

May 2019 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 2019 survey inspected approximately 50,000 Opal cards, contactless payment cards and single trip tickets on train, bus, ferry and light rail.

Non-compliant customers include those not carrying an Opal card, not tapping on, and those travelling on discounted Opal products (e.g. Concession, Child/Youth, Senior) 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 2018		Nov 2018		May 2019	
	Fare compliance (%)	Revenue loss (\$ '000) For six months to Jun 2018	Fare compliance (%)	Revenue loss (\$ '000) For six months to Dec 2018	Fare compliance (%)	Revenue loss (\$ '000) For six months to Jun 2019
Train (total)	95.9	20,475	95.4	24,596	96.4	18,828
Sydney Trains	96.3	16,185	95.6	20,070	96.6	14,629
NSW TrainLink - Intercity	92.5	4,290	93.7	4,527	94.5	4,200
Bus (total)	93.4	14,126	94.0	18,925	94.8	16,396
Sydney Metro Buses	93.7	12,992	94.2	17,414	95.0	15,001
Outer Sydney Metro Buses	89.5	1,134	90.5	1,511	92.1	1,395
Sydney Ferries	93.9	1,866	94.1	1,644	95.6	1,665
Sydney Light Rail	92.8	552	94.7	499	93.1	573
Network (total)	94.8	37,019	94.8	45,664	95.7	37,462

Non-compliance by mode and category

May 2019 Mode	No ticket Fare loss (%)	No fare loss (%)	Concession misuse (%)	Total (%)
Train (total)	2.1	0.6	0.8	3.6
Sydney Trains	1.9	0.6	0.8	3.4
NSW TrainLink - Intercity	3.7	0.8	1.0	5.5
Bus (total)	3.0	0.8	1.3	5.2
Sydney Metro Buses	3.1	0.8	1.2	5.0
Outer Sydney Metro Buses	2.8	1.8	3.3	7.9
Sydney Ferries	3.6	0.4	0.4	4.4
Sydney Light Rail	5.1	1.1	0.7	6.9
Network (total)	2.6	0.7	1.0	4.3

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.
- "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 2019		
Mode	Weekday (%)	Weekend (%)
Train (total)	96.7	94.7
Sydney Trains	97.0	94.7
NSW TrainLink - Intercity	94.5	94.7
Bus (total)	94.7	95.4
Sydney Metro Buses	94.9	95.5
Outer Sydney Metro Buses	91.9	93.1
Sydney Ferries	95.5	95.6
Sydney Light Rail	92.8	93.9
Network (total)	95.8	95.0

Compliance by time of day (weekday)

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

May 2019				
Mode	AM peak (%)	PM peak (%)	Off-peak (%)	
Train (total)	97.5	96.3	96.3	
Sydney Trains	97.7	96.5	96.7	
NSW TrainLink - Intercity	95.3	94.9	92.6	
Bus (total)	95.3	94.2	94.4	
Sydney Metro Buses	95.4	94.5	94.6	
Outer Sydney Metro Buses	94.1	89.1	92.0	
Sydney Ferries	96.7	95.9	93.8	
Sydney Light Rail	95.1	92.0	91.3	
Network (total)	96.5	95.4	95.4	

Summary of compliance and revenue loss for all modes

Mode	May 2018 Compliance (%)	Nov 2018 Compliance (%)	May 2019 Compliance (%)	Revenue Loss (\$ '000) For the six months to Jun 2019
Sydney Trains				
T1 - North Shore & Western	-	-	97.4	4,277
T1 - North Shore	96.6	96.5	98.0	1,529
T1 - Western	95.8	95.3	96.7	2,748
T2 - Inner West & Leppington	95.4	95.0	95.6	2,945
T2 - Inner West	96.2	96.1	97.3	883
T2 - Leppington	94.9	94.3	94.5	2,063
T3 - Bankstown	97.4	93.4	95.4	1,522
T4 - Eastern Suburbs & Illawarra	97.1	96.3	97.8	2,021
T4 - Eastern Suburbs	98.1	96.7	98.2	-
T4 - Illawarra	95.9	95.8	97.4	-
T5 - Cumberland	92.4	95.1	96.0	507
T6 - Carlingford	88.6	90.2	90.7	76
T7 - Olympic Park	94.9	95.6	93.5	114
T8 - Airport & South	96.2	94.7	96.4	1,937
T9 - Northern	96.7	96.9	95.2	1,229
Sydney Trains (total)	96.3	95.6	96.6	14,629
NSW TrainLink - Intercity				
T - Blue Mountains	94.0	94.9	95.0	693
T - Central Coast & Newcastle	91.3	93.7	95.5	1,686
T - Southern Highlands	89.1	89.0	90.6	245
T - South Coast	94.2	93.7	93.2	1,374
T - Hunter	85.9	86.4	87.3	201
NSW TrainLink - Intercity (total)	92.5	93.7	94.5	4,200
Train (total)	95.9	95.4	96.4	18,828

Notes:

1. Compliance and non-compliance percentages may not add to 100%; minor discrepancies for totals are a result of rounding.
2. Network delineation changes that took place on 28 April 2019 to support the integration of Sydney Metro into the wider public transport network are reflected from the May 2019 survey. The T1 Northern Line was renamed the T9 Northern Line.

Summary of compliance and revenue loss for all modes

Mode	May 2018 Compliance (%)	Nov 2018 Compliance (%)	May 2019 Compliance (%)	Revenue Loss (\$ '000) For the six months to Jun 2019
Sydney Metropolitan Buses				
SMBSC001 - Penrith, Blacktown, Richmond	81.2	95.1	93.9	608
SMBSC002 - Liverpool, Ingleburn, Campbelltown	92.1	92.0	89.7	444
SMBSC003 - Parramatta, Fairfield, Liverpool	95.5	94.4	94.6	783
SMBSC004 - Hills District	95.4	94.6	93.7	2,057
SMBSC005 - Bankstown, Hurstville, Roselands	91.7	92.9	94.3	130
SBSC006 - Inner West	94.2	94.7	97.1	2,028
SMBSC007 - North Sydney, Epping, Parramatta	94.0	95.4	95.9	1,214
SMBSC008 - Northern Beaches	95.1	93.5	95.7	1,799
SMBSC009 - Eastern Suburbs	94.3	93.8	93.2	4,942
SMBSC010 - Hurstville, Sutherland, Cronulla	92.7	95.4	95.6	254
SMBSC012 - Chatswood, Hornsby	96.0	95.4	96.7	117
SMBSC013 - Parramatta, Liverpool, Bankstown	91.8	88.9	94.7	284
SMBSC014 - Frenchs Forest, St Ives, Hornsby	94.9	95.5	96.9	175
SMBSC015 - Campbelltown, Camden, Macarthur	91.6	94.5	94.1	166
Sydney Metro Bus (total)	93.7	94.2	95.0	15,001
Outer Sydney Metropolitan Buses				
OSMBSC001 - Cessnock, Maitland, Newcastle	93.9	93.9	93.8	37
OSMBSC002 - Maitland, Raymond Terrace	88.1	88.1	89.0	115
OSMBSC003 - Port Stephens, Newcastle	83.1	83.3	90.2	37
OSMBSC004 - Maryland, Edgeworth, Toronto	82.2	82.4	82.7	93
NISC001 - Newcastle, Lake Macquarie	84.8	88.7	89.7	473
OSMBSC006 - Gosford, Wyong (Busways)	93.3	93.3	94.6	200
OSMBSC007 - Gosford, Wyong (Red Bus Service)	83.6	83.6	90.2	205
OSMBSC008 - Katoomba, Springwood, Penrith	91.0	90.8	86.3	117
OSMBSC009 - Wollongong, Stanwell Park, Helensburgh	95.7	95.8	92.8	12
OSMBSC010 - Kiama, Dapto, Wollongong	95.6	95.7	97.7	86
OSMBSC011 - Wyong	94.4	94.7	96.6	2
OSMBSC012 - Wollongong, Corrimal, Thirroul	98.3	98.3	97.5	17
Outer Sydney Metro Bus (total)	89.5	90.5	92.1	1,395
Bus (total)	93.4	94.0	94.8	16,396
Sydney Ferries				
F1 - Manly	97.6	96.7	98.7	156
F2 - Taronga Zoo	93.6	93.1	94.8	187
F3 - Parramatta River	93.1	92.5	92.8	497
F4 - Cross Harbour	89.2	91.7	93.7	651
F5 - Neutral Bay	96.6	94.9	97.4	39
F6 - Mosman Bay	95.9	97.2	97.0	43
F7 - Double Bay	93.2	94.9	95.9	18
F8 - Cockatoo Island	94.1	96.2	94.6	73
Sydney Ferries (total)	93.9	94.1	95.6	1,665
Sydney Light Rail				
Light Rail (total)	92.8	94.7	93.1	573
Network (total)	94.8	94.8	95.7	37,462