


## February 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		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	4.07		3.87		3.88		4.63		<b>3.96</b>	
NET1_02-Price/Value										
NET1_03-Ease of using the service overall	4.47		4.27		4.26		4.59		<b>4.31</b>	
NET1_04-Availability of information needed to plan a trip	4.28		4.17		4.13		4.46		<b>4.19</b>	
NET1_05-Ease of transferring			4.16		3.90		4.27		<b>4.08</b>	
OFF2_01-Accessibility of the station / stop / terminal	4.49		4.30		4.09	decreased	4.52		<b>4.26</b>	decreased
OFF2_02-Helpfulness of staff members					4.18		4.23		<b>4.19</b>	
OFF2_03-Availability of information at the station / stop / terminal	4.31		4.14		4.08		4.45		<b>4.16</b>	decreased
OFF2_04-Convenience of starting location	4.43		4.30		4.19	decreased	4.53		<b>4.29</b>	
OFF2_05-Cleanliness at the station / stop / terminal	4.37		4.07		4.09	decreased	4.48		<b>4.14</b>	
OFF2_06-Feeling safe at the station / stop / terminal	4.50		4.22		4.20		4.28		<b>4.24</b>	
OFF2_07-Cost of the trip										
OFF2_08-The ease of transferring between services			4.03		4.41				<b>4.16</b>	
OFF2_09-The design of off-board facilities	4.07	decreased	4.00		3.95		4.40		<b>4.02</b>	
ON1_01-Comfort of the ride	4.65		4.24		4.07	decreased	4.39		<b>4.22</b>	decreased
ON1_02-Comfort on-board	4.40		4.24		4.02	decreased	4.41		<b>4.19</b>	decreased
ON1_03-Cleanliness on board	4.65		4.40		4.00	decreased	4.28		<b>4.27</b>	decreased
ON1_04-Feeling safe on board	4.61		4.38		4.11	decreased	4.13	decreased	<b>4.28</b>	decreased
ON1_05-Availability of information on-board	4.47		4.15		4.03	decreased	4.60	increased	<b>4.17</b>	
ON1_06-Friendliness or helpfulness of the driver	4.59		4.26						<b>4.30</b>	
ON1_07-Punctuality	4.58		4.03		4.18	decreased	4.54		<b>4.17</b>	decreased
ON1_08-Journey time	4.56		4.24	decreased	4.09		4.48		<b>4.23</b>	decreased
ON1_09-Availability of seating	4.44		4.30	decreased	4.03	decreased	3.85		<b>4.18</b>	decreased
ON1_10-Cost of the trip	4.47	increased	4.01		3.88		4.22		<b>4.02</b>	
ON1_11-Accessibility	4.68		4.44		4.15	decreased	4.62		<b>4.37</b>	decreased
SAT1-Overall experience with the network	4.56		4.04		3.82	decreased	4.37		<b>4.03</b>	decreased
SAT3-Experience on last trip	4.54		4.08		3.86	decreased	4.42		<b>4.07</b>	decreased

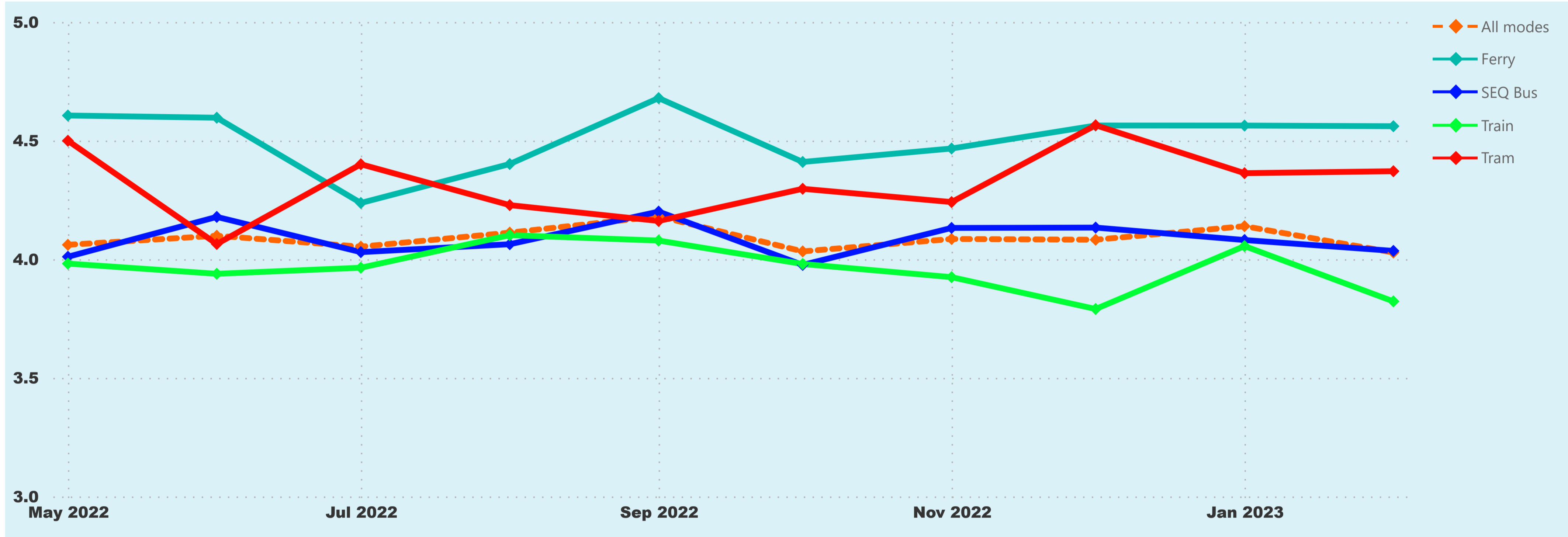
Week Ending

24/09/2017 

26/02/2023 

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
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%
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%

### Overall experience with the network



Month	May 2022	June 2022	July 2022	August 2022	September 2022	October 2022	November 2022	December 2022	January 2023	February 2023										
ModeRegion	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff										
Ferry	4.61		4.60		4.24	decreased	4.40		4.68	increased	4.41		4.47		4.56		4.56		4.56	
SEQ Bus	4.01	decreased	4.18	increased	4.03	decreased	4.06		4.20	increased	3.98	decreased	4.13	increased	4.13		4.08		4.04	
Train	3.98		3.94		3.96		4.10	increased	4.08		3.98		3.92		3.79		4.06	increased	3.82	decreased
Tram	4.50		4.06	decreased	4.40	increased	4.23		4.16		4.30		4.24		4.56	increased	4.36		4.37	
<b>Total</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>	decreased	<b>4.09</b>		<b>4.08</b>		<b>4.14</b>		<b>4.03</b>	decreased

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