

September 2021

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 | 4.39 | | 4.26 | increased | 4.19 | | 4.37 | | 4.25 | |
| NETWORK-Ease of transferring | 4.26 | | 4.16 | | 4.04 | | | | 4.13 | |
| NETWORK-Ease of using the service overall | 4.44 | | 4.35 | increased | 4.38 | | 4.54 | | 4.38 | increased |
| NETWORK-Frequency of services | 3.85 | decreased | 4.04 | increased | 4.06 | | 4.64 | increased | 4.07 | increased |
| OFF BOARD-Accessibility of the station / stop / terminal | 4.66 | | 4.41 | increased | 4.28 | | 4.65 | | 4.39 | |
| OFF BOARD-Availability of information at the station / stop / terminal | 4.23 | | 4.21 | | 4.23 | | 4.40 | | 4.23 | |
| OFF BOARD-Cleanliness at the station / stop / terminal | 4.62 | | 4.24 | increased | 4.13 | decreased | 4.44 | | 4.23 | |
| OFF BOARD-Convenience of starting location | 4.53 | | 4.42 | increased | 4.23 | | 4.58 | | 4.37 | |
| OFF BOARD-Feeling safe at the station / stop / terminal | 4.63 | increased | 4.42 | increased | 4.31 | | 4.16 | | 4.38 | increased |
| OFF BOARD-Helpfulness of staff members | | | | | 4.16 | | 4.19 | | 4.16 | |
| OFF BOARD-The design of off-board facilities | 4.39 | increased | 4.27 | increased | 4.01 | | 4.30 | | 4.19 | increased |
| OFF BOARD-The ease of transferring between services | | | 4.20 | | 4.30 | | | | 4.25 | |
| ON BOARD-Accessibility | 4.65 | | 4.47 | | 4.23 | decreased | 4.68 | | 4.41 | |
| ON BOARD-Availability of information on-board | 4.38 | | 4.25 | | 4.32 | | 4.44 | | 4.29 | |
| ON BOARD-Availability of seating | 4.78 | increased | 4.49 | | 4.40 | | 4.38 | | 4.47 | |
| ON BOARD-Cleanliness on board | 4.74 | | 4.46 | increased | 4.12 | decreased | 4.39 | | 4.35 | |
| ON BOARD-Comfort of the ride | 4.71 | | 4.39 | increased | 4.36 | | 4.46 | | 4.39 | |
| ON BOARD-Comfort on-board | 4.55 | | 4.24 | | 4.13 | | 4.24 | | 4.22 | decreased |
| ON BOARD-Cost of the trip | 4.42 | increased | 4.09 | | 3.83 | decreased | 4.03 | decreased | 4.01 | |
| ON BOARD-Feeling safe on board | 4.69 | | 4.49 | increased | 4.18 | | 3.95 | decreased | 4.36 | increased |
| ON BOARD-Friendliness or helpfulness of the driver | 4.64 | | 4.19 | | | | | | 4.22 | |
| ON BOARD-Journey time | 4.73 | increased | 4.36 | increased | 4.12 | decreased | 4.70 | increased | 4.31 | |
| ON BOARD-Punctuality | 4.82 | increased | 4.28 | increased | 4.52 | increased | 4.68 | | 4.40 | increased |
| OVERALL-Experience on last trip | 4.62 | | 4.36 | increased | 4.22 | | 4.33 | | 4.32 | increased |
| OVERALL-Overall experience with the network | 4.54 | | 4.31 | increased | 4.23 | | 4.40 | | 4.30 | increased |

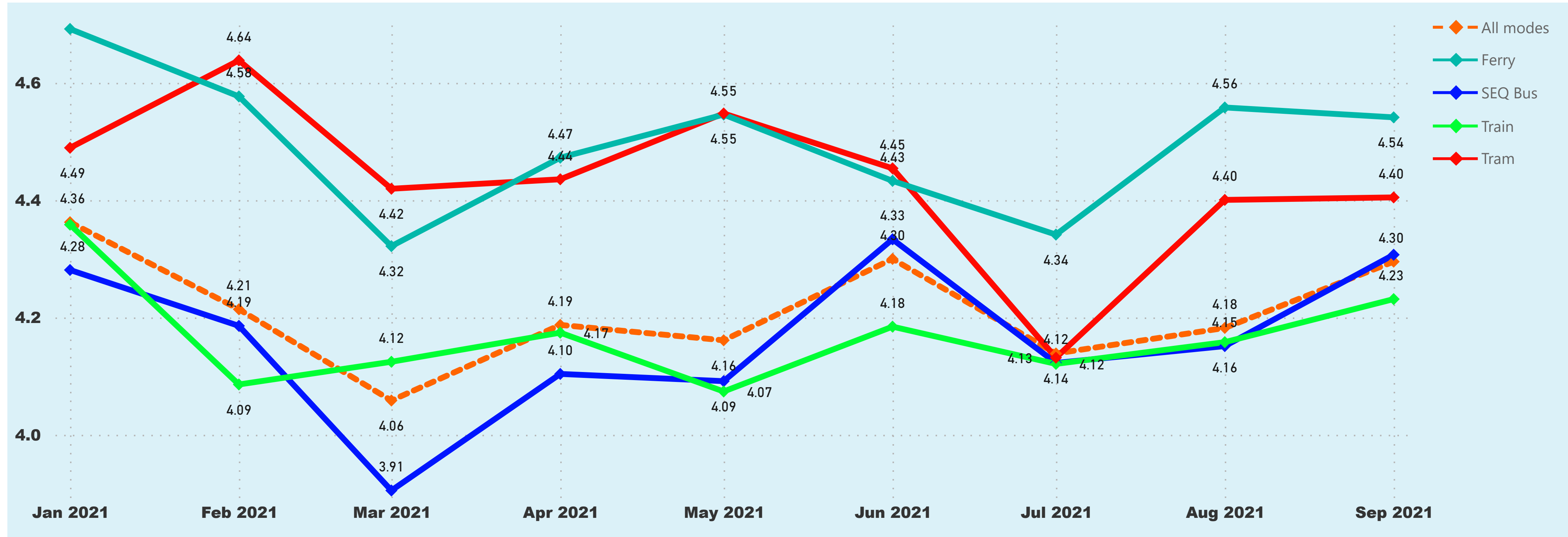
Week ending

24/09/2017

26/09/2021

| 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 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% |
| 6 June 2021 | 2,722,028 | 0.03 | 1.77 | 16.67 | 2.30% |
| 30 May 2021 | 2,785,525 | 0.01 | 1.84 | 15.43 | 2.40% |
| 23 May 2021 | 2,862,089 | 0.05 | 1.93 | 15.88 | 2.42% |
| 16 May 2021 | 2,873,877 | 0.03 | 2.25 | 14.37 | 2.51% |
| 9 May 2021 | 2,464,073 | 0.01 | 1.90 | 15.98 | 2.53% |
| 2 May 2021 | 2,453,593 | 0.04 | 1.74 | 13.88 | 2.51% |
| 25 April 2021 | 2,836,504 | 0.03 | 2.03 | 15.59 | 2.58% |
| 18 April 2021 | 2,297,679 | 0.03 | 1.81 | 17.58 | 2.65% |
| 11 April 2021 | 1,732,066 | 0.03 | 2.01 | 19.69 | 3.16% |
| 4 April 2021 | 1,184,730 | 0.05 | 2.07 | 16.30 | 2.35% |
| 28 March 2021 | 2,749,006 | 0.04 | 2.62 | 20.07 | 2.33% |
| 21 March 2021 | 2,813,707 | 0.05 | 1.97 | 16.71 | 2.32% |
| 14 March 2021 | 2,891,866 | 0.04 | 2.18 | 14.62 | 2.34% |
| 7 March 2021 | 2,871,984 | 0.05 | 2.20 | 13.83 | 2.44% |
| 28 February 2021 | 2,766,106 | 0.05 | 2.10 | 14.69 | 2.35% |
| 21 February 2021 | 2,670,766 | 0.06 | 2.02 | 16.77 | 2.35% |
| 14 February 2021 | 2,650,045 | 0.05 | 2.25 | 15.30 | 2.32% |
| 7 February 2021 | 2,599,159 | 0.05 | 2.50 | 13.12 | 2.39% |
| 31 January 2021 | 2,023,493 | 0.06 | 2.13 | 14.36 | 2.36% |
| 24 January 2021 | 1,923,948 | 0.06 | 1.86 | 14.32 | 2.16% |

Overall experience with the network



| Month | January 2021 | | February 2021 | | March 2021 | | April 2021 | | May 2021 | | June 2021 | | July 2021 | | August 2021 | | September 2021 | |
|--------------|--------------|-----------|---------------|------------------|-------------|------------------|-------------|------------------|-------------|----------|-------------|------------------|-------------|------------------|-------------|-----------|----------------|------------------|
| 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 | 4.69 | increased | 4.58 | | 4.32 | decreased | 4.47 | | 4.55 | | 4.43 | | 4.34 | | 4.56 | increased | 4.54 | |
| SEQ Bus | 4.28 | | 4.19 | decreased | 3.91 | decreased | 4.10 | increased | 4.09 | | 4.33 | increased | 4.12 | decreased | 4.15 | | 4.31 | increased |
| Train | 4.36 | | 4.09 | decreased | 4.12 | | 4.17 | | 4.07 | | 4.18 | increased | 4.12 | | 4.16 | | 4.23 | |
| Tram | 4.49 | | 4.64 | | 4.42 | decreased | 4.44 | | 4.55 | | 4.45 | | 4.13 | decreased | 4.40 | increased | 4.40 | |
| Total | 4.36 | | 4.21 | decreased | 4.06 | decreased | 4.19 | increased | 4.16 | | 4.30 | increased | 4.14 | decreased | 4.18 | | 4.30 | increased |

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