

May 2022 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 2022 Survey inspected approximately 53,000 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 2019		May 2021		May 2022	
	Fare compliance (%)	Revenue loss (\$'000) For six months to Dec 2019	Fare compliance (%)	Revenue loss (\$'000) For six months to Jun 2021	Fare compliance (%)	Revenue loss (\$'000) For six months to Jun 2022
Sydney Metro	98.5	614	97.9	586	97.1	456
Train (total)	96.2	21,797	93.9	17,926	92.7	18,808
Sydney Trains	96.4	16,957	94.2	14,592	92.8	16,008
NSW TrainLink – Intercity	93.8	4,841	91.2	3,334	91.2	2,800
Bus (total)	95.6	13,629	90.5	16,415	87.1	19,892
Sydney Metro Buses	95.8	12,054	90.8	14,630	87.2	18,528
Outer Sydney Metro Buses	91.6	1,576	87.6	1,785	85.6	1,363
Sydney Ferries	97.1	1,136	95.9	615	89.5	2,007
Sydney Light Rail	94.6	624	91.3	2,173	88.9	2,599
Network (total)	96.0	37,801	92.6	37,714	90.3	43,762

Non-compliance by mode and category

May 2022 Mode	No ticket Fare loss (%)	No fare loss (%)	Concession misuse (%)	Total (%)
Sydney Metro	1.0	0.4	1.5	2.9
Train (total)	4.4	1.3	1.6	7.3
Sydney Trains	4.3	1.2	1.7	7.2
NSW TrainLink – Intercity	5.8	2.0	1.0	8.8
Bus (total)	6.9	3.3	2.7	12.9
Sydney Metro Buses	7.0	3.0	2.8	12.8
Outer Sydney Metro Buses	6.0	7.0	1.4	14.4
Sydney Ferries	3.0	0.4	7.1	10.5
Sydney Light Rail	8.7	1.3	1.1	11.1
Network (total)	5.5	2.1	2.1	9.7

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 or contactless payment 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)

Mode	Weekday (%)	Weekend (%)
Sydney Metro	97.2	96.9
Train (total)	92.5	93.8
Sydney Trains	92.6	94.1
NSW TrainLink – Intercity	91.4	90.3
Bus (total)	86.4	90.3
Sydney Metro Buses	86.5	90.5
Outer Sydney Metro Buses	85.0	88.4
Sydney Ferries	90.1	88.4
Sydney Light Rail	88.6	89.9
Network (total)	89.9	92.0

Compliance by time of day (weekday)

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

Mode	AM peak (%)	PM peak (%)	Off-peak (%)
Sydney Metro	98.6	96.6	96.0
Train (total)	92.2	92.2	93.3
Sydney Trains	92.2	92.3	93.4
NSW TrainLink – Intercity	92.4	90.8	90.9
Bus (total)	86.0	84.5	89.3
Sydney Metro Buses	86.2	84.5	89.4
Outer Sydney Metro Buses	83.7	83.5	87.9
Sydney Ferries	93.9	89.1	87.5
Sydney Light Rail	90.6	88.9	87.2
Network (total)	89.8	89.0	91.2

Summary of compliance and revenue loss for all modes

Mode	Nov 2019 Compliance (%)	May 2021 Compliance (%)	May 2022 Compliance (%)	Revenue Loss (\$ '000) For the six months to Jun 2022
Sydney Metro				
Metro (total)	98.5	97.9	97.1	456
Sydney Trains				
T1 - North Shore & Western	96.5	93.1	94.4	4,081
T1 - North Shore	97.5	92.5	94.7	1,640
T1 - Western	95.3	93.8	94.2	2,441
T2 - Inner West & Leppington	95.8	93.6	92.1	2,793
T2 - Inner West	97.4	94.5	92.1	1,222
T2 - Leppington	94.6	92.9	92.1	1,571
T3 - Bankstown	94.2	94.6	90.2	1,376
T4 - Eastern Suburbs & Illawarra	97.5	96.6	90.1	4,818
T4 - Eastern Suburbs	98.0	97.4	94.1	-
T4 - Illawarra	96.9	95.7	86.2	-
T5 - Cumberland	94.2	94.3	91.7	576
T6 - Carlingford	89.6	-	-	-
T7 - Olympic Park	96.7	93.6	89.8	87
T8 - Airport & South	97.1	93.2	95.1	1,465
T9 - Northern	96.3	95.0	95.6	812
Sydney Trains (total)	96.4	94.2	92.8	16,008
NSW TrainLink – Intercity				
T - Blue Mountains	95.0	90.2	87.2	1,087
T - Central Coast & Newcastle	93.7	94.0	93.4	865
T - Southern Highlands	94.6	89.8	88.4	117
T - South Coast	93.4	87.5	89.8	573
T - Hunter	87.0	84.3	80.1	158
NSW TrainLink – Intercity (total)	93.8	91.2	91.2	2,800
Train (total)	96.2	93.9	92.7	18,808

Summary of compliance and revenue loss for all modes

Mode	Nov 2019 Compliance (%)	May 2021 Compliance (%)	May 2022 Compliance (%)	Revenue Loss (\$ '000) For the six months to Jun 2022
Sydney Metropolitan Buses				
SMBSC001 - Penrith, Blacktown, Richmond	89.0	88.6	85.7	1,153
SMBSC002 - Liverpool, Ingleburn, Campbelltown	96.6	89.1	79.5	365
SMBSC003 - Parramatta, Fairfield, Liverpool	94.7	89.8	88.5	774
SMBSC004 - Hills District	98.1	93.5	84.5	2,877
SMBSC005 - Bankstown, Hurstville, Roselands	95.7	89.2	78.5	468
SBSC006 - Inner West	95.0	92.9	89.4	3,483
GSBC007 - North Sydney, Epping, Parramatta	96.8	93.8	85.9	2,195
GSBC008 - Northern Beaches	96.5	92.3	88.6	2,159
GSBC009 - Eastern Suburbs	96.4	91.2	86.3	3,752
SMBSC010 - Hurstville, Sutherland, Cronulla	97.5	82.5	88.4	325
SMBSC012 - Chatswood, Hornsby	96.6	93.0	93.5	105
SMBSC013 - Parramatta, Liverpool, Bankstown	95.8	83.6	88.4	451
SMBSC014 - Frenchs Forest, St Ives, Hornsby	96.3	94.1	94.2	137
SMBSC015 - Campbelltown, Camden, Macarthur	94.3	89.9	82.7	285
Sydney Metro Bus (total)	95.8	90.8	87.2	18,528
Outer Sydney Metropolitan Buses				
OSMBSC001 - Cessnock, Maitland, Newcastle	87.3	89.7	90.9	23
OSMBSC002 - Maitland, Raymond Terrace	89.3	84.4	85.6	84
OSMBSC003 - Port Stephens, Newcastle	90.4	78.1	72.6	50
OSMBSC004 - Maryland, Edgeworth, Toronto	82.7	73.5	62.8	84
NISC001 - Newcastle, Lake Macquarie	87.1	85.7	81.5	663
OSMBSC006 - Gosford, Wyong (Busways)	94.1	89.6	85.4	159
OSMBSC007 - Gosford, Wyong (Red Bus Service)	96.9	83.9	89.8	98
OSMBSC008 - Katoomba, Springwood, Penrith	87.6	92.0	79.5	80
OSMBSC009 - Wollongong, Stanwell Park, Helensburgh	93.0	95.7	91.5	10
OSMBSC010 - Kiama, Dapto, Wollongong	97.6	93.7	96.3	97
OSMBSC011 - Wyong	96.7	88.1	77.4	5
OSMBSC012 - Wollongong, Corrimal, Thirroul	97.5	93.8	98.3	10
Outer Sydney Metro Bus (total)	91.6	87.6	85.6	1,363
Bus (total)	95.6	90.5	87.1	19,892
Sydney Ferries				
F1 - Manly	98.5	96.3	96.4	247
F2 - Taronga Zoo	97.6	97.6	86.9	184
F3 - Parramatta River	97.5	96.5	90.4	364
F4 - Cross Harbour	95.4	-	-	-
F4 - Pyrmont Bay	-	92.7	82.0	621
F5 - Neutral Bay	98.3	97.9	90.3	69
F6 - Mosman Bay	96.6	95.2	91.2	97
F7 - Double Bay	97.0	97.3	86.9	39
F8 - Cockatoo Island	94.9	92.9	81.1	147
F9 - Watsons Bay	-	97.2	87.7	238
Sydney Ferries (total)	97.1	95.9	89.5	2,007

Summary of compliance and revenue loss for all modes

Mode	Nov 2019 Compliance (%)	May 2021 Compliance (%)	May 2022 Compliance (%)	Revenue Loss (\$ '000) For the six months to Jun 2022
Sydney Light Rail				
L1 - Dulwich Hill	94.6	91.2	92.9	230
L2 - Randwick	-	91.5	89.7	959
L3 - Kingsford	-	91.8	86.6	1,409
Light Rail (total)	94.6	91.3	88.9	2,599
Network (total)	96.0	92.6	90.3	43,762

Notes:

- Compliance and non-compliance percentages may not add to 100%; minor discrepancies for totals are a result of rounding.
- Due to the impact of COVID-19, the May 2020, November 2020 and November 2021 surveys were not conducted.
- 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. All Outer Sydney Metro Bus regions were surveyed in May 2021 and May 2022.
- NISC001 region includes buses, Stockton Ferry and Newcastle Light Rail.
- Sydney Metro and Newcastle Light Rail were both surveyed for the first time in November 2019.
- Two Light Rail lines have become operational since the November 2019 survey. The L2 Randwick Line opened 14 December 2019 and the L3 Kingsford Line opened 3 April 2020.
- From 25 October 2020 the F4 Cross Harbour route was divided into two new routes- the F4 Pyrmont Bay and F9 Watsons Bay routes.
- From the May 2022 Survey, bus contract regions SMBSC007, SMBSC008 and SMBSC009 are classified as GSBC007, GSBC008 and GSBC009