

### October 2024

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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	4.13	decreased	4.19		4.32		4.40	decreased	<b>4.25</b>	
NETWORK-Ease of transferring	4.30		4.10		3.96		4.52	increased	<b>4.11</b>	
NETWORK-Ease of using the service overall	4.39		4.32		4.45	increased	4.61		<b>4.40</b>	
NETWORK-Frequency of services	4.18		3.73		3.97		4.47		<b>3.92</b>	
OFF BOARD-Accessibility of the station / stop / terminal	4.59		4.26		4.41	increased	4.53	decreased	<b>4.37</b>	
OFF BOARD-Availability of information at the station / stop / terminal	4.32	decreased	4.17		4.39	increased	4.32	decreased	<b>4.27</b>	
OFF BOARD-Cleanliness at the station / stop / terminal	4.64		4.01		4.27		4.43		<b>4.19</b>	
OFF BOARD-Convenience of starting location	4.52		4.30		4.30		4.40	decreased	<b>4.33</b>	
OFF BOARD-Cost of the trip										
OFF BOARD-Feeling safe at the station / stop / terminal	4.67		4.28		4.28		4.31		<b>4.32</b>	
OFF BOARD-Helpfulness of staff members					4.40		4.00		<b>4.34</b>	
OFF BOARD-The design of off-board facilities	4.28	decreased	3.94		4.08		4.34		<b>4.05</b>	
OFF BOARD-The ease of transferring between services			4.26		4.12				<b>4.27</b>	
ON BOARD-Accessibility	4.71		4.49	increased	4.40		4.59	decreased	<b>4.49</b>	
ON BOARD-Availability of information on-board	4.49		4.22		4.35		4.42		<b>4.31</b>	
ON BOARD-Availability of seating	4.53		4.29		4.15	decreased	3.97		<b>4.23</b>	
ON BOARD-Cleanliness on board	4.67		4.34		4.10		4.41		<b>4.29</b>	
ON BOARD-Comfort of the ride	4.61	decreased	4.20		4.26		4.40		<b>4.28</b>	decreased
ON BOARD-Comfort on-board	4.45		4.18		4.14		4.46		<b>4.21</b>	
ON BOARD-Cost of the trip	4.80		4.78		4.83		4.84		<b>4.81</b>	
ON BOARD-Feeling safe on board	4.72		4.35		4.25		4.46		<b>4.36</b>	
ON BOARD-Friendliness or helpfulness of the driver	4.67		4.28						<b>4.34</b>	decreased
ON BOARD-Journey time	4.54		4.33		4.32		4.42	decreased	<b>4.35</b>	
ON BOARD-Punctuality	4.72		4.07		4.51		4.54		<b>4.32</b>	
OVERALL-Experience on last trip	4.69		4.11		4.24	increased	4.45		<b>4.24</b>	
OVERALL-Overall experience with the network	4.55		4.05		4.14		4.47		<b>4.16</b>	

*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	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
27 October 2024	4,087,560	0.01	1.84	8.97	2.85%
20 October 2024	4,086,095	0.00	2.02	8.50	2.83%
13 October 2024	3,592,251	0.01	1.98	8.59	2.91%
6 October 2024	4,202,370	0.01	1.88	8.94	2.83%
29 September 2024	3,279,869	0.01	1.80	10.54	2.98%
22 September 2024	3,629,560	0.00	1.82	9.01	2.75%
15 September 2024	3,986,991	0.02	1.93	8.52	2.70%
8 September 2024	4,114,015	0.01	2.10	9.07	2.74%
1 September 2024	4,132,001	0.01	2.12	8.62	2.84%
25 August 2024	4,103,308	0.00	1.83	16.31	2.68%
18 August 2024	3,673,510	0.00	1.76	12.18	2.77%
11 August 2024	4,109,765	0.02	1.84	9.94	2.55%
4 August 2024	3,667,915	0.00	2.15	8.77	2.53%
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%

Week Ending

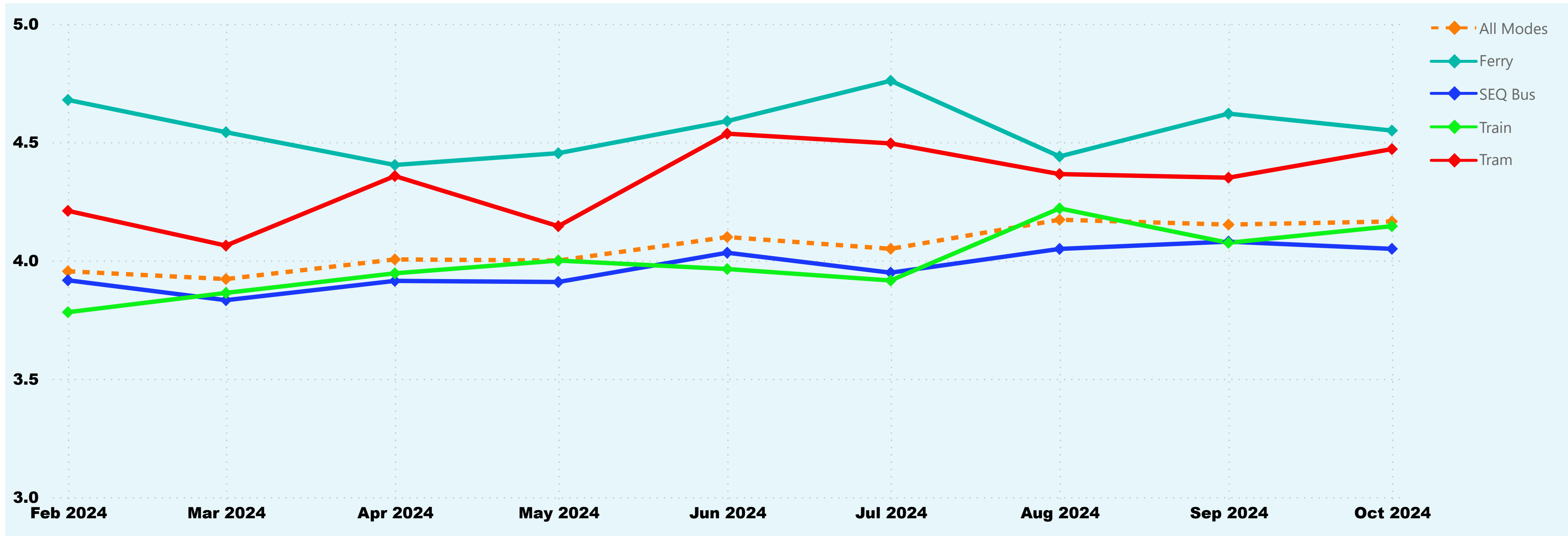
24/09/2017



27/10/2024



### Overall experience with the network



Month	February 2024		March 2024		April 2024		May 2024		June 2024		July 2024		August 2024		September 2024		October 2024	
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	4.68		4.54		4.40		4.45		4.59		4.76		4.44	decreased	4.62		4.55	
SEQ Bus	3.92		3.83		3.91		3.91		4.03	increased	3.95		4.05		4.08		4.05	
Train	3.78	increased	3.86		3.95		4.00		3.96		3.92		4.22	increased	4.07	decreased	4.14	
Tram	4.21		4.06		4.36		4.14		4.54	increased	4.49		4.36		4.35		4.47	
<b>Total</b>	<b>3.95</b>		<b>3.92</b>		<b>4.00</b>		<b>4.00</b>		<b>4.10</b>	increased	<b>4.05</b>		<b>4.17</b>	increased	<b>4.15</b>		<b>4.16</b>	

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