

## November 2019

Month

- July 2019
- August 2019
- September 2019
- October 2019
- November 2019

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
NETWORK-Availability of information needed to plan a trip	4.25		4.14		4.18		4.34		<b>4.18</b>	
NETWORK-Ease of transferring	3.86	decreased	4.10		3.91		4.25		<b>4.03</b>	
NETWORK-Ease of using the service overall	4.54	increased	4.26		4.25		4.44		<b>4.29</b>	
NETWORK-Frequency of services	4.18		3.82		3.86		4.47		<b>3.92</b>	
OFF BOARD-Accessibility of the station / stop / terminal	4.58		4.35		4.24		4.50		<b>4.34</b>	increased
OFF BOARD-Availability of information at the station / stop / terminal	4.33		4.18		4.21		4.41		<b>4.22</b>	
OFF BOARD-Cleanliness at the station / stop / terminal	4.52		4.15		4.23	increased	4.39		<b>4.23</b>	increased
OFF BOARD-Convenience of starting location	4.39		4.31		4.20		4.48		<b>4.29</b>	
OFF BOARD-Feeling safe at the station / stop / terminal	4.58	increased	4.30		4.27		4.23		<b>4.30</b>	
OFF BOARD-Helpfulness of staff members	4.58				4.18		3.98		<b>4.22</b>	
OFF BOARD-The design of off-board facilities	4.28	increased	4.02		4.01	increased	4.18		<b>4.05</b>	increased
OFF BOARD-The ease of transferring between services			4.20		4.03				<b>4.20</b>	
ON BOARD-Accessibility	4.69	increased	4.43		4.32		4.58		<b>4.42</b>	
ON BOARD-Availability of information on-board	4.38		4.25		4.24		4.47		<b>4.28</b>	
ON BOARD-Availability of seating	4.53		4.35		4.21		4.17		<b>4.29</b>	
ON BOARD-Cleanliness on board	4.63	increased	4.39		4.19		4.39		<b>4.33</b>	increased
ON BOARD-Comfort of the ride	4.63		4.21		4.26		4.51		<b>4.29</b>	
ON BOARD-Comfort on-board	4.36		4.22		4.11		4.26		<b>4.19</b>	
ON BOARD-Cost of the trip	4.20		4.06		3.90		4.25		<b>4.03</b>	increased
ON BOARD-Feeling safe on board	4.73	increased	4.42		4.30		4.34		<b>4.39</b>	
ON BOARD-Friendliness or helpfulness of the driver			4.31						<b>4.31</b>	
ON BOARD-Journey time	4.50		4.27		4.08	decreased	4.50		<b>4.24</b>	decreased
ON BOARD-Punctuality	4.57		4.07		4.38		4.58		<b>4.27</b>	
OVERALL-Experience on last trip	4.57		4.24		4.13		4.43		<b>4.24</b>	
OVERALL-Overall experience with the network	4.53		4.18		4.06		4.44		<b>4.19</b>	

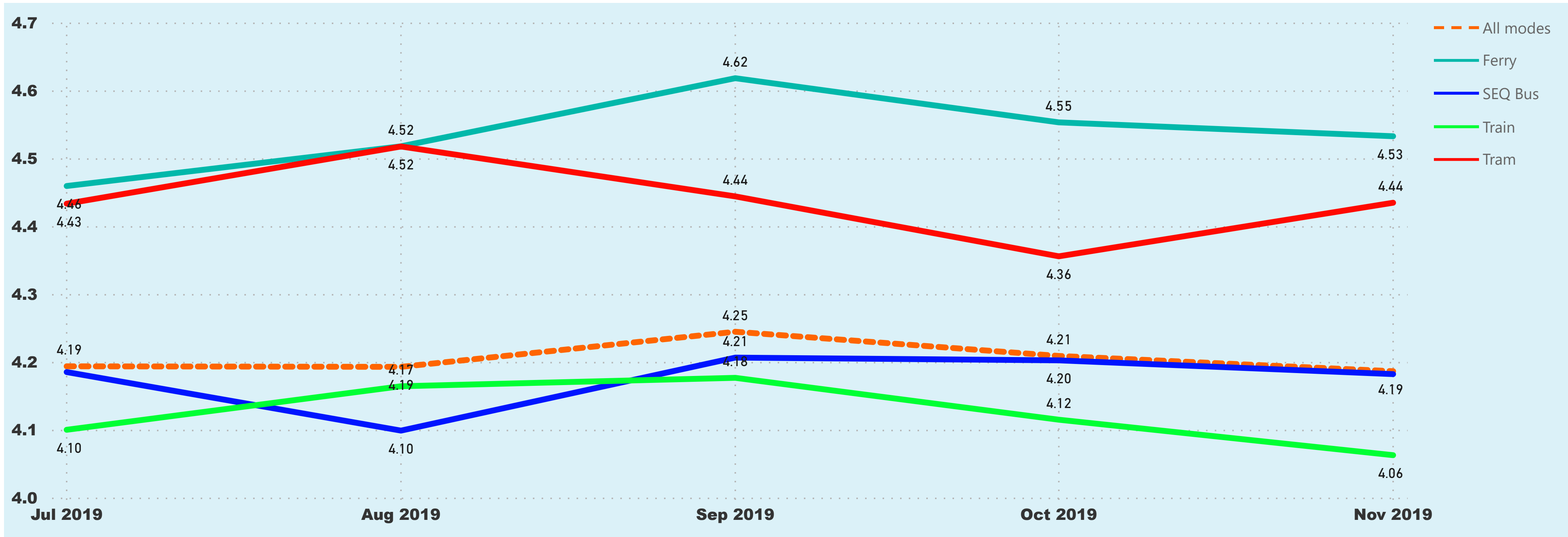
Week ending

24/09/2017

24/11/2019

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
24 November 2019	3,611,032	0.06	2.22	16.02	1.95%
17 November 2019	3,881,578	0.04	2.00	15.61	1.87%
10 November 2019	3,810,374	0.04	1.78	16.07	1.79%
3 November 2019	3,804,756	0.05	1.42	16.20	1.74%
27 October 2019	3,901,900	0.05	1.79	14.69	1.79%
20 October 2019	4,003,375	0.03	1.67	15.10	1.73%
13 October 2019	3,499,161	0.04	1.80	14.56	1.76%
6 October 2019	3,323,105	0.03	1.72	16.91	1.81%
29 September 2019	3,509,127	0.02	1.72	15.69	1.79%
22 September 2019	3,983,690	0.05	1.79	14.80	1.73%
15 September 2019	4,013,640	0.03	1.63	14.69	1.69%
8 September 2019	4,033,660	0.03	1.80	14.83	1.64%
1 September 2019	4,009,583	0.05	1.57	14.88	1.65%
25 August 2019	4,099,657	0.02	1.94	14.52	1.75%
18 August 2019	3,790,198	0.03	1.74	15.85	1.92%
11 August 2019	4,233,588	0.04	1.96	14.29	1.81%
4 August 2019	4,164,801	0.06	1.87	14.68	1.75%
28 July 2019	4,159,466	0.06	2.03	14.63	1.82%
21 July 2019	3,956,399	0.05	2.01	15.67	1.88%
14 July 2019	3,314,753	0.03	1.90	15.77	1.86%
7 July 2019	3,127,366	0.05	1.94	17.25	1.87%
30 June 2019	3,436,698	0.06	1.80	15.60	1.69%
23 June 2019	3,726,656	0.05	2.07	14.39	1.69%
16 June 2019	3,757,131	0.03	2.28	14.95	1.70%
9 June 2019	3,790,151	0.05	1.98	15.78	1.71%
2 June 2019	3,913,785	0.04	2.14	15.01	1.64%
26 May 2019	4,037,080	0.06	2.10	15.05	1.64%
19 May 2019	4,096,149	0.03	2.14	14.91	1.68%
12 May 2019	3,585,196	0.06	2.23	15.14	1.75%
5 May 2019	4,116,927	0.07	2.05	14.27	1.74%
28 April 2019	2,793,889	0.02	1.40	16.03	1.87%
21 April 2019	3,040,180	0.04	1.73	16.29	1.68%
14 April 2019	3,680,074	0.08	1.90	17.58	1.63%
7 April 2019	4,135,160	0.05	2.04	15.06	1.62%

### Overall experience with the network



Month	July 2019		August 2019		September 2019		October 2019		November 2019		Total	
ModeRegion	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-...
Ferry	4.46		4.52		4.62		4.55		4.53		<b>4.53</b>	
SEQ Bus	4.19		4.10	decreased	4.21	increased	4.20		4.18		<b>4.18</b>	
Train	4.10		4.17	increased	4.18		4.12		4.06		<b>4.12</b>	
Tram	4.43		4.52		4.44		4.36		4.44		<b>4.44</b>	
<b>Total</b>	<b>4.19</b>		<b>4.19</b>		<b>4.25</b>	increased	<b>4.21</b>		<b>4.19</b>		<b>4.21</b>	

Results shown are out of 5.