

June 2024

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ModeRegion Measure	Ferry Score	SEQ Bus Score	Bus Sig-Diff	Train Score	Tram Score	Total Score	Sig-Diff
NETWORK-Availability of information needed to plan a trip	4.30	4.08		4.07	4.45	4.13	
NETWORK-Ease of transferring	4.35	3.83		3.73	4.37	3.89	
NETWORK-Ease of using the service overall	4.51	4.17		4.29	4.52	4.27	
NETWORK-Frequency of services	4.16	3.67		3.84	4.54	3.84	decreased
OFF BOARD-Accessibility of the station / stop / terminal	4.67	4.28	increased	4.19	4.55	4.31	
OFF BOARD-Availability of information at the station / stop / terminal	4.37	4.14		4.15	4.49	4.19	
OFF BOARD-Cleanliness at the station / stop / terminal	4.51	4.03		4.22	4.38	4.16	
OFF BOARD-Convenience of starting location	4.53	4.30		4.20	4.61	4.31	increased
OFF BOARD-Cost of the trip							
OFF BOARD-Feeling safe at the station / stop / terminal	4.56	4.28	increased	4.22	4.38	4.29	increased
OFF BOARD-Helpfulness of staff members				4.15	4.19	4.16	
OFF BOARD-The design of off-board facilities	4.34	4.00		4.05	4.48	4.09	increased
OFF BOARD-The ease of transferring between services		3.89				4.06	
ON BOARD-Accessibility	4.67	4.41	increased	4.24	4.66	4.39	increased
ON BOARD-Availability of information on-board	4.45	4.17	increased	4.17	4.69	4.24	increased
ON BOARD-Availability of seating	4.55	4.33	increased	4.12	4.08	4.26	
ON BOARD-Cleanliness on board	4.69	4.33		4.00	4.38	4.25	
ON BOARD-Comfort of the ride	4.78	4.20	increased	4.18	4.50	4.26	increased
ON BOARD-Comfort on-board	4.59	4.17		4.16	4.49	4.23	
ON BOARD-Cost of the trip	4.30	3.98		3.86	4.18	3.98	
ON BOARD-Feeling safe on board	4.75	4.35		4.15	4.46	4.33	
ON BOARD-Friendliness or helpfulness of the driver	4.76	4.33	increased			4.39	increased
ON BOARD-Journey time	4.67	4.28	increased	4.10	4.66	4.28	increased
ON BOARD-Punctuality	4.73	4.01		4.25	4.63	4.21	
OVERALL-Experience on last trip	4.58	4.15	increased	3.99	4.51	4.16	
OVERALL-Overall experience with the network	4.59	4.03	increased	3.96	4.54	4.10	increased

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
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%
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%

Week Ending

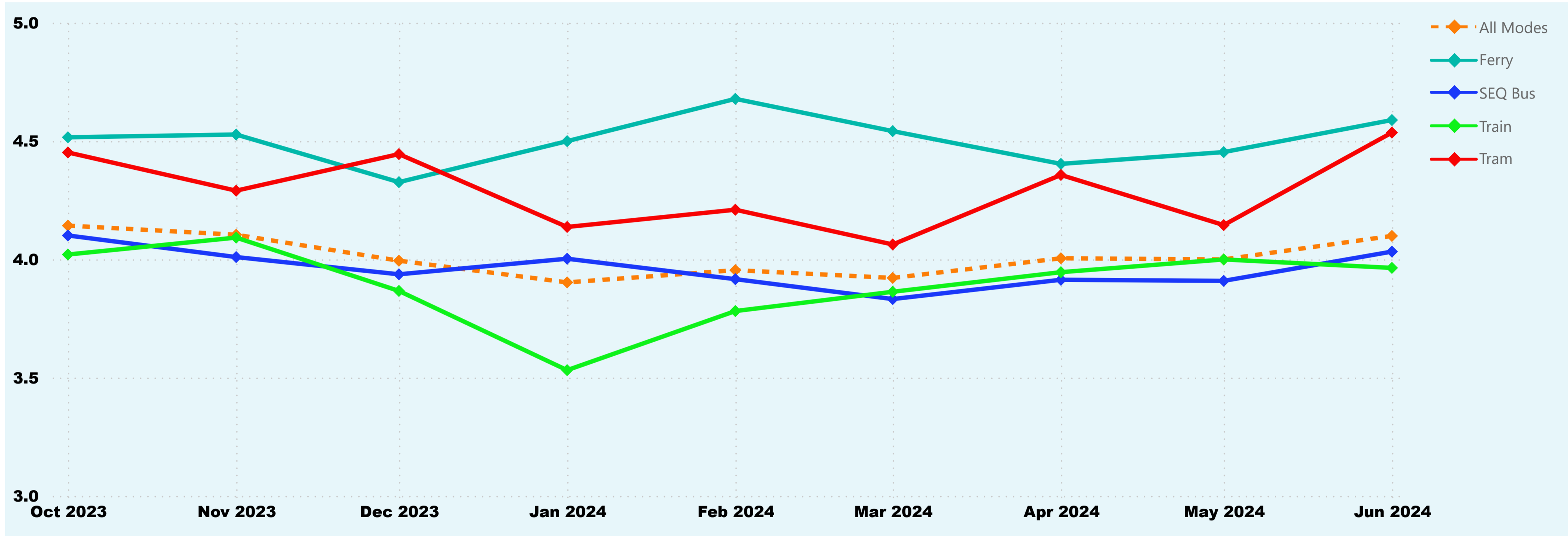
24/09/2017



30/06/2024



Overall experience with the network



Month	October 2023	November 2023	December 2023	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024									
ModeRegion	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff								
Ferry	4.52		4.53		4.33		4.50		4.68		4.54		4.40		4.45		4.59	
SEQ Bus	4.10		4.01		3.94		4.00		3.92		3.83		3.91		3.91		4.03	increased
Train	4.02		4.09		3.87	decreased	3.53	decreased	3.78	increased	3.86		3.95		4.00		3.96	
Tram	4.45		4.29		4.44		4.14	decreased	4.21		4.06		4.36		4.14		4.54	increased
Total	4.14		4.10		3.99	decreased	3.90	decreased	3.95		3.92		4.00		4.00		4.10	increased

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