



Metropolitan Transportation Authority

State of New York

September 25, 2014

Hon. Letitia James
Public Advocate for the City of New York
1 Centre Street
New York, New York 10007

Dear Public Advocate James:

I am writing in response to your letter dated August 1, 2014, in which you express your concern about improper sexual conduct in the subway system. As you correctly note in your letter, subway ridership continues to increase and is currently at levels not seen since World War II. New York City Transit's commitment to keeping its customers safe from improper sexual conduct is unwavering, and we have been running a series of subway announcements regarding inappropriate touching since 2009. While we appreciate your leadership on this issue and your acknowledgment of our ongoing efforts to combat it, we too are concerned that, notwithstanding our efforts, such incidents continue to occur. Accordingly, New York City Transit is committed to taking the following additional steps to keep our customers safe and assist them with respect to the reporting of any incidences of improper sexual conduct:

- Creating a new banner on our home page that links to information regarding sexual assaults in the subway system or on any of our other services, including safety tips and tips for reducing risk, as well as resources for victims. These web links are going live this week. Additionally, we are implementing changes to our customer e-mail function on www.mta.info and the database used by customer service representatives. A new portal for both victims and witnesses will be added in order to help facilitate and track reporting.
- Reviewing with all subway station employees New York City Transit's procedures on how to handle reports from customers who have either experienced or witnessed improper sexual conduct.
- Updating all subway maps to include logos depicting the location of the NYPD Transit Bureau locations within the subway system.
- Developing a new series of public service announcements and advertisements that will raise customer awareness of this issue and include detailed instructions on how to report any incidences of improper sexual conduct in the subway system to New York City Transit employees and/or New York City police officers. Our last two customer education campaign efforts understandably focused on victims, and our current effort will build on this by not only reinforcing victim-oriented messaging, but adding information to guide witnesses as to what they can do if they observe an incident. Subway placards will be placed in space on



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

train cars allotted for MTA messaging, and a companion brochure will also be developed. We have sought the input of the NYPD and several advocacy groups as we develop the messaging for this new campaign.

- Installing cameras on board the new R-211 subway cars that New York City Transit expects to procure as part of its upcoming 2015-2019 Capital Program to replace 752 existing cars on the "B" Division. In addition, New York City Transit is also looking into the installation of cameras on board its newly ordered R-179 fleet, which will replace 300 cars on its "B" Division.

Again, we would like to thank you for your support for our existing efforts to address improper sexual conduct as well as your thoughtful suggestions on how to improve those efforts going forward.

Please do not hesitate to contact me with any additional questions or concerns.

Sincerely,



Thomas F. Prendergast
Metropolitan Transportation Authority
Chairman and Chief Executive Officer