

November 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 November 2017 survey inspected approximately 53,000 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.

Note: Outer Sydney Metro Bus regions were not surveyed in November 2017 (except region 5). Results from May 2017 were reweighted to changed patronage data to estimate a fare compliance rate for November 2017.

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 2016		May 2017		Nov 2017	
	Fare compliance (%)	Revenue loss (\$ 000) For six months to Dec 2016	Fare compliance (%)	Revenue loss (\$ 000) For six months to Jun 2017	Fare compliance (%)	Revenue loss (\$ 000) For six months to Dec 2017
Train (total)	93.6	23,648	94.1	23,851	95.3	21,131
Sydney Trains	94.2	17,497	94.5	18,066	95.6	16,146
NSW TrainLink - Intercity	88.8	6,151	90.5	5,785	92.4	4,985
Bus (total)	93.0	14,922	93.4	14,270	91.8	18,997
Sydney Metro Buses	93.3	13,779	93.7	12,982	91.9	17,707
Outer Sydney Metro Buses	89.1	1,143	89.7	1,288	89.6	1,290
Sydney Ferries	94.5	1,581	95.3	1,453	94.9	1,573
Sydney Light Rail	93.2	491	90.5	830	92.5	608
Network (total)	93.4	40,642	93.8	40,403	93.8	42,308

Non-compliance by mode and category

November 2017 Mode	No ticket Fare loss (%)	No fare loss (%)	Concession misuse (%)	Total (%)
Train (total)	2.3	1.0	1.4	4.7
Sydney Trains	2.1	0.9	1.3	4.4
NSW TrainLink - Intercity	4.1	1.7	1.8	7.6
Bus (total)	3.8	2.1	2.3	8.2
Sydney Metro Buses	2.9	2.0	2.2	8.1
Outer Sydney Metro Buses	2.8	2.6	5.0	10.4
Sydney Ferries	3.0	1.0	1.1	5.1
Sydney Light Rail	4.9	1.3	1.2	7.5
Network (total)	3.0	1.4	1.8	6.2

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. 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.

Non-compliance by day type

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

November 2017		
Mode	Weekday (%)	Weekend (%)
Train (total)	4.5	6.1
Sydney Trains	4.1	5.9
NSW TrainLink - Intercity	7.5	8.0
Bus (total)	8.6	6.3
Sydney Metro Buses	8.4	6.3
Outer Sydney Metro Buses	10.9	7.2
Sydney Ferries	4.8	5.6
Sydney Light Rail	7.8	6.6
Network (total)	6.1	6.2

Non-compliance by time of day (weekday)

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

November 2017			
Mode	AM peak (%)	PM peak (%)	Of- peak (%)
Train (total)	4.0	4.8	4.6
Sydney Trains	3.9	4.3	4.1
NSW TrainLink - Intercity	5.5	9.2	8.0
Bus (total)	7.7	10.3	7.4
Sydney Metro Buses	7.5	10.2	7.3
Outer Sydney Metro Buses	10.9	13.6	8.6
Sydney Ferries	4.5	5.6	4.2
Sydney Light Rail	5.3	9.9	7.6
Network (total)	5.6	7.0	5.8

Summary of compliance and revenue loss for all modes

Mode	Nov 2016 Compliance (%)	May 2017 Compliance (%)	Nov 2017 Compliance (%)	Revenue Loss (\$ 000) For the six months to Dec 2017
Sydney Trains				
T1 - North Shore, Northern & Western	94.2	94.6	96.6	6,604
T1 - North Shore	94.3	93.7	97.8	—
T1 - Northern	95.8	96.0	95.7	—
T1 - Western	92.7	94.7	95.4	—
T2 - Airport/East Hills, Inner West & South	93.7	93.7	93.6	5,826
T2 - Airport & East Hills	93.2	95.6	94.8	—
T2 - Inner West	95.1	94.6	93.2	—
T2 - South	93.8	91.3	93.2	—
T3 - Bankstown	93.9	93.5	95.7	1,433
T4 - Eastern Suburbs & Illawarra	95.0	95.9	96.2	2,057
T4 - Eastern Suburbs	96.8	96.2	96.4	—
T4 - Illawarra	93.1	95.7	95.7	—
T6 - Carlingford	91.1	88.3	90.0	57
T7 - Olympic Park	95.6	95.1	92.8	168
Sydney Trains (total)	94.2	94.5	95.6	16,146
NSW TrainLink- Intercity				
T - Blue Mountains	89.1	92.6	95.6	715
T - Central Coast & Newcastle	89.3	91.1	90.1	2,809
T - Central Coast	90.0	93.4	92.1	—
T - Newcastle	87.7	88.4	87.7	—
T - Southern Highlands	87.9	87.3	90.9	177
T - South Coast	89.0	88.5	94.5	1,026
T - Hunter	74.7	81.8	85.2	257
NSW TrainLink- Intercity (total)	88.8	90.5	92.4	4,985
Train (total)	93.6	94.1	95.3	21,131

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	Nov 2016 Compliance (%)	May 2017 Compliance (%)	Nov 2017 Compliance (%)	Revenue Loss (\$ '000) For the six months to Dec 2017
Sydney Metropolitan Buses				
1 - Penrith, Blacktown, Richmond	82.2	85.1	91.0	557
2 - Liverpool, Ingleburn, Campbelltown	95.6	94.2	91.9	208
3 - Parramatta, Fairfield, Liverpool	95.2	93.6	91.5	900
4 - Hills District	94.9	97.1	94.1	1,378
5 - Bankstown, Hurstville, Roselands	91.0	90.4	88.7	181
6 - Inner West	93.5	94.5	93.5	3,090
7 - North Sydney, Epping, Parramatta	90.8	93.0	90.3	2,470
8 - Northern Beaches	94.3	94.4	94.3	1,569
9 - Eastern Suburbs	94.4	93.9	90.1	6,019
10 - Hurstville, Sutherland, Cronulla	95.3	92.7	92.7	328
12 - Chatswood, Hornsby	94.2	95.0	94.7	94
13 - Parramatta, Liverpool, Bankstown	93.6	93.3	91.9	466
14 - Frenchs Forest, St Ives, Hornsby	93.6	93.7	94.8	247
15 - Campbelltown, Camden, Macarthur	91.2	90.0	89.3	201
Sydney Metro Bus (total)	93.3	93.7	91.9	17,707
Outer Sydney Metropolitan Buses				
1 - Cessnock, Maitland, Newcastle	89.6	93.4	93.4	19
2 - Maitland, Raymond Terrace	91.3	83.0	83.0	103
3 - Port Stephens, Newcastle	87.1	90.9	90.9	19
4 - Maryland, Edgeworth, Toronto	85.3	86.3	86.5	89
5 - Newcastle, Lake Macquarie	85.5	89.6	88.9	315
6 - Gosford, Wyong (Busways)	83.1	88.6	88.7	336
7 - Gosford, Wyong (Red Bus Service)	90.8	89.6	89.6	170
8 - Katoomba, Springwood, Penrith	92.8	86.6	87.5	50
9 - Wollongong, Stanwell Park and Helensburgh	98.1	96.3	96.5	4
10 - Kiama, Dapto and Wollongong	97.6	93.6	93.6	148
11 - Wyong	84.2	78.9	81.2	7
12 - Wollongong, Corrimal, Thirroul	97.4	94.2	94.2	31
Outer Sydney Metro Bus (total)	89.1	89.7	89.6	1,290
Bus (total)	93.0	93.4	91.8	18,997
Sydney Ferries				
F1 - Manly	96.7	97.9	97.8	270
F2 - Taronga Zoo	93.7	92.3	91.9	262
F3 - Parramatta River	93.0	93.3	94.7	363
F4 - Darling Harbour	94.5	94.6	91.7	300
F5 - Neutral Bay	95.1	95.5	96.1	41
F6 - Mosman Bay	95.4	95.3	93.4	101
F7 - Eastern Suburbs	90.5	93.9	92.7	236
Sydney Ferries (total)	94.5	95.3	94.9	1,573
Sydney Light Rail				
Light Rail (total)	93.2	90.5	92.5	608
Network (total)	93.4	93.8	93.8	42,308