

May 2023 Fare Compliance Survey Results

August 2023



Survey Background

The Fare Compliance Survey is conducted twice yearly in May and November, and is designed to measure the incidence of fare 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 non-compliance and public transport cost recovery.

The May 2023 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 (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 2021		May 2022		May 2023	
	Fare Compliance (%)	Revenue Loss (\$'000) Jan to Jun 2021	Fare Compliance (%)	Revenue Loss (\$'000) Jan to Jun 2022	Fare Compliance (%)	Revenue Loss (\$'000) Jan to Jun 2023
Sydney Metro	97.9	586	97.1	456	95.1	1,541
Train (total)	93.9	17,926	92.7	18,808	92.0	33,099
Sydney Trains	94.2	14,592	92.8	16,008	92.3	26,323
NSW TrainLink	91.2	3,334	91.2	2,800	88.4	6,776
Bus (total)	90.5	16,415	87.1	19,892	88.8	24,949
Sydney Metro Buses	90.8	14,630	87.2	18,528	89.0	22,326
Outer Sydney Metro Buses	87.6	1,785	85.6	1,363	86.1	2,623
Sydney Ferries	95.9	615	89.5	2,007	95.8	1,550
Sydney Light Rail	91.3	2,173	88.9	2,599	90.1	4,296
Network (total)	92.6	37,714	90.3	43,762	90.8	65,435

Non-compliance by mode and category

May 2023 Mode	No ticket Fare loss (%)	No ticket No fare loss (%)	Concession misuse (%)	Total (%)
Sydney Metro				4.9
Train (total)	4.8	1.5	1.7	8.0
Sydney Trains	4.4	1.5	1.8	7.7
NSW TrainLink	8.8	1.5	1.3	11.6
Bus (total)	5.8	3.8	1.6	11.2
Sydney Metro Buses	5.6	3.7	1.7	11.0
Outer Sydney Metro Buses	8.1	4.2	1.6	13.9
Sydney Ferries	2.7	0.2	1.3	4.2
Sydney Light Rail	7.3	1.0	1.6	9.9
Network (total)	5.2	2.3	1.7	9.2

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)

May 2023 Mode	Weekday (%)	Weekend (%)
Sydney Metro	95.6	92.1
Train (total)	91.7	93.3
Sydney Trains	92.0	93.9
NSW TrainLink	88.6	87.4
Bus (total)	88.1	91.9
Sydney Metro Buses	88.3	92.2
Outer Sydney Metro	85.8	87.9
Sydney Ferries	95.7	95.4
Sydney Light Rail	91.0	87.4
Network (total)		

Compliance by time of day (weekday)

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

May 2023 Mode	AM peak (%)	PM peak (%)	Off-peak (%)
Sydney Metro	98.2	93.1	95.8
Train (total)	91.7	92.4	90.8
Sydney Trains	92.0	92.7	91.2
NSW TrainLink	89.5	89.0	87.0
Bus (total)	86.3	87.1	91.4
Sydney Metro Buses	86.6	87.4	91.5
Outer Sydney Metro	83.1	83.4	91.0
Sydney Ferries	93.7	96.8	96.2
Sydney Light Rail	90.0	92.2	90.3
Network (total)			



Summary of compliance and revenue loss for all modes

Mode	May 2021 Compliance (%)	May 2022 Compliance (%)	May 2023 Compliance (%)	Revenue Loss (\$'000) Jan to Jun 2023
Sydney Metro				
Metro (total)	97.0	97.1	95.1	1,541
Sydney Trains				
T1 – North Shore & Western	93.1	94.4	94.2	6,189
T1 – North Shore	92.5	94.7	94.1	2,755
T1 – Western	93.8	94.2	94.4	3,434
T2 – Inner West & Leppington	93.6	92.1	91.2	4,743
T2 – Inner West	94.5	92.1	95.2	1,078
T2 – Leppington	92.9	92.1	88.1	3,664
T3 – Bankstown	94.6	90.2	86.2	3,963
T4 – Eastern Suburbs & Illawarra	96.6	90.1	92.3	5,308
T4 – Eastern Suburbs	97.4	94.1	91.1	-
T4 – Illawarra	95.7	86.2	92.6	-
T5 – Cumberland	94.3	91.7	90.2	1,271
T7 – Olympic Park	93.6	89.8	90.7	175
T8 – Airport & South	93.2	95.1	93.6	2,980
T9 – Northern	95.0	95.6	93.1	1,694
Sydney Trains (total)	94.2	92.8	92.3	26,323
NSW TrainLink				
T – Blue Mountains	90.2	87.2	87.7	1,955
T – Central Coast & Newcastle	94.0	93.4	90.2	2,564
T – Southern Highlands	89.8	88.4	87.5	292
T – South Coast	87.5	89.8	87.5	1,659
T – Hunter	84.3	80.1	78.6	306
NSW TrainLink (total)	91.2	91.2	88.4	6,776
Train (total)	93.9	92.7	92.0	33,099
Sydney Metropolitan Buses				
SMBSC001 - Penrith, Blacktown, Richmond	88.6	85.7	85.9	1,740
SMBSC002 - Liverpool, Ingleburn, Campbelltown -	89.1	79.5	87.0	467
SMBSC003 - Parramatta, Fairfield, Liverpool	89.8	88.5	88.2	1,287
GSBC004 - Hills District	93.5	84.5	93.1	1,403
SMBSC005 - Bankstown, Hurstville, Roselands	89.2	78.5	82.2	489
SBSC006 - Inner West	92.9	89.4	89.1	5,822
GSBC007 - North Sydney, Epping, Parramatta	93.8	85.9	90.9	2,833
GSBC008 - Northern Beaches	92.3	88.6	92.6	2,100
GSBC009 - Eastern Suburbs	91.2	86.3	87.0	3,707
SMBSC010 - Hurstville, Sutherland, Cronulla	82.5	88.4	85.6	488
SMBSC012 - Chatswood, Hornsby	93.0	93.5	92.4	223
SMBSC013 - Parramatta, Liverpool, Bankstown	83.6	88.4	83.2	1,045
SMBSC014 - Frenchs Forest, St Ives, Hornsby	94.1	94.2	91.2	438
SMBSC015 - Campbelltown, Camden, Macarthur	89.9	82.7	84.9	284
Sydney Metro Bus (total)	90.8	87.2	89.0	22,326

Mode	May 2021 Compliance (%)	May 2022 Compliance (%)	May 2023 Compliance (%)	Revenue Loss (\$'000) Jan to Jun 2023
Outer Sydney Metropolitan Buses				
OSMBSC001 - Cessnock, Maitland, Newcastle	89.7	90.0	91.8	22
OSMBSC002 - Maitland, Raymond Terrace	84.4	85.6	83.4	87
OSMBSC003 - Port Stephens, Newcastle	78.1	72.6	80.5	13
OSMBSC004 - Maryland, Edgeworth, Toronto	73.5	62.8	66.1	227
NISC001 - Newcastle, Lake Macquarie	85.7	81.5	79.1	1,298
OSMBSC006 - Gosford, Wyong (Busways)	89.6	85.4	82.7	551
OSMBSC007 - Gosford, Wyong (Red Bus)	83.9	89.8	85.0	136
OSMBSC008 - Katoomba, Springwood,	92.0	79.5	89.1	125
OSMBSC009 - Wollongong, Stanwell Park,	95.7	91.5	97.9	4
OSMBSC010 - Kiama, Dapto, Wollongong	93.7	96.3	96.4	133
OSMBSC011 - Wyong	88.1	77.4	70.1	4
OSMBSC012 - Wollongong, Corrimal, Thirroul	93.8	98.3	96.9	21
Outer Sydney Metro Bus (total)	87.6	85.6	86.1	2,623
Bus (total)	90.5	87.1	88.8	24,949
Sydney Ferries				
F1 – Manly	96.3	96.4	97.7	328
F2 – Taronga Zoo	97.6	86.9	95.8	134
F3 – Parramatta River	96.5	90.4	95.3	235
F4 – Pyrmont Bay	92.7	82.0	93.4	470
F5 – Neutral Bay	97.9	90.3	95.3	48
F6 – Mosman Bay	95.2	91.2	96.2	49
F7 – Double Bay	97.3	86.9	95.7	23
F8 – Cockatoo Island	92.9	81.1	92.6	69
F9 – Watsons Bay	97.2	87.7	94.3	195
Sydney Ferries (total)	95.9	89.5	95.8	1,550
Sydney Light Rail				
L1 – Dulwich Hill	91.2	92.9	87.6	759
L2 – Randwick	91.5	89.7	90.3	1,770
L3 – Kingsford	91.8	86.6	91.0	1,767
Light Rail (total)	91.3	88.9	90.1	4,296
Network (total)	92.6	90.3	90.8	65,435

Notes:

1. Compliance and non-compliance percentages may not add to 100%; minor discrepancies for totals are a result of rounding.
2. Due to the impact of COVID-19, the November 2021 survey was not conducted.
3. Due to the impact of Protected Industrial Action during late 2022 the November 2022 survey was not conducted.
4. All Outer Sydney Metro Bus regions were surveyed in May 2021, May 2022 and May 2023.
5. NISC001 region includes buses, Stockton Ferry and Newcastle Light Rail.
6. From the May 2022 Survey, bus contract regions SMBSC007, SMBSC008 and SMBSC009 are classified as GSBC007, GSBC008 and GSBC009.
7. On 21 May 2023 bus contract regions SMBSC012 and SMBSC014 were combined into a new contract, GSBC014. Results from the former regions are reported in this publication.

