



Transport  
for NSW

# **Ticketing Quarterly Operations Dashboard – Q4 Oct-Dec 2021**

# Contents

1	Introduction .....	3
2	Glossary.....	4
3	Top up Percentage by Channel by Month.....	5
4	Default Fare % by Month.....	6
5	Adjustments by Contact Centre.....	7
6	Opal Cards ordered/issued by Channel.....	8
7	Active Cards .....	9
8	Law Enforcement Requests .....	10
9	Opal Reader Availability .....	11
10	Ticketing Payment Machine Availability .....	11
11	Negative Opal Card Balance.....	12
12	Opal Deposit Holdings .....	12

**Author:** Director of Technology Operations  
**Date:** 21-Feb-2022  
**Version:** 1  
**Reference:** Q4\_2021  
**Division:** Customer Strategy and Technology Division  
**Publish date:** February 2022

# 1 Introduction

---

This report is a representation of Operational related information across different segments of the Opal environment.

The data herein this report has been selected, collated and submitted for publishing based on an assessment of commonly requested information on Opal usage.

This report represents data for October, November & December 2021.

## 2 Glossary

---

- **Autoload** – A Top-up functionality which triggers an automatic load of a pre-defined value as nominated by a registered customer
- **13OPAL / Contact Centre** – The Opal support centre
- **Retailer** – An approved agent that can support provision of an Opal card or value
- **Default Fare** – A fare incurred when a card has not registered a Tap On or Tap Off activity
- **Top Up Machine** – A machine that provides a payment facility with the functionality to load value onto an Opal card
- **Website** – Reference to [Opal.com.au](http://Opal.com.au)
- **Readers** – A device in the Opal network that has the ability to “read” an Opal card value, and successfully validate or reject a Tap On or Tap Off. These may be located on approved Opal enabled Buses, or at Station, Ferry or Light Rail Locations within the Opal footprint.

### 3 Top up Percentage by Channel by Month

This graph represents the breakdown of channels that customers have utilised to top up value on their Opal Cards for the defined quarter.

A further explanation on each category is provided below.

**Autoload** – Customers that have utilised Autoload functionality to top up their Opal cards.

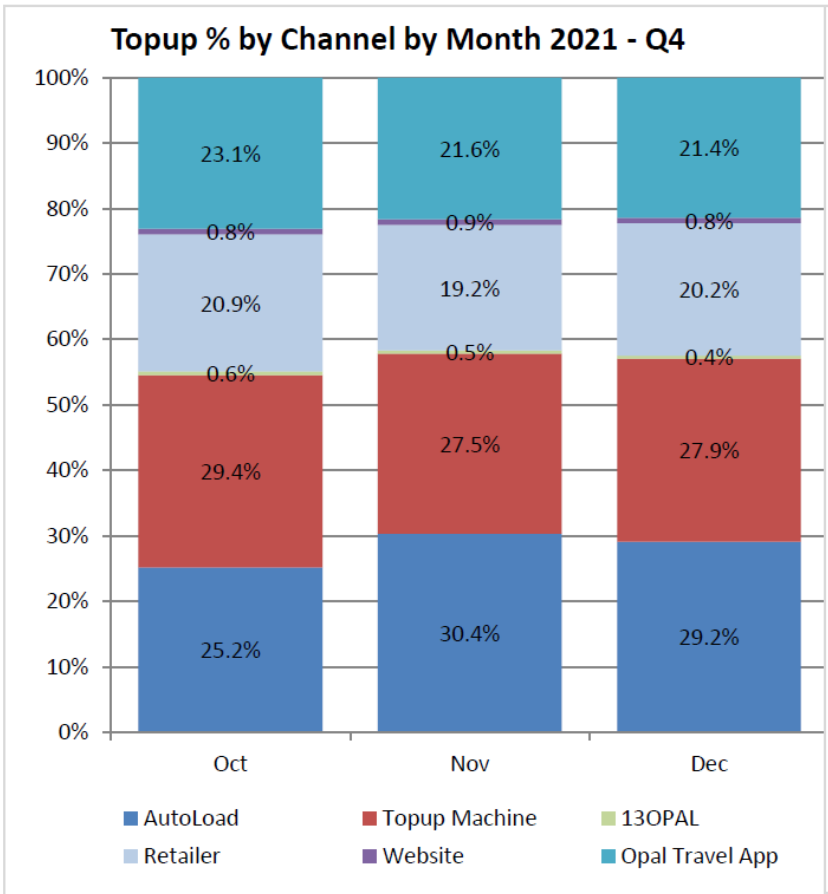
**Retailer** – Customers that have loaded value onto their Opal Card at a participating retailer.

**Top Up Machine** – Customers that have used a Top Up Machine located at a Station or Wharf to load value onto their Opal Card.

**Website** – Customers that have either used the mobile website or desktop site via Opal.com.au to perform a top up.

**13OPAL** – This includes customers that have been in contact with the 13OPAL contact centre to perform a top up. This also includes customers who have used the Interactive Voice Response system to perform a top up.

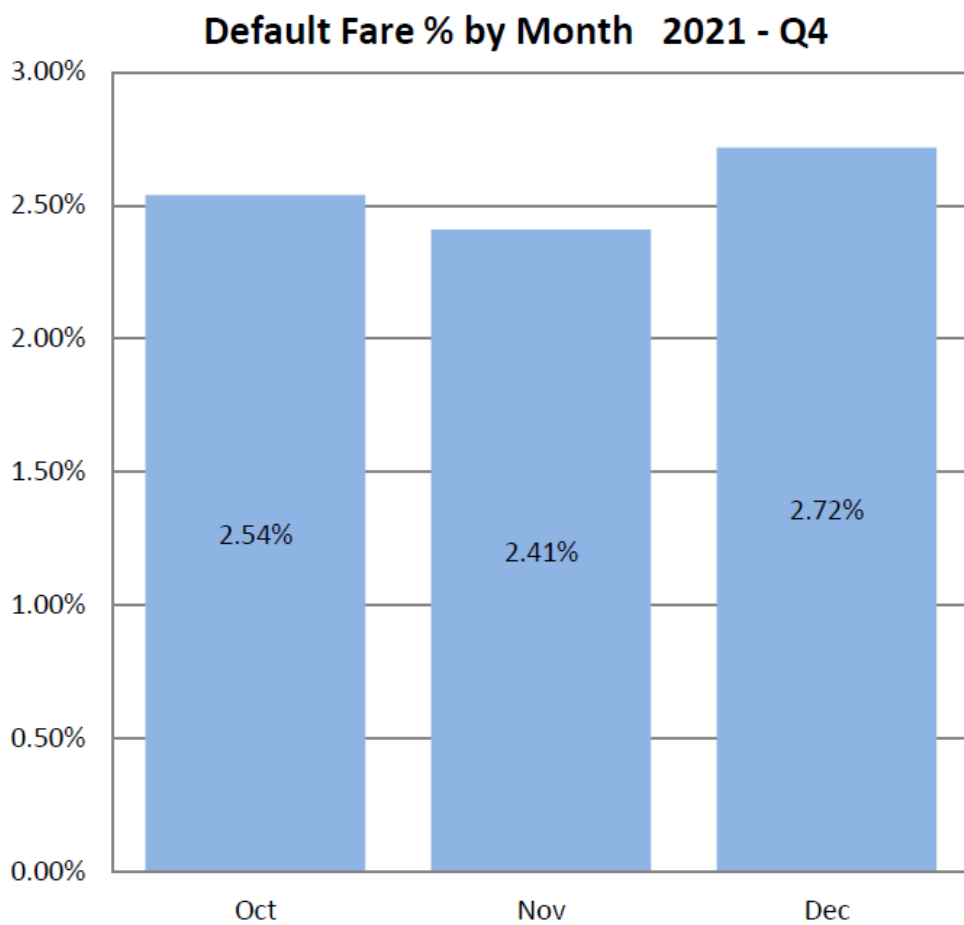
**Opal Travel App** – Customers that have used the Opal Travel App to load value onto their Opal Card.



## 4 Default Fare % by Month

---

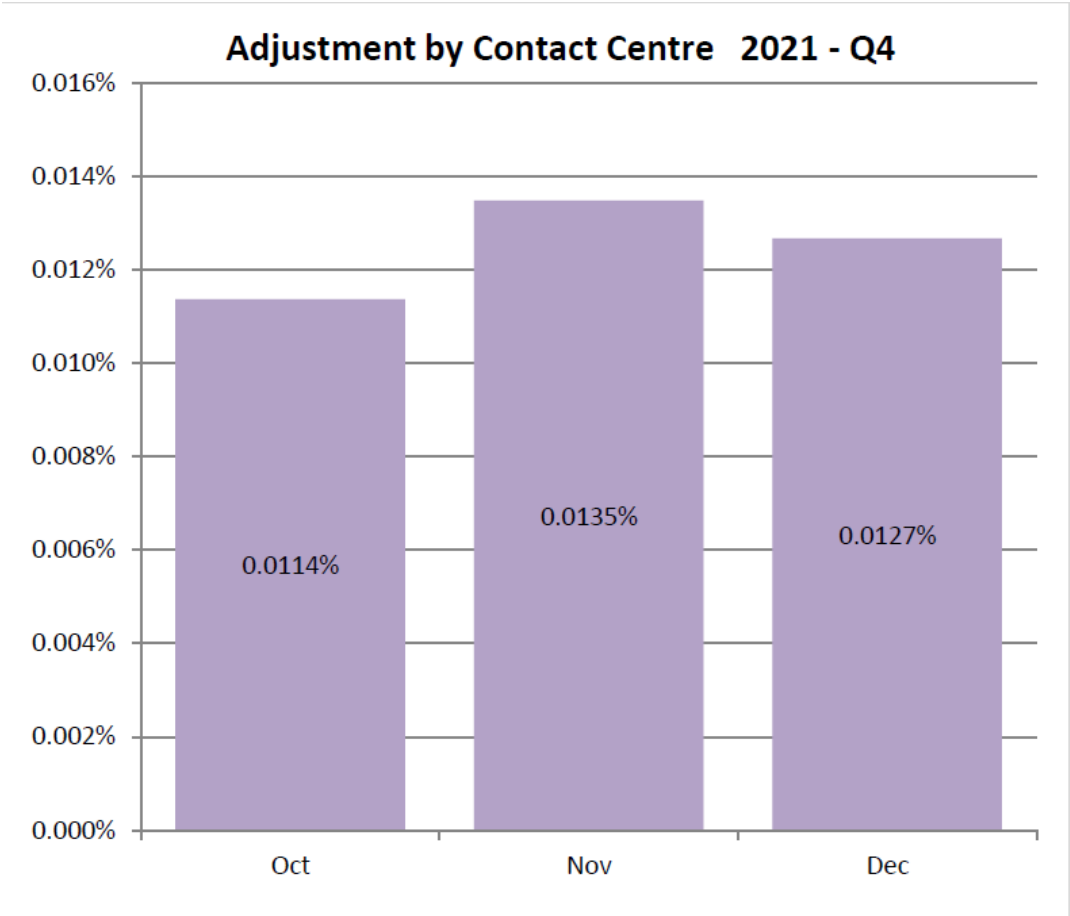
This graph represents the percentage allocation of Default Fares incurred by customers.



# 5 Adjustments by Contact Centre

This graph represents the total number of Adjustments made by the 13OPAL contact centre as a percentage of Total Journey's. This graph does not represent the dollar figure of these adjustments, but the ratio of raw adjustments made.

Adjustments can be made in response to multiple reasons, ranging from customer error to devices unavailable due to power related issues at a station.



# 6 Opal Cards ordered/issued by Channel

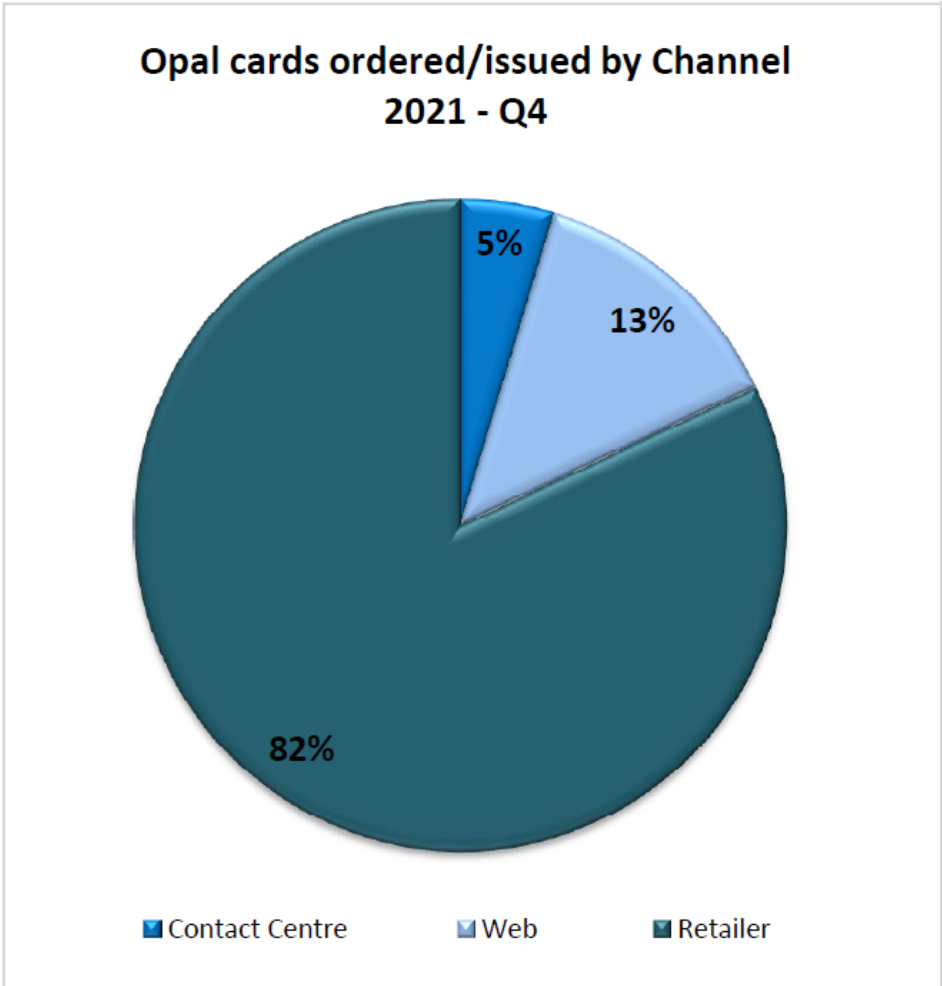
This graph represents the percentage comparison of Opal Cards ordered and issued across the multiple channels available for the defined quarter.

A further explanation on each category is provided below.

**Contact Centre** – Customers that have utilised the call centre functionality to order their Opal cards

**Website** – Customers that have raised an order via Opal.com.au via desktop or the mobile website directly.

**Retailer** – Customers that have been issued a card directly via an approved Retailer.





## 7 Active Cards

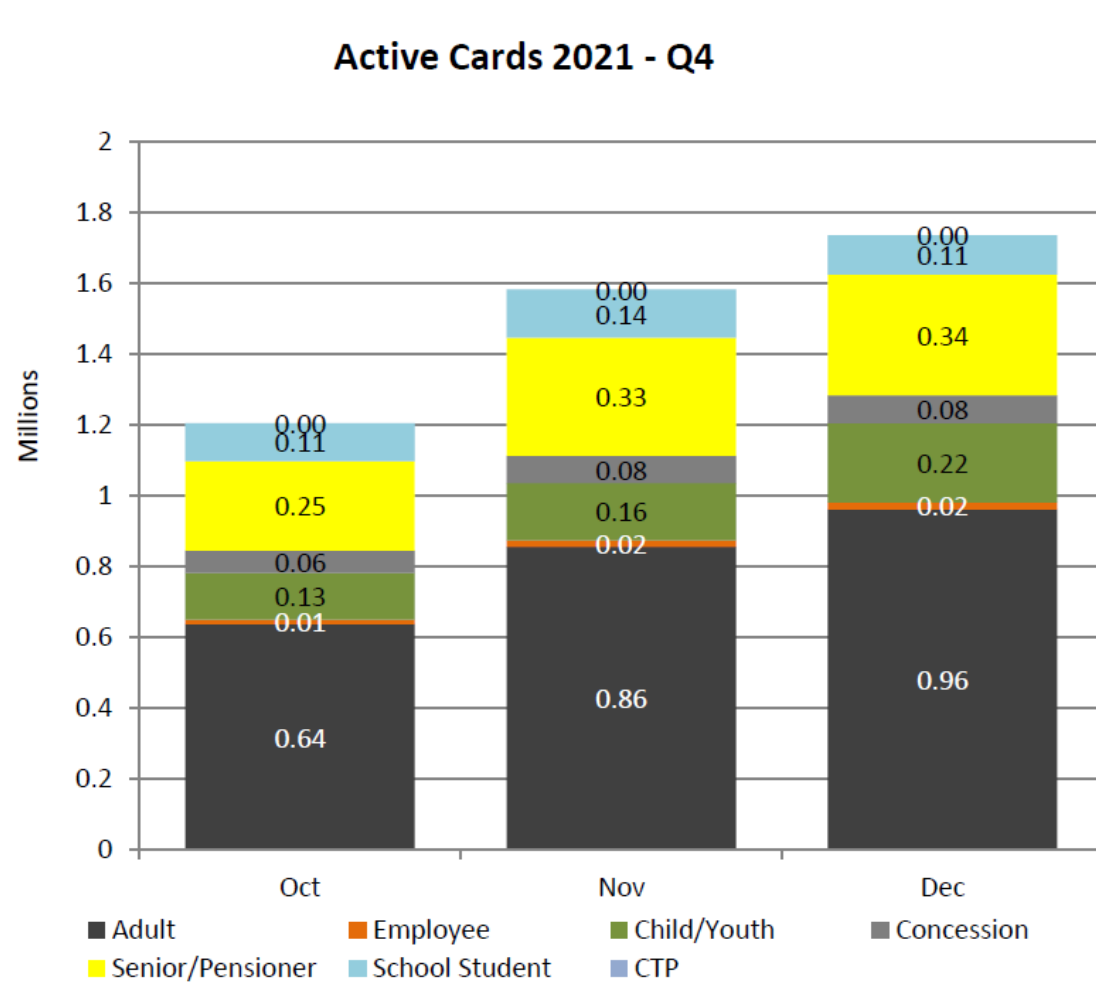
This graph represents the number of cards that were actively used throughout the defined quarter.

An Opal Card is considered active during a month, if it was used for travel at least once in that month.

The graph is representative of the number of *unique* active cards utilised throughout the defined month within the quarter.

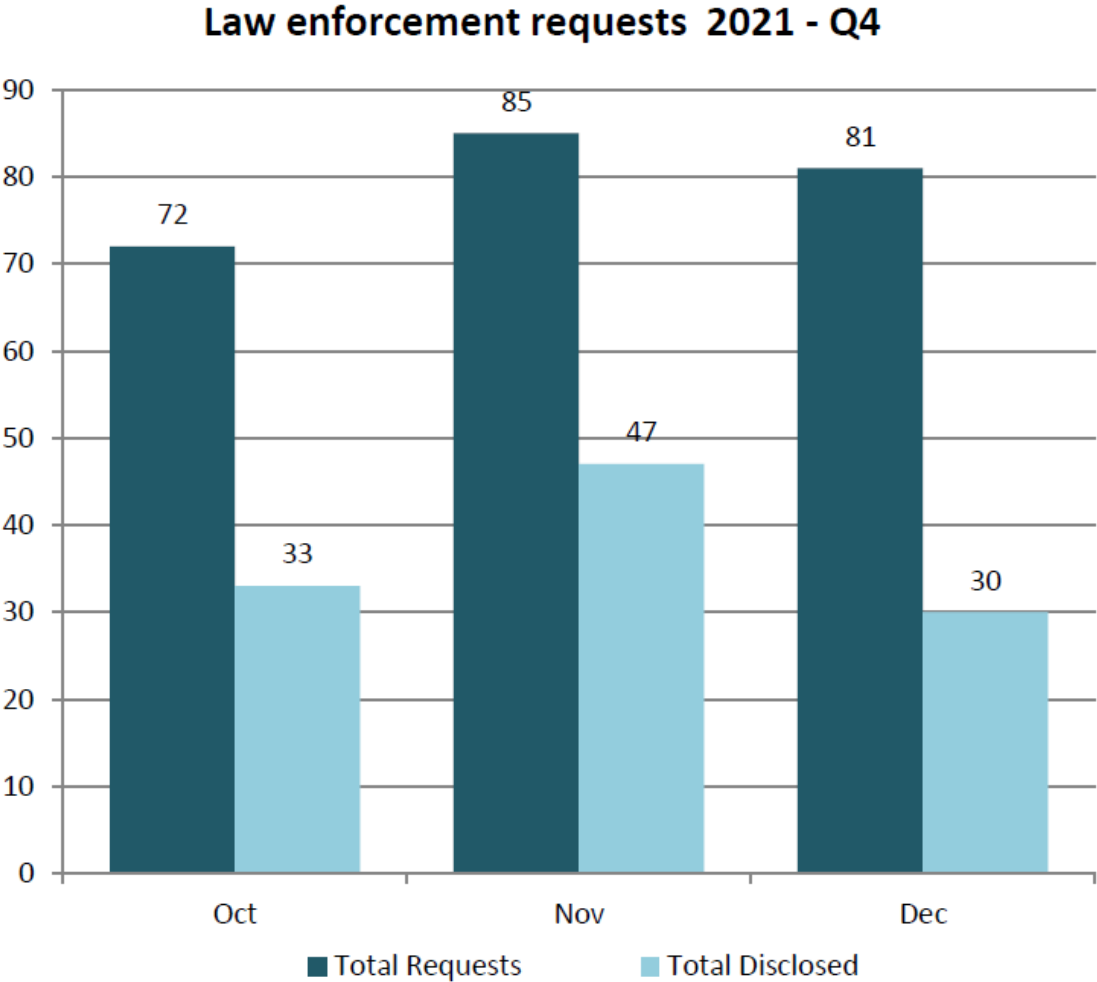
This is further broken down into Adult, Child/Youth, Concession, Employee, School Student and Senior/Pensioner usage in that time period.

The number of CTP (Contactless Transport Payments) are also included in the below graph, where customers tap-on using a credit card instead of an Opal Card.



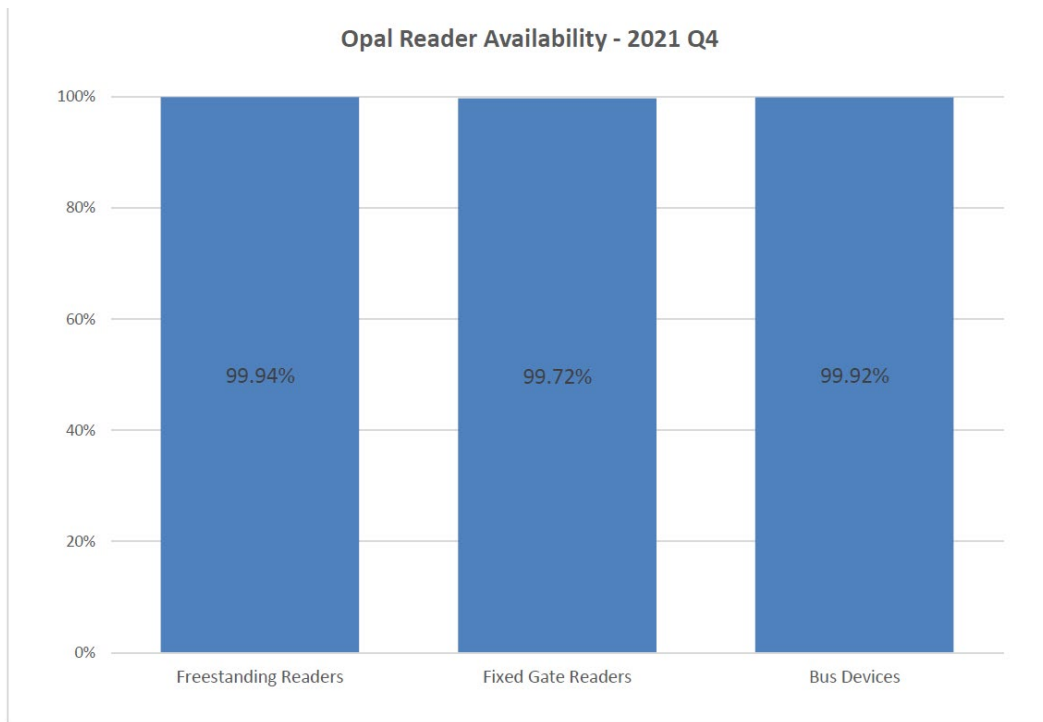
# 8 Law Enforcement Requests

This graph represents the number of Law Enforcement Requests that were requested and the number of those requests disclosed during the defined quarter.



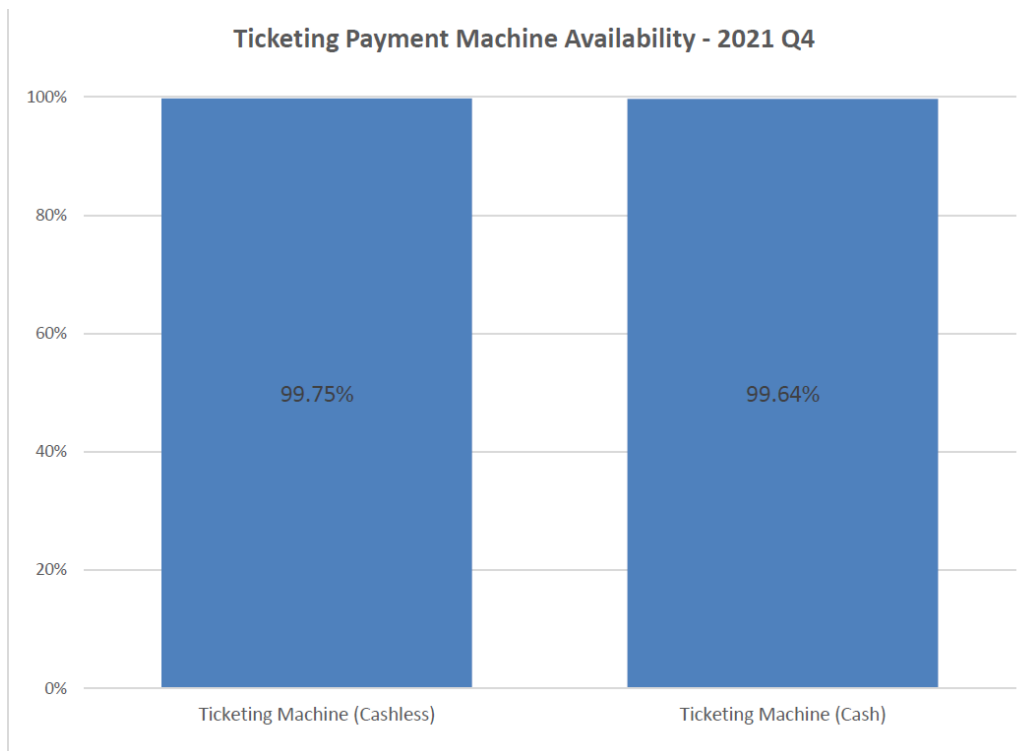
## 9 Opal Reader Availability

---

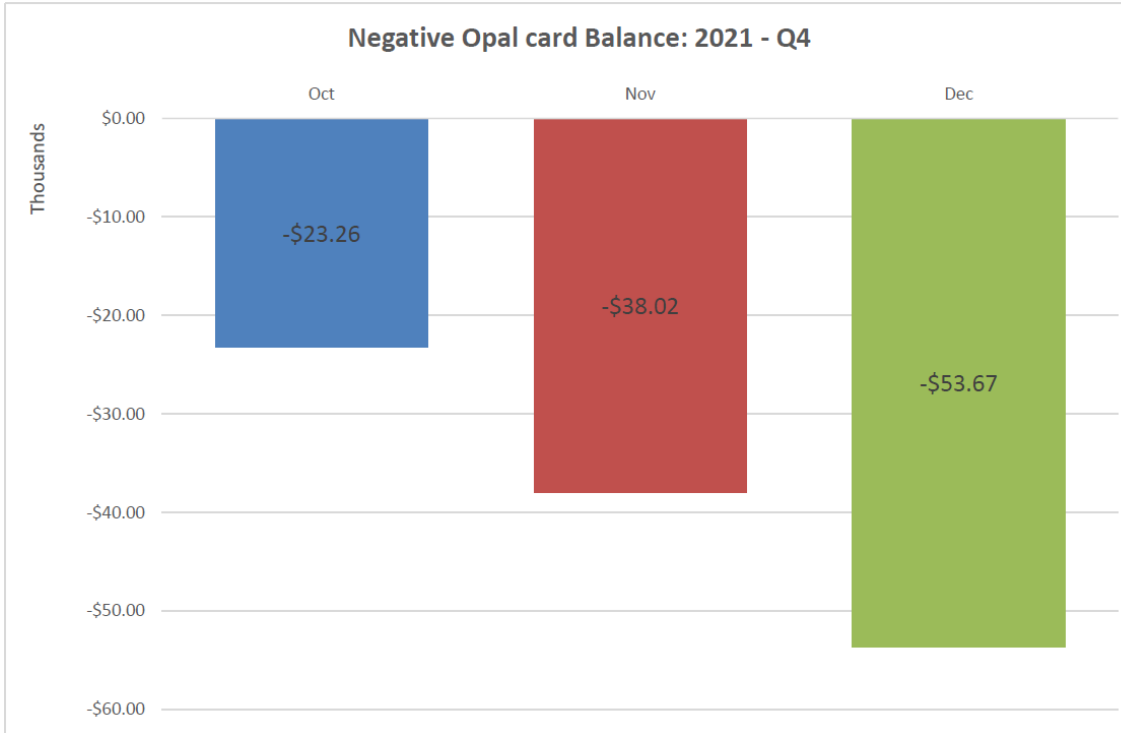


## 10 Ticketing Payment Machine Availability

---



# 11 Negative Opal Card Balance



# 12 Opal Deposit Holdings

