


# Memorandum



**New York City Transit**

**Date** September 13, 2017  
**To** Veronique Hakim, Managing Director  
**From** Darryl Irick, Acting President, NYC Transit   
**Re** **New York State Comptroller Report #2016-S-91 Staten Island Railway – Safety at Stations: 90 Day Response**

In response to the requirements of Section 170 of the Executive Law to respond 90 days after receipt of the above-referenced audit report from the State Comptroller, we hereby provide you with steps taken by MTA New York City Transit to implement the recommendations outlined in the audit report.

The stated purpose of the audit was to determine whether the Staten Island Railway has taken appropriate steps to address safety-related issues at all of its train stations, including determining if “Customer Assistance Intercoms” are operational and accessible to all.

*Comptroller Recommendation 1: Develop written policies and procedures pertaining to SIR's response to safety-related incidents at the stations.*

NYCT Response: Written procedures have been developed, drafted, and implemented.

*Comptroller Recommendation #2: Establish a formal timeline for the complete activation of the CAI System*

NYCT Response: All CAIs are active and available for public usage.

cc: T. Mulligan  
N. Renek  
D. Jurgens  
W. Habersham  
S. Librera  
J. Kuhls  
M. Cresci  
M. Hellman

2 Broadway  
New York, NY 10004  
212 878-7000 Tel

**Joseph J. Lhota**  
Chairman



## Metropolitan Transportation Authority

State of New York

September 14, 2017

Honorable Andrew M. Cuomo  
Governor of New York State  
NYS State Capitol Building  
Albany, NY 12224

Honorable Thomas P. DiNapoli<sup>✓</sup>  
Office of the State Comptroller  
59 Maiden Lane, 31<sup>st</sup> Floor  
New York, NY 10038

RE: Response to Report #2016-S-91 – Staten Island Railway: Safety at Stations

Gentlemen:

On June 15, 2017, the Office of the State Comptroller issued the above referenced audit report. As required by Section 170 of the Executive Law, I am providing you with the attached response which addresses the recommendations contained in the report.

A copy of the final audit report is attached for your convenience.

Sincerely,

A handwritten signature in black ink that reads "Joseph J. Lhota".

Joseph J. Lhota  
MTA Chairman

c: Donna M. Evans, MTA Chief of Staff  
Michael J. Fucilli, Auditor General, MTA Audit Services

Attachment

*The agencies of the MTA*

MTA New York City Transit  
MTA Long Island Rail Road

MTA Metro-North Railroad  
MTA Bridges and Tunnels

MTA Capital Construction  
MTA Bus Company