

Transport
for NSW

Ticketing Quarterly Operations Dashboard – Q4

October – December 2023



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Acknowledgement of Country

Transport for NSW acknowledges the traditional custodians of the land on which we work and live.

We pay our respects to Elders past and present and celebrate the diversity of Aboriginal people and their ongoing cultures and connections to the lands and waters of NSW.

Many of the transport routes we use today – from rail lines, to roads, to water crossings – follow the traditional Songlines, trade routes and ceremonial paths in Country that our nation's First Peoples followed for tens of thousands of years.

Transport for NSW is committed to honouring Aboriginal peoples' cultural and spiritual connections to the lands, waters and seas and their rich contribution to society.

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Document control

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1. Introduction

This report is a representation of Operational related information across different segments of the Opal environment.

The data herein this report has been selected, collated and submitted for publishing based on an assessment of commonly requested information on Opal usage.

This report represents data for October, November and December 2023.

Glossary

- **Autoload** – A Top-up functionality which triggers an automatic load of a pre-defined value as nominated by a registered customer
- **130PAL / Contact Centre** – The Opal support centre
- **Retailer** – An approved agent that can support provision of an Opal card or value
- **Default Fare** – A fare incurred when a card has not registered a Tap On or Tap Off activity
- **Top Up Machine** – A machine that provides a payment facility with the functionality to load value onto an Opal card
- **Website** – Reference to [Opal.com.au](https://opal.com.au)
- **Readers** – A device in the Opal network that has the ability to “read” an Opal card value, and successfully validate or reject a Tap On or Tap Off. These August be located on approved Opal enabled Buses, or at Station, Ferry or Light Rail Locations within the Opal footprint.

2. Top up Percentage by Channel by Month

This graph represents the breakdown of channels that customers have utilised to top up value on their Opal Cards for the defined quarter.

A further explanation on each category is provided below.

Autoload – Customers that have utilised Autoload functionality to top up their Opal cards.

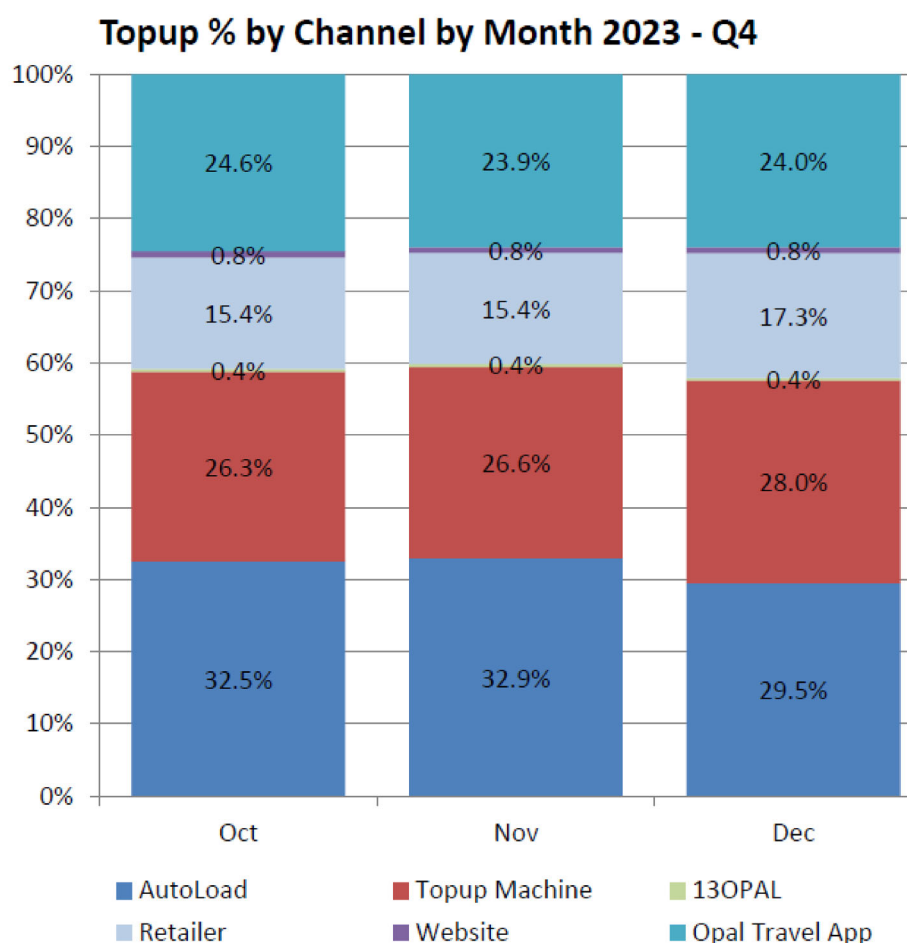
Retailer – Customers that have loaded value onto their Opal Card at a participating retailer.

Top Up Machine – Customers that have used a Top Up Machine located at a Station or Wharf to load value onto their Opal Card.

Website – Customers that have either used the mobile website or desktop site via Opal.com.au to perform a top up.

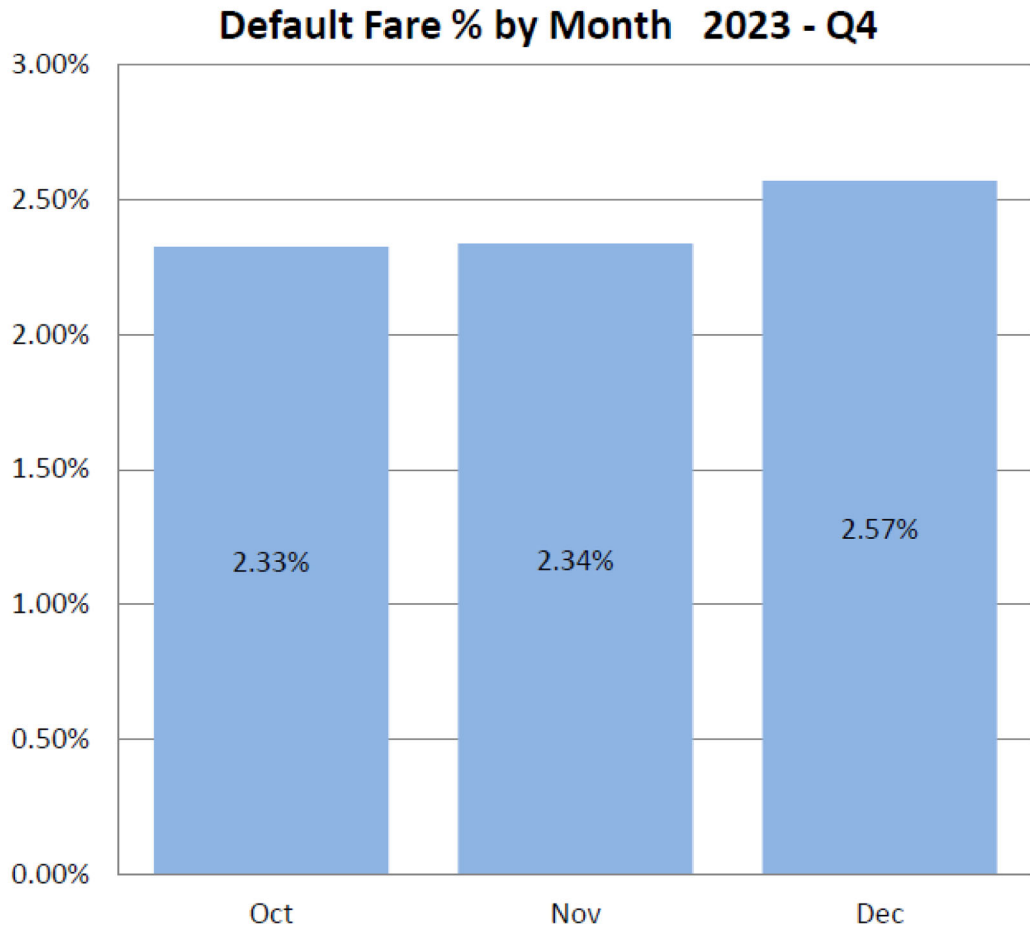
13OPAL – This includes customers that have been in contact with the 13OPAL contact centre to perform a top up. This also includes customers who have used the Interactive Voice Response system to perform a top up.

Opal Travel App – Customers that have used the Opal Travel App to load value onto their Opal Card.



3. Default Fare % by Month

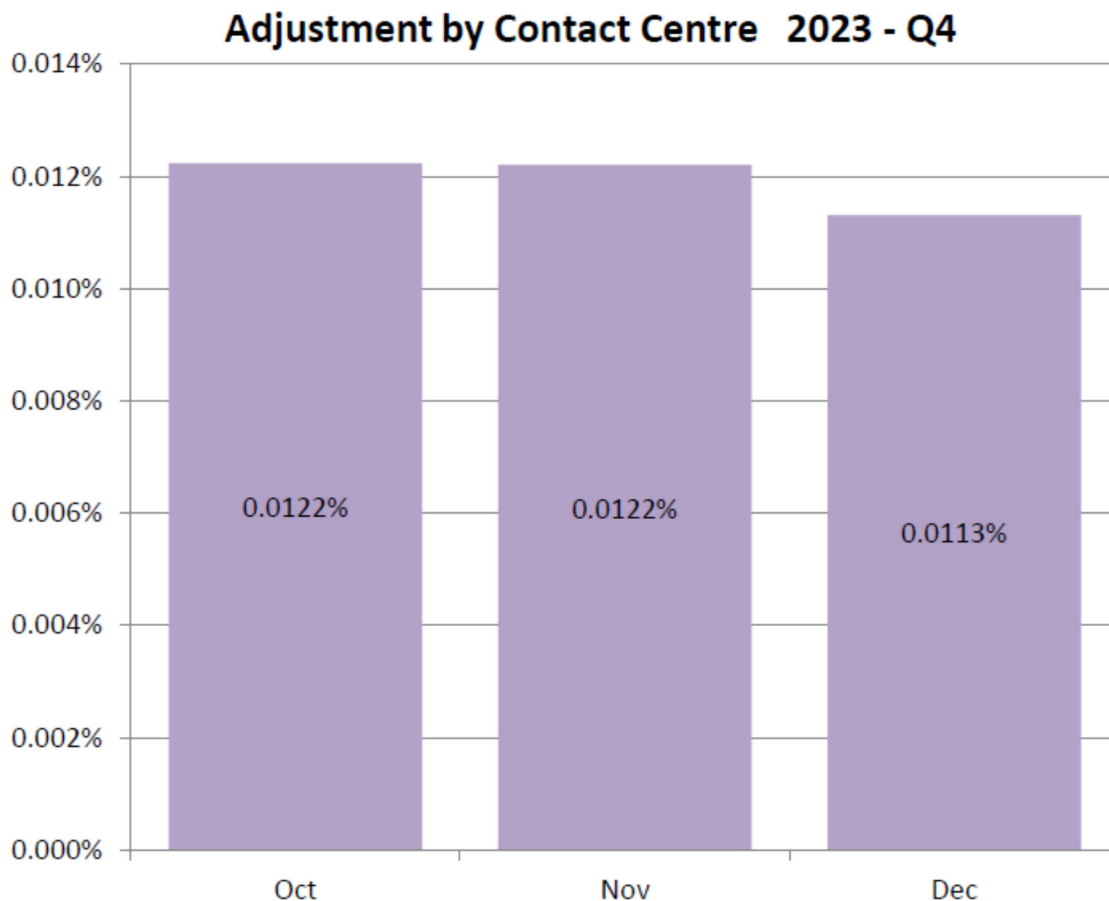
This graph represents the percentage allocation of Default Fares incurred by customers.



4. Adjustments by Contact Centre

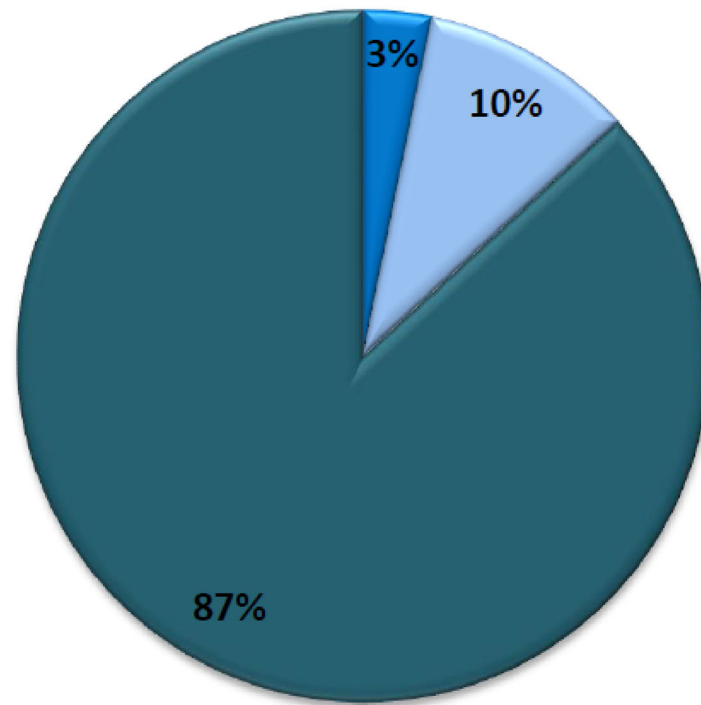
This graph represents the total number of Adjustments made by the 13OPAL contact centre as a percentage of Total Journey's. This graph does not represent the dollar figure of these adjustments, but the ratio of raw adjustments made.

Adjustments can be made in response to multiple reasons, ranging from customer error to devices unavailable due to power related issues at a station.



5. Opal Cards ordered/issued by Channel

Opal cards ordered/issued by Channel
2023 - Q4

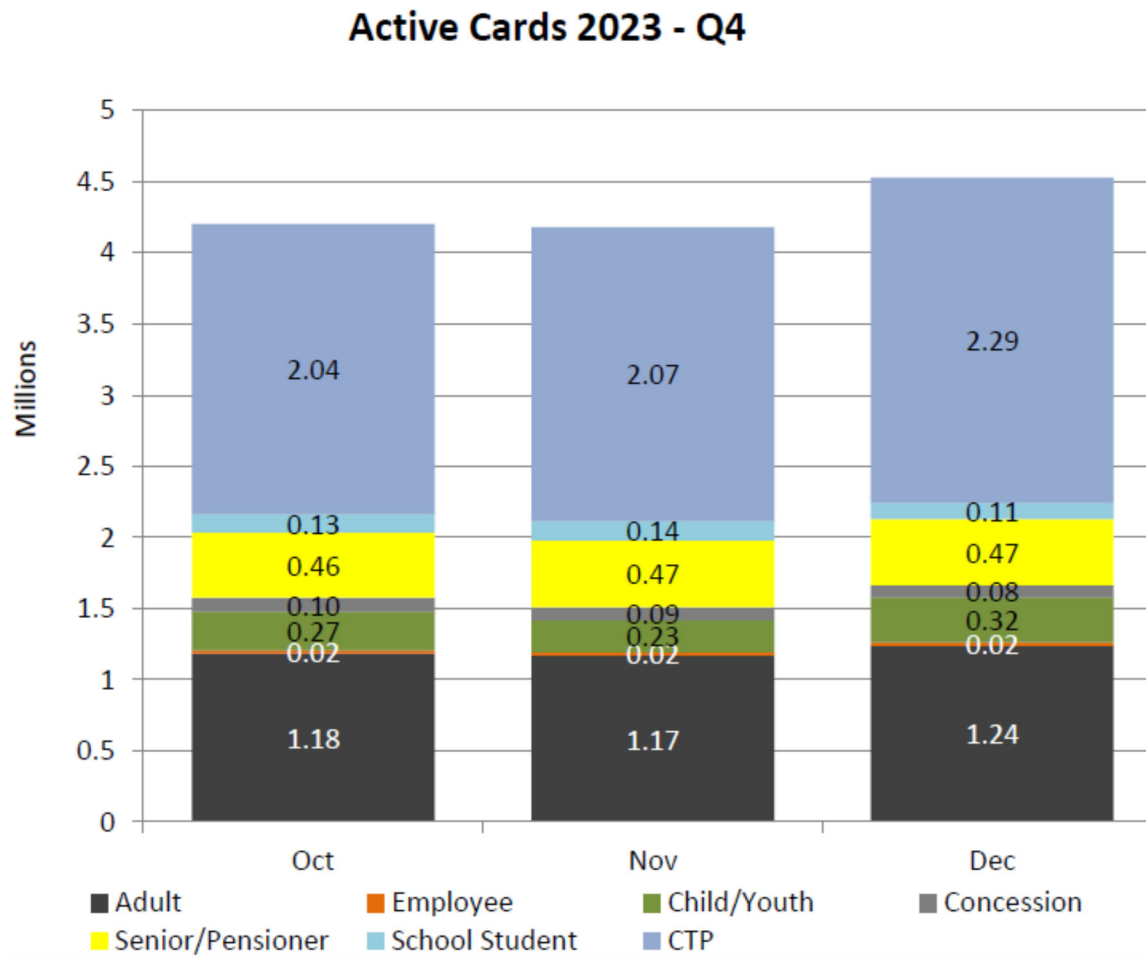


■ Contact Centre

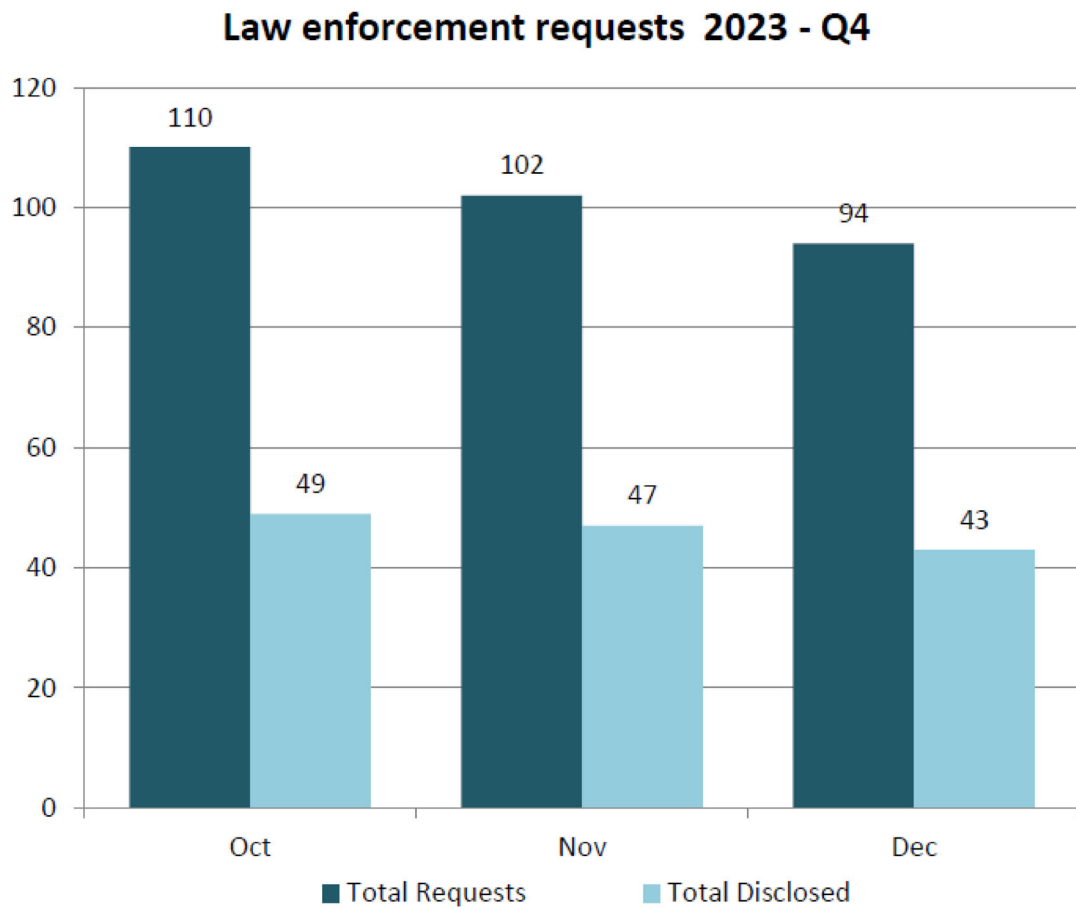
■ Web

■ Retailer

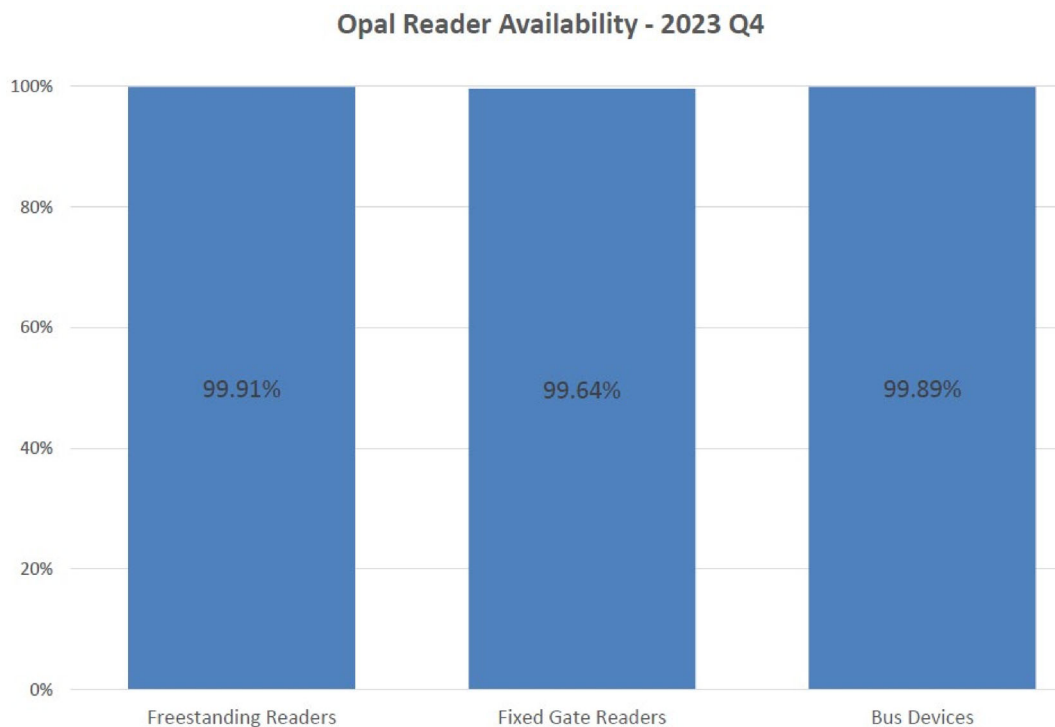
6. Active Cards



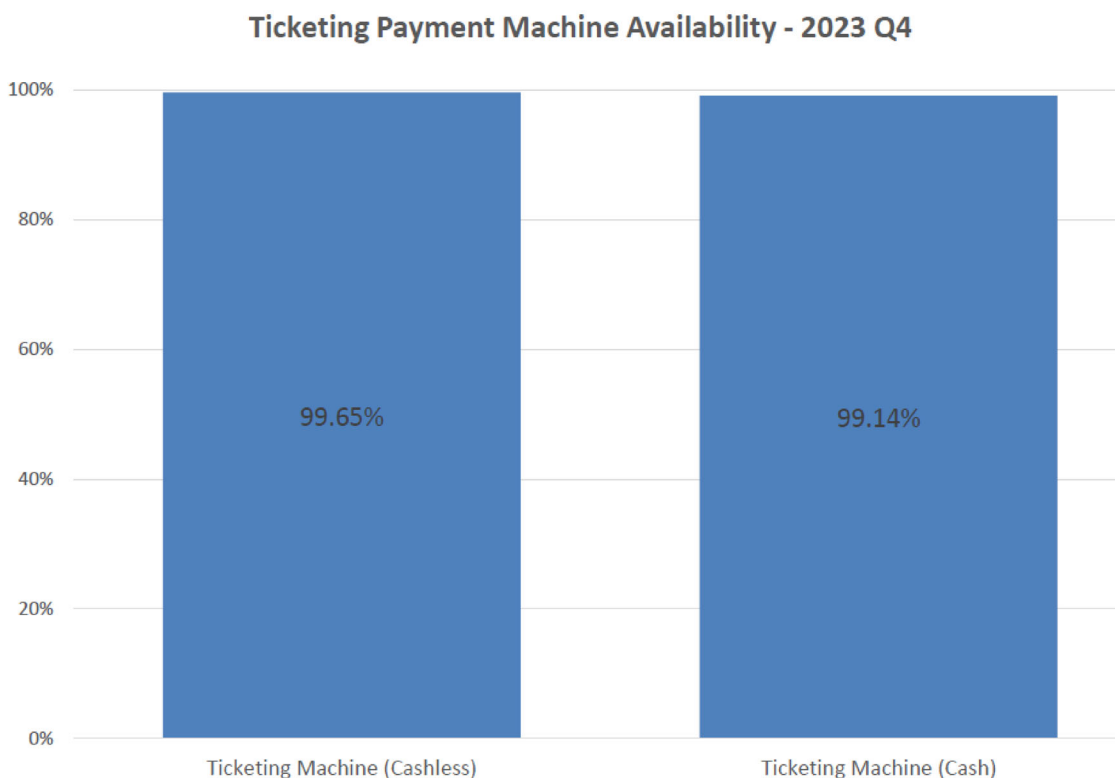
7. Law Enforcement Requests



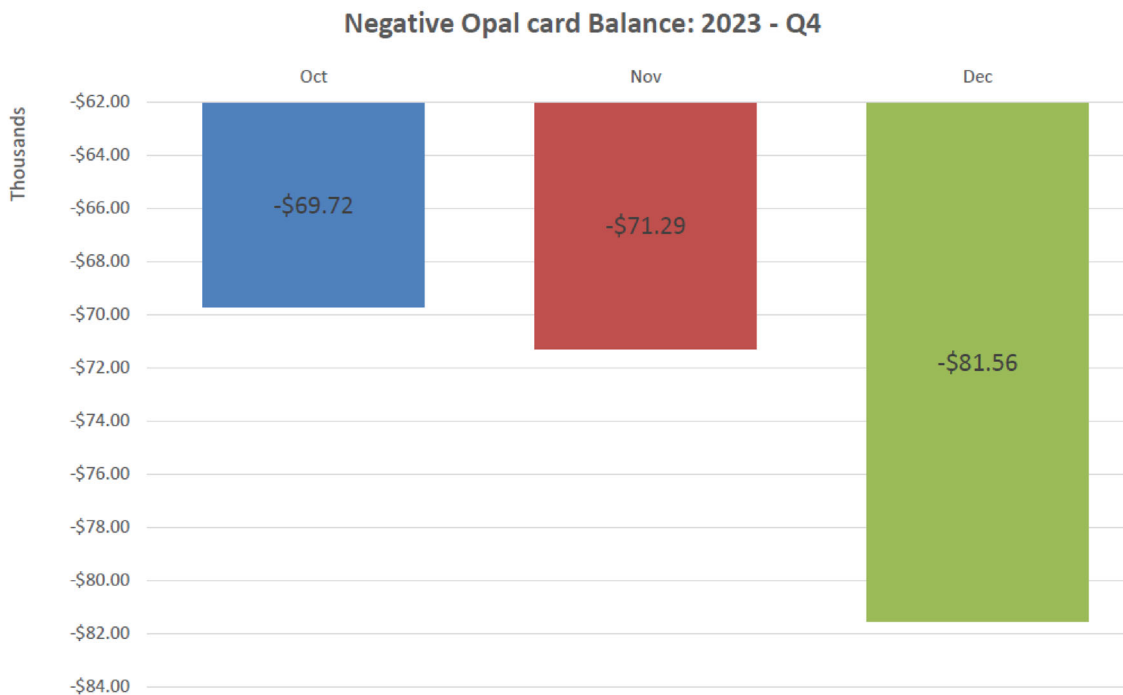
8. Opal Reader Availability



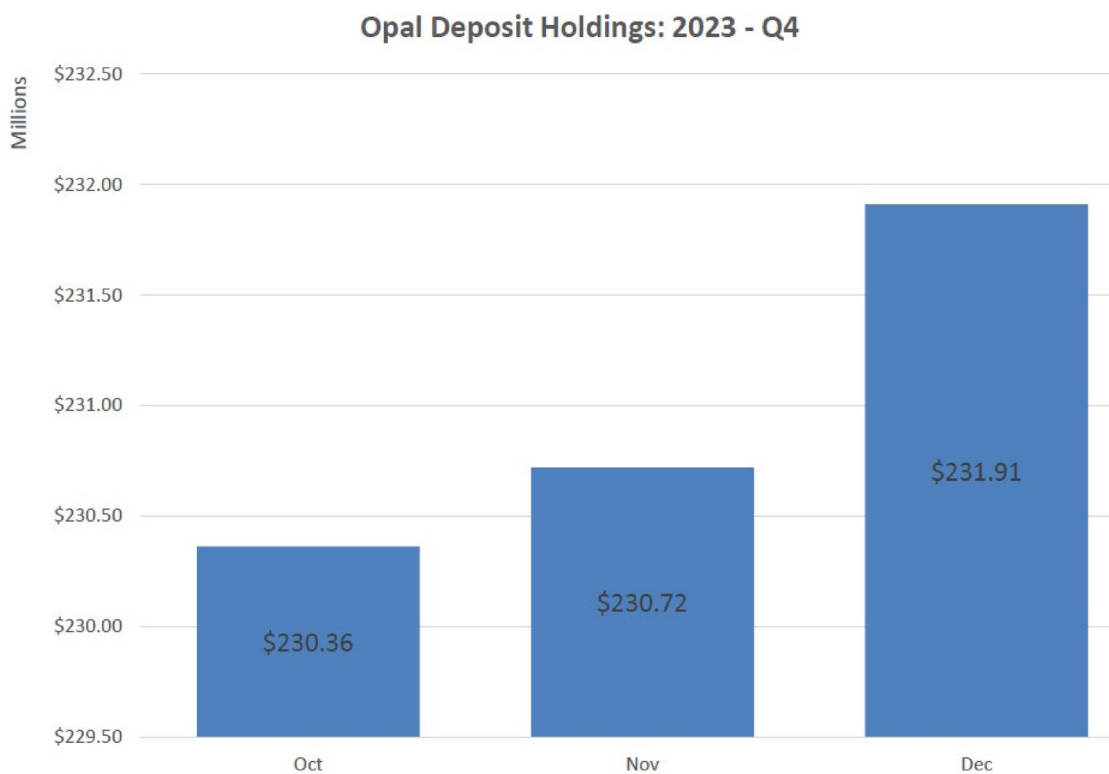
9. Ticketing Payment Machine Availability

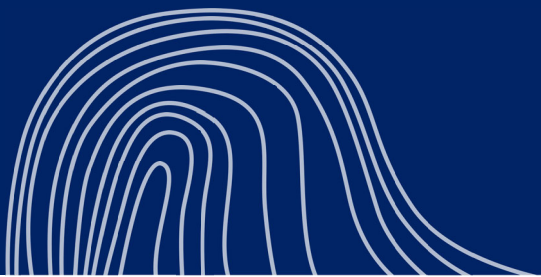


10. Negative Opal Card Balance



11. Opal Deposit Holdings





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