

## **SUMMARY**

### **Work Crew Supervision and Productivity**

MTA Inspector General Barry L. Kluger today issued a report entitled, "Improving the Management of Crews in the Long Island Rail Road's Structural Maintenance Division," MTA/OIG #2012-05.

Focusing on the LIRR infrastructure, a vast network of stations, bridges and facilities dispersed over 700 miles of track, the report noted that on any given day the five- or six-person crews that maintain this infrastructure may be scattered among several work locations. While effective management of this dispersed workforce is certainly critical to ensuring productivity and a cost-efficient maintenance operation, our examination of three construction projects performed by crews from LIRR's Structural Maintenance Division—staircase replacements at the Great Neck and Deer Park stations, and a fence installation along a roadway in Manhasset—revealed that these workers were not productively engaged, and that their performance problems are systemic. Our findings indicate that low expectations on the part of the supervisors in charge of the projects with regard to the amount of time that the crew was expected to spend at the job site each day, reduced the productivity of the crews. Further, because division managers and project supervisors did not employ project schedules and budgets to plan and monitor the project, they could not ensure that the projects would be completed in a timely and efficient manner.

#### **Press**

[Newsday 10/6/2012 - Editorial: MTA should stop the loafin' on the railroad](#)

[The Wall Street Journal 10/4/2012 - Probe Finds LIRR Waste](#)

[Newsday 10/3/2012 - report: LIRR crews wasting time, money](#)

[NY Daily News 10/3/2012 - LIRR construction jobs take too long and cost too much, MTA inspector general finds](#)

[NY Post 10/4/2012 - LIRR crew's antics cost agency \\$160K and doubled project time for replacement staircase](#)