



## Metropolitan Transportation Authority

State of New York

August 1, 2023

Ms. Carmen Maldonado  
Audit Director  
The Office of the State Comptroller  
Division of State Government Accountability  
59 Maiden Lane, 21<sup>st</sup> Floor  
New York, NY 10038

**Re: Final Report #2022-F-23 (Fare Evasion)**

Dear Ms. Maldonado:

This is in reply to your letter requesting a response to the above-referenced final report.

I have attached for your information the comments of Patrick Warren, MTA Chief Safety Officer, which address this report.

Sincerely,

A handwritten signature in blue ink that reads "Janno Lieber".

Janno Lieber

c: Laura Wiles, MTA Chief of Staff  
Michele Woods, Auditor General, MTA Audit Services



## Metropolitan Transportation Authority

State of New York

July 31, 2023

Mr. Janno Lieber  
Chair and Chief Executive Officer  
Metropolitan Transportation Authority  
2 Broadway, 20th Floor  
New York, NY 10004

**Re: 30-Day Response to New York Office of the State Comptroller, *Fare Evasion*, Report #2022-F-23 (Follow-Up to Report #2019-S-7)**

Dear Chair Lieber:

This information is provided in response to Audit Report 2022-F-23, issued by the New York State Office of the State Comptroller (OSC) on June 22, 2023. OSC issued Audit Report 2022-F-23 as a follow up to its Audit Report 2019-S-7, *Fare Evasion*, issued on April 15, 2021.

The stated purpose of Audit Report 2022-F-23 was to assess the MTA's actions, as of April 20, 2023, in implementing the 19 recommendations contained in Audit Report 2019-S-7. Those recommendations related to fare evasion on the subway and bus services operated by MTA New York City Transit (NYCT) and MTA Bus. In addition to NYCT, certain recommendations also related to the work of MTA Construction & Development, the MTA's Office of Safety & Security, the MTA's Customer team, and the MTA's Office of Strategic Initiatives.

In Audit Report 2022-F-23, OSC overwhelmingly concludes that its recommendations are deemed Implemented (13 out of 19) or No Longer Applicable (1 out of 19).

Only a few recommendations are deemed by OSC to be either Partially Implemented (4 out of 19) or Not Implemented (1 out of 19). For the reasons set forth below, the MTA respectfully does not believe these few classifications are accurate or appropriate. Nor does the MTA believe that these classifications indicate any lack of legal compliance, any lack of operational diligence, or any need for further action on the MTA's part.

*The agencies of the MTA*

MTA New York City Transit  
MTA Long Island Rail Road

MTA Metro-North Railroad  
MTA Bridges and Tunnels

MTA Construction & Development  
MTA Bus Company

Initially, it should be noted that the MTA's own independent efforts on fare evasion are extremely substantial – indeed, going well beyond the issues addressed in either Audit Report 2022-F-23 or Audit Report 2019 S-7.

As you know, under your direction, in 2022 the MTA convened a blue-ribbon panel of outside civic leaders to address the issue of fare evasion. The panel's report was issued in May of 2023, and was immediately provided to OSC. The report lays out a substantial new analysis of the issue of fare evasion, and makes dozens of recommendations for how to reduce evasion across the entire MTA organization. The report proposes a new rubric – the "Four Es" – intended to reduce evasion by a multi-pronged strategy of Education, Equity, Environment (design and technology), and Enforcement.

As was noted in The New York Times: "The report offers the clearest picture of how and where the MTA is losing money [to evasion], and what tools the authority is experimenting with" to reduce evasion. MTA leadership endorses the "Four Es" approach. We are now working diligently to assess and implement the report's recommendations. Substantial progress has already been made, as was publicly reported at the MTA committee and board meetings on July 17 and 19, 2023.

Separate and apart from the work of the blue-ribbon panel, MTA leadership has long been intensely focused on the issue of fare evasion. Many of these innovative efforts predate the report of the blue-ribbon panel, and were documented and commended by the panel.

Under the circumstances, it seems appropriate to focus this response on the five items that OSC deemed to be either Partially Implemented or Not Implemented:

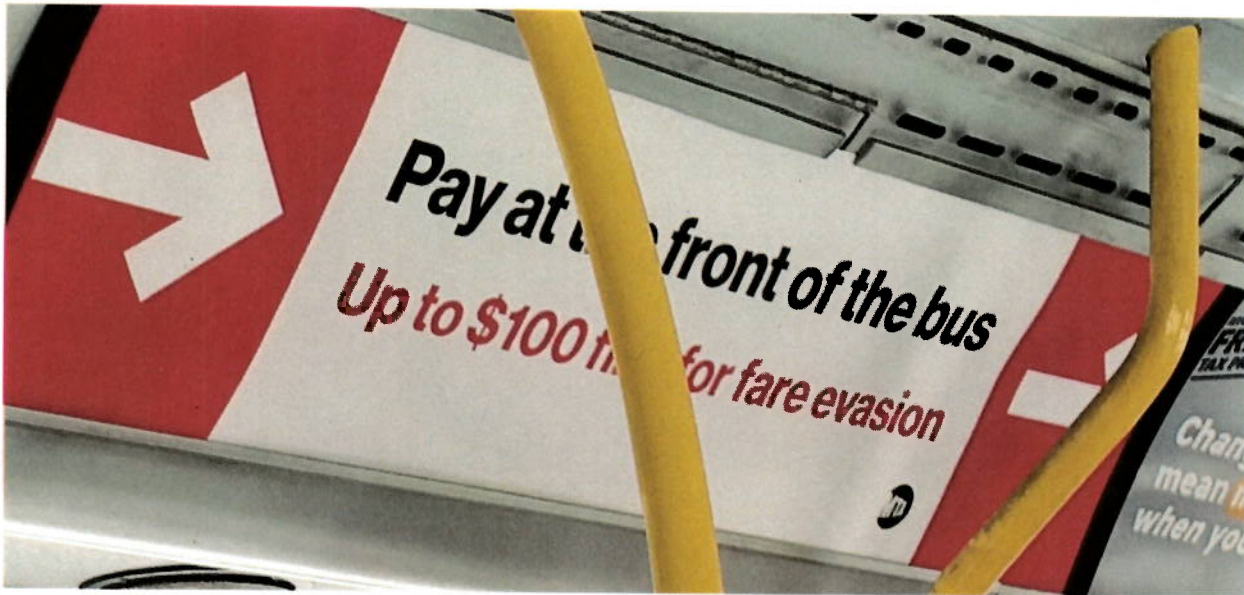
Recommendation 2

*"Ensure that key areas of bus stops and buses contain fare evasion and payment signage that is clearly visible and well-maintained. Signage should include instructions for purchasing a ticket when machines are out of order and notification that fare evaders are subject to a fine."*

*Status - Partially Implemented*

[remainder of page intentionally left blank]

MTA Response - Appropriate messaging is widely distributed at bus stops, on buses, and via other MTA communication channels. Signage frequently includes statements that fare evaders are subject to a fine. Here is an example that was previously provided to OSC, prior to its issuance of Audit Report 2022-F-23:



Moreover, the MTA is actively proceeding with the transition to OMNY and with plans to retire MetroCard. Appropriate judgments are made about when it is, or is not, still cost-effective to update aspects of our system that are unique to MetroCard. Instructions regarding physical tickets for Select Bus Service are an example of this, as such tickets will no longer be used in an all-OMNY system.

### Recommendation 3

*"Ensure that appropriate languages for the neighborhoods are used for SBS bus stop signage."*

*Status - Not Implemented*

MTA Response – Appropriate multilingual signage is widely available at bus stops. An example, attached here as Exhibit A, was previously provided to OSC.

**Recommendation 9**

*“Ensure that fare enforcement practices are consistent among different EAGLE Teams.”*

*Status – Partially Implemented*

MTA Response – EAGLE Teams consistently act in a highly professional manner and consistent with MTA policies and procedures. Those policies and procedures permit EAGLE Team members to exercise discretion. This can involve, case by case, balancing the need for fare enforcement against other factors such as the speed of service and the safety of MTA employees and the riding public.

OSC reports that it observed a few instances where different EAGLE Team members, at different times and places and under different circumstances, exercised their discretion in different ways. This is the nature of discretion, and not an indication of any shortfall in consistency.

**Recommendation 11**

*“Re-evaluate mechanical design and positioning plans of subways entrances and exits, and make changes as warranted.”*

*Status - Partially Implemented*

MTA Response – MTA provided OSC with extensive documentation regarding a wide range of ongoing efforts to study and implement various anti-evasion adjustments to subway fare arrays. The scale of the subway system is massive, with nearly 500 stations and over 1,000 fare arrays. Accordingly, it is crucial to study and pilot a range of possible solutions before deciding which ones to adopt across the system. The fact that this work is ongoing reflects the MTA’s diligence, and not any shortfall in evaluation or implementation.

This issue is also extensively discussed in the report of the blue-ribbon panel. In response to the panel’s recommendations, the MTA has committed to issue a request for information (RFI) to the fare array industry within 2023. The RFI will call for industry’s best ideas for the next generation of fare arrays. It is anticipated that the RFI will be followed by efforts to identify and pilot various next-generation solutions. Various anti-evasion modifications to the existing fare arrays also are currently in the testing or implementation stages, in follow-up to the panel’s recommendations. All these steps are part of the larger ongoing effort to mitigate fare evasion by physical and technical means – i.e., the Environment prong of the “Four Es.”

**Recommendation 14**

*"Continuously assess and revise as necessary the methodologies used to calculate and report fare evasion statistics."*

*Status – Partially Implemented*

MTA Response - The MTA does continuously assess and revise these methodologies. Information about this was provided to OSC prior to issuance of its report. It is in the nature of such assessment and revision that it is continuous. Accordingly, to characterize this as Partially Implemented is not an indication of any shortfall on the MTA's part, but simply a description of a healthy process.

We thank OSC's staff for their courtesies and cooperation during this process.

Very truly yours,



Patrick Warren  
Chief Safety Officer


cc: Richard Davey, President, New York City Transit  
Jon Kaufman, MTA Chief of Strategic Initiatives  
Shanifah Rieara, MTA Acting Chief Customer Officer  
Jamie Torres-Springer, President, MTA Construction & Development

## **Exhibit A – Multilingual Bus Stop Signage (see Recommendation 3 above)**

### **Welcome Aboard**

**Fare required. Fare evasion can result in a fine of up to \$100.**

**Pay your fare and board with:**

**OMNY:** Tap your contactless card  or smart device. Visit [omny.info](https://omny.info)

**MetroCard:** Visit [mta.info](https://mta.info), "Fares & Tolls"

**Coins (no pennies) on local and SBS only.**

**For reduced fare eligibility, visit:**

- [nyc.gov/accessfairfares](https://nyc.gov/accessfairfares) or call 311.
- [new.mta.info/reduced-fare](https://new.mta.info/reduced-fare) or call 511.

**Get bus arrival times and information:**

- Text bus stop code to 511123 or scan QR code (see other panel)
- Use our MYmta app
- Tweet us @NYCTBus or Chat on WhatsApp: [new.mta.info/whatsapp](https://new.mta.info/whatsapp)
- Call 511. Say "subways and buses." Press "3" after transfer. (6 AM to 10 PM daily)

### **For Your Safety**

#### **Outside the Bus**

Stand back as the bus arrives.

Let passengers off, then board.

Hold railings when boarding bus.

Stay back when wheelchair ramp is deployed.

Never cross in front of the bus.

Watch for cars, always use crosswalks.

Step back from curb when bus turns.

#### **Inside the Bus**

Remain seated.

Hold railings when standing or exiting.

Keep aisles clear.

Keep strollers folded.

Don't block or lean on doors.

Don't talk to the bus operator while the bus is moving.


Always remain alert when wearing headphones or using electronic devices inside and outside the bus.



### **Bienvenido a bordo**

**Pago obligatorio de tarifa. La evasión de pago de la tarifa puede dar lugar al cobro de una multa de hasta \$100.**

**Pague la tarifa y aborde con:**

**OMNY:** Toque su dispositivo inteligente  o tarjeta sin contacto. Visite [omny.info](https://omny.info)

**MetroCard:** Visite [mta.info](https://mta.info), "Tarifas y peajes"

**Monedas (no se aceptan centavos) solo en servicios locales y de SBS.**

**Para obtener información sobre la elegibilidad para la tarifa reducida, visite:**

- [nyc.gov/accessfairfares](https://nyc.gov/accessfairfares), o llame al 311.
- [new.mta.info/fares/reduced-fare](https://new.mta.info/fares/reduced-fare), o llame al 511.

**Para obtener información y horarios de arribo de autobuses:**

- Envíe un mensaje de texto con el código de la parada de autobús al 511123 o escanee el código de QR (ver el otro panel).
- Use nuestra aplicación MYmta.
- Envíenos un tuit a @NYCTBus o un mensaje por WhatsApp a [new.mta.info/whatsapp](https://new.mta.info/whatsapp)
- Llame al 511. Diga "Subways and Buses", luego "Translator". (De 6 a. m. a 10 p. m., todos los días).

### **Para su seguridad**

#### **Fuera del autobús**

Apártese cuando llegue el autobús.

Ceda el paso a los pasajeros que bajan, luego suba.

Sujétese de las barandillas al subir al autobús.

Permanezca alejado cuando se despliegue la rampa para silla de ruedas.

Nunca se cruce frente al autobús.

Tenga cuidado con los automóviles, utilice siempre los pasos de peatones.

Apártese del bordillo de la acera cuando el autobús gire.

#### **En el autobús**

Permanezca sentado.

Sujétese de las barandillas cuando esté de pie y al bajar del autobús.

Mantenga los pasillos despejados.

Mantenga plegados los carritos para bebés.

No se apoye en las puertas ni las bloquee.

No converse con el conductor del autobús mientras el vehículo esté en movimiento.

Manténgase siempre alerta cuando use auriculares o dispositivos electrónicos dentro y fuera del autobús.



**欢迎乘坐**

请购票。逃票最高可被罚款 \$100。

请购票上车：

OMNY: 轻击您的非接触式卡片或智能设备。  
浏览 omny.info

MetroCard: 浏览 mta.info, “Fares & Tolls (票价和通行费)”  
硬币 (请勿使用分币), 仅限在本地巴士和 SBS 上使用。

欲了解优惠票价价格, 请浏览:

- nyc.gov/accessfares 或致电 311。
- new.mta.info/fares/reduced-fare 或致电 511。

欲获得巴士到站时间和信息:

- 以短信形式发送巴士站代码至 511123或扫描二维码 (见另一版)
- 使用我们的 Mymta 应用程序
- 在 Twitter 上 @NYCTBus 或使用WhatsApp: new.mta.info/whatsapp
- 致电 511。请说 “Subways and Buses”, 然后说 “Translator”。(每天 6 am - 10 pm)

**为了您的安全**

在巴士外

巴士到站时后退避让。

先上后下。

上车时握紧扶手。

打开无障碍坡道时后退避让。

切勿从巴士前穿过。

注意避让其他车辆, 请走人行道。

巴士转弯时, 后退避让, 远离路边。

在巴士内

在座位上坐好。

如站立或准备下车, 握紧扶手。

保持车厢走道畅通。

婴儿车应保持折叠状态。

请勿挡住或倚靠车门。

巴士行进过程中, 请勿与司机攀谈。

在巴士内外使用耳机或其他电子设备时, 始终保持警惕。

**탑승을 환영합니다**

요금을 내셔야 합니다. 요금을 내지 않으면  
최대 \$100의 벌금이 부과될 수 있습니다.

다음과 같이 요금과 탑승료를 지불하십시오:

OMNY: 비접촉식 카드 또는 스마트 기기를  
누르십시오. omny.info를 방문하십시오

메트로카드: mta.info, “요금 및 통행료”를 방문하십시오  
코인(1센트 제외)은 시내와 SBS에서만 사용 가능.

할인 요금 자격에 대해 알아보려면

- nyc.gov/accessfares를 방문하거나 311로 문의하십시오.
- new.mta.info/reduced-fare를 방문하거나 511로 문의하십시오.

버스 도착 시간 및 정보 확인:

- 버스 정류장 코드 511123 입력 또는 QR 코드 스캔 (다른 패널 참조)
- Mymta 앱 사용
- 트윗: @NYCTBus 또는 채팅WhatsApp: new.mta.info/whatsapp
- 511로 전화하십시오. “subways and buses”라고 말한 다음 “translator”라고 말하십시오. (매일 오전 6시 - 오후 10시)

**안전을 위해**

버스 밖에서

버스가 도착하면 뒤로 물러나십시오.

승객이 내린 다음 탑승하십시오.

버스 탑승시 난간을 잡으십시오.

휠체어 램프가 배치되면 물러나십시오.

버스 앞을 가로질러 가지 마십시오.

자동차가 있는지 살피고 항상 횡단보도를  
사용하십시오.

버스가 방향을 틀 때 연석에서 뒤로  
물러나십시오.

버스 안에서

자리에 앉아있으십시오.

서있거나 내릴 때 난간을 잡으십시오.

통로를 비워두십시오.

유모차를 접어두십시오.

문을 막거나 기대지 마십시오.

버스가 이동하는 동안 버스 운전사에게 말을  
걸지 마십시오.

버스 안팎에서 헤드폰을 착용하거나  
전자 기기를 사용할 때는 항상 주의를  
기울이십시오.



**Добро пожаловать на борт!**

**Оплатите проезд. За неоплаченный проезд предусматривается штраф в размере до \$100.**

**Оплачивайте проезд с помощью:**

OMNY: приложите карту ))) или мобильное устройство.

Больше информации на [omny.info](http://omny.info)

MetroCard: больше информации на [mta.info](http://mta.info), раздел "Fares & Tolls" («Оплата и тарифы»)

Монет (монеты по 1 центу не принимаются) - только на местных маршрутах и маршрутах SBS.

**Информация о льготных тарифах:**

- [nyc.gov/accessfaifares](http://nyc.gov/accessfaifares) или звоните 311.

- [new.mta.info/fares/reduced-fare](http://new.mta.info/fares/reduced-fare) или звоните 511.

**Расписание движения автобусов и другая информация:**

- Отправьте текстовое сообщение с кодом остановки на номер 511123 или сканируйте QR-код (на другом панно)

- Используйте приложение MYmta

- Пишите нам в Twitter на @NYCTBus или в чат по WhatsApp: [new.mta.info/whatsapp](http://new.mta.info/whatsapp)

- Звоните 511. Скажите «subways and buses», а затем «Translator» (ежедневно с 6:00 до 22:00).

**Для Вашей безопасности**

**На улице**

Во время прибытия автобуса отойдите от края проезжей части.

Пропустите входящих пассажиров, затем садитесь в автобус.

Садясь в автобус, держитесь за поручни.

Не мешайте раскрытию пандуса для инвалидных колясок и его пользователям.

Не переходите дорогу перед автобусом.

Следите за дорожным движением, пользуйтесь пешеходными переходами.

Отступайте от края проезжей части перед поворачивающими автобусами.

**В салоне автобуса**

Во время движения не покидайте своего кресла.

Держитесь за поручни во время движения в автобусе и садясь в автобус.

Не занимайте проходы.

Провозите коляски в сложенном положении.

Не блокируйте двери и не облокачивайтесь на двери.

Не разговаривайте с водителем во время движения.

Следите за обстановкой, используя наушники или электронными устройствами во время движения.

**Byenvini Abò**

**Tarif obligatwa. Fwod nan tarif la ka lakoz gen yon amand ki rive jis ka \$100.**

**Peje tarif ou epl anbake avèk:**

OMNY: Tape sou kat san kontak ))) oubyen aparèy entelijan ou a. Vizite [omny.info](http://omny.info)

KatMetwo: Vizite [mta.info](http://mta.info), "Tarif yo Ak Peyaj yo"

Lajan monnen (pa bay santim) nan lokal ak SBS sèlman.

**Pou elijiblite rabè sou tarif la, vizite:**

- [nyc.gov/accessfaifares](http://nyc.gov/accessfaifares) oubyen rele 311.

- [new.mta.info/fares/reduced-fare](http://new.mta.info/fares/reduced-fare) oubyen rele 511.

**Konnen lè bis yo ap rive ak enfòmasyon:**

- ekri bus stop code voye bay 511123 oubyen skane kòd QR la (gade lòt panèl)

- itilize app MYmta nou an

- Tweet nou @NYCTBus oubyen tchat sou WhatsApp: [new.mta.info/whatsapp](http://new.mta.info/whatsapp)

- Rele 511. Di "metwo ak bis yo" apres "tradiktè." (6 AM to 10 PM chak jou)

**Pou Sekrite Ou**

**Deyò Bis la**

Fè bak lè bis la ap rive.

Kite pasaje yo soti, apres a anbake.

Kenbe ranpa yo lè wap monte bis la.

Fè bak lè ranpa chèz woulant la deplwaye.

Pa janm travèse devan bis la.

Siveye machin yo, toujou itilize wout pyeton yo.

Fè bak nan koub la lè bis la ap vire.

**Anndan Bis la.**

Rete Chita.

Kenbe ranpa yo lè wap kanpe oubyen lèw kontan.

Kite koutwa yo vid.

Kite pousèt yo pliye.

Piga bloke oubyen apiye sou pòt yo.

Piga pale ak operatè bis la pandan bis la ap bouje.

Toujou rete an alèt lè ou gen kas oubyen lèw ap itilize aparèy elektwonik anndan oubyen deyò bis la.

**সফরে স্বাগতম**

**ভাড়ার প্রয়োজন। ভাড়া ফাঁকি দেওয়ার ফলে \$100 পর্যন্ত জরিমানা হতে পারে।**

**আপনার ভাড়া দিন এবং এটির সঙ্গে যাত্রা করুন:**

**OMNY:** আপনার কন্ট্যাক্টলেস কার্ড **»»»** বা স্মার্ট ডিভাইসটি ট্যাপ করুন। **omny.info-এ যান**

**MetroCard:** **Mta.info-এ যান**, “ভাড়া ও টোল”

**লোকাল এবং SBS-এ কেবল মুদ্রা (কোনও পয়সা নয়)।**

**ভাড়ার যোগ্যতা কমাতে, যান:**

- **nyc.gov/accessfares-এ** বা কল করুন 311-এ।

- **new.mta.info/fares/reduced-fare-এ** বা কল করুন 511-এ।

**বাস আসার সময় এবং তথ্যটি পেতে:**

- 511123-এ বাস স্টপ কোডটি টেক্সট করুন বা QR

কোডটি স্ক্যান করুন (অন্যান্য প্যানেল দেখুন)

- আমাদের MYmta অ্যাপটি ব্যবহার করুন

- @NYCTBus-এ আমাদের টুইট করুন বা চ্যাট করুন

WhatsApp: **new.mta.info/whatsapp**

- 511-এ কল করুন। বলুন “সাবওয়ে এবং বাস” তারপরে “ট্রান্সলেটর।” (6 AM to 10 PM প্রতিদিন)

**আপনার সুবন্ধার জন্য****বাসের বাইরে**

বাস আসার সময় পিছিয়ে দাঁড়ান।

যাত্রীদের যেতে দিন, তারপরে যাত্রা করুন।

বাসে ওঠার সময় রেলিং ধরুন।

হাইল চেয়ার রযাল্পটি প্রসারিত হওয়ার সময় পিছিয়ে থাকুন।

বাসের সামনের দিক থেকে কখনোই পার হবেন না।

গাড়িগুলি দেখতে, সর্বদা ক্রসওয়াক ব্যবহার করুন।

বাসটি ঘুরলে কার্ব থেকে পিছিয়ে আসুন।

**বাসের ভিতরে**

সিটে বসে থাকুন।

দাঁড়ানোর সময় বা বেরনোর সময় রেলিং ধরুন।

আইসেল ফাঁকা রাখুন।

স্টলারটি ভাঁজ করে রাখুন।

দরজা আটকে রাখবেন না বা হেলান দেবেন না।

বাস চলার সময় বাস অপারেটরের সঙ্গে কথা বলবেন না।

বাসের ভিতরে এবং বাইরে হেডফোন পরে থাকার

সময় বা বৈদ্যুতিন ডিভাইস ব্যবহার করার সময়

সর্বদা সতর্ক থাকুন।