

# Light Rail Fare Compliance Survey

Wave 4

Transport Canberra

December 2022



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# Background, Objectives & Approach



# Background

Transport Canberra delivered Stage 1 of the Canberra Light Rail system with services having commenced in April 2019. Stage 2A of the Light Rail system extending to Commonwealth Park is now underway.

The Canberra Light Rail system comprises a 12 km light rail alignment from Gungahlin Town Centre following Hibberson Street, Flemington Road, the Federal Highway and Northbourne Avenue to the City. It is the primary transport corridor connecting Canberra's growing northern suburbs with the City and the south.

While the Territory is responsible for providing the physical Electronic Ticketing System (ETS), collection of fare revenue, setting fares and establishing fare policies, Canberra Metro Operations (CMET) is responsible for revenue protection and the minimisation of fare evasion across the light rail system.

Transport Canberra engaged Painted Dog Research to develop a methodology and conduct the Fare Compliance Surveys to assist in determining the level of Fare Evasion on the Light Rail System.

This document details the approach and fare compliance results from Wave 4 of the Fare Compliance Survey (conducted in November 2022).



**ACT**  
Government



**Transport Canberra**

# The overall Strategic Aim of this research is:

*To conduct Fare Compliance Surveys to assist in determining the level of fare compliance / evasion on the Light Rail system.*

## The specific objectives for this project are:



### **Measure Fare Compliance**

To determine the overall level of Fare Compliance and ultimately Fare Evasion on the Light Rail System which will be used by the Territory to abate Canberra Metro Operations for poor performance, or reward for performance below the minimum specified KPI for fare evasion.



### **Determine Fare Evasion Type**

To determine the types of fare evasion within the overall mix, for example complete evasion (no valid ticket; not tapped on); concessional evasion (using a concession ticket without satisfactory evidence that the passenger is entitled to use a concession ticket).



### **Determine Fare Evasion Trends**

To identify patterns of fare evasion by time of day; day of week; location; on-board versus at stop, etc.



### **Time Series Analysis**

To enable, a comparison of results to previous fare evasion monitors to provide a time series analysis of performance and changes over time.

# Critical considerations

The survey approach incorporates consideration of a number of important variables.

## Statistical Robustness

- To ensure the passenger sample surveyed provides rigorous and robust data to allow highly accurate fare evasion estimates and the ability to calculate annualised revenue losses in the future.

## Service Coverage

- To ensure the approach provides coverage across each weekday and weekend day; across operational hours; across light rail vehicles; and across passenger cohorts in a balanced and proportionate manner.

## Survey Validity

- The approach incorporates **authorised Transport Canberra Territory Staff and CSOs** who work alongside the surveying team during the survey period to operate the ticket reading machines (froggers).

This approach provides the following benefits:

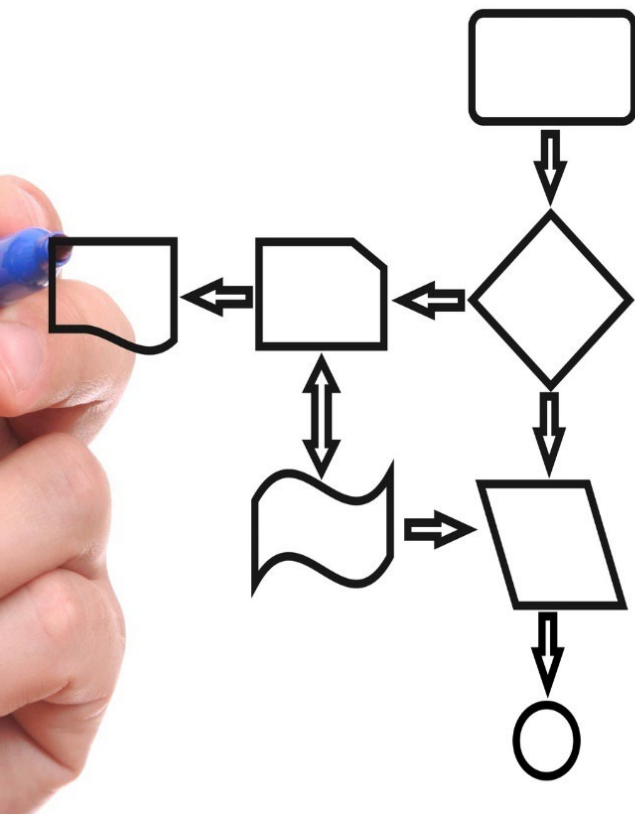
- To demonstrate to passengers that ticket checks are actually conducted
- To reinforce the validity of the survey process as an official initiative
- To send a clear message to fare evaders to rethink their future behaviour
- To provide a security presence for our survey team

## Fare Evasion Determination Rules

- Passengers aged 13 years and under were not included in the survey and not approached for the survey procedure.
- While high school and secondary school students aged 14 and over were counted in the survey, the result of the check was not recorded. The checks were excluded from the final sample and fare evasion calculations.
- Fare Evasion Rules are determined based on relevant ACT legislation at the time of conducting the survey. This is currently outlined in the 'Road Transport (Public Passenger Services) Public Transport Fares Determination 2018'. Therefore, the Fare Evasion Rules may vary over the term of this contract in line with current legislation.
- The Territory, at their discretion, may request to exclude survey results from a specific demographic group in accordance with specific direction provided to Canberra Metro Operations or consequent to changed Fares Determination. Any excluded survey results will be advised to Project Co at least 90 days prior to the survey commencing or within another timeframe agreed by the parties.

# The Survey Instrument

The survey form is brief and concise, to allow as many evaluations to be completed as possible. The survey for Wave 4 remains consistent with the previous three waves conducted in September 2019, March 2021 and May 2022, with the exception of students not being included in the audit outcome.



The structure of the survey instrument included the following:

**1. Ticket Type Checked:**

- MyWay
- Paper ticket
- No ticket provided
- Student (in uniform)
- Student (not in uniform)
- Refusal

**2. Passenger Survey Outcome:**

- Correct full fare paid
- Correct concessional fare paid
- Concessional fare evasion (using a concession ticket without satisfactory evidence that the passenger is entitled to use a concession ticket)
- Complete fare evasion (MyWay not tapped on; no valid ticket)
- Platform Validation / Ticket Machine Issue
- Card error

**3. Additional Information:**

- Timestamp of survey
- Location – automatically collected

# Survey Methodology



## ➤ Survey Approach:

The overall approach is based on a number of critical elements:

- **Wave 1:** An initial half-day Pilot study to ensure all procedures and data collection processes were working as required. The data collected during the pilot study was included in the final data set following a post-pilot review of the pilot study outcomes.

A one week full-service survey covering 5 weekdays and 2 weekend days – the Wave 1 Benchmark Study Fieldwork was conducted from Thursday September 5 to Wednesday September 11 2019.

- **Wave 2:** A two week full-service survey covering 10 weekdays and 4 weekend days – the Wave 2 Fieldwork was conducted from Tuesday 16 to Monday 29 March 2021.
- **Wave 3:** A two week full-service survey was conducted covering 10 weekdays and 2 weekend days – the Wave 3 Fieldwork was conducted from Tuesday 10 May to Monday 23 May 2022.
- **Wave 4:** A two week full-service survey was conducted covering 10 weekdays and 2 weekend days – the Wave 4 Fieldwork was conducted from Tuesday 8 November to Monday 21 November 2022. High school and secondary school students aged 14 and over were not included this wave.
- The majority of light rail operating hours were covered (from 6:00am to 7:59pm) to ensure that over 80% of all weekday and weekend boardings were eligible to be surveyed during the survey procedure.
- A mix of on-board survey ticket checks, whereby the survey team moved through the LRVs checking all passenger tickets and on-platform survey ticket checks of disembarking passengers were conducted.

- The survey schedule was optimised to minimise the impact on the number of authorised CSOs required at any given time, with two scheduled on most shifts. Each CSO was accompanied by one of Painted Dog's field team members, and each team was either escorted by a Transport Canberra staff member or Painted Dog supervisor for assurance purposes.
- The survey schedule was developed based on passenger boarding and alighting data to ensure broad representativeness.

## ➤ Survey Parameters:

The approach is based on the following inputs to target a desired output (based on the average weekly boardings):

- 124 Survey Hours (see shift strategy detailed overleaf) were conducted in Wave 4:
  - Each day was surveyed across a range of operating hours
  - The survey approach used for Peak vs. Off-peak times varied as detailed overleaf, comprising a mix of on-board and at stop surveys
  - Each team had a target to complete 70 ticket surveys per hour; the actual number achieved in Wave 4 was 80 tickets (when excluding students) and 90 audits per hour when including students.
- The total number of surveys completed was 11,166 passenger ticket checks (including students). The total number of surveys completed excluding students was 9,930. Based on the 146,329 MyWay boardings over this period, this represents 7.6% of all boardings, providing a highly accurate and very small margin of error of  $\pm 0.4\%$  around the fare evasion result (based on a 95% level of confidence).
- The sample achieved is statistically robust and the data is largely proportional to system patronage in its raw state. The data was also post-weighted back to system patronage for the actual week of data collection to create a weighted fare evasion figure.

*The Survey Approach and Survey Parameters may be subject to amendment throughout the term of the contract. For example, to accommodate changes in passenger behaviours, vehicle boarding and alighting patterns, as well as operating hours and frequency.*



➤ **Survey Shift Strategy:**

The table below details the final shift strategy that was implemented during Wave 4:

	Tuesday 8-Nov	Wednesday 9-Nov	Thursday 10-Nov	Friday 11-Nov	Saturday 12-Nov	Sunday 13-Nov	Monday 14-Nov	Tuesday 15-Nov	Wednesday 16-Nov
Start Location:	EPIC	EPIC	EPIC	EPIC	EPIC	EPIC	EPIC	EPIC	EPIC
Pre-06:00									
06:00 - 06:29				Morning off Peak					
06:30 - 06:59									
07:00 - 07:29				Morning Peak					
07:30 - 07:59		Morning Peak		Morning Peak					
08:00 - 08:29									
08:30 - 08:59		Morning Peak							
09:00 - 09:29				Inter Peak					
09:30 - 09:59									
10:00 - 10:29		Inter Peak							
10:30 - 10:59									
11:00 - 11:29					Off Peak				
11:30 - 11:59									
12:00 - 12:29									
12:30 - 12:59									Inter Peak
13:00 - 13:29	Inter Peak								
13:30 - 13:59									
14:00 - 14:29									
14:30 - 14:59						Off Peak			
15:00 - 15:29									
15:30 - 15:59			Inter Peak					Inter Peak	
16:00 - 16:29									
16:30 - 16:59									
17:00 - 17:29			Afternoon Peak				Afternoon Peak	Afternoon Peak	
17:30 - 17:59									
18:00 - 18:29			Evening Off Peak						
18:30 - 18:59									
19:00 - 19:29							Evening Off Peak	Evening Off Peak	
19:30 - 19:59									
20:00 - 20:29									
20:30 - 20:59									
21:00 - 21:29									
21:30 - 21:59									
22:00 - 22:29									
22:30 - 22:59									
23:00 - 23:29									
23:30 - 23:59									

	Thursday 17-Nov	Friday 18-Nov	Saturday 19-Nov	Sunday 20-Nov	Monday 21-Nov
Start Location:	ALG	EPIC	EPIC	EPIC	EPIC
Pre-06:00					
06:00 - 06:29					
06:30 - 06:59					
07:00 - 07:29					
07:30 - 07:59	Morning Peak				
08:00 - 08:29		Morning Peak			Morning Peak
08:30 - 08:59					
09:00 - 09:29					
09:30 - 09:59	Inter Peak				
10:00 - 10:29		Inter Peak			Off Peak
10:30 - 10:59					Inter Peak
11:00 - 11:29					
11:30 - 11:59					
12:00 - 12:29					
12:30 - 12:59			Inter Peak		
13:00 - 13:29					
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23:30 - 23:59					

### ➤ At-Stop Survey Procedure:

- The only at-stop survey was undertaken at Alinga Street Stop. Six CSO's and one TC officer were each accompanied by one of Painted Dog's survey team members.
- Additional CSO's (not authorised people) and two CMET managers were also at the stop to help with providing customer messaging via a loudspeaker and moving A-Frame signs between the two platforms."
- The teams covered all passenger exit points and bollards were utilised to filter passengers through in a single file for ticket checks. To avoid holding up the queue, any customers who did not have their concessional evidence ready on hand were instructed to show it to a dedicated 'concession checker.'
- Announcements about the survey being conducted were played twice onboard LRV's about to arrive at Alinga to ensure passengers were aware of the survey and had their ticket and concessions ready.
- Temporary covers were placed around the centre Platform Validators to ensure passengers didn't tap-off before being checked. There were also A-frame signs to inform customers of the survey.
- The survey data and survey outcome from each ticket checked was recorded by the interviewer electronically into a data tablet.
- The data tablets continuously upload the data in real time allowing the supervisor to monitor progress.



### ➤ On-Board Survey Procedure:

- Two CSO's per LRV were each accompanied by one of Painted Dog's survey team members. Each team was escorted by a Transport Canberra staff member or Painted Dog survey team supervisor for assurance purposes.
- The teams were positioned on-board the LRVs and checked as many tickets as possible before alighting or terminating.



### ➤ Weather Observations:

- The official weather observations over the period of the survey are summarised below. The weather was generally clear and sunny, averaging 8.4<sup>o</sup> minimum and 20.4<sup>o</sup> maximum, with an average of 3.9mm of rain fall throughout the week. however, there was only a 2-day period of heavier rainfall.

#### Canberra Weather Observations (Source: bom.gov.au)

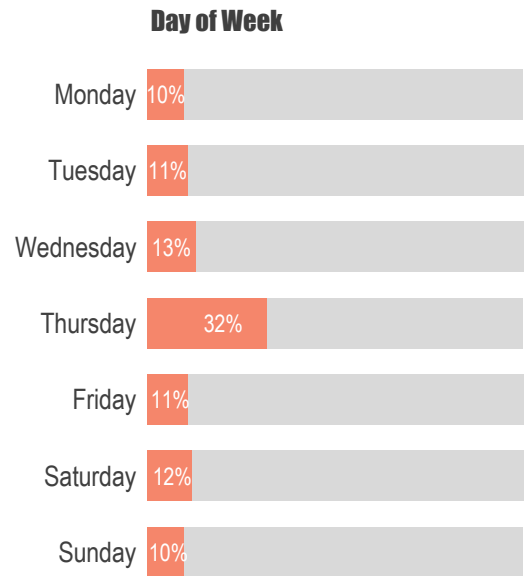
	Minimum °C	Maximum °C	Rainfall mm
Tuesday November 8	7.6	23.0	9.0
Wednesday Nov 9	9.0	24.0	0.2
Thursday November 10	8.2	23.0	0
Friday November 11	9.4	22.0	0
Saturday November 12	10.5	26.8	0
Sunday November 13	14.8	23.3	14.4
Monday November 14	11.9	19.0	21.0
Tuesday November 15	10.1	17.0	1.2
Wednesday November 16	3.0	14.5	0
Thursday November 17	3.3	18.2	0.6
Friday November 18	2.6	21.1	0
Saturday November 19	7.8	22.4	0
Sunday November 20	11.7	18.3	6.2
Monday November 21	8.3	12.9	2.2

# Sampling





9,930 surveys were completed over the fieldwork period – with a split between on-board and at stop locations.

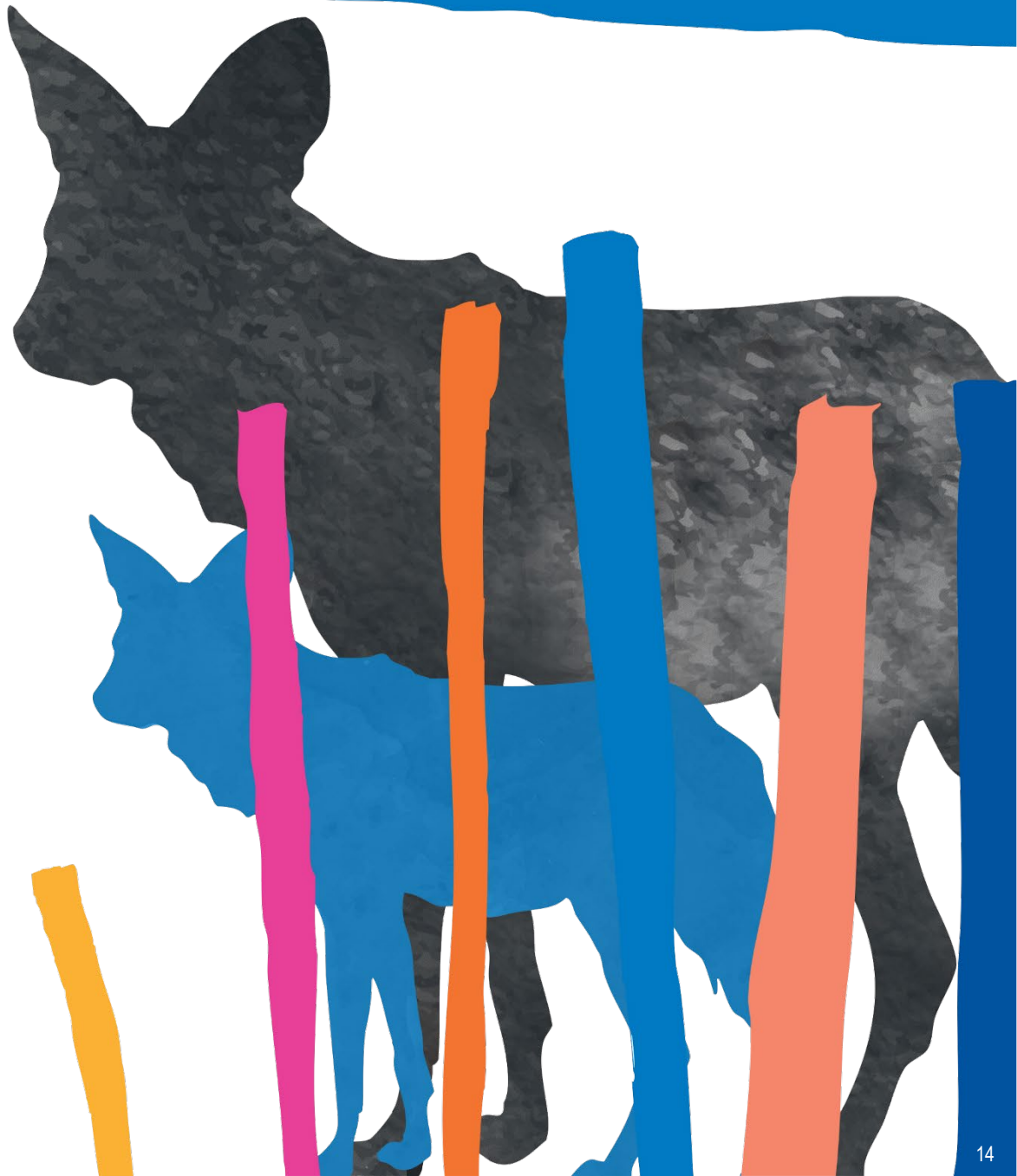


A total of n=1,236 students were recorded, but tickets were not checked. Of these n=540 were in uniform while n=696 were either not in uniform: n=696 (looked school aged) or had their ticket checked with concession but did not have the outcome recorded as fare evasion / compliance. The total sample not excluding students was 11,166.

The GPS map below plotting each survey location as cluster heat maps shows that surveys were conducted across the system:



# Results



# Total Boardings & Surveys Conducted



123,845 MyWay Boardings and 118,437 Alightings were recorded across the survey weekdays (Monday to Friday).

The total MyWay boarding figure excludes paper tickets.

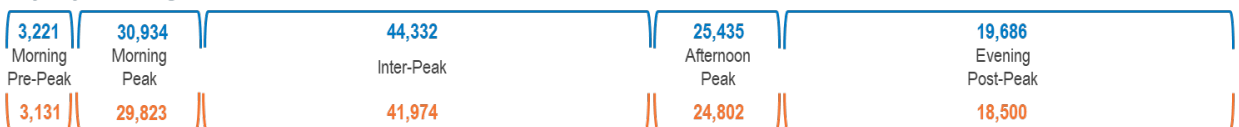
The peak boarding period was between 8:15am and 8:29am with 5,441 MyWay boardings recorded during this 15 minute period across the weekdays.

The peak alighting period was between 8:15am and 8:29am with 5,213 alightings recorded during this 15 minute period across the weekdays.

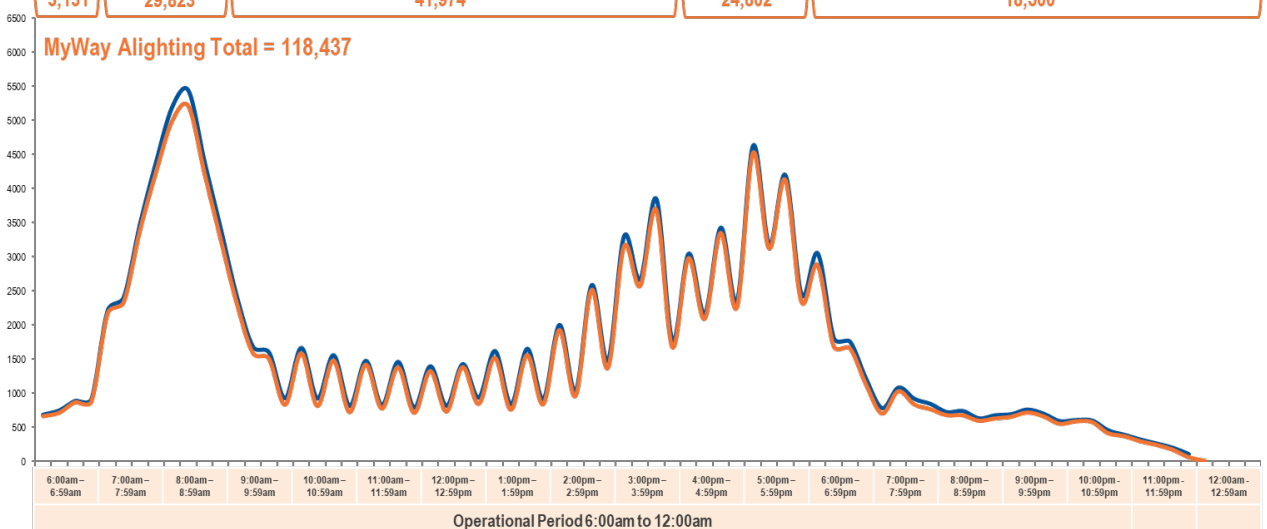
The difference between total MyWay boardings and alightings reflects passengers forgetting to tap off (5,408).

## Passenger MyWay Boardings and MyWay Alightings: Weekday Total (6:00am to 1:00am)

**MyWay Boarding Total = 123,845**



**MyWay Alighting Total = 118,437**





22,761 MyWay Boardings and 20,672 Alightings were recorded across the survey weekends (Saturday and Sunday).

The total MyWay boarding figure excludes paper tickets.

The peak boarding period was between 5:15pm and 5:29pm with 526 MyWay boardings recorded during this 15 minute period across the weekend.

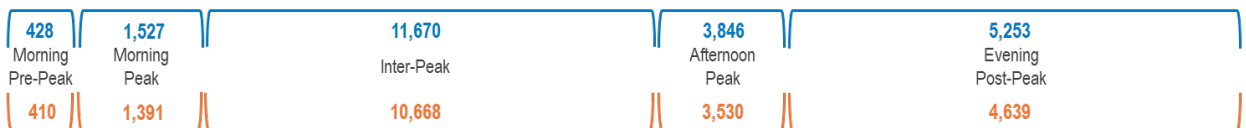
The peak alighting period was between 5:00pm and 5:14pm with 506 alightings recorded during this 15 minute period across the weekend.

The difference between total MyWay boardings and alightings reflects passengers forgetting to tap off (2,089).

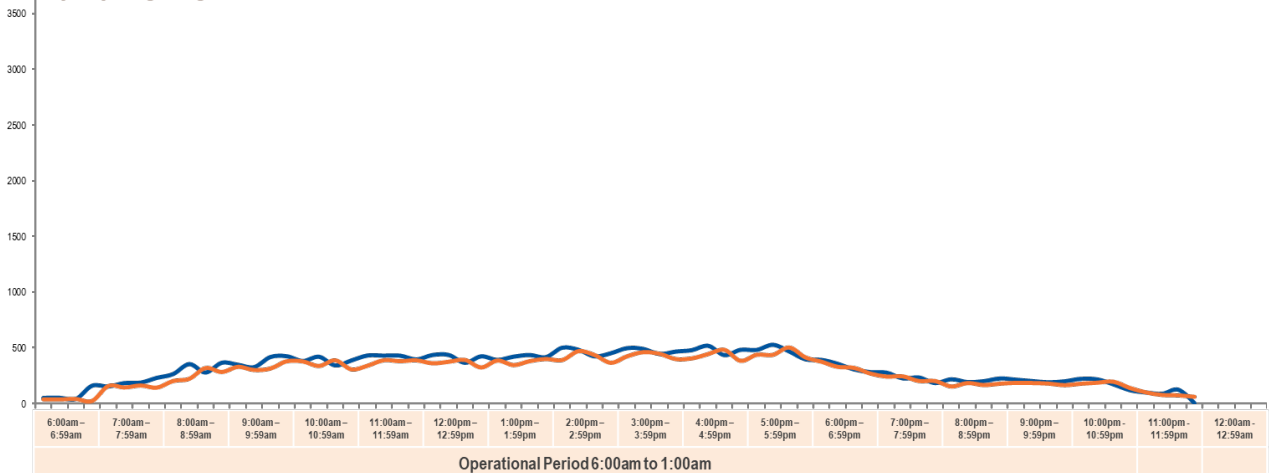
## Passenger MyWay Boardings and MyWay Alightings: Weekend Total

(6:00am to 1:00am)

**MyWay Boarding Total = 22,761**



**MyWay Alighting Total = 20,672**



7,671 passenger surveys were conducted across the survey weekdays (Monday to Friday).

The passenger surveys were conducted across the majority of LRV operational hours, from 6:00am to 7:59pm.

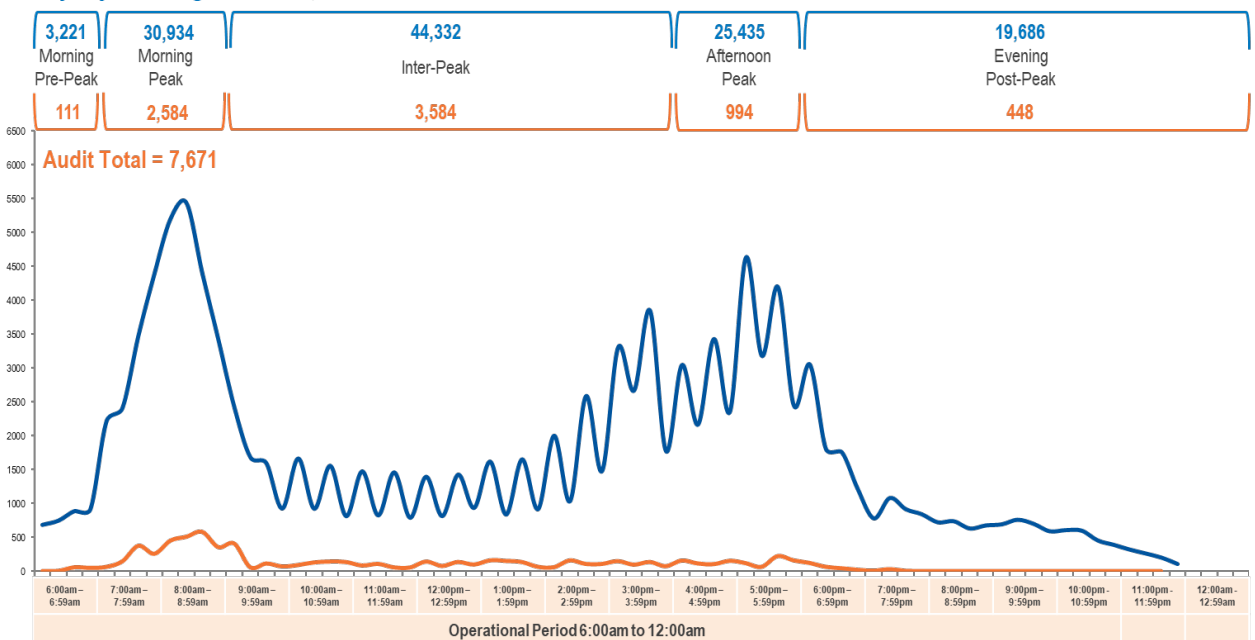
The peak survey period was between 8:30am and 8:44am with 573 surveys conducted during this 15 minute period across the weekdays.

The proportion of surveys collected during key operational periods was designed to reflect MyWay boarding percentages as closely as possible.

The under and over-representations of survey percentages to MyWay boarding percentages were taken into account when calculating the weighted fare evasion figure.

## Passenger MyWay Boardings and Audits: Weekday Total (6:00am to 1:00am)

**MyWay Boarding Total = 123,845**



2,259 passenger surveys were conducted across the survey weekends (Saturday and Sunday).

The passenger surveys were conducted across a high proportion of LRV operational hours, from 8:00am to 6:00pm over the weekend.

The peak survey period was between 3:15pm and 3:29pm with 110 surveys conducted during this 15 minute period across the weekend.

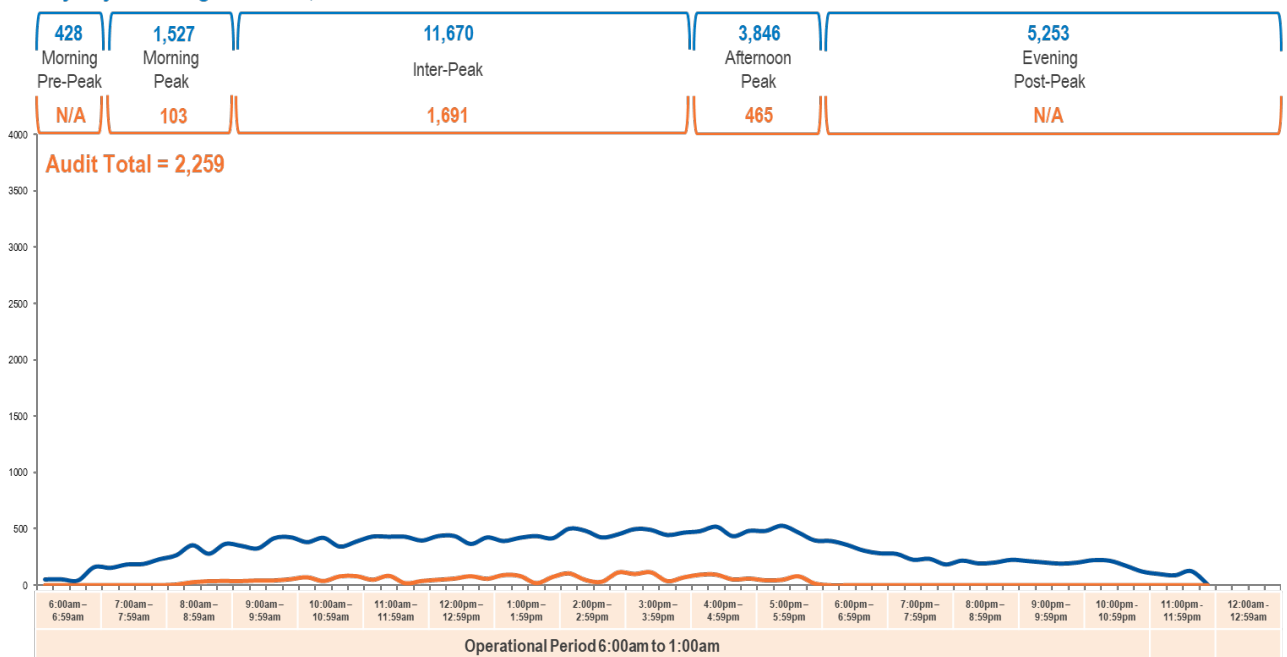
The proportion of survey percentages collected during key operational periods was designed to reflect MyWay boarding percentages as closely as possible.

The under and over-representations of survey percentages to MyWay boarding percentages were taken into account when calculating the weighted fare evasion figure.

## Passenger MyWay Boardings and Audits: Weekend Total

(6:00am to 1:00am)

**MyWay Boarding Total = 22,761**



# Fare Compliance & Fare Evasion Rate



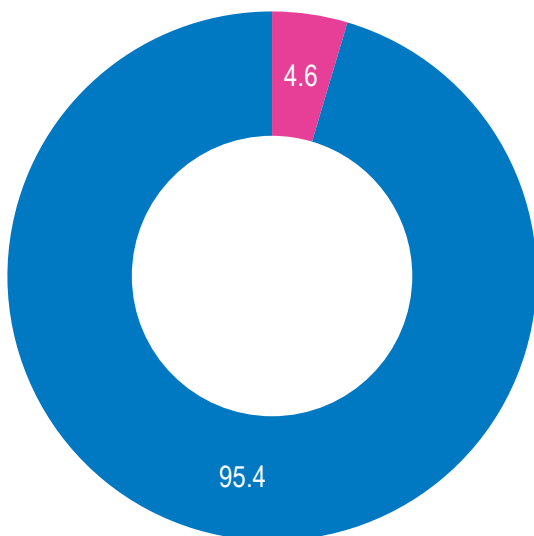
# The overall weighted fare evasion result is 4.61%.

The results from the Wave 4 survey of 9,930 passengers have been weighted to be representative of actual boardings in relation to when the surveys were conducted across key travel time periods during the survey week. The weighted fare evasion calculation is shown overleaf.

The fare evasion estimate is highly accurate with a low margin of error of  $\pm 0.40\%$  based on a 95% level of confidence (range 4.21% - 5.01%).

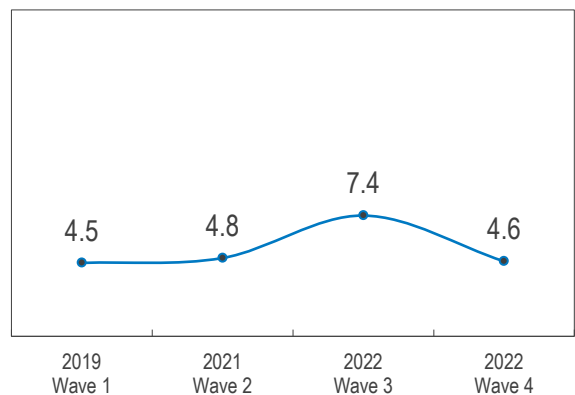
NOTE: This data is weighted for the overall fare evasion result. All other results in this document are based on the unweighted fare evasion result. Due to the very low margin of error ( $\pm 0.40\%$ ) the results remain statistically reliable and highly accurate, with minimal variation compared to the weighted result.

### Overall Weighted Fare Evasion % Wave 4



■ Correct Fare Paid ■ Fare Evasion

### Overall Weighted Fare Evasion % Wave on Wave



# Weighted Fare Evasion Calculation

The table below summarises the weighting procedure, which takes into account the relativities between the passenger boarding profile and the passenger survey profile – separate tables for the weekday and weekend survey results are shown.

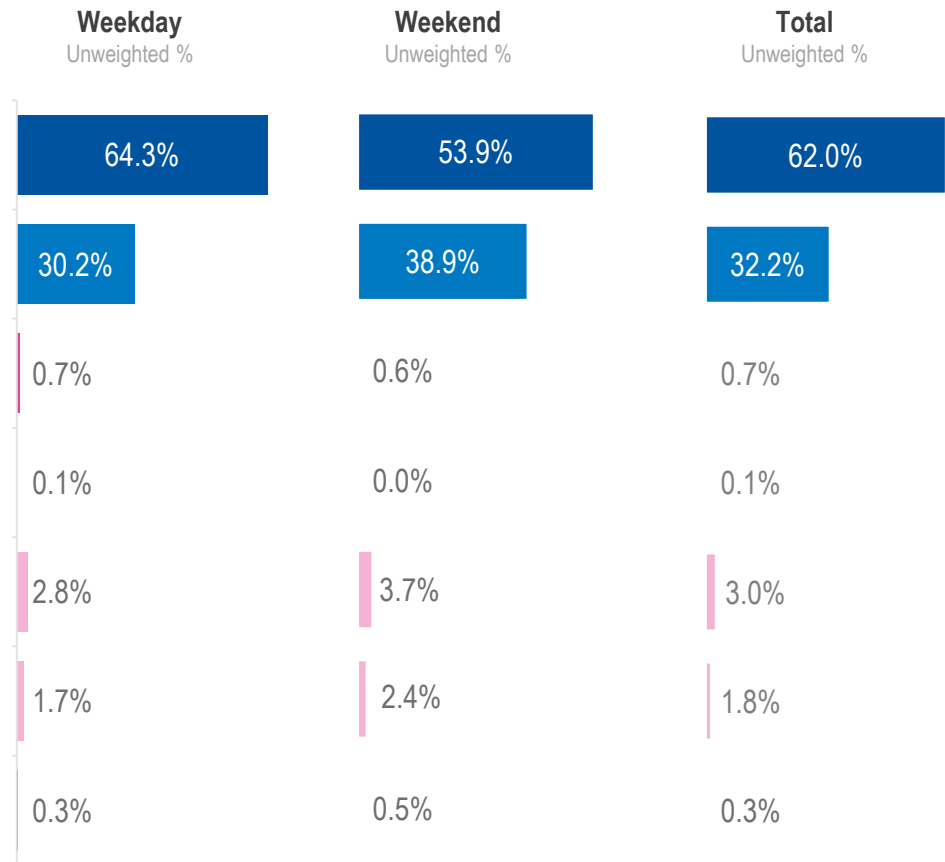
The total weighted fare evasion result of 4.6% used this data and adjusted for the relative contribution of weekday patronage versus weekend patronage.

Weekday				
TOTAL WEEKDAY	MyWay Boarding %	Audit %	Fare Evasion	Weighted Fare Evasion
Morning Off Peak (6:00am - 7:00am)	2.6%	1.4%	4.5%	0.1%
Morning Peak (7:00am - 9:00am)	25.0%	33.7%	3.1%	0.8%
Inter Peak (9:00am - 4:00pm)	35.9%	46.1%	6.0%	2.2%
Afternoon Peak (4:00pm - 6:00pm)	20.6%	13.0%	5.5%	1.1%
Evening off Peak (6:00pm - 11:30pm/1am Friday)	15.9%	5.8%	2.5%	0.4%

Weekend				
	MyWay Boarding %	Audit %	Fare Evasion	Weighted Fare Evasion
Morning Off Peak (6:00am - 7:00am)	1.9%	0.0%	n/a	n/a
Morning Peak (7:00am - 9:00am)	6.7%	4.6%	1.9%	0.1%
Inter Peak (9:00am - 4:00pm)	51.4%	74.9%	6.7%	3.5%
Afternoon Peak (4:00pm - 6:00pm)	16.9%	20.6%	7.1%	1.2%
Evening off Peak (6:00pm - 1am)	23.1%	0.0%	n/a	n/a
<b>TOTAL WEEK</b>	<b>100.0%</b>	<b>100.0%</b>	<b>6.6%</b>	<b>4.8%</b>

# Full fare evasion was the most common evasion type among those who didn't purchase a correct fare.

Consistent with previous waves, the survey indicated a higher level of concessional fare purchasing over weekends. This shows a higher rate of correct concessional and concessional fare evasions compared to weekdays.



Note: TVM non-Fare Evasion refers to reported TVM issues that have been confirmed.

An overall fare evasion percentage of 4.7% was recorded across the weekday surveys (Monday to Friday).

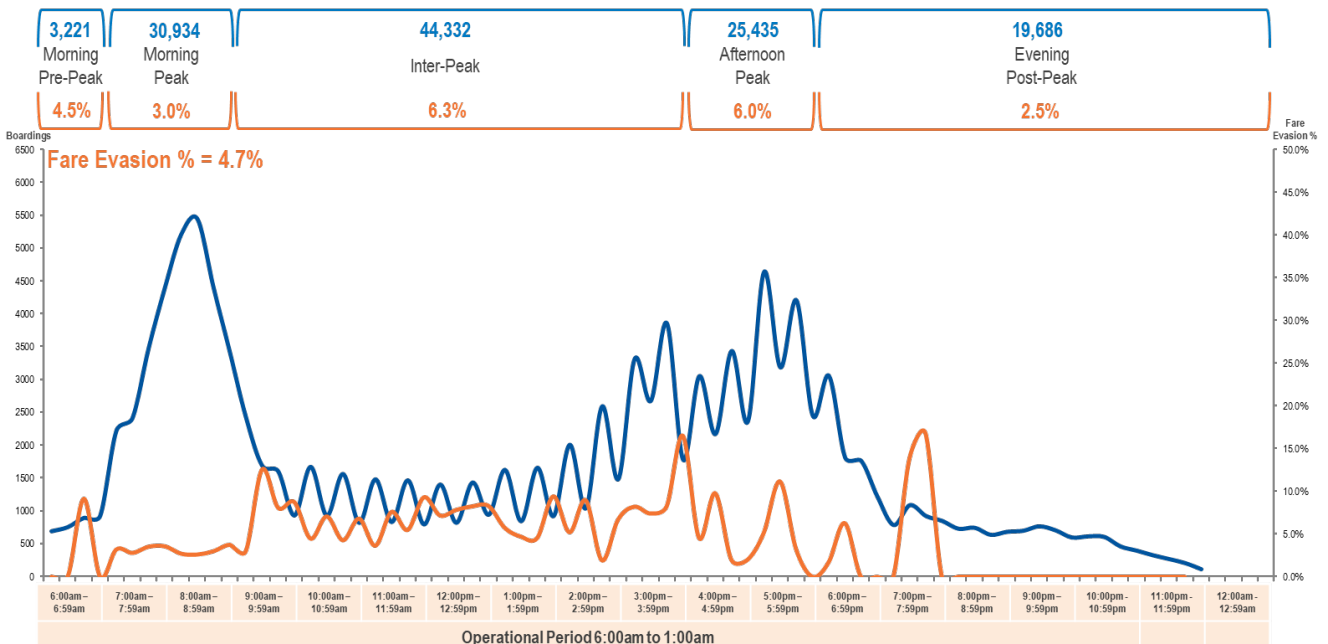
The level of recorded fare evasion ranges between 0% and 16.7% during any given 15 minute period across the weekdays.

The peak fare evasion period was between 7:30pm and 7.44pm at 16.7% across the weekdays.

Overall fare evasion was lowest during the morning peak period (3%) and highest during the inter-peak period (6.3%) across the weekdays.

## Passenger MyWay Boardings & Fare Evasion Percentage: Weekday Total (6:00am to 1:00am)

**MyWay Boarding Total = 123,845**





An overall fare evasion percentage of 6.6% was recorded across the weekend surveys (Saturday and Sunday).

The level of recorded fare evasion ranges between 0% and 16.7% during any given 15 minute period across the weekend.

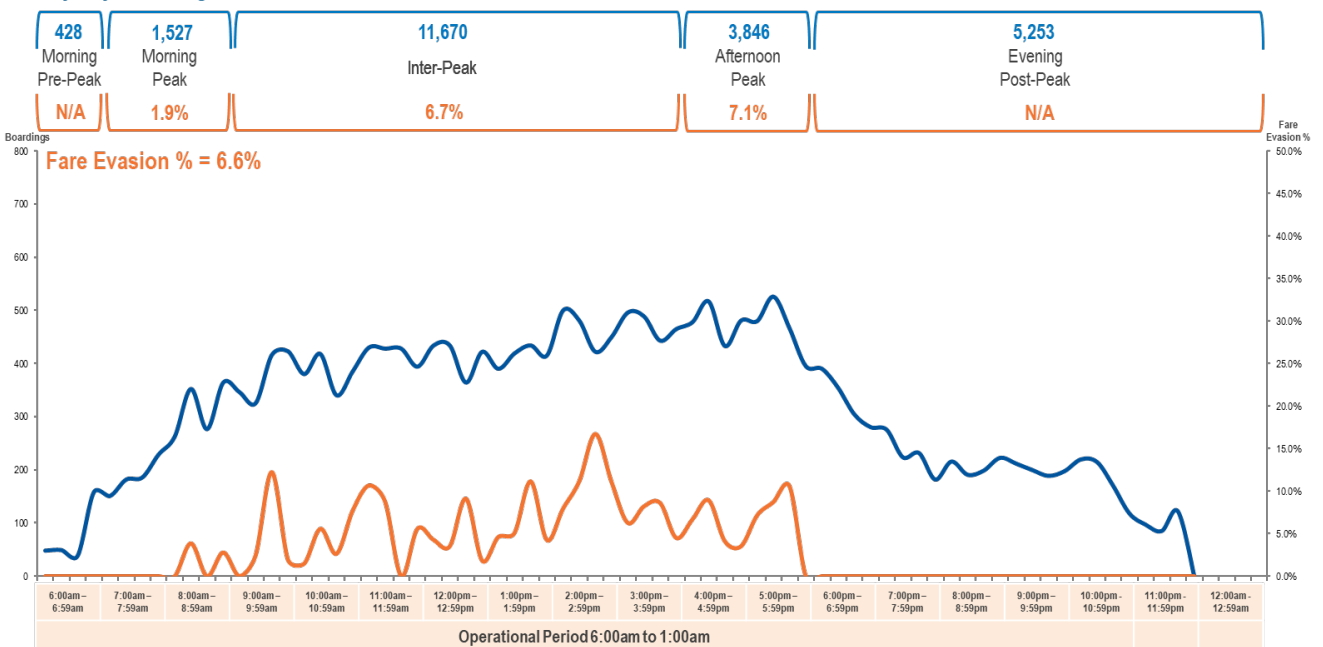
The peak fare evasion period was between 2:30pm and 2:44pm at 16.7% across the weekend.

Overall fare evasion was lowest during the morning peak period (1.9%), and highest during the afternoon-peak period (7.1%) across the weekend.

## Passenger MyWay Boardings & Fare Evasion Percentage: Weekend Total

(6:00am to 1:00am)

**MyWay Boarding Total = 22,761**



# Appendix



# Boardings & Alightings: By Day



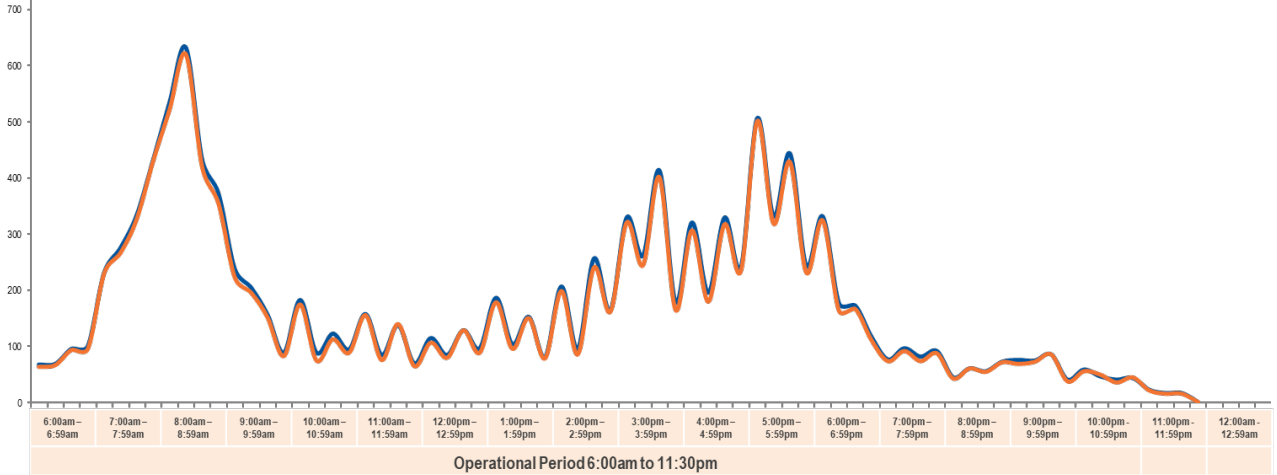
# Passenger MyWay Boardings and MyWay Alightings: Tuesday Week 1

(6:00am to 11:30pm)

**MyWay Boarding Total = 12,527**

330 Morning Pre-Peak	3,242 Morning Peak	4,462 Inter-Peak	2,608 Afternoon Peak	1,885 Evening Post-Peak
317	3,167	4,246	2,514	1,810

**MyWay Alighting Total = 12,054**



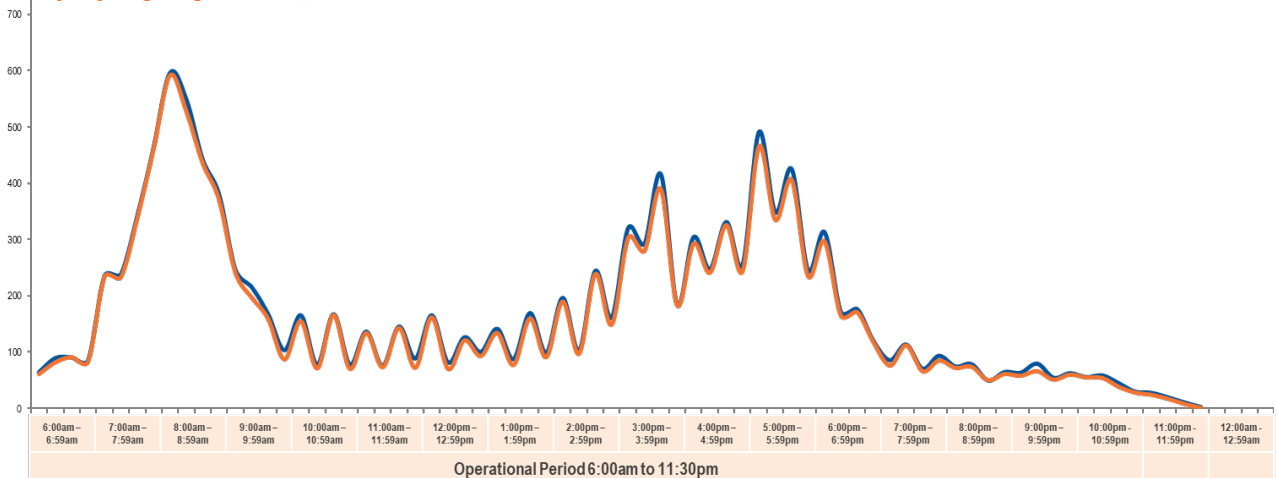
# Passenger MyWay Boardings and MyWay Alightings: Wednesday Week 1

(6:00am to 11:30pm)

**MyWay Boarding Total = 12,668**

328 Morning Pre-Peak	3,224 Morning Peak	4,543 Inter-Peak	2,646 Afternoon Peak	1,907 Evening Post-Peak
317	3,192	4,307	2,546	1,806

**MyWay Alighting Total = 12,168**



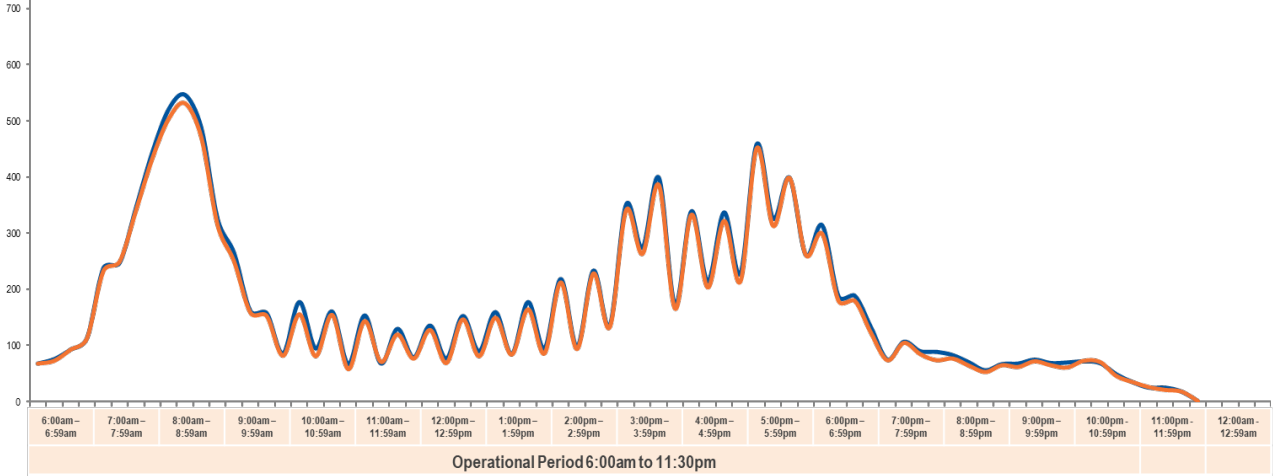
# Passenger MyWay Boardings and MyWay Alightings: Thursday Week 1

(6:00am to 11:30pm)

**MyWay Boarding Total = 12,513**

<b>346</b> Morning Pre-Peak	<b>3,154</b> Morning Peak	<b>4,437</b> Inter-Peak	<b>2,563</b> Afternoon Peak	<b>2,013</b> Evening Post-Peak
<b>343</b>	<b>3,075</b>	<b>4,217</b>	<b>2,497</b>	<b>1,906</b>

**MyWay Alighting Total = 12,038**



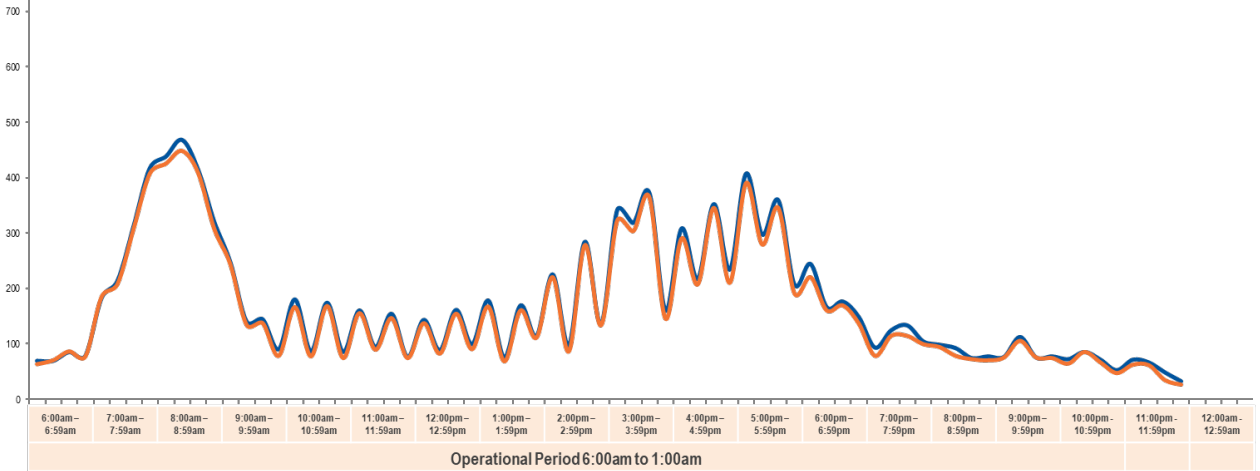
# Passenger MyWay Boardings and MyWay Alightings: Friday Week 1

(6:00am to 1:00am)

**MyWay Boarding Total = 12,475**

<b>305</b> Morning Pre-Peak	<b>2,774</b> Morning Peak	<b>4,617</b> Inter-Peak	<b>2,389</b> Afternoon Peak	<b>2,390</b> Evening Post-Peak
<b>296</b>	<b>2,695</b>	<b>4,361</b>	<b>2,257</b>	<b>2,178</b>

**MyWay Alighting Total = 11,787**



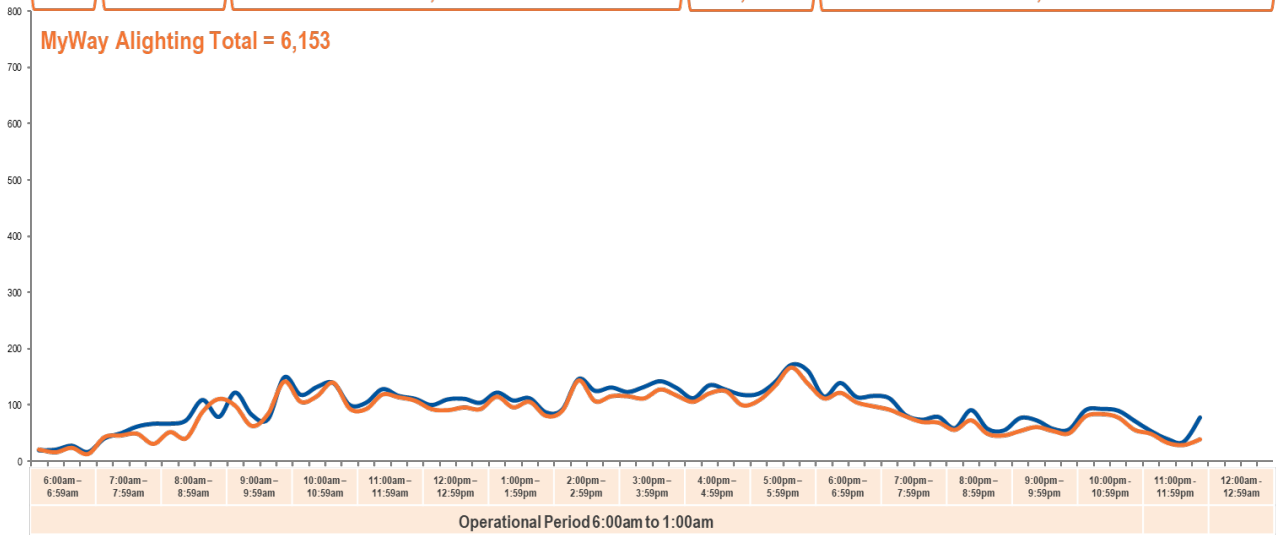
# Passenger MyWay Boardings and MyWay Alightings: Saturday Week 1

(6:00am to 1:00am)

**MyWay Boarding Total = 6,882**

<b>86</b> Morning Pre-Peak	<b>548</b> Morning Peak	<b>3,252</b> Inter-Peak	<b>1,084</b> Afternoon Peak	<b>1,912</b> Evening Post-Peak
<b>74</b>	<b>461</b>	<b>2,979</b>	<b>1,000</b>	<b>1,639</b>

**MyWay Alighting Total = 6,153**



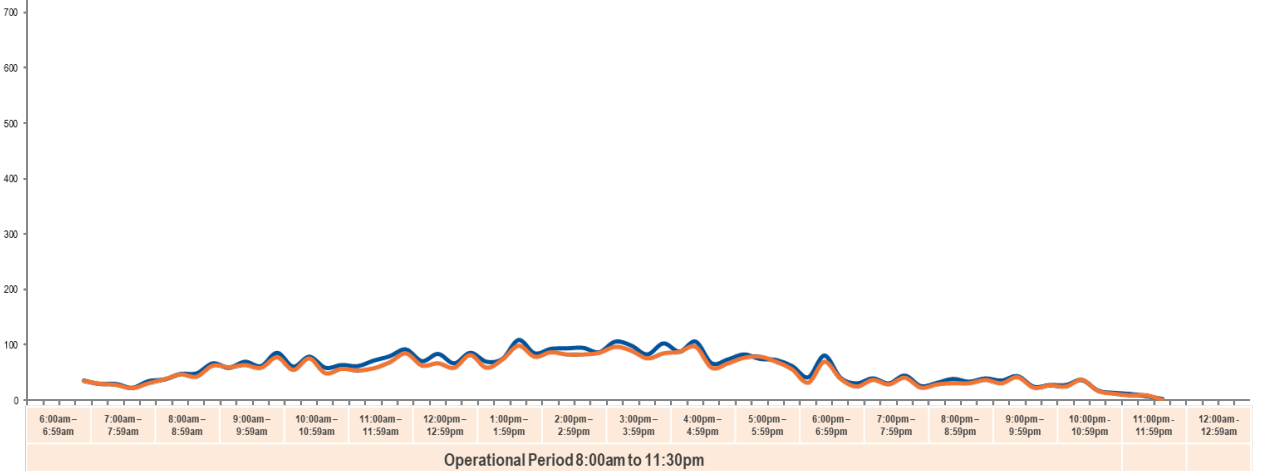
# Passenger MyWay Boardings and MyWay Alightings: Sunday Week 1

(7:00am to 11:30pm)

**MyWay Boarding Total = 3,904**

<b>115</b> Morning Pre-Peak	<b>166</b> Morning Peak	<b>2,189</b> Inter-Peak	<b>661</b> Afternoon Peak	<b>773</b> Evening Post-Peak
<b>115</b>	<b>159</b>	<b>2,011</b>	<b>622</b>	<b>713</b>

**MyWay Alighting Total = 3,620**



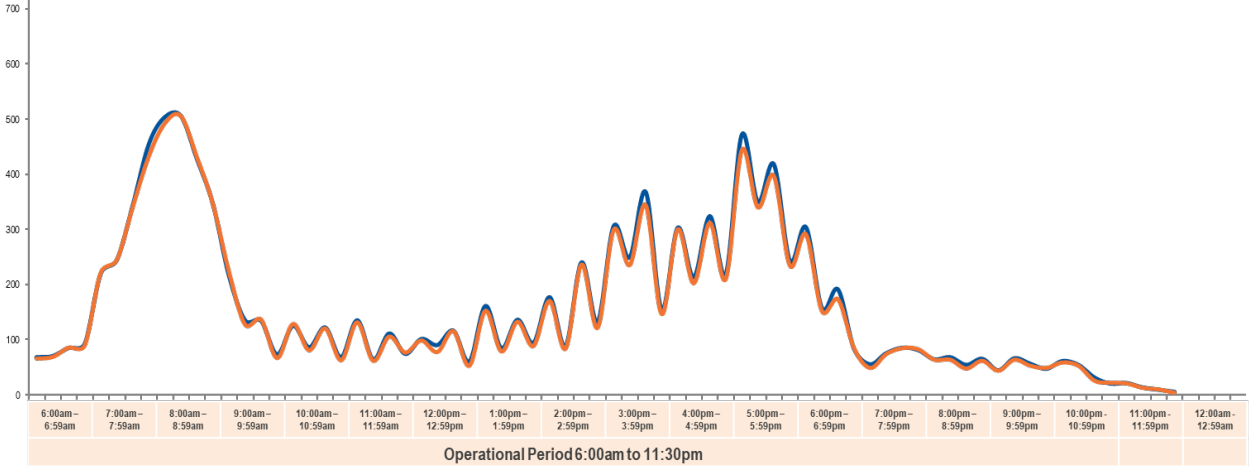
# Passenger MyWay Boardings and MyWay Alightings: Monday Week 2

(6:00am to 11:30pm)

**MyWay Boarding Total = 11,512**

<b>315</b> Morning Pre-Peak	<b>3,047</b> Morning Peak	<b>3,899</b> Inter-Peak	<b>2,542</b> Afternoon Peak	<b>1,709</b> Evening Post-Peak
<b>307</b>	<b>3,015</b>	<b>3,741</b>	<b>2,439</b>	<b>1,626</b>

**MyWay Alighting Total = 11,128**



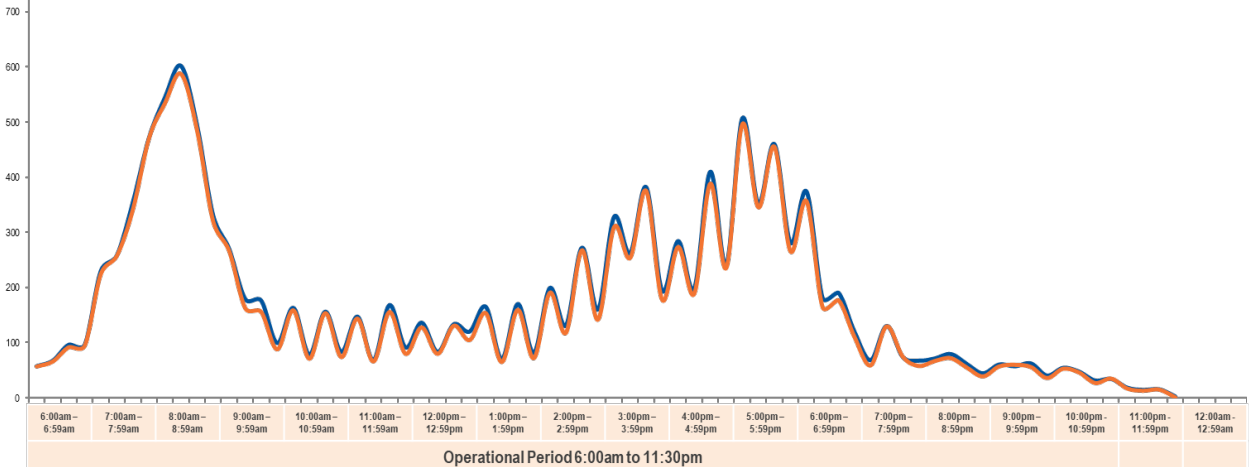
# Passenger MyWay Boardings and MyWay Alightings: Tuesday Week 2

(6:00am to 11:30pm)

**MyWay Boarding Total = 12,791**

<b>316</b> Morning Pre-Peak	<b>3,286</b> Morning Peak	<b>4,564</b> Inter-Peak	<b>2,733</b> Afternoon Peak	<b>1,892</b> Evening Post-Peak
<b>310</b>	<b>3,226</b>	<b>4,310</b>	<b>2,653</b>	<b>1,780</b>

**MyWay Alighting Total = 12,279**



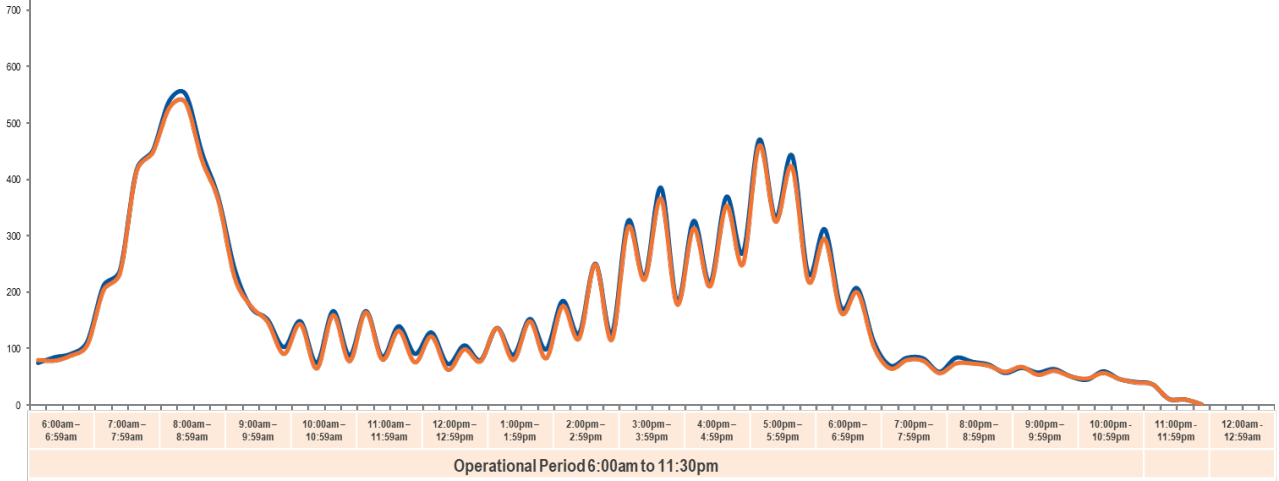
# Passenger MyWay Boardings and MyWay Alightings: Wednesday Week 2

(6:00am to 11:30pm)

**MyWay Boarding Total = 12,379**

<b>360</b> Morning Pre-Peak	<b>3,222</b> Morning Peak	<b>4,285</b> Inter-Peak	<b>2,656</b> Afternoon Peak	<b>1,856</b> Evening Post-Peak
<b>350</b>	<b>3,159</b>	<b>4,069</b>	<b>2,551</b>	<b>1,780</b>

**MyWay Alighting Total = 11,909**



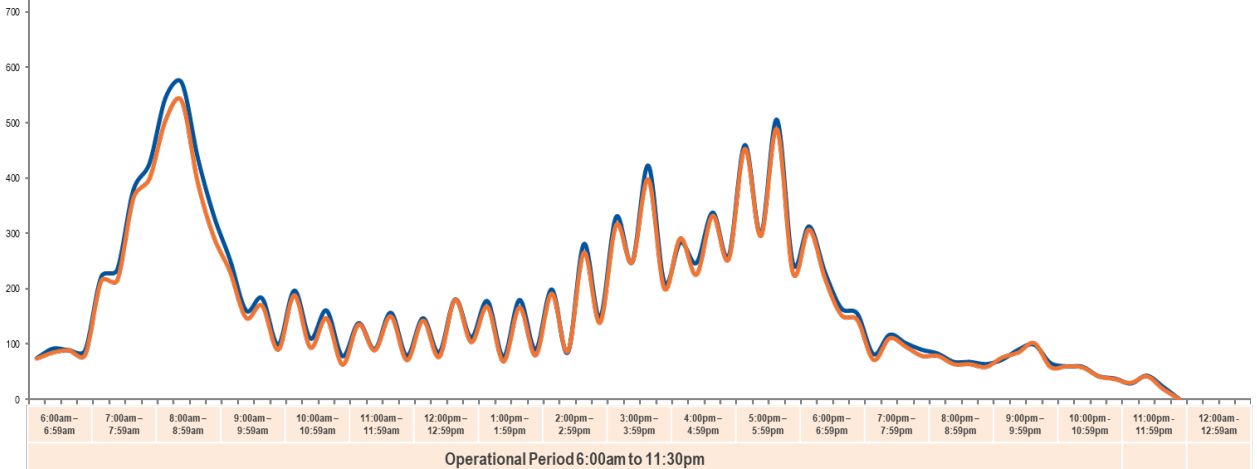
# Passenger MyWay Boardings and MyWay Alightings: Thursday Week 2

(6:00am to 11:30pm)

**MyWay Boarding Total = 12,904**

<b>341</b> Morning Pre-Peak	<b>3,143</b> Morning Peak	<b>4,655</b> Inter-Peak	<b>2,631</b> Afternoon Peak	<b>2,134</b> Evening Post-Peak
<b>325</b>	<b>2,922</b>	<b>4,390</b>	<b>2,566</b>	<b>2,034</b>

**MyWay Alighting Total = 12,237**





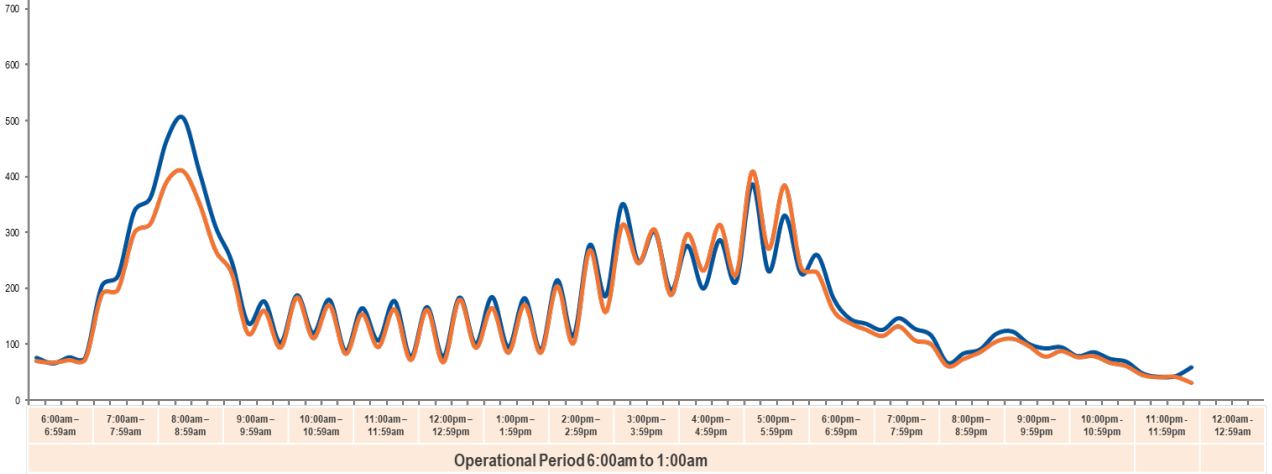
# Passenger MyWay Boardings and MyWay Alightings: Friday Week 2

(6:00am to 1:00am)

**MyWay Boarding Total = 12,458**

<b>292</b> Morning Pre-Peak	<b>2,813</b> Morning Peak	<b>4,718</b> Inter-Peak	<b>2,144</b> Afternoon Peak	<b>2,491</b> Evening Post-Peak
<b>283</b>	<b>2,424</b>	<b>4,425</b>	<b>2,368</b>	<b>2,248</b>

**MyWay Alighting Total = 11,748**



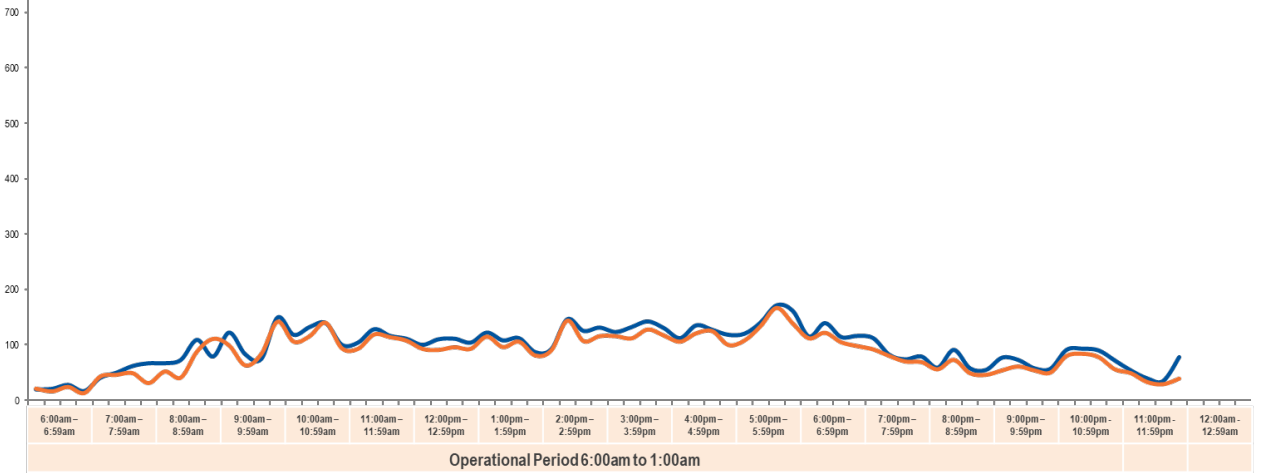
# Passenger MyWay Boardings and MyWay Alightings: Saturday Week 2

(6:00am to 1:00am)

**MyWay Boarding Total = 6,882**

<b>78</b> Morning Pre-Peak	<b>569</b> Morning Peak	<b>3,584</b> Inter-Peak	<b>1,121</b> Afternoon Peak	<b>1,572</b> Evening Post-Peak
<b>71</b>	<b>546</b>	<b>3,241</b>	<b>1,007</b>	<b>1,364</b>

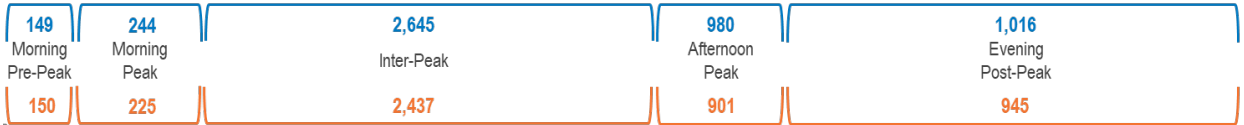
**MyWay Alighting Total = 6,153**



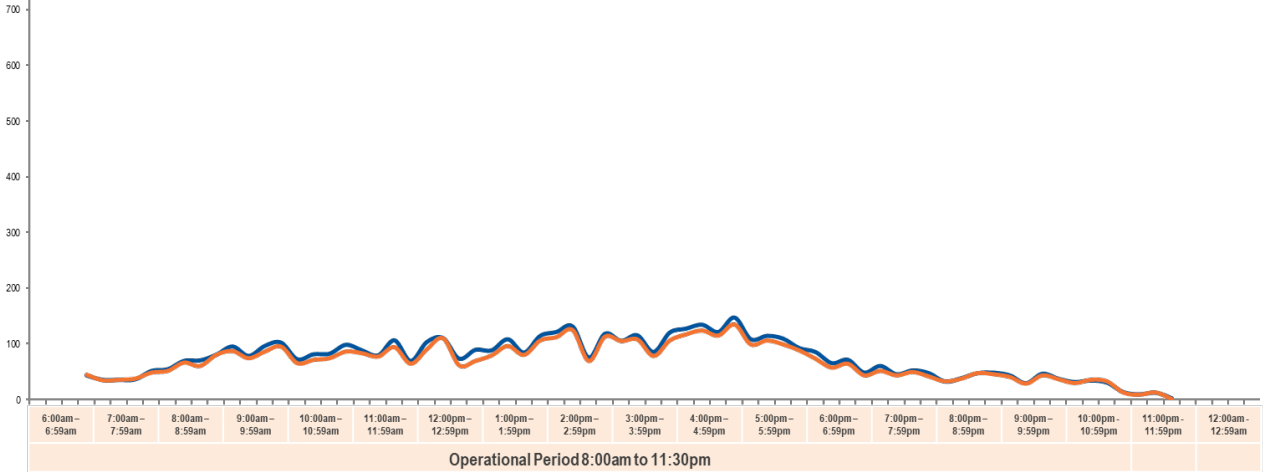
# Passenger MyWay Boardings and MyWay Alightings: Sunday Week 2

(7:00am to 11:30pm)

**MyWay Boarding Total = 5,034**



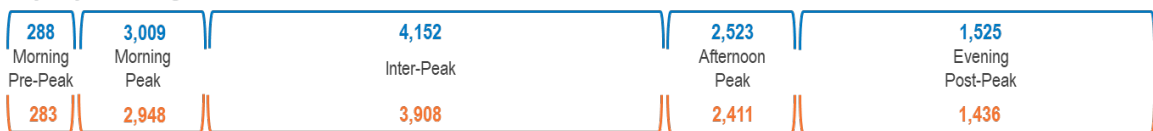
**MyWay Alighting Total = 4,658**



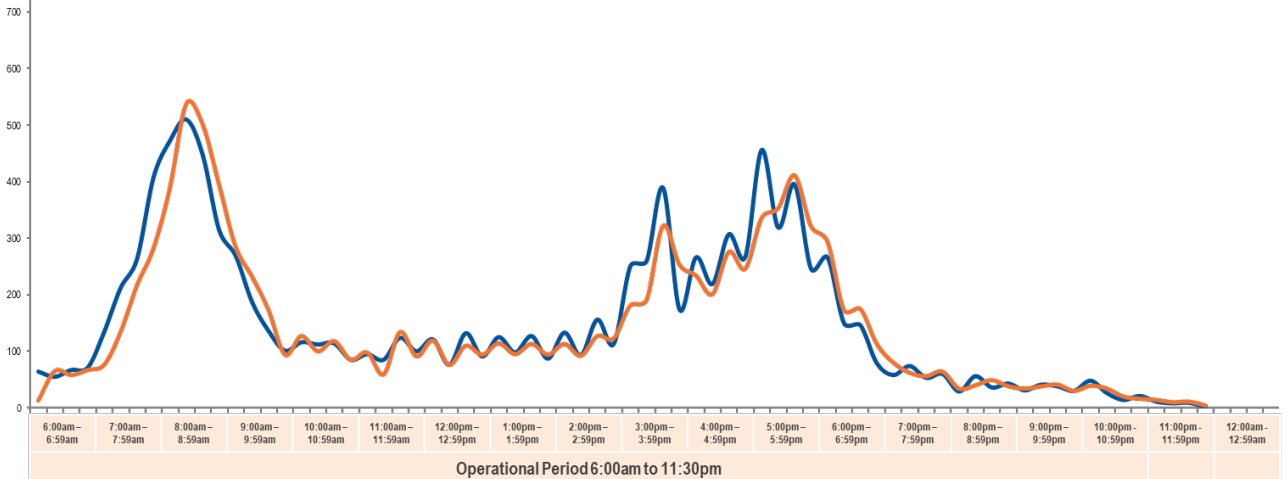
# Passenger MyWay Boardings and MyWay Alightings: Monday Week 3

(6:00am to 11:30pm)

**MyWay Boarding Total = 11,497**



**MyWay Alighting Total = 10,986**



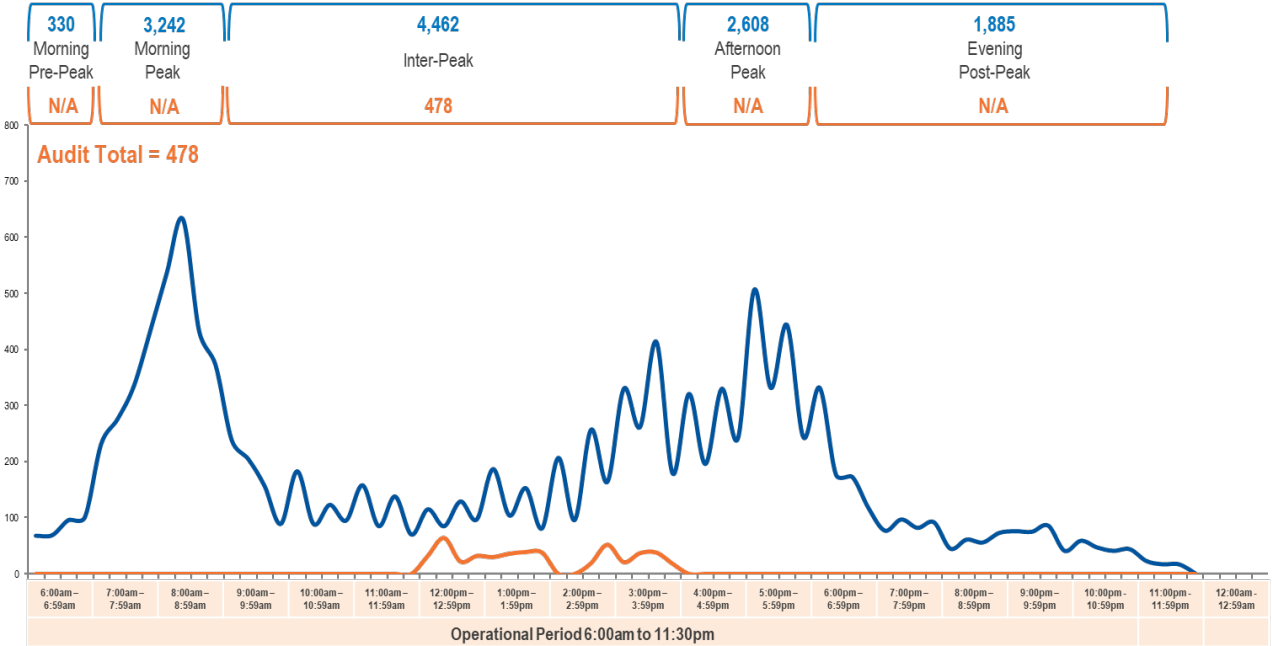
# Boardings & Audits Conducted: By Day



# Passenger MyWay Boardings and Audits: Tuesday Week 1

(6:00am to 11:30pm)

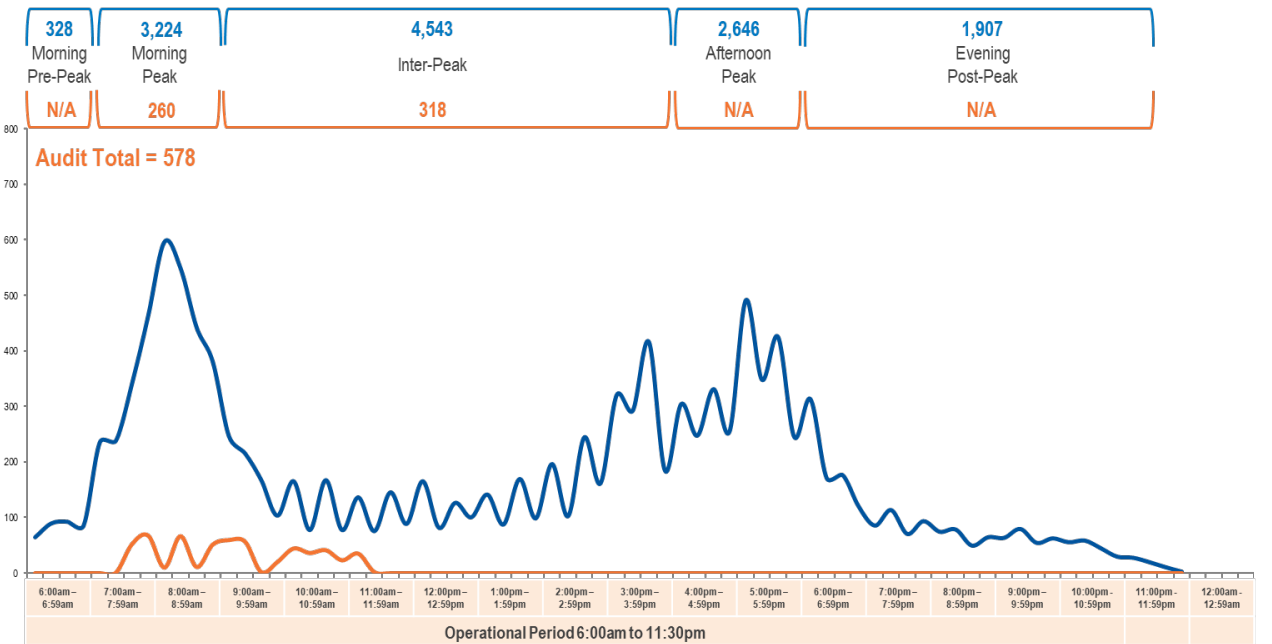
**MyWay Boarding Total = 12,527**



# Passenger MyWay Boardings and Audits: Wednesday Week 1

(6:00am to 11:30pm)

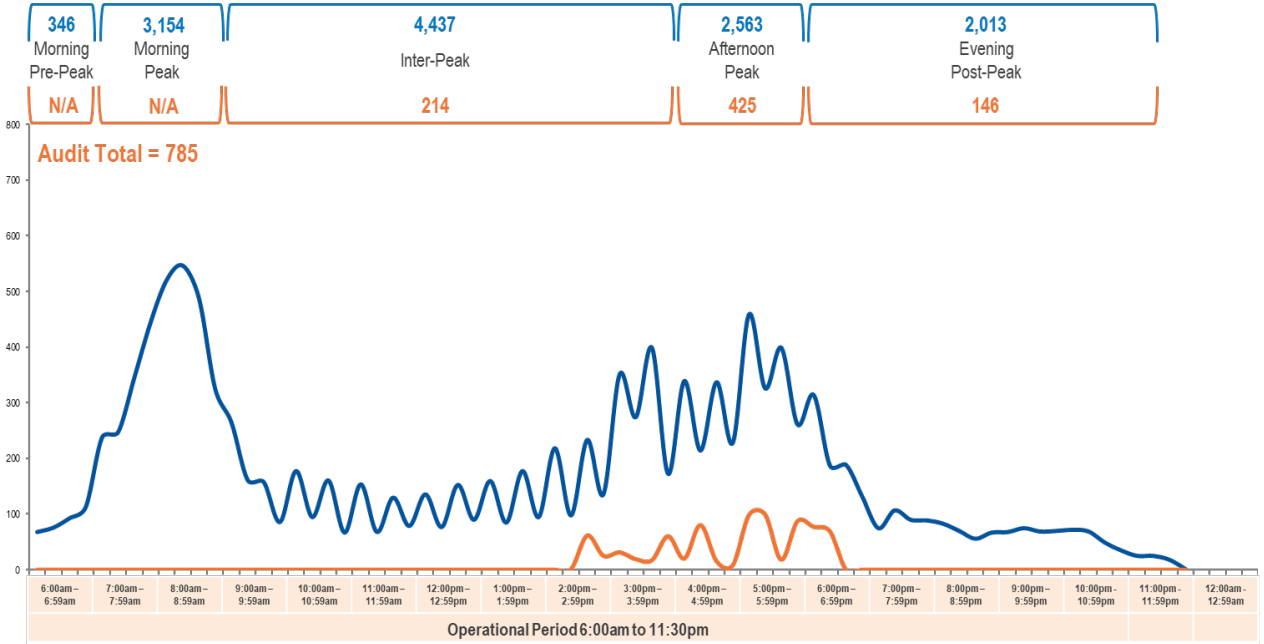
**MyWay Boarding Total = 12,668**



# Passenger MyWay Boardings and Audits: Thursday Week 1

(6:00am to 11:30pm)

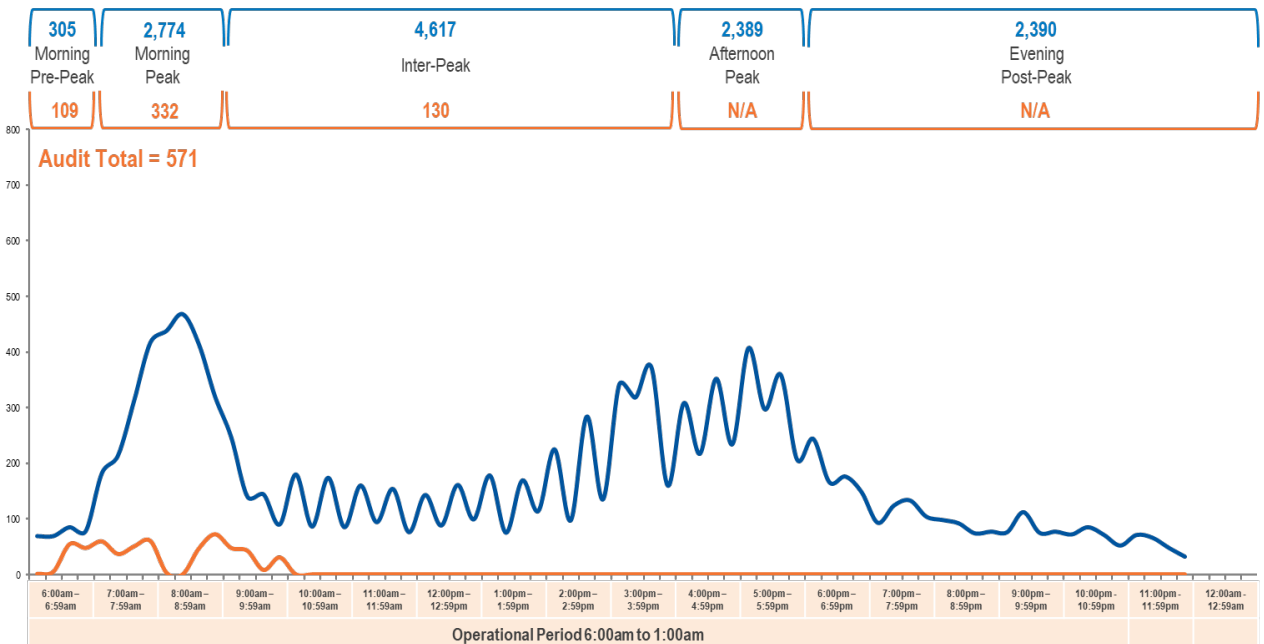
**MyWay Boarding Total = 12,513**



# Passenger MyWay Boardings and Audits: Friday Week 1

(6:00am to 1:00am)

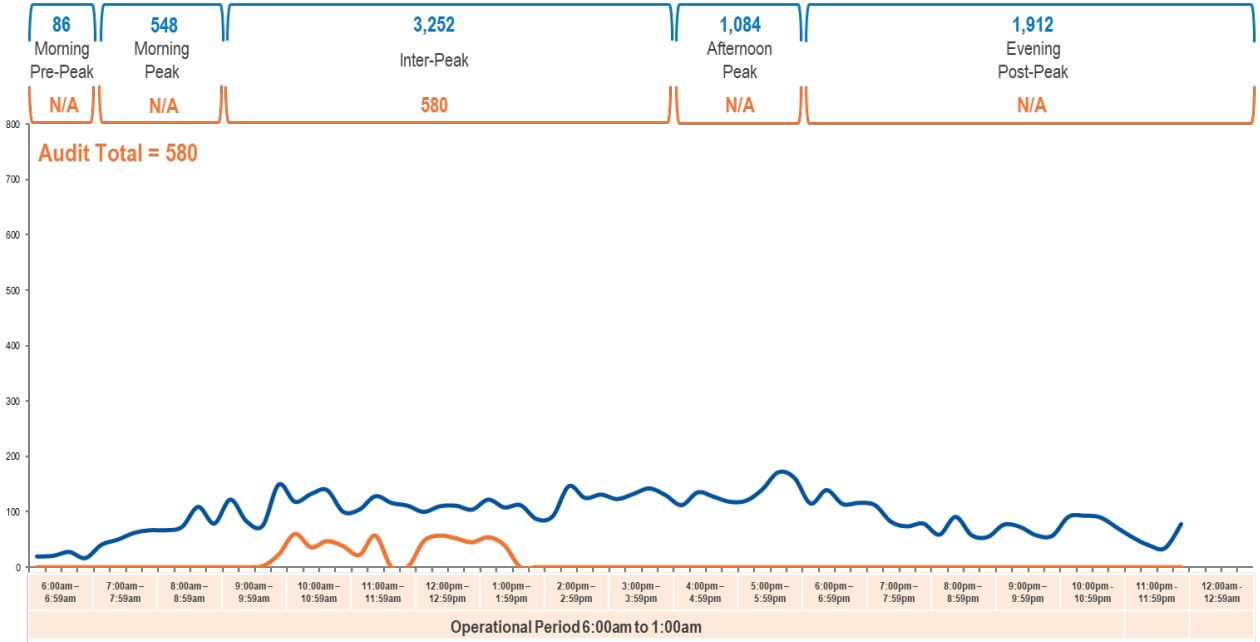
**MyWay Boarding Total = 12,475**



# Passenger MyWay Boardings and Audits: Saturday Week 1

(6:00am to 1:00am)

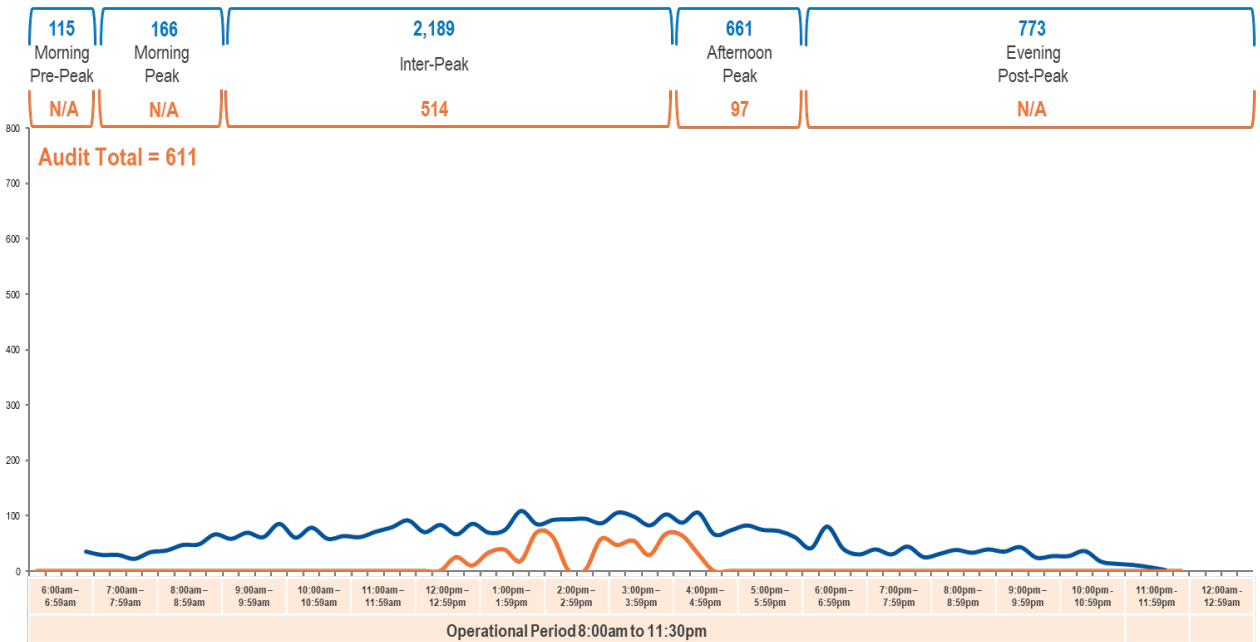
**MyWay Boarding Total = 6,882**



# Passenger MyWay Boardings and Audits: Sunday Week 1

(7:00am to 11:30pm)

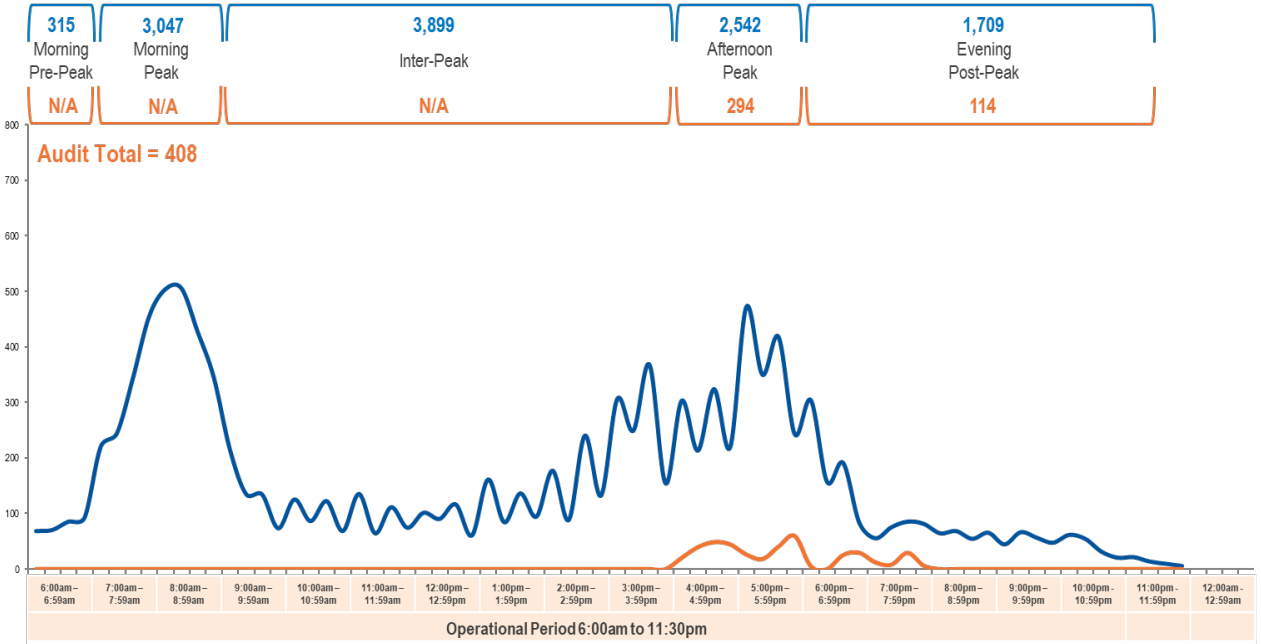
**MyWay Boarding Total = 3,904**



# Passenger MyWay Boardings and Audits: Monday Week 2

(6:00am to 11:30pm)

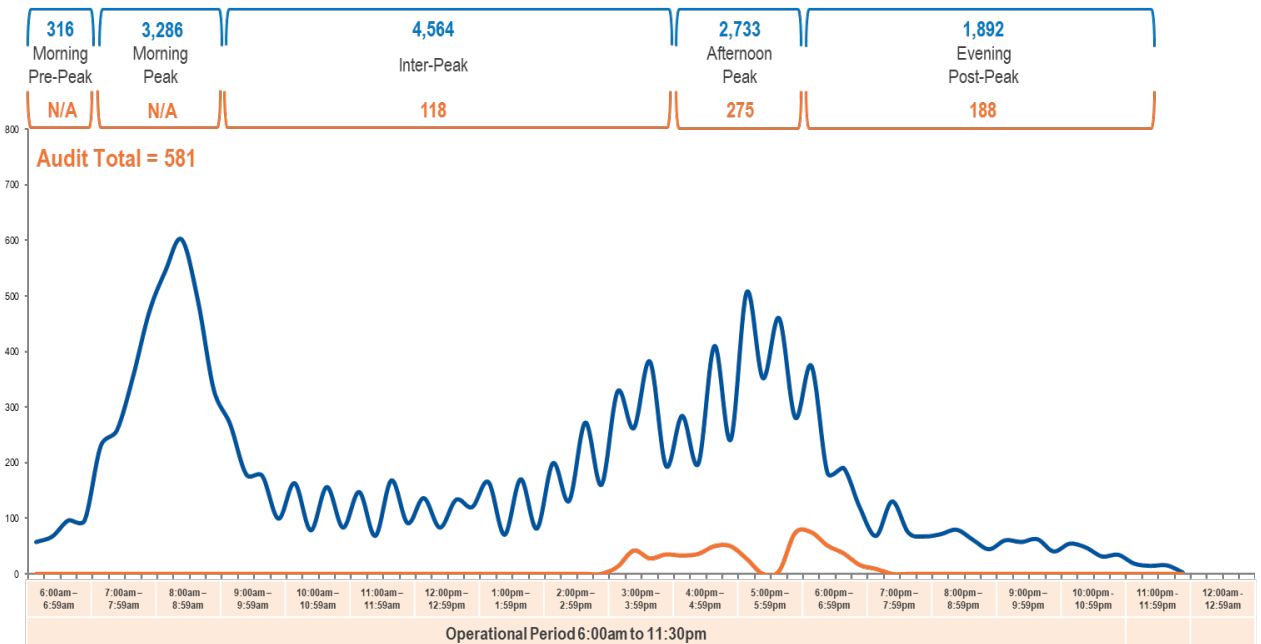
**MyWay Boarding Total = 11,512**



# Passenger MyWay Boardings and Audits: Tuesday Week 2

(6:00am to 11:30pm)

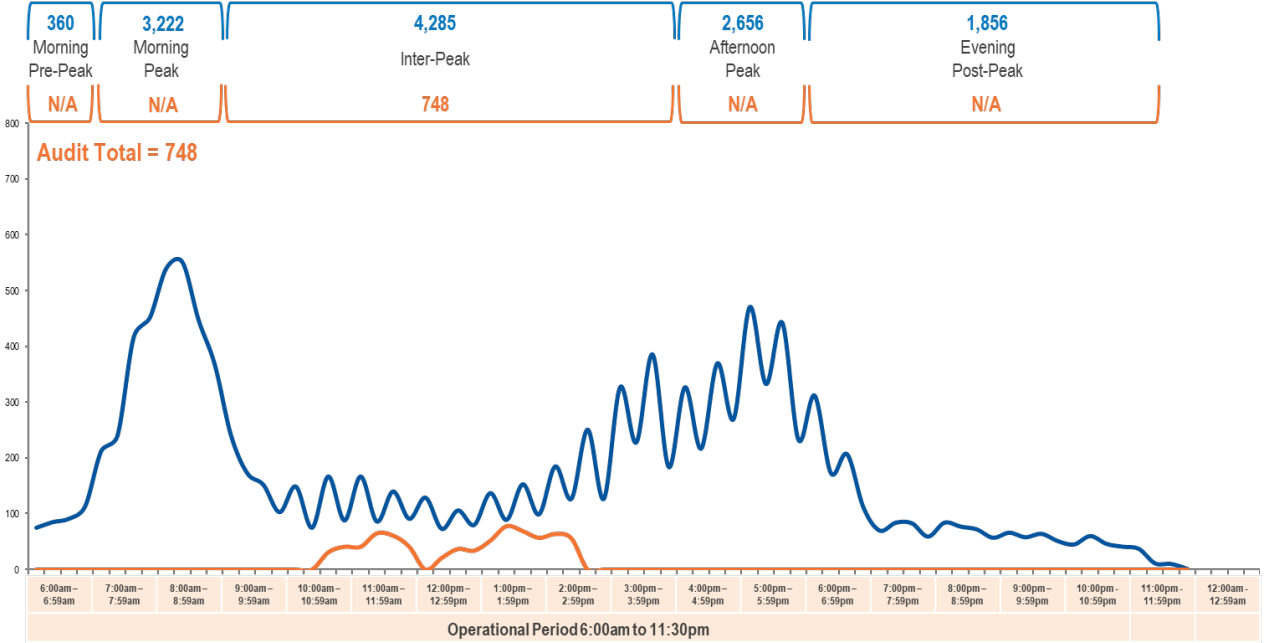
**MyWay Boarding Total = 12,791**



# Passenger MyWay Boardings and Audits: Wednesday Week 2

(6:00am to 11:30pm)

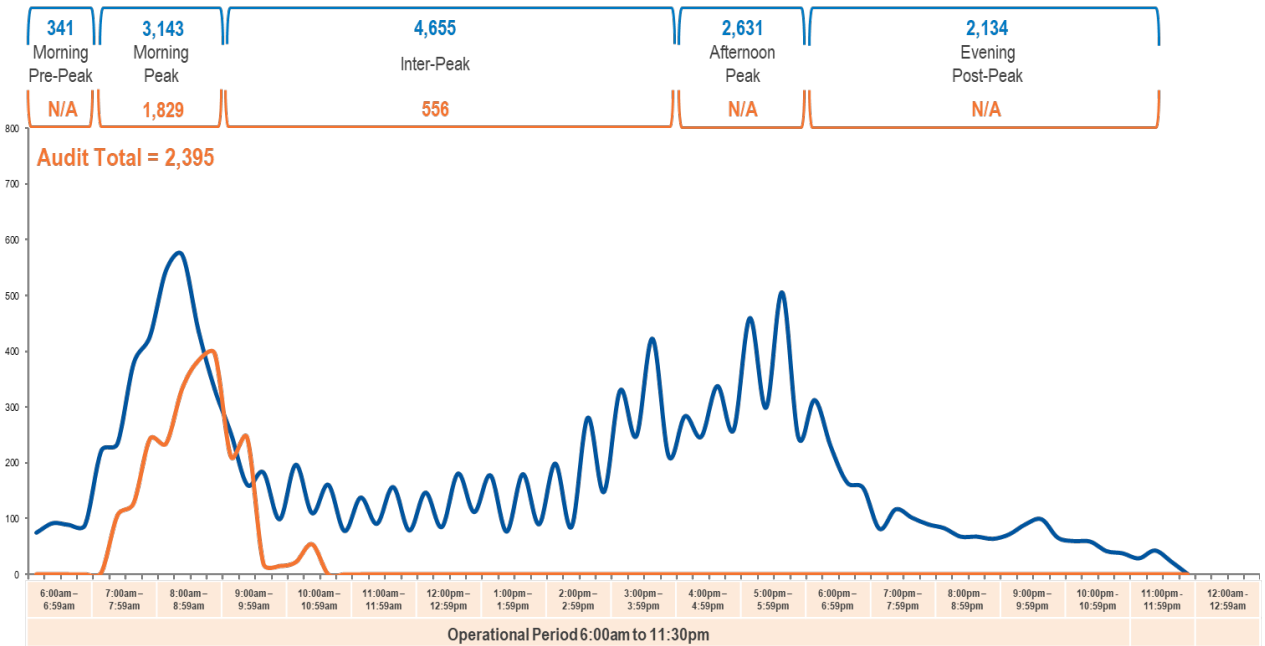
**MyWay Boarding Total = 12,379**



# Passenger MyWay Boardings and Audits: Thursday Week 2

(6:00am to 11:30pm)

**MyWay Boarding Total = 12,904**

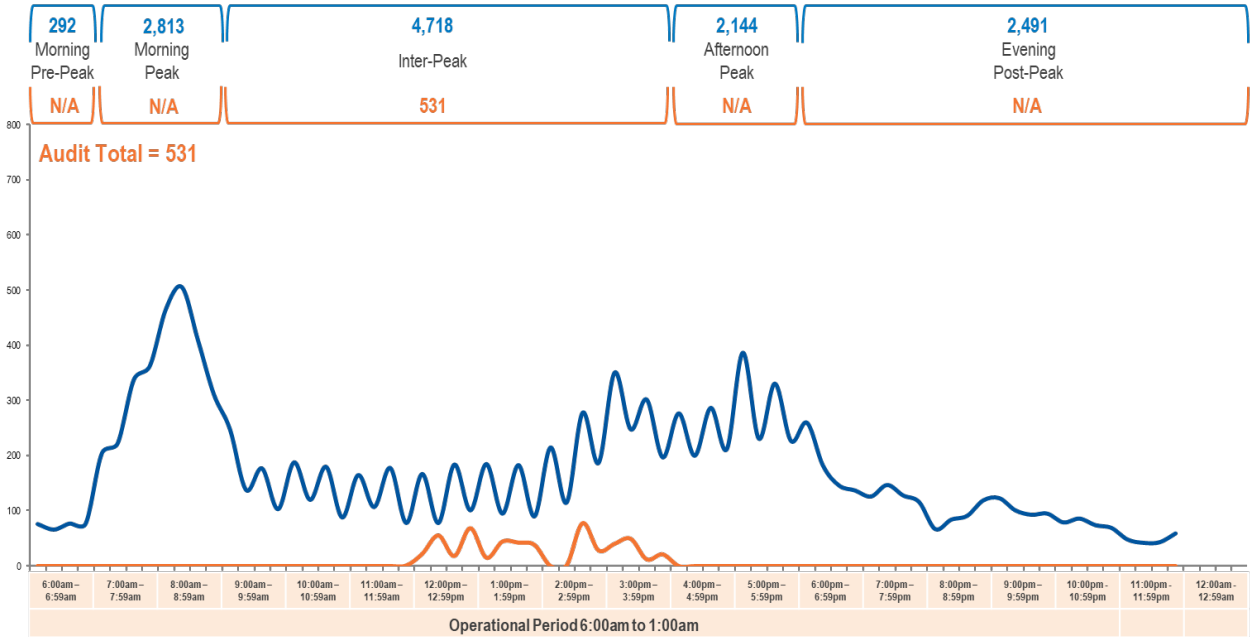




# Passenger MyWay Boardings and Audits: Friday Week 2

(6:00am to 1:00am)

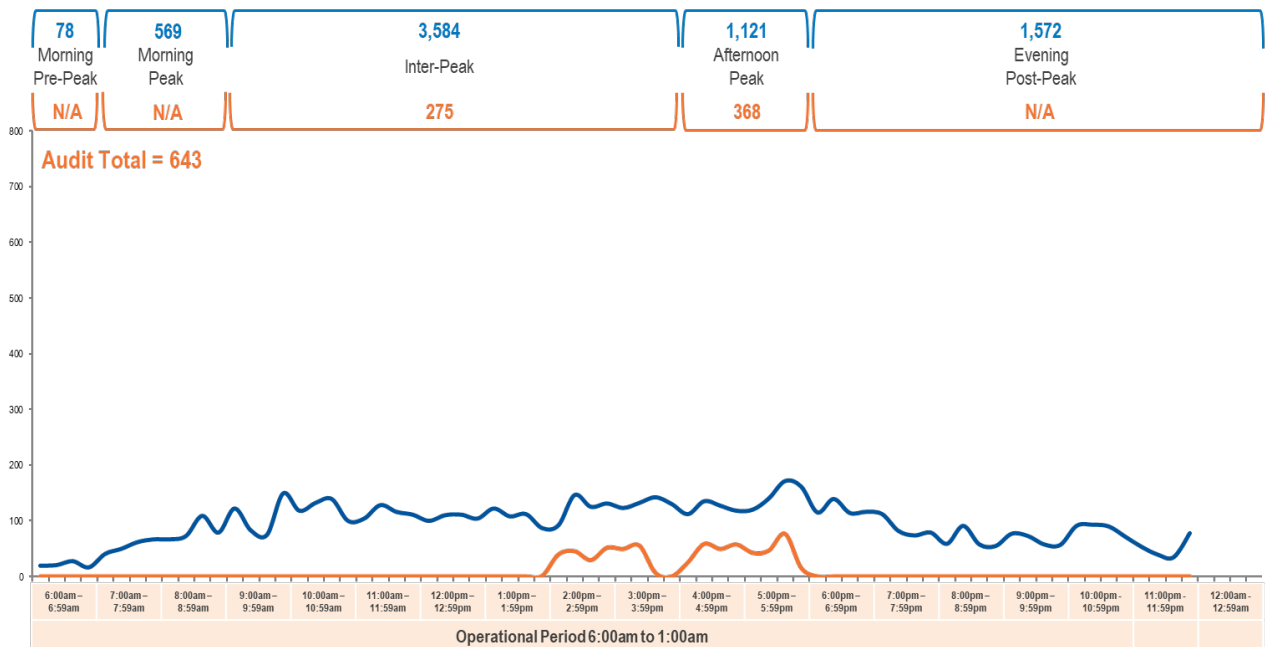
**MyWay Boarding Total = 12,458**



# Passenger MyWay Boardings and Audits: Saturday Week 2

(6:00am to 1:00am)

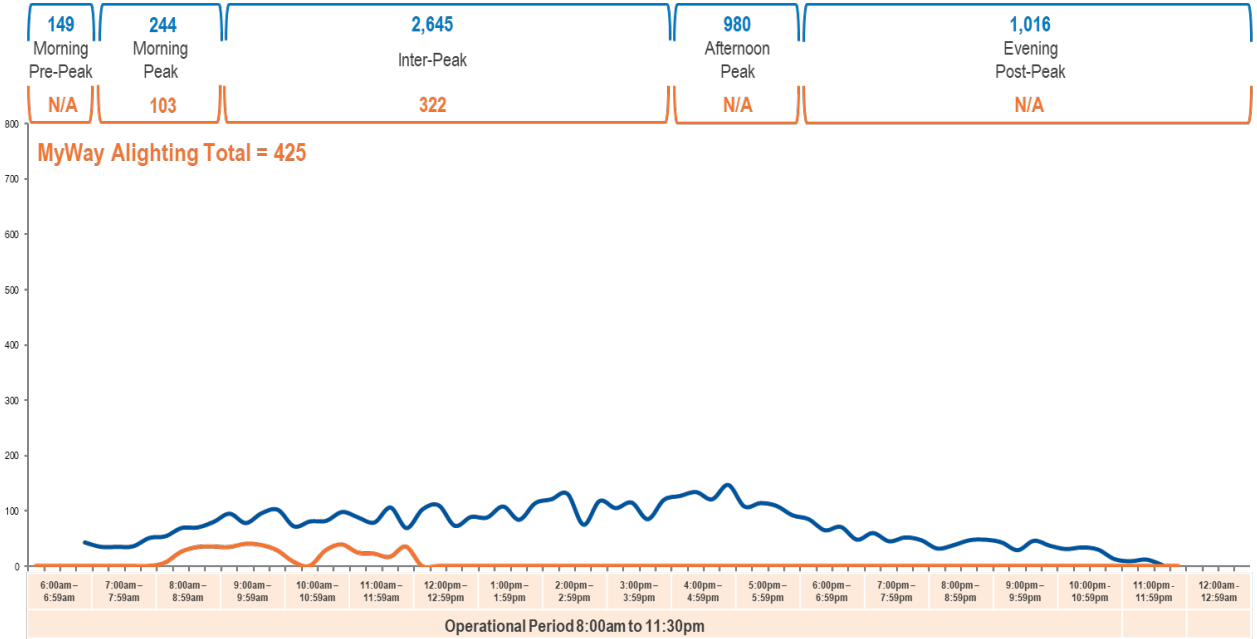
**MyWay Boarding Total = 6,882**



# Passenger MyWay Boardings and Audits: Sunday Week 2

(7:00am to 11:30pm)

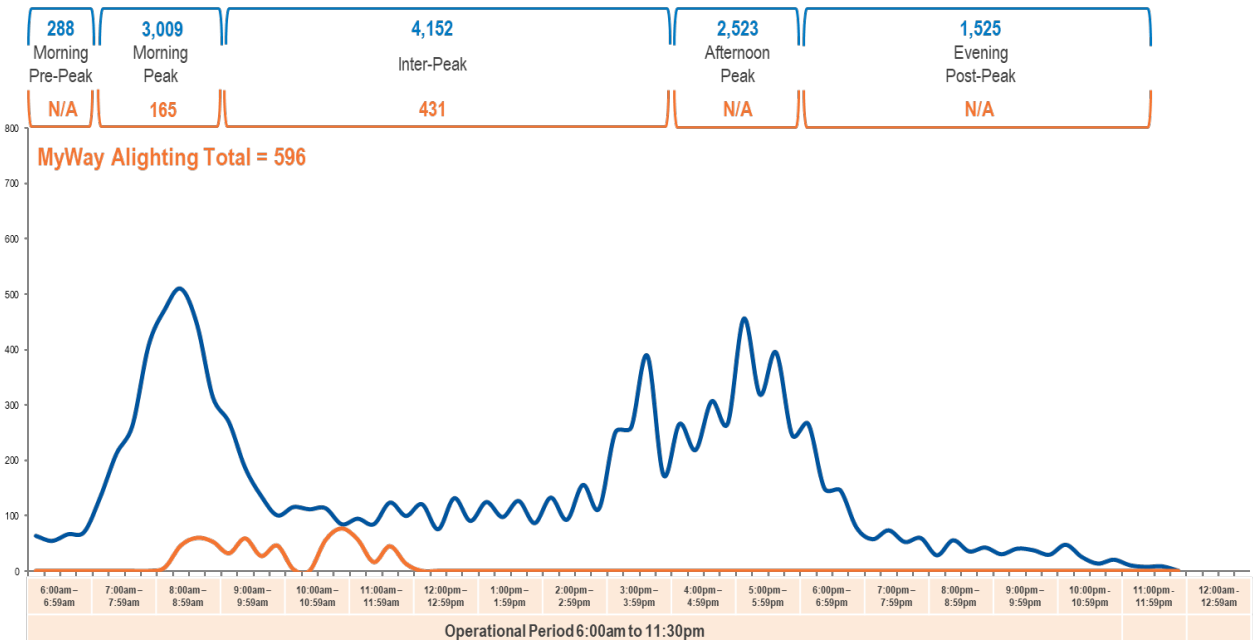
**MyWay Boarding Total = 5,034**



# Passenger MyWay Boardings and Audits: Monday Week 3

(6:00am to 11:30pm)

**MyWay Boarding Total = 11,497**



# Fare Evasion: By Day

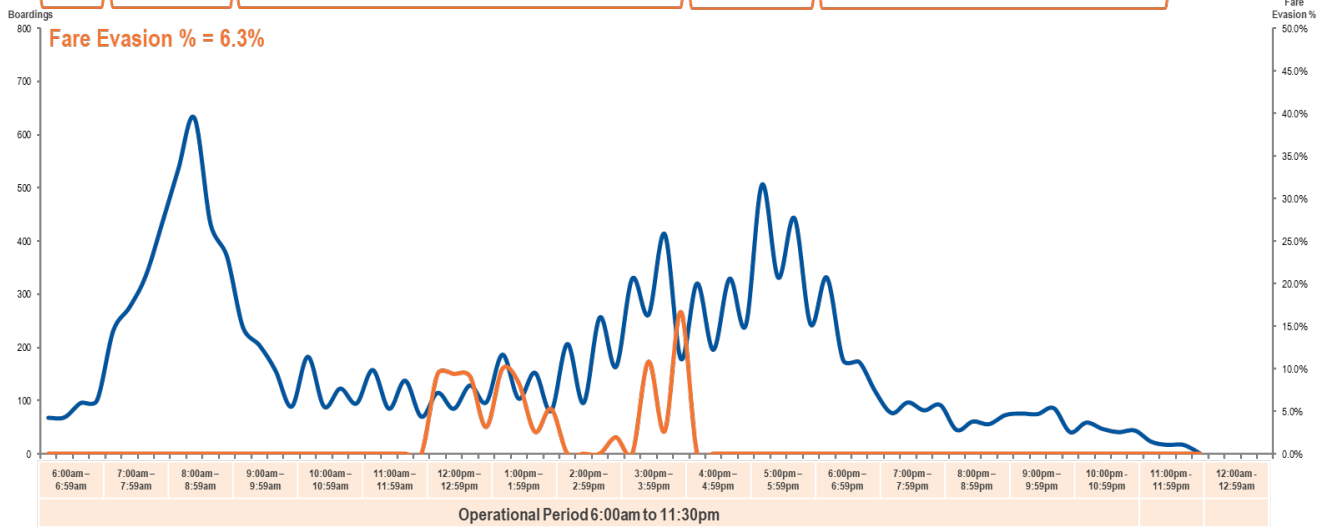


# Passenger MyWay Boardings & Fare Evasion Percentage: Tuesday Week 1

(6:00am to 11:30pm)

**MyWay Boarding Total = 12,527**

<b>330</b> Morning Pre-Peak	<b>3,242</b> Morning Peak	<b>4,462</b> Inter-Peak	<b>2,608</b> Afternoon Peak	<b>1,885</b> Evening Post-Peak
N/A	N/A	6.3%	N/A	N/A

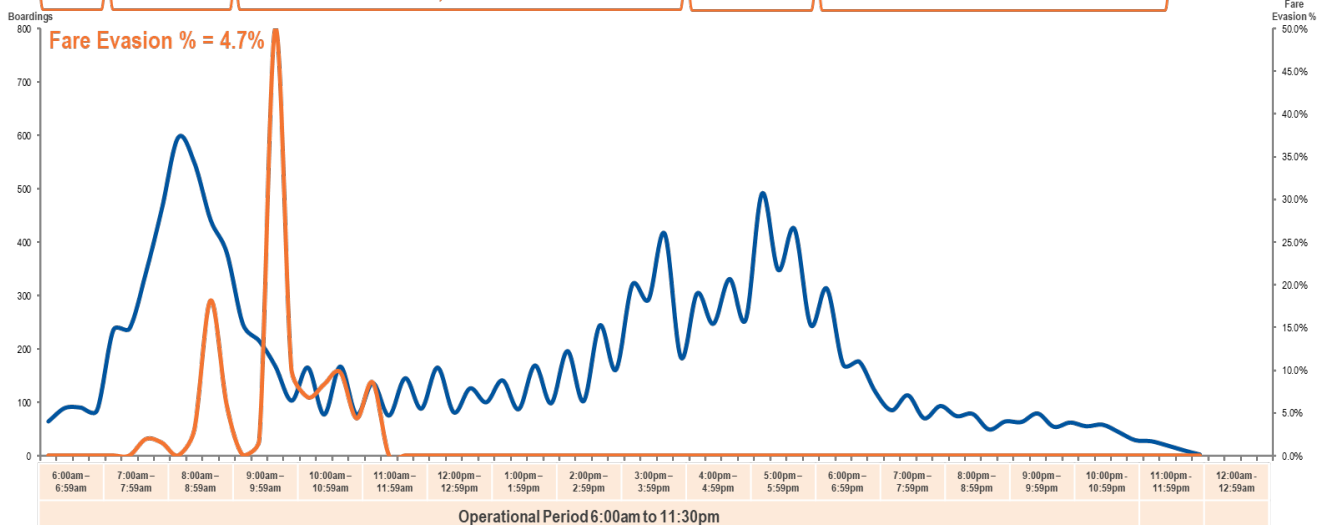


# Passenger MyWay Boardings & Fare Evasion Percentage: Wednesday Week 1

(6:00am to 11:30pm)

**MyWay Boarding Total = 12,668**

<b>328</b> Morning Pre-Peak	<b>3,224</b> Morning Peak	<b>4,543</b> Inter-Peak	<b>2,646</b> Afternoon Peak	<b>1,907</b> Evening Post-Peak
0%	3.5%	5.7%	N/A	N/A

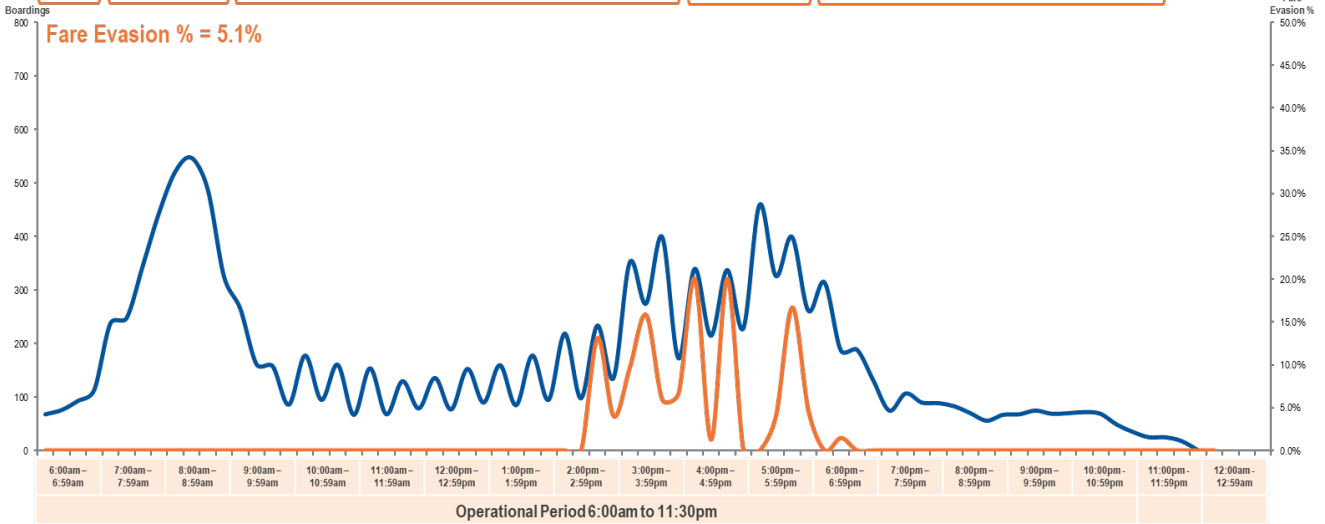


# Passenger MyWay Boardings & Fare Evasion Percentage: Thursday Week 1

(6:00am to 11:30pm)

**MyWay Boarding Total = 12,513**

346 Morning Pre-Peak	3,154 Morning Peak	4,437 Inter-Peak	2,563 Afternoon Peak	2,013 Evening Post-Peak
N/A	N/A	9.3%	4.5%	0.7%

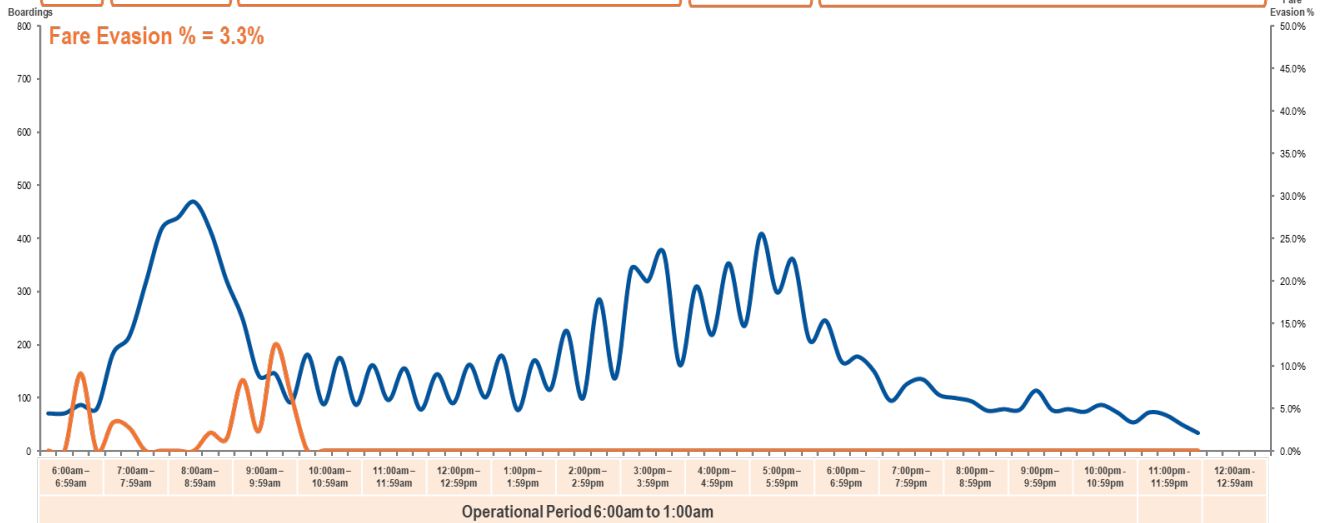


# Passenger MyWay Boardings & Fare Evasion Percentage: Friday Week 1

(6:00am to 1:00am)

**MyWay Boarding Total = 12,475**

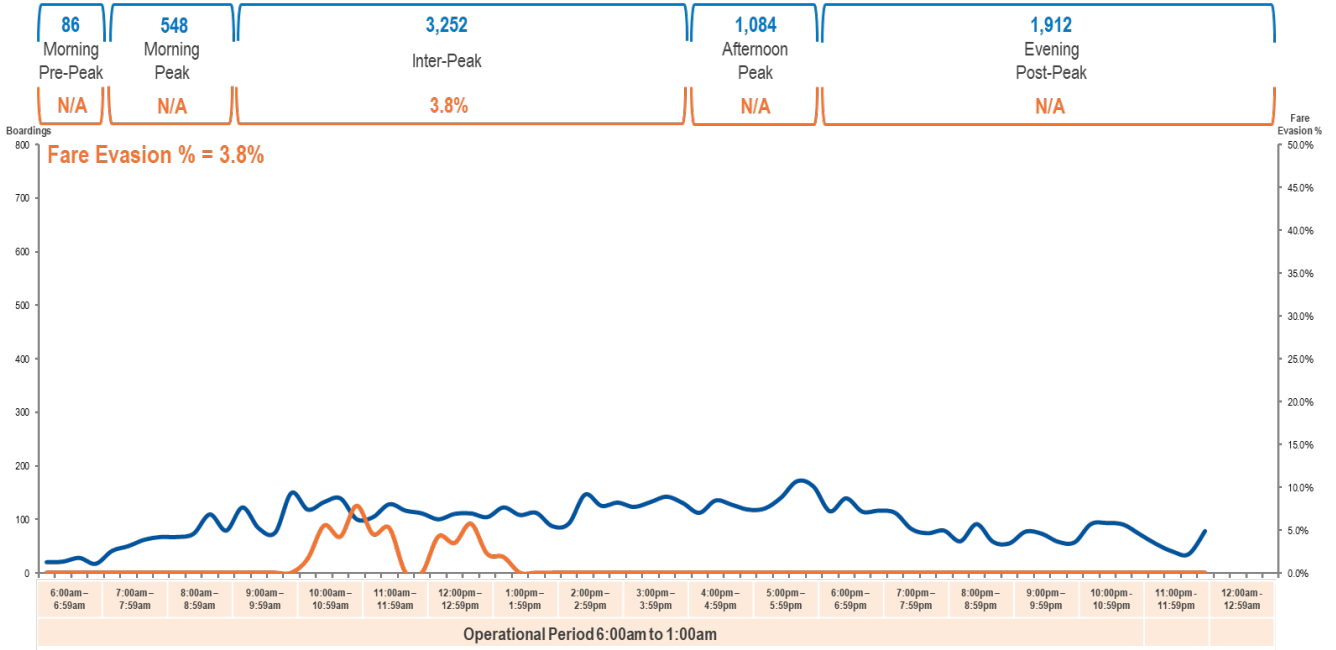
305 Morning Pre-Peak	2,774 Morning Peak	4,617 Inter-Peak	2,389 Afternoon Peak	2,390 Evening Post-Peak
4.6%	1.8%	6.2%	N/A	N/A



# Passenger MyWay Boardings & Fare Evasion Percentage: Saturday Week 1

(6:00am to 1:00am)

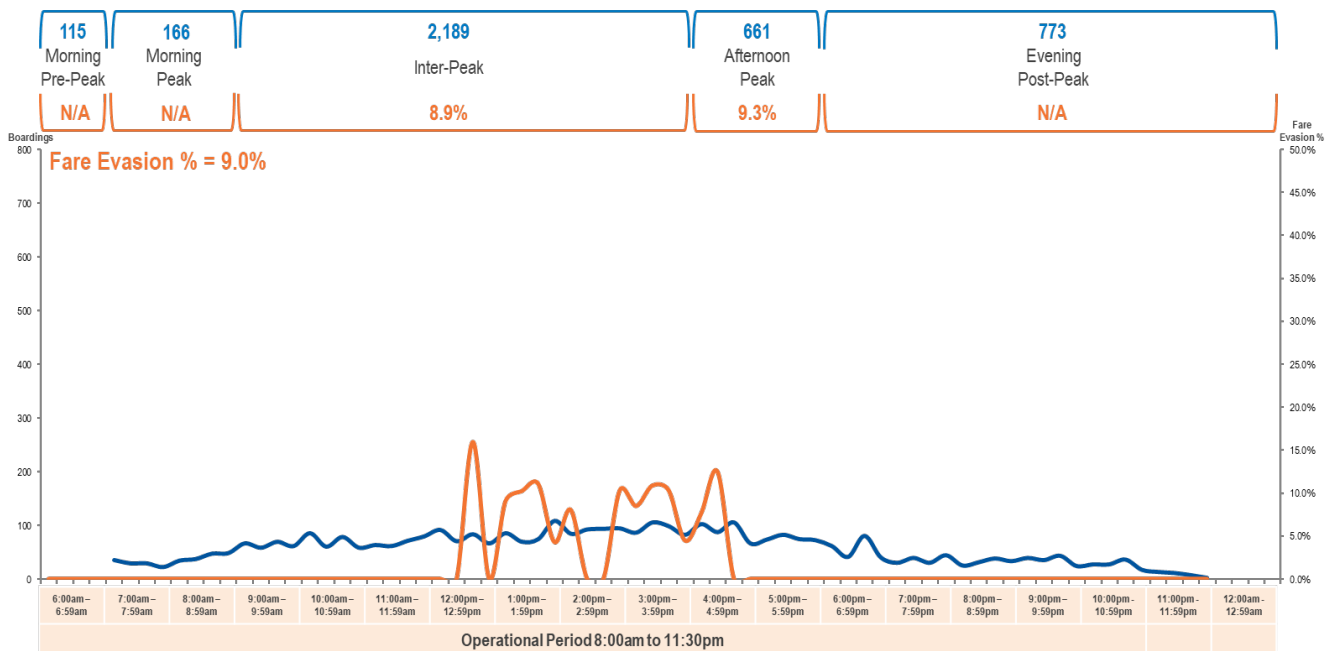
**MyWay Boarding Total = 6,882**



# Passenger MyWay Boardings & Fare Evasion Percentage: Sunday Week 1

(8:00am to 11:30pm)

**MyWay Boarding Total = 3,904**

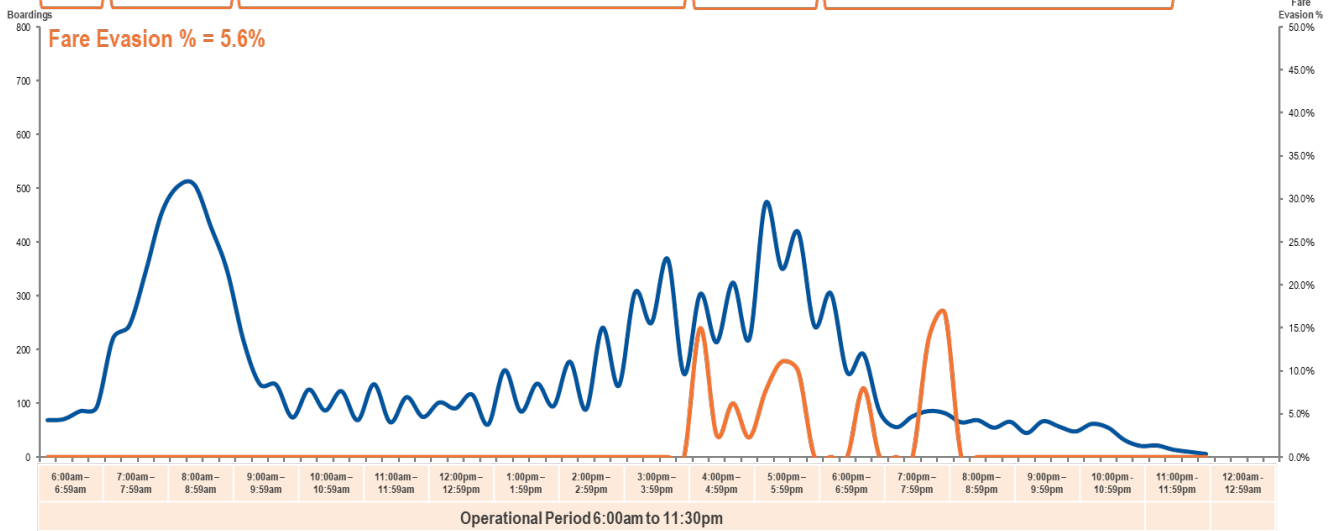


# Passenger MyWay Boardings & Fare Evasion Percentage: Monday Week 2

(6:00am to 11:30pm)

**MyWay Boarding Total = 11,512**

<b>315</b> Morning Pre-Peak	<b>3,047</b> Morning Peak	<b>3,899</b> Inter-Peak	<b>2,542</b> Afternoon Peak	<b>1,709</b> Evening Post-Peak
N/A	N/A	N/A	5.4%	6.1%

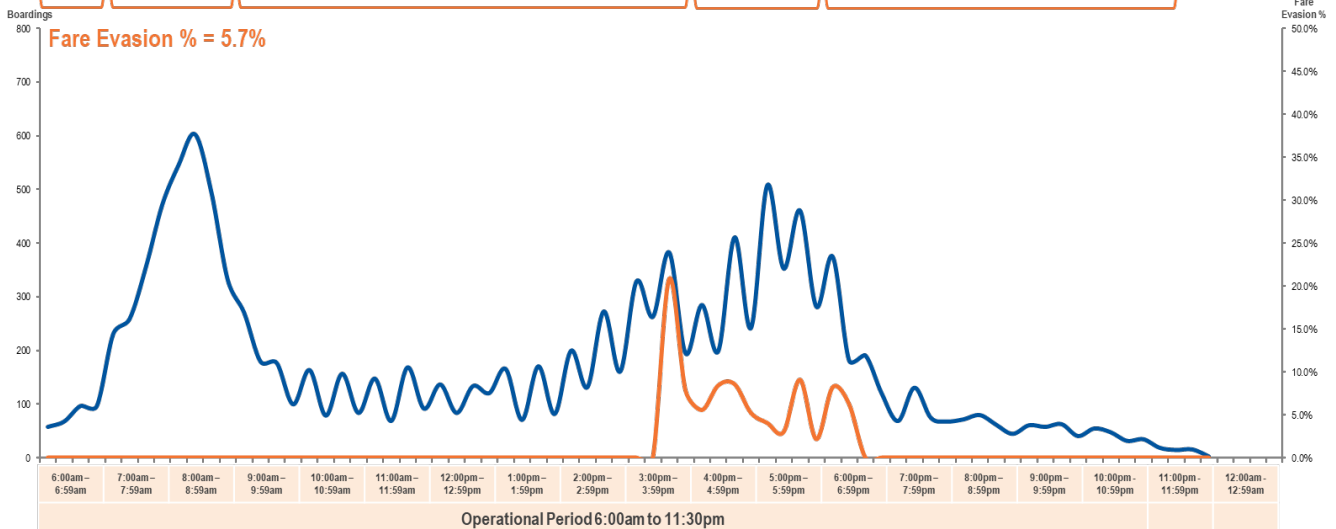


# Passenger MyWay Boardings & Fare Evasion Percentage: Tuesday Week 2

(6:00am to 11:30pm)

**MyWay Boarding Total = 12,791**

<b>316</b> Morning Pre-Peak	<b>3,286</b> Morning Peak	<b>4,564</b> Inter-Peak	<b>2,733</b> Afternoon Peak	<b>1,892</b> Evening Post-Peak
N/A	N/A	8.5%	7.3%	1.6%

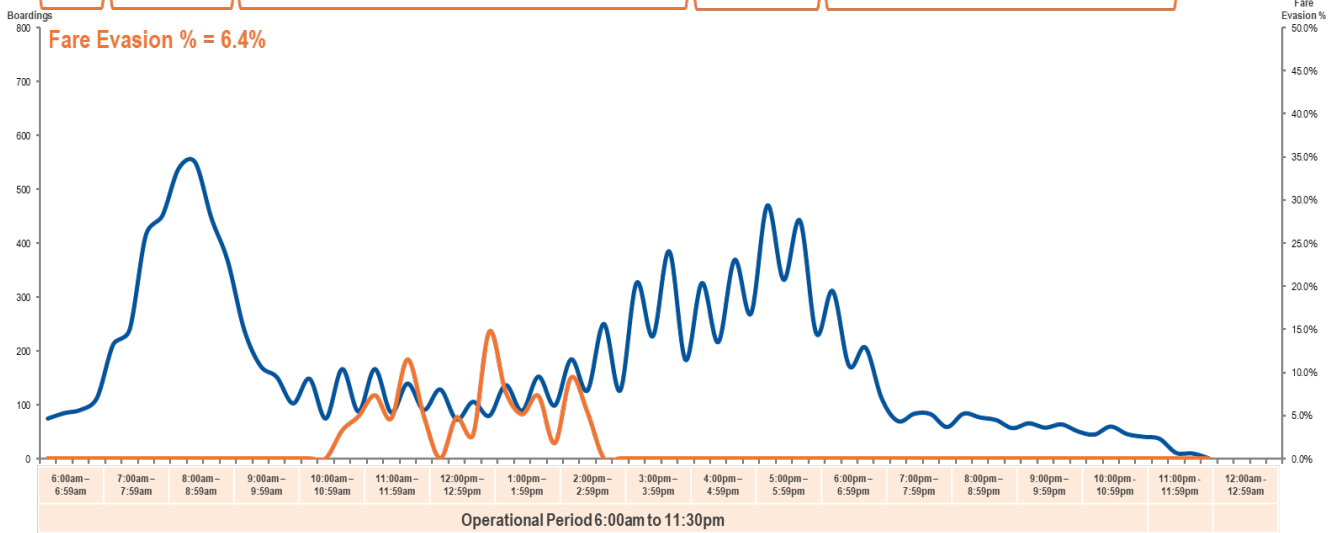


# Passenger MyWay Boardings & Fare Evasion Percentage: Wednesday Week 2

(6:00am to 11:30pm)

**MyWay Boarding Total = 12,379**

<b>360</b> Morning Pre-Peak	<b>3,222</b> Morning Peak	<b>4,285</b> Inter-Peak	<b>2,656</b> Afternoon Peak	<b>1,856</b> Evening Post-Peak
N/A	N/A	6.4%	N/A	N/A

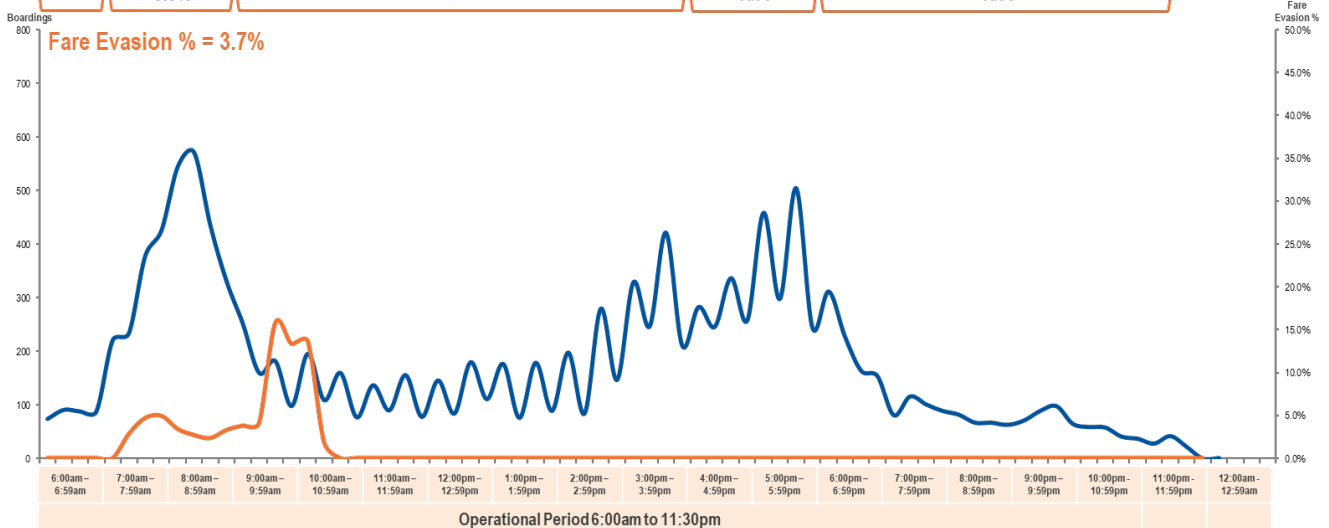


# Passenger MyWay Boardings & Fare Evasion Percentage: Thursday Week 2

(6:00am to 11:30pm)

**MyWay Boarding Total = 12,904**

<b>341</b> Morning Pre-Peak	<b>3,143</b> Morning Peak	<b>4,655</b> Inter-Peak	<b>2,631</b> Afternoon Peak	<b>2,134</b> Evening Post-Peak
N/A	3.3%	4.8%	N/A	N/A

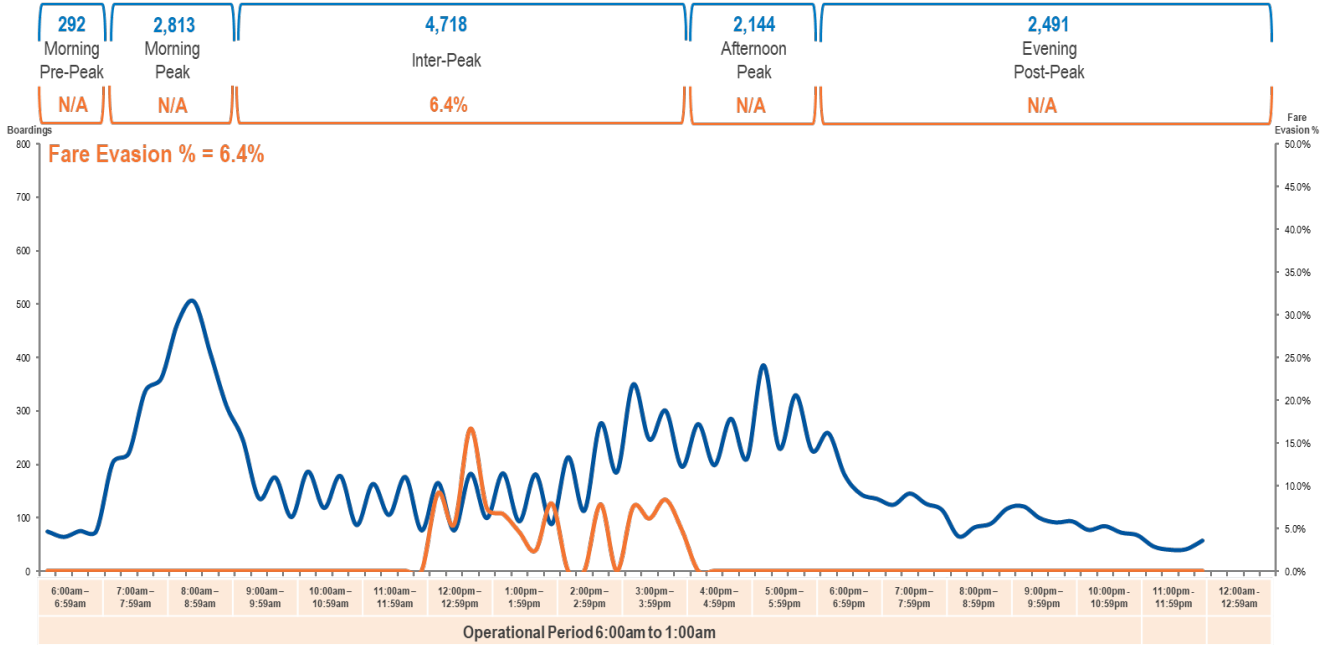




# Passenger MyWay Boardings & Fare Evasion Percentage: Friday Week 2

(6:00am to 1:00am)

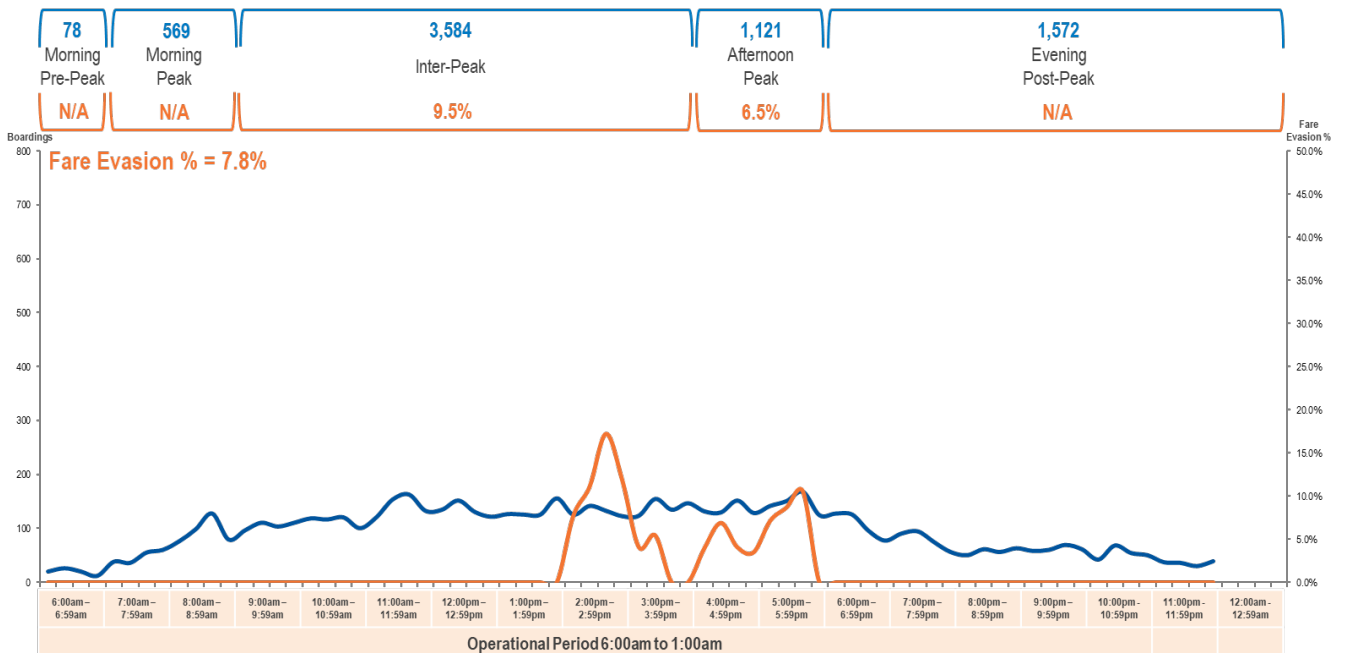
**MyWay Boarding Total = 12,458**



# Passenger MyWay Boardings & Fare Evasion Percentage: Saturday Week 2

(6:00am to 1:00am)

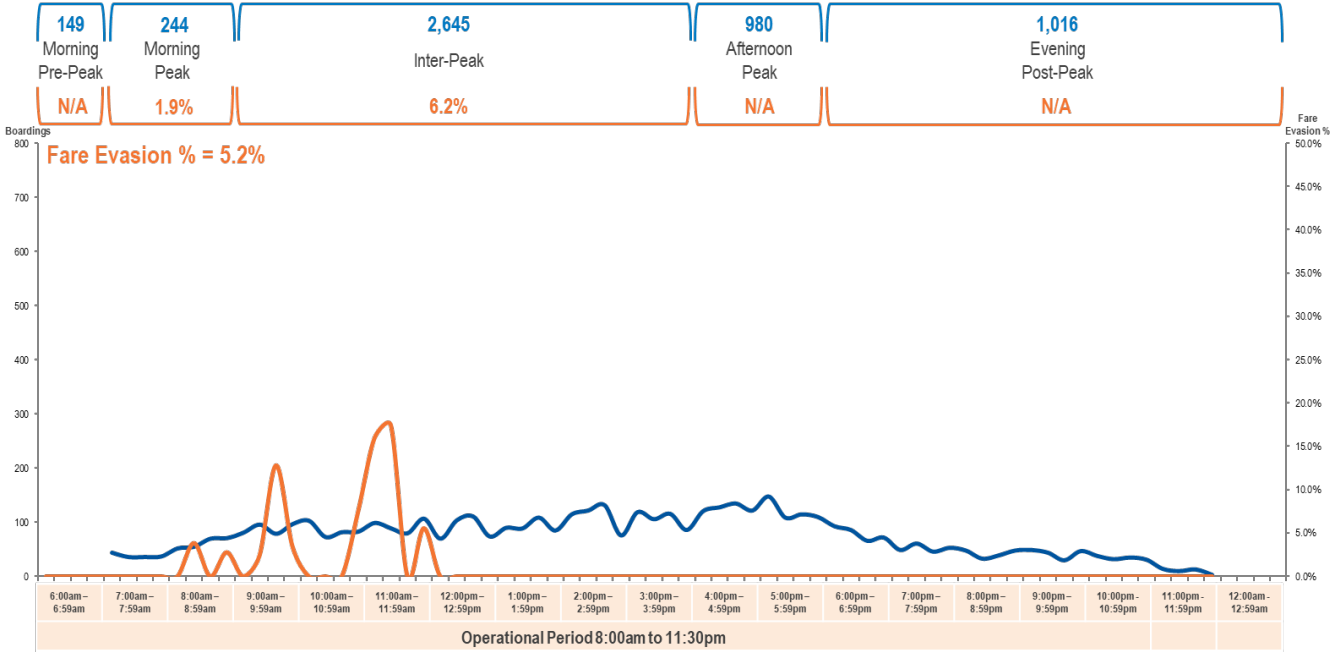
**MyWay Boarding Total = 6,882**



# Passenger MyWay Boardings & Fare Evasion Percentage: Sunday Week 2

(8:00am to 11:30pm)

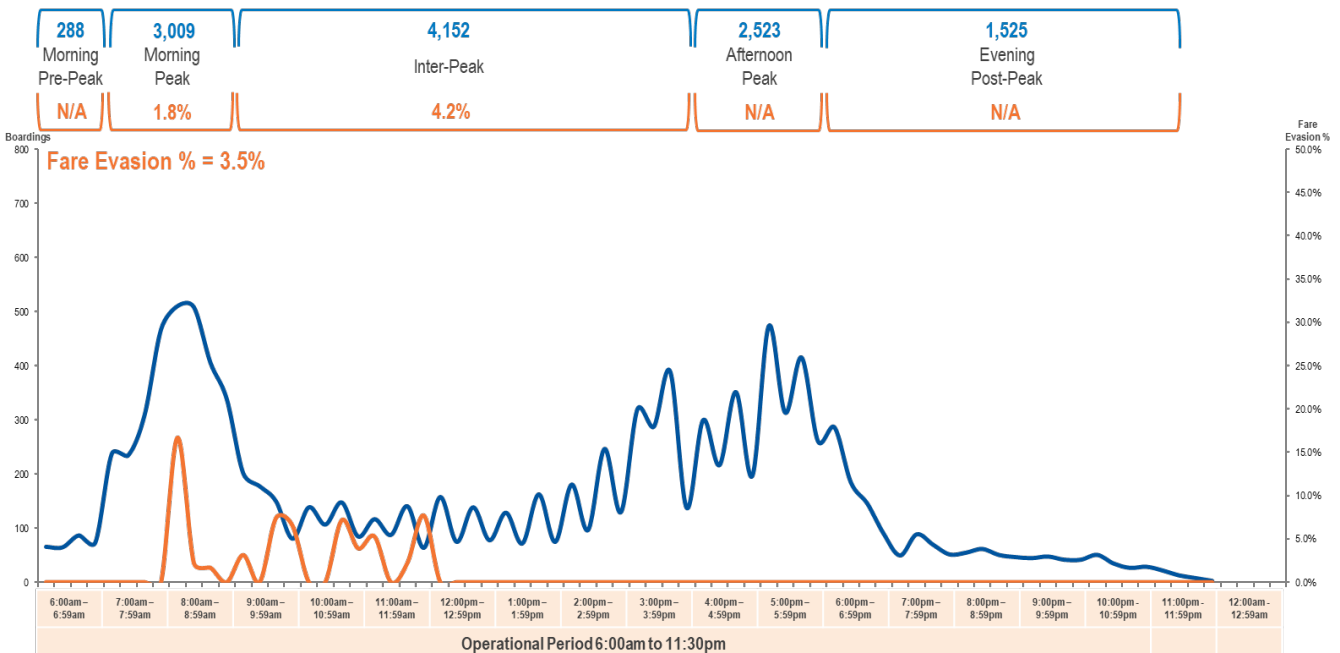
**MyWay Boarding Total = 5,034**



# Passenger MyWay Boardings & Fare Evasion Percentage: Monday Week 3

(6:00am to 11:30pm)

**MyWay Boarding Total = 11,497**



Hunt Smarter.

