

### May 2024

YY/MM

- 19/01
- 19/02
- 19/03
- 19/04
- 19/05
- 19/06
- 19/07
- 19/08
- 19/09
- 19/10
- 19/11
- 19/12
- 20/01
- 20/02
- 20/03
- 20/04
- 20/05
- 20/06
- 20/07
- 20/08
- 20/09
- 20/10
- 20/11
- 20/12
- 21/01

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	4.46		4.02		4.14		4.52		<b>4.13</b>	
NETWORK-Ease of transferring	4.00		3.86		3.93		4.51		<b>3.95</b>	
NETWORK-Ease of using the service overall	4.30		4.09		4.33		4.68		<b>4.24</b>	
NETWORK-Frequency of services	4.18		3.56		4.13		4.36		<b>3.87</b>	
OFF BOARD-Accessibility of the station / stop / terminal	4.74		4.18		4.15	decreased	4.58		<b>4.25</b>	
OFF BOARD-Availability of information at the station / stop / terminal	4.44		4.04		4.17		4.44		<b>4.15</b>	
OFF BOARD-Cleanliness at the station / stop / terminal	4.53		3.96		4.18		4.43		<b>4.12</b>	
OFF BOARD-Convenience of starting location	4.60		4.22		4.11	decreased	4.47		<b>4.23</b>	
OFF BOARD-Cost of the trip										
OFF BOARD-Feeling safe at the station / stop / terminal	4.66	increased	4.16	increased	4.16	decreased	4.24		<b>4.21</b>	
OFF BOARD-Helpfulness of staff members					4.06	decreased	3.88		<b>4.03</b>	decreased
OFF BOARD-The design of off-board facilities	4.16		3.90		3.98		4.21	decreased	<b>3.97</b>	
OFF BOARD-The ease of transferring between services			3.87						<b>4.03</b>	
ON BOARD-Accessibility	4.65		4.26		4.27		4.61		<b>4.32</b>	
ON BOARD-Availability of information on-board	4.47		4.04		4.21		4.29	decreased	<b>4.15</b>	
ON BOARD-Availability of seating	4.59		4.20		4.18		4.18	increased	<b>4.22</b>	increased
ON BOARD-Cleanliness on board	4.73	increased	4.29		4.02		4.38		<b>4.24</b>	
ON BOARD-Comfort of the ride	4.75		4.10		4.27		4.27		<b>4.22</b>	
ON BOARD-Comfort on-board	4.69	increased	4.17		4.11		4.42		<b>4.21</b>	
ON BOARD-Cost of the trip	4.29		3.98		3.90		3.95		<b>3.97</b>	
ON BOARD-Feeling safe on board	4.67		4.29		4.14		4.31		<b>4.27</b>	
ON BOARD-Friendliness or helpfulness of the driver	4.74		4.17						<b>4.25</b>	
ON BOARD-Journey time	4.62		4.13		4.17		4.36		<b>4.20</b>	
ON BOARD-Punctuality	4.68		3.92		4.27		4.50		<b>4.15</b>	
OVERALL-Experience on last trip	4.57		4.02		4.06		4.29		<b>4.10</b>	
OVERALL-Overall experience with the network	4.45		3.91		4.00		4.14		<b>4.00</b>	

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
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%
19 November 2023	3,335,530	0.01	1.90	14.67	2.73%
12 November 2023	3,349,825	0.02	1.71	11.54	2.75%
5 November 2023	3,267,321	0.01	1.75	13.04	2.84%
29 October 2023	3,411,631	0.03	1.74	11.53	2.84%
22 October 2023	3,507,516	0.05	1.63	11.90	2.84%
15 October 2023	3,544,966	0.06	1.72	20.94	2.81%
8 October 2023	3,002,815	0.02	1.80	13.55	2.93%
1 October 2023	2,940,146	0.01	1.37	11.40	2.87%
24 September 2023	3,052,780	0.03	1.50	10.64	2.90%

Week Ending

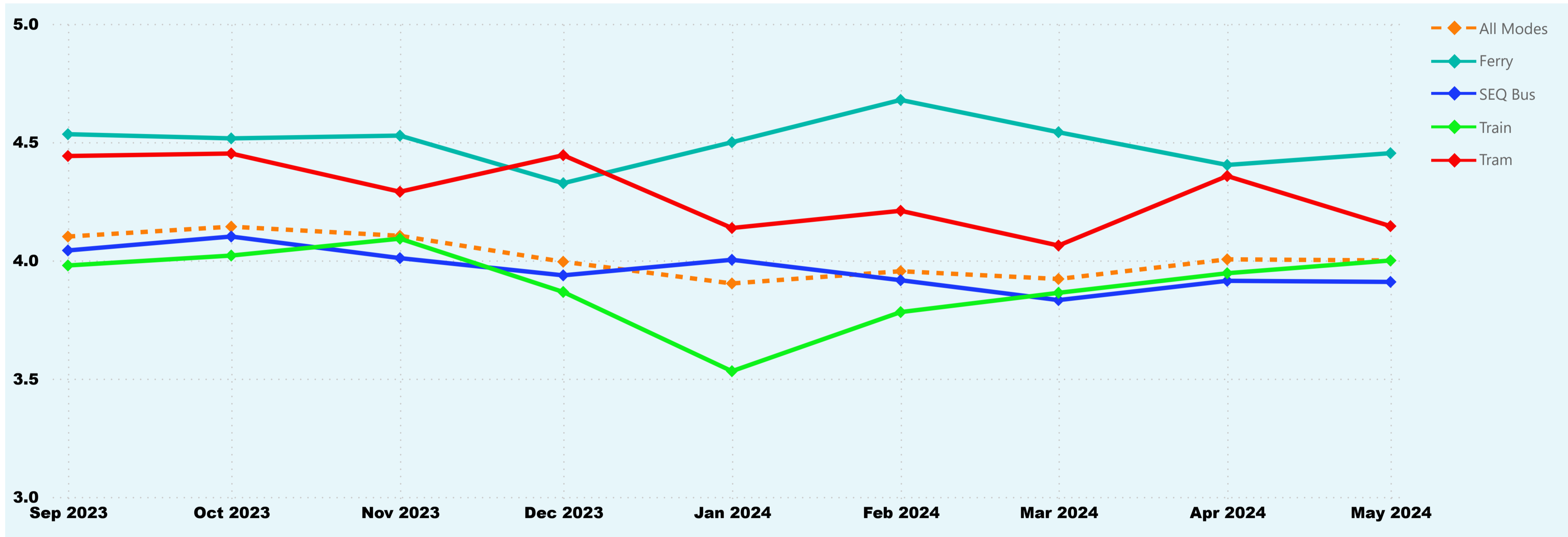
24/09/2017



26/05/2024



### Overall experience with the network



Month	September 2023	October 2023	November 2023	December 2023	January 2024	February 2024	March 2024	April 2024	May 2024									
ModeRegion	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff								
Ferry	4.53		4.52		4.53		4.33		4.50		4.68		4.54		4.40		4.45	
SEQ Bus	4.04		4.10		4.01		3.94		4.00		3.92		3.83		3.91		3.91	
Train	3.98		4.02		4.09		3.87	decreased	3.53	decreased	3.78	increased	3.86		3.95		4.00	
Tram	4.44		4.45		4.29		4.44		4.14	decreased	4.21		4.06		4.36		4.14	
<b>Total</b>	<b>4.10</b>		<b>4.14</b>		<b>4.10</b>		<b>3.99</b>	<b>decreased</b>	<b>3.90</b>	<b>decreased</b>	<b>3.95</b>		<b>3.92</b>		<b>4.00</b>		<b>4.00</b>	

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".