



Barry L. Kluger
Inspector General

Office of the Inspector General

Metropolitan Transportation Authority

Two Penn Plaza, 5th Floor

New York, New York 10121

212-878-0000

November 14, 2016

Veronique Hakim
President
MTA New York City Transit
2 Broadway, 30th Floor
New York, NY 10004

Re: **Recruitment of Temporary
Professional Staff, Follow-Up on
Recommendations
MTA/OIG #2016-24**

Dear Ms. Hakim:

In October 2016, New York City Transit (NYC Transit) extended its contracts with five staffing firms to provide temporary professional staff on an as-needed basis. In order for you to evaluate whether these contracts were meeting NYC Transit's professional staffing needs, you requested that the Office of the MTA Inspector General (OIG) conduct a follow-up review to assess whether audit recommendations in MTA/OIG Report #2014-18, "Recruitment, Selection and Compensation of Temporary Professional Staff for New York City Transit Capital Project" had been successfully implemented.

Our original audit had found that the Department of Capital Program Management (CPM), which is responsible for recruiting and selecting temporary professional staff, frequently retained personnel who did not possess the qualifications for the position into which they were retained. We also found that some temporary personnel were assigned titles for which they did not meet the education and/or experience requirements, and therefore received higher rates of pay than warranted.

NYCT Transit agreed with our recommendations, and upon notification of OIG's findings, suspended all of its contracts for temporary professional staffing services pending a thorough review of its recruitment and selection process. NYC Transit completed its review on December 21, 2015, and implemented controls to (1) help ensure that titles and job descriptions are derived from those used by NYC Transit when hiring permanent staff; and (2) screen out applicants that do not meet the requirements of the position.

We have completed a review of the 20 temporary staff recruited and retained from when NYC Transit lifted its suspension in December 2015 to August 25, 2016. We found that in all 20

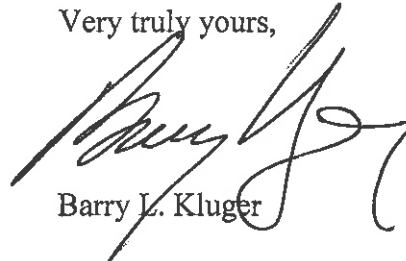
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cases, the temporary professional retained by CPM either met or exceeded the requirements as outlined in recruitment documents. In addition, CPM was actively screening all submitted resumes and rejecting those that did not meet the requirements for the position.

We do note that in one case the recruitment documents specified lower qualifications than that required for a permanent hire. CPM sought a Civil Engineer II, however, the advertisement did not require that successful candidates possess a Professional Engineer's license, as would be required of a permanent hire. CPM's Director of Contract Services acknowledged the oversight and told OIG that he would review the matter.

As always, we appreciate the courtesy and cooperation afforded to us at all times by you and your staff and are encouraged by NYC Transit's progress. If you have any questions, please call me at (212) 878-0007 or Executive Deputy Inspector General Beth Keating at (212) 878-0022.

Very truly yours,

A handwritten signature in black ink, appearing to read "Barry L. Kluger", written in a cursive style.

Barry L. Kluger