

# May 2017 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 fare 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 May 2017 survey inspected approximately 60,000 Opal cards and Opal single trip tickets 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 discounted Opal products (e.g. Concession, Child/Youth) without valid entitlement (concession misuse), and those travelling beyond the distance 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	May 2016		Nov 2016		May 2017	
	Fare compliance (%)	Revenue loss (\$ 000) For six months to Jun 2016	Fare compliance (%)	Revenue loss (\$ 000) For six months to Dec 2016	Fare compliance (%)	Revenue loss (\$ 000) For six months to June 2017
<b>Train (total)</b>	<b>92.9</b>	<b>37,863</b>	<b>93.6</b>	<b>23,648</b>	<b>94.1</b>	<b>23,851</b>
Sydney Trains	93.1	33,093	94.2	17,497	94.5	18,066
NSW TrainLink - Intercity	89.9	4,770	88.8	6,151	90.5	5,785
<b>Bus (total)</b>	<b>94.5</b>	<b>14,547</b>	<b>93.0</b>	<b>14,922</b>	<b>93.4</b>	<b>14,270</b>
Sydney Metro Buses	94.9	12,640	93.3	13,779	93.7	12,982
Outer Sydney Metro Buses	89.9	1,907	89.1	1,143	89.7	1,288
<b>Sydney Ferries</b>	<b>96.3</b>	<b>1,356</b>	<b>94.5</b>	<b>1,581</b>	<b>95.3</b>	<b>1,453</b>
<b>Sydney Light Rail</b>	<b>95.7</b>	<b>447</b>	<b>93.2</b>	<b>491</b>	<b>90.5</b>	<b>830</b>
<b>Network (total)</b>	<b>93.6</b>	<b>54,214</b>	<b>93.4</b>	<b>40,642</b>	<b>93.8</b>	<b>40,403</b>

## Non-compliance by mode and category

May 2017 Mode	No ticket Fare loss (%)	No fare loss (%)	Concession misuse (%)	Overriding (%)	Total (%)
<b>Train (total)</b>	<b>2.8</b>	<b>1.7</b>	<b>1.4</b>	<b>0.06</b>	<b>5.9</b>
Sydney Trains	2.5	1.6	1.4	0.05	5.5
NSW TrainLink - Intercity	5.3	2.7	1.4	0.16	9.5
<b>Bus (total)</b>	<b>3.1</b>	<b>1.9</b>	<b>1.5</b>	<b>0.02</b>	<b>6.6</b>
Sydney Metro Buses	3.1	1.9	1.3	0.02	6.3
Outer Sydney Metro Buses	2.8	2.4	5.1	0.07	10.3
<b>Sydney Ferries</b>	<b>2.9</b>	<b>0.7</b>	<b>1.1</b>	<b>0.02</b>	<b>4.7</b>
<b>Sydney Light Rail</b>	<b>7.8</b>	<b>0.7</b>	<b>0.6</b>	<b>0.30</b>	<b>9.5</b>
<b>Network (total)</b>	<b>3.0</b>	<b>1.7</b>	<b>1.4</b>	<b>0.05</b>	<b>6.2</b>

### Notes:

- "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".
- "Fare loss" includes fare-paying customers carrying an Opal card but not tapping on, and customers carrying no ticket at all.
- "No fare loss" includes Opal single trip tickets not tapped on and free groups not tapping on, such as school students.

## Non-compliance by day type

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

May 2017		
Mode	Weekday (%)	Weekend (%)
<b>Train (total)</b>	<b>5.7</b>	<b>7.6</b>
Sydney Trains	5.2	7.3
NSW TrainLink - Intercity	9.5	9.9
<b>Bus (total)</b>	<b>6.5</b>	<b>6.9</b>
Sydney Metro Buses	6.2	6.8
Outer Sydney Metro Buses	10.7	8.2
<b>Sydney Ferries</b>	<b>4.3</b>	<b>5.3</b>
<b>Sydney Light Rail</b>	<b>9.3</b>	<b>10.1</b>
<b>Network (total)</b>	<b>6.0</b>	<b>7.3</b>

## Non-compliance by time of day (weekday)

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

May 2017			
Mode	AM peak (%)	PM peak (%)	Off-peak (%)
<b>Train (total)</b>	<b>5.9</b>	<b>5.3</b>	<b>5.7</b>
Sydney Trains	5.4	5.0	5.1
NSW TrainLink - Intercity	9.9	10.9	9.5
<b>Bus (total)</b>	<b>6.5</b>	<b>7.2</b>	<b>5.6</b>
Sydney Metro Buses	6.3	6.8	5.3
Outer Sydney Metro Buses	9.3	14.1	9.1
<b>Sydney Ferries</b>	<b>3.8</b>	<b>4.1</b>	<b>5.2</b>
<b>Sydney Light Rail</b>	<b>7.1</b>	<b>10.9</b>	<b>9.5</b>
<b>Network (total)</b>	<b>6.2</b>	<b>6.1</b>	<b>5.7</b>

## Summary of compliance and revenue loss for all modes

Mode	May 2016 Compliance (%)	Nov 2016 Compliance (%)	May 2017 Compliance (%)	Revenue Loss (\$ 000) For the six months to June 2017
<b>Sydney Trains</b>				
<b>T1 - North Shore, Northern &amp; Western</b>	—	<b>94.2</b>	<b>94.6</b>	<b>8,523</b>
T1 - North Shore	89.9	94.3	93.7	—
T1 - Northern	93.8	95.8	96.0	—
T1 - Western	93.1	92.7	94.7	—
<b>T2 - Airport/East Hills, Inner West &amp; South</b>	—	<b>93.7</b>	<b>93.7</b>	<b>5,157</b>
T2 - Airport & East Hills	95.0	93.2	95.6	—
T2 - Inner West	94.7	95.1	94.6	—
T2 - South	90.8	93.8	91.3	—
<b>T3 - Bankstown</b>	<b>95.0</b>	<b>93.9</b>	<b>93.5</b>	<b>1,943</b>
<b>T4 - Eastern Suburbs &amp; Illawarra</b>	—	<b>95.0</b>	<b>95.9</b>	<b>2,282</b>
T4 - Eastern Suburbs	97.7	96.8	96.2	—
T4 - Illawarra	91.7	93.1	95.7	—
<b>T6 - Carlingford</b>	<b>88.9</b>	<b>91.1</b>	<b>88.3</b>	<b>53</b>
<b>T7 - Olympic Park</b>	<b>94.1</b>	<b>95.6</b>	<b>95.1</b>	<b>107</b>
<b>Sydney Trains (total)</b>	<b>93.1</b>	<b>94.2</b>	<b>94.5</b>	<b>18,066</b>
<b>NSW TrainLink - Intercity</b>				
<b>T - Blue Mountains</b>	<b>90.3</b>	<b>89.1</b>	<b>92.6</b>	<b>1,152</b>
<b>T - Central Coast &amp; Newcastle</b>	—	<b>89.3</b>	<b>91.1</b>	<b>2,706</b>
T - Central Coast	94.3	90.0	93.4	—
T - Newcastle	87.4	87.7	88.4	—
<b>T - Southern Highlands</b>	<b>90.5</b>	<b>87.9</b>	<b>87.3</b>	<b>221</b>
<b>T - South Coast</b>	<b>88.2</b>	<b>89.0</b>	<b>88.5</b>	<b>1,434</b>
<b>T - Hunter</b>	<b>79.6</b>	<b>74.7</b>	<b>81.8</b>	<b>272</b>
<b>NSW TrainLink - Intercity (total)</b>	<b>89.9</b>	<b>88.8</b>	<b>90.5</b>	<b>5,785</b>
<b>Train (total)</b>	<b>92.9</b>	<b>93.6</b>	<b>94.1</b>	<b>23,851</b>

### Notes:

- Compliance and non-compliance percentages may not add to 100%; minor discrepancies for totals are a result of rounding.
- From July 2016, the patronage for trains will follow a changed geography (e.g. 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	May 2016 Compliance (%)	Nov 2016 Compliance (%)	May 2017 Compliance (%)	Revenue Loss (\$ '000) For the six months to June 2017
<b>Sydney Metropolitan Buses</b>				
1 - Penrith, Blacktown, Richmond	90.3	82.2	85.1	1,072
2 - Liverpool, Ingleburn, Campbelltown	94.9	95.6	94.2	158
3 - Parramatta, Fairfield, Liverpool	91.3	95.2	93.6	678
4 - Hills District	96.7	94.9	97.1	873
5 - Bankstown, Hurstville, Roselands	93.3	91.0	90.4	148
6 - Inner West	96.4	93.5	94.5	2,138
7 - North Sydney, Epping, Parramatta	94.0	90.8	93.0	1,775
8 - Northern Beaches	94.0	94.3	94.4	1,759
9 - Eastern Suburbs	95.8	94.4	93.9	3,434
10 - Hurstville, Sutherland, Cronulla	90.7	95.3	92.7	210
12 - Chatswood, Hornsby	95.8	94.2	95.0	57
13 - Parramatta, Liverpool, Bankstown	94.0	93.6	93.3	269
14 - Frenchs Forest, St Ives, Hornsby	95.4	93.6	93.7	269
15 - Campbelltown, Camden, Macarthur	93.7	91.2	90.0	142
<b>Sydney Metro Bus (total)</b>	<b>94.9</b>	<b>93.3</b>	<b>93.7</b>	<b>12,982</b>
<b>Outer Sydney Metropolitan Buses</b>				
1 - Cessnock, Maitland, Newcastle	94.5	89.6	93.4	18
2 - Maitland, Raymond Terrace	92.3	91.3	83.0	100
3 - Port Stephens, Newcastle	90.4	87.1	90.9	19
4 - Maryland, Edgeworth, Toronto	83.3	85.3	86.3	90
5 - Newcastle, Lake Macquarie	83.0	85.5	89.6	359
6 - Gosford, Wyong (Busways)	91.5	83.1	88.6	315
7 - Gosford, Wyong (Red Bus Service)	93.1	90.8	89.6	161
8 - Katoomba, Springwood, Penrith	93.2	92.8	86.6	50
9 - Wollongong, Stanwell Park and Helensburgh	89.7	98.1	96.3	4
10 - Kiama, Dapto and Wollongong	97.5	97.6	93.6	137
11 - Wyong	64.5	84.2	78.9	9
12 - Wollongong, Corrimal, Thirroul	97.7	97.4	94.2	27
<b>Outer Sydney Metro Bus (total)</b>	<b>89.9</b>	<b>89.1</b>	<b>89.7</b>	<b>1,288</b>
<b>Bus (total)</b>	<b>94.5</b>	<b>93.0</b>	<b>93.4</b>	<b>14,270</b>
<b>Sydney Ferries</b>				
F1 - Manly	98.9	96.7	97.9	240
F2 - Taronga Zoo	96.0	93.7	92.3	251
F3 - Parramatta River	92.2	93.0	93.3	427
F4 - Darling Harbour	96.9	94.5	94.6	210
F5 - Neutral Bay	94.3	95.1	95.5	59
F6 - Mosman Bay	96.5	95.4	95.3	100
F7 - Eastern Suburbs	94.9	90.5	93.9	167
<b>Sydney Ferries (total)</b>	<b>96.3</b>	<b>94.5</b>	<b>95.3</b>	<b>1,453</b>
<b>Sydney Light Rail</b>				
<b>Light Rail (total)</b>	<b>95.7</b>	<b>93.2</b>	<b>90.5</b>	<b>830</b>
<b>Network (total)</b>	<b>93.6</b>	<b>93.4</b>	<b>93.8</b>	<b>40,403</b>