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Press Release

September 23, 2009

NYC Transit

IMMEDIATE

Response to Comptroller's Audit on MTA New York City Transit Station Maintenance

Several of the recommendations made in the Comptroller's Office audit report on MTA New York City Transit's efforts to maintain and repair subway stations are being followed, while some, including those requiring the use of web-based technology, are under review for future incorporation.

Improvements are currently underway in the areas of the procedures governing station inspections and the frequency of these inspections, while supervisors receive additional training in the identification of station defects. This includes the continuation of a two-day training refresher that helps maintain the supervisor's proficiency in this area.

The Department of Subways Line General Manager Program provides the tools for increased communications between maintenance and operations personnel and improved records keeping, helping to ensure that the needs of an individual line are identified, discussed and prioritized while prescribed inspection intervals are adhered to. Importantly, the line manager system also ensures speedy response, resolution and follow-up to customer complaints.

In our 2010 – 2014 Capital Program proposals, NYC Transit will begin to take a more cost effective, efficient, flexible and realistic approach to station conditions given available funding. Our Station Component program will focus on remediating deficient station components while maintaining those components that are in good condition. This approach will allow for more stations to be addressed in a shorter period of time in contrast to more costly station rehabilitations. The component program will be based on a condition assessment survey of station components completed in 2008. That condition survey database will be updated on a regular basis.