



## Metropolitan Transportation Authority

State of New York

August 14, 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  
633 Third Avenue, 31<sup>st</sup> Floor  
New York, NY 10017

RE: Response to Report #2013-S-33 – MTA NYC Transit – Medical Assessment Centers

Gentlemen:

On November 10, 2014, 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,

A handwritten signature in black ink, appearing to read "T. F. Prendergast", with a horizontal line extending to the left.

Thomas F. Prendergast  
Chairman and Chief Executive Officer

c: Donna M. Evans, MTA Chief of Staff  
Michael J. Fucilli, Auditor General, MTA Audit Services

Attachments

*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



## Metropolitan Transportation Authority

State of New York

**Date** July 29, 2015

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

**From** Carmen Bianco, President, NYC Transit  
Darryl C. Irick, Senior Vice President, NYC Transit Department of Buses  
President, MTA Bus Company

**Re** MTA NYC Transit Medical Assessment Centers (OSC Report No. 2013-S-33)  
– 90 Day Response

In response to the requirements of Section 170 of the Executive Law to respond 90 days after receipt of the above-referenced audit report from the State Comptroller, we hereby provide you with the steps taken by MTA New York City Transit ("Transit") and the MTA Bus Company ("Bus") to implement the recommendations outlined in the audit report, and where recommendations were not implemented, the reasons are set forth below.

### Recommendation 1:

Formally assess the cost effectiveness of the overall MAC program and individual MACs.

### Transit Response to Recommendation 1:

At the request of Transit and Bus, MTA Audit Services has agreed to update its 2010 study of this subject.

### Recommendation 2:

Formally review the varying depot policies pertaining to time and attendance related to employees' MAC visits. As warranted, establish policies to ensure that time allotments for MAC visits are reasonable.

### Transit and Bus Response to Recommendation 2:

This recommendation is in the process of being implemented. Transit and Bus have reviewed the policies being followed by the depots and the inconsistencies reported. Based on the results of our investigation, we have prepared a memorandum which provides clarification to depots on the proper method to administer time and attendance related to employees' MAC visits. This memorandum is being reviewed by our Labor Relations department prior to its release.

Thomas F. Prendergast  
July 29, 2015  
Page 2

**Recommendation 3:**

Formally review the varying depot assignments to their designated MACs. Adjust depot assignments as warranted.

**Transit and Bus Response to Recommendation 3:**

This recommendation has been implemented. Renovations to MAC#9 and an analysis of MTA depot assignments have been completed. Appropriate depot reassignments have been made.

**Recommendation 4:**

Ensure that MAC intake units confirm the identities of the employees arriving for examinations.

**Transit and Bus Response to Recommendation 4:**

This recommendation has been implemented. An email was sent to all the MACs as a reminder that all employees visiting a MAC must be asked for and are required to present identification. Further, information from the identifications is now written on the sign-in sheets and initialed by the administrative staff completing them.

**Recommendation 5:**

Instruct MAC staff on the importance of entering accurate times of arrival and departure to the MAC database.

**Transit and Bus Response to Recommendation 5:**

This recommendation has been implemented. MAC officials have designated an individual to perform internal quality assurance for these administrative tasks and to ensure that prescribed procedures are followed.

If you have any questions or need additional information, please let us know.

cc: R. Picarelli