ON1_05-Availability of information on-board	4.32		4.22		4.22	increased	4.40		<b>4.25</b>	<b>increased</b>
ON1_06-Friendliness or helpfulness of the driver	4.53		4.25	decreased					<b>4.29</b>	
ON1_07-Punctuality	4.67	increased	4.08		4.40	increased	4.53		<b>4.28</b>	<b>increased</b>
ON1_08-Journey time	4.60	increased	4.28		4.22	increased	4.51		<b>4.30</b>	<b>increased</b>
ON1_09-Availability of seating	4.68	increased	4.35		4.21		4.00	increased	<b>4.30</b>	
ON1_10-Cost of the trip	4.17		4.11		3.99	increased	4.15		<b>4.07</b>	
ON1_11-Accessibility	4.50		4.40		4.33	increased	4.62		<b>4.40</b>	
SAT1-Overall experience with the network	4.39		4.13		4.04	increased	4.39		<b>4.14</b>	<b>increased</b>
SAT3-Experience on last trip	4.53		4.19		4.10	increased	4.29		<b>4.19</b>	<b>increased</b>

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 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%
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%

Week Ending

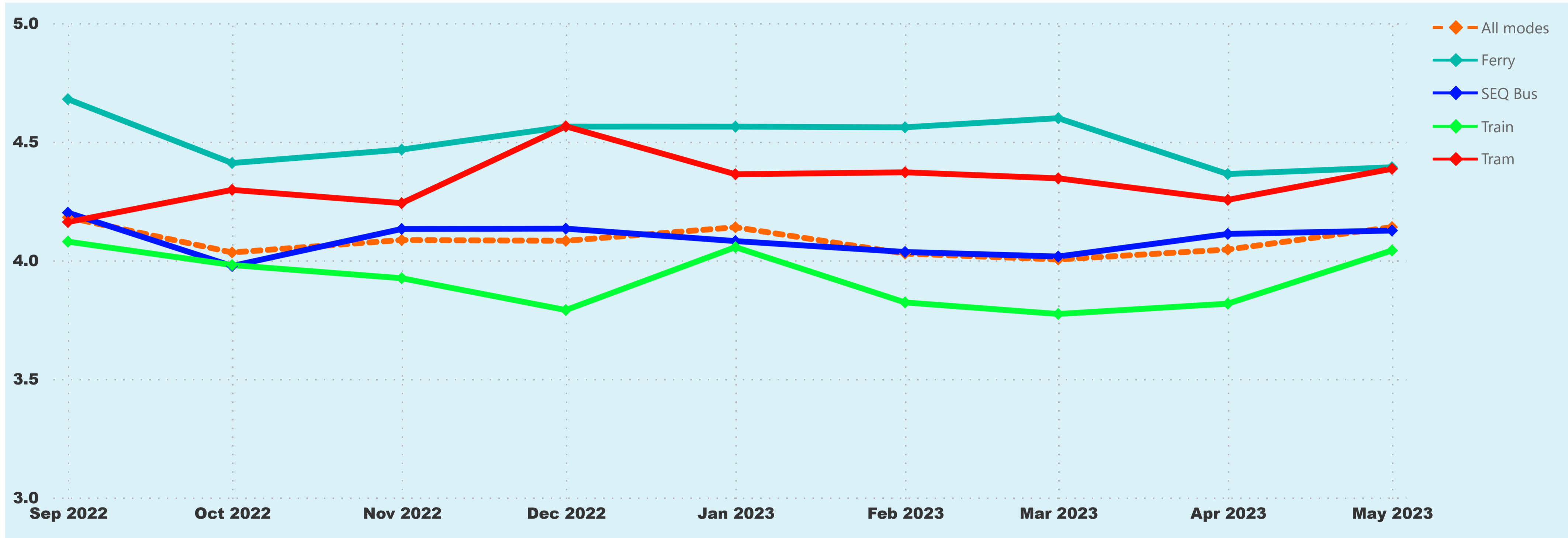
24/09/2017



28/05/2023



### Overall experience with the network



Month	September 2022		October 2022		November 2022		December 2022		January 2023		February 2023		March 2023		April 2023		May 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	4.68	increased	4.41		4.47		4.56		4.56		4.56		4.60		4.36		4.39	
SEQ Bus	4.20	increased	3.98	decreased	4.13	increased	4.13		4.08		4.04		4.02		4.11		4.13	
Train	4.08		3.98		3.92		3.79		4.06	increased	3.82	decreased	3.77		3.82		4.04	increased
Tram	4.16		4.30		4.24		4.56	increased	4.36		4.37		4.35		4.25		4.39	
<b>Total</b>	<b>4.18</b>		<b>4.03</b>	<b>decreased</b>	<b>4.09</b>		<b>4.08</b>		<b>4.14</b>		<b>4.03</b>	<b>decreased</b>	<b>4.00</b>		<b>4.05</b>		<b>4.14</b>	<b>increased</b>

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