


### August 2023


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ModeRegion	Ferry	SEQ Bus	Train	Tram	Total					
Measure	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff				
NETWORK-Availability of information needed to plan a trip	4.23		4.06	decreased	4.16		4.46	increased	<b>4.15</b>	
NETWORK-Ease of transferring	4.26		3.96	decreased	3.92		4.47		<b>4.03</b>	
NETWORK-Ease of using the service overall	4.12		4.20		4.30		4.41		<b>4.25</b>	
NETWORK-Frequency of services	4.17		3.86	decreased	3.86		4.54		<b>3.95</b>	decreased
OFF BOARD-Accessibility of the station / stop / terminal	4.61		4.24	decreased	4.27	increased	4.59		<b>4.32</b>	
OFF BOARD-Availability of information at the station / stop / terminal	4.45		4.02	decreased	4.22		4.35		<b>4.16</b>	decreased
OFF BOARD-Cleanliness at the station / stop / terminal	4.60		4.03	decreased	4.26		4.42		<b>4.20</b>	
OFF BOARD-Convenience of starting location	4.52		4.25	decreased	4.23		4.50		<b>4.29</b>	
OFF BOARD-Cost of the trip										
OFF BOARD-Feeling safe at the station / stop / terminal	4.56		4.17		4.26	increased	4.33		<b>4.25</b>	
OFF BOARD-Helpfulness of staff members					4.23		4.04		<b>4.19</b>	increased
OFF BOARD-The design of off-board facilities	4.31		3.95		3.92		4.27		<b>4.00</b>	
OFF BOARD-The ease of transferring between services			4.00		4.38	increased			<b>4.23</b>	
ON BOARD-Accessibility	4.59		4.37	decreased	4.30	increased	4.57		<b>4.38</b>	
ON BOARD-Availability of information on-board	4.52		4.07	decreased	4.25		4.41		<b>4.21</b>	
ON BOARD-Availability of seating	4.57		4.27	decreased	4.14		4.11	increased	<b>4.23</b>	
ON BOARD-Cleanliness on board	4.71		4.35		4.07		4.42		<b>4.29</b>	
ON BOARD-Comfort of the ride	4.69		4.20	decreased	4.21	increased	4.47		<b>4.27</b>	
ON BOARD-Comfort on-board	4.55		4.25	decreased	4.02		4.37	increased	<b>4.21</b>	
ON BOARD-Cost of the trip	4.39		4.03		3.88		4.14		<b>4.02</b>	
ON BOARD-Feeling safe on board	4.72		4.38		4.19		4.30		<b>4.33</b>	
ON BOARD-Friendliness or helpfulness of the driver	4.59		4.27						<b>4.32</b>	
ON BOARD-Journey time	4.57		4.26	decreased	4.19		4.46		<b>4.28</b>	
ON BOARD-Punctuality	4.55		4.02	decreased	4.37		4.54		<b>4.24</b>	
OVERALL-Experience on last trip	4.73	increased	4.15		4.06	increased	4.47		<b>4.20</b>	
OVERALL-Overall experience with the network	4.73	increased	4.02	decreased	4.03	increased	4.46	increased	<b>4.12</b>	

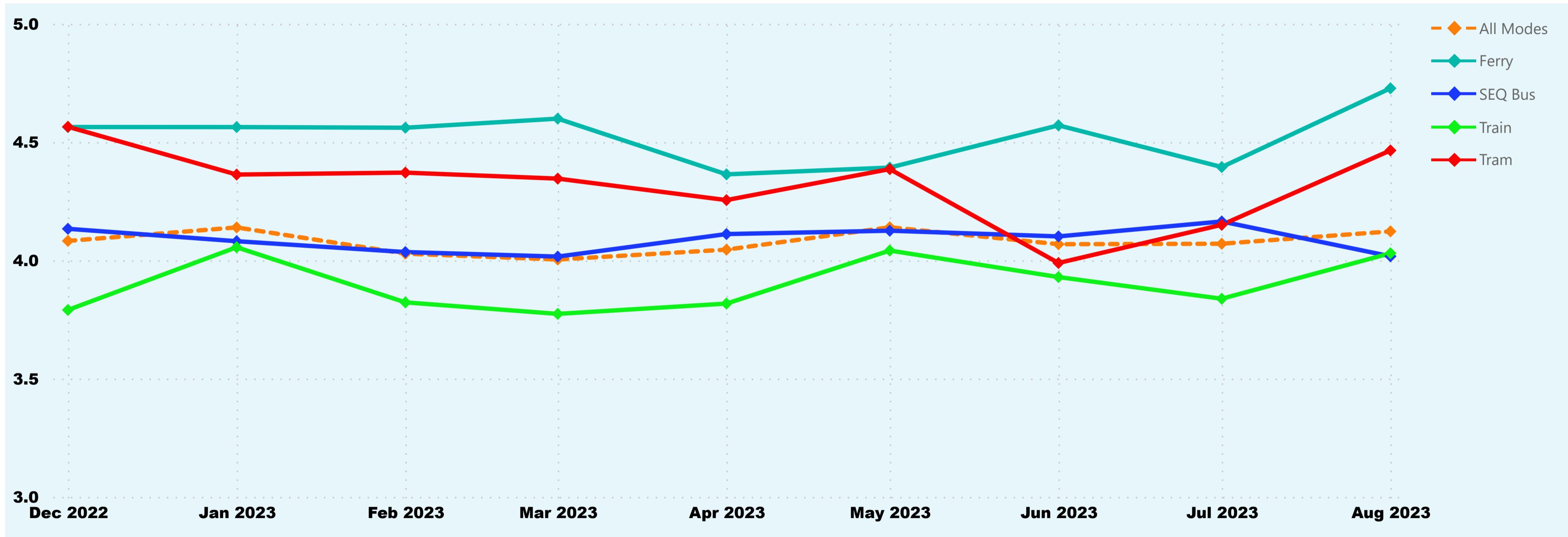
Week Ending

24/09/2017 

27/08/2023 

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
27 August 2023	3,503,686	0.01	2.00	12.48	2.70%
20 August 2023	3,352,625	0.01	1.74	11.54	2.83%
13 August 2023	3,683,396	0.02	2.01	14.50	2.74%
6 August 2023	3,608,464	0.02	2.34	11.68	2.71%
30 July 2023	3,607,233	0.00	1.85	12.63	2.76%
23 July 2023	3,377,455	0.01	2.07	11.68	2.78%
16 July 2023	3,310,868	0.01	1.60	11.11	2.76%
9 July 2023	2,711,357	0.01	1.88	11.90	2.60%
2 July 2023	2,725,203	0.00	1.78	13.16	2.47%
25 June 2023	3,064,317	0.01	1.98	11.83	2.57%
18 June 2023	3,268,060	0.02	2.01	13.17	2.68%
11 June 2023	3,272,922	0.01	1.80	11.63	2.61%
4 June 2023	3,217,437	0.01	2.17	12.00	2.53%
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%

### Overall experience with the network



Month	December 2022		January 2023		February 2023		March 2023		April 2023		May 2023		June 2023		July 2023		August 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	4.56		4.56		4.56		4.60		4.36		4.39		4.57		4.39		4.73	increased
SEQ Bus	4.13		4.08		4.04		4.02		4.11		4.13		4.10		4.16		4.02	decreased
Train	3.79		4.06	increased	3.82	decreased	3.77		3.82		4.04	increased	3.93		3.84		4.03	increased
Tram	4.56	increased	4.36		4.37		4.35		4.25		4.39		3.99	decreased	4.15		4.46	increased
<b>Total</b>	<b>4.08</b>		<b>4.14</b>		<b>4.03</b>	decreased	<b>4.00</b>		<b>4.05</b>		<b>4.14</b>	increased	<b>4.07</b>		<b>4.07</b>		<b>4.12</b>	

Results shown are indices out of possible 5. Satisfaction level of 3.50 and above are classed as "best practice", while 3.00 and above is considered "satisfactory".