

LIRR & Metro-North Fare Evasion Update July 29, 2024

Partnership Across Both Railroads & MTAPD

Fare Evasion on the Railroads

- Open system without fare gates
- Opportunistic fare evaders who do not activate their mobile tickets

Joint Railroad Working Groups

- Developing solutions to address the Blue-Ribbon Panel's recommendations
- Monthly reviews with both Presidents
- Strong focus on improving fare collection and reducing fare evasion

MTAPD Collaboration

- Increased support, including more on-board patrols
- Fare disputes now taken off-board to keep paying customers on-time
- Commitment to train crew safety remains paramount



Customer Messaging

Updated Customer Campaigns

- Panel recommended stronger emphasis on the importance of paying the fare and the consequences for non-payment
- Digital screen ads in rotation at stations and on-board trains
- Event based Social media posts on Twitter, Facebook, Instagram
- On-board train announcements and station PA announcements
- TrainTime

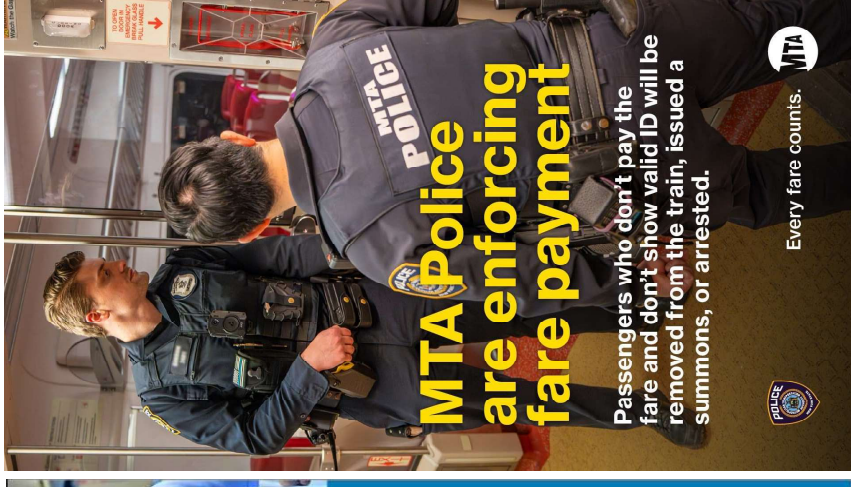


You keep us going

Your fares help us maintain and improve your service.

Always activate your ticket and pay the fare.



Long Island Rail Road



MTA Police are enforcing fare payment

Passengers who don't pay the fare and don't show valid ID will be removed from the train, issued a summons, or arrested.

Every fare counts.



Metro-North Railroad

Significant improvement in 2023 and into 2024

- Fare Not Collected (FNC) rate down from 5.7% in 2022 to 2.8% in 2023
- Total estimated revenue losses down 35% from \$21.4M in 2022 to \$13.9M in 2023
- June YTD FNC is 2.1% under 4% annual goal

Primary drivers

- Increased management focus on train crew performance
- Use of on-board video for non-punitive train crew follow-up
- Increased partnership among management, union leadership, train crews and MTAPD

Pre-Boarding Visual Ticket Inspection

- Held in Grand Central Terminal and Harlem 125th Street
- Overall positive customer feedback



Long Island Rail Road

FNC Rate Trending Down

- June YTD FNC is 6% slightly above 5% annual goal
- Steady improvement beating goal for April, May & June

Optimizing Staffing

- Using load weight data, adjusted over 90 Collector assignments
- West of Jamaica focus

Penn Station Pre-boarding validation

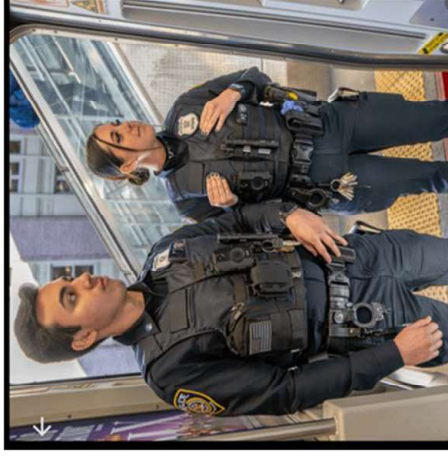
- MSG Events and select tracks during the PM Peak
- Gated over 44 evenings & 275,000 customers
- Multiple times per week



Policy Change

No Valid ID, No Invoice

- New Policy effective June 17th
- Aligned the railroads including the acceptable valid forms of identification
- With crewmember safety paramount, reinforced procedures on how to handle a rider who does not pay
- Systemwide customer messaging campaign
 - Train Crew handout to riders without ID
 - Over 588K distinct customers acknowledged the TrainTime welcome message
- Since implementation, overall invoice issuance has decreased by 30%, while MTAPD interactions have significantly increased



MTA Police are enforcing fare payment

Passengers who don't pay the fare and don't show valid ID will be removed from the train, issued a summons, or arrested. We appreciate your cooperation. Thank you for riding with us.

I acknowledge

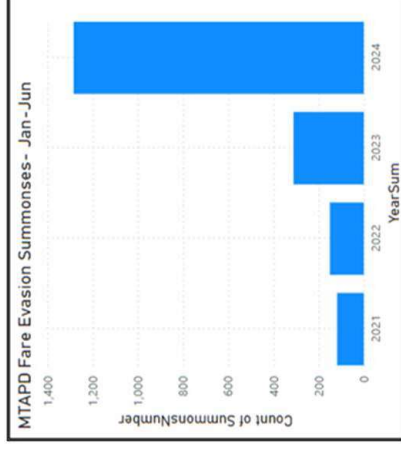
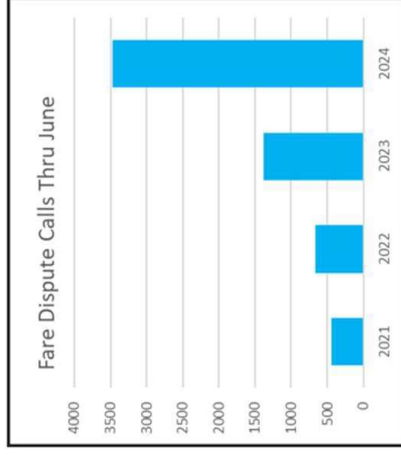
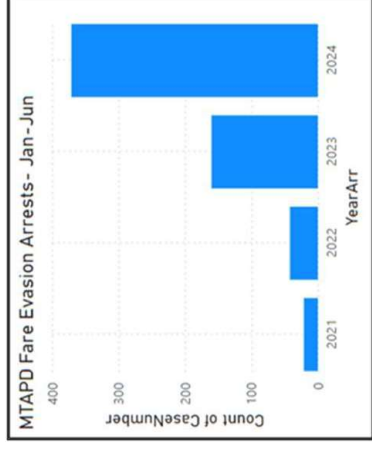
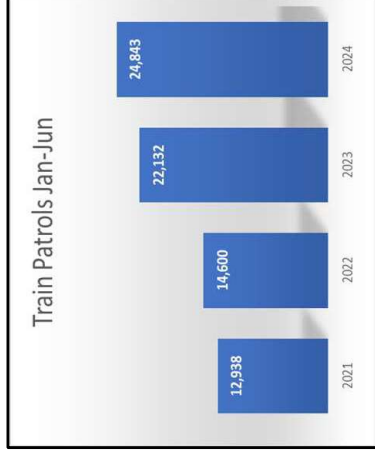
MTAPD Fare Evasion Program – LIRR & MNR

Collaboration

- Town Halls with Conductors
- New fare evasion policy
- Real time train patrol coordination
- Police Supervisors in rail centers

Patrol

- ~25,000 trains patrolled
- ~87,000 Station Inspections
- Officers assigned to key stations to assist Conductors on incoming trains



Next Steps

On-board Invoicing

- Additional improvements to target repeat offenders
- Rebranding as “Commitment to Pay” with stronger legal warning language

Fares and Tickets

- Evaluating ticketing and fare policies, including validity periods, ticket types and mobile ticket activation
- Exploring policy and technology solutions which can significantly limit fare evasion opportunities

Pre-boarding Programs

- Continue to monitor the effectiveness of pre-boarding ticket validation programs

