



Metro-North Report  
On  
Metrics and Fare Evasion



## March 2019

### Service Performance Improvement Metrics

Service Metric	Change from 2018	2019 Goal	YTD Target	YTD Actual	Difference
OTP	2.9%	93.0%	93.0%	95.8%	2.8% Higher
SHORT TRAINS	-10%	1,138	285	187	-34.4% Lower
SWITCH/SIGNAL DELAYS	-15%	1,896	474	216	-54.4% Lower

### Revenue Collection Improvement Metrics

Fare Metric	Change from 2018	2019 Goal	YTD Target	YTD Actual	Difference
FARE NOT COLLECTED RATE	-10%	2.6%	2.6%	3.7%	1.1% Higher
INCORRECT FARE COLLECTED RATE	-10%	12.5%	12.5%	16.4%	3.9% Higher
CREDIT CARD CHARGEBACK RATE	-10%	0.045%	0.045%	0.085%	0.040% Higher
e-TIX REFUNDS PROCESSED	-10%	25,413	6,354	6,787	6.8% Higher

MTA METRO-NORTH RAILROAD		
PAYMENT FRAUD / FARE EVASION STRATEGY REPORT		
ACTION ITEMS		
March 2019		
	2019	
Action Items:	TARGET DATE	STATUS
<b><u>PAYMENT / CREDIT CARD FRAUD</u></b>		
1. Deploy "Chip" Credit/Debit Card Acceptance at Ticket Selling Machines	4th Qtr.	In Progress
2. Deploy Visa Anti-Fraud Tool	1st Qtr.	In Progress
3. Shift Monthly Pre-Sale Dates from 20th to 25th Day of Month	2nd Qtr.	Implemented / May ticket
4. Eliminate Check Payment for New Mail&Ride Accounts	1st Qtr.	Implemented
<b><u>ON BOARD TICKET COLLECTION / VALIDATION</u></b>		
1. Enhance Train Crew/Customer Education Efforts (focus on MTA eTix)	2nd Qtr.	In Progress
2. Charge On-Board Fare if a Customer has not pre-purchased an e-Ticket	1st Qtr.	In Progress
3. Reduce the Time Flag for Recently Activated e-Tickets from 5 to 2 Minutes.	1st Qtr.	Implemented
4. Reduce the e-Tix Refund Fee Waiver Period from 5 Minutes to 2 Minutes	1st Qtr.	Implemented
5. Request that MTA Audit Services Re-Assess Its On Board Compliance Program and Evaluate Whether a Redesign or Expansion, Performed Either In-House or by a Third Party, Would Be Beneficial	2nd Qtr.	In Progress