



COMPTROLLER OF THE CITY OF NEW YORK  
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WILLIAM C. THOMPSON, JR.  
COMPTROLLER

September 21, 2009

Mr. Jay H. Walder  
Chairman and Chief Executive Officer  
347 Madison Avenue  
New York, New York 10017

Dear Mr. Walder:

Please accept my congratulations on your return to New York City and your appointment as Chairman and Chief Executive Officer of the Metropolitan Transportation Authority. My staff and I look forward to working with you as you address the many challenges confronting the MTA.

I have written previously to the MTA highlighting several particularly important issues that require swift attention. It is my hope that as you assume your new role, you will focus on these important concerns. I have enclosed for your review my letters to the MTA dated July 8, 2009 and September 2, 2009 and my office's policy reports regarding progress in achieving a "State of Good Repair" at New York City Transit facilities and proposals to help avoid fare increases.

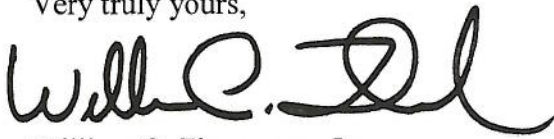
One of the most critical concerns is the status of the MTA's capital program. As you know, the 2010-2014 program is underfunded by nearly \$10 billion. As troubling as this underfunding is the continuing sharp contrast in conditions between the New York City Transit system and the commuter railroads highlighted in the enclosed report. The inordinately lengthy delays in restoring the New York City's transportation infrastructure to a "State of Good Repair" cannot be permitted to continue.

I have also called upon the MTA to reverse its misguided decision to cut station customer service agents throughout the system despite having pledged to riders that the recent \$2.3 billion increase in funding -- from fare hikes and fees -- would prevent service cuts. These cuts compellingly illustrate why riders and the general public remain deeply mistrustful of the Authority.

The MTA must reshape how it delivers service to its riders, how it communicates with the public, and how it makes decisions. I suggest that the MTA begin this effort by retaining station agent positions using a small portion of federal stimulus money, as Congress has recently allowed.

The success of New York City and our region is directly linked to the success of our transportation system. Our quality of life and, indeed, the future of our city depends on it.

Very truly yours,

A handwritten signature in black ink, appearing to read "William C. Thompson, Jr.", written in a cursive style.

William C. Thompson, Jr.