

## January 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		SEQ Bus		Train		Tram		Total	
	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff
NETWORK-Availability of information needed to plan a trip	4.27		4.16		4.19		4.20	decreased	<b>4.18</b>	
NETWORK-Ease of transferring	4.29	increased	4.19		3.96				<b>4.09</b>	
NETWORK-Ease of using the service overall	4.43	increased	4.36		4.27		4.26	decreased	<b>4.33</b>	
NETWORK-Frequency of services	4.21		4.05		3.95	decreased	4.27	decreased	<b>4.05</b>	
OFF BOARD-Accessibility of the station / stop / terminal	4.55	increased	4.48		4.12	decreased	4.50		<b>4.37</b>	
OFF BOARD-Availability of information at the station / stop / terminal	4.27		4.34		4.26		4.44		<b>4.32</b>	
OFF BOARD-Cleanliness at the station / stop / terminal	4.45		4.23		4.27		4.35		<b>4.27</b>	
OFF BOARD-Convenience of starting location	4.40	increased	4.48		4.25		4.34		<b>4.38</b>	
OFF BOARD-Feeling safe at the station / stop / terminal	4.48		4.31	decreased	4.25		4.12		<b>4.29</b>	
OFF BOARD-Helpfulness of staff members					4.24		4.24		<b>4.24</b>	
OFF BOARD-The design of off-board facilities	4.25	increased	4.18		3.95	decreased	4.35		<b>4.13</b>	
OFF BOARD-The ease of transferring between services			4.39						<b>4.37</b>	
ON BOARD-Accessibility	4.62	increased	4.56		4.37		4.50		<b>4.49</b>	
ON BOARD-Availability of information on-board	4.35		4.37		4.29		4.42	decreased	<b>4.35</b>	
ON BOARD-Availability of seating	4.57		4.68	increased	4.60	increased	4.26		<b>4.61</b>	increased
ON BOARD-Cleanliness on board	4.59		4.54	increased	4.15		4.21		<b>4.38</b>	
ON BOARD-Comfort of the ride	4.63		4.44	increased	4.37		4.25	decreased	<b>4.41</b>	increased
ON BOARD-Comfort on-board	4.44		4.51	increased	4.22		4.23	decreased	<b>4.38</b>	increased
ON BOARD-Cost of the trip	4.21	increased	4.26		4.02		4.11	decreased	<b>4.16</b>	
ON BOARD-Feeling safe on board	4.46		4.46		4.23	increased	3.57	decreased	<b>4.30</b>	
ON BOARD-Friendliness or helpfulness of the driver	4.60	increased	4.37						<b>4.41</b>	
ON BOARD-Journey time	4.48		4.50		4.27		4.37	decreased	<b>4.41</b>	
ON BOARD-Punctuality	4.50		4.32		4.45	decreased	4.48	decreased	<b>4.39</b>	
OVERALL-Experience on last trip	4.53		4.40		4.28		3.94	decreased	<b>4.33</b>	
OVERALL-Overall experience with the network	4.50	increased	4.33		4.22		3.88	decreased	<b>4.27</b>	

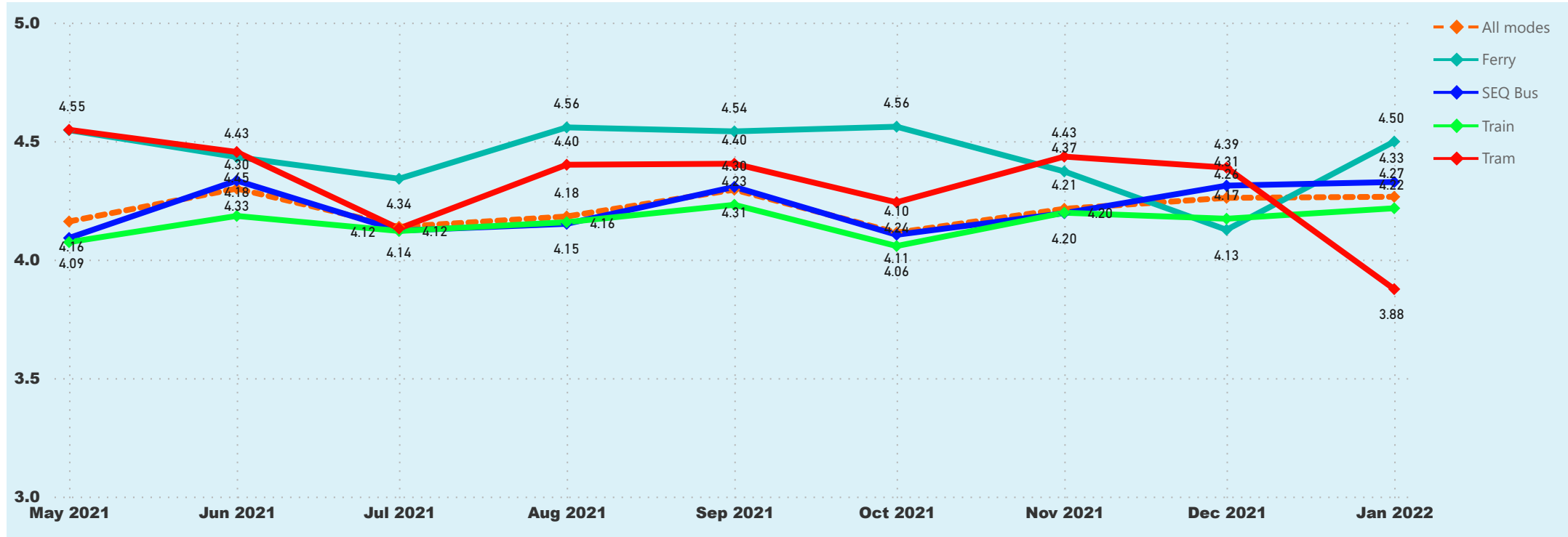
Week ending

24/09/2017

30/01/2022

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
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	1.99	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%
20 June 2021	2,704,365	0.04	1.75	16.49	2.35%
13 June 2021	2,679,986	0.04	1.69	15.02	2.34%

### Overall experience with the network



Month	May 2021		June 2021		July 2021		August 2021		September 2021		October 2021		November 2021		December 2021		January 2022	
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	4.55		4.43		4.34		4.56	increased	4.54		4.56		4.37		4.13	decreased	4.50	increased
SEQ Bus	4.09		4.33	increased	4.12	decreased	4.15		4.31	increased	4.10	decreased	4.20		4.31	increased	4.33	
Train	4.07		4.18	increased	4.12		4.16		4.23		4.06	decreased	4.20	increased	4.17		4.22	
Tram	4.55		4.45		4.13	decreased	4.40	increased	4.40		4.24		4.43		4.39		3.88	decreased
<b>Total</b>	<b>4.16</b>		<b>4.30</b>	<b>increased</b>	<b>4.14</b>	<b>decreased</b>	<b>4.18</b>		<b>4.30</b>	<b>increased</b>	<b>4.11</b>	<b>decreased</b>	<b>4.21</b>	<b>increased</b>	<b>4.26</b>		<b>4.27</b>	

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