

AUDIT REPORT



CITY OF NEW YORK
OFFICE OF THE COMPTROLLER
BUREAU OF FINANCIAL AUDIT
WILLIAM C. THOMPSON, JR., COMPTROLLER

Audit Report on the Metropolitan Transportation Authority's Maintenance of Long Island Rail Road Stations within the City

FN06-062A

May 5, 2006



THE CITY OF NEW YORK
OFFICE OF THE COMPTROLLER
1 CENTRE STREET
NEW YORK, N.Y. 10007-2341

WILLIAM C. THOMPSON, JR.
COMPTROLLER

To the Citizens of the City of New York

Ladies and Gentlemen:

In accordance with Chapter 415, §1277, of the New York State Public Authorities Law, and the Comptroller's audit responsibilities contained in Chapter 5, §93, of the New York City Charter, my office has examined the Metropolitan Transportation Authority's maintenance of Long Island Rail Road stations within the City (City Stations). The New York State Public Authorities Law requires that each local governmental unit reimburse the Metropolitan Transportation Authority for the cost of maintenance, use, and operation of passenger stations (including the costs associated with providing police protection) within each local government's boundaries.

This audit reviewed the Long Island Rail Road's maintenance operations and the conditions of its City Stations. The Metropolitan Transportation Authority bill for both Long Island Rail Road and Metro North Railroad City Stations for the period April 1, 2004, through March 31, 2004, totaled \$73,879,843. Audits such as this provide a means of ensuring that City Stations are properly maintained and are safe for use by the public.

The results of our audit, which are presented in this report, have been discussed with Metropolitan Transportation Authority and Long Island Rail Road officials, and their comments have been considered in preparing this report. We also conducted a separate audit of Metro-North Railroad City Stations. The results of that audit are covered in a separate report.

I trust that this report contains information that is of interest to you. If you have any questions concerning this report, please contact my audit bureau at 212-669-8929 or e-mail us at audit@Comptroller.nyc.gov.

Very truly yours,

William C. Thompson, Jr.

WCT/fh

Report: FN06-062A
Filed: May 05, 2006

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***The City of New York
Office of the Comptroller
Bureau of Financial Audit***

**Audit Report on the
Metropolitan Transportation Authority's
Maintenance of Long Island Rail Road Stations
Within the City**

FN06-062A

AUDIT REPORT IN BRIEF

The Metropolitan Transportation Authority (MTA) was created in 1965 by the State of New York to maintain and improve commuter transportation and related services within the Metropolitan Transportation Commuter District—the City of New York, as well as Dutchess, Nassau, Orange, Putnam, Rockland, Suffolk, and Westchester counties. The New York State Public Authorities Law (NYSPAL) requires that each local government unit reimburse the MTA for the cost of maintenance, use, and operation of passenger stations within its each local government's boundaries.

This audit reviewed Long Island Rail Road's maintenance operations and the conditions of its City Stations. The MTA bill for both the Long Island Rail Road (LIRR) and Metro-North City Stations for the period April 1, 2004, to March 31, 2005, totaled \$73,879,843. We are conducting a separate audit—#FN06-063A—of Metro-North City Stations. The results of that audit will be covered in a separate report.

Audit Findings and Conclusions

Our review of MTA maintenance operations for LIRR City Stations disclosed that four stations—Broadway, Flatbush Avenue, Jamaica, and Rosedale—were undergoing capital renovations and therefore were not examined; two stations—Hunterspoint Avenue and Long Island City—were free of problems; and 18 stations—Auburndale, Bayside, Douglaston, East New York, Far Rockaway, Flushing Main Street, Forest Hills, Hollis, Kew Gardens, Laurelton, Little Neck, Locust Manor, Murray Hill, Nostrand Avenue, Penn Station, Queens Village, St. Albans, and Woodside—were in good or fair condition, with only minor problems.

However, two stations—Belmont Park and Shea Stadium—were not maintained as well as they should be and have poor and unsafe conditions that require repair. At the Belmont Park Station these conditions included: canopies that had wood rotting; corroding canopy beams; canopy roofs were rusting; there were sections of the overhead canopy that were missing; there was a

disconnected and broken leader; peeling paint; and damaged wooden platform stairs that had loose and broken planks and steps. At the Shea Stadium Station, pieces of concrete that fell from the staircase remained on the platform; there were platform edges that had broken concrete; there were missing cover plates from two lampposts that exposed electrical wiring; a section of the fiberglass cover over the west end staircase was missing; paint was peeling paint from the beams of the platform canopy; and the overhead of the pedestrian ramp was rusted and leaked.

Moreover, the LIRR did not follow its own painting guidelines for City Stations neglecting to paint 14 of the 26 City Stations since 2001. Finally, the LIRR did not correct all of the conditions cited by its own inspectors at the Belmont Park Station, nor did the 2005 LIRR inspection report for that station note the rotted wood, rusted roofs, peeling paint, and broken railroad ties on the platform by the Track 2 stairs.

Audit Recommendations

We recommend that the MTA and the LIRR ensure that stations are painted in accordance with its regulations; correct all unsafe and dangerous conditions immediately; repair the platforms, stairways, and other deteriorated structures identified in this report; clean and remove the graffiti and debris identified in this report; and, ensure that conditions identified by its inspectors are promptly corrected.

LIRR officials responded that they concur with the report's five recommendations, and have attached a schedule detailing the actions that have or that will be taken to remedy the conditions cited in the report. LIRR officials noted that they are not responsible for maintaining Belmont Park, which is the responsibility of the New York Racing Association. In addition, LIRR officials stated that except for the overhead ramp, which is the responsibility of the City Department of Parks and Recreation, all issues reported for Shea Stadium will be addressed immediately.

INTRODUCTION

Background

The Metropolitan Transportation Authority (MTA) was created in 1965 by the State of New York to maintain and improve commuter transportation and related services within the Metropolitan Transportation Commuter District. This District encompasses the City of New York as well as Dutchess, Nassau, Orange, Putnam, Rockland, Suffolk, and Westchester counties. The New York State Legislature determined that an effective, efficient commuter rail system, reasonably priced, was vital to the continued economic viability of the City and its neighboring counties; and that providing such a service was dependent upon the availability of operating subsidies. Chapter 415, §1277, of the New York State Public Authorities Law (NYSPAL) of 1966 requires that each local government unit reimburse the MTA for the cost of operating, maintaining, and using commuter passenger stations within each local government's boundaries.

The MTA acquired control of the Long Island Rail Road (LIRR) in 1966 by purchasing all outstanding LIRR capital stock from the Pennsylvania Railroad Company. As a result, the City became liable to the MTA for the costs of operating and maintaining the 26 LIRR stations located within the City's boundaries (City Stations). The New York State Legislature amended §1277 of the NYSPAL in June 2000 to establish an annual fixed billing.¹ The MTA's bill for both the LIRR and Metro North Railroad City Stations for the period April 1, 2004, to March 31, 2005, totaled \$73,879,843.

We are conducting a separate audit—#FN06-063A—of Metro-North's City Stations. The results of that audit will be covered in a separate report.

Objectives

Our audit objectives were to determine whether the LIRR maintained City Stations in a clean and safe condition and provided maintenance services for City Stations in accordance with its standards and procedures.

Scope and Methodology

This audit covered the period April 1, 2004, to March 7, 2006.

We met with LIRR officials to obtain an understanding of their station maintenance operation. We reviewed LIRR standards and procedures adopted by the LIRR, and examined station maintenance and cleaning records to determine the LIRR's compliance with those procedures. We inspected all LIRR City Stations to determine whether they were properly maintained. We documented our inspection results on a checklist and compared them to the conditions listed on the LIRR Station Inspection Reports for each City Station.

¹ Under the amendment, the bill is adjusted annually, based on the Consumer Price Index for Wage Earners and Clerical Workers for the New York, Northeastern-New Jersey Standard Metropolitan Statistical Area.

This audit was conducted in accordance with generally accepted government auditing standards (GAGAS) and included tests of the records and other auditing procedures considered necessary. This audit was performed in accordance with Chapter 415, §1277 of NYSPAL, and with Chapter 5, §93, of the New York City Charter, which sets forth the City Comptroller's audit responsibilities.

Discussion of Audit Results

The matters covered in this report were discussed with LIRR officials during and at the conclusion of this audit. A preliminary draft report was sent to MTA and LIRR officials on February 8, 2006, and was discussed at an exit conference on February 27, 2006. On March 7, 2006, we submitted a draft report to MTA and LIRR officials with a request for comments. We received a written response from LIRR that was forwarded by the MTA on April 18, 2006, which stated:

“The Long Island Rail Road concurs with the five recommendations put forth in the report. The Long Island Rail Road's goal is to keep our stations maintained through ongoing inspection and cleaning programs. We are committed to review our activities to assure that our customers receive the safest and most efficient service we can provide them.”

In addition, LIRR officials attached schedules from the Passenger Services and Engineering Departments detailing the actions that have or that will be taken to remedy the conditions noted in the report. Also in their response, LIRR officials noted that they are not responsible for maintaining Belmont Park, which is the responsibility of the New York Racing Association, and that except for the overhead ramp, which is the responsibility of the City Department of Parks and Recreation, all issues reported for Shea Stadium will be addressed immediately.

The full texts of the MTA's and LIRR's comments are included as an addendum to this report.

FINDINGS

During our review of the maintenance operations for the LIRR City Stations, we found that four stations—Broadway, Flatbush Avenue, Jamaica, and Rosedale—were undergoing capital renovations and therefore were not examined; two stations—Hunterspoint Avenue and Long Island City—were free of problems; and 18 stations—Auburndale, Bayside, Douglaston, East New York, Far Rockaway, Flushing Main Street, Forest Hills, Hollis, Kew Gardens, Laurelton, Little Neck, Locust Manor, Murray Hill, Nostrand Avenue, Penn Station, Queens Village, St. Albans, and Woodside—were in good or fair condition, with only minor problems.

However, two stations—Belmont Park and Shea Stadium—were not maintained as well as they should be and have poor and unsafe conditions that require repair. At the Belmont Park Station these conditions included: canopies that had wood rotting; corroding canopy beams; canopy roofs were rusting; there were sections of the overhead canopy that were missing; there was a disconnected and broken leader; peeling paint; and damaged wooden platform stairs that had loose and broken planks and steps. At the Shea Stadium Station, pieces of concrete that fell from the staircase remained on the platform; there were platform edges that had broken concrete; there were missing cover plates from two lampposts that exposed electrical wiring; a section of the fiberglass cover over the west end staircase was missing; paint was peeling paint from the beams of the platform canopy; and the overhead of the pedestrian ramp was rusted and leaked.

Moreover, the LIRR did not follow its own painting guidelines for City Stations, neglecting to paint 14 of the 26 City Stations since 2001. Finally, the LIRR did not correct all of the conditions cited by its own inspectors at the Belmont Park Station, nor did the 2005 LIRR inspection report for that station note the rotted wood, rusted roofs, peeling paint, and broken railroad ties on the platform by the Track 2 stairs.

These and other conditions are discussed in detail in the following sections of this report.

LIRR Did Not Follow Its Painting Guidelines

The LIRR has ignored its own service guidelines regarding station-painting, which require that the LIRR paint City stations once every two to five years, depending on daily ridership. In fact, the LIRR neglected to paint 14 of the 26 City Stations since 2001. Bayside, Belmont Park, Douglaston, East New York, Far Rockaway, Flushing Main Street, Hunterspoint Avenue, Laurelton, Little Neck, Locust Manor, Nostrand Avenue, Queens Village, Shea Stadium, and Woodside, were not painted as frequently as required by LIRR service guidelines. The annual fixed bill that the MTA bills the City for the maintenance, use, and operation of LIRR stations within the City limits totaled \$281 million for the four-year period since 2001. Since payment to the MTA by the City is a requisite, the MTA should ensure that the LIRR follows its own service painting guidelines and paint the City Stations, a responsibility that LIRR chose to totally neglect and ignore.

In its service guidelines, the LIRR categorized Bayside and Hunterspoint Avenue as Level 1 stations that should have been painted every two years. Since both Bayside and Hunterspoint Avenue were last painted in 2000, both stations should have been painted in 2002 and painted again in 2004. Neither has yet to be painted. The LIRR categorized the Douglaston and Little Neck stations as Level 2 stations that should have been painted every three years. Douglaston and Little Neck were last painted in 2000; thus, both stations should have been painted in 2003; neither was.

The LIRR categorized Laurelton, Locust Manor, Queens Village, and Woodside as Level 3 stations that should have been painted every four years. Laurelton and Queens Village should have been painted in 2004; both stations were last painted in 2000. Locust Manor, which should have been painted in 2002, was last painted in 1998. Woodside, which should have been painted in 2002, was last painted in 1999.

The remaining six stations—Belmont Park, East New York, Far Rockaway, Flushing Main Street, Nostrand Avenue, Shea Stadium—are categorized by the LIRR as Level 4 stations that should be painted every five years. Belmont Park should have been painted in 1998 and 2003; it was last painted in 1993. East New York, Flushing Main Street, Nostrand Avenue, and Shea Stadium should have been painted in 2002; they were last painted in 1997; and Far Rockaway, which should have been painted in 2004, was last painted in 1999.

Our September and October 2005 observations disclosed: peeling paint at Bayside, Belmont Park, Laurelton, Locust Manor, Queens Village, and Shea Stadium stations; rusted staircases at Little Neck and Nostrand Avenue; and graffiti at East New York and Woodside. Had the LIRR adhered to its painting schedule and completed painting the six above-mentioned stations on schedule, the peeling paint might not have been so severe at these stations. (See examples on pages 12 and 13 in the Appendix.) Again, if the LIRR had painted the Little Neck and Nostrand Avenue stations when scheduled, the rust on the staircases would have been alleviated, since painting stairwells, staircases, and pedestrian overpasses and underpasses would have been addressed. Finally, because the LIRR did not paint City station as often as required, it likewise did not acknowledge or apply its own service guidelines regarding graffiti, which states that “the Railroad will apply an anti-graffiti sealing compound to all station masonry structures annually.”

Station Conditions

The following are the specific conditions identified during our observations of the City Stations.

Auburndale Station (192nd Street and 39th Avenue, Queens.)

- The east end staircase had broken and crumbling concrete that created a hole under the staircase (see page 1 in the Appendix).
- Paint was peeling from the walls of the west end staircase.

Bayside Station (213th Street and 41st Avenue, Queens.)

- Concrete was broken and crumbling by the yellow tactile safety strip in the middle of the eastbound platform (see page 1 in the Appendix).
- A piece of the westbound platform edge was missing (see page 2 in the Appendix).
- There was graffiti at the rear of the eastbound platform.
- Paint was peeling from the westbound platform canopy.

Belmont Park Station (Hempstead Avenue and Cross Island Parkway, Queens.)

- The platform canopies on Track 1-2, Track 3-4, Track 5-6, and Track 7-8 had rotted wood, peeling paint, and rusted roofs, and sections of the Track 7-8 platform canopy were missing.
- Broken and discarded railroad ties were placed by the Track 2 staircase.
- The wooden staircases on Tracks 2, 3, 4, 6, and 7 had loose and broken planks and broken steps (see page 2 in the Appendix), some with rusted nails protruding from them.

Broadway Station (Northern Boulevard and Depot Road, Queens.)

This station is currently undergoing capital renovations.

Douglaston Station (241st Street and 41st Avenue, Queens.)

- The westbound platform ticket office building had a loose gutter hanging from its roof.

East New York Station (Atlantic Avenue and Van Sinderen Avenue, Brooklyn.)

- A large piece of concrete on the westbound platform was broken and crumbling (see page 3 in the Appendix), as was the concrete at the platform edge of the rear eastbound platform (see page 5 in the Appendix).
- The steps and treads on the Van Sinderen Avenue staircases were broken and chipped (see page 4 in the Appendix).
- The top of the Van Sinderen Avenue staircase had graffiti.

Far Rockaway Station (Nameoke Street and Redfern Avenue, Queens.)

- The handicapped access ramp had broken and crumbling concrete.
- The Track 1 platform had deteriorating edges.

Flatbush Station (Flatbush Avenue and Atlantic Avenue, Brooklyn.)

This station is currently under capital renovations.

Flushing, Main Street Station (Main Street and 41st Avenue, Queens.)

- There were two broken plexiglass window panes with jagged edges at the west end shelter, which is in the front of the westbound platform (see page 5 in the Appendix).
- There was a large hole in the fence in the front of the eastbound platform.
- Graffiti was on the pillars under the rear of the eastbound and under the front of the westbound platforms.
- Litter went uncollected at the side of the eastbound staircase.

Forest Hills Station (Austin Street and 71st Avenue, Queens.)

- A section of the handicapped railing leading to the westbound platform collapsed, and the remainder of the railing was loose (see page 6 in the Appendix).
- Windows in the waiting areas at the front of the westbound platform and at the rear of the eastbound platform were broken and cracked (see page 6 in the Appendix).
- Graffiti was found beneath the westbound platform.

Hollis Station (193rd Street and Woodhull Avenue, Queens.)

- The stone side railings on the eastbound and westbound platforms had broken concrete that exposed rusted metal.
- Litter by the westbound platform went uncollected.

Hunterspoint Avenue Station (Hunterspoint Avenue and Skillman Avenue, Queens.)

No problems were found at the time of our observations.

Jamaica Station (Sutphin Boulevard and Archer Avenue, Queens.)

This station is currently under capital renovations.

Kew Gardens Station (Austin Street and Lefferts Boulevard, Queens.)

- The eastbound platform edge had broken and crumbling concrete.
- The rear of the westbound platform had a gap, which caused the platform pavement to be uneven.
- Graffiti was on the station identification sign and on an eastbound platform exit sign.

Laurelton Station (225th Street and 141st Road, Queens.)

- The front of the eastbound side of the platform had broken and crumbling concrete.
- Paint was peeling from the canopies, support beams, and staircases.

Little Neck Station (Little Neck Parkway and 39th Road, Queens.)

- The station's staircases had rusted steps.
- Graffiti was on the concrete pillars beneath the eastbound and westbound platforms.

Locust Manor Station (Farmers Boulevard and Bedell Street, Queens.)

- Paint was peeling from a metal beam.
- There was a hole at the bottom of a piece of rusted corrugated metal.

Long Island City Station (Borden Avenue and 2nd Street, Queens.)

No problems were found at the time of our observations.

Murray Hill Station (150th Street and 41st Avenue, Queens.)

- Graffiti was beneath the westbound platform.

Nostrand Avenue Station (Atlantic Avenue and Nostrand Avenue, Brooklyn.)

- Sections of the eastbound platform canopy were missing (see page 7 in the Appendix).
- All staircases were rusted, and there was broken concrete that created a gap at the top of the west end staircase (see page 7 in the Appendix).
- The westbound platform had broken and crumbling concrete and broken edges (see pages 8 and 9 in the Appendix).

Penn Station (7th Avenue and West 32nd Street, Manhattan.)

- There were broken platform edges at location B on Track 14, at the west end of Track 15 and at the west end of Track 19 (see page 10 in the Appendix).
- Electrical wiring was exposed at the edge of Track 17 platform (see page 10 in the Appendix).
- Grease leaked from the ceiling to the west end of the Tracks 19 and 20 platforms (see page 11 in the Appendix).
- There was broken platform concrete and wall tiles at the west end of Track 13 and at the east end of Track 15.

- Water leaked from the ceiling to the platforms at the west end of Track 17, the east end of Track 18, and the west end of Track 19.

Queens Village Station (Springfield Boulevard and Jamaica Avenue, Queens.)

- The westbound platform had a large gap that caused a section of the pavement to be raised (see page 12 in the Appendix).
- There was a large hole and exposed wood in the ceiling of the westbound staircase (see page 13 in the Appendix).
- Paint was peeling from the walls of the westbound staircase by the ticket vending machine (see pages 12 and 13 in the Appendix).

Rosedale Station (243rd Street and North Conduit Avenue, Queens.)

This station is currently undergoing capital renovations.

St. Albans Station (Linden Boulevard and Montauk Street, Queens.)

- Water leaked from the east end staircase wall.
- The front of the westbound side of the platform showed fire residue on the platform, support beam, and the tactile strip.

Shea Stadium Station (Flushing Meadow Park, by Roosevelt Avenue, Queens.)

- Pieces of concrete fell from the staircase onto the eastbound side of the platform.
- The eastbound platform edge had broken concrete.
- Two lampposts were missing cover plates that exposed electrical wiring.
- A section of the fiberglass cover over the west end staircase canopy was missing.
- Paint was peeling from beams of the platform canopy.
- The overhead of the pedestrian ramp leaked and was rusted.

Woodside Station (Roosevelt Avenue and 61st Street, Queens.)

- Graffiti was on the outside of the eastbound and westbound panels and on the support beam under platform B in the middle of Track 2.
- The seats in the waiting area rusted.

Inspections Performed by LIRR Employees
Did Not Result in Conditions Being Corrected

The LIRR did not correct all of the poor and unsafe conditions noted by its own inspectors at the Belmont Park station. Inspections of this station conducted by the LIRR Engineering Department in June 2004, and again in June 2005, disclosed that the station's canopies were in poor condition; roof panels were missing; beams were corroded; and there was a disconnected and broken leader. LIRR engineers also stated that the station's platforms needed repair. As a result, LIRR engineers prepared two work orders on June 29, 2004. Moreover, the conditions cited in the June 2004 inspection report continued to exist and the work orders from June 29, 2004, were still pending at the time LIRR engineers conducted their June 2005 inspection, one year later.

We observed these same conditions during our inspection of the Belmont Park Station in October 2005. In addition, we noted rotted wood, rusted roofs, peeling paint, damaged wooden platform stairs that had loose and broken planks and steps, and broken railroad ties on the platform by the Track 2 stairs, conditions that LIRR inspectors did not include on their 2005 inspection report for this station.

RECOMMENDATIONS

MTA and the LIRR should:

1. Ensure that stations are painted in accordance with LIRR guidelines.
2. Correct all unsafe and dangerous conditions immediately.
3. Repair the platforms, stairways, and other deteriorated structures identified in this report.
4. Clean, and remove the graffiti and debris at the City Stations, as necessary.
5. Ensure that conditions identified by its inspectors during inspections are promptly corrected.

LIRR Response: In their response, LIRR officials agreed with the report's five recommendations. LIRR officials also stated that except for the overhead ramp, which is the responsibility of the City Department of Parks and Recreation, all issues reported for Shea Stadium will be addressed immediately, and that they are not responsible for maintaining Belmont Park, which is the responsibility of the New York Racing Association.

Photographs of Long Island Rail Road Stations with Unsafe or Poor Conditions

AUBURNDALE Broken and crumbling concrete underneath the east end staircase. Observed: October 18, 2005.



BAYSIDE Broken and crumbling concrete by the tactile strip on the eastbound platform. Observed: October 18, 2005.



Photographs of Long Island Rail Road Stations with Unsafe or Poor Conditions

BAYSIDE Broken platform edge on the westbound platform. Observed:
October 18, 2005.



BELMONT PARK Damaged step on staircase 14 of Track 7. Observed:
October 20, 2005.



Photographs of Long Island Rail Road Stations with Unsafe or Poor Conditions

EAST NEW YORK Broken concrete at the edge on the westbound platform.
Observed: October 19, 2005.



EAST NEW YORK Broken and crumbling concrete on the westbound platform.
Observed: October 19, 2005.



Photographs of Long Island Rail Road Stations with Unsafe or Poor Conditions

EAST NEW YORK Broken stair tread on the Van Sinderen Avenue staircase.
Observed: October 19, 2005.



EAST NEW YORK Broken stair tread on the Van Sinderen Avenue staircase.
Observed: October 19, 2005.



Photographs of Long Island Rail Road Stations with Unsafe or Poor Conditions

EAST NEW YORK Broken concrete at the edge of the eastbound platform.
Observed: October 19, 2005.



FLUSHING MAIN STREET Two broken Plexiglas window panes in the west end shelter on the westbound platform. Observed: October 18, 2005.



Photographs of Long Island Rail Road Stations with Unsafe or Poor Conditions

FOREST HILLS Broken railing on the handicapped ramp at the front of the westbound platform. Observed: October 19, 2005.



FOREST HILLS Cracked and broken window pane in the eastbound waiting area. Observed: October 19, 2005.



Photographs of Long Island Rail Road Stations with Unsafe or Poor Conditions

NOSTRAND AVENUE Missing fiberglass covers over the eastbound platform canopy. Observed: October 19, 2005.



NOSTRAND AVENUE Broken concrete at the top of the west end staircase. Observed: October 19, 2005.



Photographs of Long Island Rail Road Stations with Unsafe or Poor Conditions

NOSTRAND AVENUE Broken and crumbling concrete at the front of the westbound platform. Observed: October 19, 2005.



NOSTRAND AVENUE Broken and crumbling concrete at the edge of the westbound platform. Observed: October 19, 2005.



Photographs of Long Island Rail Road Stations with Unsafe or Poor Conditions

NOSTRAND AVENUE Broken and crumbling concrete at the edge of the westbound platform. Observed: October 19, 2005.



NOSTRAND AVENUE Broken and crumbling concrete at the edge of the westbound platform. Observed: October 19, 2005.



Photographs of Long Island Rail Road Stations with Unsafe or Poor Conditions

PENN STATION Broken concrete at the edge of the Track 19 platform.
Observed: October 26, 2005.



PENN STATION Exposed wiring at the edge of the Track 17 platform.
Observed: October 26, 2005.

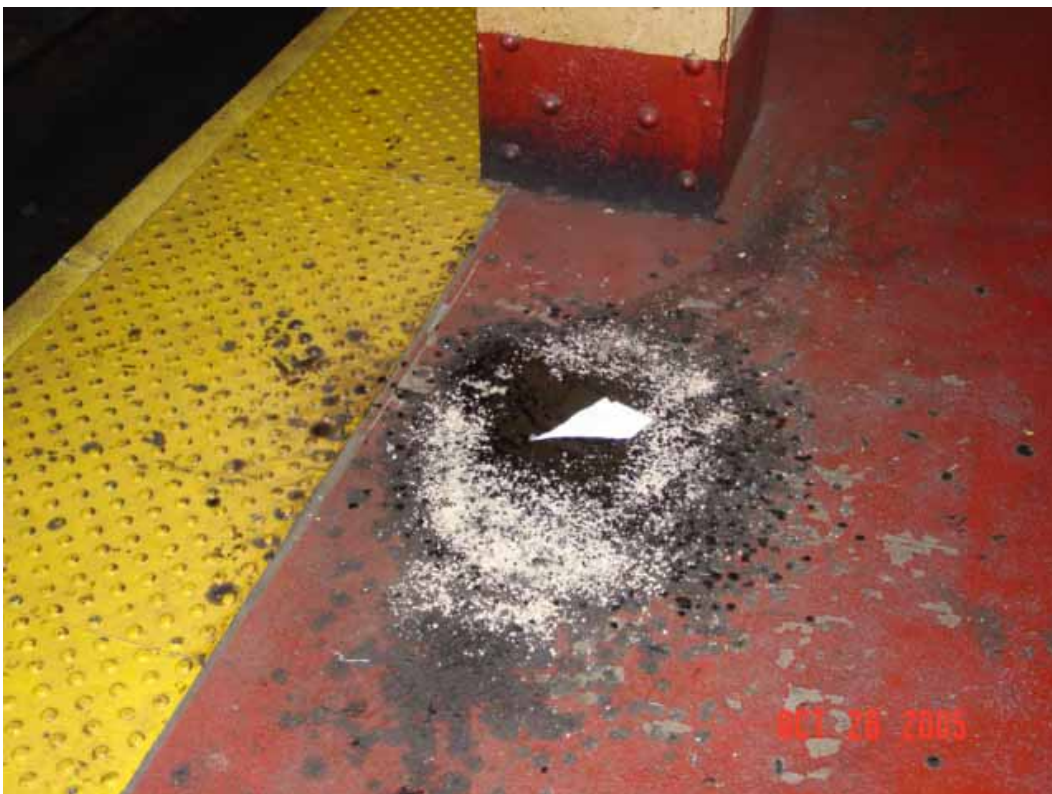


Photographs of Long Island Rail Road Stations with Unsafe or Poor Conditions

PENN STATION Grease leaking from ceiling of support beam at the west end of Track 19. Observed: October 26, 2005.



PENN STATION Grease on the platform of Track 20. Observed: October 26, 2005.



Photographs of Long Island Rail Road Stations with Unsafe or Poor Conditions

QUEENS VILLAGE Large gap and separated pavement on the westbound platform. Observed: October 17, 2005.



QUEENS VILLAGE Peeling paint on the entrance walls near the station's ticket vending machine. Observed: October 17, 2005.



Photographs of Long Island Rail Road Stations with Unsafe or Poor Conditions

QUEENS VILLAGE Peeling paint on the entrance walls near the station's ticket vending machine. Observed: October 17, 2005.



QUEENS VILLAGE Broken ceiling exposing a large hole in the ceiling of the westbound platform staircase. Observed: October 17, 2005.



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Katherine N. Lapp
Executive Director

**Metropolitan Transportation Authority**

State of New York

April 18, 2006

Ms. Gayle M. Horwitz
Deputy Comptroller
The City of New York Office of the Comptroller
1 Centre Street
New York, New York 10007-2341

Re: Report #FN 06-062A Audit Report on the Metropolitan Transportation Authority's Maintenance of Long Island Rail Road Stations Within the City

Dear Ms. Horwitz:

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

I have attached for your information the comments of Mr. James J. Dermody, President, MTA Long Island Rail Road, which address this report.

Sincerely,

Attachment

06 APR 20 PM 12:57
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COMPTROLLER'S OFFICE

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James J. Dermody
President

ADDENDUM
(Page 2 of 7)



Long Island Rail Road

March 31, 2006

Mr. Peter S. Kalikow
Chairman
Metropolitan Transportation Authority
347 Madison Avenue
New York, NY 10017-3739

RE: **Audit Report on the Metropolitan Transportation Authority's
Maintenance of Long Island Rail Road Stations
Within the City
FN 06-062A**

Dear Mr. Kalikow:

The Long Island Rail Road's Controller, Engineering and Passenger Services Departments have completed their review of the above referenced Audit Report for the fiscal year end March 31, 2005. This audit was a review of the conditions of LIRR within the City of New York.

In summary, the audit found that 2 stations were free of problems; 4 stations were undergoing capital renovations; and 18 were in good condition. The report did, however, identify two stations Belmont Park and Shea Stadium that were not maintained as well as they should be and have poor and unsafe conditions that require repair. These two stations, as well as 12 other stations, were found to be in non-compliance with the Railroad's station painting guidelines.

The following are updates on Belmont Park and Shea Stadium stations:

Belmont Park: As indicated in our prior written responses, the maintenance of this station is the sole responsibility of the New York Racing Association. Although, the Long Island Rail Road is not responsible for the maintenance of this station we have performed cleanup and repairs to the platforms to provide for customer safety and overall cleanliness. The Long Island Rail Road Passenger Services & Engineering Departments do inspect Belmont Park before every racing season and all major racing events.

Mr. Peter S. Kalikow
March 31, 2006
Page 2

Shea Stadium: A number of the issues reported for Shea Stadium are expected to be addressed by the Passenger Services & Engineering Departments, when they perform a heavy duty cleaning (opening day blitz) of the station before the NY Mets opening day on April 3rd. We will not be able to repair the overhead for the pedestrian ramp, which is the responsibility of the New York City Parks Department. This overhead, which is rusting and leaking, is causing pieces of concrete and rust to fall on the westbound platform. Long Island Rail Road personnel will remove the pieces of the falling of concrete and rust from the platform as part of their regular cleaning at the station, but the overhead for the pedestrian ramp is the responsibility of the NYC Parks Department.

The following fourteen stations reported for not being in compliance with the LIRR's station-painting guidelines, can be addressed as follows:

Belmont Park: As noted above, the LIRR is not responsible for the maintenance or painting of the Belmont Park station.

Bayside, Douglaston, East New York, Far Rockaway, Flushing Main Street, Hunterspoint Avenue, Laurelton, Little Neck, Locust Manor, Nostrand Avenue, Queens Village, Shea Stadium and Woodside: LIRR acknowledges that we have not been following our station painting guidelines at the above referenced stations as we have focused on performing a number of capital renovations at numerous city stations which has and will continue to provide substantial improvement for customers. This point notwithstanding, the Railroad does periodically inspect these stations and removes or covers up any offensive or profane graffiti. The Quick Response Team will continue to visit these stations and perform the required responses, such as removal of graffiti.

The Long Island Rail Road concurs with the five recommendations put forth in the report. The Long Island Rail Road's goal is to keep our stations maintained through ongoing inspection and cleaning programs. We are committed to review our activities to assure that our customers receive the safest and most efficient service we can provide them.

If you require any additional information, please contact me at (718) 558-8252.

Sincerely,



James J. Dermody
President

Attachment

MTA - Long Island Rail Road**Station Condition Status****Passenger Services/Engineering Departments****New York City Station Maintenance Audit Report - Fiscal Year ending March 31, 2005**

Location	Condition	Remedy	Corrective Action
Anburndale	The east end staircase had broken and crumbling concrete that created a hole under the staircase. Paint was peeling from the walls of the west end staircase.	Repair the concrete on east end staircase and correct peeling paint from walls of west end staircase.	Trouble tickets have been generated and work will be scheduled when weather conditions permit and manpower is available.
Bayside	Concrete was broken and crumbling by the yellow tactile safety strip in the middle of the eastbound platform. Piece of the westbound platform edge was missing. Graffiti at the rear of the eastbound platform embankment. Paint was peeling from the westbound platform canopy.	Repair the concrete by tactile strip, replace westbound platform edge, remove graffiti and correct peeling paint on canopy.	Trouble tickets have been generated. Concrete work commenced on 3/27. Painting request to be scheduled when weather permits.
Belmont Park	Platform canopies on Track 1-2, Track 3-4, Track 5-6, and Track 7-8 had rotted wood, peeling paint, and rusted roofs, and sections of the Track 7-8 platform canopy were missing. Broken and discarded railroad ties were placed by the Track 2 staircase. Wooden staircases on Tracks 2, 3, 4, 6 and 7 had loose and broken planks and broken steps, some with rusted nails protruding from them.	As indicated in our prior responses, this station is the responsibility & is maintained by the New York Racing Association.	Passenger Services & Engineering Departments inspect Belmont Park before every racing season and large racing events. Repairs have been made by LIRR forces as required to provide customer safety, but ultimately it is the responsibility of the NYRA.
Broadway	This station is currently undergoing capital renovations.	None at this time.	Station platform renovations are ongoing at this time.
Douglaston	Westbound platform ticket office building had a loose gutter hanging from its roof.	Repair gutter.	Trouble Ticket was generated and job was completed.
East NY	A large piece of concrete on the westbound platform was broken and crumbling, as was the concrete at the platform edge of the rear eastbound platform. Steps and treads on the Van Sinderen Avenue staircases were broken and chipped. Top of the Van Sinderen Avenue staircase had graffiti.	This station continues to be subjected to a high degree vandalism with these conditions occurring continuously and are being addressed upon notification.	Trouble Tickets are repeatedly generated and worked on with passenger services and engineering responding to all station maintenance concerns, vandalism and support. As quickly as the problems are corrected they will sometimes reoccur only days later.
Far Rockaway	Handicapped access ramp had broken and crumbling concrete. Track 1 platform had deteriorating edges.	Repair the concrete access ramp and the platform edges on track 1.	Trouble Ticket was generated for the access ramp and job was completed. Trouble ticket generated for the platform edges, work to be scheduled when manpower is available.

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Location	Condition	Remedy	Corrective Action
Flatbush Ave.	This station is currently undergoing capital renovations.	None at this time.	Station building renovations are ongoing at this time.
Flushing	There were two broken Plexiglas window panes with jagged edges at the west end shelter located at the front of the westbound platform. There was a large hole in the fence in the front of the eastbound platform. Graffiti found on the pillars under the rear of the eastbound platform and under the front of the westbound platform. Litter went uncollected at the side of the eastbound staircase.	Repair broken windows in the shelter shed and large hole in fence. Remove graffiti and all litter & debris at the sides of the east bound staircase, which is a continuous problem and is being addressed upon notification.	Broken windows in the shelter shed were repaired. All litter and debris was removed on 12/27/05. The large hole in the fence has been repaired.
Forest Hills	A section of the handicapped railing leading to the westbound platform collapsed and the remainder of the railing was loose. Windows in the waiting areas at the front of the westbound platform and at the rear of the eastbound platform were broken and cracked. Graffiti found beneath the westbound platform.	Repair handicapped railing, broken & cracked windows in waiting areas and remove graffiti under the westbound platform.	Handicapped railing was repaired and broken & cracked windows repaired. Trouble ticket has been generated for graffiti removal and is waiting to be scheduled.
Hollis	The stone side railings on the eastbound and westbound platforms had broken concrete that exposed rusted metal. Litter by the westbound platform was uncollected.	Repair broken concrete and exposed metal on stone railings on both east and west bound sides. Remove litter and debris by westbound platform.	Litter and debris occur continuously and have been addressed constantly upon notification. Trouble Ticket for repair of concrete and exposed metal has been generated and is waiting to be scheduled for completion.
Hunters Point	No problems found at the time of the observations.	None at this time.	None required, however, our emergency teams respond to day to day safety concerns.
Jamaica	This station is currently undergoing capital renovations.	None at this time.	Station building renovations are ongoing at this time.
Kew Gardens	The eastbound platform edge had broken and crumbling concrete. Rear of the westbound platform had a gap, which caused the platform pavement to be uneven. Graffiti found on the station identification sign and eastbound platform exit sign.	Repair broken and crumbling concrete on eastbound platform. Replace station identification sign and eastbound platform exit sign.	Station ID and eastbound exit signs were replaced in Nov. 2005. Trouble tickets generated for broken & crumbling concrete and gap on westbound platform waiting to be scheduled for completion.

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Location	Condition	Remedy	Corrective Action
Laurelton	Front of the eastbound side of the platform had broken and crumbling concrete. Paint was peeling from the canopies, support beams and staircases.	Repair broken and crumbling concrete on eastbound platform. Address and correct peeling paint.	We continue to respond to safety related issues. Trouble tickets have been generated and are waiting to be scheduled for completion.
Little Neck	Station staircases had rusted steps. Graffiti on the concrete pillars beneath the eastbound and westbound platforms.	Remove rust on overpass stairs and graffiti from concrete pillars.	Trouble tickets have been generated and are waiting to be scheduled for completion.
Locust Manor	Paint peeling from a metal beam. Hole at the bottom of a piece of rusted corrugated metal.	Repair paint peeling from metal beam and hole at bottom of rusted corrugated metal.	Trouble tickets have been generated and are waiting to be scheduled for completion.
Long Island City	No problems found at the time of the observations.	None at this time.	None required, however, our emergency teams respond to day to day safety concerns.
Murray Hill	Graffiti beneath the westbound platform.	Remove graffiti.	Trouble ticket was generated, with work still to be completed.
Nostrand Ave.	Sections of the eastbound platform canopy were missing. All staircases were rusted and there was broken concrete that created a gap at the top of the west end staircase. Westbound platform had broken and crumbling concrete and broken edges.	Replace missing corrugated roof panel. Repair westbound platform edges and repair broken/rusted staircases at station.	Emergency teams continue to respond as often as necessary to make the station safe to the public. Broken staircases have been repaired. Trouble ticket has been generated for replacement of roof panel and is waiting to be scheduled for completion.
Penn Station	There was broken platform edges at location B on Track 14, at the west end of Track 15 and the west end of Track 19. Electrical wiring was exposed at the edge of Track 17 platform. Grease leaked from the ceiling to the west end of the Tracks 19 and 20 platforms. There was broken platform concrete and wall tiles at the west end of Track 13 and the east end of Track 15. Water leaked from the ceiling to the platforms at the west end of Track 17, the east end of Track 18 and the west end of Track 19.	Penn Maintenance - AMTRAK	Penn Station maintenance is Amtrak's responsibility.

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Location	Condition	Remedy	Corrective Action
Queens Village	The westbound platform had a large gap that caused a section of the pavement to be raised. There was a large hole and exposed wood in the ceiling of the westbound staircase. Paint was peeling from the walls of the westbound staircase by the ticket vending machine.	Repair separated pavement on westbound platform. Repair staircase.	Gap on westbound platform has been repaired. Engineering exploring the potential of correcting ceiling/staircase during summer 2006 with Track work programs.
Rosedale	This station is currently undergoing capital renovations.	None at this time.	Station platform renovations are ongoing at this time.
St. Albans	Water leaked from the east end staircase wall. Front of the westbound side of the platform showed fire residue on the platform, support beam and the tactile strip.	Repair water leak in staircase and remove fire residue on platform, support beam and the tactile strip.	Temporary repairs have been made to the staircase. A more permanent solution is being investigated. Repairs have been completed on all fire residue areas.
Shea Stadium	Pieces of concrete fell from the staircase on to the eastbound side of the platform. Eastbound platform edge had broken concrete. Two lampposts were missing cover plates that exposed electrical wiring. Section of the fiberglass cover over the west end staircase canopy was missing. Paint was peeling from beams of the platform canopy. The overhead of the pedestrian ramp leaked and was rusted.	Repair concrete on staircase that fell onto eastbound side of platform. Repair platform edges. Replace missing fiberglass canopy on west end staircase. Replace missing cover plates on lampposts. The maintenance of the overhead of pedestrian ramp is the responsibility of the NYC Parks Department.	Passenger Services & Engineering Departments will perform a heavy duty cleaning (opening day blitz) of the station before the NY Mets opening day on April 3rd and will correct these issues, except for the repair of the overhead of the pedestrian ramp, which is the responsibility of the NYC parks department.
Woodside	Graffiti was found on the outside of the eastbound and westbound panels and on the support beam under platform B in the middle of Track 2. Seats in the waiting area on platforms were rusted.	Graffiti continues to be a problem and is addressed upon notification. Replacement of rusted seating on platforms.	Trouble ticket was generated for removal of graffiti. Exterior seating on platform C was replaced in Fall 05. Platform A & B seating is scheduled to be replaced in late Spring 06.