November 2016
Fare Compliance Survey Results

Survey background

The fare compliance survey is conducted twice yearly in May and November, and is designed to measure the incidence of non-compliance and associated revenue loss across the public transport network. This work identifies problem areas and helps the NSW Government develop strategies to improve both fare compliance and public transport cost recovery.

The November 2016 survey was undertaken in an Opal-only ticketing environment for the first time. Over 70,000 Opal cards and Opal single trip tickets were inspected during the survey on train, bus, ferry and light rail.

Non-compliant customers included those not having a ticket or not tapping on (no ticket), those travelling on a Child/Youth Opal single trip ticket or Concession Opal card without valid entitlement (concession misuse), and those travelling beyond the distance they paid for (overriding).

Fare compliance and estimated revenue loss by mode

Revenue loss figures represent estimated revenue lost due to non-compliance for the six month periods.

Mode	Nov 2015		May 2016		Nov 2016	
	Fare compliance (%)	Revenue loss ($ '000) For six months to Dec 2015	Fare compliance (%)	Revenue loss ($ '000) For six months to Jun 2016	Fare compliance (%)	Revenue loss ($ '000) For six months to Dec 2016
Train (total)	**95.2**	**24,279**	**92.9**	**37,863**	**93.6**	**23,648**
Sydney Trains	95.3	20,970	93.1	33,093	94.2	17,497
NSW TrainLink – Intercity	92.4	3,310	89.9	4,770	88.8	6,151
Bus (total)	**—**	**—**	**94.5**	**14,547**	**93.0**	**14,922**
Sydney Metro Buses	95.1	9,662	94.9	12,640	93.3	13,779
Outer Sydney Metro Buses	—	—	89.9	1,907	89.1	1,143
Sydney Ferries	**96.9**	**707**	**96.3**	**1,356**	**94.5**	**1,581**
Sydney Light Rail	**96.1**	**345**	**95.7**	**447**	**93.2**	**491**
Network (total)	**95.2**	**34,992**	**93.6**	**54,214**	**93.4**	**40,642**

Non-compliance by mode and category

Nov 2016 Mode	No ticket Fare loss (%)	No fare loss (%)	Concession misuse (%)	Overriding (%)	Total (%)
Train (total)	**3.3**	**2.2**	**0.9**	**0.03**	**6.4**
Sydney Trains	2.9	2.0	0.8	0.02	5.8
NSW TrainLink – Intercity	5.9	3.6	1.6	0.08	11.2
Bus (total)	**3.3**	**1.9**	**1.7**	**0.02**	**7.0**
Sydney Metro Buses	3.3	1.8	1.6	0.02	6.7
Outer Sydney Metro Buses	3.0	3.9	4.1	0.01	11.0
Sydney Ferries	**3.4**	**1.0**	**1.0**	**0.06**	**5.5**
Sydney Light Rail	**4.7**	**1.1**	**0.8**	**0.15**	**6.8**
Network (total)	**3.3**	**2.1**	**1.2**	**0.03**	**6.6**

Notes:

1. "No ticket" now accounts for the majority of all non-compliance. To provide more insight, this category has been divided into "fare loss" and "no fare loss".

2. "Fare loss" includes fare-paying customers carrying an Opal card but not tapping on, and customers carrying no ticket at all.

3. "No fare loss" includes Opal single trip tickets not tapped on and free groups not tapping on, such as school students.

NSW GOVERNMENT | Transport for NSW

Non-compliance by day type

Monday-Friday (weekday), and Saturday-Sunday (weekend)

Nov 2016 Mode	Weekday (%)	Weekend (%)
Train (total)	**6.1**	**8.1**
Sydney Trains	5.5	7.5
NSW TrainLink – Intercity	10.9	12.7
Bus (total)	**7.3**	**5.4**
Sydney Metro Buses	7.0	5.2
Outer Sydney Metro Buses	11.3	9.0
Sydney Ferries	**5.4**	**5.8**
Sydney Light Rail	**6.7**	**7.1**
Network (total)	**6.6**	**6.9**

Non-compliance by time of day (weekday)

AM peak (6:00am – 10:00am), and PM peak (3:00 pm – 7:00 pm)

Nov 2016 Mode	AM peak (%)	PM peak (%)	Off-peak (%)
Train (total)	**5.5**	**7.0**	**5.7**
Sydney Trains	4.7	6.5	5.2
NSW TrainLink – Intercity	11.6	10.6	10.4
Bus (total)	**6.2**	**8.6**	**7.0**
Sydney Metro Buses	5.8	8.2	7.0
Outer Sydney Metro Buses	11.5	15.8	7.1
Sydney Ferries	**4.8**	**5.2**	**6.1**
Sydney Light Rail	**4.9**	**7.1**	**8.0**
Network (total)	**5.8**	**7.6**	**6.3**

Summary of compliance and revenue loss for all modes

Mode	Nov 2015 Compliance (%)	May 2016 Compliance (%)	Nov 2016 Compliance (%)	Revenue Loss ($ '000) For the six months to Dec 2016
Sydney Trains				
T1 - North Shore, Northern & Western	—	—	**94.2**	**8,013**
T1 - North Shore	95.0	89.9	94.3	—
T1 - Northern	97.5	93.8	95.8	—
T1 - Western	94.1	93.1	92.7	—
T2 - Airport/East Hills, Inner West & South	—	—	**93.7**	**5,122**
T2 - Airport & East Hills	95.0	95.0	93.2	—
T2 - Inner West	95.8	94.7	95.1	—
T2 - South	95.9	90.8	93.8	—
T3 - Bankstown	**95.1**	**95.0**	**93.9**	**1,520**
T4 - Eastern Suburbs & Illawarra	—	—	**95.0**	**2,682**
T4 - Eastern Suburbs	95.9	97.7	96.8	—
T4 - Illawarra	95.8	91.7	93.1	—
T6 - Carlingford	**93.0**	**88.9**	**91.1**	**53**
T7 - Olympic Park	**95.9**	**94.1**	**95.6**	**106**
Sydney Trains (total)	**95.3**	**93.1**	**94.2**	**17,497**
NSW TrainLink – Intercity				
T - Blue Mountains	**95.0**	**90.3**	**89.1**	**1,141**
T - Central Coast & Newcastle	—	—	**89.3**	**2,782**
T - Central Coast	93.9	94.3	90.0	—
T - Newcastle	92.0	87.4	87.7	—
T - Southern Highlands	**89.7**	**90.5**	**87.9**	**210**
T - South Coast	**89.8**	**88.2**	**89.0**	**1,661**
T - Hunter	**83.6**	**79.6**	**74.7**	**356**
NSW TrainLink – Intercity (total)	**92.4**	**89.9**	**88.8**	**6,151**
Train (total)	**95.2**	**92.9**	**93.6**	**23,648**

Notes:

1. Compliance and non-compliance percentages may not add to 100%; minor discrepancies for totals are a result of rounding.

2. From July 2016, the patronage for trains will follow a changed geography (i.e. T1-North Shore, T1-Western and T1-Northern train lines have been amalgamated into a single T1–North Shore, Northern and Western line).

Summary of compliance and revenue loss for all modes

Mode	Nov 2015 Compliance (%)	May 2016 Compliance (%)	Nov 2016 Compliance (%)	Revenue Loss ($ '000) For the six months to Dec 2016
Sydney Metropolitan Buses				
1 - Penrith, Blacktown, Richmond	96.1	90.3	82.2	649
2 - Liverpool, Ingleburn, Campbelltown	98.5	94.9	95.6	89
3 - Parramatta, Fairfield, Liverpool	95.6	91.3	95.2	458
4 - Hills District	94.8	96.7	94.9	1,028
5 - Bankstown, Hurstville, Roselands	97.1	93.3	91.0	120
6 - Inner West	95.3	96.4	93.5	2,626
7 - North Sydney, Epping, Parramatta	96.2	94.0	90.8	2,500
8 - Northern Beaches	94.9	94.0	94.3	1,180
9 - Eastern Suburbs	93.9	95.8	94.4	4,211
10 - Hurstville, Sutherland, Cronulla	96.2	90.7	95.3	218
12 - Chatswood, Hornsby	96.8	95.8	94.2	68
13 - Parramatta, Liverpool, Bankstown	95.0	94.0	93.6	258
14 - Frenchs Forest, St Ives, Hornsby	96.7	95.4	93.6	204
15 - Campbelltown, Camden, Macarthur	97.6	93.7	91.2	170
Sydney Metro Bus (total)	**95.1**	**94.9**	**93.3**	**13,779**
Outer Sydney Metropolitan Buses				
1 - Cessnock, Maitland, Newcastle		94.5	89.6	20
2 - Maitland, Raymond Terrace		92.3	91.3	53
3 - Port Stephens, Newcastle		90.4	87.1	25
4 - Maryland, Edgeworth, Toronto		83.3	85.3	70
5 - Newcastle, Lake Macquarie		83.0	85.5	397
6 - Gosford, Wyong (Busways)		91.5	83.1	316
7 - Gosford, Wyong (Red Bus Service)		93.1	90.8	160
8 - Katoomba, Springwood, Penrith		93.2	92.8	31
9 - Wollongong, Stanwell Park and Helensburgh		89.7	98.1	1
10 - Kiama, Dapto and Wollongong		97.5	97.6	55
11 - Wyong		64.5	84.2	1
12 - Wollongong, Corrimal, Thirroul		97.7	97.4	14
Outer Sydney Metro Bus (total)		**89.9**	**89.1**	**1,143**
Bus (total)		**94.5**	**93.0**	**14,922**
Sydney Ferries				
F1 - Manly	98.7	98.9	96.7	417
F2 - Taronga Zoo	96.6	96.0	93.7	171
F3 - Parramatta River	96.8	92.2	93.0	481
F4 - Darling Harbour	95.8	96.9	94.5	163
F5 - Neutral Bay	96.4	94.3	95.1	51
F6 - Mosman Bay	93.3	96.5	95.4	80
F7 - Eastern Suburbs	96.4	94.9	90.5	219
Sydney Ferries (total)	**96.9**	**96.3**	**94.5**	**1,581**
Sydney Light Rail				
Light Rail (total)	**96.1**	**95.7**	**93.2**	**491**
Network (total)	**95.2**	**93.6**	**93.4**	**40,642**