



Progress Report on Fare and Toll Collection

Update to the MTA Operating Committees

April 28, 2025





We're improving service so customers want to use the system



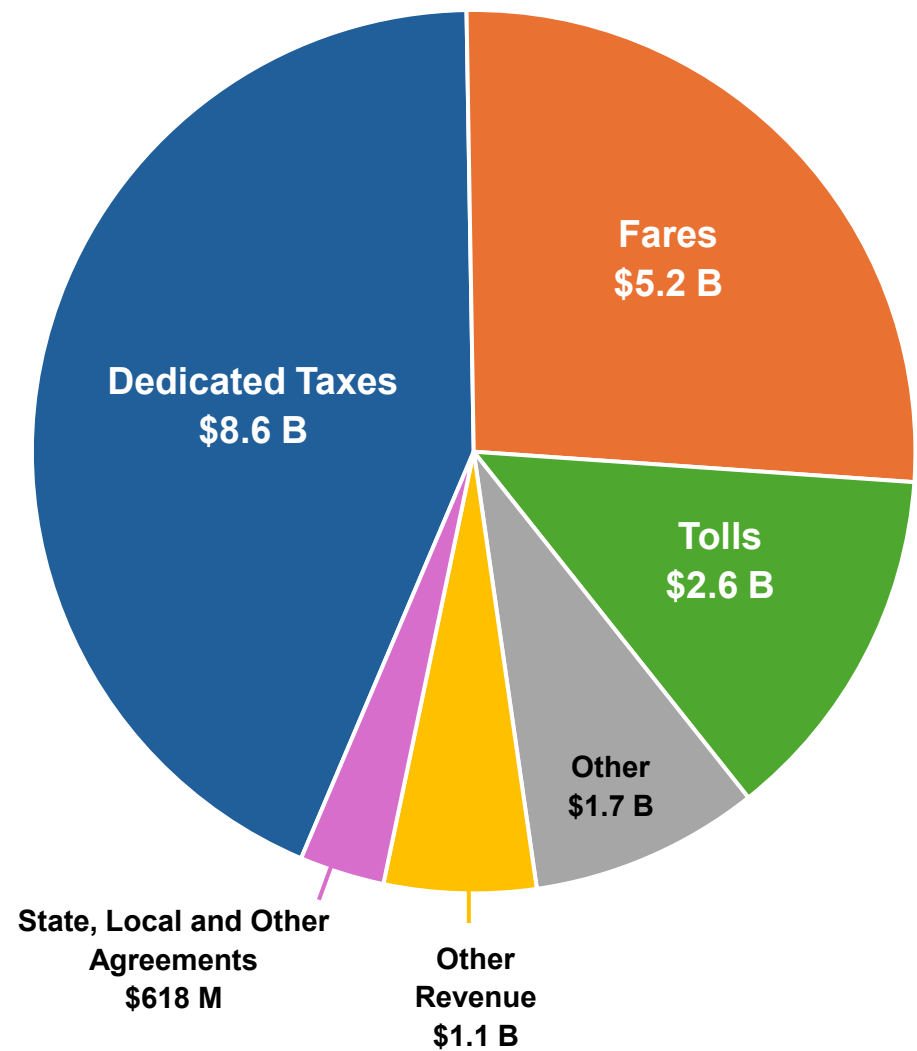
We're making it easier for customers to pay their fares and tolls



We're making it harder for people to evade the fare and toll



Fare and toll revenue accounts for almost 40% of the MTA’s operating budget



Source: MTA 2025 Adopted Budget

The pandemic tested the financial health of transit nationwide, especially in New York

The New York Times

N.Y. Subway, Facing a \$16 Billion Deficit, Plans for Deep Cuts

The transit agency will announce budget cuts on Wednesday. Officials are hoping federal assistance will help ease the crisis that the pandemic has created.



By Christina Goldbaum

Published July 21, 2020 Updated Nov. 25, 2020

Bloomberg

New York MTA Misses Its Fare Revenue Target by \$170 Million

- Transit system carried 67.4 million fewer riders than expected
- Omicron variant and crime keep riders off the system

By [Michelle Kaske](#)

April 25, 2022 at 4:19 PM EDT

Gothamist

NEWS

MTA Cuts Back Subway Service As Crews Face “Dramatic” Increase In COVID Rates



By Jake Offenhartz

Published Dec 27, 2021

THE CITY  **REPORTING TO NEW YORKERS**

MTA

MTA Already Looking Over ‘Fiscal Cliff’ as Federal Funds Near End of Line

Early-pandemic projections of ridership resurgence were way off, while congestion pricing is still just a dream. Turns out \$15 billion doesn't go as far as it used to.

BY JOSE MARTINEZ | JULY 25, 2022, 6:06 P.M.

Thanks to Gov Hochul and the Legislature, the MTA has added service and invested in subway safety

Adding service

- More off-peak service across 12 subway lines
- Quicker trips on 16 local bus routes starting in June; 8 express bus routes took effect in March
- Implementing a comprehensive bus redesign in Queens, the most bus-dependent borough
- Huge increase in LIRR service thanks to Third Track and Grand Central Madison

Investing in subway safety

- Major crime on the subways is down 11% this year
- More police in the system, including two officers on every train overnight
- Cameras in every car and LED lighting improvements in stations
- Expanding the SCOUT program to address cases of severe mental illness in the system

We're setting new ridership and service records

6 million

daily customers systemwide

**86% subways
customer journey time**

the highest in subway history

Historic highs on the railroads

99%

Metro-North on-
time performance

96%

LIRR on-time
performance

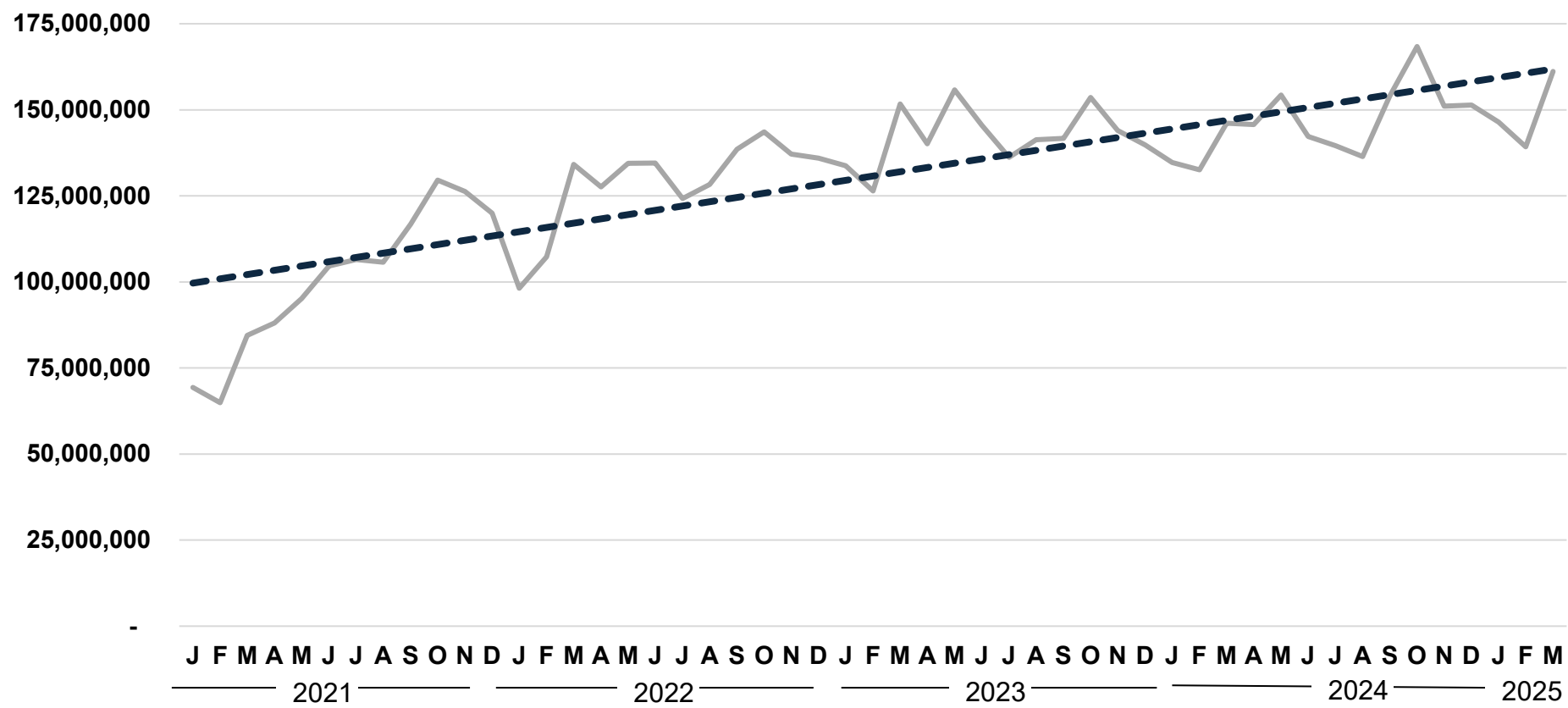
Up to

20% faster buses

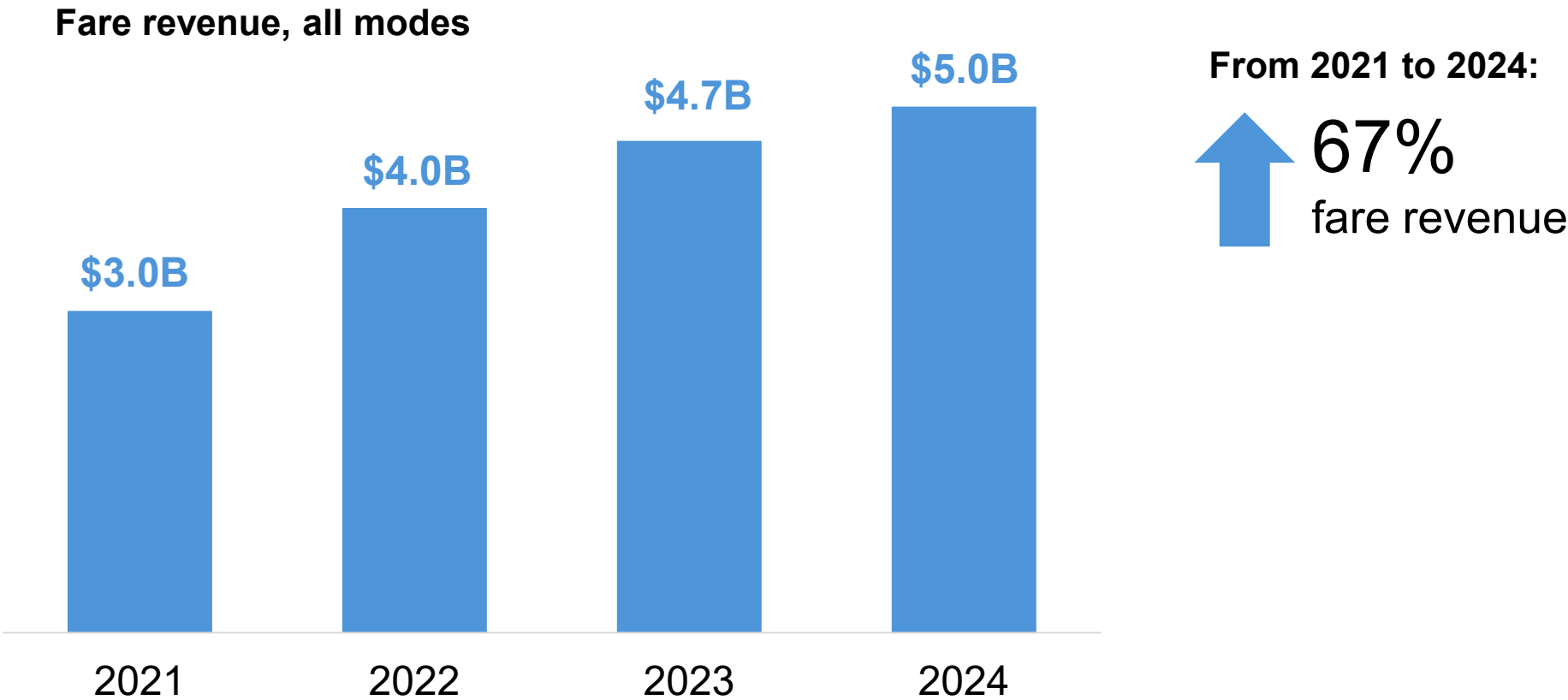
in Manhattan since launching the
Congestion Relief Zone

Ridership continues to grow

Monthly ridership since 2021, all modes



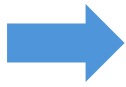
We have more riders, and more riders are paying



MTA Operating Revenue, metrics.mta.info



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It's never been easier to pay the fare

Tap-and-go is a win for transit customers

- Use your existing credit card or phone wallet
- Can set to auto-refill or just tap your phone
- Never pay for more than 12 trips in one week



Tap-and-go is available to all customers

Full-Fare

Fair Fares

Students

Paratransit

Pre-tax

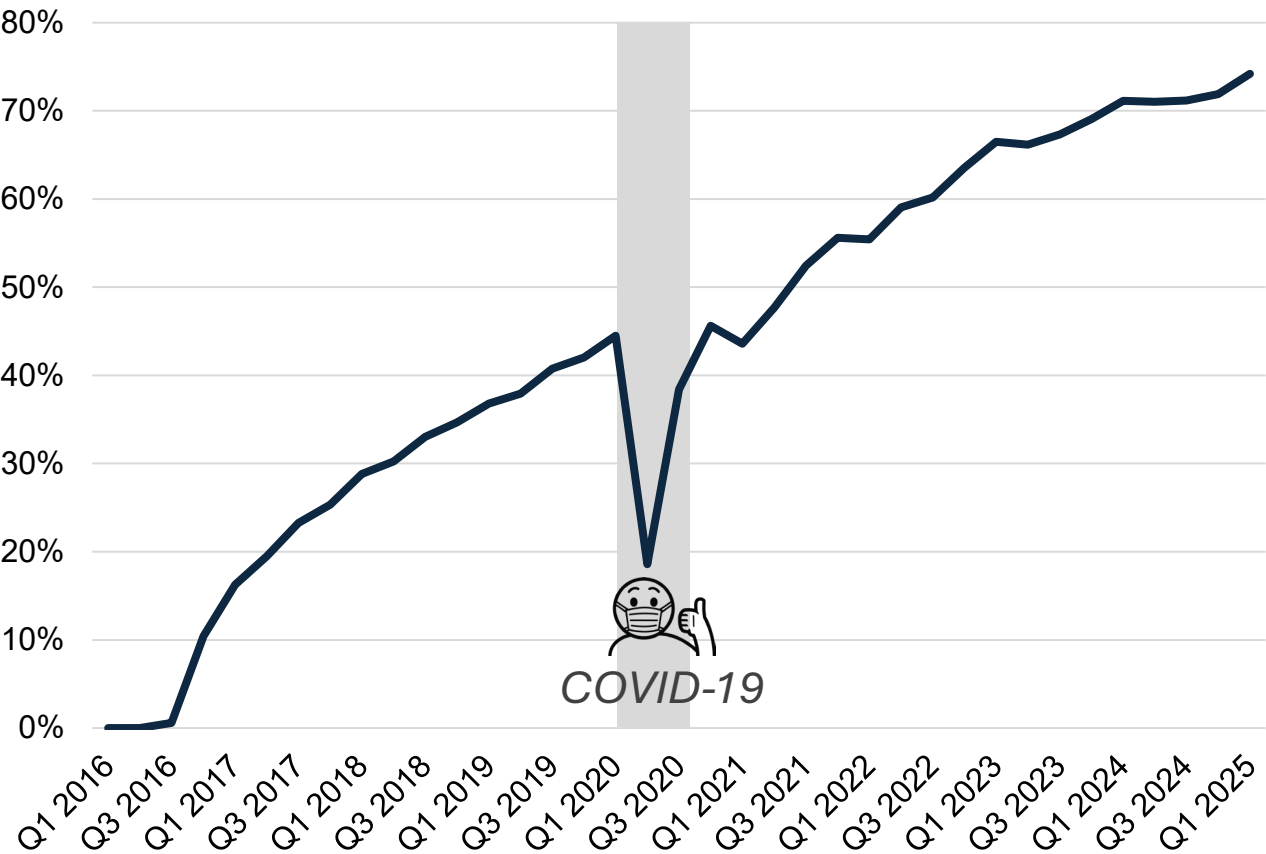
Reduced Fare

Station agents, out of their booths, help riders pay the fare



The TrainTime app makes it easy to buy and use commuter rail tickets

TrainTime market share



4x
more market share since 2017

71%
of all railroad ticket revenue

93%
of customers use the app to look up
schedules and/or purchase tickets

4.9★
App Store rating

Open-road tolling has dramatically improved toll collection

- No more backups at toll plazas
- Customers can choose to pay per trip or automatically replenish their account
- New and improved E-ZPass website and app





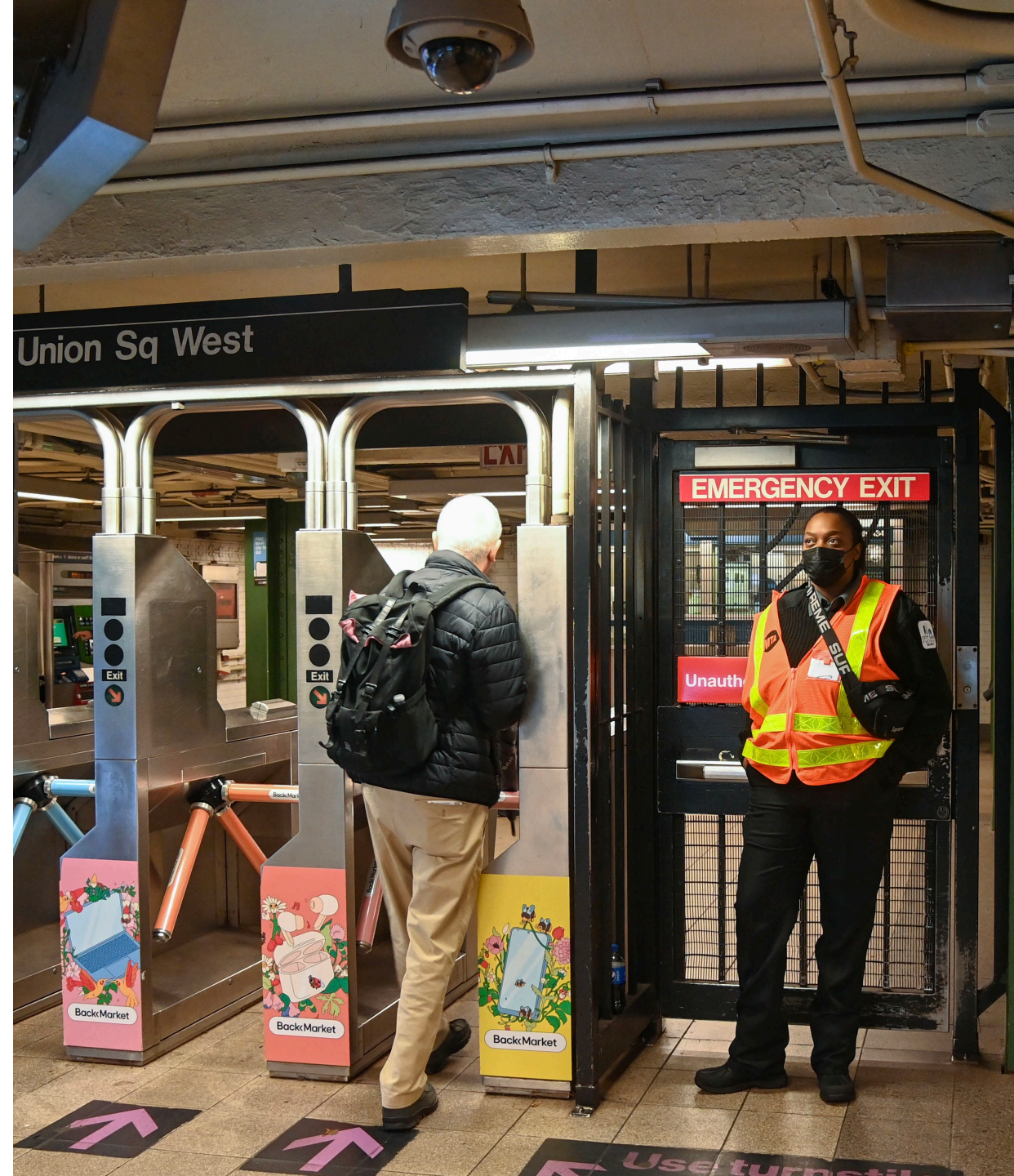
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We're fortifying the station environment

Deployed gate guards at more than 200 stations

→ 36% decrease in fare evasion at those stations during deployments

Modified 90% of all turnstiles to prevent back-cocking

Implemented delayed egress at over 70 stations

→ 10% drop in total fare evasion

→ On track to expand to 150 stations by end of year

Installed sleeves and fins on turnstile arms

→ 60% fewer jumps



More fare enforcement in the subway system...



...and on buses, with EAGLE Team deployments

Locations selected for higher rates of fare evasion, balanced with demographic considerations

→ ~140 locations reached per week

→ 1,500 trips daily

Three consecutive quarters of decrease in the rate of bus fare evasion

→ Paid boardings increased 7% at EAGLE intervention stops



Speeding up fare collection on the commuter railroads



Tickets must be purchased and activated prior to boarding

LIRR

1.2M

customers validated



LIRR now performing daily weekday ticket checks at Penn Station

Metro-North

345K

customers validated

Key findings:

- Overall positive customer feedback
- Continuing to see improvements in customer behavior by having tickets ready
- No impacts to service performance

Conductors and MTAPD are enforcing the fare

Fewer onboard invoices are issued today compared to May 2024

↓ 66% LIRR CTPs issued

↓ 31% Metro-North CTPs issued

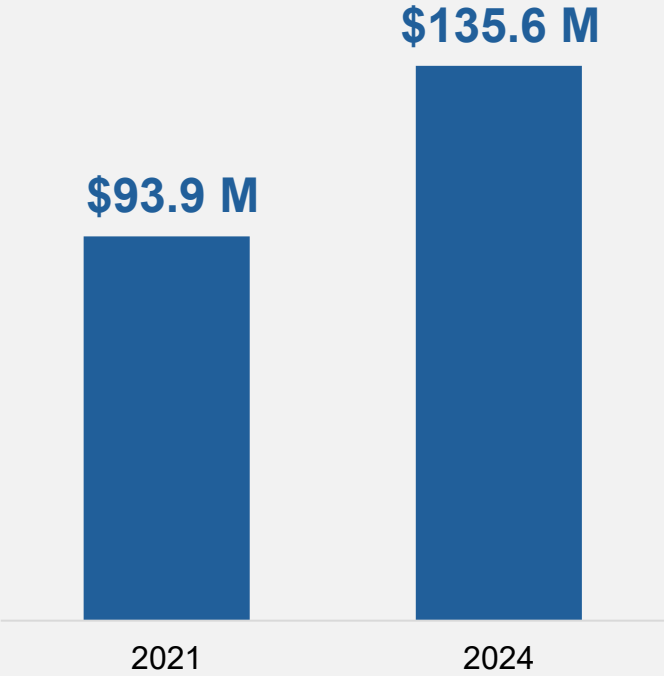
MTAPD summonses and arrests for fare evasion have increased

	Summonses	Arrests
LIRR	+295%	+135%
Metro-North	+162%	+50%

Source: MTA Police Department
Summonses and arrests increases compare 2024 to 2023

Toll revenue recovery is growing

Revenue recovery has increased 44% since 2021



The interagency task force is catching drivers with ghost plates



45,112 summonses



4,431 vehicles towed



1,025 arrests

Interagency Task Force, 2024 - Present

We continue to advocate for stronger consequences and public safety

- Consequences for theft of service are critical for effective fare collection enforcement
- MTA's Criminal Justice Advocate working with District Attorneys to prosecute theft of service and other transit crimes
- Sustained police presence on trains and in stations
- NYPD commitment to work with DAs to prosecute crimes in the transit system



Looking forward

- Full tap & go by end of 2025
- Proof of payment on buses in 2026
- Refreshed railroad ticketing policies
- Continued system hardening:
 - More turnstile physical interventions, including 100% back-cocking modifications complete by summer 2025
 - Delayed egress at 150 stations total by end of 2025
 - Modern fare gates at 20 stations in 2025 and 20 stations in 2026

Up next: modern fare gates

- 4 modern fare gate models have been shortlisted
- The 4 vendors will test models at 5 locations each, for a total of 20 stations including:
 - Atlantic Av-Barclays Ctr
 - 14 St-Union Square
 - 42 St-Port Authority Bus Terminal
 - Delancey St-Essex St
 - Nostrand Av
 - Crown Heights-Utica Av
 - Jackson Heights-Roosevelt Av
 - Forest Hills-71 Av
- New fare gates will be installed starting in Fall 2025

