



CITY OF NEW YORK
OFFICE OF THE COMPTROLLER
SCOTT M. STRINGER

MARJORIE LANDA
DEPUTY COMPTROLLER FOR
AUDIT

BUREAU OF AUDIT

December 22, 2016

By Electronic Mail

Thomas F. Prendergast
Chairman and Chief Executive Officer
Metropolitan Transportation Authority
2 Broadway
New York, NY 10004

Re: Letter Audit Report on Phase III of the Wireless Voice and Data Service in New York City's Subway System as Provided by Transit Wireless (Audit Number SZ17-095AL)

Dear Chairman Prendergast:

This Letter Report contains the findings of our audit of the Wireless Voice and Data Service in New York City's Subway System as provided by Transit Wireless ("TW"). The audit's objective was to determine whether the wireless voice and data communication system installed by TW within certain New York City subway stations (including platforms, mezzanines and various points within public access passageways) operates effectively. This audit is the third in a series of audits of the ongoing installation of cellular and wireless services in the New York City subway system. We found that the wireless voice and data communications system installed in the 38 Phase III underground Manhattan subway stations we tested operates as intended. In addition, we found that *Subway Reads*, which is a partnership between the Metropolitan Transportation Authority ("MTA") New York City Transit ("NYCT"), TW and Penguin Random House, that brings free electronic books through free wireless internet services to the underground subway system, also works as planned.

Background

In 2007, following a request for proposals process, the MTA's Board awarded a license agreement to TW that granted an exclusive license to provide commercial cellular/PCS and Wi-Fi service in 277 underground subway stations. Under the agreement, TW acts as a neutral host, constructing the distributed antenna system within the stations (excluding the tunnels between stations) and sub-licenses rights to use that system to cellular carriers, Wi-Fi providers, and other network users.

TW installs equipment and antennas at each underground station to provide cellular and Wi-Fi coverage throughout public areas. The in-station equipment and antennas are linked by

fiber optic cables to TW trunk fiber optic cables, which run through the streets and connect back to a “base station hotel” or hub that houses the “head-end” equipment for TW, the cellular carriers, Wi-Fi providers, and NYCT.

In addition, in August 2016, MTA, NYCT and TW joined with Penguin Random House to begin *Subway Reads*, a service that allows subway riders access to five free full-length e-short stories and excerpts from a minimum of 175 full-length e-books from the publisher in categories such as fiction, non-fiction, sci-fi and fantasy, and young adults and children for periods of 10, 20, or 30 minutes each, as chosen by the rider. The subway rider also has the ability to purchase an e-book in its entirety through this service.

TW installed the wireless network in 47 underground subway stations in Manhattan as part of Phase I (previous Audit Number SZ15-062AL), including major station complexes such as Times Square and Grand Central, 29 stations in Queens as part of Phase II (previous Audit Number SZ16-086AL), and more recently in 38 additional Manhattan stations as part of Phase III (the subject of this audit). Phase IV is underway and includes stations located in Manhattan and the Bronx. TW is contractually required to have all 277 underground stations in New York City in service by the end of 2017.

Conclusion

We found that the wireless voice and data communication system currently installed by TW within the 38 Phase III subway stations we tested (including platforms, mezzanines and various points within public access passageways) operates as intended. In addition, on October 14, 2016, October 18, 2016, October 19, 2016, October 20, 2016, October 28, 2016, and November 5, 2016, we revisited the 76 stations tested in Phases I and II and found that they remain operational and that there was an immediate Wi-Fi connection in each such station. Further, we were able to download e-books from the Penguin Random House site at the appropriate stations. We recommend that the MTA, NYCT and TW continue their current plan to provide voice and data service to the remaining 163 underground New York City subway stations.

Scope and Methodology

We conducted this performance audit in accordance with generally accepted government auditing standards (“GAGAS”). Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives. This audit was conducted in accordance with the audit responsibilities of the City Comptroller as set forth in Chapter 5, §93, of the New York City Charter.

The scope period of this audit was June 25, 2016, through November 6, 2016. Our audit reviewed all 114 stations that were reportedly operational in our scope period.

To meet our objective, auditors equipped with laptops and cellular phones visited the 76 stations that were listed on NYCT and TW websites as having Wi-Fi service, established a Wi-Fi connection, and completed cellular calls (911 service was not tested). At each station location, auditors took screenshots showing Wi-Fi connectivity on the laptop and emailed them to Comptroller email addresses. Initial visits to the 38 stations took place on June 28, 2016 and October 3, 2016. Subsequent visits to stations were completed as of November 6, 2016.

To determine whether the voice (cellular) service was active, the auditors made phone calls to the Comptroller's office and either spoke with other employees or left voice messages.

To determine whether the text messaging features were available, the auditors sent text messages to other cellular devices while in the train stations and on the train (if the next station was listed as being equipped with service).

To determine the accessibility of social media websites, the auditors downloaded Yahoo, Google and Facebook to cellular devices and attempted to read mail and send messages. The auditors also accessed Netflix and Pandora to determine whether it was possible to watch movies, play music and stream video. The auditors also used laptops to test social media applications and video streaming while in the subway stations and on platforms.

To determine whether the *Subway Reads* service was working, the auditors downloaded excerpts from fiction, non-fiction, sci-fi and fantasy, young adults and children books within the various time allotments of 30 minutes, 20 minutes, and 10 minutes.

In order to determine which stations had been chosen to have wireless service during our scope period, we reviewed the MTA Board Action Items and station listings, as well as the MTA's and TW's websites. In addition, we received from the MTA listing of stations by phases.

Testing was performed Monday through Sunday at various times from 6 a.m. to 12 a.m. to ensure that Wi-Fi and cellular service were available. In addition, the auditors tested service in inclement weather to determine the effect on Wi-Fi and cellular service. (See Appendices I, II and III for a listing of stations and services available.)

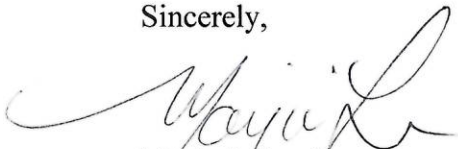
Based on our positive conclusion, we recommend that the MTA, NYCT and TW continue their current plan to provide voice and data service to the remaining 163 underground New York City subway stations.

On November 22, 2016, we submitted a draft letter report providing MTA and NYCT officials the opportunity to formally respond. The MTA's and NYCT's responses were received on December 14, 2016 for Phase III and Phase IV Transit Wireless audits. In their written responses, the MTA and NYCT agreed with the report. NYCT stated, "MTA New York City

Transit acknowledges and accepts the conclusions of the attached audits conducted by the New York City Comptroller. The audits found the wireless communication system installed in 150 stations in Phases I to IV is working as intended. We welcome the validation of the system by a third party and our partnership with the comptroller in bringing this service to our customers. The agency is on schedule to bring wireless communication to the remaining 132 stations including (Second Avenue Stations and 34th/Hudson Yards) by the end of December 2016.”

The full text of the MTA’s and NYCT’s comments are included as addenda to this report.

Sincerely,



Marjorie Landa

c: Veronique Hakim, President, NYCT
Michael J. Fucilli, Auditor General, MTA
Darren Jurgens, Audit Manager, MTA
Mindy Tarlow, Director, Mayor’s Office of Operations
George Davis III, Deputy Director, Mayor’s Office of Operations

Listing of Stations and Dates Tested

Phase III 38 Stations Tested

	Station Name	Line Tested	Dates Tested	Cellular Voice*	Cellular Voice	Social Media	Wi-Fi	Music/Video Streaming
1	Corland St	R	10/14/2016	YES	YES	YES	YES	YES
2	Essex St	J M Z	10/4/2016	YES	YES	YES	YES	YES
3	Fulton St	J M Z	6/28/2016	YES	YES	YES	YES	YES
4	207th St	A	10/3/2016	YES	YES	YES	YES	YES
5	Dyckman St	A	10/3/2016	YES	YES	YES	YES	YES
6	190th St	A C	10/3/2016	YES	YES	YES	YES	YES
7	181st St.	A	10/3/2016	YES	YES	YES	YES	YES
8	175th St	A	10/3/2016	YES	YES	YES	YES	YES
9	163rd St	C	10/3/2016	YES	YES	YES	YES	YES
10	155th St	C	10/3/2016	YES	YES	YES	YES	YES
11	145th St mezzanine	A B C D	10/3/2016	YES	YES	YES	YES	YES
12	135th St	B C	10/3/2016	YES	YES	YES	YES	YES
13	125th St	A B C D	10/3/2016	YES	YES	YES	YES	YES
14	116th St	B C	10/3/2016	YES	YES	YES	YES	YES
15	110th St	B C	10/3/2016	YES	YES	YES	YES	YES
16	103rd St	B C	10/3/2016	YES	YES	YES	YES	YES
17	Broadway-Nassau	A C	6/8/2016,10/14/2016, 10/15/2016, 10/31/2016,11/4/2016	YES	YES	YES	YES	YES
18	155th St	B D	11/5/2016	YES	YES	YES	YES	YES
19	2nd Ave	F	10/4/2016	YES	YES	YES	YES	YES
20	Delancey St	F	10/4/2016	YES	YES	YES	YES	YES
21	East Broadway	F	10/4/2016	YES	YES	YES	YES	YES
22	191st St	1	10/4/2016	YES	YES	YES	YES	YES
23	157th St	1	10/14/2016	YES	YES	YES	YES	YES
24	145th St	1	10/14/2016	YES	YES	YES	YES	YES

APPENDIX I

Page 2 of 2

25	137th St	1	10/14/2016	YES	YES	YES	YES	YES
26	116th St	1	10/14/2016	YES	YES	YES	YES	YES
27	110th St	1	10/14/2016	YES	YES	YES	YES	YES
28	103rd St	1	10/14/2016	YES	YES	YES	YES	YES
29	Fulton St	2 3	6/28/2016,11/4/2016	YES	YES	YES	YES	YES
30	Fulton St	4 5	6/8/2016,10/14/2016, 10/15/2016, 11/4/2016	YES	YES	YES	YES	YES
31	148th St	3	10/14/2016	YES	YES	YES	YES	YES
32	145th St	2 3	10/14/2016	YES	YES	YES	YES	YES
33	135th St	2 3	10/14/2016	YES	YES	YES	YES	YES
34	125th St	2 3	10/14/2016	YES	YES	YES	YES	YES
35	116th St	2 3	10/14/2016	YES	YES	YES	YES	YES
36	110th St/Central Park N	2 3	10/14/2016	YES	YES	YES	YES	YES
37	Main St.	7	10/28/2016	YES	YES	YES	YES	YES
		A C J M Z						
38	Fulton St Trn. Ctr.	2 3 4 5	6/28/2016,10/14/2016,10/15/2016; 10/30/2016;11/4/2016	YES	YES	YES	YES	YES

*This listing includes stations that have AT&T, T-Mobile Verizon Wireless, and Sprint service.

Listing of Stations and Dates Tested

Phase I 47 Stations Retested as of November 6, 2016

	Station Name	Line Tested	Dates Tested	Cellular Voice*	Cellular Voice	Social Media	Wi-Fi	Music/Video Streaming
1	8th Av	L	10/20/2016	YES	YES	YES	YES	YES
2	6th Av	1 2 3 L F M	10/20/2016	YES	YES	YES	YES	YES
3	23rd St	C E	10/20/2016	YES	YES	YES	YES	YES
4	14th St	A C E	10/20/2016	YES	YES	YES	YES	YES
5	14th St	F M	10/20/2016	YES	YES	YES	YES	YES
6	14th St	1 2 3	10/14/2016	YES	YES	YES	YES	YES
7	5th Ave	N R	10/18/2016	YES	YES	YES	YES	YES
8	57th St	N Q R	10/18/2016	YES	YES	YES	YES	YES
9	49th St	N R	10/18/2016	YES	YES	YES	YES	YES
10	Times Square	N Q R	10/18/2016	YES	YES	YES	YES	YES
11	28th St	R	10/18/2016	YES	YES	YES	YES	YES
12	23rd St	R	10/18/2016	YES	YES	YES	YES	YES
13	96th St	B C	11/5/2016	YES	YES	YES	YES	YES
14	86th St	B C	11/5/2016	YES	YES	YES	YES	YES
15	81st St	B C	11/5/2016	YES	YES	YES	YES	YES
16	72nd St	B C	11/5/2016	YES	YES	YES	YES	YES
17	59th St	A B C	11/5/2016	YES	YES	YES	YES	YES
18	50th St	C E	10/1/2016	YES	YES	YES	YES	YES
19	42nd St	A C E	18/2016	YES	YES	YES	YES	YES
20	57th St	F	10/19/2016	YES	YES	YES	YES	YES
21	47-50 St Rock Ctr	B D F M	10/19/2016	YES	YES	YES	YES	YES
22	5th Ave	E	10/1/2016	YES	YES	YES	YES	YES
23	7th Ave	B D E	10/1/2016	YES	YES	YES	YES	YES
24	96th St	1 2 3	10/14/2016	YES	YES	YES	YES	YES
25	86th St	1	10/14/2016	YES	YES	YES	YES	YES
26	79th St	1	10/14/2016	YES	YES	YES	YES	YES

27	72nd St	1 2 3	10/14/2016	YES	YES	YES	YES	YES
28	66th St	1	10/14/2016	YES	YES	YES	YES	YES
29	59th St	1	10/14/2016	YES	YES	YES	YES	YES
30	50th St	1	10/14/2016	YES	YES	YES	YES	YES
31	Times Square	1 2 3	10/14/2016	YES	YES	YES	YES	YES
32	28th St	1	10/14/2016	YES	YES	YES	YES	YES
33	23rd St	1	10/14/2016	YES	YES	YES	YES	YES
34	18th St	1	10/14/2016	YES	YES	YES	YES	YES
35	Times Square	7	10/18/2016	YES	YES	YES	YES	YES
36	Times Square	S	10/18/2016	YES	YES	YES	YES	YES
37	34th St	N Q R	10/18/2016	YES	YES	YES	YES	YES
38	42nd St	B D F M	10/19/2016	YES	YES	YES	YES	YES
39	34th St	B D F M	10/18/2016	YES	YES	YES	YES	YES
40	23rd St	F M	10/19/2016	YES	YES	YES	YES	YES
41	Grand Central	4 5 6	10/18/2016	YES	YES	YES	YES	YES
42	33rd St	6	10/18/2016	YES	YES	YES	YES	YES
43	28th St	6	10/18/2016	YES	YES	YES	YES	YES
44	23rd St	6	10/18/2016	YES	YES	YES	YES	YES
45	Grand Central	7	10/18/2016	YES	YES	YES	YES	YES
46	5th Ave	7	10/18/2016	YES	YES	YES	YES	YES
47	Grand Central	S	10/18/2016	YES	YES	YES	YES	YES

*This listing includes stations that have AT&T, Verizon Wireless, and Sprint service.

Listing of Stations and Dates Tested

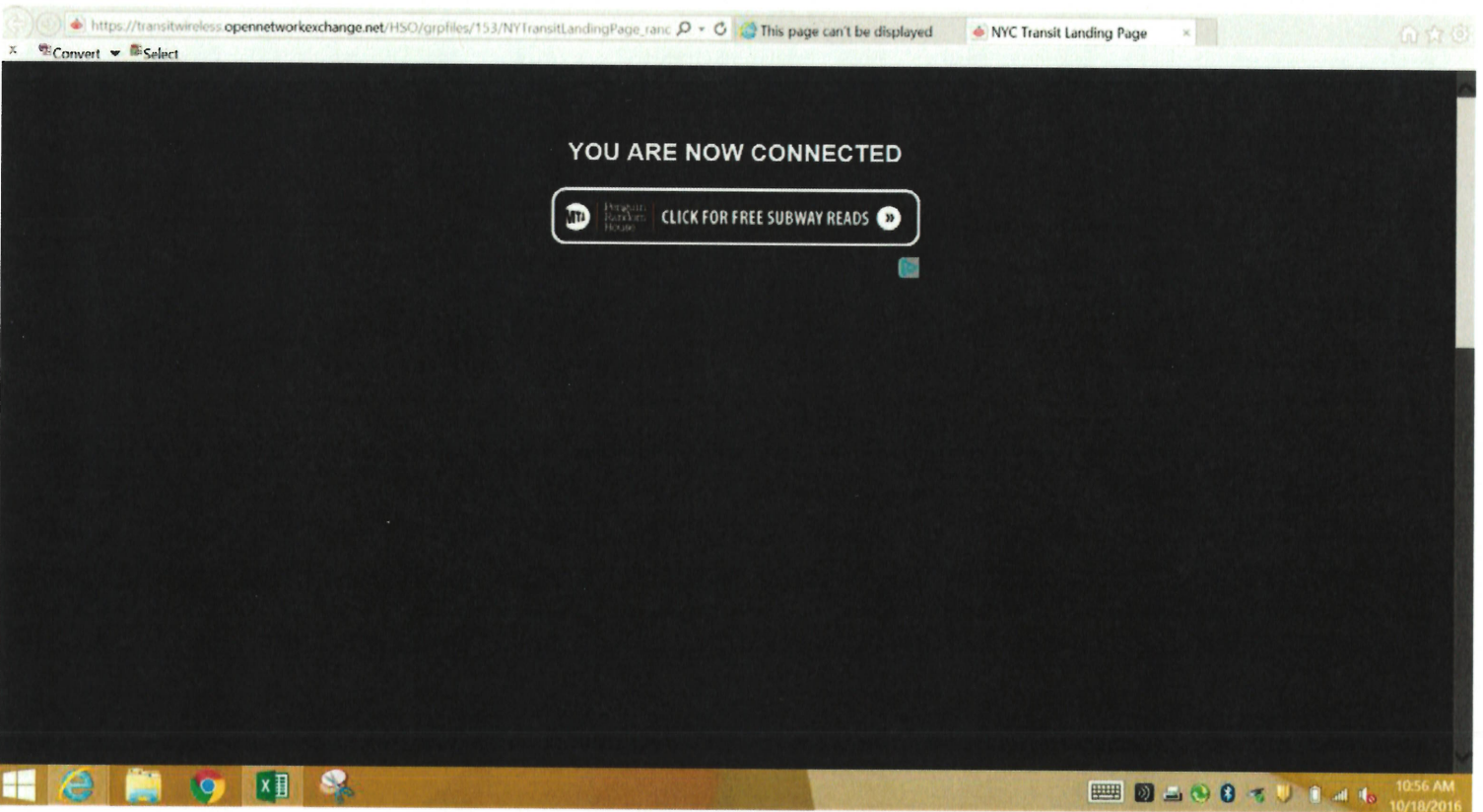
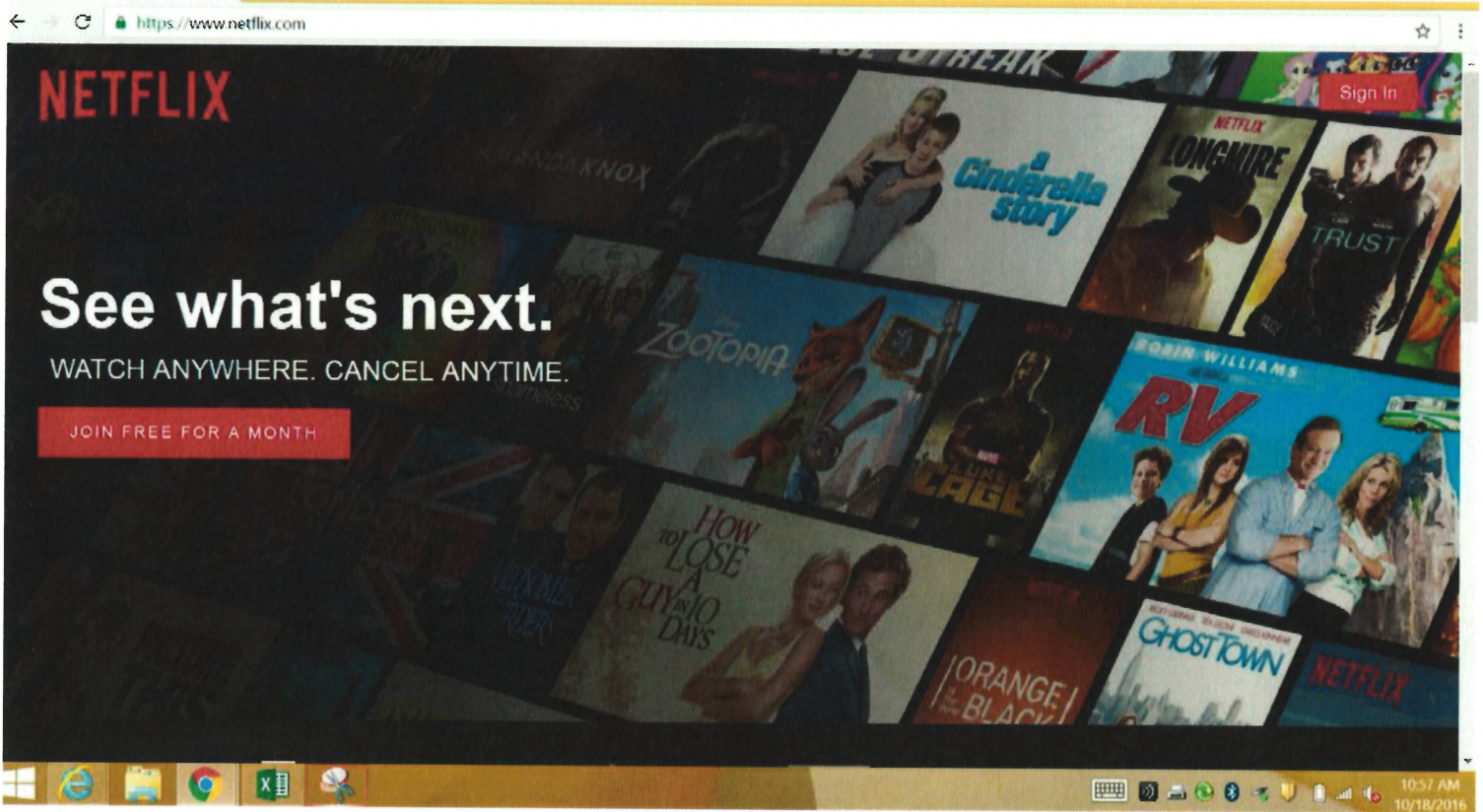
Phase II 29 Stations Retested as of November 6, 2016 , 2016

	Station Name	Line Tested	Dates Tested	Cellular Voice*	Cellular Voice	Social Media	Wi-Fi	Music/Video Streaming
1	21st St	F	10/19/2016,10/28/2016	YES	YES	YES	YES	YES
2	179th St	F	10/19/2016	YES	YES	YES	YES	YES
3	169th St	F	10/19/2016	YES	YES	YES	YES	YES
4	Parsons Blvd	F	10/19/2016,10/28/2016	YES	YES	YES	YES	YES
5	Sutphin Blvd	F	10/19/2016,10/28/2016	YES	YES	YES	YES	YES
6	Van Wyck Blvd	E F	10/19/2016,10/28/2016	YES	YES	YES	YES	YES
7	Union Turnpike	E F	10/19/2016	YES	YES	YES	YES	YES
8	75th Ave	E F	10/19/2016	YES	YES	YES	YES	YES
9	71st Ave	E F M R	10/19/2016	YES	YES	YES	YES	YES
10	67th Ave	M R	10/28/2016	YES	YES	YES	YES	YES
11	63rd Drive	M R	10/28/2016	YES	YES	YES	YES	YES
12	Woodhaven Blvd	M R	10/28/2016	YES	YES	YES	YES	YES
13	Grand Ave	M R	10/28/2016	YES	YES	YES	YES	YES
14	Elmhurst Ave	M R	10/28/2016	YES	YES	YES	YES	YES
15	Roosevelt Ave	E F M R	10/19/2016	YES	YES	YES	YES	YES
16	65th St	M R	10/28/2016	YES	YES	YES	YES	YES
17	Northern Blvd	M R	10/28/2016	YES	YES	YES	YES	YES
18	46th St	M R	10/28/2016	YES	YES	YES	YES	YES
19	Steinway St	M R	10/28/2016	YES	YES	YES	YES	YES
20	36th St	M R	10/28/2016	YES	YES	YES	YES	YES
21	Queens Plaza	E M R	10/28/2016	YES	YES	YES	YES	YES
22	Ely Ave-23rd	E M	10/20/2016	YES	YES	YES	YES	YES
23	Parsons Blvd	E J Z	10/19/2016	YES	YES	YES	YES	YES


APPENDIX II

24	Sutphin Blvd	E J Z	10/19/2016,11/5/2016	YES	YES	YES	YES	YES
25	Jamaica-Van Wyck	E	10/19/2016	YES	YES	YES	YES	YES
26	Court Square	G	10/20/2016	YES	YES	YES	YES	YES
27	21st St/Van Alst Ave	G	10/20/2016	YES	YES	YES	YES	YES
28	Hunters Point	7	10/18/2016	YES	YES	YES	YES	YES
29	Vernon-Jackson	7	10/18/2016	YES	YES	YES	YES	YES

*This listing includes stations that have AT&T, T-Mobile Verizon Wireless, and Sprint service.




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One Google Account for everything Google



abc7NY WABC-TV


SECTIONS TRAFFIC WATCH New York City New Jersey Long Island Northern Suburbs Connecticut




CAR SERVICE DRIVER ACCUSED OF SEXUALLY ASSAULTING RIDER

Updated 45 mins ago


The Bergen County Prosecutor's Office said the assault off. The woman




One dead after shooting at Newark grocery store
Updated 9 mins ago



40 frozen dead cats found inside storage unit in Long Island City



Video: Woman knocked out cold in Queens



Disturbing video: Police fire 36 shots at alleged robber
Updated 6 mins ago

Here's what they're having for White House state dinner


Melania Trump: 'My husband didn't do anything'

Petition: Impeach judge who issued 60-day incest sentence
Updated 10 mins ago



CAN THEY ALSO TELL CANCER CELLS TO DIE?

WATCH LIVE



WATCH LIVE NOON EYEWITNESS NEWS & 5

Eyewitness News at Noon

Resolving host.



The screenshot shows the Twitter homepage. At the top, there is a navigation bar with the Twitter logo on the left and 'Sign up' and 'Log in' buttons on the right. Below this is a large red banner with the text 'What's Happening'. Underneath the banner is a horizontal menu with categories: 'Featured', 'Sports', 'News', 'Music', 'Entertainment', 'Lifestyle', and 'More'. The 'Featured' category is currently selected. Below the menu is the 'Moments' section, which includes a 'View all' link and three tweet cards. The first tweet is about Kim Kardashian's assistant, the second is about a daughter's hands, and the third is about Red Dead Redemption 2. To the right of these tweets is a red box with the text 'New to Twitter? Sign up now to get your own personalized timeline!' and a 'Sign up' button. At the bottom of the page, there is a footer with various links like 'About', 'Help', 'Blog', etc., and a copyright notice for 2016 Twitter. The Windows taskbar is visible at the very bottom, showing the time as 11:44 AM on 10/18/2016.

The screenshot shows the Pandora website's registration page. The page has a dark blue background with the Pandora logo in the top left corner. In the top right corner, there are links for 'sign up', 'log in', and 'help'. The main heading reads 'Free personalized radio that plays the music you love'. Below this heading is a section titled 'Sign up for free' which contains a registration form. The form has four input fields: 'Email', 'Password', 'Birth Year', and 'Zip Code'. Below the 'Password' field, there is a note that says 'Password must be at least 6 characters.' To the right of the 'Birth Year' and 'Zip Code' fields, there are small links that say 'why?'. The Windows taskbar is visible at the bottom, showing the time as 11:43 AM on 10/18/2016.

← → ↻ https://www.facebook.com ☆ ⋮

facebook Email or Phone Password Log In
Forgot account?

Connect with friends and the world around you on Facebook.

- See photos and updates** from friends in News Feed
- Share what's new** in your life on your Timeline.
- Find more** of what you're looking for with Facebook Search.

Sign Up

It's free and always will be.

First name Last name

Mobile number or email

Re-enter mobile number or email

New password

Birthday
Month Day Year Why do I need to provide my birthday?

Female Male

By clicking Sign Up, you agreed to our Terms and that you have read our Data Policy, including our Cookie Use

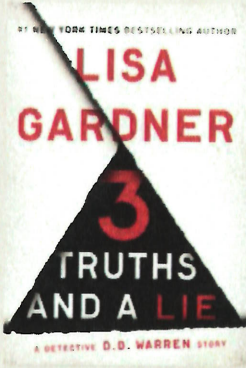
Sign Up

Windows taskbar: 11:37 AM 10/18/2016

← → ↻ www.subwayreadsny.com ☆ ⋮

Stations with Free Transit Wireless WiFi ✕

Penguin Random House | **Subway Reads** READ TIME MENU




3 Truths and a Lie
By Lisa Gardner

QUOTED FROM THE BOOK

"No skipping ahead. A crime scene is like a novel." -D.D. Warren #SubwayReads

Transit Wireless WiFi ✕

Windows taskbar: 12:19 PM 10/18/2016

Stations with Free TransitWirelessWiFi 

Subway Reads



Dreamsongs: Volume I

by George R. R. Martin

 103 min

Sandkings

Simon Kress lived alone in a sprawling manor house among the dry, rocky hills fifty kilometers from the city. So, when he was called away unexpectedly on business, he had no neighbors he could conveniently impose on to take his pets. The carrion hawk was no problem; it roosted in the unused belfry and customarily fed itself anyway. The shambler Kress simply shooed outside and left to fend for itself; the little monster would gorge on slugs and birds and rockjocks. But the fish tank, stocked with genuine Earth piranha, posed a difficulty. Kress finally just threw a haunch of beef into the huge tank. The piranha could always eat one another if he were detained longer than expected. They'd done it before. It amused him.

Unfortunately, he was detained *much* longer than expected this time. When he finally returned, all the fish were dead. So was the carrion hawk. The shambler had climbed up to the belfry and eaten it. Simon Kress was vexed.

The next day he flew his skimmer to Asgard, a journey of some two hundred kilometers. Asgard was Baldur's largest city and boasted the oldest and largest starport as well. Kress liked to impress his friends with animals that were unusual, entertaining, and expensive; Asgard was the place to buy them.

This time, though, he had poor luck. Xenopets had closed its doors, t'Etherane the Petseller tried to foist another carrion hawk off on him, and Strange Waters offered



Metropolitan Transportation Authority

State of New York

December 14, 2016

Ms. Marjorie Landa
Deputy Comptroller for Audit
The Office of the City Comptroller
1 Centre Street
New York, NY 10038

Re: Draft Letter Audit Reports #SZ17-095AL and #SZ17-097AL (Phase III and IV of the Wireless Voice and Data Service in New York City's Subway System as Provided by Transit Wireless)

Dear Ms. Landa:

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

I have attached for your information the comments of Veronique Hakim, President, NYC Transit, which address these two reports.

Sincerely,

A handwritten signature in blue ink, appearing to read "T.F.P.", with a horizontal line extending to the left and a flourish extending to the right.

Thomas F. Prendergast
Chairman and Chief Executive Officer

C: Donna M. Evans
MTA Chief of Staff

Attachment

2 Broadway
New York, NY 10004-2207
646 252-5800 Tel
646 252-5815 Fax

Veronique Hakim
President

ADDENDUM II



New York City Transit

December 8, 2016

Mr. Thomas F. Prendergast
Chairman and Chief Executive Officer
Metropolitan Transportation Authority
2 Broadway, 20th Floor, Suite A20.30
New York, New York 10004

Re: Draft Letter Audit Reports on Phases III and IV of the Wireless Voice and Data Service in New York City's Subway System as Provided by Transit Wireless (Audit Numbers SZ17-095AL and SZ17-097AL)

Dear Chairman Prendergast:

MTA New York City Transit acknowledges and accepts the conclusions of the attached audits conducted by the New York City Comptroller. The audits found that the wireless communication system installed in 150 stations in Phases I to IV is working as intended.

We welcome the validation of the system by a third party and our partnership with the comptroller in bringing this service to our customers.

The agency is on schedule to bring wireless communication to the remaining 132 stations (including Second Avenue Stations and 34th/Hudson Yards) by the end of December 2016.

Sincerely,

A handwritten signature in black ink, appearing to read "V Hakim".

Veronique Hakim
President
MTA New York City Transit

Attachment (2)

Copy: Michael Fucilli
Darren Jurgens
John F. O'Grady