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Metropolitan Transportation Authority

State of New York

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OFFICE OF THE STATE COMPTROLLER
THOMAS P. DiNAPOLI
COMPTROLLER

December 29, 2015

Honorable Andrew M. Cuomo
Governor of New York State
NYS State Capitol Building
Albany, NY 12224

Honorable Thomas P. DiNapoli
Office of the State Comptroller
59 Maiden Lane, 31st Floor
New York, NY 10038

RE: Response to Report #2014-S-29 – NYC Transit: Trash Can Free Stations Pilot Program

Gentlemen:

On September 22, 2015, the Office of the State Comptroller issued the above referenced audit report. As required by Section 170 of the Executive Law, I am providing you with the attached response which addresses the recommendations contained in the report.

A copy of the final audit report is attached for your convenience.

Sincerely,

Thomas F. Prendergast
Chairman and Chief Executive Officer

Attachment

c: Donna M. Evans, MTA Chief of Staff

The agencies of the MTA

MTA New York City Transit
MTA Long Island Rail Road

MTA Metro-North Railroad
MTA Bridges and Tunnels

MTA Capital Construction
MTA Bus Company

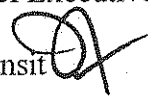
Memorandum



New York City Transit

Date December 16, 2015

To Thomas F. Prendergast, Chairman and Chief Executive Officer, MTA

From James Ferrara, Interim President, NYC Transit 

Re **Trash Can Free Stations Pilot Program #2014-S-29: 90 Day Response**

The following is NYC Transit's 90-day update regarding the above referenced audit report issued by the State Comptroller's Office. The stated purpose of the Audit was to determine if MTA/Transit officials effectively evaluated the various phases of the pilot program, intended to improve the cleanliness of stations and reduce the rodent population.

Comptroller Recommendation 1: Objectively review the results of the Pilot Program, focusing on originally stated purposes and objectives. Assess performance against those purposes and determine whether to continue the program. Consult with MTA Board regarding impact on riders.

Comptroller Recommendation 2: Develop clear measurable goals and measures of success before deciding to extend or expand the Pilot Program. Establish and use appropriate data collection and evaluation measures. Report on results within a definitive time period (e.g., two months) of the end of the evaluation period.

NYCT Update: We continue to monitor and collect data on the performance of the Trash Can Free Stations Pilot, which is intended to improve the customer experience in stations through a reduction in trash, as well as an associated reduction in exposed trash bags and the rodent population in underground stations. The main criteria used in the evaluation is the number of trash bags removed from stations as it is the most objective criterion/metric available to determine the effectiveness of the pilot. The results are still being evaluated. Before any permanent actions are implemented we will carefully review the data and consult with the MTA Board to assess whether or not the objectives have been achieved.

Comptroller Recommendation #3: Prominently post notices at all stations selected for the Pilot Program announcing the change and periodically remind customers of the stations with no trash cans.

NYCT Update: All notices have been posted and all missing notices are replaced upon discovery that they have been damaged or removed.

cc: P. Cafiero
M. Chubak
P. Fleuranges
W. Habersham
L. Tandler