

# November 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 November 2019 Survey inspected approximately 56,000 Opal cards, contactless payments (credit cards, debit cards or linked devices) and single trip tickets on metro, trains, buses, ferries and light rail.

Non-compliant customers include those not carrying an Opal card, not tapping on and those travelling on discounted Opal products (eg. 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	Nov 2018		May 2019		Nov 2019	
	Fare compliance (%)	Revenue loss (\$ 000) For six months to Dec 2018	Fare compliance (%)	Revenue loss (\$ 000) For six months to Jun 2019	Fare compliance (%)	Revenue loss (\$ 000) For six months to Dec 2019
<b>Sydney Metro</b>	-	-	-	-	<b>98.5</b>	<b>614</b>
<b>Train (total)</b>	<b>95.4</b>	<b>24,596</b>	<b>96.4</b>	<b>18,828</b>	<b>96.2</b>	<b>21,797</b>
Sydney Trains	95.6	20,070	96.6	14,629	96.4	16,957
NSW TrainLink – Intercity	93.7	4,527	94.5	4,200	93.8	4,841
<b>Bus (total)</b>	<b>94.0</b>	<b>18,925</b>	<b>94.8</b>	<b>16,396</b>	<b>95.6</b>	<b>13,629</b>
Sydney Metro Buses	94.2	17,414	95.0	15,001	95.8	12,054
Outer Sydney Metro Buses	90.5	1,511	92.1	1,395	91.6	1,576
<b>Sydney Ferries</b>	<b>94.1</b>	<b>1,644</b>	<b>95.6</b>	<b>1,665</b>	<b>97.1</b>	<b>1,136</b>
<b>Sydney Light Rail</b>	<b>94.7</b>	<b>499</b>	<b>93.1</b>	<b>573</b>	<b>94.6</b>	<b>624</b>
<b>Network (total)</b>	<b>94.8</b>	<b>45,664</b>	<b>95.7</b>	<b>37,462</b>	<b>96.0</b>	<b>37,801</b>

## Non-compliance by mode and category

November 2019 Mode	No ticket Fare loss (%)	No fare loss (%)	Concession misuse (%)	Total (%)
<b>Sydney Metro</b>	<b>0.9</b>	<b>0.0</b>	<b>0.6</b>	<b>1.5</b>
<b>Train (total)</b>	<b>2.3</b>	<b>0.6</b>	<b>0.9</b>	<b>3.8</b>
Sydney Trains	2.2	0.6	0.8	3.6
NSW TrainLink – Intercity	3.7	0.8	1.6	6.2
<b>Bus (total)</b>	<b>2.4</b>	<b>0.9</b>	<b>1.1</b>	<b>4.4</b>
Sydney Metro Buses	2.3	0.9	1.0	4.2
Outer Sydney Metro Buses	3.9	1.5	3.0	8.4
<b>Sydney Ferries</b>	<b>2.6</b>	<b>0.1</b>	<b>0.3</b>	<b>3.0</b>
<b>Sydney Light Rail</b>	<b>4.1</b>	<b>0.6</b>	<b>0.7</b>	<b>5.4</b>
<b>Network (total)</b>	<b>2.3</b>	<b>0.7</b>	<b>1.0</b>	<b>4.0</b>

### 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 or contactless payment 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)

November 2019		
Mode	Weekday (%)	Weekend (%)
<b>Sydney Metro</b>	<b>99.3</b>	<b>93.5</b>
<b>Train (total)</b>	<b>96.3</b>	<b>95.2</b>
Sydney Trains	96.5	95.8
NSW TrainLink – Intercity	94.4	90.7
<b>Bus (total)</b>	<b>95.7</b>	<b>95.1</b>
Sydney Metro Buses	95.9	95.4
Outer Sydney Metro Buses	91.7	90.8
<b>Sydney Ferries</b>	<b>97.9</b>	<b>95.7</b>
<b>Sydney Light Rail</b>	<b>95.2</b>	<b>92.6</b>
<b>Network (total)</b>	<b>96.2</b>	<b>95.1</b>

## Compliance by time of day (weekday)

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

November 2019			
Mode	AM peak (%)	PM peak (%)	Off peak (%)
<b>Sydney Metro</b>	<b>100.0</b>	<b>98.5</b>	<b>99.5</b>
<b>Train (total)</b>	<b>97.2</b>	<b>96.6</b>	<b>94.7</b>
Sydney Trains	97.4	96.9	94.8
NSW TrainLink – Intercity	95.2	94.6	93.1
<b>Bus (total)</b>	<b>95.9</b>	<b>94.9</b>	<b>96.4</b>
Sydney Metro Buses	96.2	95.1	96.7
Outer Sydney Metro Buses	91.4	90.6	93.1
<b>Sydney Ferries</b>	<b>97.8</b>	<b>99.1</b>	<b>96.4</b>
<b>Sydney Light Rail</b>	<b>95.8</b>	<b>95.0</b>	<b>94.9</b>
<b>Network (total)</b>	<b>96.7</b>	<b>96.0</b>	<b>95.6</b>

## Summary of compliance and revenue loss for all modes

Mode	Nov 2018 Compliance (%)	May 2019 Compliance (%)	Nov 2019 Compliance (%)	Revenue Loss (\$ 000) For the six months to Dec 2019
<b>Sydney Metro</b>				
<b>Metro (total)</b>	-	-	<b>98.5</b>	<b>614</b>
<b>Sydney Trains</b>				
<b>T1 - North Shore &amp; Western</b>	-	<b>97.4</b>	<b>96.5</b>	<b>5,304</b>
T1 - North Shore	96.5	98.0	97.5	1,635
T1 - Western	95.3	96.7	95.3	3,670
<b>T2 - Inner West &amp; Leppington</b>	<b>95.0</b>	<b>95.6</b>	<b>95.8</b>	<b>3,218</b>
T2 - Inner West	96.1	97.3	97.4	884
T2 - Leppington	94.3	94.5	94.6	2,334
<b>T3 - Bankstown</b>	<b>93.4</b>	<b>95.4</b>	<b>94.2</b>	<b>1,919</b>
<b>T4 - Eastern Suburbs &amp; Illawarra</b>	<b>96.3</b>	<b>97.8</b>	<b>97.5</b>	<b>2,395</b>
T4 - Eastern Suburbs	96.7	98.2	98.0	-
T4 - Illawarra	95.8	97.4	96.9	-
<b>T5 - Cumberland</b>	<b>95.1</b>	<b>96.0</b>	<b>94.2</b>	<b>826</b>
<b>T6 - Carlingford</b>	<b>90.2</b>	<b>90.7</b>	<b>89.6</b>	<b>81</b>
<b>T7 - Olympic Park</b>	<b>95.6</b>	<b>93.5</b>	<b>96.7</b>	<b>82</b>
<b>T8 - Airport &amp; South</b>	<b>94.7</b>	<b>96.4</b>	<b>97.1</b>	<b>1,794</b>
<b>T9 - Northern</b>	<b>96.9</b>	<b>95.2</b>	<b>96.3</b>	<b>1,339</b>
<b>Sydney Trains (total)</b>	<b>95.6</b>	<b>96.6</b>	<b>96.4</b>	<b>16,957</b>
<b>NSW TrainLink – Intercity</b>				
<b>T - Blue Mountains</b>	<b>94.9</b>	<b>95.0</b>	<b>95.0</b>	<b>1,069</b>
<b>T - Central Coast &amp; Newcastle</b>	<b>93.7</b>	<b>95.5</b>	<b>93.7</b>	<b>2,430</b>
<b>T - Southern Highlands</b>	<b>89.0</b>	<b>90.6</b>	<b>94.6</b>	<b>137</b>
<b>T - South Coast</b>	<b>93.7</b>	<b>93.2</b>	<b>93.4</b>	<b>968</b>
<b>T - Hunter</b>	<b>86.4</b>	<b>87.3</b>	<b>87.0</b>	<b>236</b>
<b>NSW TrainLink – Intercity (total)</b>	<b>93.7</b>	<b>94.5</b>	<b>93.8</b>	<b>4,841</b>
<b>Train (total)</b>	<b>95.4</b>	<b>96.4</b>	<b>96.2</b>	<b>21,797</b>

## Summary of compliance and revenue loss for all modes

Mode	Nov 2018 Compliance (%)	May 2019 Compliance (%)	Nov 2019 Compliance (%)	Revenue Loss (\$ 000) For the six months to Dec 2019
<b>Sydney Metropolitan Buses</b>				
SMBSC001 - Penrith, Blacktown, Richmond	95.1	93.9	89.0	597
SMBSC002 - Liverpool, Ingleburn, Campbelltown	92.0	89.7	96.6	140
SMBSC003 - Parramatta, Fairfield, Liverpool	94.4	94.6	94.7	685
SMBSC004 - Hills District	94.6	93.7	98.1	627
SMBSC005 - Bankstown, Hurstville, Roselands	92.9	94.3	95.7	84
SBSC006 - Inner West	94.7	97.1	95.0	3,405
SMBSC007 - North Sydney, Epping, Parramatta	95.4	95.9	96.8	1,171
SMBSC008 - Northern Beaches	93.5	95.7	96.5	1,465
SMBSC009 - Eastern Suburbs	93.8	93.2	96.4	2,831
SMBSC010 - Hurstville, Sutherland, Cronulla	95.4	95.6	97.5	119
SMBSC012 - Chatswood, Hornsby	95.4	96.7	96.6	140
SMBSC013 - Parramatta, Liverpool, Bankstown	88.9	94.7	95.8	396
SMBSC014 - Frenchs Forest, St Ives, Hornsby	95.5	96.9	96.3	244
SMBSC015 - Campbelltown, Camden, Macarthur	94.5	94.1	94.3	151
<b>Sydney Metro Bus (total)</b>	<b>94.2</b>	<b>95.0</b>	<b>95.8</b>	<b>12,054</b>
<b>Outer Sydney Metropolitan Buses</b>				
OSMBSC001 - Cessnock, Maitland, Newcastle	93.9	93.8	87.3	75
OSMBSC002 - Maitland, Raymond Terrace	88.1	89.0	89.3	159
OSMBSC003 - Port Stephens, Newcastle	83.3	90.2	90.4	31
OSMBSC004 - Maryland, Edgeworth, Toronto	82.4	82.7	82.7	113
NISC001 - Newcastle, Lake Macquarie	88.7	89.7	87.1	623
OSMBSC006 - Gosford, Wyong (Busways)	93.3	94.6	94.1	276
OSMBSC007 - Gosford, Wyong (Red Bus Service)	83.6	90.2	96.9	88
OSMBSC008 - Katoomba, Springwood, Penrith	90.8	86.3	87.6	72
OSMBSC009 - Wollongong, Stanwell Park, Helensburgh	95.8	92.8	93.0	14
OSMBSC010 - Kiama, Dapto, Wollongong	95.7	97.7	97.6	104
OSMBSC011 - Wyong	94.7	96.6	96.7	2
OSMBSC012 - Wollongong, Corrimal, Thirroul	98.3	97.5	97.5	18
<b>Outer Sydney Metro Bus (total)</b>	<b>90.5</b>	<b>92.1</b>	<b>91.6</b>	<b>1,576</b>
<b>Bus (total)</b>	<b>94.0</b>	<b>94.8</b>	<b>95.6</b>	<b>13,629</b>
<b>Sydney Ferries</b>				
F1 - Manly	96.7	98.7	98.5	181
F2 - Taronga Zoo	93.1	94.8	97.6	98
F3 - Parramatta River	92.5	92.8	97.5	179
F4 - Cross Harbour	91.7	93.7	95.4	515
F5 - Neutral Bay	94.9	97.4	98.3	26
F6 - Mosman Bay	97.2	97.0	96.6	49
F7 - Double Bay	94.9	95.9	97.0	17
F8 - Cockatoo Island	96.2	94.6	94.9	73
<b>Sydney Ferries (total)</b>	<b>94.1</b>	<b>95.6</b>	<b>97.1</b>	<b>1,136</b>
<b>Sydney Light Rail</b>				
<b>Light Rail (total)</b>	<b>94.7</b>	<b>93.1</b>	<b>94.6</b>	<b>624</b>
<b>Network (total)</b>	<b>94.8</b>	<b>95.7</b>	<b>96.0</b>	<b>37,801</b>

### 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 are reflected from the May 2019 survey. The T1 Northern Line was renamed the T9 Northern Line.
3. Outer Sydney Metro Bus regions 3, 4, 9, 11 & 12 were not surveyed in November 2019. Results from May 2019 were reweighted to updated patronage data to estimate a fare non-compliance rate for November 2019. These regions will be surveyed in May 2020.
4. NISC001 region includes buses, Stockton Ferry and Newcastle Light Rail.
5. Sydney Metro and Newcastle Light Rail were both surveyed for the first time in November 2019.