

# November 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 November 2018 survey inspected approximately 44,000 Opal cards, single trip tickets and contactless payment cards 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.

Outer Sydney Metro Bus regions were not surveyed in November 2018 (except NISC1). Results from May 2018 were reweighted to updated patronage data to estimate a fare compliance rate for November 2018.

## 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 2017		May 2018		Nov 2018	
	Fare compliance (%)	Revenue loss (\$ '000) For six months to Dec 2017	Fare compliance (%)	Revenue loss (\$ '000) For six months to Jun 2018	Fare compliance (%)	Revenue loss (\$ '000) For six months to Dec 2018
<b>Train (total)</b>	<b>95.3</b>	<b>21,131</b>	<b>95.9</b>	<b>20,475</b>	<b>95.4</b>	<b>24,596</b>
Sydney Trains	95.6	16,146	96.3	16,185	95.6	20,070
NSW TrainLink - Intercity	92.4	4,985	92.5	4,290	93.7	4,527
<b>Bus (total)</b>	<b>91.8</b>	<b>18,997</b>	<b>93.4</b>	<b>14,126</b>	<b>94.0</b>	<b>18,925</b>
Sydney Metro Buses	91.9	17,707	93.7	12,992	94.2	17,414
Outer Sydney Metro Buses	89.6	1,290	89.5	1,134	90.5	1,511
<b>Sydney Ferries</b>	<b>94.9</b>	<b>1,573</b>	<b>93.9</b>	<b>1,866</b>	<b>94.1</b>	<b>1,644</b>
<b>Sydney Light Rail</b>	<b>92.5</b>	<b>608</b>	<b>92.8</b>	<b>552</b>	<b>94.7</b>	<b>499</b>
<b>Network (total)</b>	<b>93.8</b>	<b>42,308</b>	<b>94.8</b>	<b>37,019</b>	<b>94.8</b>	<b>45,664</b>

## Non-compliance by mode and category

November 2018 Mode	No ticket Fare loss (%)	No fare loss (%)	Concession misuse (%)	Total (%)
<b>Train (total)</b>	<b>2.7</b>	<b>0.8</b>	<b>1.1</b>	<b>4.6</b>
Sydney Trains	2.6	0.8	1.1	4.4
NSW TrainLink - Intercity	4.1	1.1	1.0	6.3
<b>Bus (total)</b>	<b>3.5</b>	<b>1.1</b>	<b>1.4</b>	<b>6.0</b>
Sydney Metro Buses	3.5	1.0	1.3	5.8
Outer Sydney Metro Buses	3.1	3.1	3.3	9.5
<b>Sydney Ferries</b>	<b>3.6</b>	<b>1.3</b>	<b>0.9</b>	<b>5.9</b>
<b>Sydney Light Rail</b>	<b>3.5</b>	<b>0.7</b>	<b>1.1</b>	<b>5.3</b>
<b>Network (total)</b>	<b>3.1</b>	<b>0.9</b>	<b>1.2</b>	<b>5.2</b>

### Notes:

1. "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".
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.

## Compliance by day type

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

November 2018		
Mode	Weekday (%)	Weekend (%)
<b>Train (total)</b>	<b>95.5</b>	<b>94.6</b>
Sydney Trains	95.7	94.9
NSW TrainLink - Intercity	94.1	91.4
<b>Bus (total)</b>	<b>93.9</b>	<b>94.7</b>
Sydney Metro Buses	94.1	94.8
Outer Sydney Metro Buses	89.9	93.9
<b>Sydney Ferries</b>	<b>95.6</b>	<b>91.4</b>
<b>Sydney Light Rail</b>	<b>94.2</b>	<b>96.0</b>
<b>Network (total)</b>	<b>94.9</b>	<b>94.5</b>

## Compliance by time of day (weekday)

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

November 2018			
Mode	AM peak (%)	PM peak (%)	Off-peak (%)
<b>Train (total)</b>	<b>96.0</b>	<b>96.0</b>	<b>94.1</b>
Sydney Trains	96.0	96.1	94.6
NSW TrainLink - Intercity	96.1	95.2	89.5
<b>Bus (total)</b>	<b>95.1</b>	<b>93.3</b>	<b>93.0</b>
Sydney Metro Buses	95.5	93.5	93.1
Outer Sydney Metro Buses	89.0	88.7	92.1
<b>Sydney Ferries</b>	<b>96.2</b>	<b>95.0</b>	<b>95.8</b>
<b>Sydney Light Rail</b>	<b>96.1</b>	<b>93.9</b>	<b>92.5</b>
<b>Network (total)</b>	<b>95.6</b>	<b>94.9</b>	<b>93.7</b>

## Summary of compliance and revenue loss for all modes

Mode	Nov 2017 Compliance (%)	May 2018 Compliance (%)	Nov 2018 Compliance (%)	Revenue Loss (\$ '000) For the six months to Dec 2018
<b>Sydney Trains</b>				
<b>T1 - North Shore, Northern &amp; Western</b>	<b>96.6</b>	<b>96.3</b>	<b>96.2</b>	<b>7,801</b>
T1 - North Shore	97.8	96.6	96.5	1,826
T1 - Northern	95.7	96.7	96.9	1,807
T1 - Western	95.4	95.8	95.3	4,169
<b>T2 - Inner West &amp; Leppington</b>	<b>-</b>	<b>95.4</b>	<b>95.0</b>	<b>3,898</b>
T2 - Inner West	93.2	96.2	96.1	1,259
T2 - Leppington	-	94.9	94.3	2,639
<b>T3 - Bankstown</b>	<b>95.7</b>	<b>97.4</b>	<b>93.4</b>	<b>1,879</b>
<b>T4 - Eastern Suburbs &amp; Illawarra</b>	<b>96.2</b>	<b>97.1</b>	<b>96.3</b>	<b>3,054</b>
T4 - Eastern Suburbs	96.4	98.1	96.7	-
T4 - Illawarra	95.7	95.9	95.8	-
<b>T5 - Cumberland</b>	<b>-</b>	<b>92.4</b>	<b>95.1</b>	<b>555</b>
<b>T6 - Carlingford</b>	<b>90.0</b>	<b>88.6</b>	<b>90.2</b>	<b>74</b>
<b>T7 - Olympic Park</b>	<b>92.8</b>	<b>94.9</b>	<b>95.6</b>	<b>114</b>
<b>T8 - Airport &amp; South</b>	<b>-</b>	<b>96.2</b>	<b>94.7</b>	<b>2,695</b>
<b>Sydney Trains (total)</b>	<b>95.6</b>	<b>96.3</b>	<b>95.6</b>	<b>20,070</b>
<b>NSW TrainLink - Intercity</b>				
<b>T - Blue Mountains</b>	<b>95.6</b>	<b>94.0</b>	<b>94.9</b>	<b>853</b>
<b>T - Central Coast &amp; Newcastle</b>	<b>90.1</b>	<b>91.3</b>	<b>93.7</b>	<b>2,273</b>
<b>T - Southern Highlands</b>	<b>90.9</b>	<b>89.1</b>	<b>89.0</b>	<b>265</b>
<b>T - South Coast</b>	<b>94.5</b>	<b>94.2</b>	<b>93.7</b>	<b>956</b>
<b>T - Hunter</b>	<b>85.2</b>	<b>85.9</b>	<b>86.4</b>	<b>180</b>
<b>NSW TrainLink - Intercity (total)</b>	<b>92.4</b>	<b>92.5</b>	<b>93.7</b>	<b>4,527</b>
<b>Train (total)</b>	<b>95.3</b>	<b>95.9</b>	<b>95.4</b>	<b>24,596</b>

### Notes:

1. Compliance and non-compliance percentages may not add to 100%; minor discrepancies for totals are a result of rounding.
2. The Epping to Chatswood line (T1 Northern via Macquarie Park) was excluded from the November 2018 survey due to being closed for upgrades ahead of the opening of Sydney Metro Northwest. The bus replacement service (Station Link) was not surveyed in November 2018.
3. Network delineation changes that took place from 26 November 2017 are reflected from the May 2018 survey.

## Summary of compliance and revenue loss for all modes

Mode	Nov 2017 Compliance (%)	May 2018 Compliance (%)	Nov 2018 Compliance (%)	Revenue Loss (\$ '000) For the six months to Dec 2018
<b>Sydney Metropolitan Buses</b>				
SMBSC001 - Penrith, Blacktown, Richmond	91.0	81.2	95.1	591
SMBSC002 - Liverpool, Ingleburn, Campbelltown	91.9	92.1	92.0	290
SMBSC003 - Parramatta, Fairfield, Liverpool	91.5	95.5	94.4	664
SMBSC004 - Hills District	94.1	95.4	94.6	1,917
SMBSC005 - Bankstown, Hurstville, Roselands	88.7	91.7	92.9	133
SMBSC006 - Inner West	93.5	94.2	94.7	3,266
SMBSC007 - North Sydney, Epping, Parramatta	90.3	94.0	95.4	1,808
SMBSC008 - Northern Beaches	94.3	95.1	93.5	2,005
SMBSC009 - Eastern Suburbs	90.1	94.3	93.8	5,340
SMBSC010 - Hurstville, Sutherland, Cronulla	92.7	92.7	95.4	344
SMBSC012 - Chatswood, Hornsby	94.7	96.0	95.4	81
SMBSC013 - Parramatta, Liverpool, Bankstown	91.9	91.8	88.9	591
SMBSC014 - Frenchs Forest, St Ives, Hornsby	94.8	94.9	95.5	203
SMBSC015 - Campbelltown, Camden, Macarthur	89.3	91.6	94.5	181
<b>Sydney Metro Bus (total)</b>	<b>91.9</b>	<b>93.7</b>	<b>94.2</b>	<b>17,414</b>
<b>Outer Sydney Metropolitan Buses</b>				
OSMBSC001 - Cessnock, Maitland, Newcastle	93.4	93.9	93.9	42
OSMBSC002 - Maitland, Raymond Terrace	83.0	88.1	88.1	114
OSMBSC003 - Port Stephens, Newcastle	90.9	83.1	83.3	37
OSMBSC004 - Maryland, Edgeworth, Toronto	86.5	82.2	82.4	77
NISC1 - Newcastle, Lake Macquarie	88.9	84.8	88.7	475
OSMBSC006 - Gosford, Wyong (Busways)	88.7	93.3	93.3	228
OSMBSC007 - Gosford, Wyong (Red Bus Service)	89.6	83.6	83.6	322
OSMBSC008 - Katoomba, Springwood, Penrith	87.5	91.0	90.8	33
OSMBSC009 - Wollongong, Stanwell Park, Helensburgh	96.5	95.7	95.8	5
OSMBSC010 - Kiama, Dapto, Wollongong	93.6	95.6	95.7	167
OSMBSC011 - Wyong	81.2	94.4	94.7	2
OSMBSC012 - Wollongong, Corrimal, Thirroul	94.2	98.3	98.3	9
<b>Outer Sydney Metro Bus (total)</b>	<b>89.6</b>	<b>89.5</b>	<b>90.5</b>	<b>1,511</b>
<b>Bus (total)</b>	<b>91.8</b>	<b>93.4</b>	<b>94.0</b>	<b>18,925</b>
<b>Sydney Ferries</b>				
F1 - Manly	97.8	97.6	96.7	276
F2 - Taronga Zoo	91.9	93.6	93.1	185
F3 - Parramatta River	94.7	93.1	92.5	382
F4 - Cross Harbour	-	89.2	91.7	635
F5 - Neutral Bay	96.1	96.6	94.9	56
F6 - Mosman Bay	93.4	95.9	97.2	44
F7 - Double Bay	-	93.2	94.9	21
F8 - Cockatoo Island	-	94.1	96.2	47
<b>Sydney Ferries (total)</b>	<b>94.9</b>	<b>93.9</b>	<b>94.1</b>	<b>1,644</b>
<b>Sydney Light Rail</b>				
<b>Light Rail (total)</b>	<b>92.5</b>	<b>92.8</b>	<b>94.7</b>	<b>499</b>
<b>Network (total)</b>	<b>93.8</b>	<b>94.8</b>	<b>94.8</b>	<b>45,664</b>