

THOMAS P. DINAPOLI
COMPTROLLER



110 STATE STREET
ALBANY, NEW YORK 12236

STATE OF NEW YORK
OFFICE OF THE STATE COMPTROLLER

September 6, 2019

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

Re: Selected Safety and Security
Equipment at Train Stations
Report 2019-F-8

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 Staten Island Railway to implement the recommendations contained in our audit report *Selected Safety and Security Equipment at Train Stations* (Report [2017-S-84](#)).

Background, Scope, and Objective

Staten Island Railway (SIR) is a subsidiary of the Metropolitan Transportation Authority (MTA). Administratively, SIR is a separate operating unit, reporting to New York City Transit's Department of Subways. SIR operates a single rapid transit line that runs the length of Staten Island (about 14 miles) from St. George Terminal to the southern terminal at Tottenville.

SIR's management oversees capital projects at its 21 train stations, maintains the stations' structural components, and ensures that security equipment installed at the stations is working, monitored, and tested. As of June 15, 2019, SIR had 199 Closed Circuit Television (CCTV) cameras, 44 stand-alone local cameras, and 45 Customer Assistance Intercoms (CAIs) – intended for customer use in emergencies and for information.

SIR's Electronic and Electrical Maintenance Division (EEMD) technicians perform preventive maintenance and repairs on safety and security equipment such as CCTV cameras, CAIs, monitors, and Digital Video Recorders (DVRs). The CCTV system is not publicly broadcasted, but is monitored, primarily for surveillance and security purposes. CCTV relies on strategic placement of cameras and the off-site observation of the cameras' footage.

If a CAI malfunctions, SIR receives an alert from a monitoring system. When an alert lasts 15 minutes or more, the Information Technology manager sends EEMD an email and a technician will address the condition.

We issued our initial audit report on April 12, 2018. We found that SIR did not always perform the inspection and maintenance of security equipment (i.e., CCTV cameras and DVRs) on a timely basis. In September 2017, SIR officials developed a new maintenance procedure for security equipment. However, it was unclear if the new procedure included CAIs.

The objective of our follow-up was to assess the extent of implementation, as of August 9, 2019, of the two recommendations included in our initial audit report.

Summary Conclusions and Status of Audit Recommendations

SIR officials made progress in addressing the problems we identified in the initial audit report. Of the two audit recommendations, one was implemented and one was partially implemented.

Follow-Up Observations

Recommendation 1

Develop a repair frequency standard and ensure compliance with preventive maintenance and repair frequency standards.

Status – Partially Implemented

Agency Action – SIR officials did not develop a repair frequency standard.

For the most part, SIR complied with the maintenance and prevention standards. EEMD personnel are required to inspect CCTV network cameras and CAIs within a 60-day cycle. Also, EEMD is required to inspect local cameras on a 30-day cycle. For the follow-up review, we sampled the preventive maintenance (PM) for seven of the 21 train stations. From May 1, 2018 to April 30, 2019, EEMD personnel conducted 910 PMs required for 130 CCTV network cameras at the seven train stations. However, 209 of the 910 PMs (23 percent) were not done timely. After we allowed three days beyond the 60-day cycle, the PMs were, on average, seven days late.

All of the PMs required for the CAIs at the seven stations from May 1, 2018 to May 31, 2019 were done on time.

We found that the 156 PMs for the 13 local cameras at three stations were done, but 48 PMs (31 percent) were not done in a timely manner. After we allowed three days, the 48 visits were between two to eight days late.

Recommendation 2

Clarify whether the newly developed inspection and preventive maintenance procedures include CAIs.

Status – Implemented

Agency Action – SIR officials clarified in a May 16, 2018 update that CAIs were included in a newly issued procedure.

Contributors to this report were Robert C. Mehrhoff, Joseph F. Smith, and Menard Petit-Phar.

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 Metropolitan Transportation Authority-Staten Island Railway for the courtesies and cooperation extended to our auditors during this review.

Very truly yours,

Carmen Maldonado
Audit Director

cc: M. Fucilli, MTAAG
D. Jurgens, MTA Audit Services
Division of the Budget