

Fare Evasion and Enforcement

March 2019



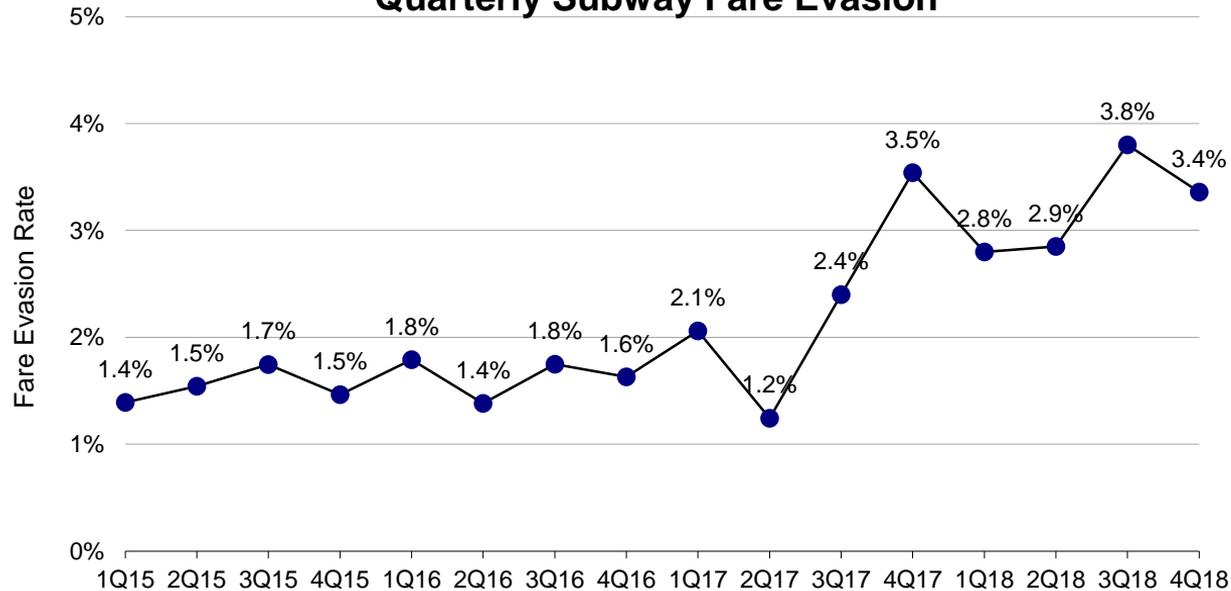
Fare Evasion Losses Grow

- Subway fare evasion rate: 3.2% in 2018
 - \$97M annual revenue loss in 2018
 - The 4Q18 rate of 3.4% indicates stabilization at the higher rate of fare evasion experienced through the past year
 - NYCT's level of subway fare evasion is slightly above peer averages
- Bus fare evasion rate: 18.4% in 2018
 - \$128M annual revenue loss in 2018
 - The 4Q18 rate of 21.9% represents a return to the dramatic continued increase in bus fare evasion observed since 3Q17
 - NYCT's level of bus fare evasion is more than double peer averages
- Total estimated fare evasion revenue loss is **\$225M** for 2018



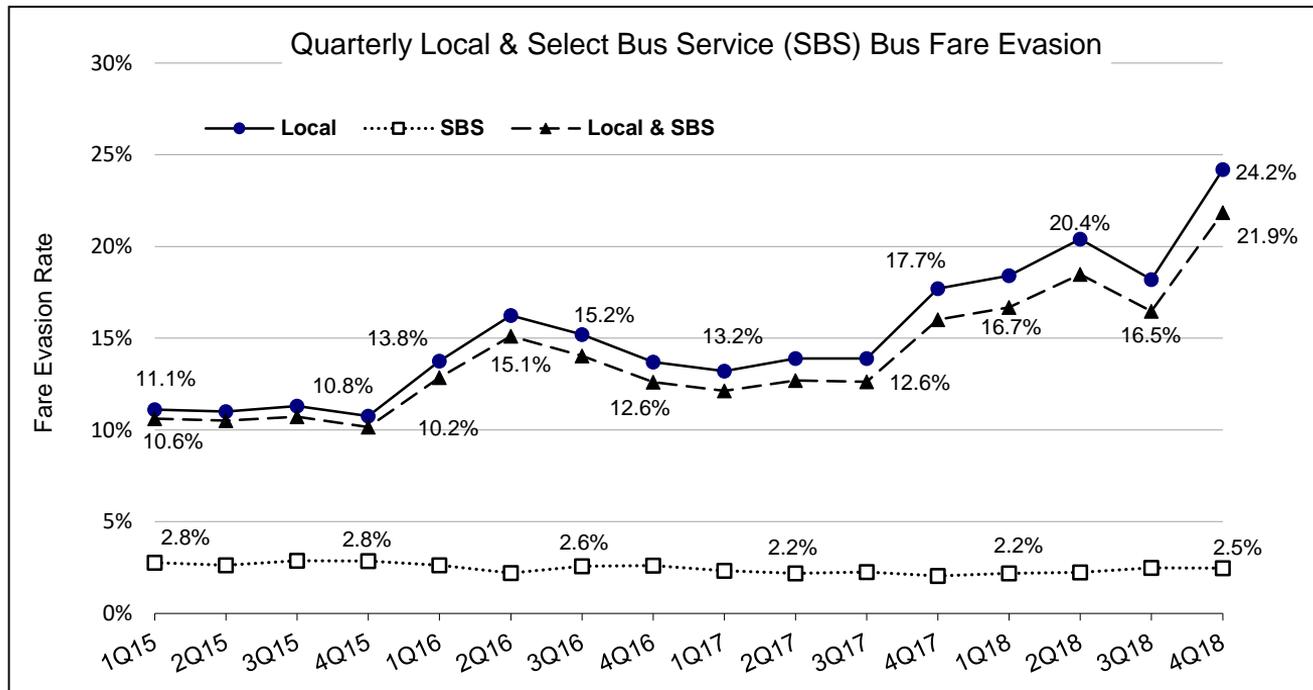
Fare Evasion: Subway

Quarterly Subway Fare Evasion



After a sharp increase in 2017, subway fare evasion appears to have stabilized at a level approximately twice the historical level

Fare Evasion: Buses



- Bus fare evasion has continued to rise, reaching a high of 21.9% in 4Q18
- Bus fare evasion is growing through all doors, but at a higher rate through the front door
- Bus fare evasion is growing most sharply during the AM peak period

Surveillance Cameras

- 5,246 cameras currently monitoring fare control areas at 173 stations (37% of all stations)
- Video feeds are received and reviewed by NYPD and the Security Command Center
- Exploring video analytics to identify fare evasion hot spots
- Cameras with the latest wireless technology will be installed at 50 new stations through a re-imagined process that represents a significant improvement over prior practice, bringing cameras to nearly 50% of all stations
- 5 new stations to be equipped in the summer, 45 by the end of the year



Fare Control Area Situational Awareness Displays

- NYCT will trial new technology to broadcast customer behavior in fare control areas within stations
- 10 targeted stations to roll out in the summer
- Cameras will increase real-time visibility of fare evaders



EAGLE Team Pilot on Local Buses

- 22 EAGLE teams currently patrol 17 SBS routes, which incorporate proof-of-payment and have a lower fare evasion rate (2.3%) than local buses
- Pilot of EAGLE teams on local bus service currently in place
- Focus on 3 Bronx routes, 2 Staten Island routes, and 1 geographic area
- EAGLE teams have issued over 5,000 summonses so far, whereas a negligible number were issued a year ago
- NYCT currently evaluating impact of pilot, which began 11/1/18



“Fare Enforcement Will Cost You” Campaign

- Fare evasion signage on emergency exit gates at all subway stations
- Fare evasion signage on buses, placed near entry/exit doors
- Floor signage at targeted subway stations
- Implementing audible passenger announcements



Hardening Emergency Gates

- Alarm reactivation pilot at 10 targeted stations
- Improved emergency exit mechanics and maintenance to ensure proper closing of gates
- Enhancement of half-height entry/exit gates
- New gate hardware to discourage opening in non-emergency situations
- Station wayfinders positioned strategically throughout subway system



Partnerships

- Enhance cooperation between Group Station Managers and the NYPD Neighborhood Coordination Officers on our subway system
- EAGLE TEAM to work with NYPD to launch pilot for joint fare enforcement on subways
- Accelerated interagency fare evasion task force coordination
- Increased focus on fare enforcement at all levels of NYCT



Fare Enforcement: Future

- Work with our partners in law enforcement to reinstate a police presence on the bus network
- On the subway, the number of C summonses and TAB summonses issued by the Transit Bureau has increased, although this has not yet reached historical levels
- OMNY: Our new contactless payment system
 - Proof-of-payment system that will facilitate more efficient enforcement action

