

May 2018 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 2018 survey inspected approximately 59,000 Opal cards and single trip tickets on train, bus, ferry and light rail.

Non-compliant customers included those not carrying an Opal card, not tapping on, and those travelling on discounted Opal products (e.g. Concession, Child/Youth) without valid entitlement.

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 2017		Nov 2017		May 2018	
	Fare compliance (%)	Revenue loss (\$ '000) For six months to Jun 2017	Fare compliance (%)	Revenue loss (\$ '000) For six months to Dec 2017	Fare compliance (%)	Revenue loss (\$ '000) For six months to Jun 2018
Train (total)	94.1	23,851	95.3	21,131	95.9	20,485
Sydney Trains	94.5	18,066	95.6	16,146	96.3	16,185
NSW TrainLink - Intercity	90.5	5,785	92.4	4,985	92.5	4,300
Bus (total)	93.4	14,270	91.8	18,997	93.4	14,126
Sydney Metro Buses	93.7	12,982	91.9	17,707	93.7	12,992
Outer Sydney Metro Buses	89.7	1,288	89.6	1,290	89.5	1,134
Sydney Ferries	95.3	1,453	94.9	1,573	93.9	1,866
Sydney Light Rail	90.5	830	92.5	608	92.8	552
Network (total)	93.8	40,403	93.8	42,308	94.8	37,028

Non-compliance by mode and category

May 2018 Mode	No ticket Fare loss (%)	No fare loss (%)	Concession misuse (%)	Total (%)
Train (total)	2.4	0.7	1.0	4.1
Sydney Trains	2.2	0.5	1.0	3.7
NSW TrainLink - Intercity	3.9	2.4	1.2	7.5
Bus (total)	2.7	2.3	1.6	6.6
Sydney Metro Buses	2.7	2.2	1.5	6.3
Outer Sydney Metro Buses	2.6	3.9	4.0	10.5
Sydney Ferries	3.7	1.3	1.1	6.1
Sydney Light Rail	4.9	1.1	1.1	7.2
Network (total)	2.6	1.4	1.3	5.2

Notes:

- "No ticket" 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. As of Nov 2017, this category also includes "Overriding".
- "No fare loss" includes Opal single trip tickets not tapped on and free groups not tapping on, such as school students.

Compliance by day type

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

May 2018		
Mode	Weekday (%)	Weekend (%)
Train (total)	96.1	94.8
Sydney Trains	96.5	95.2
NSW TrainLink - Intercity	92.7	91.2
Bus (total)	93.2	94.3
Sydney Metro Buses	93.5	94.4
Outer Sydney Metro Buses	88.8	93.6
Sydney Ferries	94.2	93.5
Sydney Light Rail	92.6	93.3
Network (total)	94.9	94.5

Compliance by time of day (weekday)

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

May 2018				
Mode	AM peak (%)	PM peak (%)	Off-peak (%)	
Train (total)	96.4	96.1	95.6	
Sydney Trains	96.8	96.7	95.9	
NSW TrainLink - Intercity	93.3	91.6	93.4	
Bus (total)	93.5	91.6	95.1	
Sydney Metro Buses	93.9	91.9	95.5	
Outer Sydney Metro Buses	88.8	87.2	90.3	
Sydney Ferries	95.7	94.3	92.8	
Sydney Light Rail	93.4	92.1	92.5	
Network (total)	95.2	94.3	95.3	

Summary of compliance and revenue loss for all modes

Mode	May 2017 Compliance (%)	Nov 2017 Compliance (%)	May 2018 Compliance (%)	Revenue Loss (\$ '000) For the six months to Jun 2018
Sydney Trains				
T1 - North Shore, Northern & Western	94.6	96.6	96.3	6,743
T1 - North Shore	93.7	97.8	96.6	1,594
T1 - Northern	96.0	95.7	96.7	2,081
T1 - Western	94.7	95.4	95.8	3,068
T2 - Inner West & Leppington	—	—	95.4	3,448
T2 - Inner West	94.6	93.2	96.2	1,179
T2 - Leppington	—	—	94.9	2,269
T3 - Bankstown	93.5	95.7	97.4	773
T4 - Eastern Suburbs & Illawarra	95.9	96.2	97.1	2,480
T4 - Eastern Suburbs	96.2	96.4	98.1	—
T4 - Illawarra	95.7	95.7	95.9	—
T5 - Cumberland	—	—	92.4	586
T6 - Carlingford	88.3	90.0	88.6	78
T7 - Olympic Park	95.1	92.8	94.9	77
T8 - Airport & South	—	—	96.2	1,999
T8 - Airport	95.6	94.8	96.7	—
T8 - South	—	—	95.8	—
Sydney Trains (total)	94.5	95.6	96.3	20,485
NSW TrainLink - Intercity				
T - Blue Mountains	92.6	95.6	94.0	1,074
T - Central Coast & Newcastle	91.1	90.1	91.3	2,013
T - Central Coast	93.4	92.1	95.9	—
T - Newcastle	88.4	87.7	85.7	—
T - Southern Highlands	87.3	90.9	89.1	204
T - South Coast	88.5	94.5	94.2	829
T - Hunter	81.8	85.2	85.9	171
NSW TrainLink - Intercity (total)	90.5	92.4	92.5	4,290
Train (total)	94.1	95.3	95.9	20,475

Notes:

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

2. Recent changes to train lines: T2, T5, T8 and ferries services: F4, F7 and F8 are reflected in the May 2018 survey results.

Summary of compliance and revenue loss for all modes

Mode	May 2017 Compliance (%)	Nov 2017 Compliance (%)	May 2018 Compliance (%)	Revenue Loss (\$ '000) For the six months to Jun 2018
Sydney Metropolitan Buses				
1 - Penrith, Blacktown, Richmond	85.1	91.0	81.2	681
2 - Liverpool, Ingleburn, Campbelltown	94.2	91.9	92.1	197
3 - Parramatta, Fairfield, Liverpool	93.6	91.5	95.5	670
4 - Hills District	97.1	94.1	95.4	1,268
5 - Bankstown, Hurstville, Roselands	90.4	88.7	91.7	77
6 - Inner West	94.5	93.5	94.2	2,902
7 - North Sydney, Epping, Parramatta	93.0	90.3	94.0	1,544
8 - Northern Beaches	94.4	94.3	95.1	1,741
9 - Eastern Suburbs	93.9	90.1	94.3	2,712
10 - Hurstville, Sutherland, Cronulla	92.7	92.7	92.7	362
12 - Chatswood, Hornsby	95.0	94.7	96.0	76
13 - Parramatta, Liverpool, Bankstown	93.3	91.9	91.8	361
14 - Frenchs Forest, St Ives, Hornsby	93.7	94.8	94.9	233
15 - Campbelltown, Camden, Macarthur	90.0	89.3	91.6	167
Sydney Metro Bus (total)	93.7	91.9	93.7	12,992
Outer Sydney Metropolitan Buses				
1 - Cessnock, Maitland, Newcastle	93.4	93.4	93.9	17
2 - Maitland, Raymond Terrace	83.0	83.0	88.1	64
3 - Port Stephens, Newcastle	90.9	90.9	83.1	29
4 - Maryland, Edgeworth, Toronto	86.3	86.5	82.2	67
5 - Newcastle, Lake Macquarie	89.6	88.9	84.8	367
6 - Gosford, Wyong (Busways)	88.6	88.7	93.3	200
7 - Gosford, Wyong (Red Bus Service)	89.6	89.6	83.6	252
8 - Katoomba, Springwood, Penrith	86.6	87.5	91.0	24
9 - Wollongong, Stanwell Park and Helensburgh	96.3	96.5	95.7	3
10 - Kiama, Dapto and Wollongong	93.6	93.6	95.6	104
11 - Wyong	78.9	81.2	94.4	0.8
12 - Wollongong, Corrimal, Thirroul	94.2	94.2	98.3	7
Outer Sydney Metro Bus (total)	89.7	89.6	89.5	1,134
Bus (total)	93.4	91.8	93.4	14,126
Sydney Ferries				
F1 - Manly	97.9	97.8	97.6	311
F2 - Taronga Zoo	92.3	91.9	93.6	183
F3 - Parramatta River	93.3	94.7	93.1	305
F4 - Cross Harbour	—	—	89.2	842
F5 - Neutral Bay	95.5	96.1	96.6	35
F6 - Mosman Bay	95.3	93.4	95.9	55
F7 - Double Bay	—	—	93.2	39
F8 - Cockatoo Island	—	—	94.1	95
Sydney Ferries (total)	95.3	94.9	93.9	1,866
Sydney Light Rail				
Light Rail (total)	90.5	92.5	92.8	552
Network (total)	93.8	93.8	94.8	37,019