

July 2024


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ModeRegion Measure	Ferry Score	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	4.58	3.96		4.19		4.15	decreased	4.10	
NETWORK-Ease of transferring		3.97		4.00	increased	4.21		4.02	increased
NETWORK-Ease of using the service overall	4.59	4.09		4.24		4.43		4.20	
NETWORK-Frequency of services	4.31	3.68		3.92		4.50		3.88	
OFF BOARD-Accessibility of the station / stop / terminal	4.72	4.23		4.21		4.53		4.29	
OFF BOARD-Availability of information at the station / stop / terminal	4.26	4.04		4.09		4.57		4.12	
OFF BOARD-Cleanliness at the station / stop / terminal	4.65	3.95		4.09	decreased	4.35		4.09	decreased
OFF BOARD-Convenience of starting location	4.44	4.21		4.14		4.56		4.24	decreased
OFF BOARD-Cost of the trip									
OFF BOARD-Feeling safe at the station / stop / terminal	4.74	4.17	decreased	4.18		4.28		4.23	decreased
OFF BOARD-Helpfulness of staff members				4.19		3.83		4.13	
OFF BOARD-The design of off-board facilities	4.39	3.86	decreased	3.88	decreased	4.05	decreased	3.92	decreased
OFF BOARD-The ease of transferring between services		3.83						4.05	
ON BOARD-Accessibility	4.77	4.34		4.26		4.58		4.37	
ON BOARD-Availability of information on-board	4.53	4.13		4.17		4.33	decreased	4.19	
ON BOARD-Availability of seating	4.67	4.24		4.14		4.17		4.23	
ON BOARD-Cleanliness on board	4.77	4.33		3.99		4.28		4.25	
ON BOARD-Comfort of the ride	4.84	4.21		4.22		4.37		4.28	
ON BOARD-Comfort on-board	4.64	4.18		4.03		4.51		4.20	
ON BOARD-Cost of the trip	4.50	3.91		3.73		4.18		3.92	
ON BOARD-Feeling safe on board	4.86	4.33		4.08		4.32		4.29	
ON BOARD-Friendliness or helpfulness of the driver	4.86	4.25						4.33	
ON BOARD-Journey time	4.58	4.18	decreased	4.05		4.55		4.20	decreased
ON BOARD-Punctuality	4.78	3.96		4.29		4.66		4.20	
OVERALL-Experience on last trip	4.73	4.03	decreased	3.95		4.48		4.10	
OVERALL-Overall experience with the network	4.76	3.95		3.92		4.49		4.05	

Results shown are mean scores out of a possible 5. Where shown as a percentage, percent satisfied includes ratings of 4 and 5 out of 5.

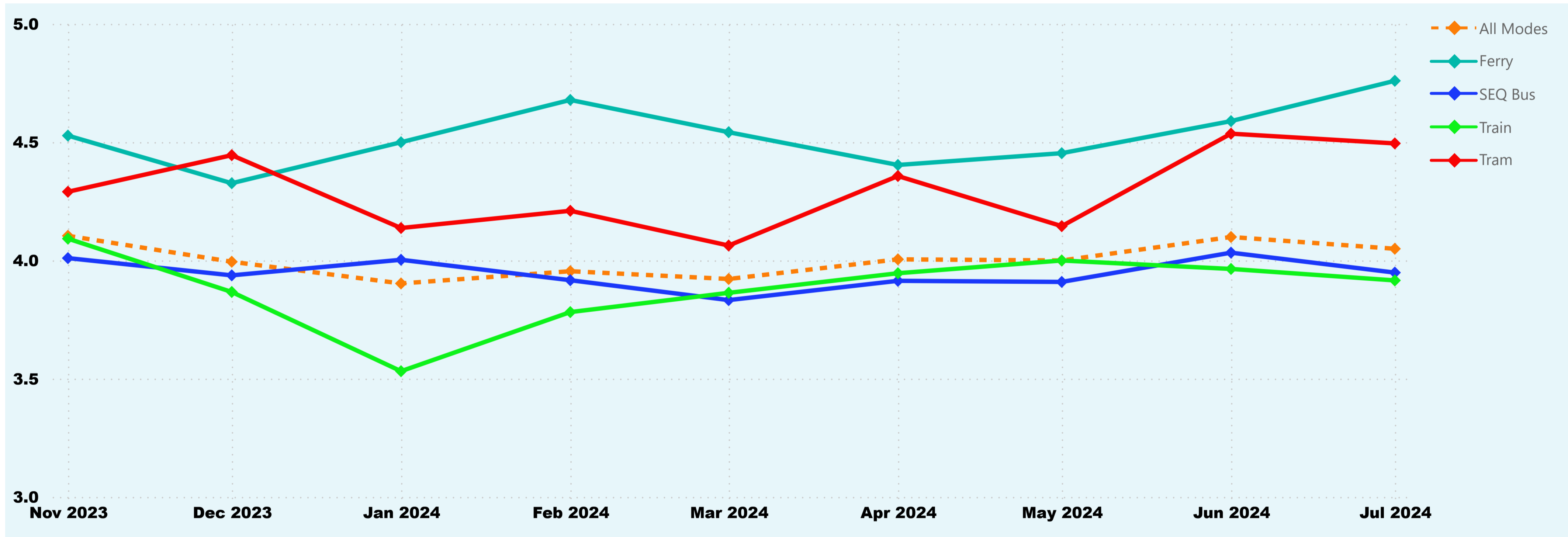
Week Ending

24/09/2017 

28/07/2024 

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 July 2024	3,627,231	0.02	2.22	8.46	2.57%
21 July 2024	3,503,047	0.02	2.29	8.67	2.59%
14 July 2024	3,459,692	0.01	2.32	6.96	2.59%
7 July 2024	2,624,936	0.05	2.08	8.65	2.59%
30 June 2024	2,755,541	0.01	1.89	7.78	2.33%
23 June 2024	3,081,207	0.03	2.18	12.48	2.51%
16 June 2024	3,384,897	0.04	2.32	7.13	2.49%
9 June 2024	3,388,522	0.04	2.50	11.13	2.56%
2 June 2024	3,374,988	0.03	2.36	8.54	2.51%
26 May 2024	3,479,018	0.01	1.97	9.97	2.48%
19 May 2024	3,598,233	0.01	2.14	7.43	2.55%
12 May 2024	3,122,438	0.00	2.08	10.31	2.51%
5 May 2024	3,610,133	0.00	2.00	8.22	2.51%
28 April 2024	3,164,809	0.01	2.35	9.43	2.60%
21 April 2024	3,648,168	0.02	2.46	9.19	2.59%
14 April 2024	3,134,948	0.01	1.88	8.96	2.45%
7 April 2024	2,529,153	0.02	1.66	12.42	2.49%
31 March 2024	3,020,562	0.03	2.50	12.86	2.73%
24 March 2024	3,748,792	0.01	2.30	10.36	2.61%
17 March 2024	3,771,690	0.01	2.73	10.90	2.67%
10 March 2024	3,852,498	0.01	2.34	14.10	2.70%
3 March 2024	3,761,646	0.01	2.72	12.22	2.77%
25 February 2024	3,655,239	0.02	2.50	9.77	2.79%
18 February 2024	3,465,027	0.01	2.76	9.88	2.80%
11 February 2024	3,400,399	0.01	2.73	9.51	2.82%
4 February 2024	3,299,803	0.01	2.89	10.04	2.91%
28 January 2024	2,825,139	0.00	2.55	10.64	2.84%
21 January 2024	2,720,346	0.01	1.83	50.12	2.53%
14 January 2024	2,495,096	0.02	2.13	12.22	2.68%
7 January 2024	1,849,488	0.02	1.99	12.94	3.05%
31 December 2023	1,459,847	0.01	1.72	11.89	3.50%
24 December 2023	2,498,307	0.01	1.57	13.89	2.46%
17 December 2023	2,786,840	0.00	2.00	11.72	2.47%
10 December 2023	3,003,925	0.01	1.98	12.46	2.55%
3 December 2023	3,061,824	0.00	2.18	15.43	2.62%
26 November 2023	3,267,888	0.01	1.95	16.84	2.70%

Overall experience with the network



Month	November 2023	December 2023	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024	July 2024									
ModeRegion	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff								
Ferry	4.53		4.33		4.50		4.68		4.54		4.40		4.45		4.59		4.76	
SEQ Bus	4.01		3.94		4.00		3.92		3.83		3.91		3.91		4.03	increased	3.95	
Train	4.09		3.87	decreased	3.53	decreased	3.78	increased	3.86		3.95		4.00		3.96		3.92	
Tram	4.29		4.44		4.14	decreased	4.21		4.06		4.36		4.14		4.54	increased	4.49	
Total	4.10		3.99	decreased	3.90	decreased	3.95		3.92		4.00		4.00		4.10	increased	4.05	

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