

September 2023

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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	4.38		4.01		4.17		4.46		4.14	
NETWORK-Ease of transferring	4.31		4.05		4.05		4.33		4.09	
NETWORK-Ease of using the service overall	4.35		4.24		4.26		4.52		4.29	
NETWORK-Frequency of services	4.41		3.91		3.91		4.58		4.02	
OFF BOARD-Accessibility of the station / stop / terminal	4.53		4.31		4.19		4.50		4.31	
OFF BOARD-Availability of information at the station / stop / terminal	4.17	decreased	4.16	increased	4.22		4.38		4.20	
OFF BOARD-Cleanliness at the station / stop / terminal	4.36	decreased	4.16	increased	4.12	decreased	4.35		4.18	
OFF BOARD-Convenience of starting location	4.42		4.33		4.25		4.51		4.32	
OFF BOARD-Cost of the trip										
OFF BOARD-Feeling safe at the station / stop / terminal	4.47		4.29	increased	4.22		4.17		4.27	
OFF BOARD-Helpfulness of staff members					4.19		4.12		4.18	
OFF BOARD-The design of off-board facilities	4.27		4.06	increased	4.00		4.44		4.09	increased
OFF BOARD-The ease of transferring between services			4.12						4.09	
ON BOARD-Accessibility	4.62		4.47	increased	4.20		4.57		4.40	
ON BOARD-Availability of information on-board	4.32		4.18	increased	4.21		4.34		4.22	
ON BOARD-Availability of seating	4.66		4.42	increased	4.19		4.13		4.33	increased
ON BOARD-Cleanliness on board	4.61		4.40		4.03		4.36		4.29	
ON BOARD-Comfort of the ride	4.53	decreased	4.25		4.24		4.45		4.29	
ON BOARD-Comfort on-board	4.49		4.30		4.06		4.37		4.24	
ON BOARD-Cost of the trip	4.08	decreased	4.05		3.93		4.22		4.03	
ON BOARD-Feeling safe on board	4.69		4.40		4.12		4.21		4.31	
ON BOARD-Friendliness or helpfulness of the driver	4.57		4.34						4.38	
ON BOARD-Journey time	4.54		4.31		4.11		4.47		4.28	
ON BOARD-Punctuality	4.69		4.12		4.29		4.53		4.27	
OVERALL-Experience on last trip	4.60		4.13		3.98		4.43		4.15	
OVERALL-Overall experience with the network	4.53		4.04		3.98		4.44		4.10	

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 September 2023	3,052,780	0.03	1.40	10.64	2.90%
17 September 2023	3,502,374	0.01	1.85	10.37	2.96%
10 September 2023	3,483,807	0.01	1.85	10.49	3.03%
3 September 2023	3,552,769	0.01	1.68	13.56	2.79%
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%

Week Ending

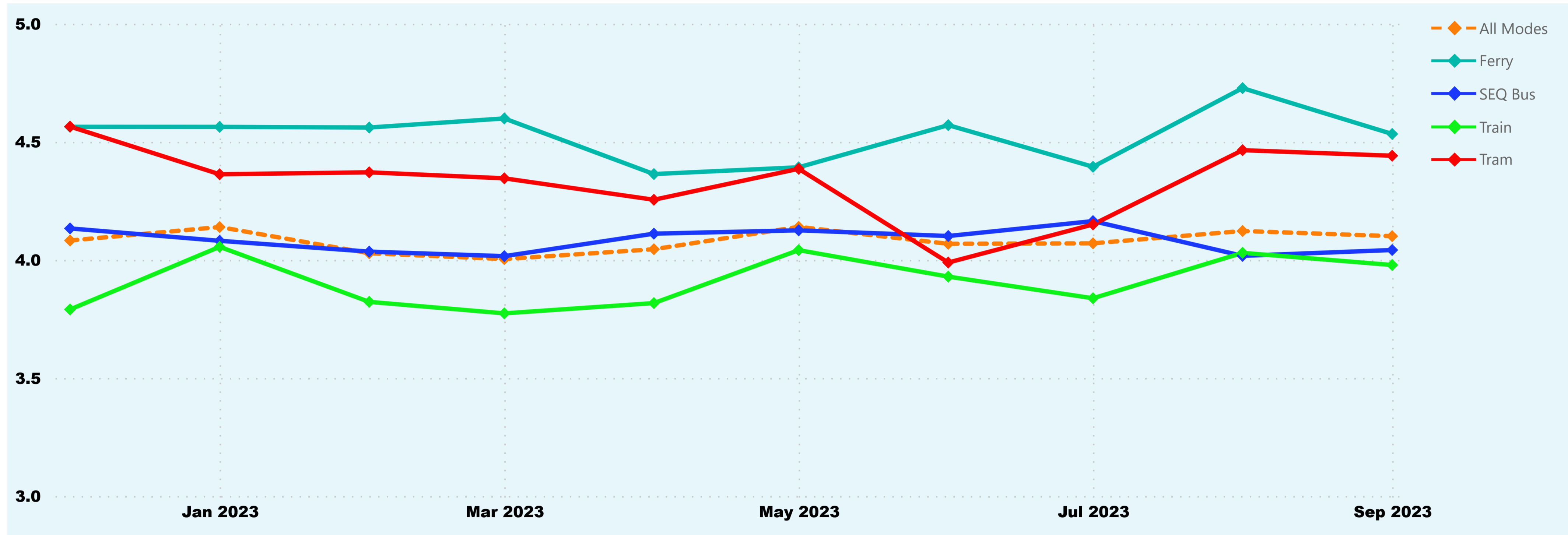
24/09/2017



24/09/2023



Overall experience with the network



Month	December 2022	January 2023	February 2023	March 2023	April 2023	May 2023	June 2023	July 2023	August 2023	September 2023									
ModeRegion	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	4.53
SEQ Bus	4.13		4.08		4.04		4.02		4.11		4.13		4.10		4.16		4.02	decreased	4.04
Train	3.79		4.06	increased	3.82	decreased	3.77		3.82		4.04	increased	3.93		3.84		4.03	increased	3.98
Tram	4.56	increased	4.36		4.37		4.35		4.25		4.39		3.99	decreased	4.15		4.46	increased	4.44
Total	4.08		4.14		4.03	decreased	4.00		4.05		4.14	increased	4.07		4.07		4.12		4.10

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".