THOMAS P. DiNAPOLI
COMPTROLLER

110 STATE STREET
ALBANY, NEW YORK 12236

STATE OF NEW YORK
OFFICE OF THE STATE COMPTROLLER

September 18, 2019

Mr. Patrick J. Foye
Chairman
Metropolitan Transportation Authority
2 Broadway
New York, NY 10004

Re: Selected Safety and Security
Equipment at Subway Stations
Report 2019-F-7

Dear Mr. Foye:

Pursuant to the State Comptroller's authority as set forth in Article X, Section 5 of the State Constitution and Section 2803 of the Public Authorities Law, we have followed up on the actions taken by officials of the Metropolitan Transportation Authority's New York City Transit to implement the recommendations contained in our audit report, *Selected Safety and Security Equipment at Subway Stations* (Report 2016-S-92), issued April 12, 2018.

Background, Scope, and Objective

The Metropolitan Transportation Authority's (MTA) New York City Transit (Transit) operates the subway system in four of the five New York City boroughs, excluding Staten Island, carrying an average of 5.4 million passengers per weekday.

Transit's Electronic Maintenance Division (EMD) is responsible for maintaining and monitoring the equipment used to ensure the safety and security of passengers using the public transportation system. EMD is a reporting unit of Maintenance of Way, within the Department of Subways. Transit's safety and security equipment includes Closed Circuit Television (CCTV), a TV system in which strategically placed cameras' input is observed on monitors off site.

As of May 16, 2019, Transit had installed 9,290 CCTV surveillance cameras, 1,712 monitors, 334 digital video recorders, 4 video cassette recorders, and related accessories (e.g., camera components, power supplies, cables). As of May 22, 2019, 2,918 Help Point Intercoms (HPIs), which customers may use to obtain travel information or emergency assistance, had been installed in 459 subway stations.

EMD has a CCTV preventive maintenance schedule for all installed CCTV cameras and recording devices (see following table). EMD is also responsible for repairing video system equipment, unless it is still under warranty.

EMD Preventive Maintenance Schedule

Preventive Maintenance Frequency	Device Description
Monthly	Crowd Control
Monthly	One Person Train Operation
Monthly	Police Omega
Monthly	Police Security
Monthly	Train Identification
Monthly	Recording Device Maintenance
Quarterly	Passenger Identification
Quarterly	Stations
Bi-Monthly	Platform Edge
Twice Annually	Department of Security

Our initial audit found that preventive maintenance was not performed within the scheduled frequency levels set by Transit. Additionally, EMD did not establish a timetable for preventive maintenance for HPIs. Moreover, when a problem was identified, repairs were not always timely.

The objective of our follow-up was to assess the extent of implementation, as of August 22, 2019, of the six recommendations included in our initial audit report.

Summary Conclusions and Status of Audit Recommendations

MTA officials made progress in addressing the problems we identified in the initial audit report. Of the six audit recommendations, two were implemented, two were partially implemented, and two were not implemented.

Follow-Up Observations

Recommendation 1

Reassess the training program given to new employees to ensure that it provides the appropriate level of skill to do the work, such as diagnosing and repairing defective security equipment.

Status – Not Implemented

Agency Action – In its 90-day response to the initial audit report, the MTA disagreed with this recommendation, stating that the EMD training program is reassessed on an ongoing basis. Officials reiterated this position at the opening conference for the follow-up review. However, Transit officials did not provide documentation supporting any reassessments, nor have they made any changes to the training program.

Recommendation 2

Focus resources on meeting preventive maintenance targets. One such option could include ensuring that, when technicians are reassigned after performing maintenance work that required immediate attention, the missed preventive maintenance tasks are given priority when technicians resume their regular schedule.

Status – Not Implemented

Agency Action – In their 90-day response to the initial audit report, MTA officials disagreed with this recommendation. During the follow-up, Transit could not support that EMD tracked scheduled preventive maintenance that was missed due to other priorities. Further, EMD continues to miss preventive maintenance scheduled for its CCTV system. For example, from April 13, 2018 to April 30, 2019, EMD Radio and Security System technicians missed scheduled preventive maintenance almost 52 percent of the time (missing 586 of 1,136 scheduled preventive maintenance visits) for 216 CCTV cameras at four stations. Technicians also missed maintenance 11 percent of the time (missing 6 of 56 visits) for 11 CCTV monitors at two stations. Of the 50 preventive maintenance visits that were completed, after allowing for a three-day grace period, 17 (34 percent) were completed between 5 and 17 days late.

Recommendation 3

Ensure defective cameras are repaired timely.

Status – Partially Implemented

Agency Action – EMD has not set a standard time frame for camera repairs. We sampled 24 of 525 trouble tickets that took longer than five days to close, of which 10 were for defective cameras (5 of which took between 43 and 323 days to repair). EMD officials said they had to coordinate the repairs with other Transit departments (e.g., for assistance, such as flagging), which led to delays. We note that the total elapsed time between the first visit to assess the condition and subsequent visits to do the repair accounted for most of the time, ranging from 40 to 217 days.

Recommendation 4

Promptly establish and document a preventive maintenance schedule for HPIs.

Status – Implemented

Agency Action – EMD established and documented a six-month preventive maintenance schedule for HPIs, which, according to officials, aligns with the manufacturer's recommended interval.

Recommendation 5

Establish an acceptable occurrence rate for each type of ticket, with a focus on "Opened in Error," to reduce these incidents.

Status – Implemented

Agency Action – EMD established an acceptable occurrence rate. However, we note that this rate is based on equipment type rather than type of ticket.

Recommendation 6

Document reasons for delays in repairs to HPIs.

Status – Partially Implemented

Agency Action – EMD does not have a metric for repairing HPIs. Officials said they try to evaluate all tickets within 24 hours of receiving notice and resolve the issues with 72 hours. However, repairs were not always accomplished within that time frame. We sampled 50 of the 1,059 HPI trouble tickets that took longer than three days to repair (ranging from 10 to 248 days) and found that the reasons for the delays were documented for only 34 percent (17 of 50 tickets).

Major contributors to this report were Robert C. Mehrhoff, Joseph F. Smith, Menard Petit-Phar, and Altagracia C. Rodriguez.

We would appreciate your response to this report within 30 days, indicating any actions planned to address the unresolved issues discussed in this report. We thank the management and staff of MTA–Transit for the courtesies and cooperation extended to our auditors during this review.

Very truly yours,

Carmen Maldonado
Audit Director

cc: M. Fucilli, AG, MTA
D. Jurgens, Audit Director, MTA
Division of the Budget