

***The 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**

FN01-190A

February 20, 2002

***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**

FN01-190A

EXECUTIVE SUMMARY

Background

The Metropolitan Transportation Authority (MTA) was created in 1965 by New York State to maintain and to improve commuter transportation and related services within the Metropolitan Transportation Commuter District. This district encompasses the City of New York (City) and Dutchess, Nassau, Orange, Putnam, Rockland, Suffolk, and Westchester counties. Chapter 415, § 1277, of the New York State Public Authorities Law of 1966 (NYSPAL), requires that each local government unit reimburse the MTA for the costs of operating, maintaining, and using commuter passenger stations located within their boundaries. In June 2000, the New York State Legislature amended § 1277 of the NYSPAL to establish an annual fixed billing. 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.

The audit reviewed the Long Island Rail Road maintenance operations and the conditions of its City Stations. Prior to the State fiscal year ending March 31, 2000, we audited the MTA's claim for reimbursement of actual costs associated with the maintenance, use, and operation of LIRR's City Stations to verify whether the costs were reasonable, accurate, and allowed under Chapter 415, § 1277 of NYSPAL. The MTA's bill for both LIRR and Metro North Railroad City Stations for the period from April 1, 2000, to March 31, 2001, totaled \$65,359,978. We are conducting a separate audit—#FN01-191A—of Metro-North's City Stations. The results of that audit will be covered in a separate report.

Our audit objectives were to determine whether the LIRR maintained the City Stations in a clean and safe condition; corrected unsafe and unsanitary conditions at City Stations identified in the previous report; and provided maintenance services for City Stations in accordance with LIRR's standards and procedures. We met with LIRR officials to obtain an understanding of their station maintenance operation. We reviewed operating procedures and standards adopted by the LIRR and examined station maintenance and cleaning records to determine the LIRR's compliance with those procedures; inspected all LIRR City Stations to determine whether they were properly maintained; and determined whether the MTA provided adequate police protection at the

City Stations. In addition, we determined whether unsafe and unsanitary conditions noted in our prior audit (#FN00-174A) were corrected.

Results in Brief

Our review of the MTA's maintenance operations for LIRR City Stations found that four stations—Bayside, Far Rockaway, Hollis, and Little Neck—were free of problems; three stations—Auburndale, Jamaica, and Long Island City—were undergoing capital renovations; and 16 stations—Belmont Park, Douglaston, Flatbush Avenue, Flushing Main Street, Forest Hills, Hunterspoint Ave., Kew Gardens, Laurelton, Locust Manor, Nostrand Avenue, Penn Station, Queens Village, Rosedale, St. Albans, Shea Stadium, and Woodside—were in good or fair condition, with only minor problems.

However, three other stations—Broadway, East New York, and Murray Hill—had some potentially hazardous conditions and were clearly the most poorly maintained. Many of these conditions were also noted in our prior audit (Audit #FN00-174A—issued on February 22, 2001). The potentially hazardous conditions included uneven, cracked, and crumbling cement; damaged steps on staircases; and loose metal plates on station platforms. (See Appendix II for photographs of some of the conditions we observed during this audit.) The chart on ES-4 summarizes the types of problems at each station and identifies those problems found in our previous audit.

Moreover, the LIRR did not always correct the problems indicated on its Engineering and Passenger Services Departments' inspection reports. The LIRR inspects each City Station at least once a year in accordance with its guidelines. However, conditions noted during LIRR inspections at certain City Stations as far back as October 1998 were not always addressed and corrected.

For example, Inspection reports of the Broadway Station by LIRR's Engineering Department in October 1998 and October 2000, and its Passenger Services Department in June 2001, disclosed that the station's concrete platforms were cracked and needed to be repaired. However, during our inspections in August 2001, we noted that the concrete platform was not repaired.

As a second example, Inspections conducted by the LIRR Passenger Services Department in February 2000, and its Engineering Department in June 2000 disclosed broken steps and loose concrete on the platform of the East New York Station. A June 2001 inspection report stated that the station had potential tripping hazards caused by raised expansion joints and loose concrete. However, as of August 2001, none of these conditions had been corrected.

Finally, in a January 2000 inspection report, LIRR engineers reported that the Murray Hill Station "platform needs extensive work throughout." A November 2000 Engineering inspection report and a December 2000 Passenger Services inspection report noted problems that should be repaired: broken and chipped steps on the station's stairs; cracked and crumbling cement on the station's platforms; and steel plates at the edge of the platform requiring repair. We observed that these conditions existed in August 2001 and were noted in our 1999 and 2000 audit reports.

In addition, LIRR did not follow its station-painting guidelines; it did not paint three City Stations as frequently as required—once every two to five years, depending on daily ridership. The Broadway Station, painted in 1995, should have been painted in 1999; the Flatbush Avenue Station should have been painted in 1999 and again in 2001, but had not been painted since 1997; and the St. Albans Station should have been painted in 1996 and in 2001, but had not been painted since 1991.

Recommendations

MTA and LIRR should:

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

LIRR Response: LIRR officials agreed with the report's five recommendations and responded that the Broadway Station is currently undergoing renovations; the staircases will be renovated and new fencing will be installed along the tracks. LIRR also responded that all the staircases at the East New York Station were repeatedly repaired and new stair coverings added. However, vandalism is a continuing problem at this station. LIRR further stated that the Murray Hill Station has undergone temporary repairs of both the platform and the staircases. In addition, LIRR officials stated that the painting of the Broadway, Flatbush Avenue, and St. Albans stations were either deferred to a later date, or not performed, because of scheduled renovations of those stations.

As part of LIRR's response, the Engineering and Passenger Services Departments indicated the actions that they have taken in response to the station conditions noted in this report. These actions included repairing platform concrete, staircases, fences, and walkways; removing graffiti; and replacing broken glass.

Table of Contents

INTRODUCTION	1
Background	1
Objectives	2
Scope and Methodology	2
Discussion of Audit Results	2
 FINDINGS AND RECOMMENDATIONS	 4
Station Conditions	4
Conditions Cited during LIRR's Own Inspections of City Stations were not always Addressed	12
Guidelines not always Followed	14
Recommendations	14
 LIRR Response	 14
 Appendix I - Summary of Major and Minor Problems Observed at City Stations	
Appendix II - Photographs of City Stations with Unsafe or Poor Conditions	
Addendum - LIRR Response	

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**

FN01-190A

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 governmental unit reimburse the MTA for the cost of maintenance, use, and operation of 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 Penn Central Transportation 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).

After the New York State Legislature amended § 1277 of the NYSPAL in June 2000 to establish an annual fixed billing, we reviewed the LIRR's maintenance operations and the conditions of its City Stations.¹ Prior to the State fiscal year ending March 31, 2000, we also reviewed the MTA's claim for reimbursement of actual costs associated with the maintenance, use, and operation of LIRR's City Stations to verify whether the costs were reasonable, accurate, and allowed under Chapter 415, § 1277 of NYSPAL. The MTA's bill for both LIRR's and Metro North Railroad's City Stations for the period April 1, 2000, to March 31, 2001, totaled \$65,359,978. It should be noted that we are conducting a separate audit—#FN01-191A—of Metro-North's City Stations. The results of that audit will be covered in a separate report.

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.

Objectives

Our audit objectives were to determine whether the LIRR:

- Maintained the City Stations in a clean and safe condition;
- Corrected unsafe and unsanitary conditions at City Stations identified in the previous report; and
- Provided maintenance services for City Stations in accordance with the LIRR's standards and procedures.

Scope and Methodology

This audit covered the period April 1, 2000, to March 31, 2001. We met with LIRR officials to obtain an understanding of their station maintenance operation. We reviewed operating procedures and standards adopted by the LIRR and examined station maintenance and cleaning records to determine LIRR's compliance with those procedures.

In addition, we inspected all LIRR City Stations to determine whether they were properly maintained. We developed a checklist to document the results of our inspections and compared our results to the conditions listed on the LIRR Station Inspection Reports for each City Station. We then determined whether unsafe and unsanitary conditions noted in our prior audit (#FN00-174A) were corrected. Moreover, we determined whether MTA provided adequate police protection at the City Stations by reviewing police officers' payroll time sheets, daily blotters, and various MTA records showing police patrol time at the stations.

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 pursuant to the City Comptroller's audit responsibilities, as set forth in Chapter 5, § 93, of the New York City Charter.

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 and was discussed at an exit conference on November 20, 2001. On November 21, we submitted a draft report to MTA and LIRR officials with a request for comments. We received a written response from LIRR, forwarded by the MTA on December 24, 2001, which stated:

"The Long Island Rail Road concurs with the five recommendations put forth in the report. In addition, a schedule detailing the actions that have been, or are planned to be taken to remedy the conditions noted at each station is attached."

LIRR officials responded that the Broadway Station is currently undergoing renovations; the staircases will be renovated and new fencing will be installed along the tracks. LIRR officials also responded that all the staircases at the East New York Station were repeatedly repaired with new stair coverings added. However, vandalism is a continuing problem at this station. LIRR officials further stated that the Murray Hill Station has undergone temporary repairs of both the platform and the staircases. In addition, LIRR officials stated that the painting of the Broadway, Flatbush Avenue, and

St. Albans stations were either deferred to a later date, or not performed because of scheduled renovations of those stations.

As part of LIRR's response, the Engineering and Passenger Services Departments indicated the actions that they have taken in response to the station conditions noted in this report. These actions included repairing platform concrete, staircases, fences, and walkways; removing graffiti; and replacing broken glass.

The full text the LIRR response is included as an addendum to this final report.

**OFFICE OF THE COMPTROLLER
NEW YORK CITY**

DATE FILED: February 20, 2002

FINDINGS AND RECOMMENDATIONS

During our review of the MTA's maintenance operations for LIRR City Stations, we found that four stations—Bayside, Far Rockaway, Hollis, and Little Neck—were free of problems; three stations—Auburndale, Jamaica, and Long Island City—were undergoing capital renovations; and 16 stations—Belmont Park, Douglaston, Flatbush Avenue, Flushing Main Street, Forest Hills, Hunterspoint Ave., Kew Gardens, Laurelton, Locust Manor, Nostrand Avenue, Penn Station, Queens Village, Rosedale, St. Albans, Shea Stadium, and Woodside—were in good or fair condition, with only minor problems. However, three other stations—Broadway, East New York, and Murray Hill—had some potentially hazardous conditions and were clearly the most poorly maintained. The potentially hazardous conditions included uneven, cracked, and crumbling cement; damaged steps on staircases; and loose metal plates on station platforms. Many of these conditions were also noted in our prior audit (Audit #FN00-174A—issued on February 22, 2001).

Moreover, we found that the LIRR did not always correct the problems indicated on inspection reports by its Engineering and Passenger Services Departments. The LIRR inspects each City Station at least once a year, in accordance with its guidelines. However, conditions noted during LIRR inspections at certain City Stations as far back as October 1998 were not always addressed and corrected. For example, the LIRR did not repair the broken and cracked concrete on the Broadway Station's platforms, or the broken steps and raised expansion joints at the East New York Station, and did not address the tripping hazards on the platform at the Laurelton Station. In addition, LIRR did not follow its station-painting guidelines, not painting three City Stations—Broadway, Flatbush Avenue, and St. Albans—as frequently as required.

These issues are discussed in greater detail in the following sections of this report.

Station Conditions

The following are the specific conditions identified during our observations of the City Stations and the status of those conditions noted during the prior audit.

AUBURNDALE STATION - (192nd Street and 39th Avenue, Queens.)

Prior Condition(s): This station was undergoing capital renovations at the time of our last audit.

Current Status : Station is still under capital renovations at the time of this audit.

BAYSIDE STATION - (213th Street and 41st Avenue, Queens.)

Prior Condition(s): None.

Current Status : No problems were found at the time of our observations.

BELMONT PARK STATION - (Hempstead Avenue and Cross Island Parkway, Queens.)

Prior Condition:

The sheds on Track 5-6 and Track 7-8 platforms had rotted wood and peeling paint. There were unsecured areas at the sheds on the Track 3-4 and 5-6 platforms, allowing for unauthorized access. There was a hole in the Track 2 platform, and the northern-most stairway was missing a step board.

Current Status :

Partially corrected. The hole in the Track 2 platform and the step board on the northernmost stairway were repaired. All other conditions still exist. The sheds on Track 5-6 and Track 7-8 platforms still had rotted wood and peeling paint, and the sheds on the Track 3-4 and 5-6 platforms were still unsecured.

Additional Problems :

Tracks 2 and 7 had broken and missing edge-boards. The sheds on Track 1-2 and Track 3-4 platforms had wood rotting and peeling paint, and the shed on Track 7-8 platform had sections missing. The asphalt walkway on Track 1-2 platform had large crevices. There was broken glass on the staircase to Track 5-6 and at the ticket office, which had a broken window.

BROADWAY STATION - (Northern Boulevard and Depot Road, Queens.)

Prior Condition(s): The westbound staircase wall had peeling paint. The westbound platform had a loose metal plate. A handrail had exposed metal rods. The eastbound staircase had loose concrete. The station's platform shelter had a broken column with nails protruding from it, as well as dirty benches and walls, litter, and puddles of water on the floor. There were uneven sidewalks with pavement gaps on both the westbound and eastbound platforms.

Current Status :

Partially corrected. The loose metal plate on the westbound platform was repaired. The exposed metal rods on the handrail were removed. The loose concrete on the eastbound staircase was repaired. While there was some evidence of concrete patchwork, many areas of the platform were still not repaired. (See photograph on page 2 in Appendix II.) All other conditions remained. The westbound staircase wall still had peeling paint. Although the litter was removed, the station's platform shelter still had dirty benches and walls, and there were uneven sidewalks with pavement gaps on both the westbound and eastbound platforms. (See photographs on pages 1 and 2 in Appendix II.)

Additional Problems:

Plexiglas and a metal frame were missing from the westbound shelter. Broken glass was on the front of the eastbound staircase. The eastbound platform had broken concrete. (See photograph on page 1 of Appendix II.) Paint was peeling from the walls of the passenger walkway tunnel. There was graffiti on the westbound platform shelter.

DOUGLASTON STATION - (241st Street and 41st Avenue, Queens.)

Prior Condition(s): None.

Current Status:

The westbound staircase had cracked steps. There was graffiti on the walls of the underpass.

EAST NEW YORK STATION - (Atlantic Avenue and Van Sinderen Avenue, Brooklyn.)

Prior Condition(s): A step on the westbound staircase was broken. There was crumbling concrete on the westbound platform; a cracked step on the Van Sinderen Avenue staircase; a broken step on the East New York Avenue staircase; graffiti on the westbound walls and shed; and no station identification signs on the platform. There was also cracked cement with a large hole on the eastbound platform and uncollected litter on the eastbound platform.

Current Status:

Partially corrected. The cracked cement with a large hole on the eastbound platform was repaired and the litter was removed. Approximately half of the steps on the Van Sinderen Avenue and East New York Avenue staircases had new metal treads. The remaining steps were still chipped and broken. (See photograph on page 3 of Appendix II.) All other prior conditions existed: there was crumbling concrete on the westbound platform (see photograph on page 4 of Appendix II); graffiti on the westbound walls and shed; and no station identification signs on the platform.

Additional Problems:

In addition to the conditions found in our prior audit that were not addressed, there was a large loose piece of concrete on the westbound platform. Also, the rear westbound staircase had chipped and broken steps. (See photograph on page 3 of Appendix II.) There were leaks on the front and rear portion of the eastbound platform and a raised expansion joint located at the front of the eastbound platform.

FAR ROCKAWAY STATION - (Nameoke Street and Redfern Avenue, Queens.)

Prior Condition(s): None.

Current Status : No problems were found at the time of our observations.

FLATBUSH AVENUE STATION - (Flatbush Avenue and Atlantic Avenue, Brooklyn.)

Prior Condition(s): The ceiling leaked over the Track 1-2, Track 3-4, and Track 5-6 platforms. Graffiti covered the wall near the staircase leading to the Track 3-4 platform.

Current Status : None of the conditions mentioned in the previous audit were corrected.

Additional Problems : Water was leaking from the ceiling by the ticket office. There was uncollected trash at the top of the Track 3-4 staircase.

FLUSHING, MAIN STREET STATION - (Main Street and 41st Avenue, Queens.)

Prior Condition(s): None.

Current Status : Trash near the westbound staircase and shelter was not collected.

FOREST HILLS STATION - (Austin Street and 71st Avenue, Queens.)

Prior Condition(s): The ticket office had peeling paint and rotted wood on the roof.

Current Status : Corrected. The ticket office has been renovated.

Additional Problems : The edges of the eastbound platform were cracked and had crumbling cement. (See photograph on page 4 of Appendix II.) One window on the westbound staircase was cracked and a window on the ticket office door was cracked. Graffiti was found under the westbound platform.

HOLLIS STATION - (193rd Street and Woodhull Avenue, Queens.)

Prior Condition(s): The westbound staircase steps had loose and worn metal treads, concrete on the westbound platform was cracked, and sections of Plexiglas were missing from the waiting rooms.

Current Status : Corrected.

Additional Problems : No problems were found at the time of our observations.

HUNTERSPPOINT AVENUE STATION - (Hunterspoint Avenue and Skillman Avenue, Queens.)

Prior Condition(s): Edge-boards from westbound side of platform were missing, and the shed was missing its cover.

Current Status : Partially corrected. The edge-boards were repaired; however, the shed was still missing its cover.

Additional Problems : None.

JAMAICA STATION - (Sutphin Boulevard and Archer Avenue, Queens.)

Prior Condition(s): The station's platforms had broken concrete and many holes. Paint was peeling from the station's sheds. Edge-boards were loose and rotted or were missing from nearly all of the platforms. The storage facility near the Track 8 platform leaked.

Current Status : This station is currently undergoing capital renovations.

KEW GARDENS STATION - (Austin Street and Lefferts Boulevard, Queens.)

Prior Condition(s): Graffiti was noted below both platforms.

Current Status : Not corrected. Graffiti was still below both platforms.

Additional Problems : The westbound platform had crumbling concrete that created large gaps within the platform. The eastbound platform edge near the staircase had cracked cement.

LAURELTON STATION - (225th Street and 141st Road, Queens.)

Prior Condition(s): All stairways had peeling paint; the westbound side of the platform had broken concrete; and there was crumbling and broken concrete on the eastbound side of the platform.

Current Status : Partially corrected. Some of the broken concrete was repaired. Other sections of broken concrete and the peeling paint conditions remain uncorrected. (See photographs on page 6 in Appendix II.)

Additional Problems : There was a large area of broken concrete on platform's westbound side. There were raised expansion joints at the front and rear of the eastbound side of the platform. (See photographs on page 5 of Appendix II.) There was broken glass from the windowpanes of the waiting room door.

LITTLE NECK STATION - (Little Neck Parkway and 39th Road, Queens.)

Prior Condition(s): None.

Current Status : No problems were found at the time of our observations.

LOCUST MANOR STATION - (Farmers Boulevard and Bedell Street, Queens.)

Prior Condition(s): The westbound staircase had cracked and crumbling cement; the shed on the westbound platform had a hole in it; and graffiti was noted below the platform.

Current Status : None of the above-noted conditions mentioned in the prior audit had been corrected.

Additional Problems : The westbound platform had a chipped edge that exposed a rusty metal rod.

LONG ISLAND CITY STATION - (Borden Avenue and 2nd Street, Queens.)

Prior Condition(s): There were two large holes in the asphalt walkway where passengers crossed the tracks, and the asphalt walkway was covered with oil and grease. There were no warning signs posted to alert the passengers of oncoming trains.

Current Status : This station is currently undergoing capital renovations.

MURRAY HILL STATION - (150th Street and 41st Avenue, Queens.)

Prior Condition(s): Both the eastbound and westbound platforms had cracked and crumbling cement. Steps on the westbound staircase were chipped, the asphalt at the top of the westbound staircase was cracked, and one of its steps was chipped. The eastbound staircase had a chipped step. The edge of the eastbound platform had a loose metal plate. The ceiling above the westbound staircase leaked. Water from the retaining wall leaked onto the rear portion of the eastbound platform. The rusted pipes were only partially painted. There was graffiti on the walls and below the platforms, and fallen berries that had accumulated on the westbound platform posed a slipping hazard. There was litter and debris on both platforms.

Current Status : Partially corrected. There was some concrete patchwork completed on the westbound platform. The fallen berries that posed a slipping hazard, as well as the litter and debris, were cleaned up. However, the other conditions had not been

corrected. The steps on the westbound staircase remained chipped, the asphalt at the top of the westbound staircase was cracked, and one of its steps was chipped. The eastbound staircase had a chipped step. The edge of the eastbound platform had a loose metal plate. The ceiling above the westbound staircase leaked. Water from the retaining wall leaked onto the rear of the eastbound platform. The rusted pipes were only partially painted. (See photographs on pages 7, 8, 9, and 10 of Appendix II.) There was graffiti on the walls.

Additional Problems :

A large piece of concrete broke from the support beam, causing a large of area of rust to form on the eastbound platform. (See photograph on page 9 of Appendix II.)

NOSTRAND AVENUE STATION - (Atlantic Avenue and Nostrand Avenue, Brooklyn.)

Prior Condition(s): A section of the westbound platform shed was missing, and the platform had damaged edge-boards. Eastbound platform lampposts were missing protective plates, exposing electrical wires. Graffiti was noted below both platforms.

Current Status :

Partially corrected. The edge-boards on the eastbound platform were replaced, and protective plates were added to the lampposts on the eastbound platform. However, a section of the westbound platform shed was still missing, and graffiti was noted below both platforms.

Additional Problems :

Sections of the eastbound platform sheds were missing. There was broken concrete on the front portion of the westbound platform and a broken platform edge on the westbound platform. (See photograph on page 10 of Appendix II.)

PENN STATION - (7th Avenue and West 32nd Street, Manhattan.)

Prior Condition(s): The platform on Track 18-19 had cracked edge-boards, and garbage was uncollected. Cracked glass was found near the main gate stairway leading to the Track 16 platform.

Current Status :

Corrected.

Additional Problems :

There were leaks above the Track 15-16, 17, and 18-19 platforms. There was broken concrete in the middle of the Track 13 platform, and cracked tiles by the Track 14 escalator. (See photograph on page 11 of Appendix II.)

QUEENS VILLAGE STATION - (Springfield Boulevard and Jamaica Avenue, Queens.)

Prior Condition(s): The westbound platform had raised pavement with a gap. The eastbound staircase had a chipped step.

Current Status: Partially corrected. The chipped step on the eastbound staircase was repaired. However, the gap between the raised pavement on the westbound platform still exists. (See photograph on page 11 of Appendix II.)

Additional Problems: There was an additional gap on the westbound platform. Paint was peeling from the walls of the westbound staircase.

ROSEDALE STATION - (243rd Street and North Conduit Avenue, Queens.)

Prior Condition(s): There was broken concrete on the westbound side of platform. Pieces of patched concrete had separated from the eastbound side of platform.

Current Status: Partially corrected. Some of the broken concrete on the westbound side of platform was repaired. Patched concrete on the eastbound side of the platform continues to crack.

Additional Problems: There were raised expansion joints at the front and middle sections on the eastbound side of the platform. There was broken concrete on the platform's eastbound side. There were broken platform edges in the front section of the eastbound side of platform. (See photographs on pages 12 and 13 of Appendix II.) Broken glass was on the west-side staircase.

ST. ALBANS STATION - (Linden Boulevard and Montauk Street, Queens.)

Prior Condition(s): The platform had broken concrete, and the station's shed had peeling paint.

Current Status: Not corrected.

Additional Problems: Paint was peeling from the walls of the staircase.

SHEA STADIUM STATION - (Flushing Meadow Park, by Roosevelt Avenue, Queens.)

Prior Condition(s): A section of the westbound staircase shed was missing. A lamppost on the westbound side of platform was missing its protective cover plate, exposing electrical wiring.

Current Status: Not corrected.

Additional Problems: There was broken concrete and a broken platform edge on the

eastbound side of the platform.

WOODSIDE STATION - (Roosevelt Avenue and 61st Street, Queens.)

Prior Condition(s): The window at the passenger overpass for platform A-B had shattered and cracked glass. There was graffiti on the westbound platform's Plexiglas and on the benches at the eastbound platform.

Current Status : Partially corrected. The graffiti on the station's westbound and eastbound platforms had been cleaned. The window at the passenger overpass for platform A-B was covered with duct tape only on the inside and had not been fully repaired. (See photograph on page 13 of Appendix II.)

Additional Problems : Graffiti covered the outside of the eastbound and westbound panels.

Conditions Cited during LIRR's Own Inspections of City Stations were not always Addressed

Conditions noted by LIRR inspectors as far back as October 1998 at the Broadway, East New York, Laurelton, Murray Hill, Rosedale, and Forest Hills stations were not corrected. Specifically:

- The LIRR Engineering Department inspected the Broadway Station in October 1998 and in October 2000, and the LIRR Passenger Services Department inspected the station in June 2001. The inspection reports prepared by LIRR disclosed that the station's concrete platforms were cracked and needed to be repaired. Nevertheless, during our inspections in August 2001, we noted that the concrete platform was cracked, which posed a tripping hazard at this station. (See photographs on pages 1 and 2 of Appendix II.)

Furthermore, it should be noted that capital improvements for the Broadway station, budgeted at \$1.7 million, are scheduled to begin in December 2001. However, according to the capital improvement plans provided by LIRR officials as of August 23, 2001, the station's platform was not included for repair or replacement.

- Both the LIRR Passenger Services Department, in a February 2000 inspection report, and its Engineering Department, in a June 2000 inspection report, cited broken steps and loose concrete on the platform of the East New York Station. A June 2001 inspection report included the statement that the East New York Station had potential tripping hazards caused by raised expansion joints and loose concrete. (See photographs on pages 3 and 4 of Appendix II.) However, as of August 2001, none of these conditions have been corrected.
- Inspections of the Laurelton Station in February 2001 by the LIRR Passenger Services Department and in May 2001 by the LIRR Engineering Department noted that concrete was breaking on both platforms, causing a raised expansion joint and an uneven platform that may pose tripping hazards. However, we noted that these conditions still existed at the time of our inspections of this station in July 2001. (See photographs on pages 5 and 6 of Appendix II.)
- In a January 2000 inspection report, LIRR engineers reported that the Murray Hill Station "platform needs extensive work throughout." A November 2000 Engineering inspection report and a December 2000 Passenger Services inspection report noted problems that should be repaired: broken and chipped steps on the station's stairs, and cracked and crumbling cement on the station's platforms. Furthermore, both reports indicated that the steel plates located at the edge of the platform needed to be repaired. (See photographs on pages 7, 8, and 9 of Appendix II.) When we conducted our inspection of the Murray Hill Station in August 2001, these same conditions still existed. It should be noted that these conditions were also cited in our 1999 and 2000 audit reports.
- LIRR Engineers inspected the Rosedale Station in June 2001 and reported that the platform's expansion joints needed patching. In August 2001, we found that the expansion joints were not patched. Instead, the LIRR painted the expansion joints, which does not remedy the condition. (See photographs on page 12 in Appendix II.)
- In 1998, the Forest Hills Station was fully renovated through a capital project that cost \$2.8 million. In May 2001, the LIRR Engineering Department and in June 2001, its Passenger Services Department reported the eastbound platform of the Forest Hills Station had deteriorated and had spalling concrete. We noted that these conditions were not corrected during our observations of the station in July 2001. (See photograph on page 4 of Appendix II.)

Guidelines not always Followed

LIRR did not always follow its station-painting guidelines, which require that stations be painted once every two to five years, depending on daily ridership. Specifically, three stations, Broadway, Flatbush Avenue, and St. Albans, were not painted as frequently as is required by the guidelines. The Broadway station, according to LIRR guidelines, is categorized as a level 3 station and should have been painted every four years. Since Broadway was last painted in 1995, it should have been painted in 1999. Similarly, the Flatbush Avenue station, a level 1 station, should be painted every two years, which would have been in 1999 and 2001. It had not been painted since 1997. Also, the St. Albans station, a level 4 station, should be painted every five years, which would have been in 1996 and again in 2001. It had not been painted since 1991. As noted earlier, we found peeling paint at the Broadway and St. Albans stations during our 2001 inspections.

Recommendations

MTA and LIRR should:

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

LIRR's Response: LIRR officials agreed with the report's five recommendations. As part of LIRR's response, its Engineering and Passenger Services Departments indicated the actions that they have taken in response to the station conditions noted in this report. These actions included repairing platform concrete, staircases, fences, and walkways; removing graffiti; and replacing broken glass.

MTA - LONG ISLAND RAIL ROAD - FISCAL YEAR 2001
MAJOR PROBLEMS OBSERVED AT THE STATIONS

STATION	16 of 26 Stations with Unsafe Conditions					18 of 26 Stations with Poor Conditions					
	Sections of Platform/Walkway/Edgeboard In Need Of Repair	Damaged Steps/Tiles/Ramp/Staircase	Broken and/or Jagged Glass	Exposed Wires	Unsecured Room On Platform	Graffiti	Missing or Damaged Sections of Platform Shed/Waiting Room	Peeling Paint	Leaking Ceiling/Wall/Platform	Litter/Unclean Areas	No Station Identification Signs
Auburndale											
Bayside											
Belmont Park	X	X	X		X		X	X			
Broadway	X		X			X	X	X			
Douglasdon						X					
East New York	X	X				X			X		X
Far Rockaway											
Flatbush Avenue						X			X	X	
Flushing, Main St.										X	
Forest Hills	X		X			X					
Hollis											
Hunterspoint Ave.							X				
Jamaica											
Kew Gardens	X					X					
Laurelton	X		X					X			
Little Neck											
Locust Manor	X	X				X	X				
Long Island City											
Murray Hill	X	X				X			X		
Norstrand Ave	X					X	X				
Penn Station	X	X							X		
Queens Village	X							X			
Rosedale	X		X								
St. Albans	X							X			
Shea Stadium	X			X			X				
Woodside			X			X					
Total Stations Cited	14	6	6	1	1	10	6	5	4	2	1

Note: An "X" may represent one or more of the same conditions identified under that category.

LEGEND:

Stations where the same or similar conditions were cited in our prior year's audit are noted by shading.

Photographs of LIRR Stations with Unsafe or Poor Conditions

BROADWAY – Broken concrete on the eastbound platform. Observed: July 2, 2001



BROADWAY – A large gap on the eastbound platform. Condition existed last year. Observed: July 2, 2001

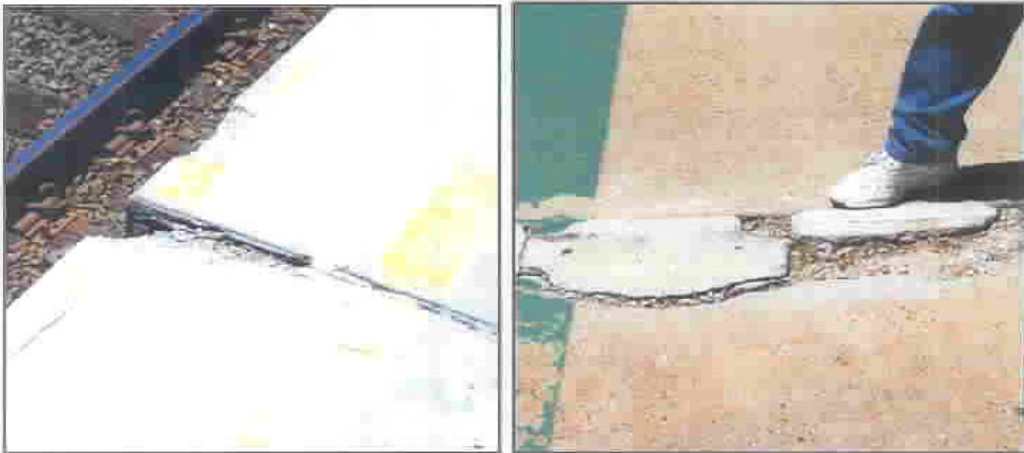


Photographs of LIRR Stations with Unsafe or Poor Conditions

BROADWAY – Broken and loose concrete on the westbound platform. Condition existed last year.
Observed: July 2, 2001



BROADWAY – Broken edge on the westbound platform. (Left). Observed: July 2, 2001
Loose and broken concrete on the westbound platform. (Right). Observed: July 2, 2001



Photographs of LIRR Stations with Unsafe or Poor Conditions

EAST NEW YORK – Chipped and cracked steps on the Van Sinderen Avenue staircase. Condition existed last year. Observed: July 5, 2001



EAST NEW YORK – Chipped and broken steps on the westbound staircase. Observed: July 5, 2001



Photographs of LIRR Stations with Unsafe or Poor Conditions

EAST NEW YORK – Broken concrete on the westbound platform. Condition existed last year.
Observed: July 5, 2001



FOREST HILLS – Broken concrete edge at the rear of the eastbound platform.
Observed: July 3, 2001



Photographs of LIRR Stations with Unsafe or Poor Conditions

LAURELTON – Raised expansion joint at the front of eastbound side of the platform.
Observed: July 3, 2001



LAURELTON – Raised expansion joint at the rear of the eastbound side of the platform.
Observed: July 3, 2001



Photographs of LIRR Stations with Unsafe or Poor Conditions

LAURELTON – Broken and crumbling concrete on the westbound side of the platform. Condition existed last year. Observed: July 3, 2001



LAURELTON – Large area of broken and crumbling concrete on the westbound side of the platform. Condition existed last year. Observed: July 3, 2001



Photographs of LIRR Stations with Unsafe or Poor Conditions

MURRAY HILL – Chipped concrete and broken asphalt at the top of the westbound staircase. Condition existed last year. Observed: July 2, 2001

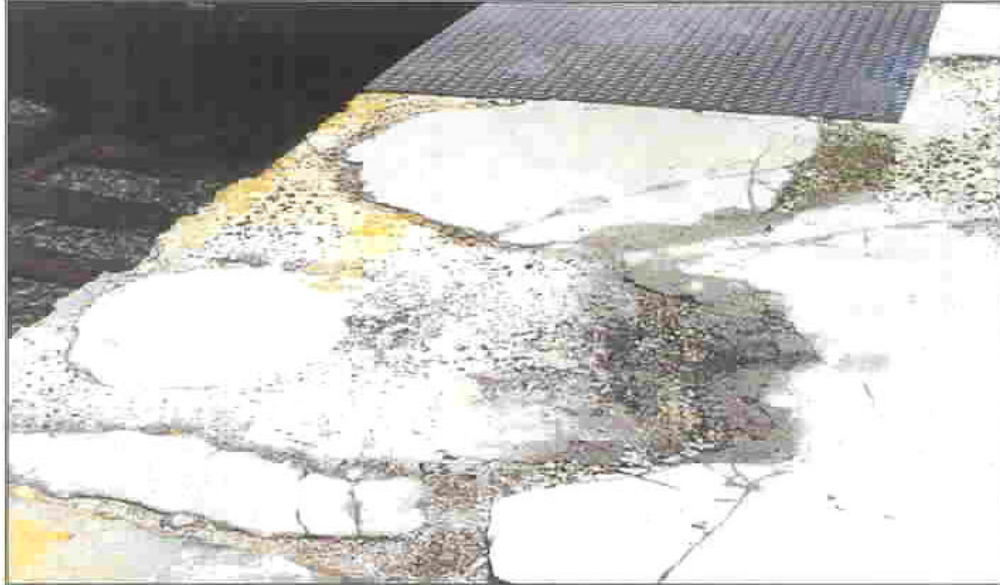


MURRAY HILL – Broken and chipped steps on the eastbound staircase. Condition existed last year. Observed: July 2, 2001



Photographs of LIRR Stations with Unsafe or Poor Conditions

MURRAY HILL – Rough and uneven concrete on the eastbound platform. Condition existed last year. Observed: July 2, 2001



MURRAY HILL – Cracked and broken concrete on the eastbound platform. Condition existed last year. Observed: July 2, 2001



Photographs of LIRR Stations with Unsafe or Poor Conditions

MURRAY HILL – Broken and crumbling concrete on the eastbound platform. Condition existed last year. Observed: July 2, 2001



MURRAY HILL – Broken concrete exposing a rusted support beam on the eastbound platform. Observed: July 2, 2001

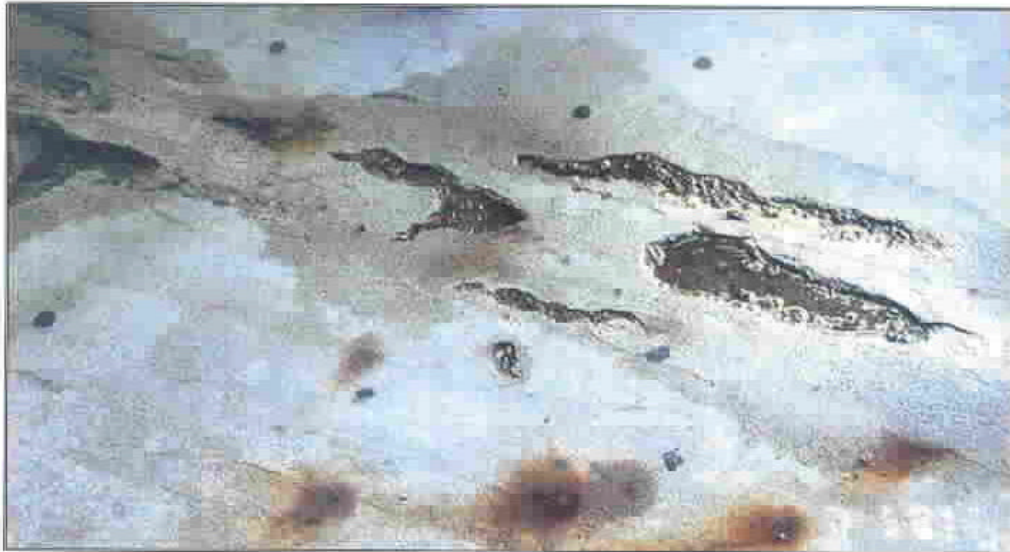


Photographs of LIRR Stations with Unsafe or Poor Conditions

MURRAY HILL – Rusted pipes only partially painted above the westbound staircase. Condition existed last year. Observed: July 2, 2001



NOSTRAND AVENUE – Cracked and broken concrete on the westbound platform. Observed: July 5, 2001



Photographs of LIRR Stations with Unsafe or Poor Conditions

PENN STATION – Broken concrete on the Track 13 platform. Observed: July 5, 2001

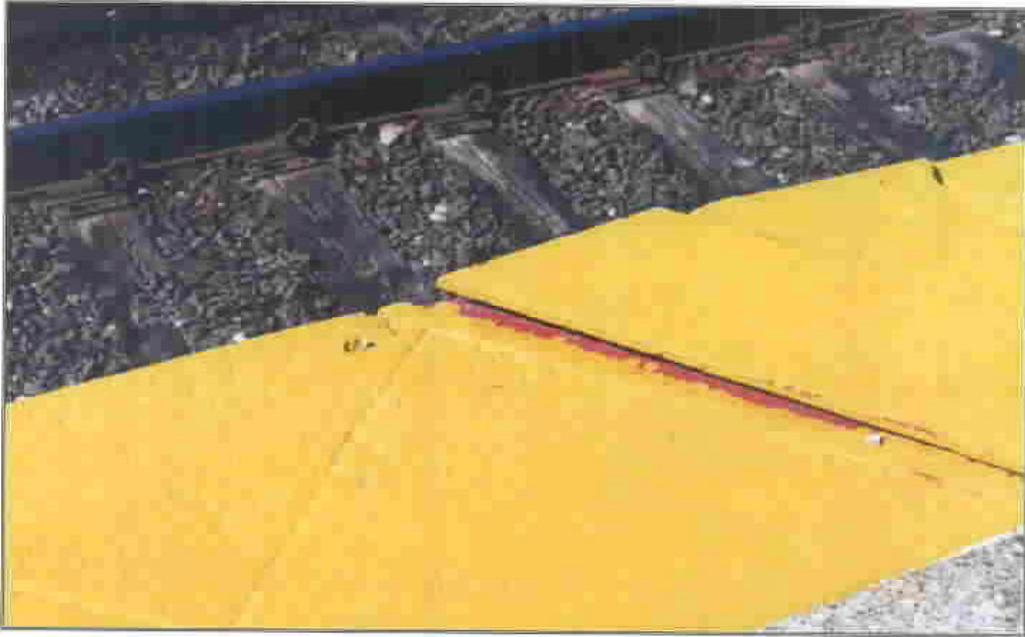


QUEENS VILLAGE – A large gap on the westbound platform. Condition existed last year. Observed: July 3, 2001



Photographs of LIRR Stations with Unsafe or Poor Conditions

ROSEDALE – A raised expansion joint on the eastbound side of the platform. Observed: July 3, 2001

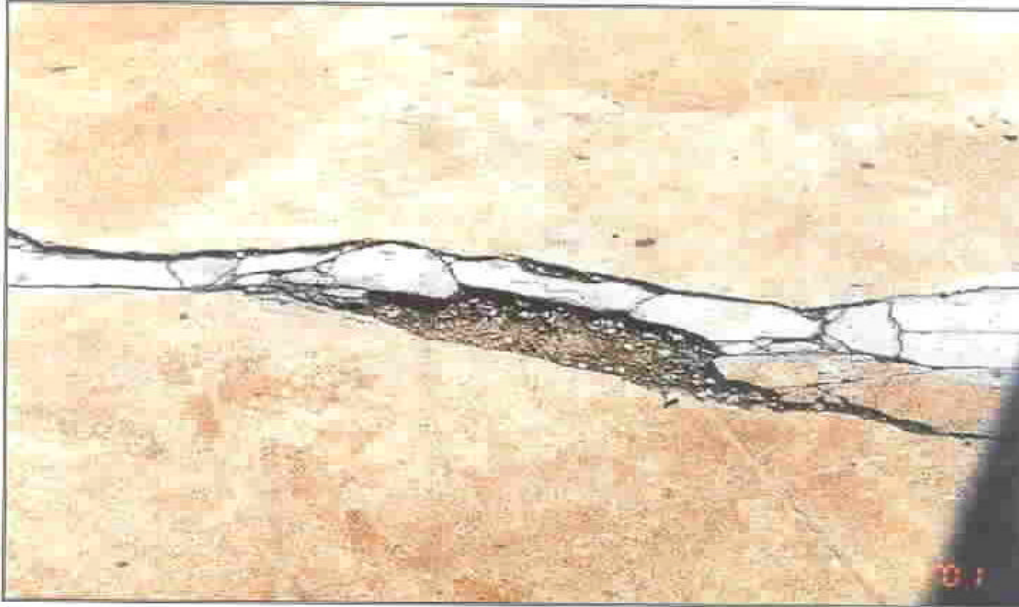


ROSEDALE – A raised expansion joint on the eastbound side of the platform. Observed: July 3, 2001



Photographs of LIRR Stations with Unsafe or Poor Conditions

ROSEDALE – Broken and crumbling concrete on the eastbound side of the platform.
Observed: July 3, 2001



WOODSIDE – A broken glass window covered on the inside with only duct tape on the eastbound staircase. Condition existed last year. Observed: July 2, 2001



347 Madison Avenue
New York, NY 10017-3729
212 878-7200 Tel
212 878-7030 Fax

Peter S. Kalikow
Chairman



Metropolitan Transportation Authority

State of New York

December 17, 2001

Mr. Gary H. Rose
Assistant Deputy Comptroller
The City of New York Office of the Comptroller
1 Centre Street, Room 1300
New York, New York 10007-2341

**Re: Report #FN 01-190A Audit Report on the Metropolitan Transportation
Authority's Maintenance of Long Island Rail Road Stations Within the City**

Dear Mr. Rose:

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. Kenneth J. Bauer, President, MTA Long Island Rail Road, which address this report.

Sincerely,

A handwritten signature in black ink, appearing to be "John" followed by a flourish.

Attachment

The agencies of the MTA

MTA New York City Transit MTA Long Island Rail Road MTA Long Island Bus MTA Metro-North Railroad MTA Bridges and Tunnels

Jamaica Station
Jamaica, NY 11435-4380
718 558-8252 Tel
718 557-9047 Fax

Kenneth J. Bauer
President



Long Island Rail Road

December 10, 2001

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

Re: **New York City Comptroller Report # FN 01-190A**
Audit Report on the Metropolitan Transportation Authority's
Maintenance of Long Island Rail Road Stations
Within the City

Dear Chairman Kalikow:

The Long Island Rail Road's Engineering and Passenger Services Departments have completed their review of the above referenced draft Audit Report for the fiscal year ending March 31, 2001. This audit was a review of the conditions of LIRR stations within the City of New York.

In summary, the audit found that 4 stations were free of problems; 3 stations were undergoing capital renovations; and 16 stations were in good condition. The report did, however, identify 3 stations – Broadway, East New York, and Murray Hill – that were considered to be poorly maintained and had potentially hazardous conditions.

Our assessment with respect to each of these stations follows:

Broadway: This station is currently undergoing renovations of both the interior and exterior of the station building. In addition, the staircases will be renovated along with new fencing installed along the tracks. The renovations are scheduled to be completed at the end of 2002.

East New York: Unfortunately, this station has been subjected to a higher degree of vandalism than other LIRR stations. In 2000, all the staircases were repaired and new stair covers installed. Vandals removed the covers and damaged the concrete stairs, which were later repaired. Metal station and directional signs were installed and then stolen. Currently, we are replacing missing signs with a different quality of material, hopefully less susceptible to vandalism. In addition, the Quick Response Team has removed graffiti on numerous occasions.

MTA Long Island Rail Road is an agency of the Metropolitan Transportation Authority, State of New York
Peter S. Kalikow, Chairman

The Honorable Peter S. Kalikow
Page 2
December 10, 2001

Murray Hill: This station has undergone temporary repairs of both the platform and the staircases. Graffiti continues to be an ongoing problem. Again, the Quick Response Team has responded on numerous occasions to remove graffiti.

The report also identified 3 stations – Broadway, Flatbush Avenue, and St. Albans – that were not being repainted (every five years) in accordance with the Rail Road's station – painting guidelines. In each instance, painting was either deferred or not performed due to scheduled renovations.

The Long Island Rail Road concurs with the five recommendations put forth in the report. In addition, a schedule detailing the actions that have been, or are planned to be taken to remedy the conditions noted at each station is attached and should be included as part of the response to the City Comptroller.

Sincerely,



Kenneth J. Bauer
President

Attachment

c: James Dermody
Nick DiMola
Dennis George
Kim Porcelain
Jean Marie Pizzo
Mike Reilly
William Sellerberg

Kim\Letters\01

MTA - Long Island Rail Road
Station Condition Status
Passenger Services/Engineering Departments
New York City Station Maintenance Audit Report - 2001

Location	Condition	Remedy	Corrective Action
Auburndale	This station was undergoing capital renovation at time of our last audit	N/A	Station is still under capital renovations at the time of audit. To be completed, end of 2002.
Bayside	No problems	N/A	Capital renovations were completed in 2000.
Belmont Park	Platforms with rotted wood and peeling paint. Unsecured sheds on tracks 3 and 4 & 6 and 7. Tracks 2 and 7 had broken and missing edge boards. Asphalt walkway on tracks 1-2 had large crevices. Broken glass on the staircase to Track 5-6 and at the ticket office, which had a broken window.	As indicated in our prior responses, this station is the responsibility & is maintained by the New York Racing Association	We have nevertheless made efforts to correct several safety related concerns. The broken glass has been removed from the staircase & the broken window reported to New York Racing Association
Broadway	Westbound staircase wall has peeling paint. Platform shelter had a broken column with nails protruding from it. Uneven side walks. Plexiglas and metal frame were missing from the W/B shelter. E/B platform had broken concrete. Paint was peeling from the walls of the passenger walkway tunnel. There was graffiti on the W/B platform shelter.	Emergency repairs will be performed as required to keep the station safe. Under 5 year Capital Program, renovations are currently underway to be completed in 2002.	Partially corrected. Loose concrete on the westbound platform staircase was repaired. Plexiglas and metal frame were repaired on the W/B staircase. Graffiti was painted over. Columns and benches were fixed. Station building undergoing renovation of the interior & exterior along with renovation of staircases & new fencing being installed. To be completed end of 2002.
Douglaston	Cracked and crumbling concrete at westbound underpass staircase. Graffiti on the wall of the overpass.	Repairs are made as required to provide customer safety. Graffiti has been removed.	Trouble tickets were generated to follow up with repairs.

ADDENDUM

(Page 5 of 8)

**MTA - Long Island Rail Road
Station Condition Status
Passenger Services/Engineering Departments
New York City Station Maintenance Audit Report - 2001**

Location	Condition	Remedy	Corrective Action
East NY	Broken steps, crumbling concrete, graffiti on W/B walls & shed, no identification signs on the platform, large loose piece of concrete on W/B platform and raised expansion joints on the E/B platform	These conditions occur continuously and are being addressed upon notification. Staircases were renovated in 2001. Epoxy coated aluminum treads were installed on all staircases. The treads were stolen within one week of installation. The vandals structurally damaged the stairs while stealing the treads. Repairs were performed. In addition, graffiti has been removed on numerous occasions.	Most of the concerns have been resolved with the emergency teams in order to maintain a safe station.
Far Rockaway	No problems	N/A	N/A
Flatbush Ave.	Ceiling leaks, Graffiti near staircase leading to tracks 3-4. Uncollected trash at the top of tracks 3-4 staircase.	Under 5 year Capital Program for major rehabilitation. Work to begin in early 2002 & scheduled to be completed end of 2004. Ceiling leaks are a result of the Economic Development Corporation Street widening on Atlantic Avenue over the station roof.	Trash has been removed & graffiti is a recurrence problem and it is taken care of as it is reported. Cleaning job tasks & functions were recently reviewed & updated at Flatbush.

ADDENDUM

(Page 6 of 8)

**MTA - Long Island Rail Road
Station Condition Status
Passenger Services/Engineering Departments
New York City Station Maintenance Audit Report - 2001**

Location	Condition	Remedy	Corrective Action
Flushing	Trash near westbound staircase & shelter was not collected.	Station was visited concerning the right of way trash. There was an area piled high with cardboard boxes and garbage that was thrown over our fence by a food vendor next door. When confronted with the problem, the food service manager denied any involvement. LIRR arranged for NYC sanitation police to visit the area the next day. They issued summonses and made the staff at the food service establishment clean up the area.	The problem seems now to be solved. Should debris again show up, LIRR will again contact NYC sanitation police for assistance.
Forest Hills	Edges of E/B platform were cracked and had crumbling concrete. Windows in W/B staircase and in Ticket office were cracked. In addition, graffiti was found on the W/B platform.	Emergency repairs are done as required to keep the station safe.	Ticket office, waiting room and restroom renovation was completed in April 2001. However, maintenance is scheduled and completed upon reports of unsafe conditions.
Hollis	No problems	N/A	LIRR is monitoring status of new platform and platform lighting that was completed in August 2001.
Hunters Point	Shed is missing its cover.	Passenger Services to review condition.	None.
Jamaica	Station is currently undergoing extensive Capital Renovations	Emergency repairs will be performed as required to keep the station safe.	Concrete patching on all platforms is done as required.
Kew Gardens	Graffiti is noted under both platforms. W/B platform had crumbling concrete. Cracks near edge of the E/B staircase.	All immediate tripping hazards are repaired as they are reported in the EFMS system.	Emergency teams will respond to all reported concerns.
Laurelton	Broken concrete on platform. Peeling paint in stairways. Raised expansion joints. Broken glass from the windowpanes of the waiting room door.	Most of the concerns have been resolved with our emergency teams. Broken glass from the window in the waiting room door has been repaired & cleaned.	We will continue to respond to safety related issues. This station is routinely cleaned three times per week. Heavy duty & spray wash visits supplement the three times per week of routine cleaning.
Little Neck	No problems	N/A	N/A

ADDENDUM

(Page 7 of 8)

**MTA - Long Island Rail Road
Station Condition Status
Passenger Services/Engineering Departments
New York City Station Maintenance Audit Report - 2001**

Location	Condition	Remedy	Corrective Action
Locust Manor	Cracked and crumbling concrete at westbound staircase. Graffiti under platform. W/B platform had a chipped edge that exposed a rusty metal rod.	These conditions have been repaired, should they re-occur they will be addressed immediately.	Emergency teams will respond to all reported concerns.
Long Island City	Station is currently undergoing renovations as part of the Capital Program.	Emergency teams available to respond.	Repairs made as required to ensure customer safety.
Murray Hill	Platforms show extensive repairs to patching and crumbling concrete. Steps are chipped and in need of repair. Graffiti on the walls and leaks from staircases and retaining walls.	Repairs made as required to assure customer safety. Graffiti is a continuous problem. The removal team has visited numerous times.	Emergency teams have responded as often as necessary to make station safe to the public.
Nostrand Ave.	A section of the westbound platform shed was missing. The westbound platform had damaged edge boards. Graffiti was noted below both platforms.	Repairs were made as required to ensure customer safety. Graffiti and Fiberglass panels burning are a continuous problem.	Replaced Fiberglass panels and painted over graffiti. Reconditioned the cast iron staircases.
Penn Station	There were leaks above the tracks 15, 16, 17, 18 and 19. There was broken concrete in the middle of track 13 and cracked tiles by the track 14 escalator.	Penn Maintenance - AMTRAK	Penn Station maintenance is Amtrak's responsibility.
Queens Village	Gaps between the raise pavement on the W/B platforms. Paint was peeling from the walls of the W/B staircases.	Emergency repairs will be performed as required to keep the station safe. Stair replacement completed.	Westend stairs removed & replaced. Emergency teams will respond to all reported concerns.
Rosedale	Patched concrete on E/B platform continues to crack. There were raised expansion joints at the front and middle sections on the E/B side of the platform. Broken edges in the front section of the E/B side of the platform.	Emergency teams are responding to all safety related concerns.	Platform renovations to begin in 2002. To be completed in 2003.
St. Albans	The platform had broken concrete, and the station's shed had peeling paint. Paint also peeling off the walls of the staircase.	Emergency repairs will be performed as required to keep the station safe.	Platform renovations currently underway. To be completed in 2003.

ADDENDUM
(Page 8 of 8)

MTA - Long Island Rail Road
Station Condition Status
Passenger Services/Engineering Departments
New York City Station Maintenance Audit Report - 2001

Location	Condition	Remedy	Corrective Action
Shea Stadium	Missing section on shed, westbound staircase. Protective cover plate missing in a lamp post on the W/B side of the platform, exposing electrical wires. Broken concrete and platform edge on the E/B side of the platform	Fiberglass staircase roofing panels will be replaced as needed and concrete patching to be done as requested	Repairs to be made 4th quarter 2001 as weather permits.
Woodside	The window at the passenger overpass for platform A-B had shattered and cracked glass. Graffiti covered the outside of the E/B and W/B panels.	Emergency repairs have been performed as required to keep the station safe. Graffiti removal and replacement of lexan panels is an ongoing problem. Due to a design fault the lexan replacement requires a high rail on track boom truck with a 40' boom.	Emergency teams continue to respond to all safety related concerns.