

Light Rail Fare Compliance Survey

Wave 6

Transport Canberra

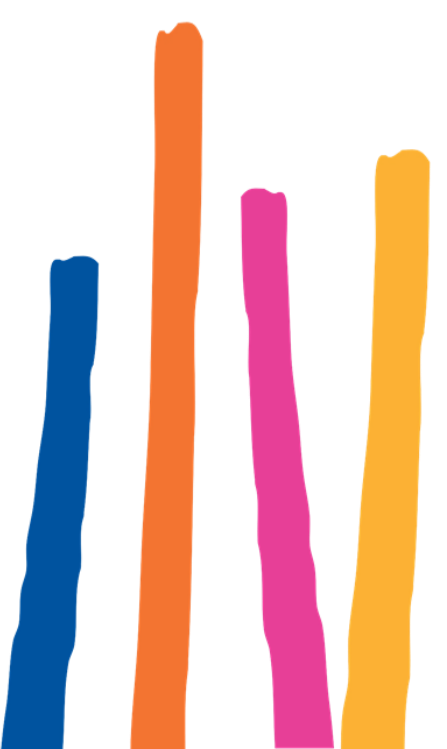
Prepared by Painted Dog Research

November 2023



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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. Preparations for delivery of Stage 2A, City to Commonwealth Park are underway, as is planning for Stage 2B, Commonwealth Park to Woden.

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 6 of the Fare Compliance Survey (conducted in November 2023).



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).



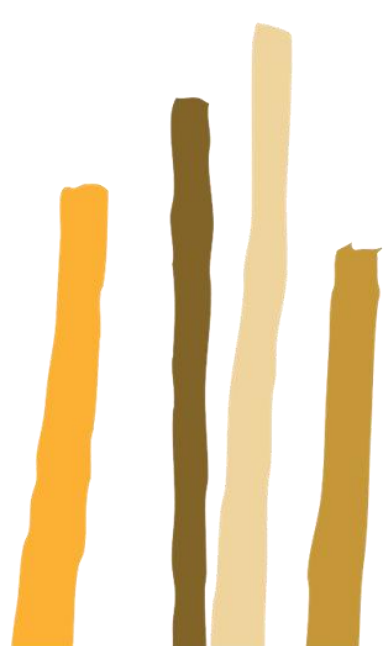
Determine Fare Evasion Trends

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 several 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.
- High school and secondary school students aged 14 were not included in the main survey results, but they were counted and the result of their checks recorded. These checks were excluded from the final sample and fair evasion calculations, but have been included in their own section of this report alongside a hypothetical overall fare evasion rate were they to be included.
- 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 concise, to allow as many evaluations to be completed as possible. The bulk of the survey for Wave 6 remains consistent with the previous five waves, with one major change – each passenger's student / non-student status is captured up front. This allows the regular fare evasion rate (which excludes students) to be calculated, but also to calculate a hypothetical students-included fare evasion rate.

The structure of the survey instrument included the following:

- 1. Person Type:**
 - General public / non-student
 - Student
- 2. Ticket Type Checked:**
 - MyWay
 - Paper ticket
 - No ticket provided
 - Refusal
- 3. 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
- 4. 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 4 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.
- **Wave 5:** An eight day full-service survey was conducted over the period from Monday 15 May to Monday 22 May 2023, covering 6 weekdays and 2 weekend days. High school and secondary school students aged 14 and over were not included this wave's audit results.
- **Wave 6:** An eight day full-service survey was conducted over the period from Thursday 9 to Thursday 16 November 2023, covering 6 weekdays and 2 weekend days. High school and secondary school students aged 14 and over were not included this wave's main audit results, but their survey outcomes were recorded are included in an additional students-included fare evasion rate.
- 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 6:
 - 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
 - The planned schedule estimated, on average, 78 tickets checked per hour; the actual number achieved in Wave 6 was 83 tickets (when excluding students) and 93 audits per hour when including students.
- The total number of surveys completed was 11,495 passenger ticket checks (including students). The total number of surveys completed excluding students was 10,315. Based on the 96,487 boardings over this period, this represents 10.7% of all boardings, providing a highly accurate and very small margin of error of $\pm 0.43\%$ 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.

➤ **Survey Shift Strategy:**

The table below details the final shift strategy that was implemented during Wave 6:

	Thursday	Friday	Saturday	Sunday	Monday
	9-Nov	10-Nov	11-Nov	12-Nov	13-Nov
Start Location:	EPIC	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					
08:30 - 08:59					
09:00 - 09:29			Inter Peak		
09:30 - 09:59		Inter Peak		Inter Peak	
10:00 - 10:29					
10:30 - 10:59					
11:00 - 11:29		Inter Peak			
11:30 - 11:59					
12:00 - 12:29					Inter Peak
12:30 - 12:59					
13:00 - 13:29					
13:30 - 13:59					
14:00 - 14:29					
14:30 - 14:59	Inter Peak				
15:00 - 15:29			Inter Peak		
15:30 - 15:59		Inter Peak		Inter Peak	
16:00 - 16:29					
16:30 - 16:59	Evening Peak		Evening Peak		
17:00 - 17:29		Evening Peak		Evening Peak	Evening Peak
17:30 - 17:59					
18:00 - 18:29					
18:30 - 18:59		Evening off Peak		Evening off Peak	
19:00 - 19:29					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					

	Tuesday	Wednesday	Thursday
	14-Nov	15-Nov	16-Nov
Start Location:	EPIC	ALG	EPIC
Pre-06:00			
06:00 - 06:29	Morning off Peak		
06:30 - 06:59			
07:00 - 07:29			
07:30 - 07:59	Morning Peak	Morning Peak	Morning Peak
08:00 - 08:29			
08:30 - 08:59			
09:00 - 09:29	Inter Peak	Inter Peak	
09:30 - 09:59			Inter Peak
10:00 - 10:29			
10:30 - 10:59			
11:00 - 11:29			
11:30 - 11:59			
12:00 - 12:29			
12:30 - 12:59			
13:00 - 13:29			
13:30 - 13:59	Inter Peak		
14:00 - 14:29			
14:30 - 14:59			Inter Peak
15:00 - 15:29			
15:30 - 15:59			
16:00 - 16:29			Evening Peak
16:30 - 16:59			
17:00 - 17:29			
17:30 - 17:59			
18:00 - 18:29			
18:30 - 18:59			
19:00 - 19:29			
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			

➤ At-Stop Survey Procedure:

- The only at-stop survey was undertaken at Alinga Street Stop. CSO's and TC officers were each accompanied by one of Painted Dog's survey team members.
- Additional CSO's (not authorised people) and 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:**

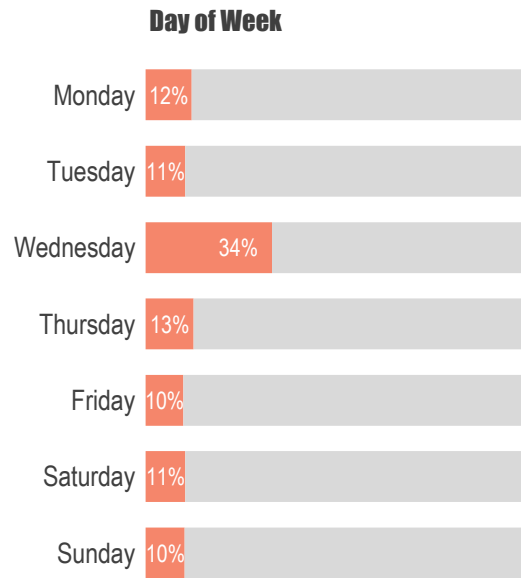
- The official weather observations over the period of the survey are summarised below. The weather was generally clear and warm, averaging 9.5^o minimum and 27.5^o maximum, with an average of 0.9mm of rain fall throughout the week, with rain observed on 3 days.

Canberra Weather Observations (Source: bom.gov.au)			
	Minimum °C	Maximum °C	Rainfall mm
Thursday Nov 9	10.4	21.7	0
Friday Nov 10	8.1	28.9	6.8
Saturday Nov 11	9.3	33.3	0
Sunday Nov 12	14.0	31.7	0.6
Monday Nov 13	10.2	27.3	0
Tuesday Nov 14	6.3	24.1	0
Wednesday Nov 15	10.6	27.0	0.2
Thursday Nov 16	7.4	26.1	0

Sampling



10,315 surveys were completed over the fieldwork period – with a split between on-board and at stop locations.

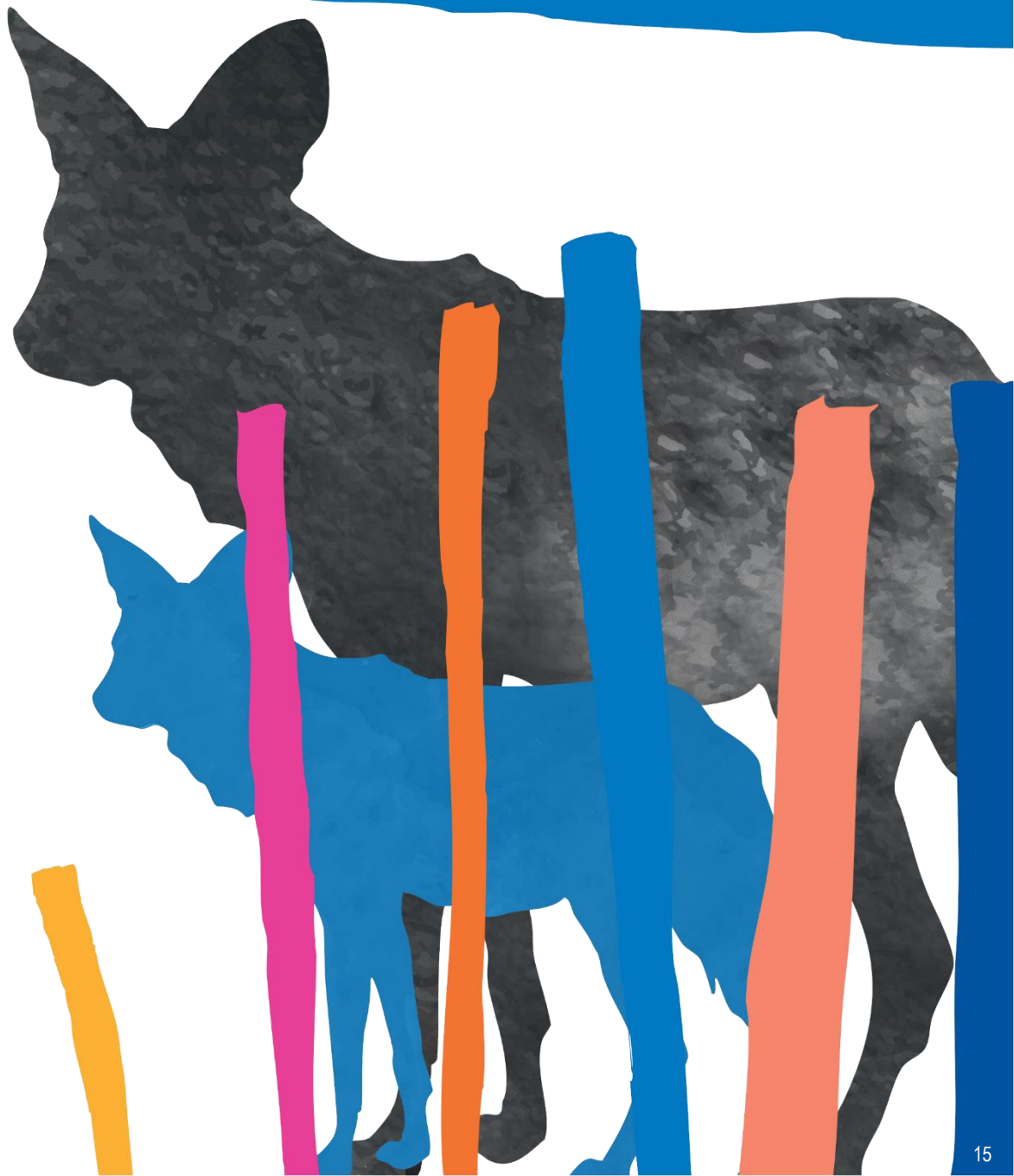


A total of n=1,180 students were recorded, but the outcome of their audits were not used as part of the main fare compliance calculation – they are instead presented in their own section later in this report. The total sample including students was 11,495.

The GPS map below shows the sight of every audit that took place, demonstrating coverage over the entire light rail line.



Results



Total Boardings & Surveys Conducted



83,281 Boardings and 80,062 Alightings were recorded across the survey weekdays (Monday to Friday)

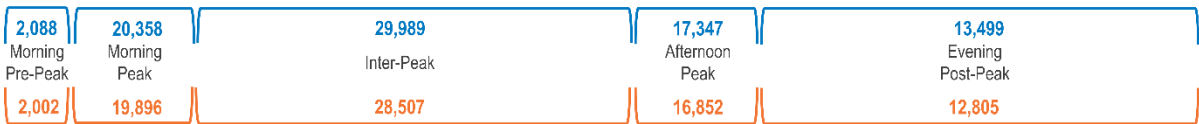
The peak boarding period was between 8:00am and 8:14am with 3,507 total boardings recorded during this 15-minute period across the weekdays.

The peak alighting period was between 8:00am and 8:15am with 3,399 total alightings recorded during this 15-minute period across the weekdays.

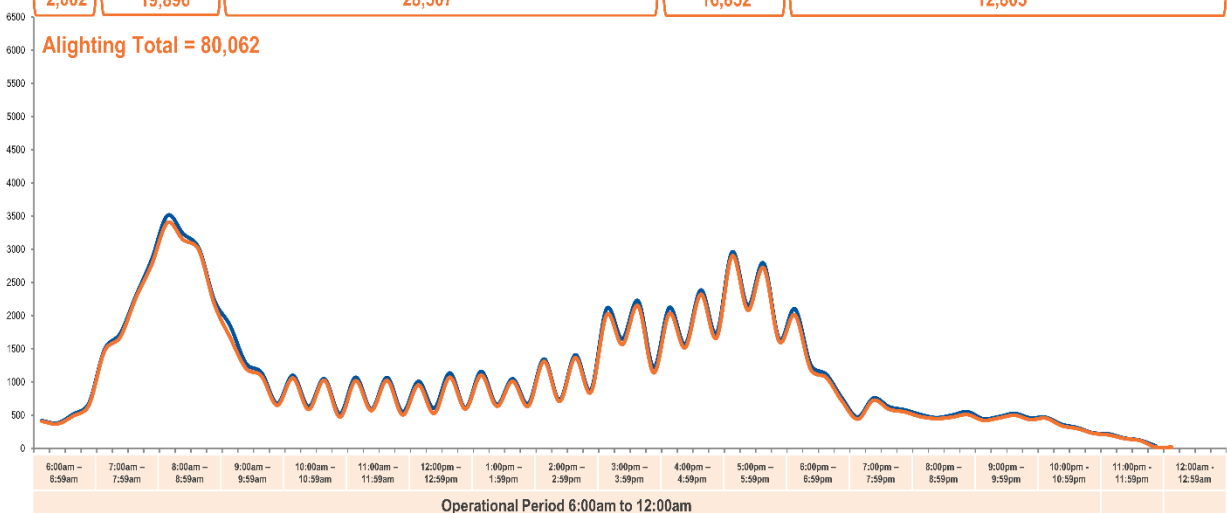
The difference between total boardings and alightings reflects MyWay passengers forgetting to tap off and paper ticket purchases (3,219).

Passenger Boardings and Alightings: Weekday Total (6:00am to 12:00am)

Boarding Total = 83,281



Alighting Total = 80,062



13,206 Boardings and 12,331 Alightings were recorded across the survey weekend (Saturday and Sunday)

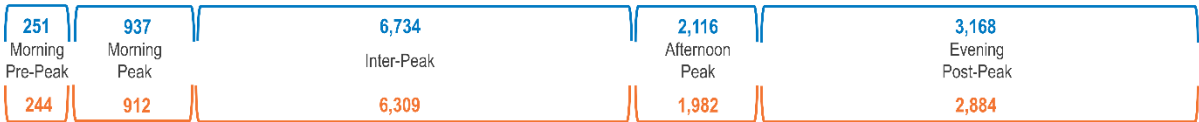
The peak boarding period was between 5:15pm and 5:29pm with 337 total boardings recorded during this 15-minute period across the weekend.

The peak alighting period was between 5:15pm and 5:29pm with 308 alightings recorded during this 15-minute period across the weekend.

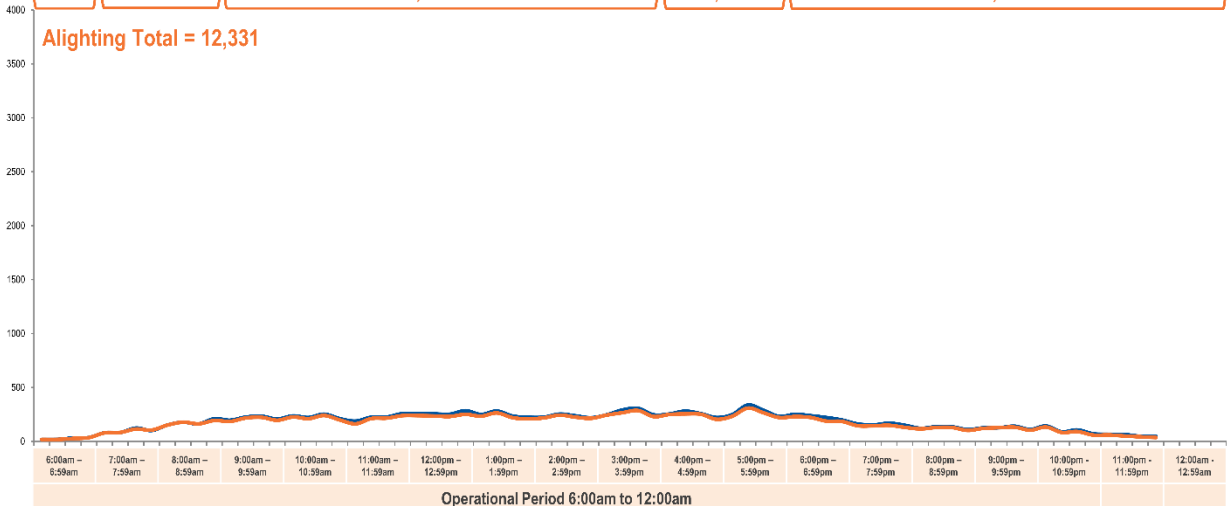
The difference between total boardings and alightings reflects MyWay passengers forgetting to tap off and paper ticket purchases (875)

Passenger Boardings and Alightings: Weekend Total (6:00am to 12:00am)

Boarding Total = 13,206



Alighting Total = 12,331



8,156 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.

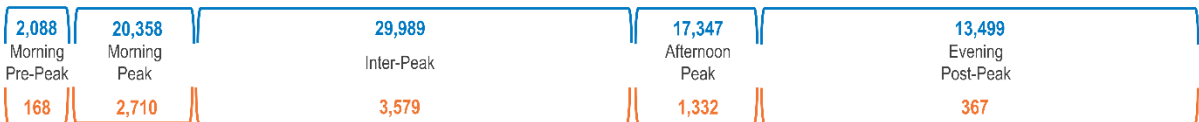
The peak survey period was between 8:45am and 8:59am with 507 surveys conducted during this 15-minute period across the weekdays.

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

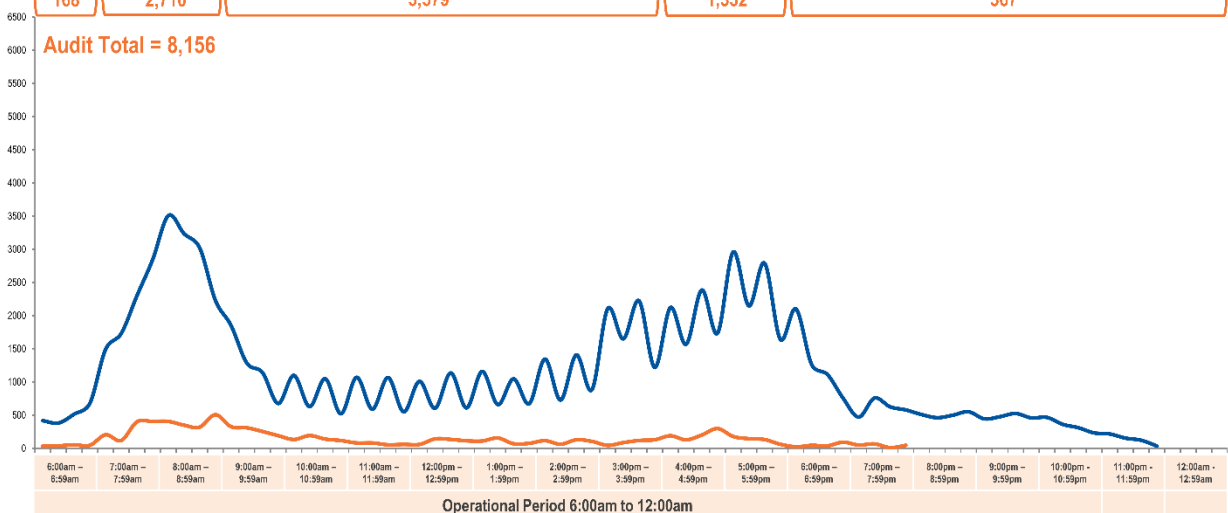
The under and over-representations of survey percentages to MyWay boarding percentages were taken into account when calculating the weighted fare evasion figure.

Passenger Boardings and Audits: Weekday Total (6:00am to 12:00am)

Boarding Total = 83,281



Audit Total = 8,156



2,159 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 7:00pm over the weekend.

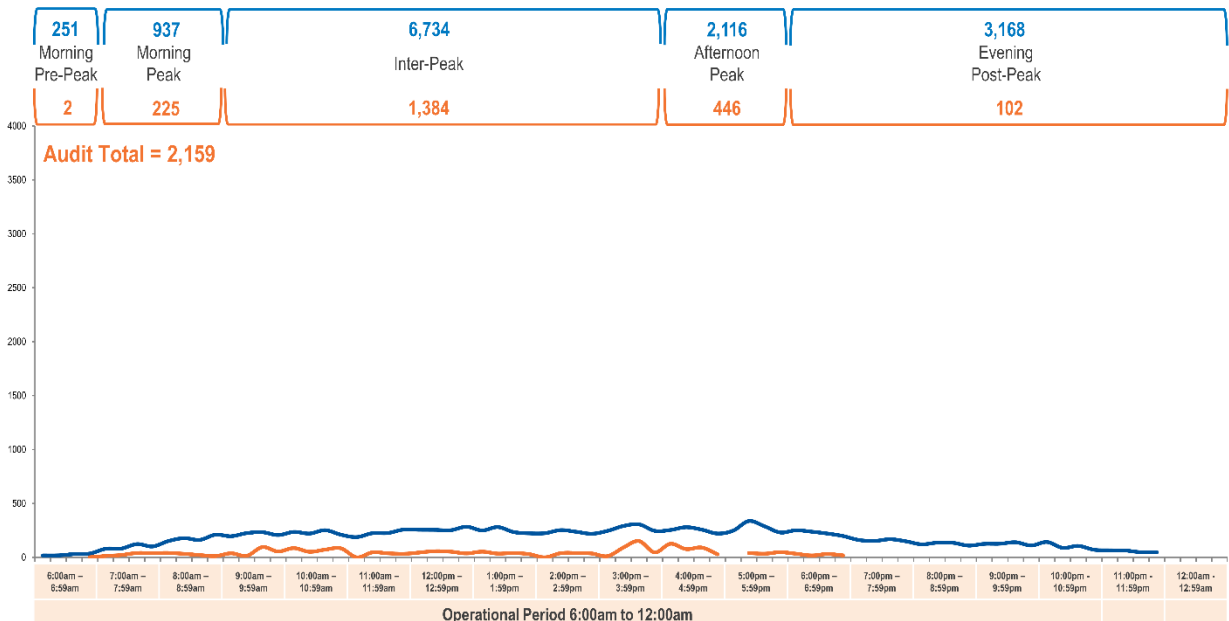
The peak survey period was between 3:30pm and 3:44pm with 151 surveys conducted during this 15-minute period across the weekend.

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 Boardings and Audits: Weekend Total (6:00am to 12:00am)

Boarding Total = 13,206



Fare Compliance & Fare Evasion Rate



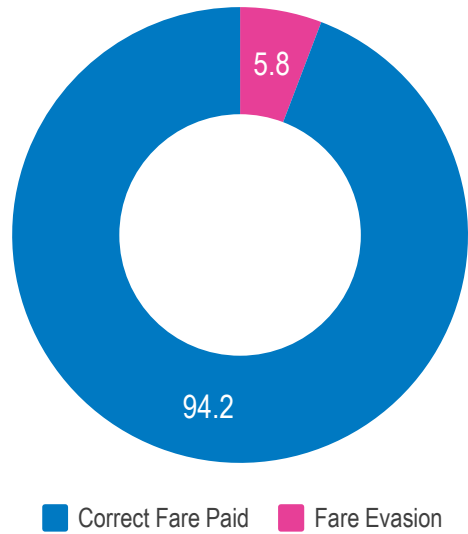
The overall weighted fare evasion result is 5.80%

The results from the Wave 6 survey of 10,315 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.

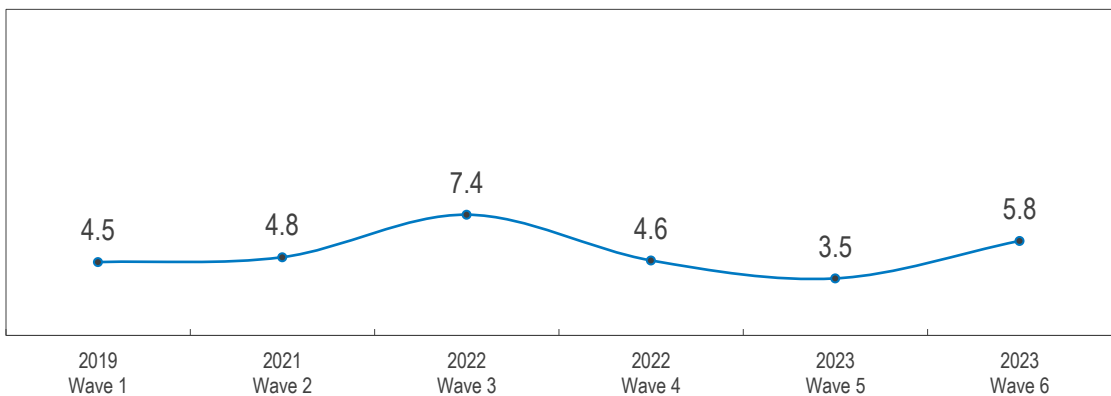
The fare evasion estimate is highly accurate with a low margin of error of $\pm 0.43\%$ based on a 95% level of confidence (range 5.37% - 6.23%).

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 ($\pm 0.43\%$) the results remain statistically reliable and highly accurate, with minimal variation compared to the weighted result.

Overall Weighted Fare Evasion % Wave 6



Overall Weighted Fare Evasion % Wave on Wave



Weighted Fare Evasion Calculation

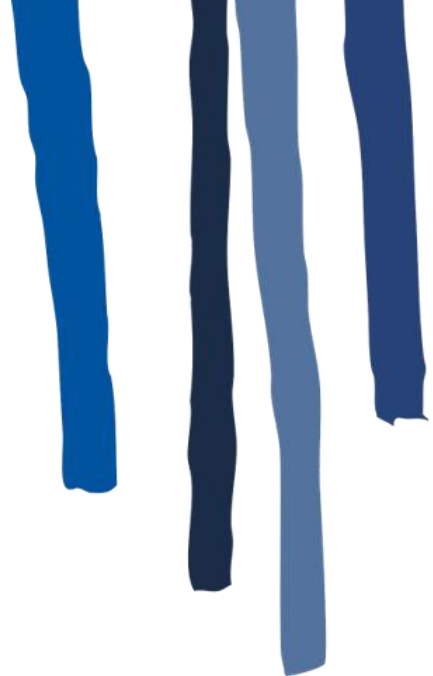
The table below summarises the weighting procedure, which takes into account the relativities between the passenger boarding profile and the passenger survey profile – separate tables for the weekday and weekend survey results are shown.

The total weighted fare evasion result of 6.1% used this data and adjusted for the relative contribution of weekday patronage versus weekend patronage.

Weekday				
TOTAL WEEKDAY	Boarding %	Audit %	Fare Evasion	Weighted Fare Evasion
Morning Off Peak (6:00am - 7:00am)	2.5%	2.1%	1.8%	0.0%
Morning Peak (7:00am - 9:00am)	24.4%	33.2%	4.7%	1.2%
Inter Peak (9:00am - 4:00pm)	36.0%	43.9%	5.4%	1.9%
Afternoon Peak (4:00pm - 6:00pm)	20.8%	16.3%	5.8%	1.2%
Evening off Peak (6:00pm - 11:30pm/1am Friday)	16.2%	4.5%	9.5%	1.5%
TOTAL WEEK	100.0%	100.0%	5.3%	5.9%

Weekend				
	Boarding %	Audit %	Fare Evasion	Weighted Fare Evasion
Morning Off Peak (6:00am - 7:00am)	1.9%	0.1%	n/a	n/a
Morning Peak (7:00am - 9:00am)	7.1%	10.4%	4.9%	0.3%
Inter Peak (9:00am - 4:00pm)	51.0%	64.1%	5.4%	2.8%
Afternoon Peak (4:00pm - 6:00pm)	16.0%	20.7%	9.0%	1.4%
Evening off Peak (6:00pm - 1am)	24.0%	4.7%	2.9%	0.7%
TOTAL WEEK	100.0%	100.0%	6.0%	5.3%

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 fares compared to weekdays, but only a small increase in concessional fare evasion.

	Weekday Unweighted %	Weekend Unweighted %	Total Unweighted %
Correct Full Fare	64.3%	50.8%	61.5%
Correct Concessional Fare	29.5%	41.5%	32.0%
Free Travel Entitlement	0.7%	1.0%	0.7%
TVM Non-Fare Evasion	0.2%	0.7%	0.3%
Full Fare Evasion	3.4%	4.2%	3.5%
Concessional Fare Evasion	1.6%	1.7%	1.6%
Refusal/TVM/Card Error Evasion	0.1%	0.1%	0.3%

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

An overall fare evasion percentage of 5.3% was recorded across the weekday surveys (Monday to Friday).

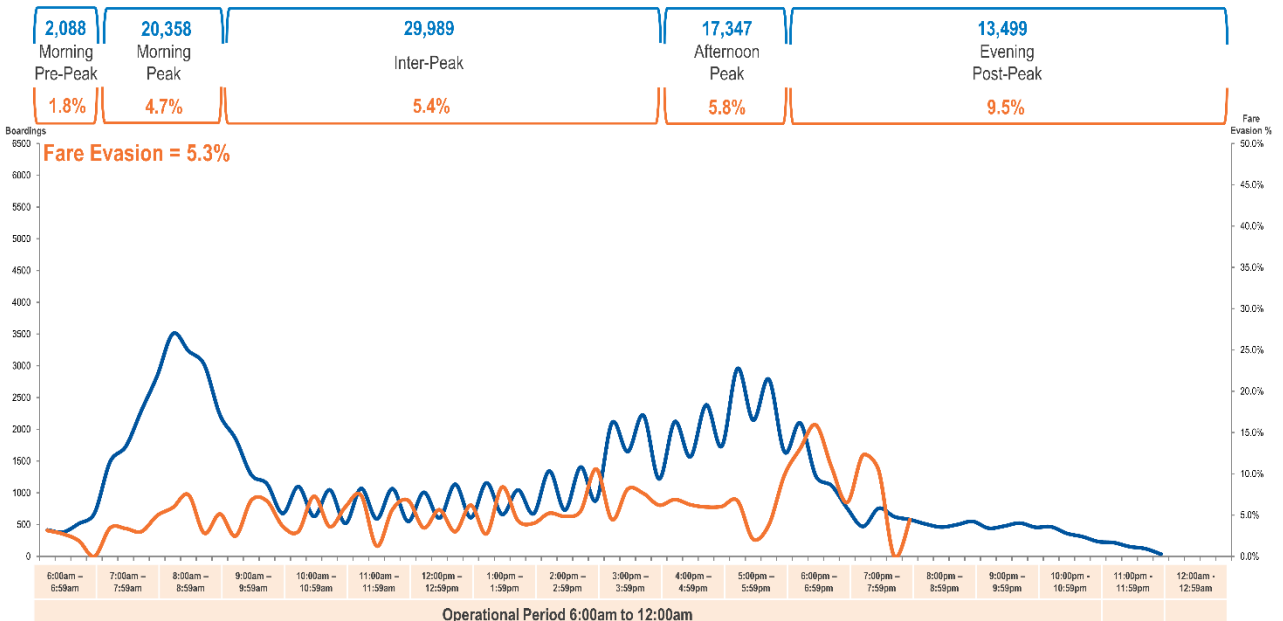
The level of recorded fare evasion ranges between 0% and 15.9% during any given 15-minute period across the weekdays.

The peak fare evasion period was between 6:15pm and 6:29pm at 15.9% across the weekdays.

Overall fare evasion was lowest during the morning pre-peak period (1.8%) and highest during the evening post-peak period (9.5%) across the weekdays.

Passenger Boardings & Fare Evasion Percentage: Weekday Total (6:00am to 12:00am)

Boarding Total = 83,281



An overall fare evasion percentage of 6.0% was recorded across the weekend surveys (Saturday and Sunday).

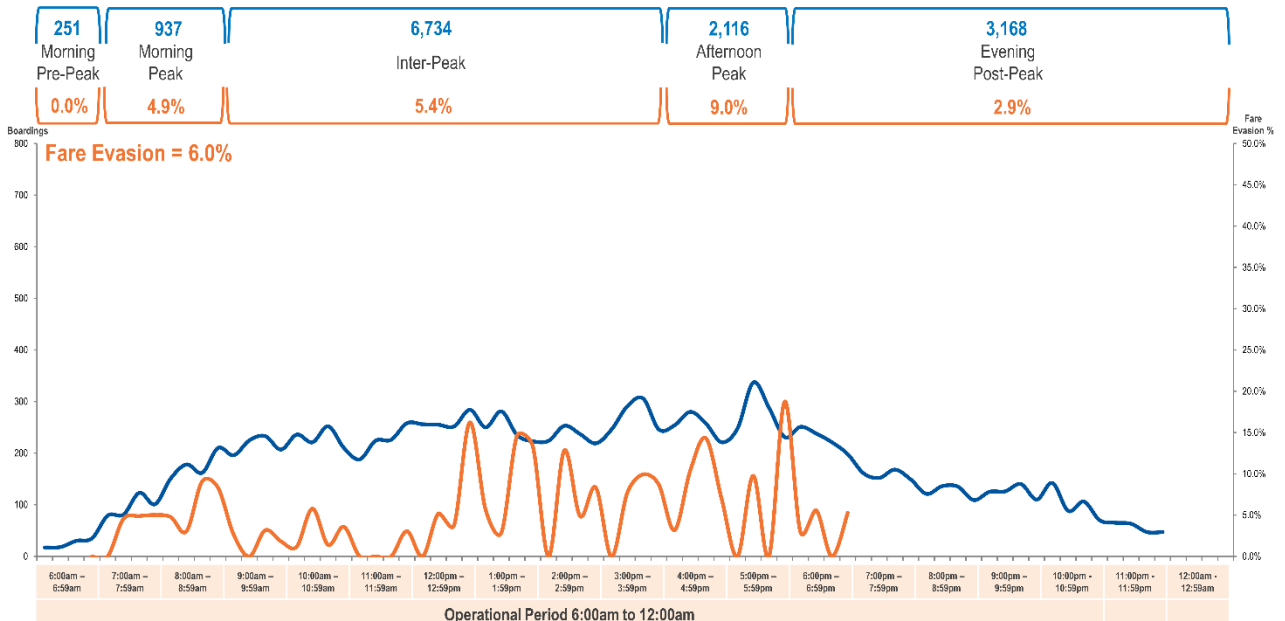
The level of recorded fare evasion ranges between 0% and 18.8% during any given 15-minute period across the weekend.

The peak fare evasion period was between 5:45pm and 5:59pm at 18.8% across the weekend.

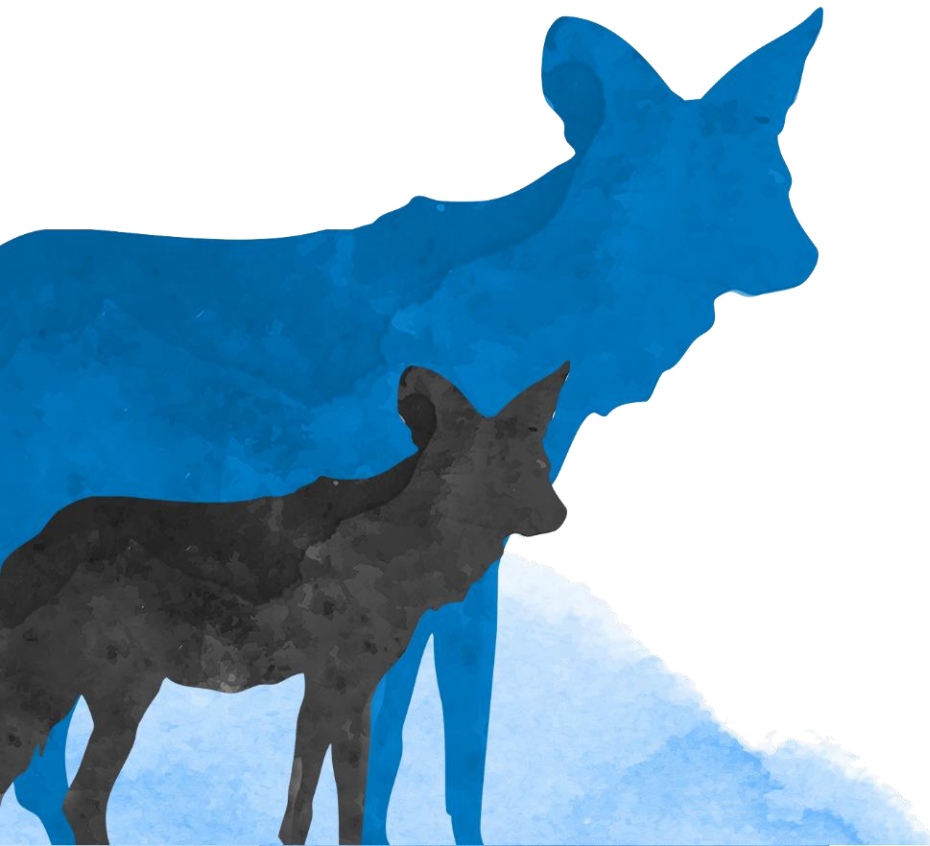
Overall fare evasion was lowest during the morning pre-peak period (0.0%), and highest during the afternoon peak period (9.0%) across the weekend.

Passenger Boardings & Fare Evasion Percentage: Weekend Total (6:00am to 12:00am)

Boarding Total = 13,206



Student Fare Evasion Rate



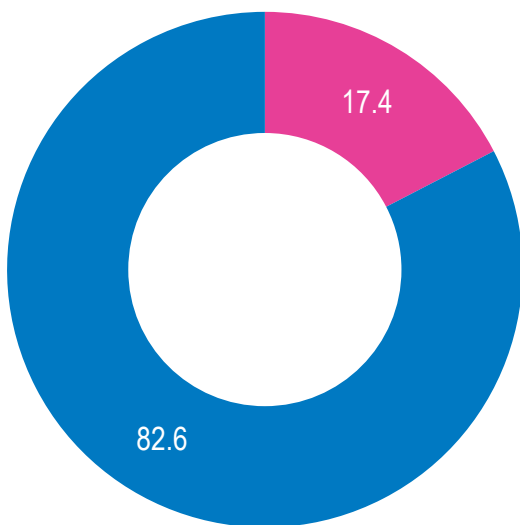
Students have a higher fare evasion rate than the general public, at 17.37%

The total number of students surveyed was n=1,180. Examining students only sees the fare evasion rate jump higher by 11.57%.

Our sample of students, however, is relatively small and as a result the margin of error for this fare evasion estimate is larger than for our full sample at $\pm 2.15\%$, based on a 95% level of confidence (range 15.22% - 19.52%).

NOTE: This data is weighted using the same method as the actual fare evasion result.

**Students only overall
Weighted Fare Evasion %
Wave 6**



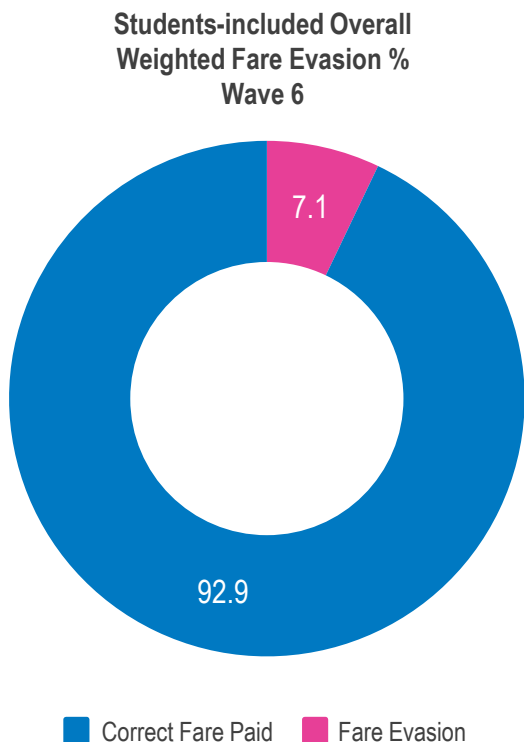
■ Correct Fare Paid ■ Fare Evasion

When students are included with the general public, the weighted fare evasion result is 7.13%

The total number of students surveyed was n=1,180. When they are included with the rest of the sample, the fare evasion rate is higher by 1.33%.

This hypothetical students-included fare evasion estimate is highly accurate with a low margin of error of $\pm 0.44\%$ based on a 95% level of confidence (range 6.69% - 7.57%).

NOTE: This data is weighted using the same method as the actual fare evasion result.



Appendix



Boardings & Alightings: By Day



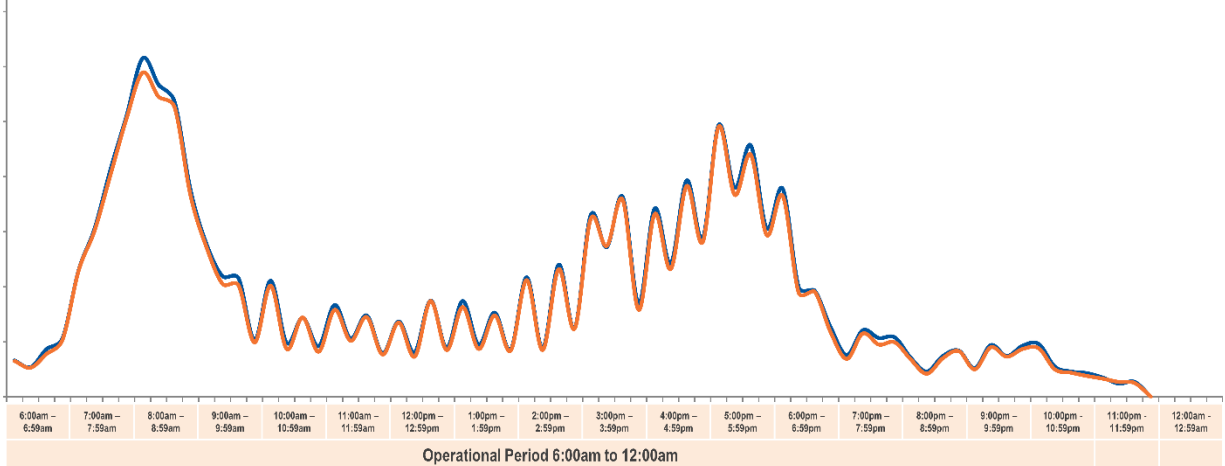
Passenger Boardings and Alightings: Thursday 9th November

(6:00am to 12:00am)

Boarding Total = 13,657

326 Morning Pre-Peak	3,554 Morning Peak	4,653 Inter-Peak	2,902 Afternoon Peak	2,222 Evening Post-Peak
314	3,466	4,489	2,820	2,108

Alighting Total = 13,197



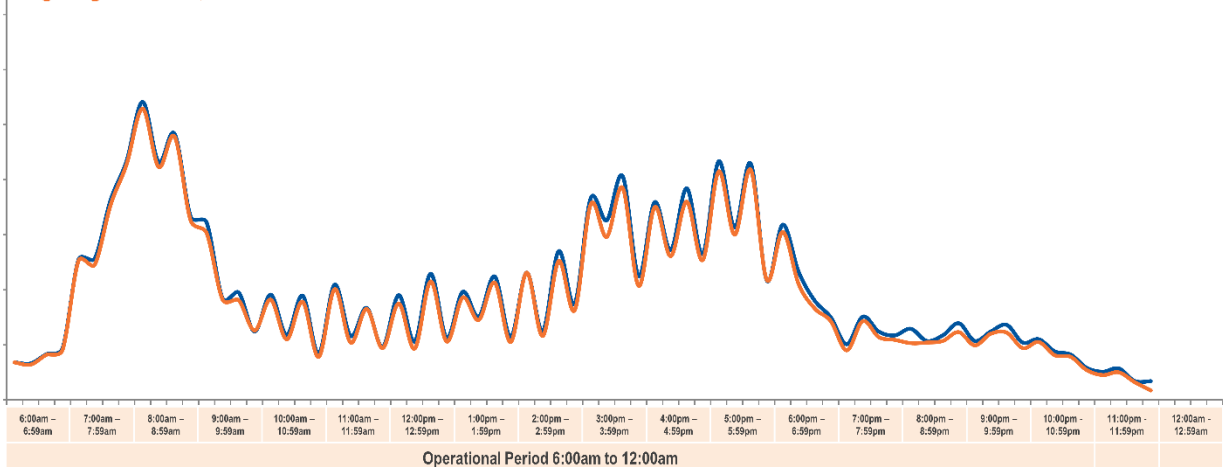
Passenger Boardings and Alightings: Friday 10th November

(6:00am to 12:00am)

Boarding Total = 14,387

326 Morning Pre-Peak	3,097 Morning Peak	5,442 Inter-Peak	2,672 Afternoon Peak	2,850 Evening Post-Peak
319	3,036	5,147	2,576	2,614

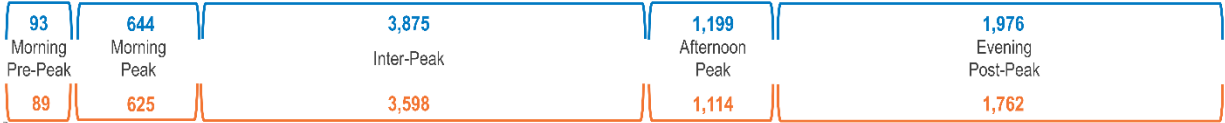
Alighting Total = 13,692



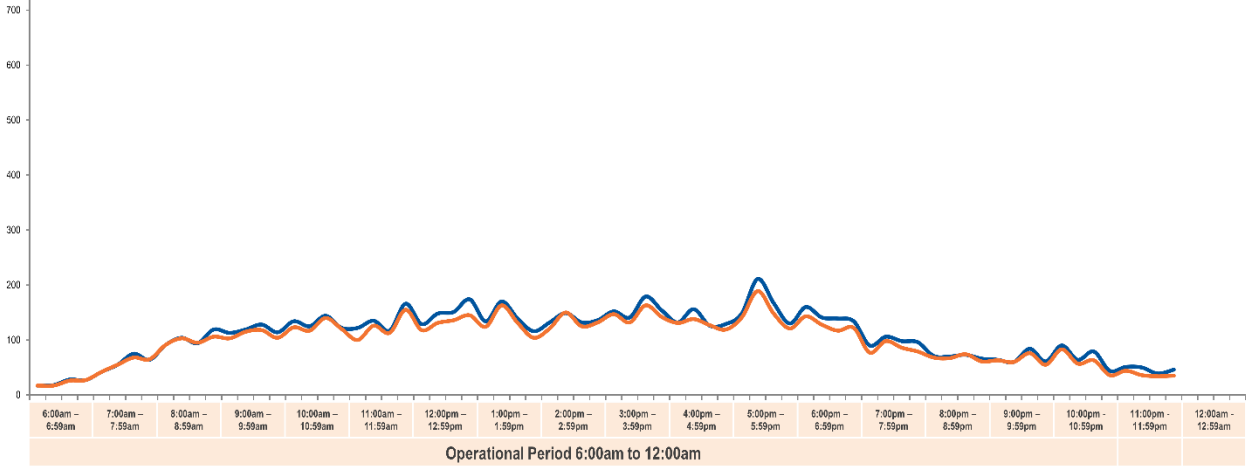
Passenger Boardings and Alightings: Saturday 11th November

(6:00am to 12:00am)

Boarding Total = 7,787



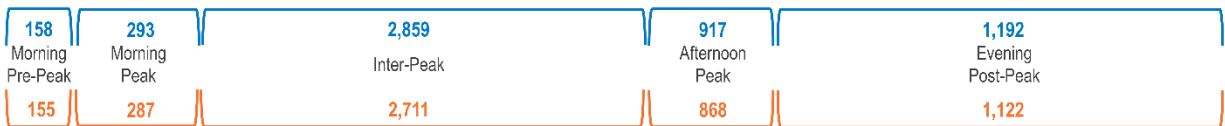
Alighting Total = 7,188



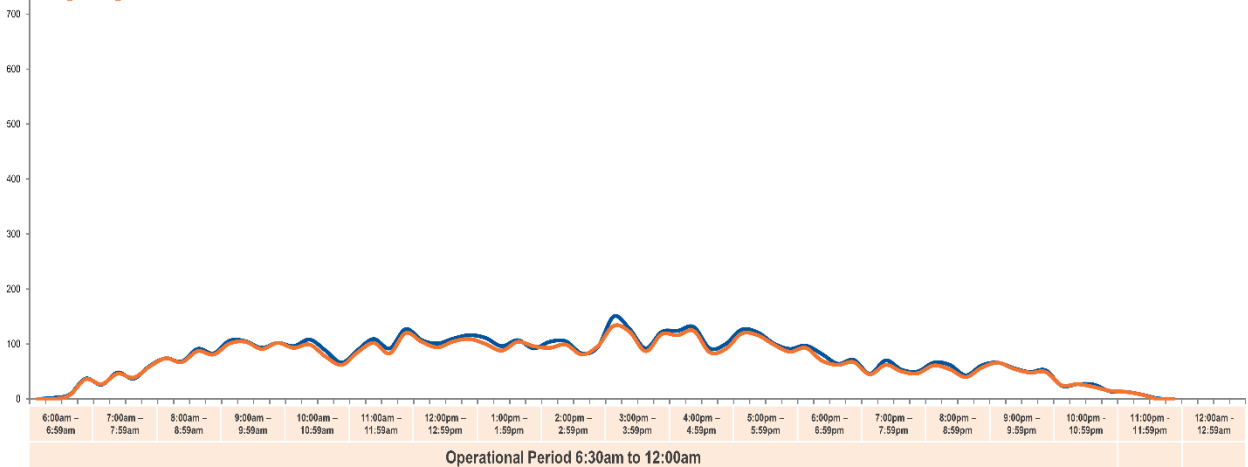
Passenger Boardings and Alightings: Sunday 12th November

(6:30am to 12:00am)

Boarding Total = 5,419



Alighting Total = 5,143



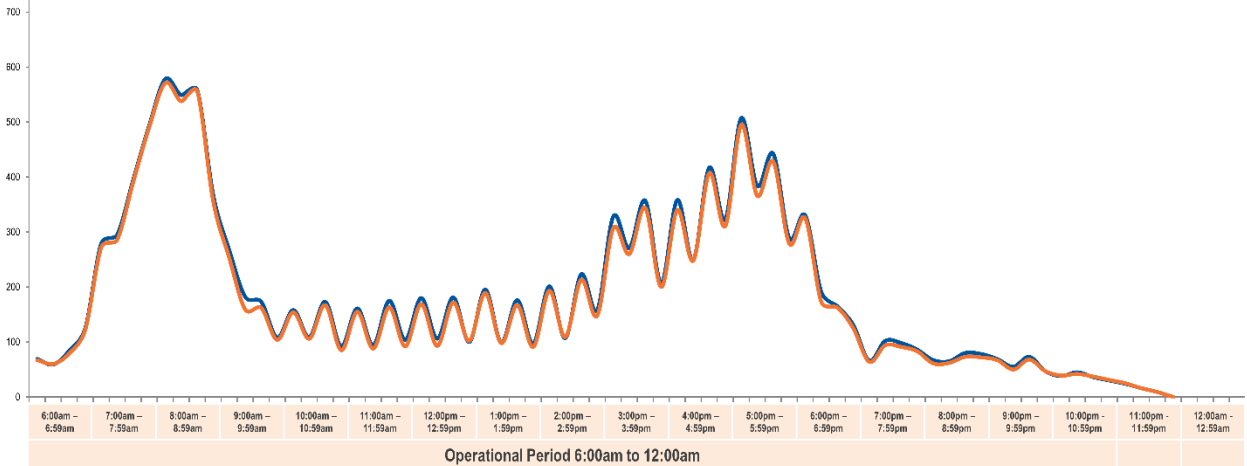
Passenger Boardings and Alightings: Monday 13th November

(6:00am to 12:00am)

Boarding Total = 13,522

355 Morning Pre-Peak	3,515 Morning Peak	4,782 Inter-Peak	2,969 Afternoon Peak	1,901 Evening Post-Peak
344	3,461	4,543	2,874	1,817

Alighting Total = 13,039



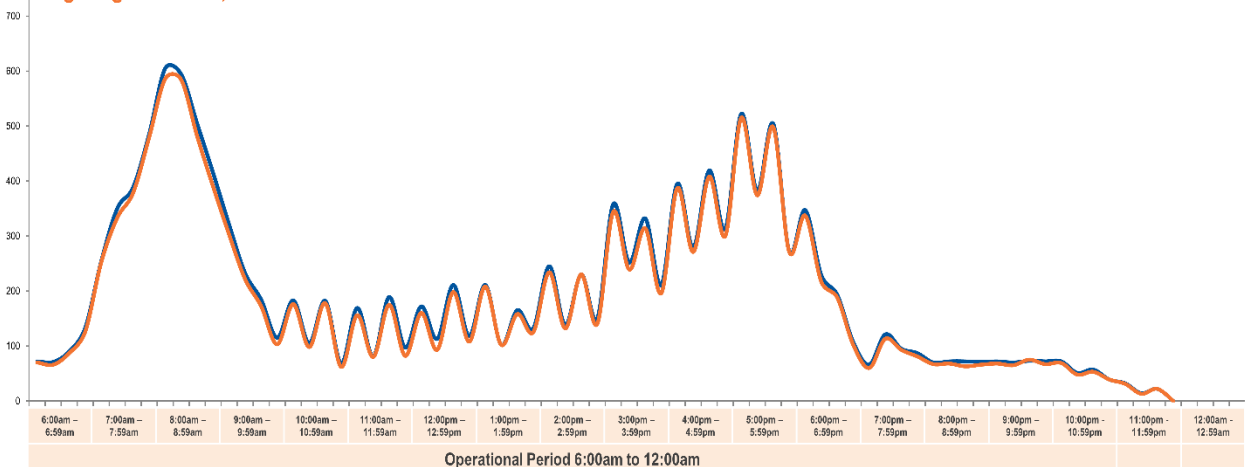
Passenger Boardings and Alightings: Tuesday 14th November

(6:00am to 12:00am)

Boarding Total = 14,232

381 Morning Pre-Peak	3,596 Morning Peak	5,065 Inter-Peak	3,086 Afternoon Peak	2,104 Evening Post-Peak
364	3,484	4,786	3,024	2,005

Alighting Total = 13,663



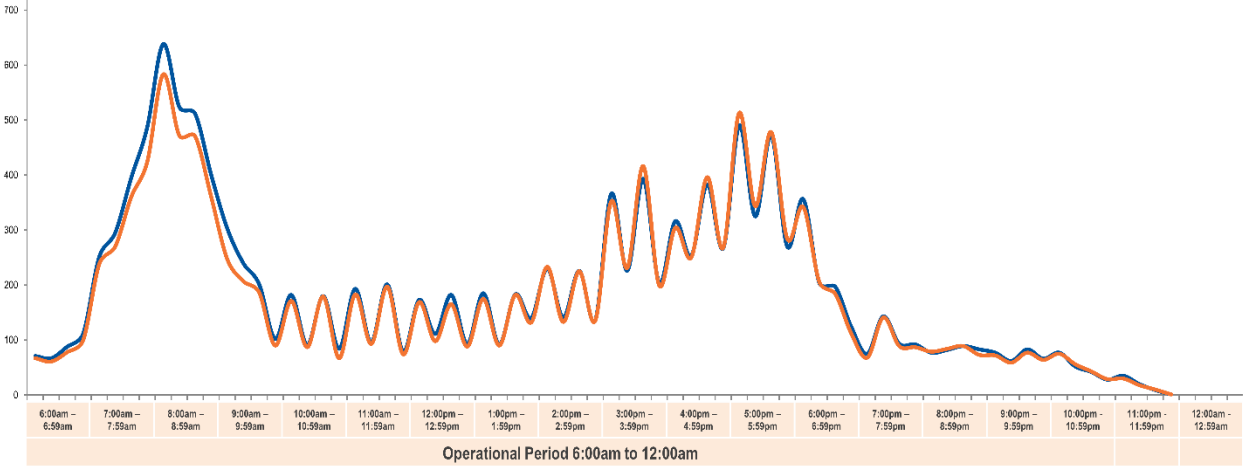
Passenger Boardings and Alightings: Wednesday 15th November

(6:00am to 12:00am)

Boarding Total = 13,832

355 Morning Pre-Peak	3,501 Morning Peak	5,033 Inter-Peak	2,776 Afternoon Peak	2,167 Evening Post-Peak
318	3,177	4,804	2,836	2,088

Alighting Total = 13,223



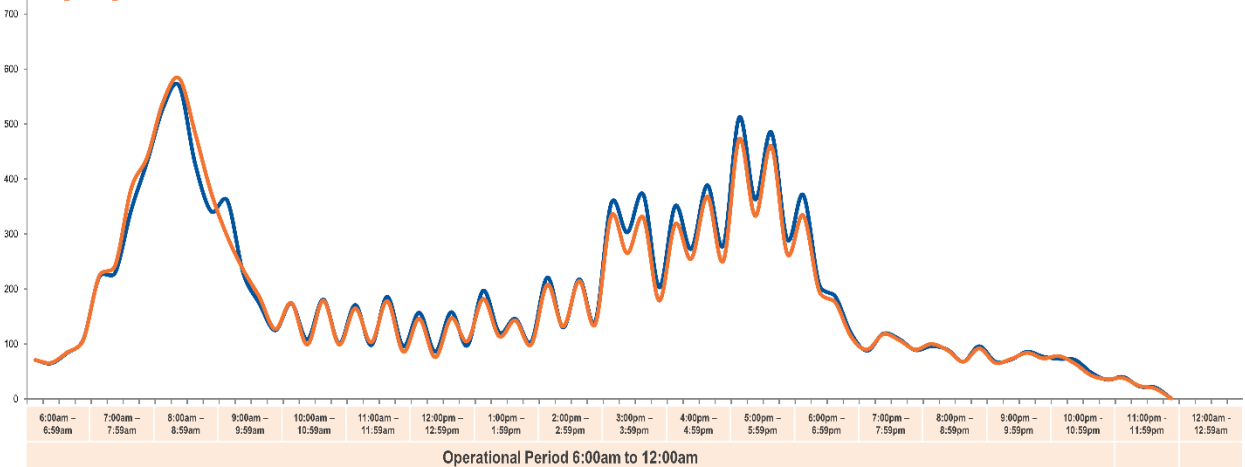
Passenger Boardings and Alightings: Thursday 16th November

(6:00am to 12:00am)

Boarding Total = 13,651

345 Morning Pre-Peak	3,095 Morning Peak	5,014 Inter-Peak	2,942 Afternoon Peak	2,255 Evening Post-Peak
343	3,272	4,738	2,722	2,173

Alighting Total = 13,248

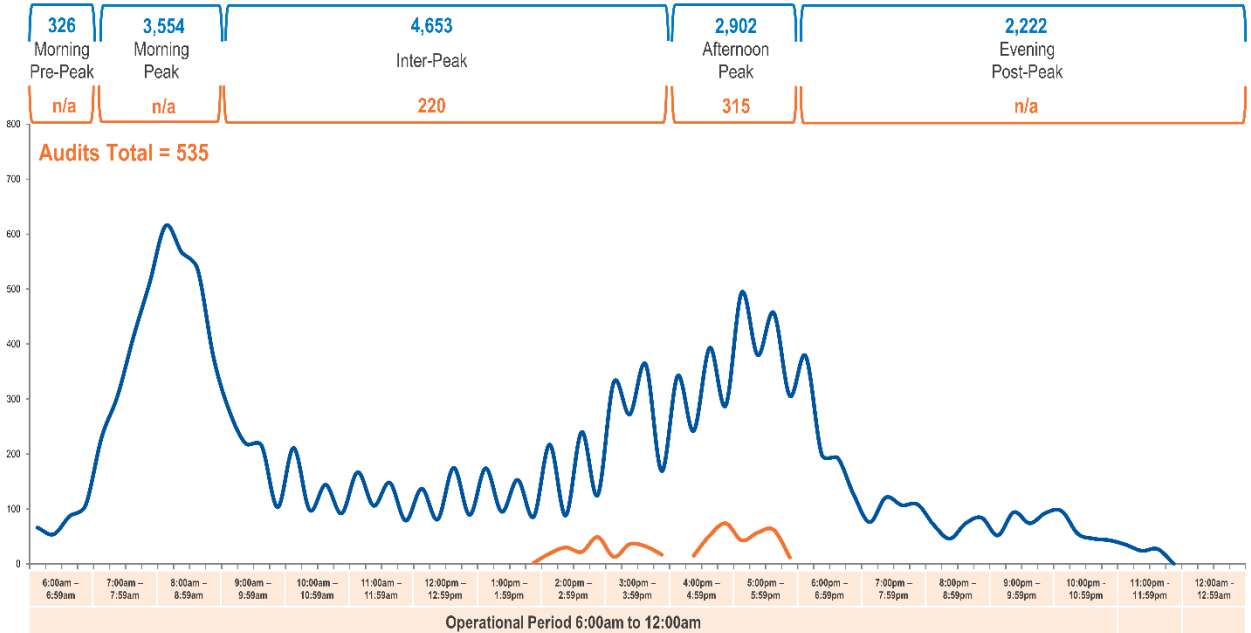


Boardings & Audits Conducted: By Day



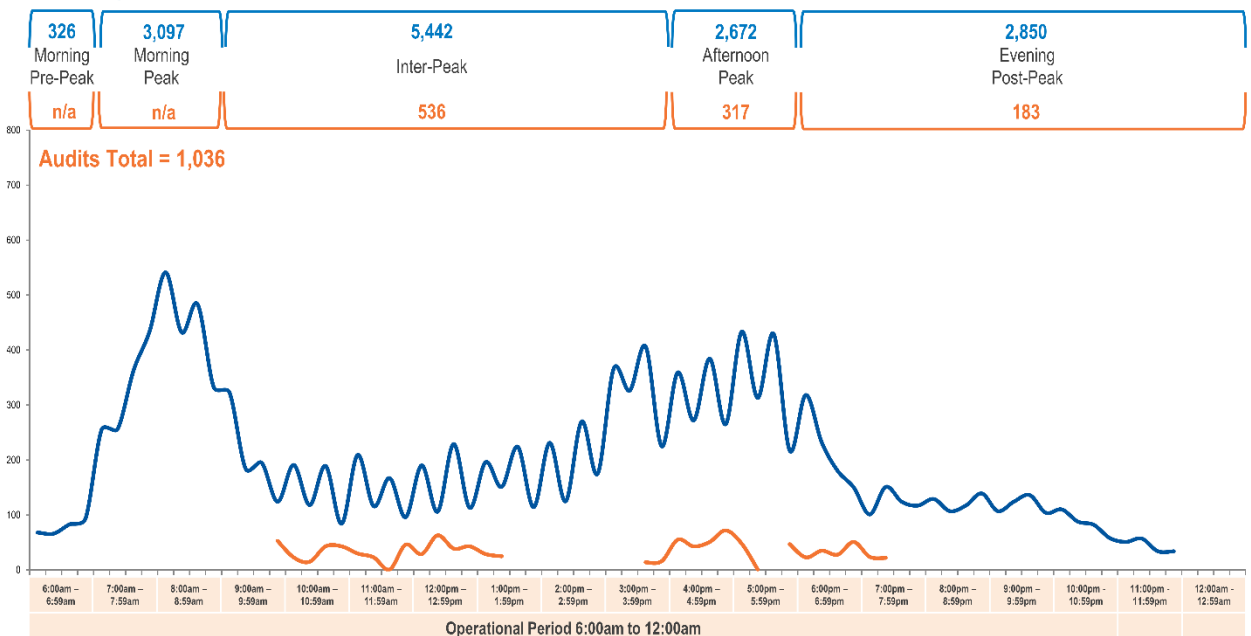
Passenger Boardings and Audits: Thursday 9th November (6:00am to 12:00am)

Boarding Total = 13,657



Passenger Boardings and Audits: Friday 10th November (6:00am to 12:00am)

Boarding Total = 14,387

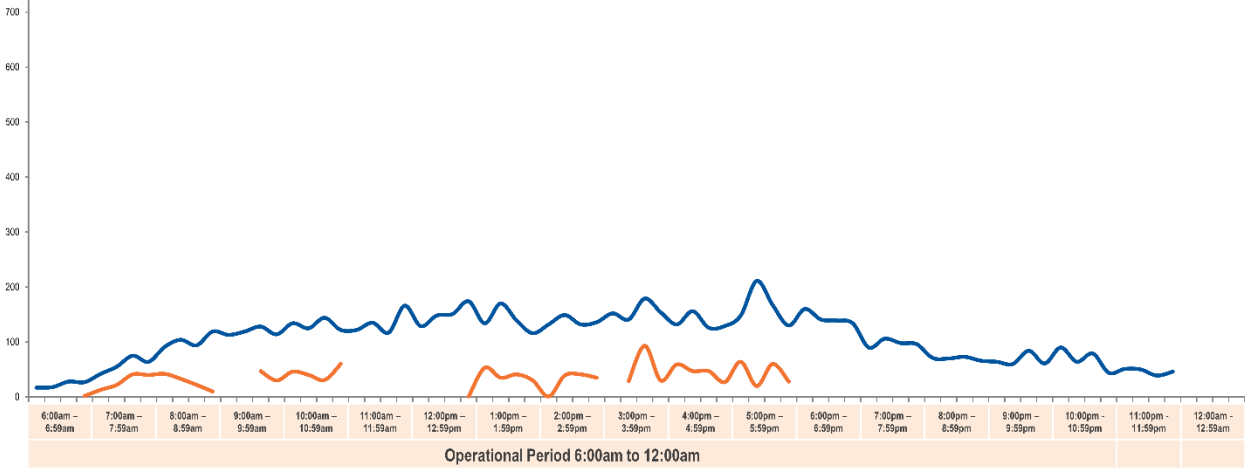


Passenger Boardings and Audits: Saturday 11th November (6:00am to 12:00am)

Boarding Total = 7,787

93 Morning Pre-Peak	644 Morning Peak	3,875 Inter-Peak	1,199 Afternoon Peak	1,976 Evening Post-Peak
2	223	682	180	n/a

Audits Total = 1,087

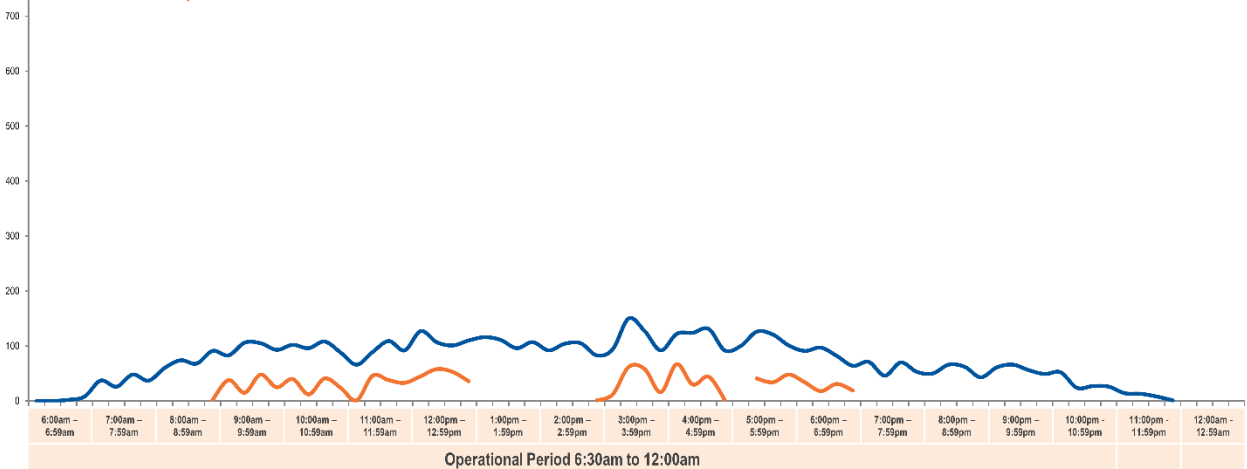


Passenger Boardings and Audits: Sunday 12th November (6:30am to 12:00am)

Boarding Total = 5,419

158 Morning Pre-Peak	293 Morning Peak	2,859 Inter-Peak	917 Afternoon Peak	1,192 Evening Post-Peak
n/a	2	702	266	102

Audits Total = 1,072

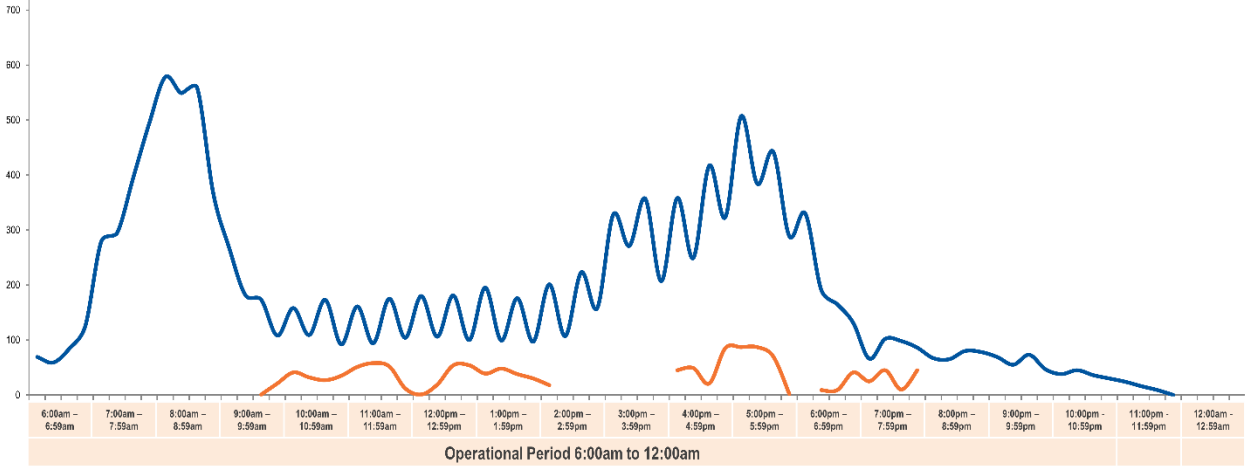


Passenger Boardings and Audits: Monday 13th November (6:00am to 12:00am)

Boarding Total = 13,522

355 Morning Pre-Peak	3,515 Morning Peak	4,782 Inter-Peak	2,969 Afternoon Peak	1,901 Evening Post-Peak
n/a	n/a	631	446	184

Audits Total = 1,261

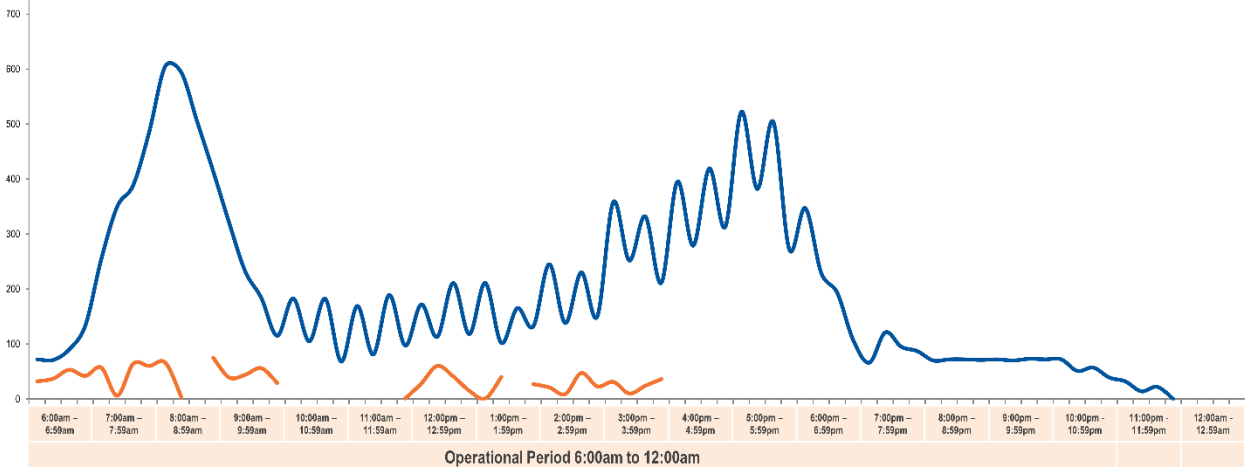


Passenger Boardings and Audits: Tuesday 14th November (6:00am to 12:00am)

Boarding Total = 14,232

381 Morning Pre-Peak	3,596 Morning Peak	5,065 Inter-Peak	3,086 Afternoon Peak	2,104 Evening Post-Peak
164	332	582	n/a	n/a

Audits Total = 1,078



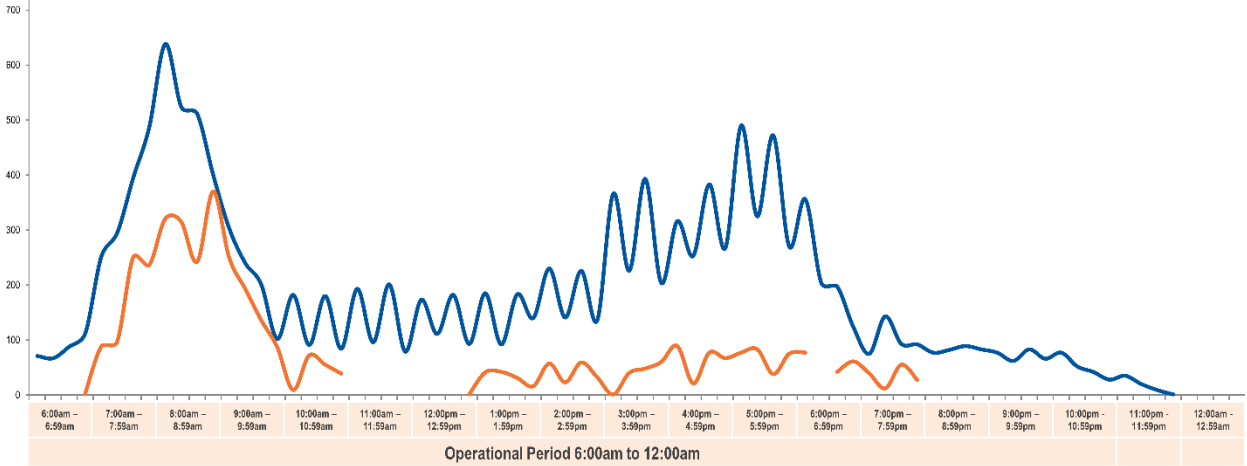
Passenger Boardings and Audits: Wednesday 15th November

(6:00am to 12:00am)

Boarding Total = 13,832

355 Morning Pre-Peak	3,501 Morning Peak	5,033 Inter-Peak	2,776 Afternoon Peak	2,167 Evening Post-Peak
2	1,918	1,292	254	n/a

Audits Total = 3,466



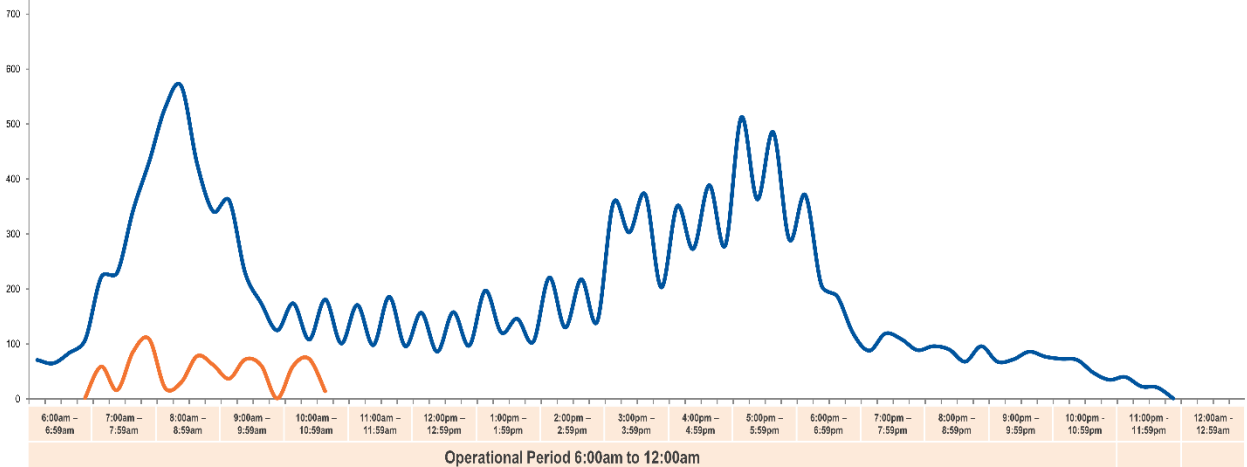
Passenger Boardings and Audits: Thursday 16th November

(6:00am to 12:00am)

Boarding Total = 13,651

345 Morning Pre-Peak	3,095 Morning Peak	5,014 Inter-Peak	2,942 Afternoon Peak	2,255 Evening Post-Peak
2	460	318	n/a	n/a

Audits Total = 780



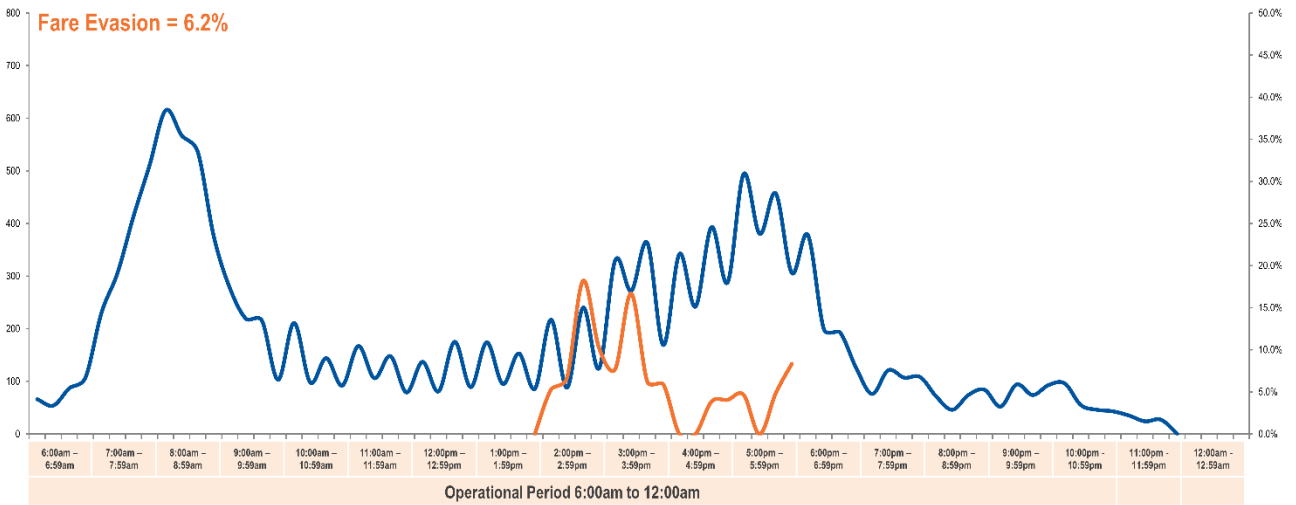
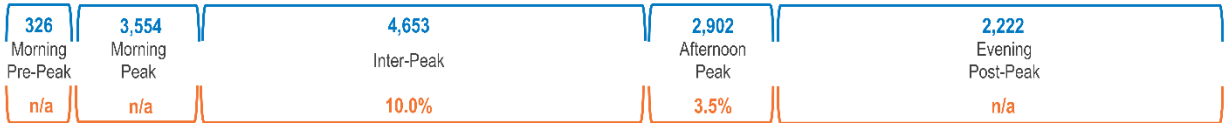
Boardings & Fare Evasion: By Day



Passenger Boardings and Fare Evasion Percentage: Thursday 9th November

(6:00am to 12:00am)

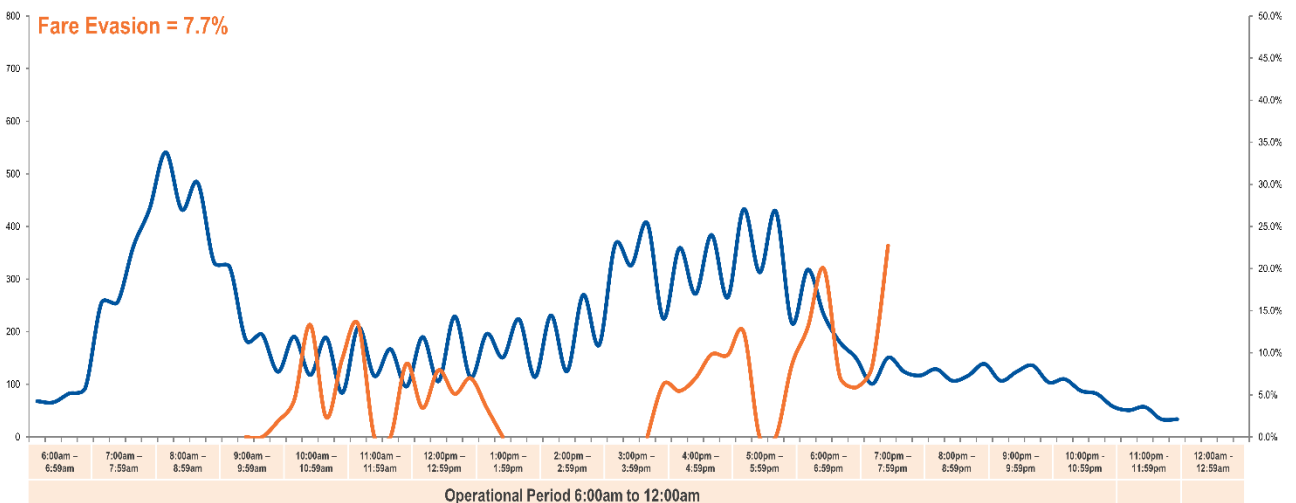
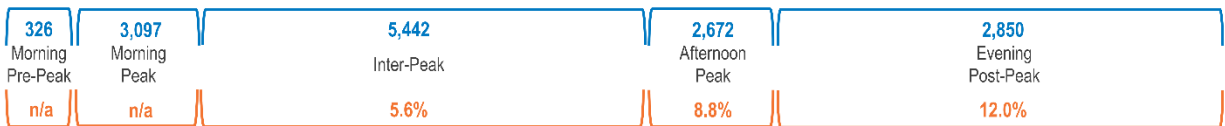
Boarding Total = 13,657



Passenger Boardings and Fare Evasion Percentage: Friday 10th November

(6:00am to 12:00am)

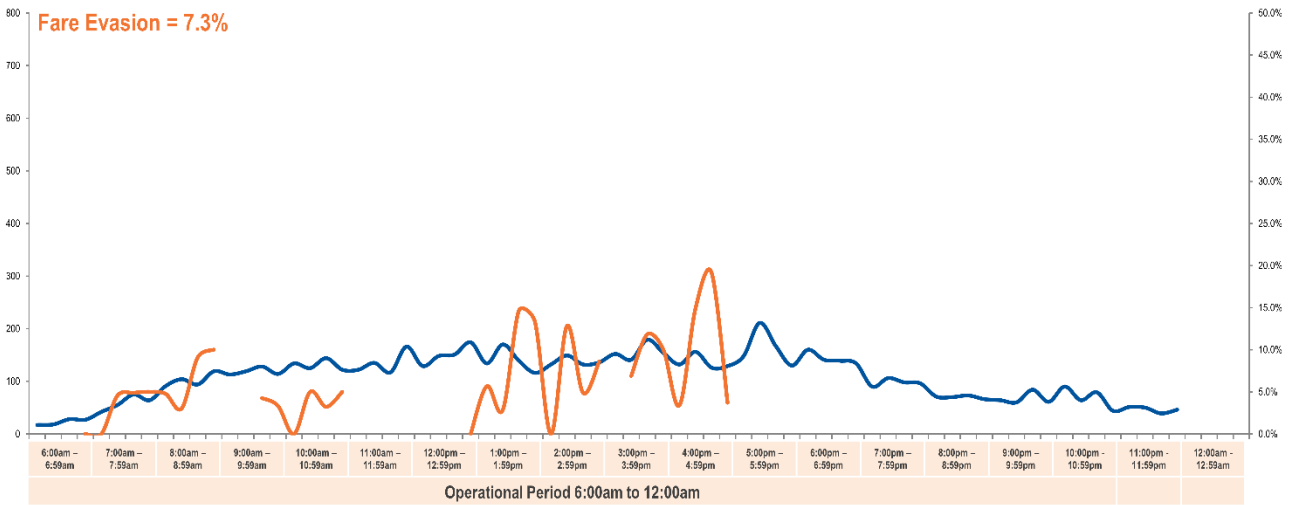
Boarding Total = 14,387



Passenger Boardings and Fare Evasion Percentage : Saturday 11th November (6:00am to 12:00am)

Boarding Total = 7,787

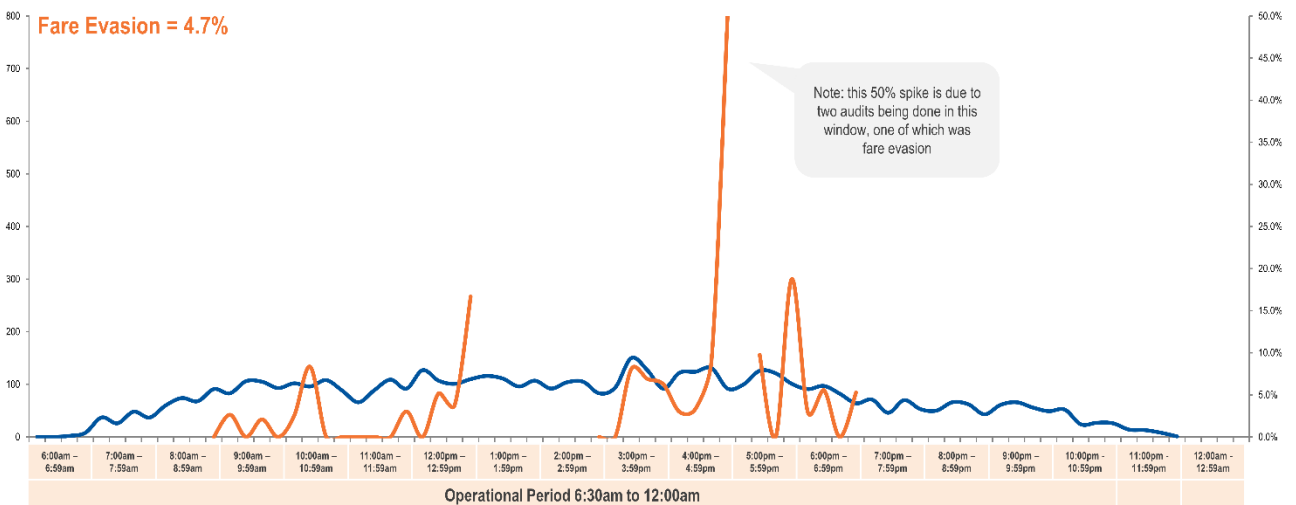
93 Morning Pre-Peak	644 Morning Peak	3,875 Inter-Peak	1,199 Afternoon Peak	1,976 Evening Post-Peak
0.0%	4.9%	7.2%	10.6%	n/a



Passenger Boardings and Fare Evasion Percentage : Sunday 12th November (6:30am to 12:00am)

Boarding Total = 5,419

158 Morning Pre-Peak	293 Morning Peak	2,859 Inter-Peak	917 Afternoon Peak	1,192 Evening Post-Peak
n/a	0.0%	3.7%	7.9%	2.9%

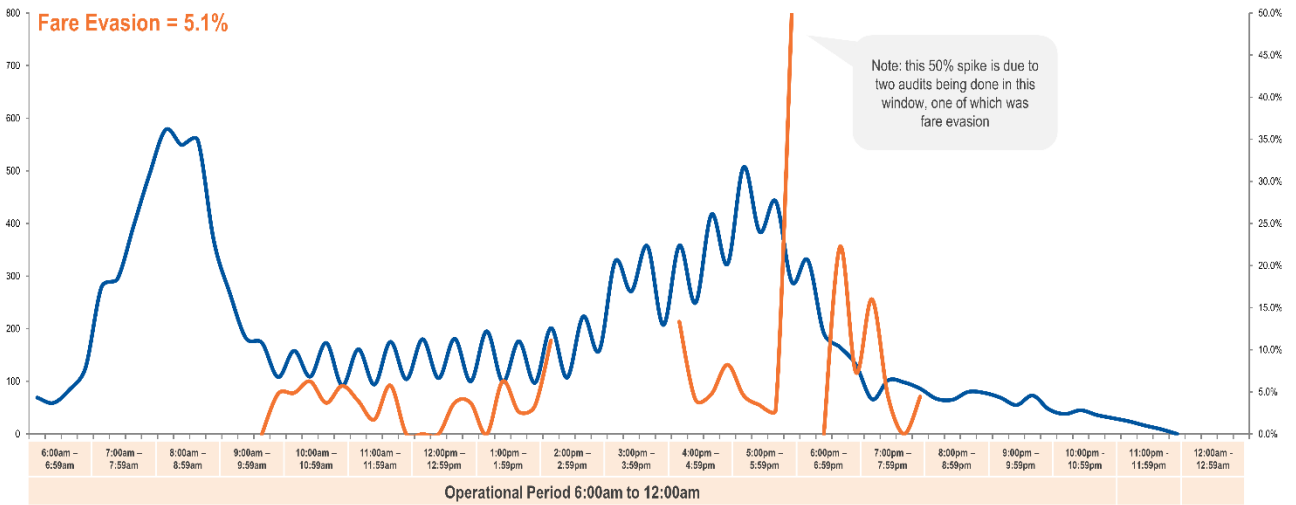


Passenger Boardings and Fare Evasion Percentage: Monday 13th November

(6:00am to 12:00am)

Boarding Total = 13,522

355 Morning Pre-Peak	3,515 Morning Peak	4,782 Inter-Peak	2,969 Afternoon Peak	1,901 Evening Post-Peak
n/a	1.0%	4.0%	5.8%	7.1%

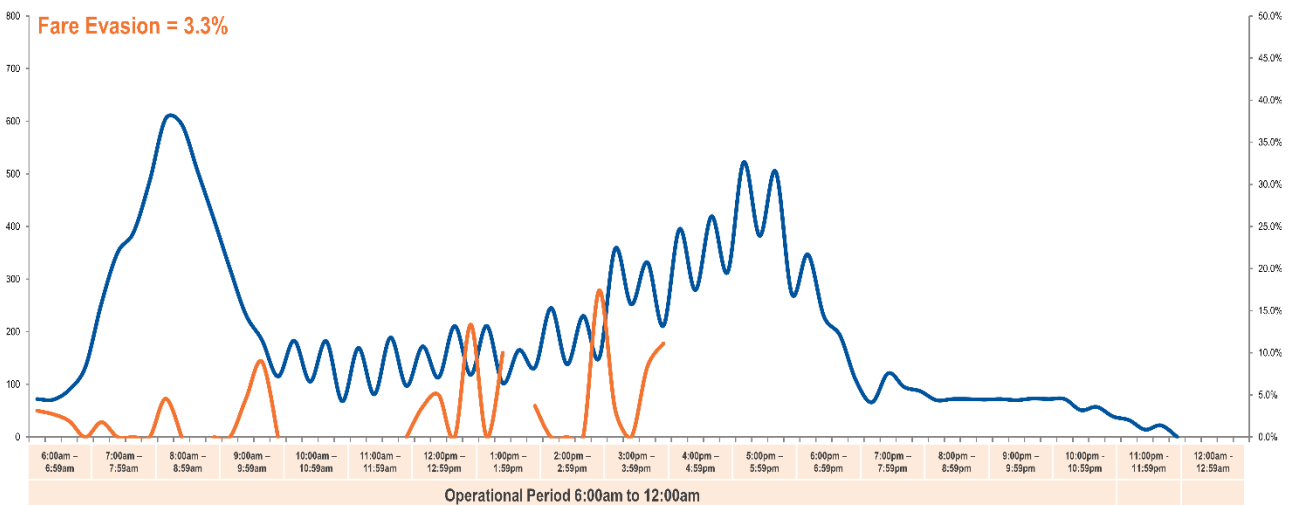


Passenger Boardings and Fare Evasion Percentage: Tuesday 14th November

(6:00am to 12:00am)

Boarding Total = 14,232

381 Morning Pre-Peak	3,596 Morning Peak	5,065 Inter-Peak	3,086 Afternoon Peak	2,104 Evening Post-Peak
1.8%	1.2%	5.0%	n/a	n/a

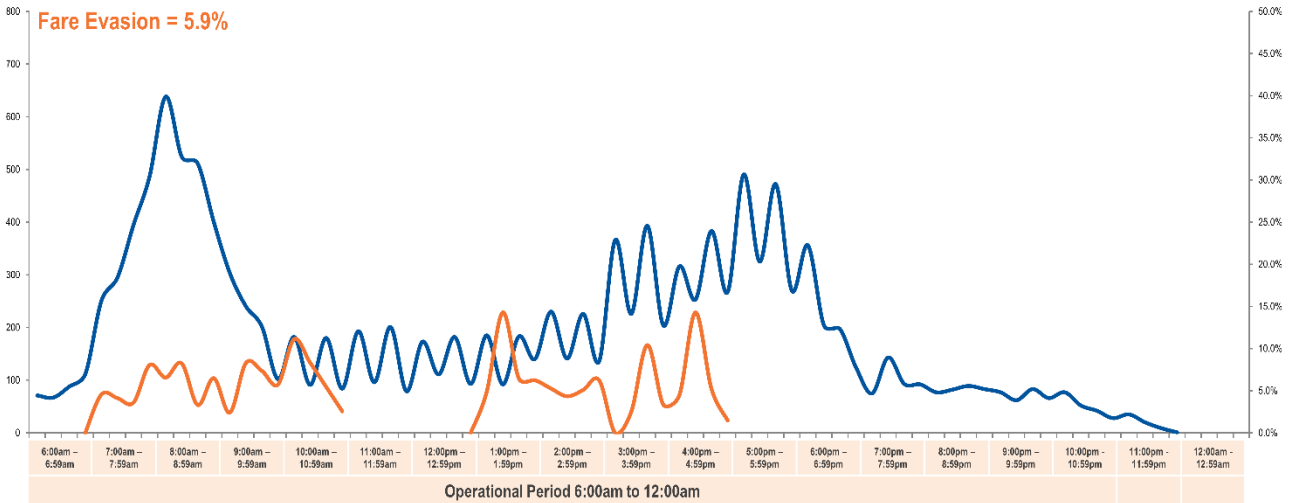


Passenger Boardings and Fare Evasion Percentage: Wednesday 15th November

(6:00am to 12:00am)

Boarding Total = 13,832

355 Morning Pre-Peak	3,501 Morning Peak	5,033 Inter-Peak	2,776 Afternoon Peak	2,167 Evening Post-Peak
0.0%	6.0%	5.9%	4.7%	n/a

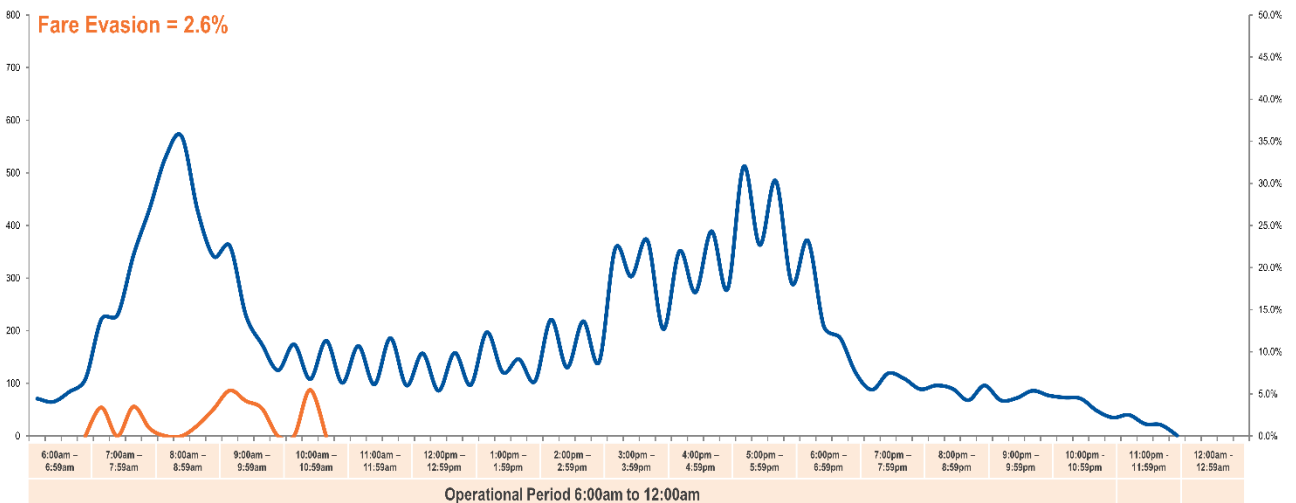


Passenger Boardings and Fare Evasion Percentage: Thursday 16th November

(6:00am to 12:00am)

Boarding Total = 13,651

345 Morning Pre-Peak	3,095 Morning Peak	5,014 Inter-Peak	2,942 Afternoon Peak	2,255 Evening Post-Peak
0.0%	2.0%	3.5%	n/a	n/a



Hunt Smarter.

