

## August 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 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 |
|--|-------------|----------------|---------------|------------------|-------------|----------------|------------|---------------|-------------|----------------|
| NET1_01-Frequency of services  | 4.07        |                | 3.80          |                  | 3.96        |                | 4.37       |               | <b>3.93</b> |                |
| NET1_02-Price/Value  |             |                |               |                  |             |                |            |               |             |                |
| NET1_03-Ease of using the service overall                            | 4.32        |                | 4.26          |                  | 4.33        |                | 4.45       |               | <b>4.31</b> |                |
| NET1_04-Availability of information needed to plan a trip            | 4.02        |                | 4.15          |                  | 4.21        |                | 4.29       |               | <b>4.18</b> |                |
| NET1_05-Ease of transferring   | 3.99        |                | 4.09          |                  | 4.07        |                | 4.37       |               | <b>4.10</b> |                |
| OFF2_01-Accessibility of the station / stop / terminal               | 4.53        |                | 4.28          |                  | 4.27        |                | 4.47       | decreased     | <b>4.31</b> |                |
| OFF2_02-Helpfulness of staff members                                 |             |                |               |                  | 4.34        |                | 4.31       |               | <b>4.33</b> |                |
| OFF2_03-Availability of information at the station / stop / terminal | 4.00        | decreased      | 4.18          |                  | 4.29        |                | 4.37       |               | <b>4.23</b> |                |
| OFF2_04-Convenience of starting location                             | 4.35        |                | 4.33          | increased        | 4.34        |                | 4.38       | decreased     | <b>4.34</b> |                |
| OFF2_05-Cleanliness at the station / stop / terminal                 | 4.45        |                | 4.05          |                  | 4.30        |                | 4.34       |               | <b>4.19</b> |                |
| OFF2_06-Feeling safe at the station / stop / terminal                | 4.54        |                | 4.22          |                  | 4.28        |                | 4.18       | decreased     | <b>4.25</b> |                |
| OFF2_07-Cost of the trip   |             |                |               |                  |             |                |            |               |             |                |
| OFF2_08-The ease of transferring between services                    |             |                | 3.96          |                  | 4.23        |                |            |               | <b>4.15</b> |                |
| OFF2_09-The design of off-board facilities                           | 4.04        |                | 4.03          |                  | 4.07        |                | 4.34       |               | <b>4.07</b> |                |
| ON1_01-Comfort of the ride   | 4.69        |                | 4.17          |                  | 4.30        |                | 4.43       |               | <b>4.27</b> |                |
| ON1_02-Comfort on-board  | 4.61        |                | 4.21          |                  | 4.17        |                | 4.26       | decreased     | <b>4.22</b> |                |
| ON1_03-Cleanliness on board  | 4.64        |                | 4.34          |                  | 4.11        |                | 4.43       |               | <b>4.28</b> |                |
| ON1_04-Feeling safe on board   | 4.48        |                | 4.24          |                  | 4.09        |                | 4.12       |               | <b>4.19</b> |                |
| ON1_05-Availability of information on-board                          | 4.28        |                | 4.20          |                  | 4.28        |                | 4.45       |               | <b>4.26</b> |                |
| ON1_06-Friendliness or helpfulness of the driver                     | 4.55        |                | 4.16          |                  |             |                |            |               | <b>4.20</b> |                |
| ON1_07-Punctuality   | 4.61        |                | 4.09          |                  | 4.42        |                | 4.55       |               | <b>4.29</b> |                |
| ON1_08-Journey time  | 4.44        |                | 4.29          |                  | 4.24        |                | 4.33       | decreased     | <b>4.28</b> |                |
| ON1_09-Availability of seating                                       | 4.71        |                | 4.36          |                  | 4.25        |                | 4.04       | decreased     | <b>4.31</b> |                |
| ON1_10-Cost of the trip  | 4.08        |                | 4.08          | increased        | 4.01        |                | 4.04       | decreased     | <b>4.05</b> |                |
| ON1_11-Accessibility   | 4.65        |                | 4.35          |                  | 4.35        |                | 4.48       | decreased     | <b>4.38</b> |                |
| SAT1-Overall experience with the network                             | 4.40        |                | 4.06          |                  | 4.10        | increased      | 4.23       |               | <b>4.11</b> |                |
| SAT3-Experience on last trip   | 4.42        |                | 4.12          |                  | 4.13        |                | 4.31       |               | <b>4.16</b> |                |

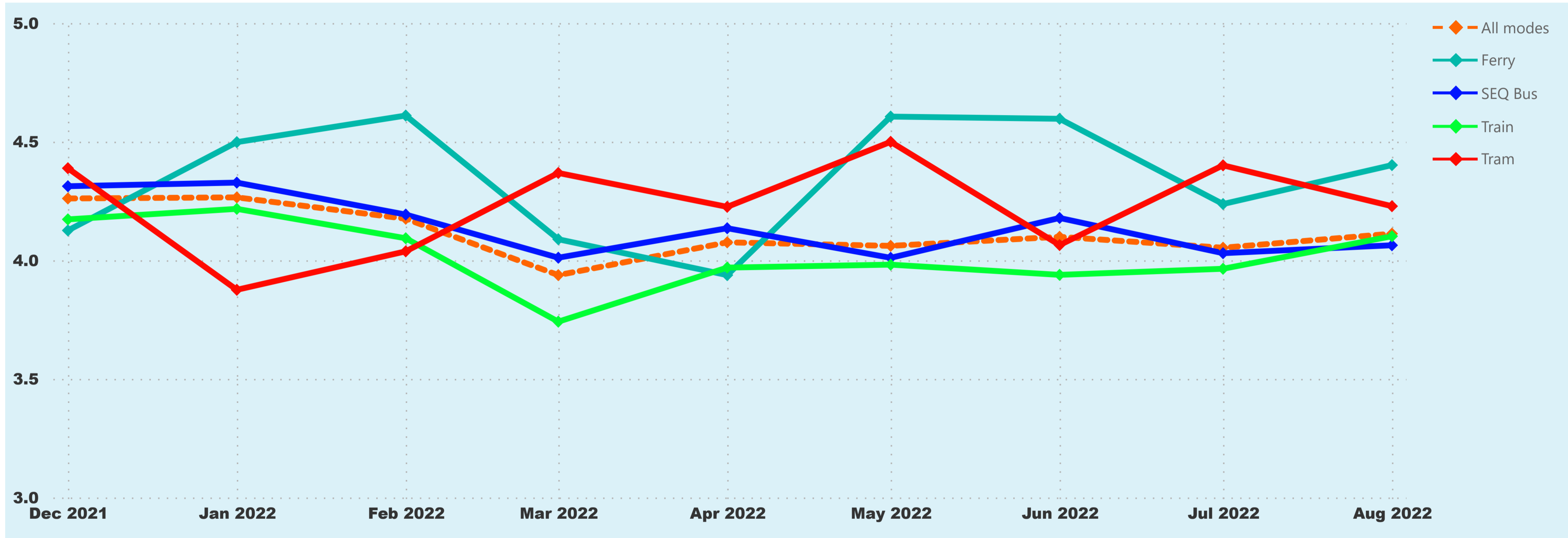
Week ending

24/09/2017

28/08/2022

| 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 |
|------------------|-----------------|--|---|---|--|
| 28 August 2022   | 2,959,527       | 0.05   | 2.49  | 11.67                                     | 2.57%  |
| 21 August 2022   | 2,984,161       | 0.04   | 2.21  | 12.07                                     | 2.66%  |
| 14 August 2022   | 2,776,649       | 0.03   | 1.93  | 11.59                                     | 2.68%  |
| 7 August 2022    | 2,959,046       | 0.05   | 2.24  | 11.69                                     | 2.53%  |
| 31 July 2022     | 2,833,560       | 0.01   | 1.87  | 11.74                                     | 2.54%  |
| 24 July 2022     | 2,633,695       | 0.01   | 2.29  | 12.67                                     | 2.61%  |
| 17 July 2022     | 2,778,452       | 0.03   | 2.26  | 12.69                                     | 2.67%  |
| 10 July 2022     | 2,270,190       | 0.06   | 2.01  | 13.24                                     | 2.54%  |
| 3 July 2022      | 2,225,453       | 0.05   | 2.21  | 14.29                                     | 2.46%  |
| 26 June 2022     | 2,615,701       | 0.04   | 1.71  | 12.73                                     | 2.46%  |
| 19 June 2022     | 2,713,913       | 0.03   | 2.08  | 12.77                                     | 2.54%  |
| 12 June 2022     | 2,729,156       | 0.04   | 2.02  | 12.46                                     | 2.69%  |
| 5 June 2022      | 2,728,328       | 0.02   | 1.83  | 13.48                                     | 2.36%  |
| 29 May 2022      | 2,782,453       | 0.01   | 1.81  | 12.96                                     | 2.58%  |
| 22 May 2022      | 2,699,574       | 0.04   | 2.55  | 12.92                                     | 2.62%  |
| 15 May 2022      | 2,520,550       | 0.04   | 2.23  | 12.33                                     | 2.59%  |
| 8 May 2022       | 2,403,549       | 0.03   | 2.05  | 12.52                                     | 2.67%  |
| 1 May 2022       | 2,415,616       | 0.03   | 2.27  | 16.74                                     | 2.68%  |
| 24 April 2022    | 2,357,694       | 0.03   | 2.61  | 15.74                                     | 2.87%  |
| 17 April 2022    | 1,884,151       | 0.03   | 2.41  | 20.34                                     | 2.54%  |
| 10 April 2022    | 2,216,940       | 0.04   | 2.46  | 18.24                                     | 2.45%  |
| 3 April 2022     | 2,494,423       | 0.02   | 2.29  | 16.21                                     | 2.65%  |
| 27 March 2022    | 2,670,221       | 0.04   | 2.46  | 13.73                                     | 2.80%  |
| 20 March 2022    | 2,718,499       | 0.04   | 1.96  | 12.90                                     | 2.91%  |
| 13 March 2022    | 2,374,088       | 0.02   | 2.46  | 11.04                                     | 3.43%  |
| 6 March 2022     | 404,344         | 0.02   | 5.96  | 28.35                                     | 5.31%  |
| 27 February 2022 | 2,160,693       | 0.03   | 2.59  | 11.23                                     | 2.86%  |
| 20 February 2022 | 2,388,580       | 0.03   | 2.25  | 11.80                                     | 2.99%  |
| 13 February 2022 | 2,194,112       | 0.03   | 2.64  | 12.10                                     | 3.08%  |
| 6 February 2022  | 1,471,966       | 0.03   | 2.37  | 13.32                                     | 2.71%  |
| 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%  |

### Overall experience with the network



| Month        | December 2021 |           | January 2022 |           | February 2022 |                  | March 2022  |                  | April 2022  |                  | May 2022    |           | June 2022   |           | July 2022   |           | August 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        | 4.13          | decreased | 4.50         | increased | 4.61          |                  |             |                  |             |                  | 4.61        |           | 4.60        |           | 4.24        | decreased | 4.40        |           |
| SEQ Bus      | 4.31          | increased | 4.33         |           | 4.19          | decreased        | 4.01        | decreased        | 4.14        | increased        | 4.01        | decreased | 4.18        | increased | 4.03        | decreased | 4.06        |           |
| Train        | 4.17          |           | 4.22         |           | 4.09          |                  | 3.74        | decreased        | 3.97        | increased        | 3.98        |           | 3.94        |           | 3.96        |           | 4.10        | increased |
| Tram         | 4.39          |           | 3.88         | decreased | 4.04          |                  | 4.37        | increased        | 4.23        |                  | 4.50        |           | 4.06        | decreased | 4.40        | increased | 4.23        |           |
| <b>Total</b> | <b>4.26</b>   |           | <b>4.27</b>  |           | <b>4.18</b>   | <b>decreased</b> | <b>3.94</b> | <b>decreased</b> | <b>4.08</b> | <b>increased</b> | <b>4.06</b> |           | <b>4.10</b> |           | <b>4.05</b> |           | <b>4.11</b> |           |

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