

Light Rail Fare Compliance Survey

Wave 3

Transport Canberra

June 2022



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Background, Objectives & Approach



Background

Transport Canberra has delivered Stage 1 of the Canberra Light Rail system with services having commenced in April 2019.

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 (CMO) 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 evasion results from the Wave 3 of the Fare Compliance Survey (conducted in May 2022).



ACT
Government



Transport Canberra

The overall Strategic Aim of this research is:

To Design and Conduct Fare Compliance Surveys to assist in determining the level of Fare 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.



Estimate Lost Revenue due to Fare Evasion

To calculate (where feasible) an annualised estimate of total revenue loss due to fare evasion using seasonally adjusted annualised daily patronage data.

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

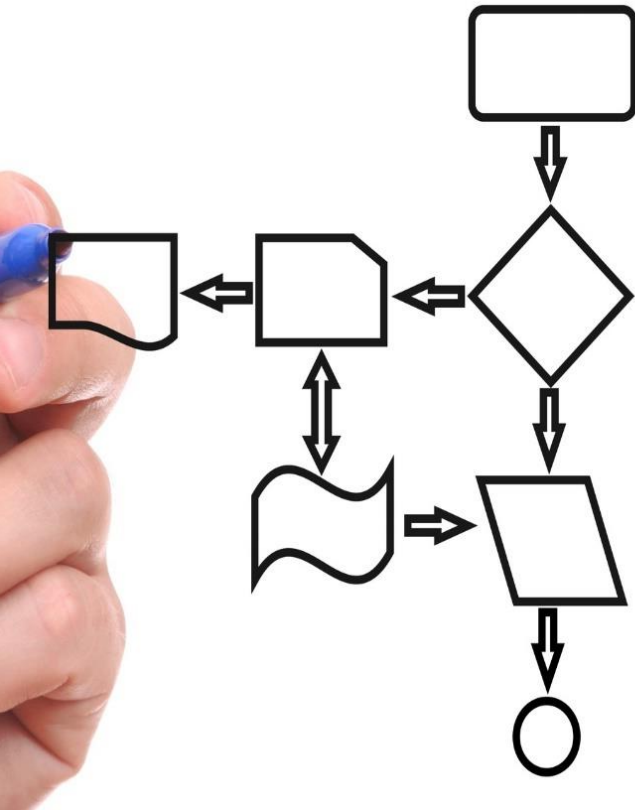
- Passengers aged 13 years and under were not included in the survey and not approached for the survey procedure.
- Fare Evasion Rules are determined based on relevant ACT legislation at the time of conducting the survey. This is currently outlined in the 'Road Transport (Public Passenger Services) Public 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.

Provision for COVID-19 Protocols

- Given the current climate in Australia, a COVID-19 Face-to-Face Interviewing Procedures Safety Plan was developed based on advice and guidelines from the Australian Research Society. The established guidelines were strictly followed by all interviewers.

The Survey Instrument

The survey form is brief and concise, to allow as many evaluations to be completed as possible. The survey for Wave 3 remains consistent with the previous two waves conducted in September 2019 and March 2021.



The structure of the survey instrument included the following:

1. Ticket Type Checked:

- MyWay
- Paper ticket
- No ticket provided
- 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
- On-board versus at platform

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.
- The majority of LRV 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 escorted by a Transport Canberra staff member 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 60,000 weekly boardings evidenced since formal operations began (Apr '19 – May '22):

- 120 Survey Hours (see shift strategy detailed overleaf) were conducted in Wave 3:
 - 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 80 ticket surveys per hour; the actual number achieved in Wave 3 was 87 tickets.
- The total number of surveys completed was 10,415 passenger ticket checks. Based on the 119,681 MyWay boardings over this period, this represents 8.7% of all boardings, providing a highly accurate and very small margin of error of $\pm 0.48\%$ 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 3:

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

| | Thursday | Friday | Saturday | Sunday | Monday |
|-----------------|--------------|--------|----------|--------|------------|
| | 19-May | 20-May | 21-May | 22-May | 23-May |
| Start Location: | ALG | EPIC | NA | NA | EPIC |
| Pre-06:00 | | | | | |
| 06:00 - 06:29 | | | | | |
| 06:30 - 06:59 | | | | | |
| 07:00 - 07:29 | Morning Peak | | | | |
| 07:30 - 07:59 | Morning Peak | | | | |
| 08:00 - 08:29 | Morning Peak | | | | |
| 08:30 - 08:59 | Morning Peak | | | | |
| 09:00 - 09:29 | Inter Peak | | | | |
| 09:30 - 09:59 | Inter Peak | | | | |
| 10:00 - 10:29 | Inter Peak | | | | |
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| 14:00 - 14:29 | | | | | |
| 14:30 - 14:59 | | | | | |
| 15:00 - 15:29 | | | | | |
| 15:30 - 15:59 | | | | | Inter Peak |
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| 22:30 - 22:59 | | | | | Inter Peak |
| 23:00 - 23:29 | | | | | Inter Peak |
| 23:30 - 23:59 | | | | | Inter Peak |

➤ At-Stop Survey Procedure:

- The only at-stop survey was undertaken at Alinga Street Stop. Six CSO's and two Transport Canberra Staff were each accompanied by one of Painted Dog's survey team members.
- An additional four CSO's (not authorised people) and two CMET managers were also at the stop to help with providing customer messaging (one had a loudspeaker) and moving A-Frame signs between the two platforms."
- The teams covered all passenger exit points and bollards were introduced this wave 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' which worked well.
- 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 3x 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 for assurance purposes.
- The teams were positioned on-board the LRV's and checked as many tickets as possible before alighting or terminating.



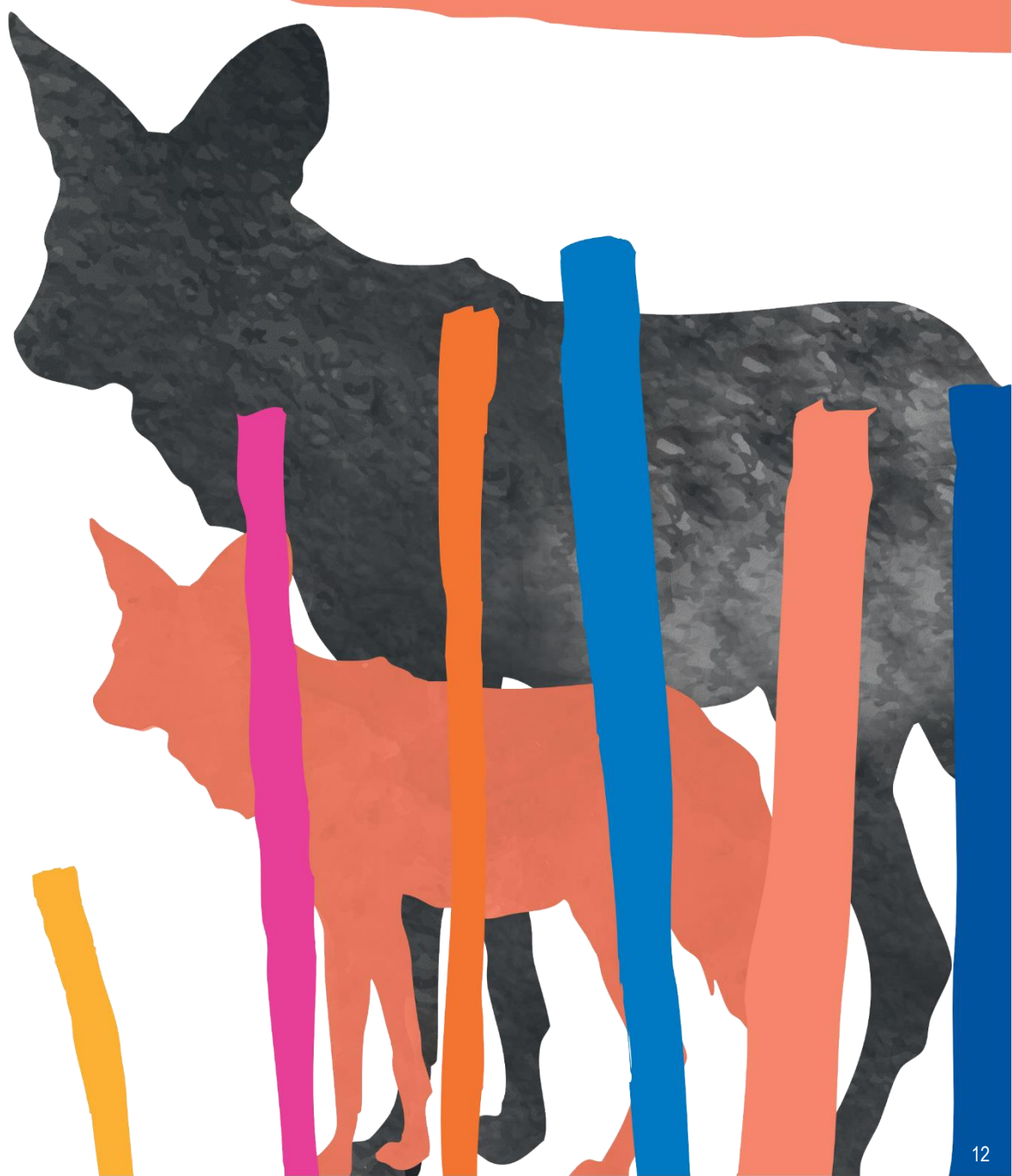
➤ Weather Observations:

- The official weather observations over the period of the survey are summarised below. The weather was generally clear and sunny, averaging 6.5^o minimum and 16.5^o maximum, with an average of 3.5mm of rain fall throughout the week, however, there was only a 2-day period of heavier rainfall.

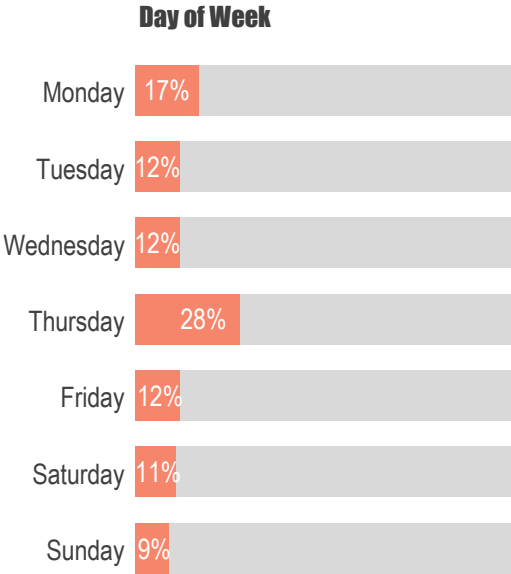
Canberra Weather Observations (Source: bom.gov.au)

| | Minimum °C | Maximum °C | Rainfall mm |
|------------------|---------------|---------------|----------------|
| Tuesday May 10 | 7.0 | 16.3 | 0 |
| Wednesday May 11 | 10.1 | 15.0 | 0.8 |
| Thursday May 12 | 11.8 | 15.6 | 18.2 |
| Friday May 13 | 13.3 | 20.9 | 27.0 |
| Saturday May 14 | 9.8 | 21.5 | 0.2 |
| Sunday May 15 | 14.1 | 16.7 | 1.6 |
| Monday May 16 | 10.7 | 18.0 | 1.4 |
| Tuesday May 17 | 5.2 | 14.8 | 0 |
| Wednesday May 18 | 5.8 | 13.9 | 0 |
| Thursday May 19 | -2.9 | 14.3 | 0 |
| Friday May 20 | 0.2 | 15.1 | 0 |
| Saturday May 21 | 0.7 | 16.7 | 0 |
| Sunday May 22 | 4.2 | 16.8 | 0 |
| Monday May 23 | 1.2 | 15.3 | 0 |

Sampling



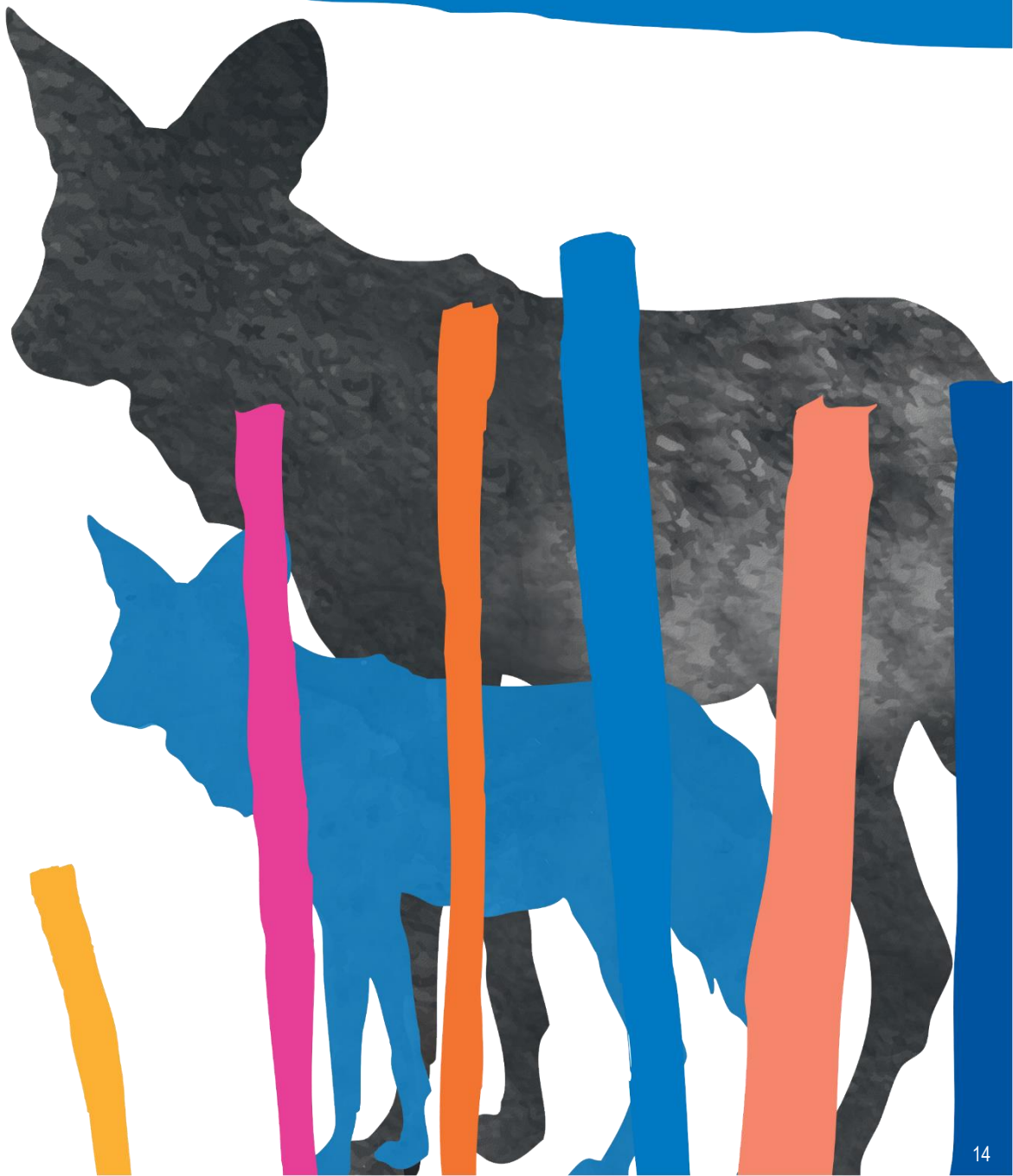
10,413 surveys were completed over the fieldwork period – with a split between on-board and at stop locations.



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



110,213 MyWay Boardings and 106,375 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 5,242 MyWay boardings recorded during this 15 minute period across the weekdays.

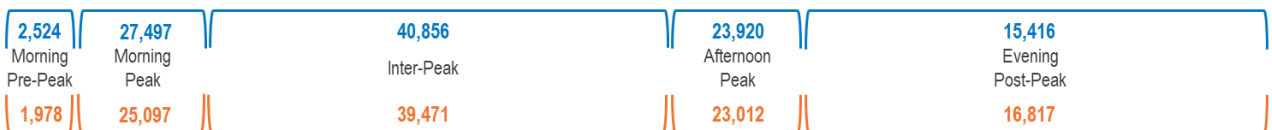
The peak alighting period was between 8:15am and 8:29am with 5,373 alightings recorded during this 15 minute period across the weekdays.

The difference between total MyWay boardings and alightings reflects passengers forgetting to tap off (3,838).

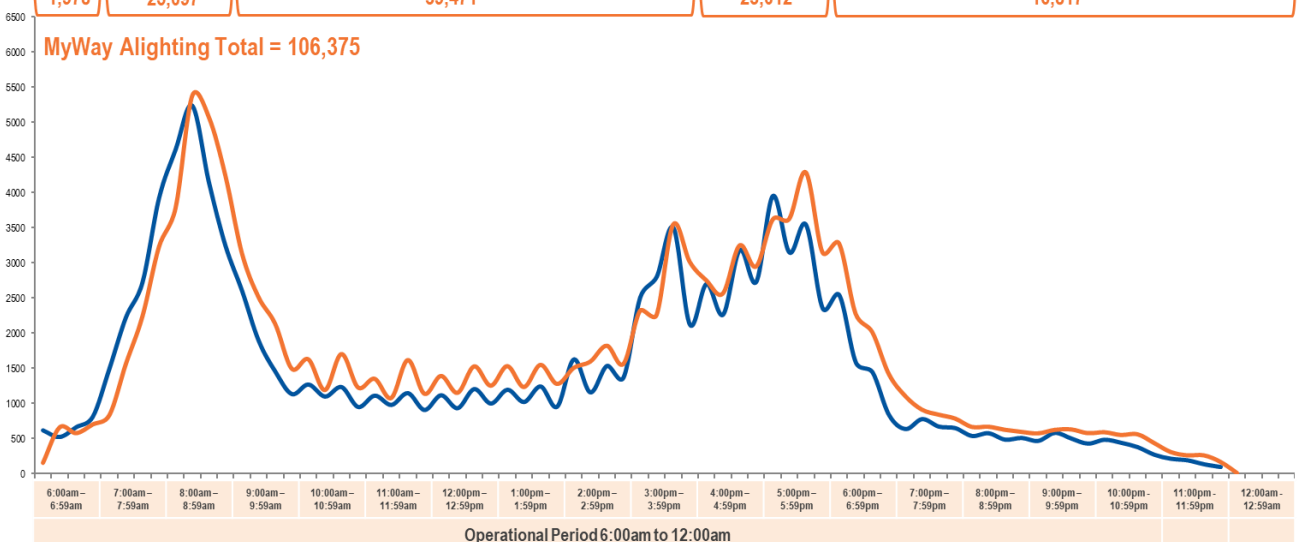
Passenger MyWay Boardings and MyWay Alightings: Weekday Total

(6:00am to 1:00am)

MyWay Boarding Total = 110,213



MyWay Alighting Total = 106,375



9,468 MyWay Boardings and 8,629 Alightings were recorded across the survey weekend (Saturday and Sunday).

The total MyWay boarding figure excludes paper tickets.

The peak boarding period was between 3:00pm and 3:14pm with 474 MyWay boardings recorded during this 15 minute period across the weekend.

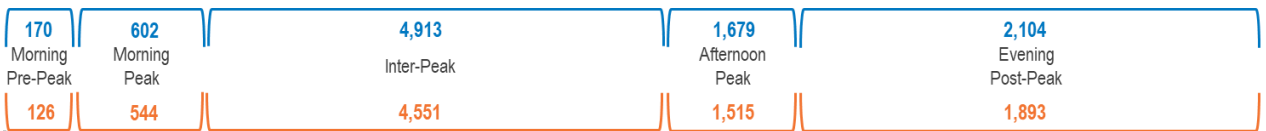
The peak alighting period was between 5:00pm and 5:14pm with 421 alightings recorded during this 15 minute period across the weekend.

The difference between total MyWay boardings and alightings reflects passengers forgetting to tap off (1,670).

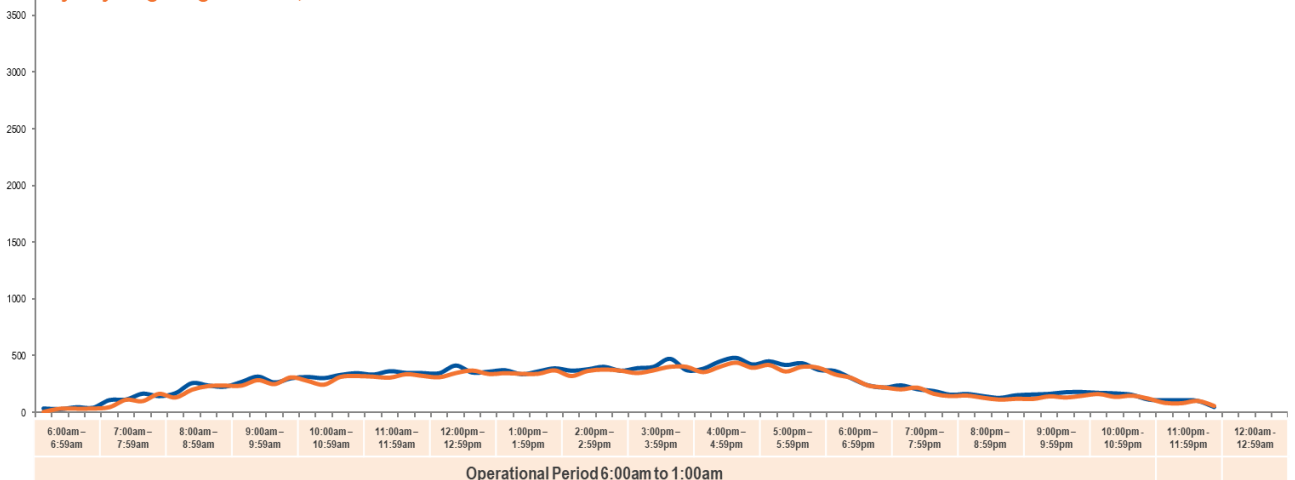
Passenger MyWay Boardings and MyWay Alightings: Weekend Total

(6:00am to 1:00am)

MyWay Boarding Total = 9,468



MyWay Alighting Total = 8,629



8,417 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 8:15am and 8:29am with 579 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.

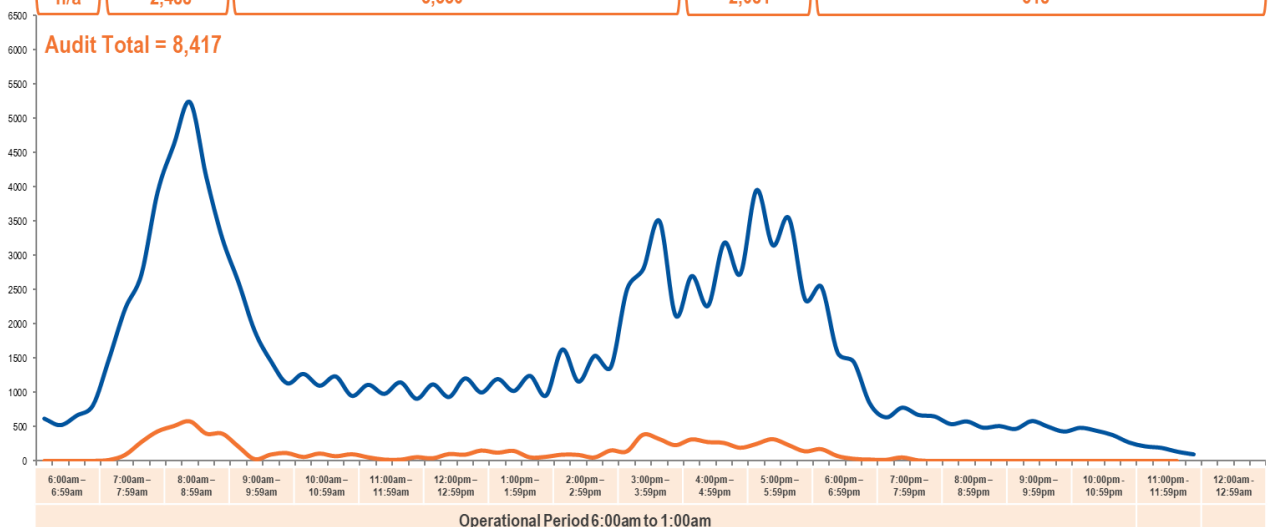
The under and over-representations of survey percentages to MyWay boarding percentages were taken into account when calculating the weighted fare evasion figure.

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

MyWay Boarding Total = 110,213

| | | | | |
|---------------------------|------------------------|----------------------|--------------------------|-----------------------------|
| 2,524 Morning Pre-Peak | 27,497 Morning Peak | 40,856 Inter-Peak | 23,920 Afternoon Peak | 15,416 Evening Post-Peak |
| n/a | 2,488 | 3,330 | 2,081 | 518 |

Audit Total = 8,417



1,996 passenger surveys were conducted across the survey weekend (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.

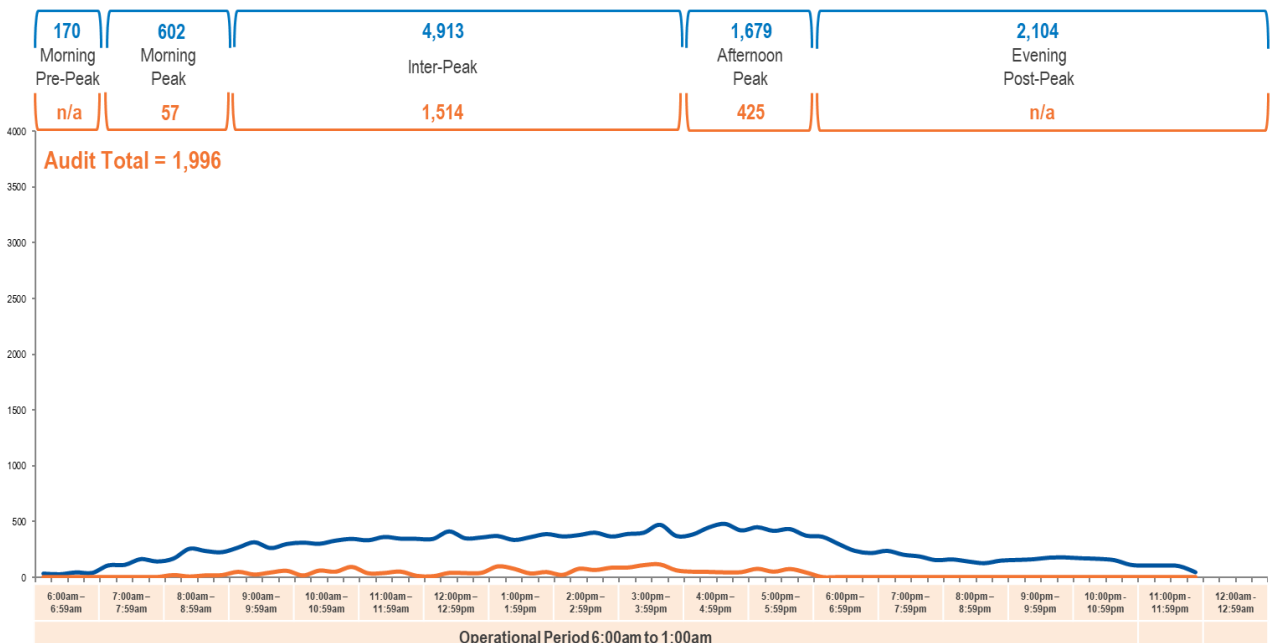
The peak survey period was between 10:45am and 10:59am pm with 93 surveys conducted during this 15 minute period across the weekend.

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 = 9,468



Fare Compliance & Fare Evasion Rate



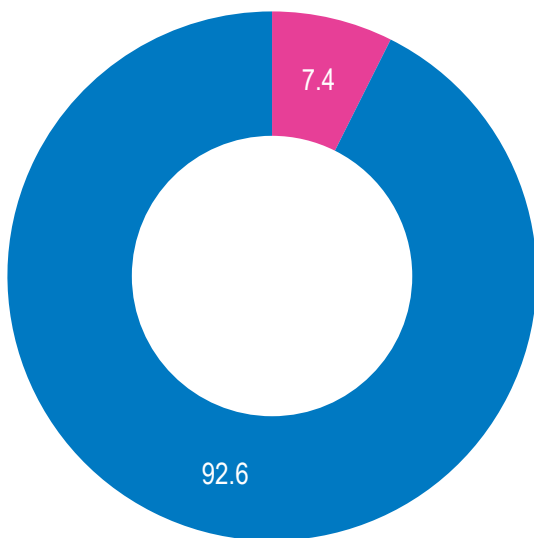
The overall weighted fare evasion result is 7.43%.

The results from the Wave 3 survey of 10,413 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 $\pm 0.48\%$ based on a 95% level of confidence (range 6.95% - 7.91%).

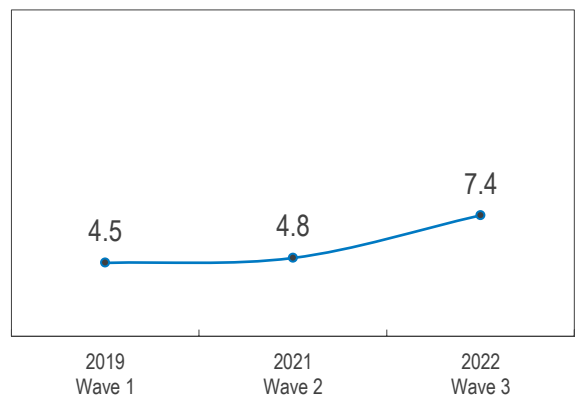
NOTE: This data is weighted for the overall fare evasion result. All other results in this document are based on the unweighted fare evasion result. Due to the very low margin of error ($\pm 0.48\%$) the results remain statistically reliable and highly accurate, with minimal variation compared to the weighted result.

Overall Weighted Fare Evasion %
Wave 3



■ 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.

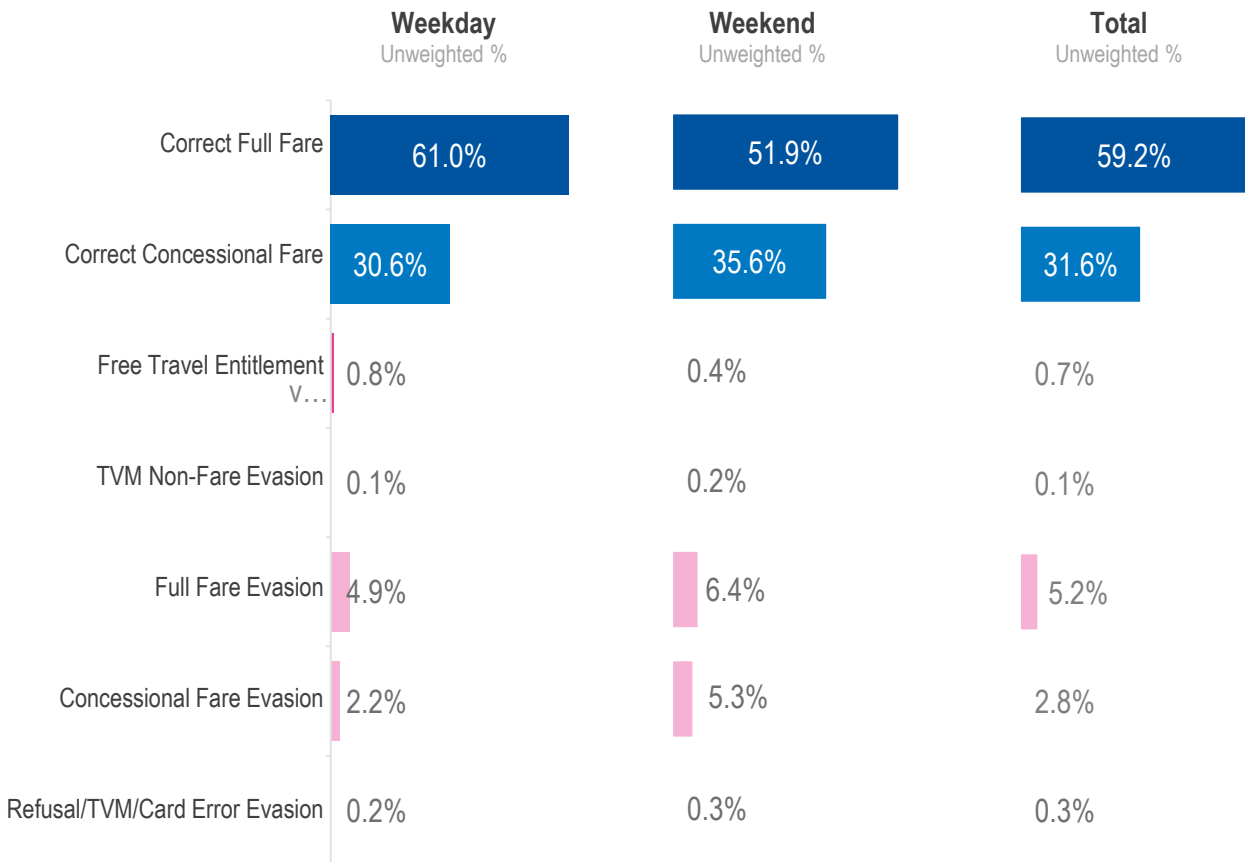
The total week weighted fare evasion result of 7.4% used this data and adjusted for the relative contribution of weekday patronage versus weekend patronage.

| Weekday | | | | |
|--|------------------|---------|--------------|-----------------------|
| TOTAL WEEKDAY | MyWay Boarding % | Audit % | Fare Evasion | Weighted Fare Evasion |
| Morning Off Peak (6:00am - 7:00am) | 2.3% | 0% | n/a | n/a |
| Morning Peak (7:00am - 9:00am) | 24.9% | 29.6% | 5.3% | 1.3% |
| Inter Peak (9:00am - 4:00pm) | 37.1% | 39.6% | 9.7% | 3.6% |
| Afternoon Peak (4:00pm - 6:00pm) | 21.7% | 24.7% | 6.7% | 1.5% |
| Evening off Peak (6:00pm - 11:30pm/1am Friday) | 14.0% | 6.2% | 6.4% | 0.9% |

| Weekend | | | | |
|------------------------------------|------------------|---------------|--------------|-----------------------|
| | MyWay Boarding % | Audit % | Fare Evasion | Weighted Fare Evasion |
| Morning Off Peak (6:00am - 7:00am) | 1.8% | 0.0% | n/a | n/a |
| Morning Peak (7:00am - 9:00am) | 6.4% | 2.9% | 12.3% | 0.8% |
| Inter Peak (9:00am - 4:00pm) | 51.9% | 75.9% | 11.6% | 6.0% |
| Afternoon Peak (4:00pm - 6:00pm) | 17.7% | 21.3% | 12.9% | 2.3% |
| Evening off Peak (6:00pm - 1am) | 22.2% | 0.0% | n/a | n/a |
| TOTAL WEEK | 100.0% | 100.0% | 11.9% | 9.1% |

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

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 7.5% was recorded across the weekday surveys (Monday to Friday).

The level of recorded fare evasion ranges between 0% and 22.2% during any given 15 minute period across the weekdays.

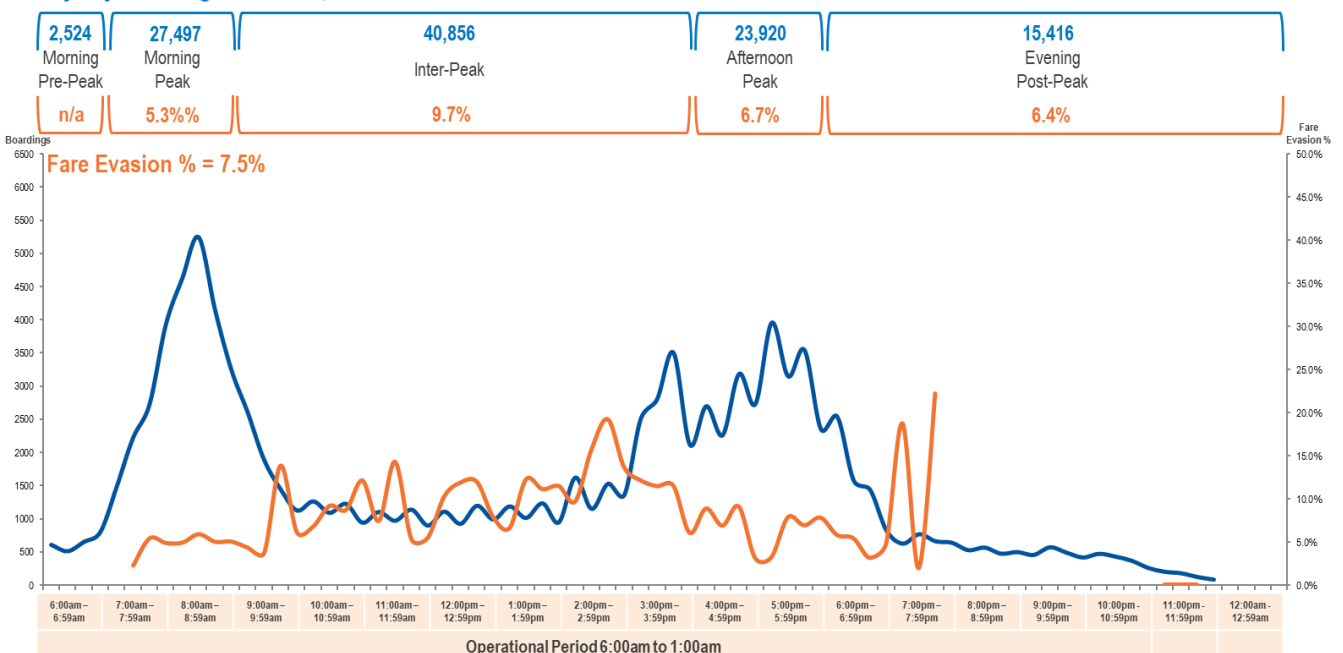
The peak fare evasion period was between 7:45pm and 7:59pm at 22.2% across the weekdays.

Overall fare evasion was lowest during the morning peak period (5.3%) and highest during the inter-peak period (9.7%) across the weekdays.

Passenger MyWay Boardings & Fare Evasion Percentage: Weekday Total

(6:00am to 1:00am)

MyWay Boarding Total = 110,213



An overall fare evasion percentage of 11.9% was recorded across the weekend surveys (Saturday and Sunday).

The level of recorded fare evasion ranges between 0% and 28.6% during any given 15 minute period across the weekend.

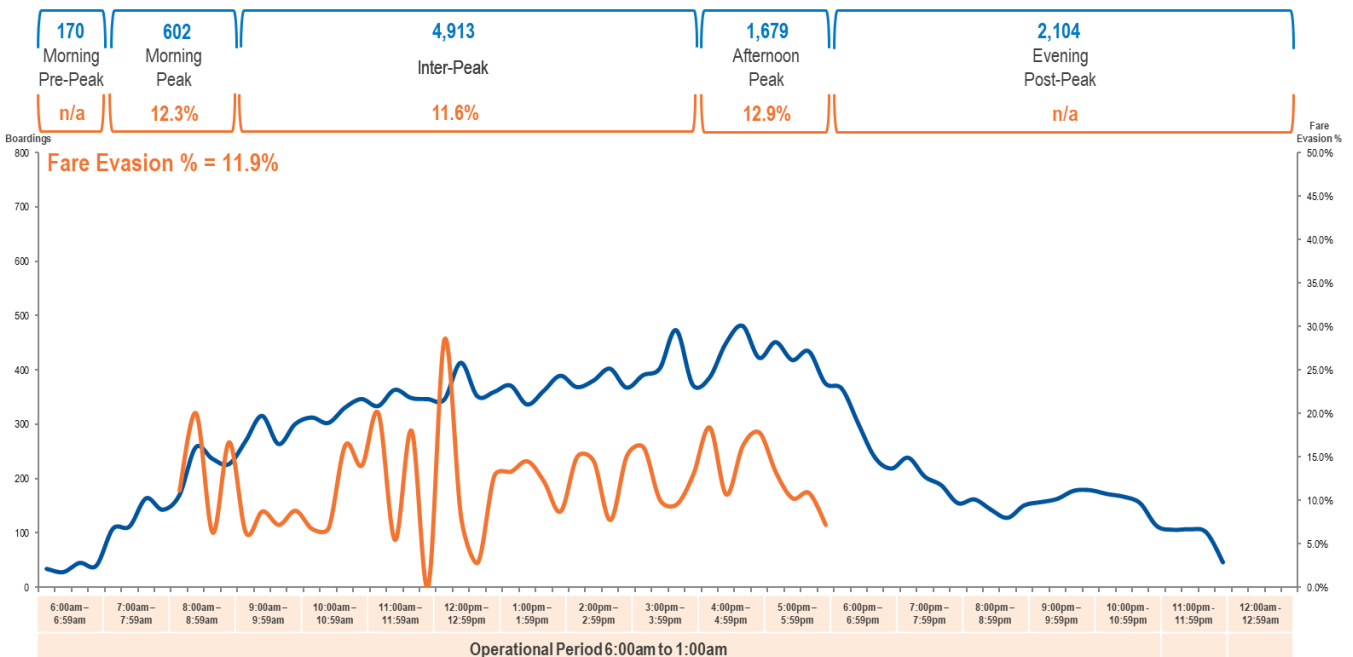
The peak fare evasion period was between 12:00pm and 12:14pm at 22.2% across the weekend.

Overall fare evasion was lowest during the inter-peak period (11.6%), and highest during the afternoon-peak period (12.9%) across the weekend.

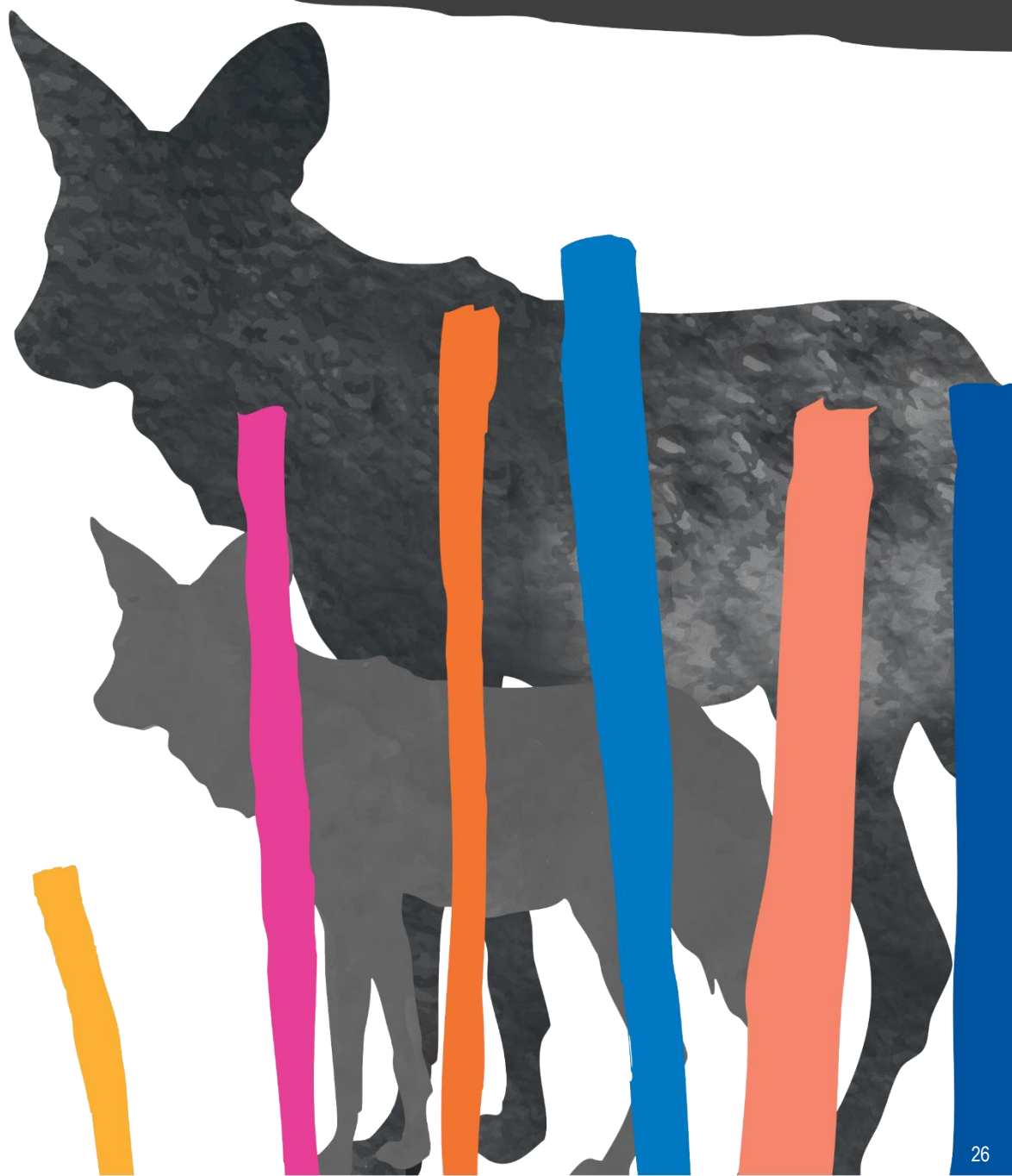
Passenger MyWay Boardings & Fare Evasion Percentage: Weekend Total

(6:00am to 1:00am)

MyWay Boarding Total = 9,468



Appendix



Boardings & Alightings: By Day



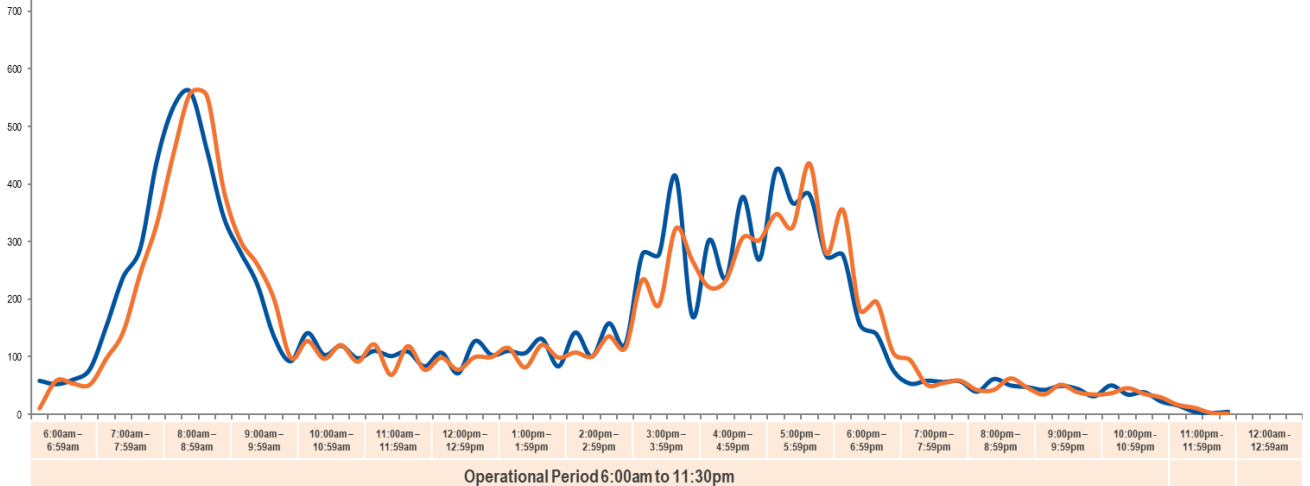
Passenger MyWay Boardings and MyWay Alightings: Tuesday Week 1

(6:00am to 11:30pm)

MyWay Boarding Total = 11,396



MyWay Alighting Total = 10,996



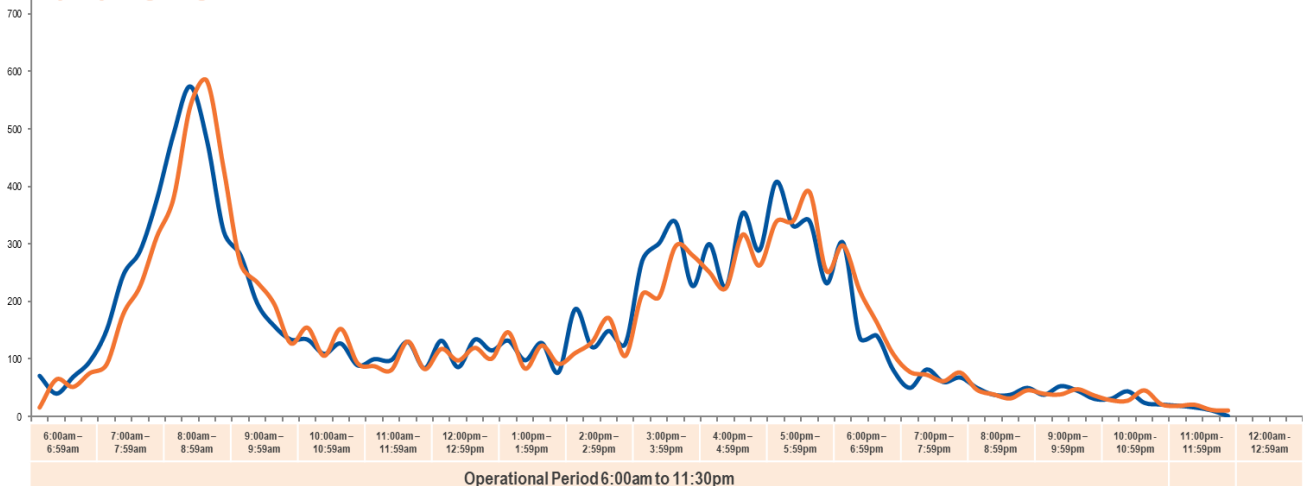
Passenger MyWay Boardings and MyWay Alightings: Wednesday Week 1

(6:00am to 11:30pm)

MyWay Boarding Total = 11,367



MyWay Alighting Total = 10,956



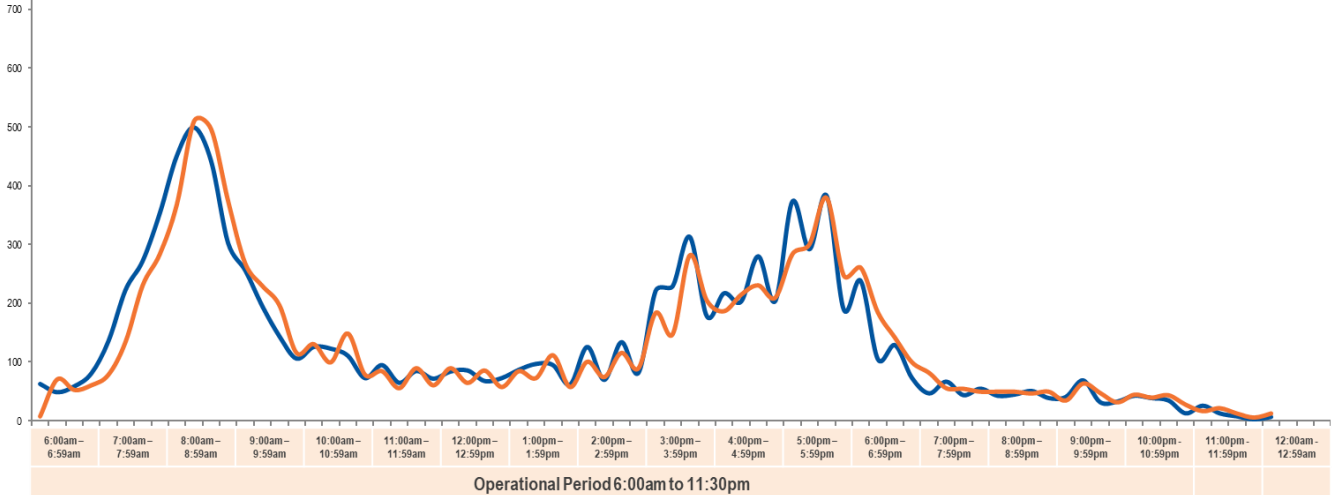
Passenger MyWay Boardings and MyWay Alightings: Thursday Week 1

(6:00am to 11:30pm)

MyWay Boarding Total = 9,808



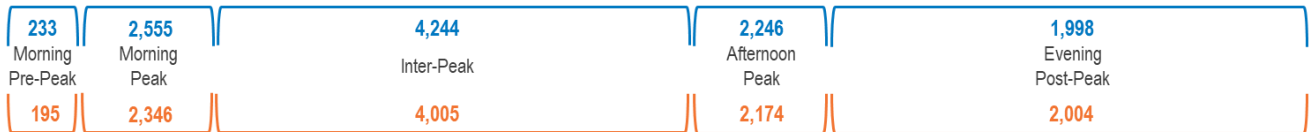
MyWay Alighting Total = 9,551



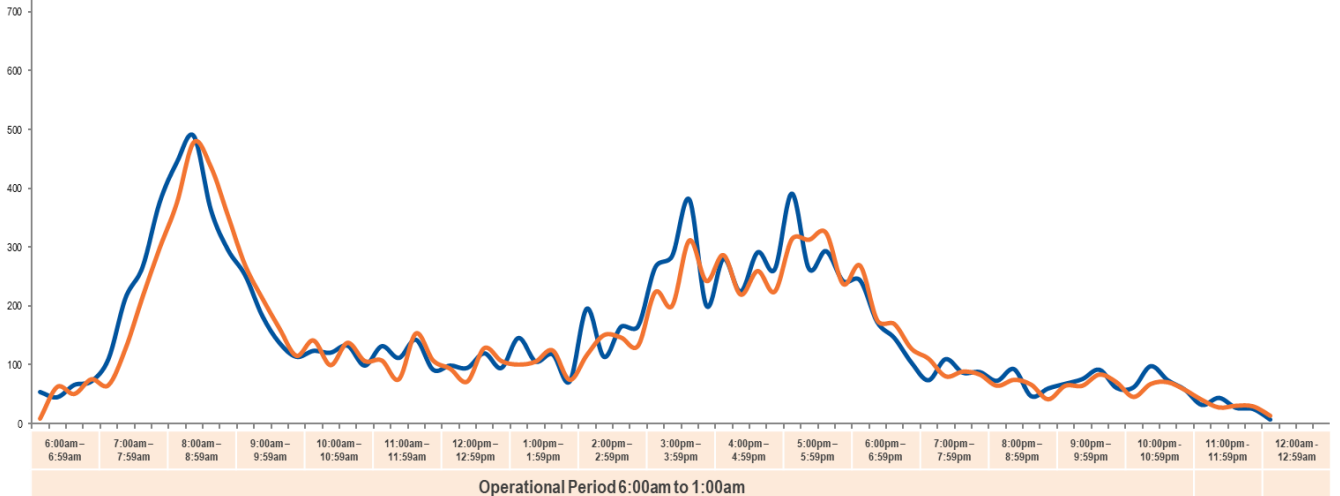
Passenger MyWay Boardings and MyWay Alightings: Friday Week 1

(6:00am to 1:00am)

MyWay Boarding Total = 11,276

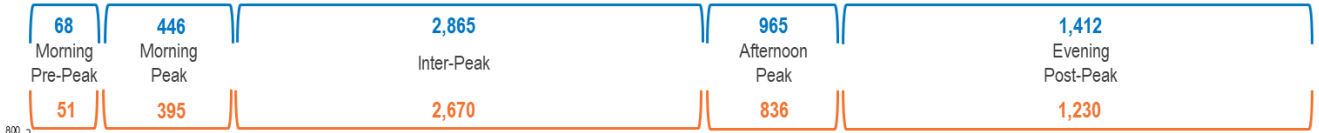


MyWay Alighting Total = 10,724

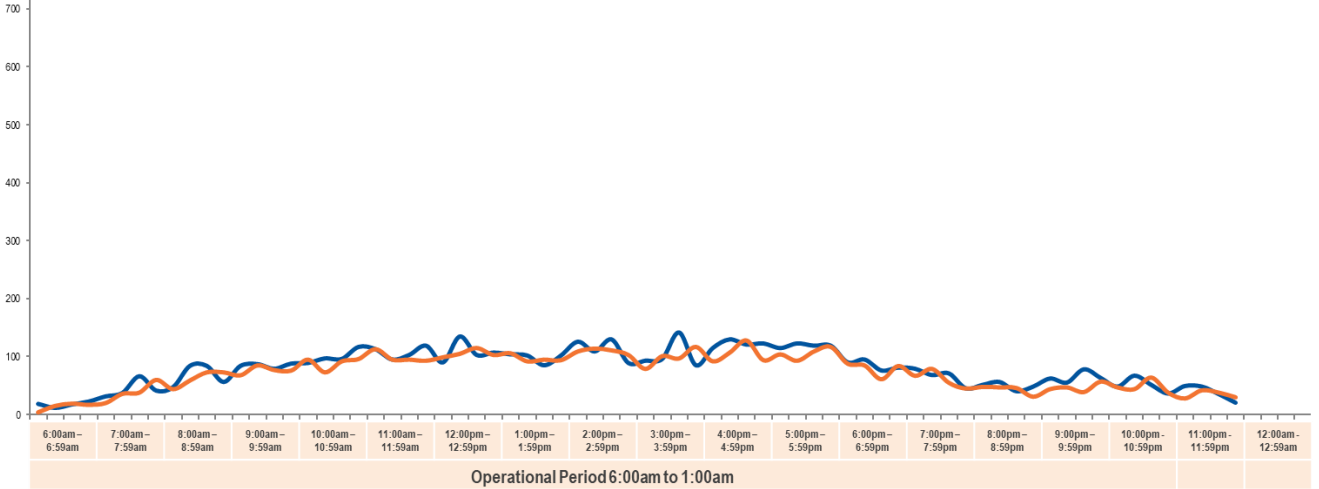


Passenger MyWay Boardings and MyWay Alightings: Saturday Week 1 (6:00am to 1:00am)

MyWay Boarding Total = 5,756

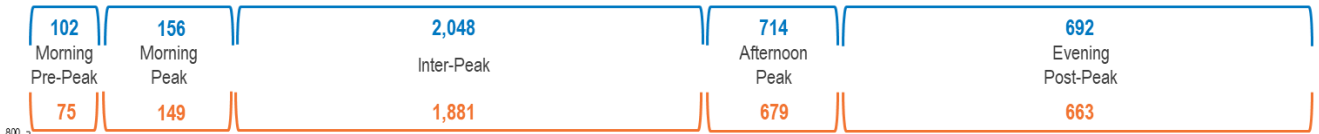


MyWay Alighting Total = 5,182

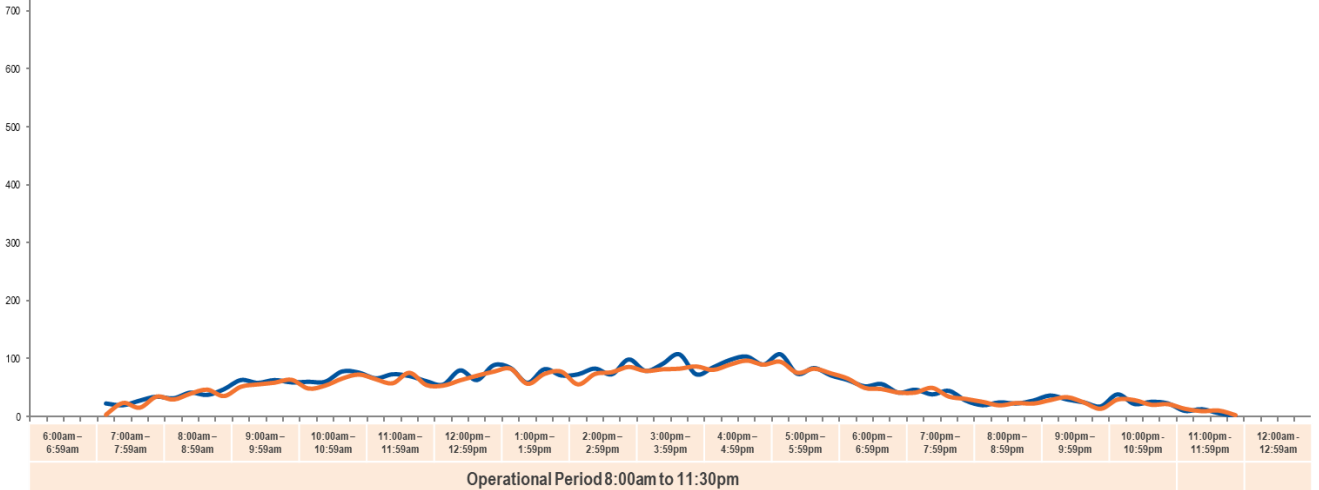


Passenger MyWay Boardings and MyWay Alightings: Sunday Week 1 (8:00am to 11:30pm)

MyWay Boarding Total = 3,712



MyWay Alighting Total = 3,447

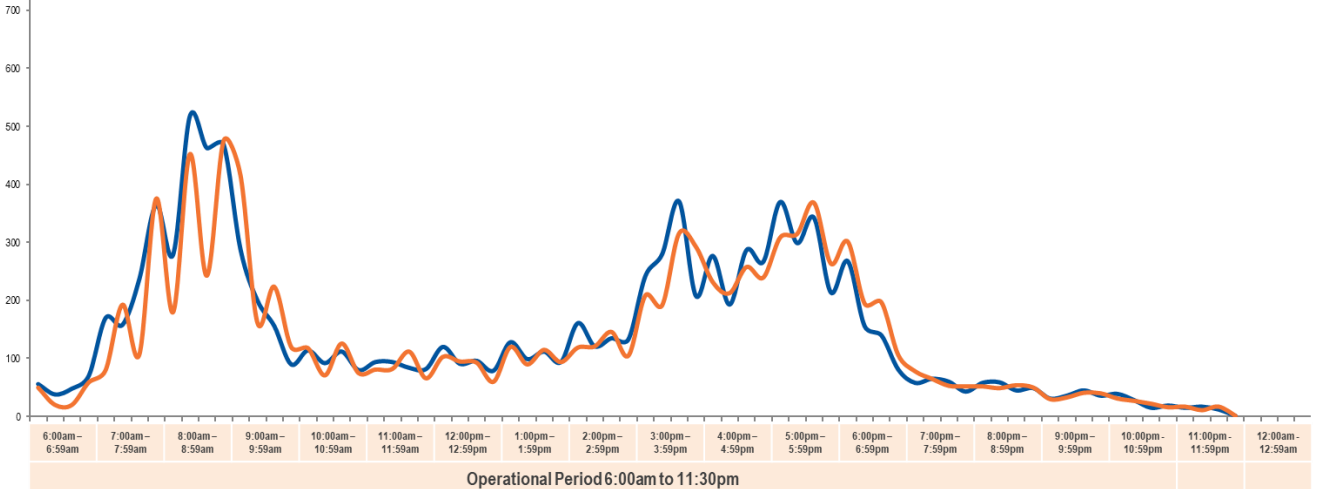


Passenger MyWay Boardings and MyWay Alightings: Monday Week 2 (6:00am to 11:30pm)

MyWay Boarding Total = 10,370

| | | | | |
|-----------------------------------|---------------------------------|----------------------------|-----------------------------------|--------------------------------------|
| 208 Morning Pre-Peak | 2,651 Morning Peak | 3,928 Inter-Peak | 2,242 Afternoon Peak | 1,341 Evening Post-Peak |
| 149 | 2,108 | 3,924 | 2,200 | 1,521 |

MyWay Alighting Total = 9,902

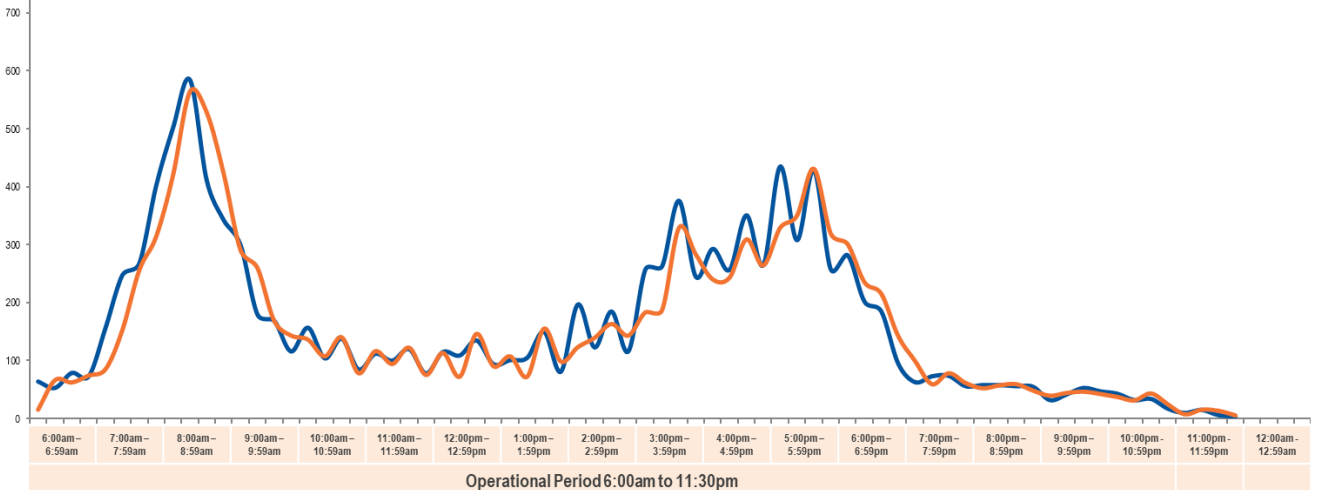


Passenger MyWay Boardings and MyWay Alightings: Tuesday Week 2 (6:00am to 11:30pm)

MyWay Boarding Total = 11,674

| | | | | |
|-----------------------------------|---------------------------------|----------------------------|-----------------------------------|--------------------------------------|
| 269 Morning Pre-Peak | 2,916 Morning Peak | 4,311 Inter-Peak | 2,596 Afternoon Peak | 1,582 Evening Post-Peak |
| 217 | 2,743 | 4,133 | 2,485 | 1,734 |

MyWay Alighting Total = 11,312

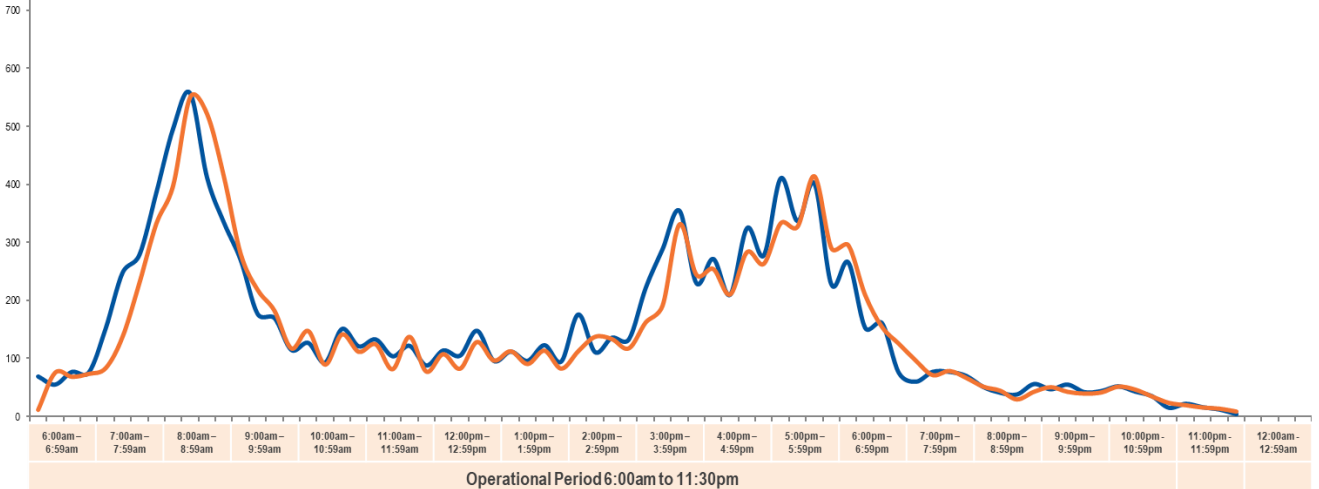


Passenger MyWay Boardings and MyWay Alightings: Wednesday Week 2 (6:00am to 11:30pm)

MyWay Boarding Total = 11,246

| | | | | |
|-----------------------------------|---------------------------------|----------------------------|-----------------------------------|--------------------------------------|
| 273 Morning Pre-Peak | 2,860 Morning Peak | 4,184 Inter-Peak | 2,455 Afternoon Peak | 1,474 Evening Post-Peak |
| 227 | 2,666 | 3,941 | 2,374 | 1,620 |

MyWay Alighting Total = 10,828

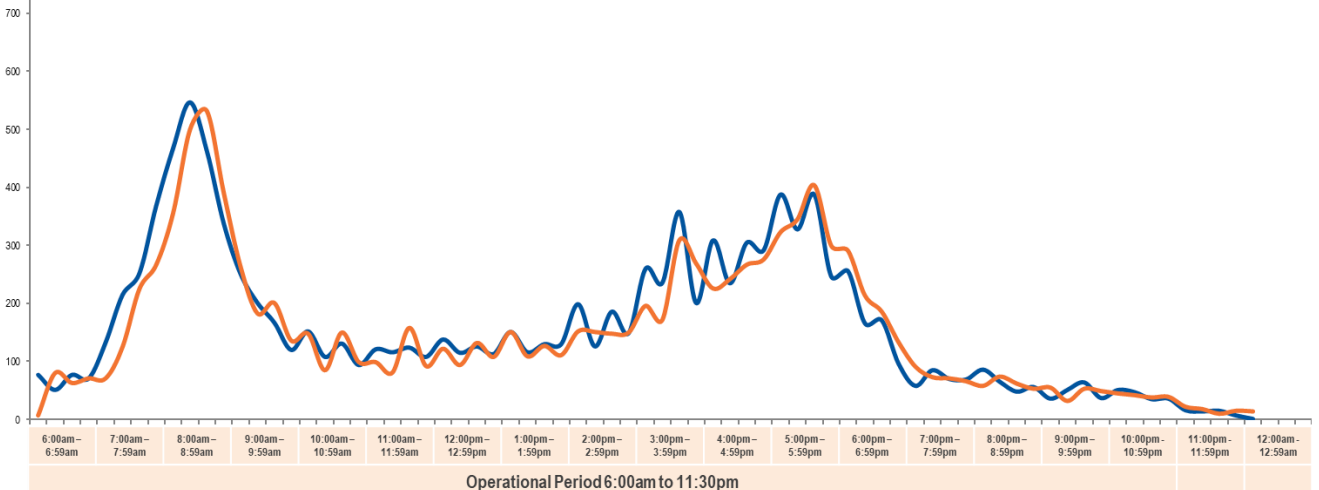


Passenger MyWay Boardings and MyWay Alightings: Thursday Week 2 (6:00am to 11:30pm)

MyWay Boarding Total = 11,593

| | | | | |
|-----------------------------------|---------------------------------|----------------------------|-----------------------------------|--------------------------------------|
| 276 Morning Pre-Peak | 2,785 Morning Peak | 4,427 Inter-Peak | 2,492 Afternoon Peak | 1,613 Evening Post-Peak |
| 221 | 2,467 | 4,196 | 2,383 | 1,765 |

MyWay Alighting Total = 11,032



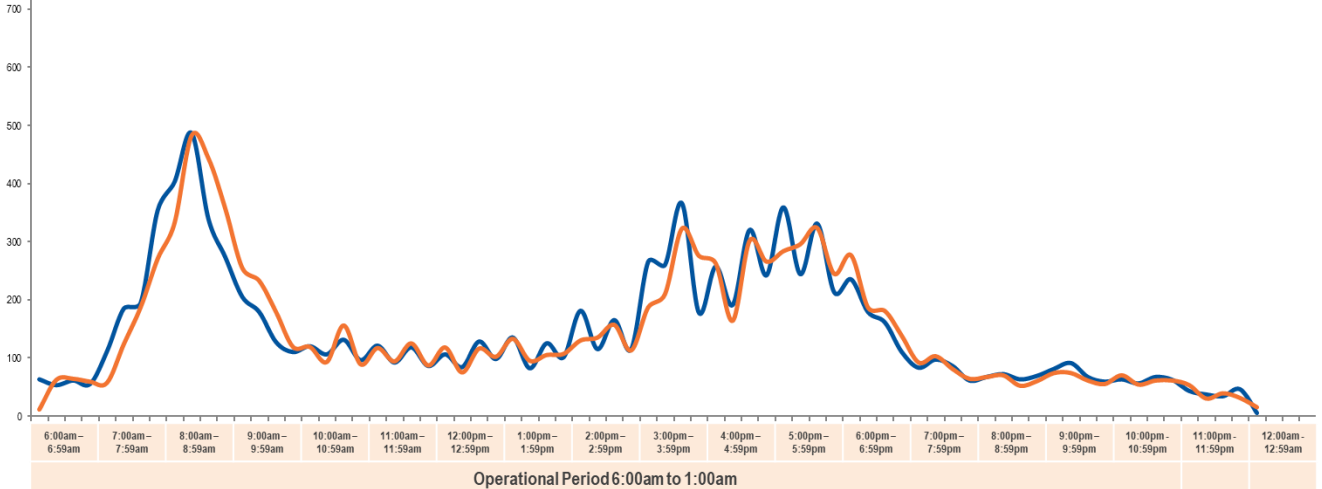
Passenger MyWay Boardings and MyWay Alightings: Friday Week 2

(6:00am to 1:00am)

MyWay Boarding Total = 10,725

| | | | | |
|-----------------------------------|---------------------------------|----------------------------|-----------------------------------|--------------------------------------|
| 232 Morning Pre-Peak | 2,347 Morning Peak | 3,995 Inter-Peak | 2,157 Afternoon Peak | 1,994 Evening Post-Peak |
| 196 | 2,257 | 4,048 | 2,144 | 2,050 |

MyWay Alighting Total = 10,695



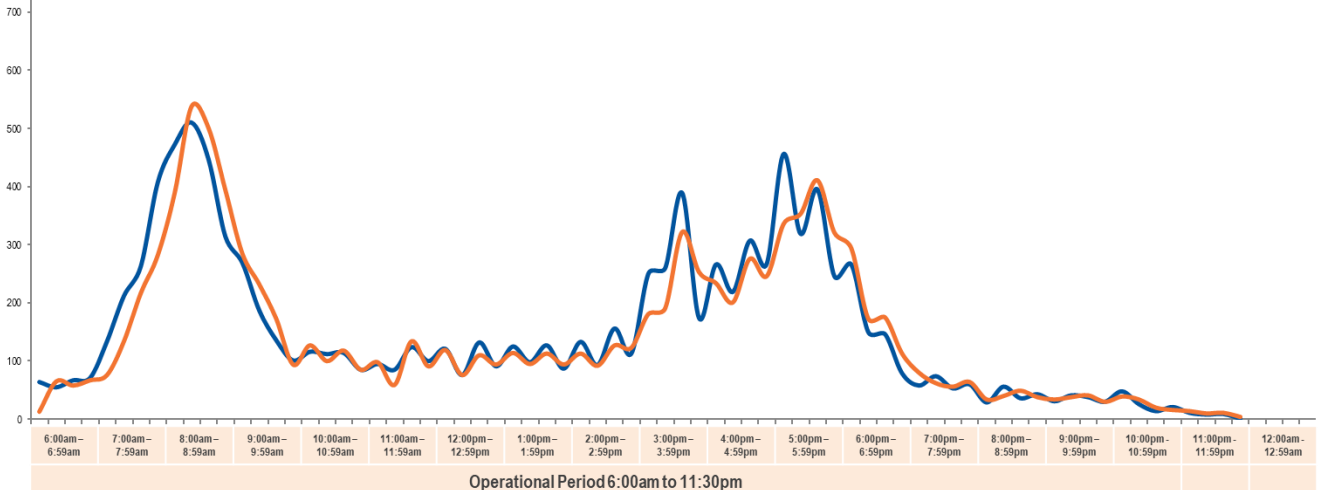
Passenger MyWay Boardings and MyWay Alightings: Monday Week 3

(6:00am to 11:30pm)

MyWay Boarding Total = 10,758

| | | | | |
|-----------------------------------|---------------------------------|----------------------------|-----------------------------------|--------------------------------------|
| 257 Morning Pre-Peak | 2,759 Morning Peak | 3,949 Inter-Peak | 2,475 Afternoon Peak | 1,318 Evening Post-Peak |
| 203 | 2,531 | 3,813 | 2,378 | 1,454 |

MyWay Alighting Total = 10,379



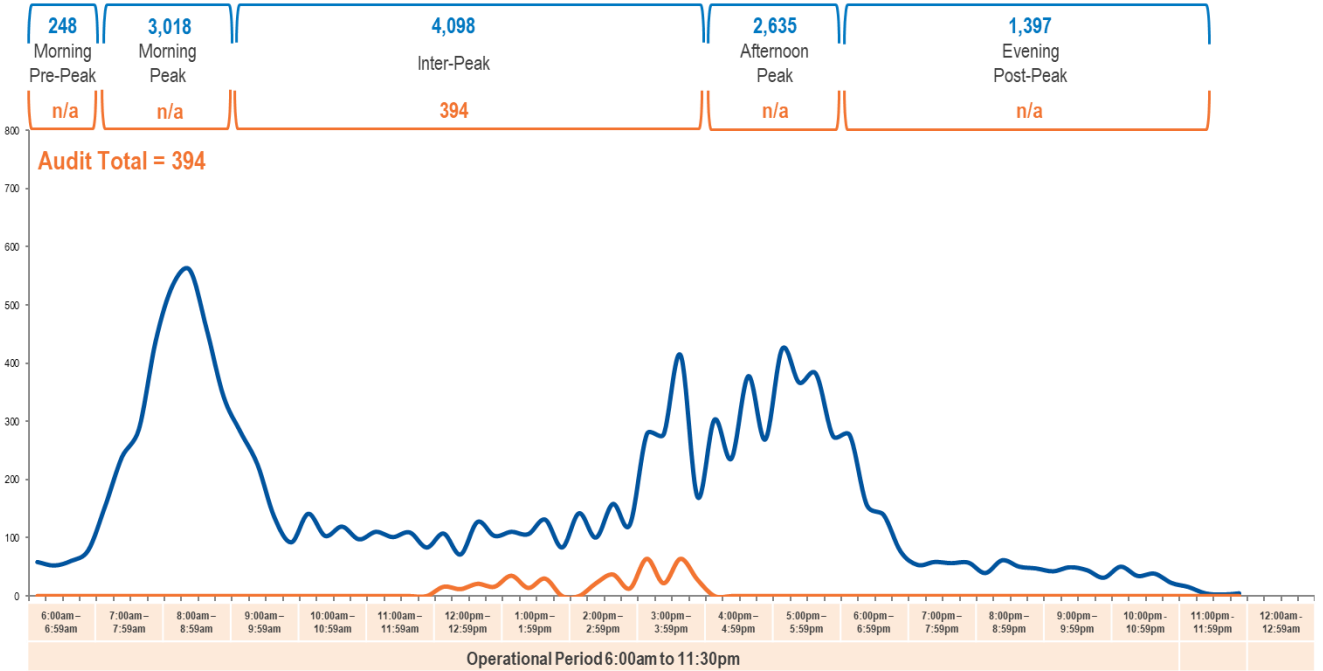
Boardings & Audits Conducted: By Day



Passenger MyWay Boardings and Audits: Tuesday Week 1

(6:00am to 11:30pm)

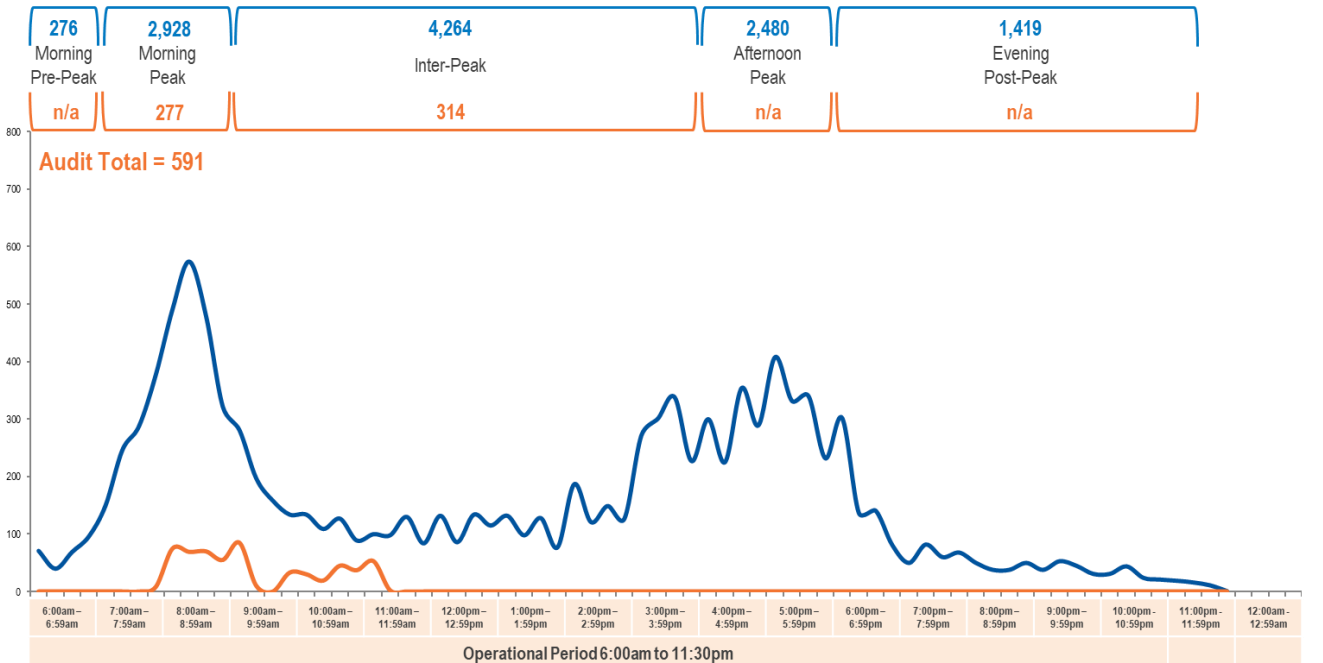
MyWay Boarding Total = 11,396



Passenger MyWay Boardings and Audits: Wednesday Week 1

(6:00am to 11:30pm)

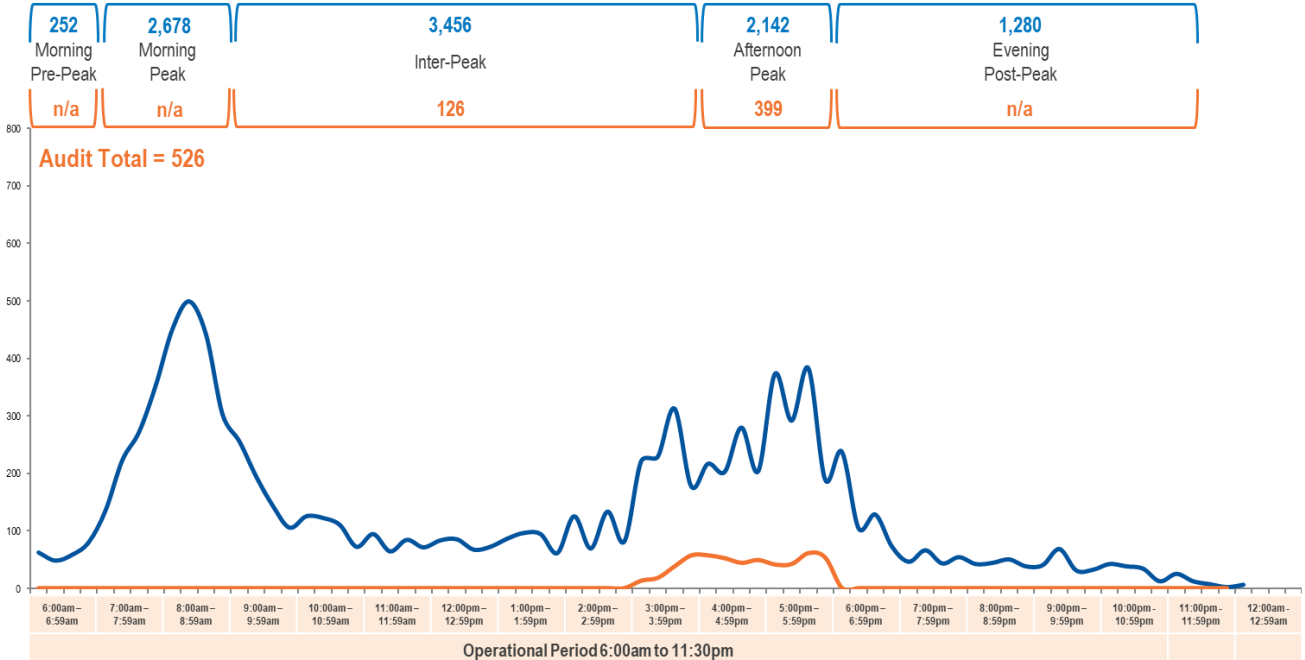
MyWay Boarding Total = 11,367



Passenger MyWay Boardings and Audits: Thursday Week 1

(6:00am to 11:30pm)

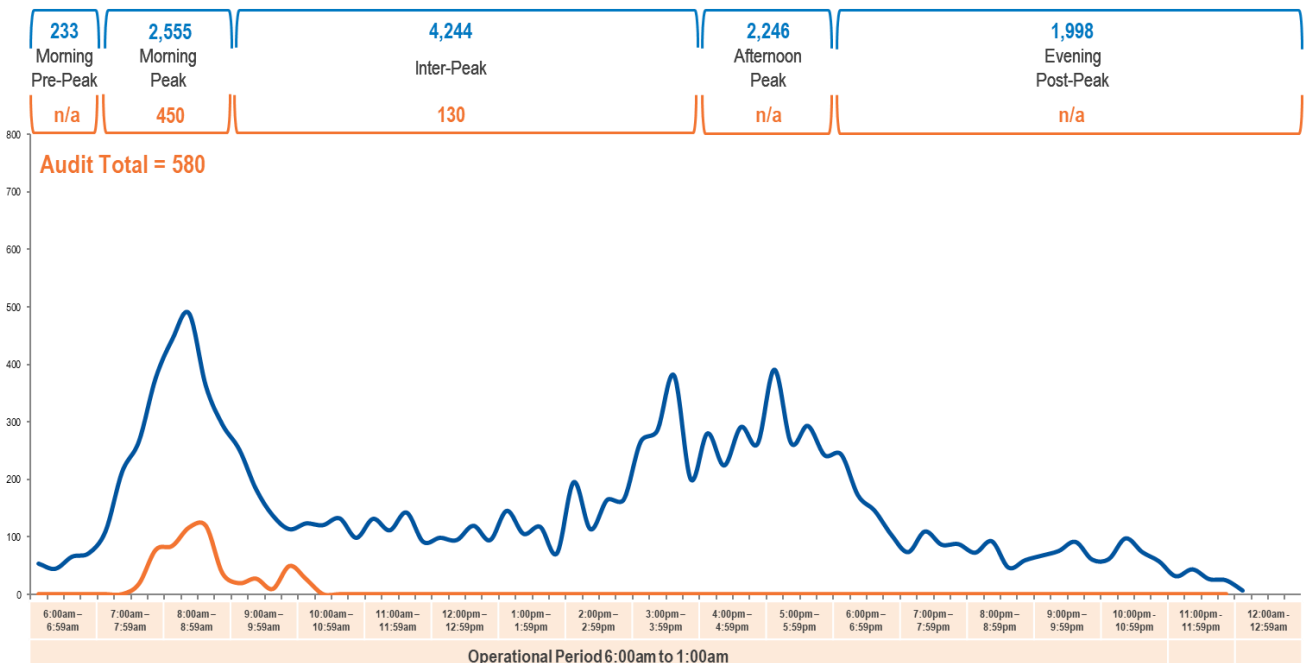
MyWay Boarding Total = 9,808



Passenger MyWay Boardings and Audits: Friday Week 1

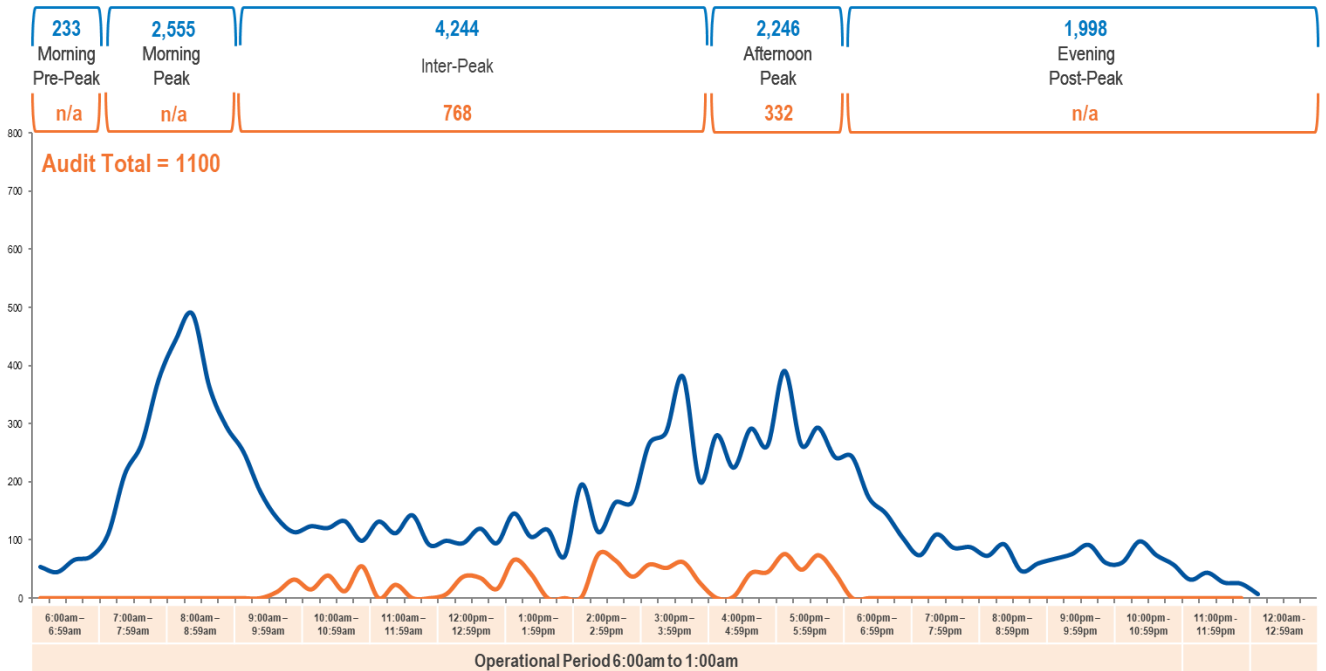
(6:00am to 1:00am)

MyWay Boarding Total = 11,276



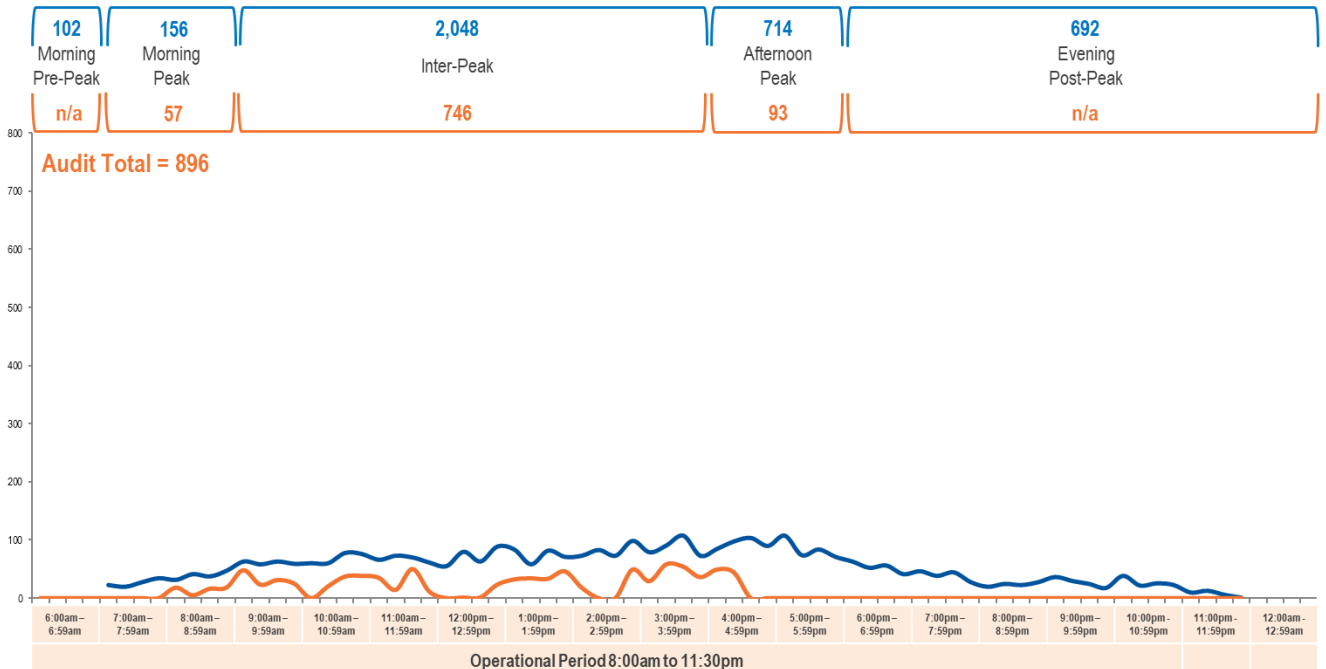
Passenger MyWay Boardings and Audits: Saturday Week 1 (6:00am to 1:00am)

MyWay Boarding Total = 11,276



Passenger MyWay Boardings and Audits: Sunday Week 1 (6:00am to 11:30pm)

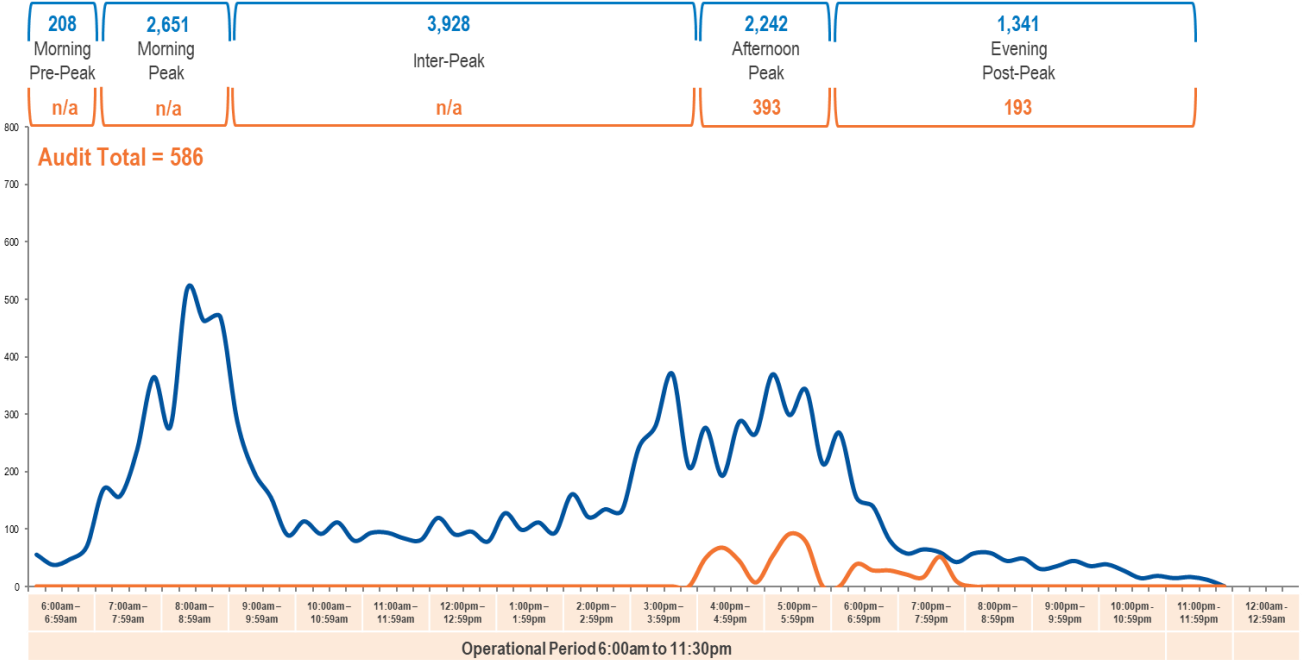
MyWay Boarding Total = 3,712



Passenger MyWay Boardings and Audits: Monday Week 2

(6:00am to 11:30pm)

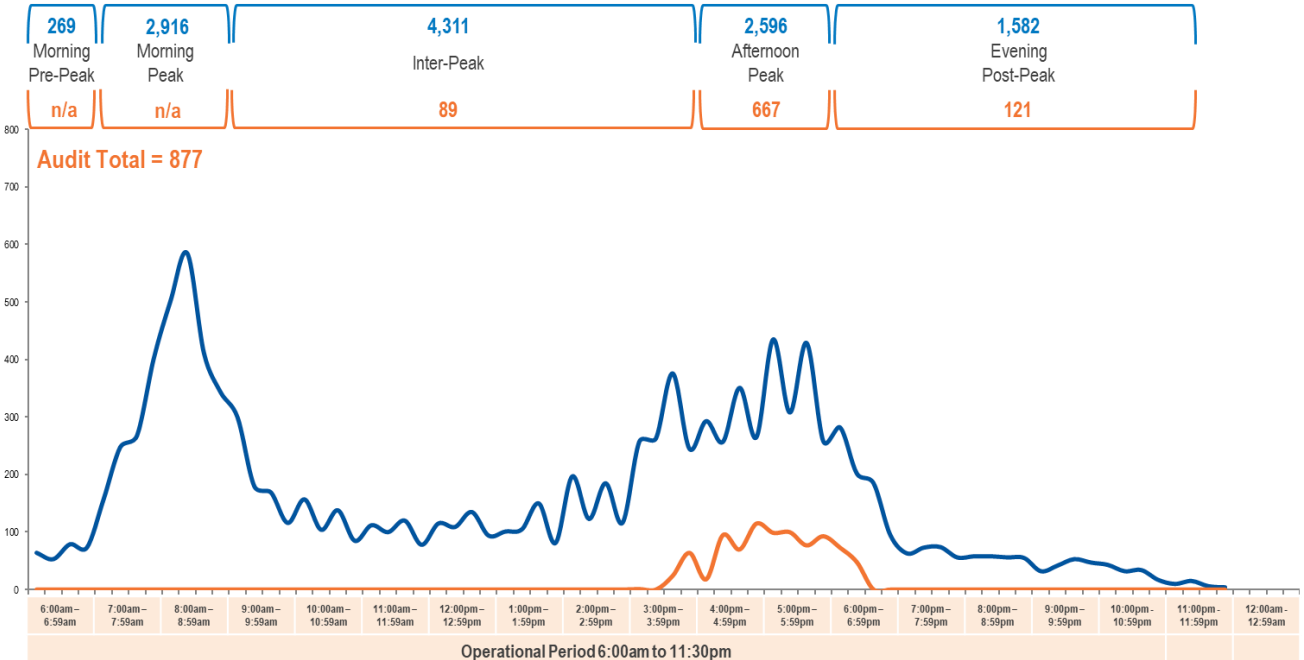
MyWay Boarding Total = 10,370



Passenger MyWay Boardings and Audits: Tuesday Week 2

(6:00am to 11:30pm)

MyWay Boarding Total = 11,674

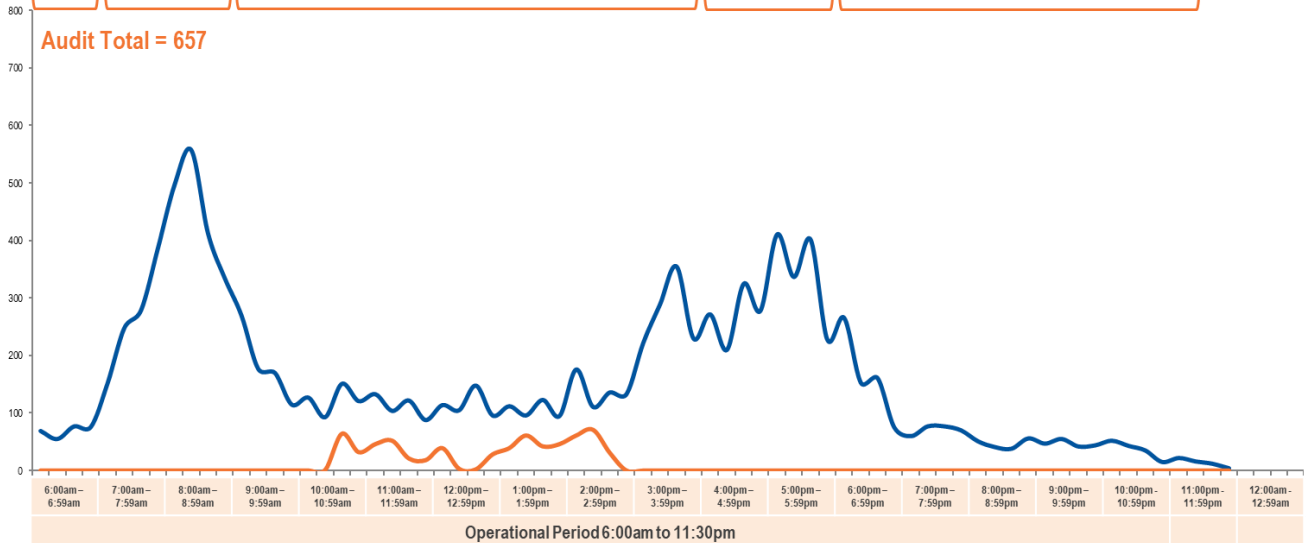


Passenger MyWay Boardings and Audits: Wednesday Week 2 (6:00am to 11:30pm)

MyWay Boarding Total = 11,246

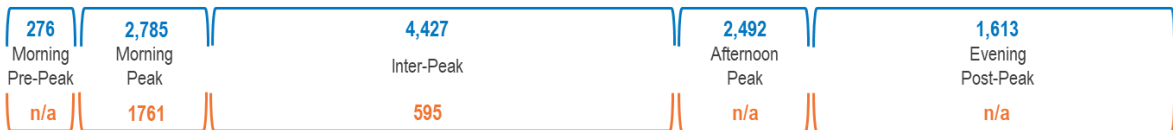


Audit Total = 657

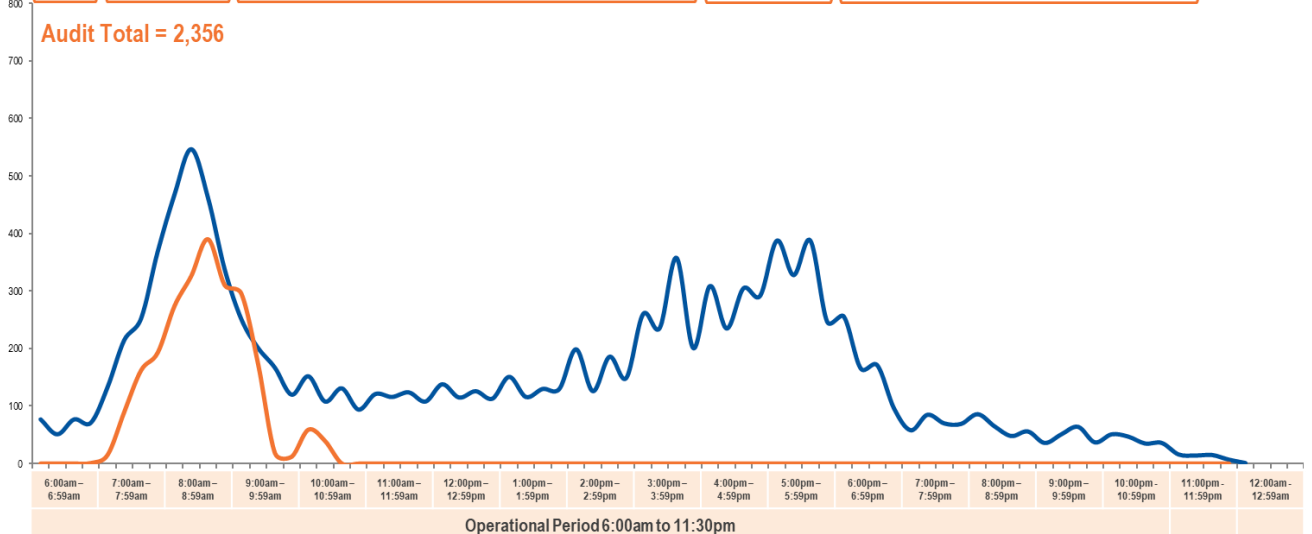


Passenger MyWay Boardings and Audits: Thursday Week 2 (6:00am to 11:30pm)

MyWay Boarding Total = 11,593



Audit Total = 2,356



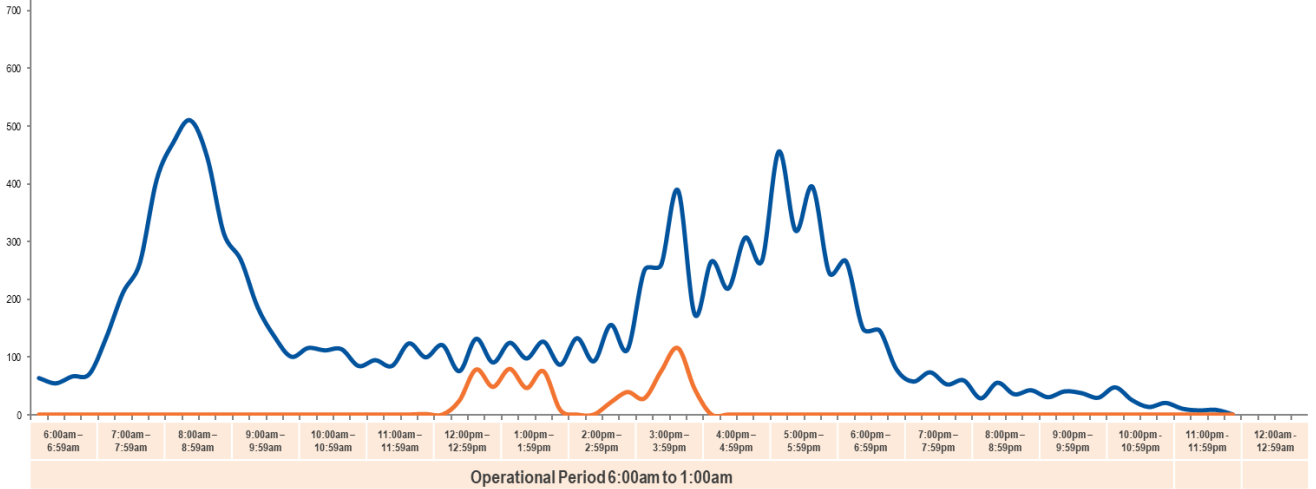
Passenger MyWay Boardings and Audits: Friday Week 2

(6:00am to (6:00am to 1:00am)

MyWay Boarding Total = 10,758

| | | | | |
|----------------------------|--------------------------|---------------------|----------------------------|-------------------------------|
| 257 Morning Pre-Peak | 2,759 Morning Peak | 3,949 Inter-Peak | 2,475 Afternoon Peak | 1,994 Evening Post-Peak |
| n/a | n/a | 681 | n/a | n/a |

Audit Total = 681



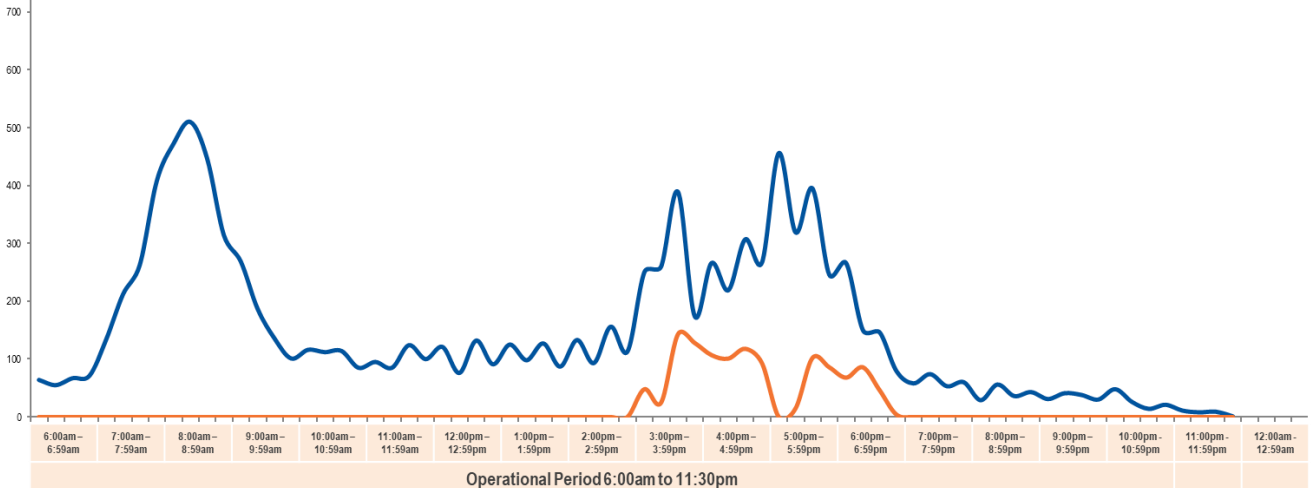
Passenger MyWay Boardings and Audits: Monday Week 3

(6:00am to 11:30pm)

MyWay Boarding Total = 10,758

| | | | | |
|----------------------------|--------------------------|---------------------|----------------------------|-------------------------------|
| 257 Morning Pre-Peak | 2,759 Morning Peak | 3,949 Inter-Peak | 2,475 Afternoon Peak | 1,318 Evening Post-Peak |
| n/a | n/a | 344 | 622 | 204 |

Audit Total = 1,171



Fare Evasion: By Day

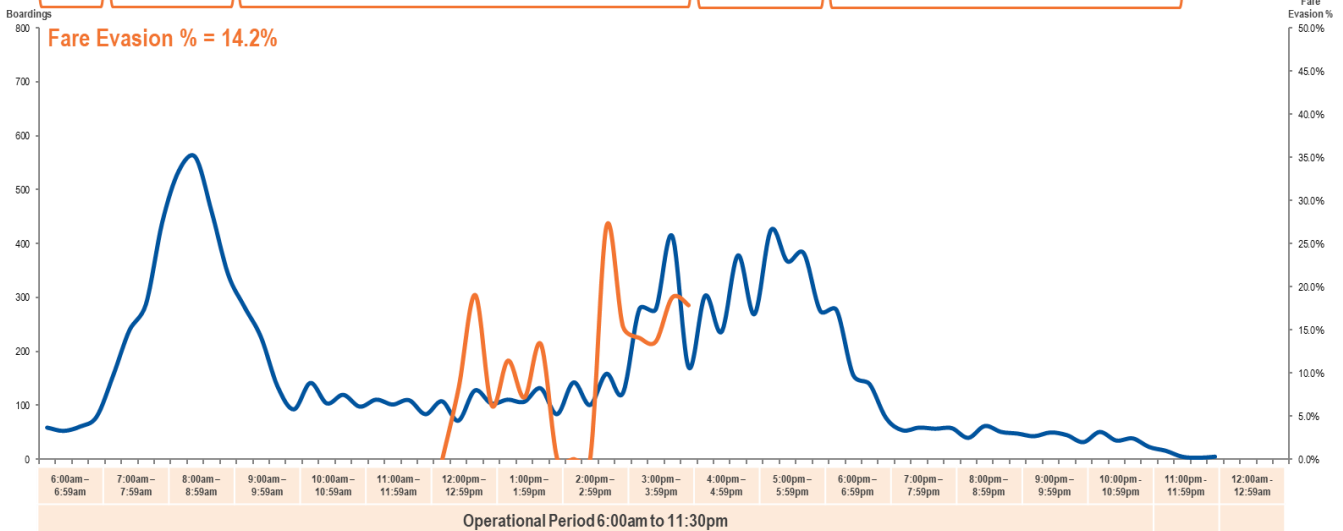


Passenger MyWay Boardings & Fare Evasion Percentage: Tuesday Week 1

(6:00am to 11:30pm)

MyWay Boarding Total = 11,396

| | | | | |
|--------------------------------|------------------------------|----------------------------|--------------------------------|-----------------------------------|
| 248 Morning Pre-Peak | 3,018 Morning Peak | 4,098 Inter-Peak | 2,635 Afternoon Peak | 1,397 Evening Post-Peak |
| n/a | n/a | 14.2% | n/a | n/a |

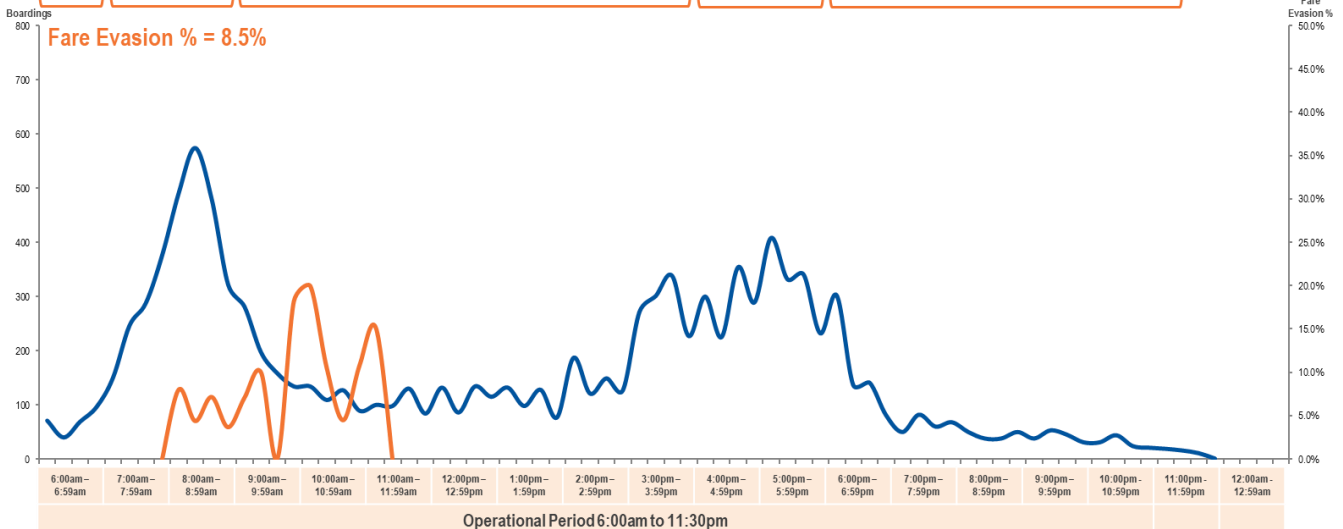


Passenger MyWay Boardings & Fare Evasion Percentage: Wednesday Week 1

(6:00am to 11:30pm)

MyWay Boarding Total = 11,367

| | | | | |
|--------------------------------|------------------------------|----------------------------|--------------------------------|-----------------------------------|
| 276 Morning Pre-Peak | 2,928 Morning Peak | 4,264 Inter-Peak | 2,480 Afternoon Peak | 1,419 Evening Post-Peak |
| n/a | 5.4% | 11.1% | 2.4% | 3.3% |

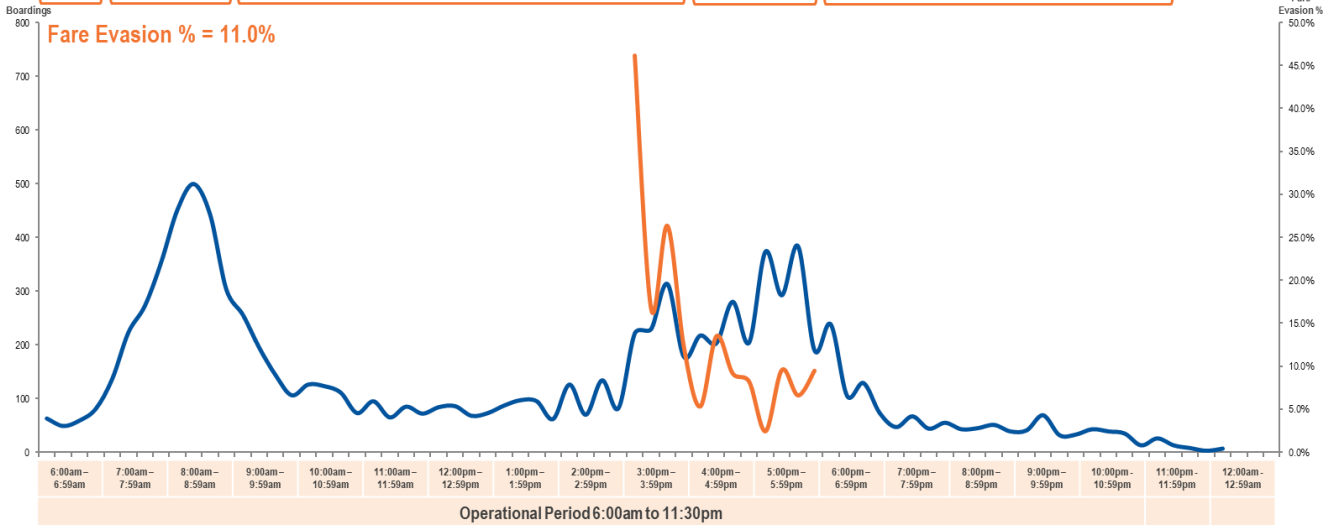


Passenger MyWay Boardings & Fare Evasion Percentage: Thursday Week 1

(6:00am to 11:30pm)

MyWay Boarding Total = 9,808

| | | | | |
|--------------------------------|------------------------------|----------------------------|--------------------------------|-----------------------------------|
| 252 Morning Pre-Peak | 2,678 Morning Peak | 3,456 Inter-Peak | 2,142 Afternoon Peak | 1,280 Evening Post-Peak |
| n/a | n/a | 20.6% | 8.0% | n/a |

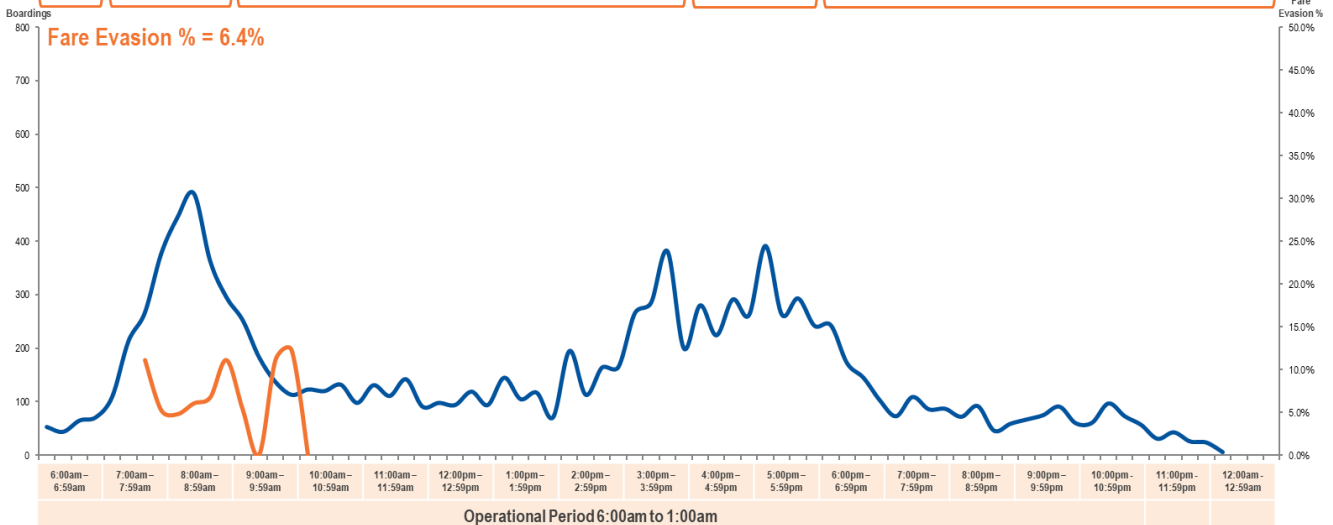


Passenger MyWay Boardings & Fare Evasion Percentage: Friday Week 1

(6:00am to 1:00am)

MyWay Boarding Total = 11,276

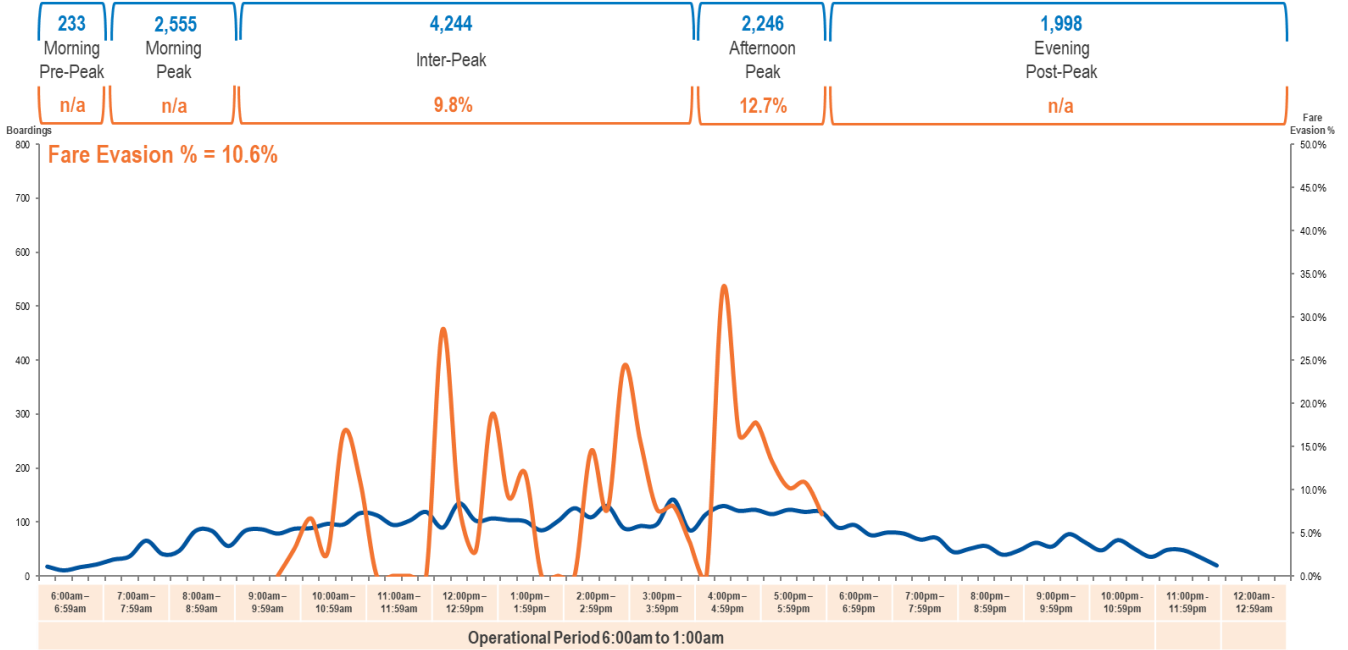
| | | | | |
|--------------------------------|------------------------------|----------------------------|--------------------------------|-----------------------------------|
| 233 Morning Pre-Peak | 2,555 Morning Peak | 4,244 Inter-Peak | 2,246 Afternoon Peak | 1,998 Evening Post-Peak |
| n/a | 6.4% | 6.2% | n/a | n/a |



Passenger MyWay Boardings & Fare Evasion Percentage: Saturday Week 1

(6:00am to 1:00am)

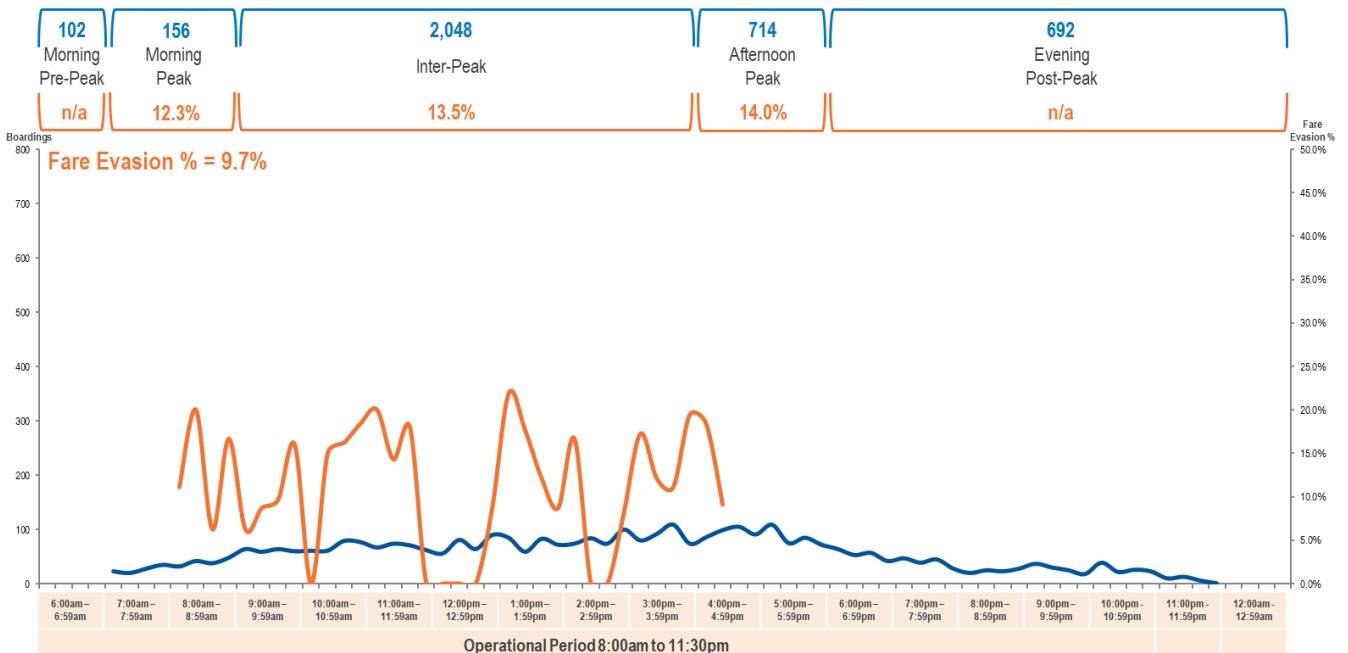
MyWay Boarding Total = 11,276



Passenger MyWay Boardings & Fare Evasion Percentage: Sunday Week 1

(8:00am to 11:30pm)

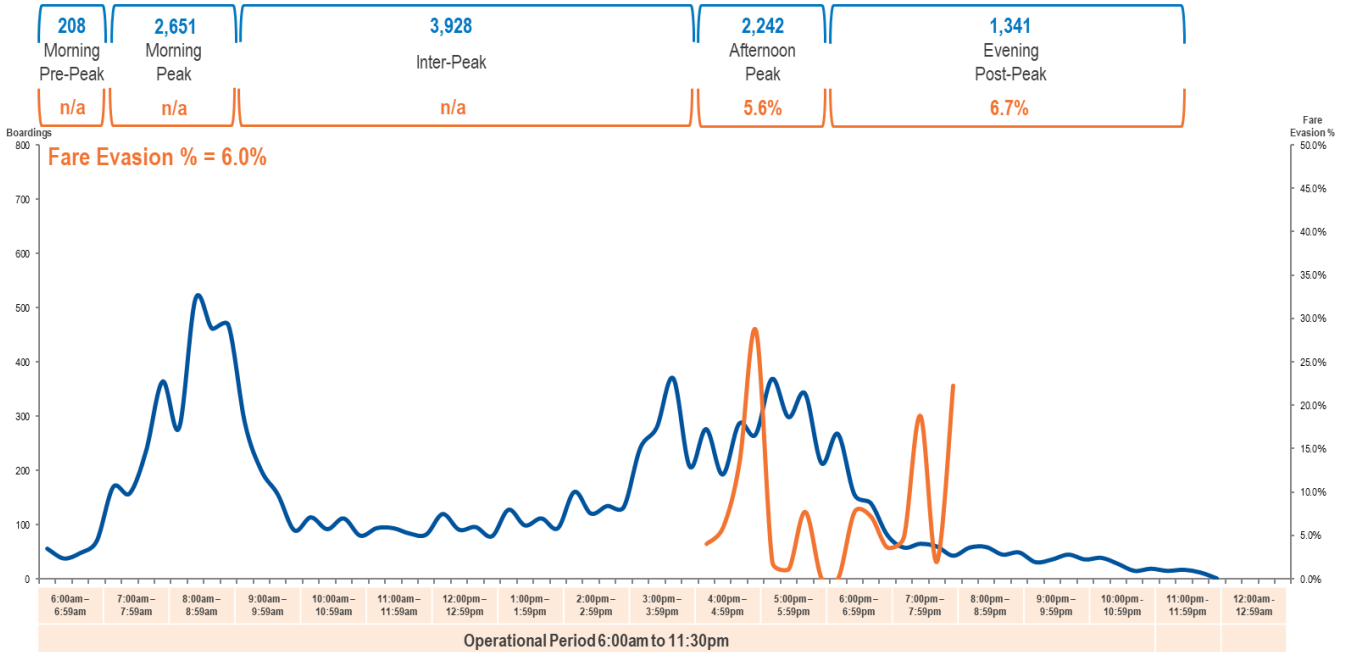
MyWay Boarding Total = 3,712



Passenger MyWay Boardings & Fare Evasion Percentage: Monday Week 2

(6:00am to 11:30pm)

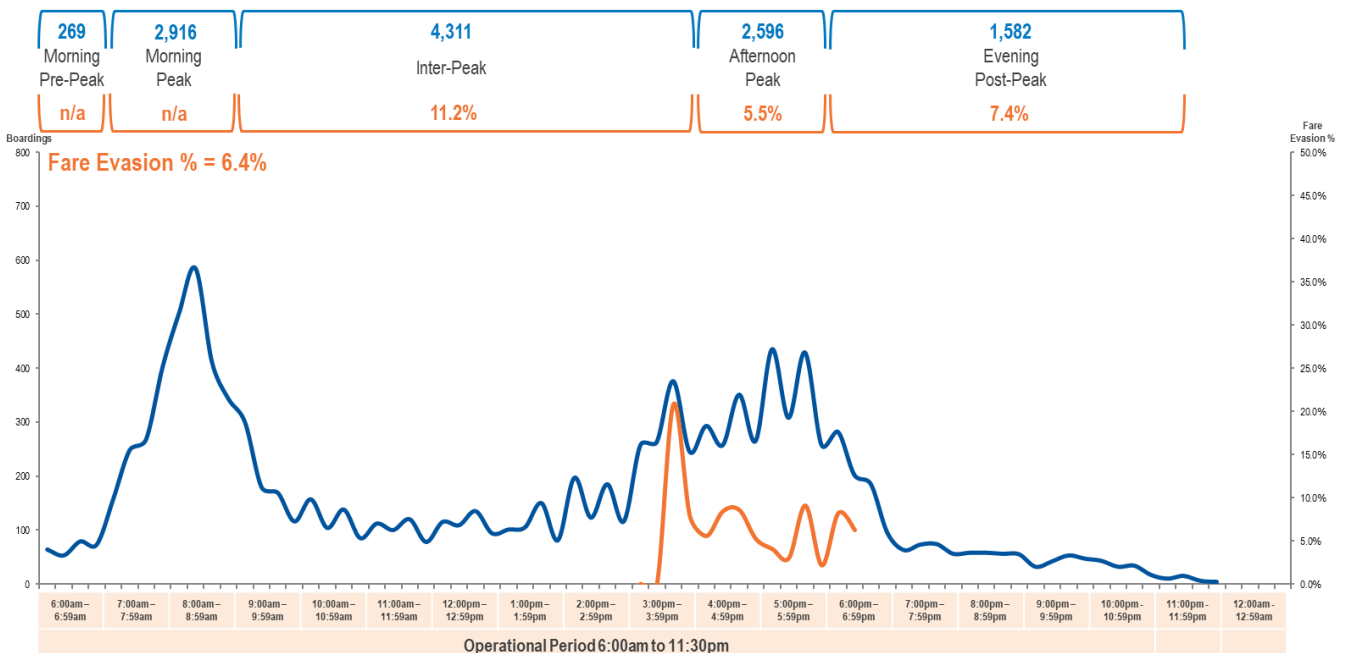
MyWay Boarding Total = 10,370



Passenger MyWay Boardings & Fare Evasion Percentage: Tuesday Week 2

(6:00am to 11:30pm)

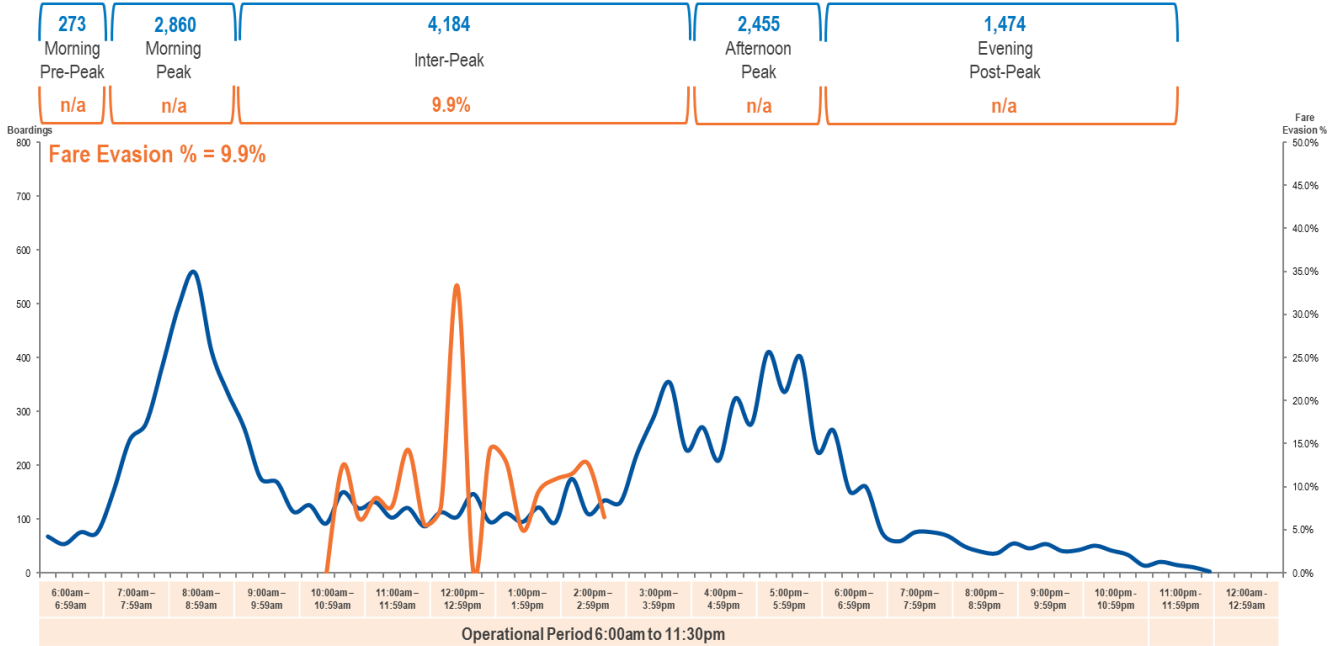
MyWay Boarding Total = 11,674



Passenger MyWay Boardings & Fare Evasion Percentage: Wednesday Week 2

(6:00am to 11:30pm)

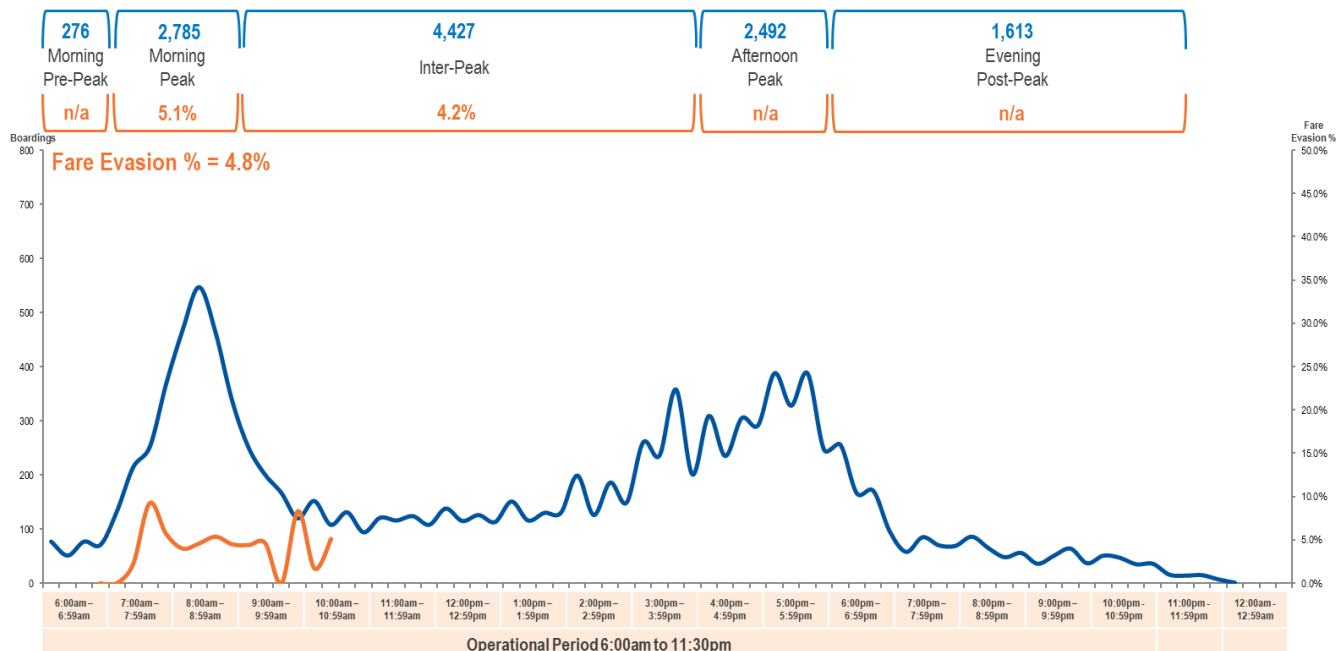
MyWay Boarding Total = 11,246



Passenger MyWay Boardings & Fare Evasion Percentage: Thursday Week 2

(6:00am to 11:30pm)

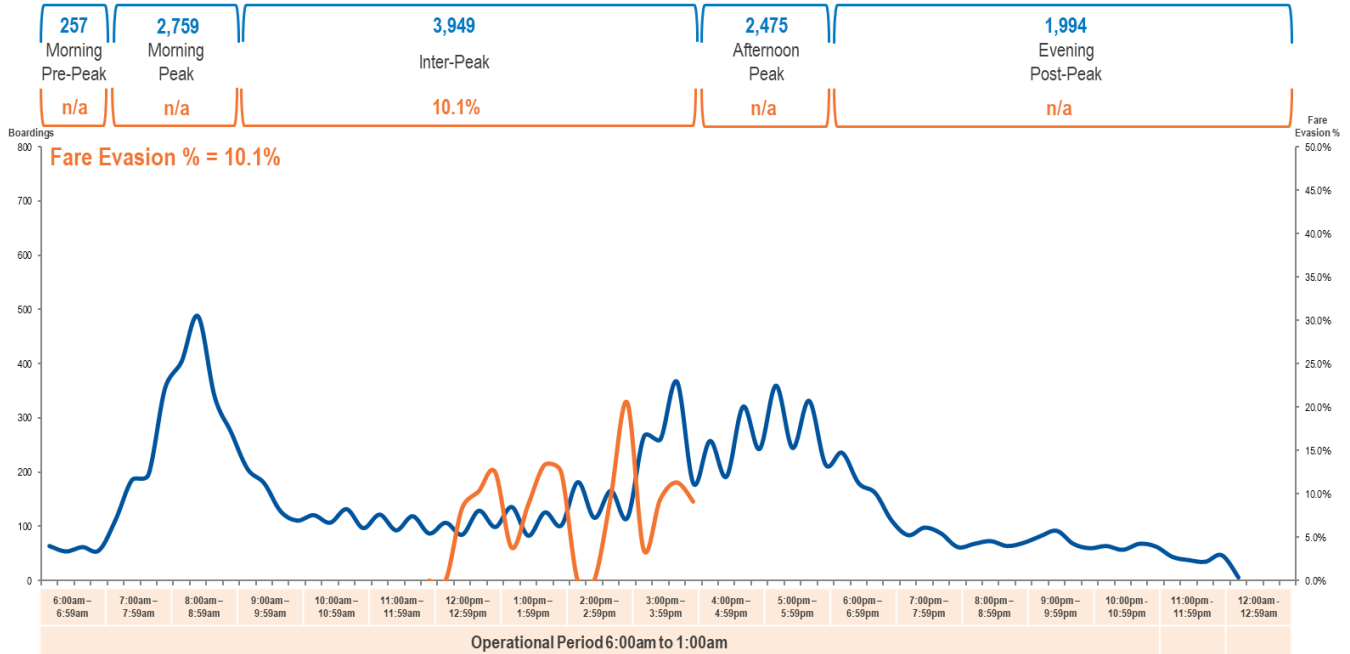
MyWay Boarding Total = 11,593



Passenger MyWay Boardings & Fare Evasion Percentage: Friday Week 2

(6:00am to 1:00am)

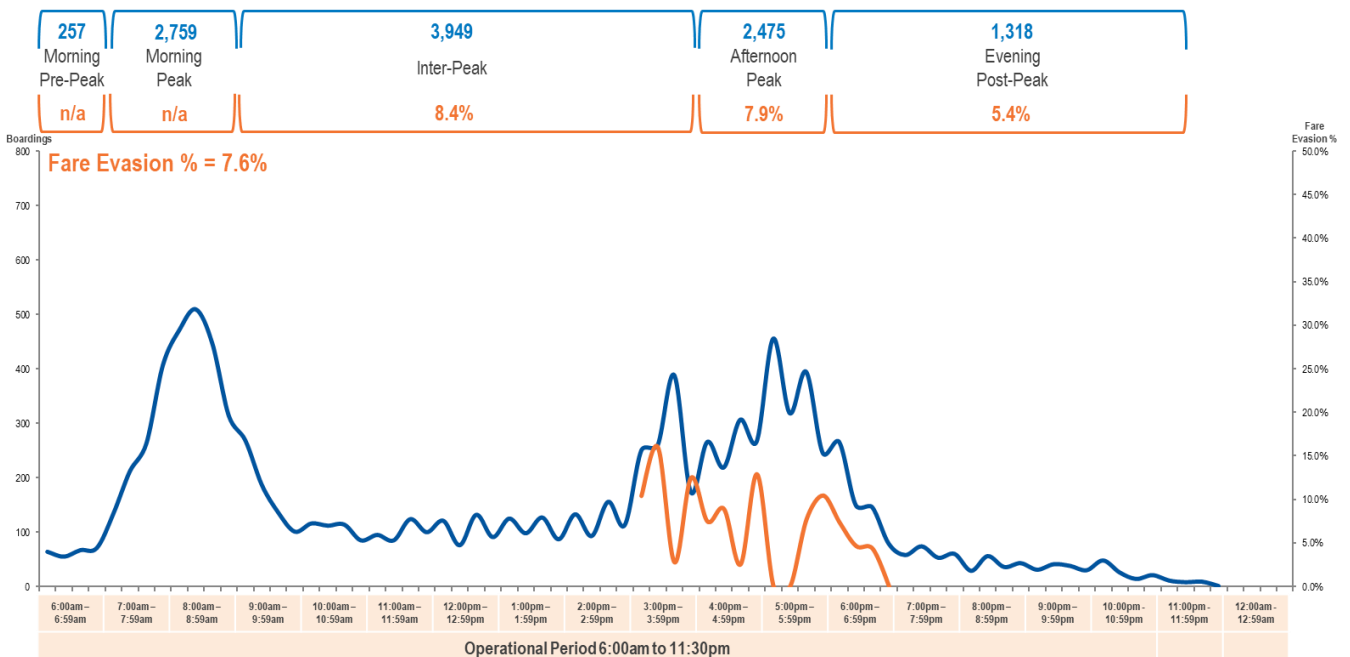
MyWay Boarding Total = 10,758



Passenger MyWay Boardings & Fare Evasion Percentage: Monday Week 3

(6:00am to 11:30pm)

MyWay Boarding Total = 10,758



Hunt Smarter.

