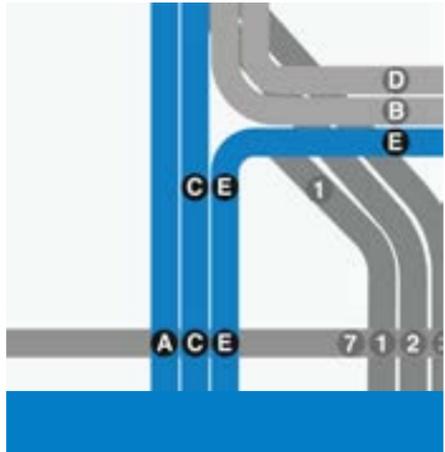
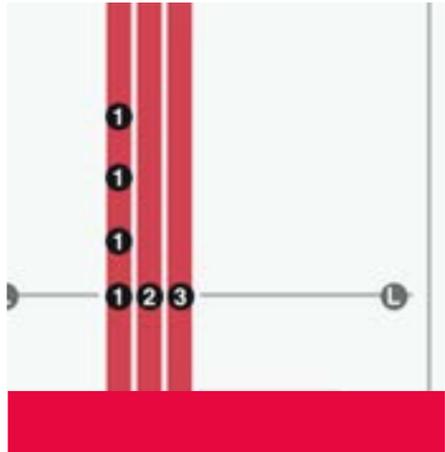




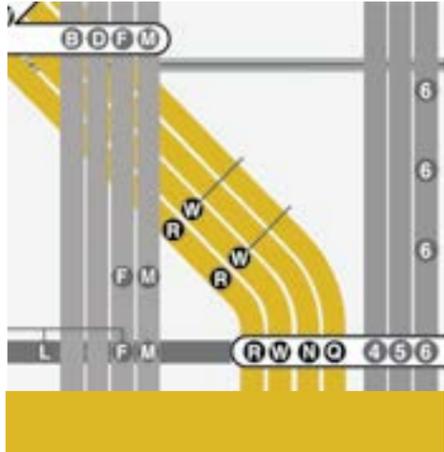
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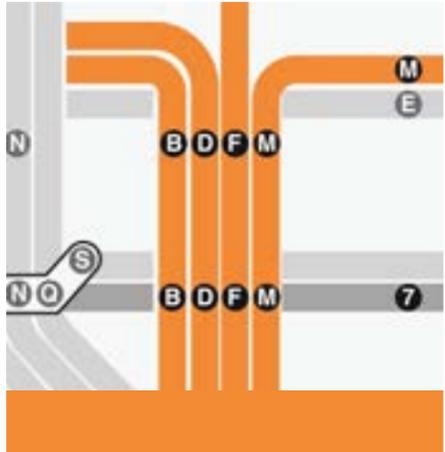
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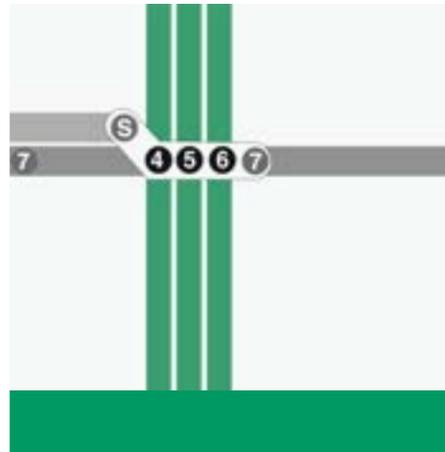
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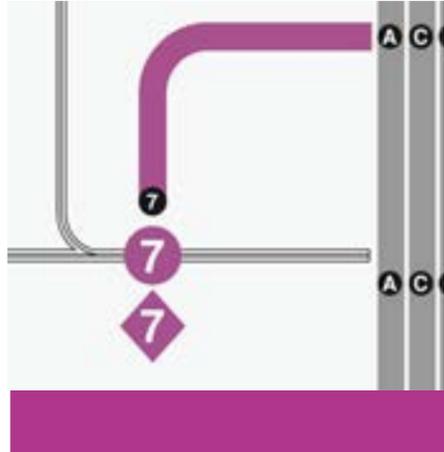
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# Message From Inspector General Daniel Cort

Growing up, I found it frustrating when people would say: “Life isn’t fair.” Although that may be a reality because some things are beyond our control, we don’t always have to accept it. My career in public service has taught me that often whether something is fair or not is the result of choices people make that negatively affect others.

As Inspector General for the MTA, I believe fairness means holding the MTA, its vendors, and its employees accountable when they engage in misconduct or are not acting in the best interest of the public.

If MTA employees skip out during their shifts or don’t even bother to show up, it unfairly creates more work for others and could impact safety. If vendors and contractors don’t perform their work or fail to pay proper wages to their employees, that is clearly not fair to the riders, the public who pays for their services, and the people who perform the work.

Riders and taxpayers should not have to bear increased costs due to inefficiencies. It is fair for them to expect the MTA to provide safe, clean, and reliable service.

So how do we ensure fairness?

Our investigations and audits can lead to bad actors being taken off the job, systemic changes to avoid similar misconduct, and recommendations that make the MTA run more safely and efficiently.

In October, we publicly issued the fifth report related to our broad, multiyear investigation into time abuse at the Long Island Rail Road. The dishonest employees engaged in time abuse with an alarming sense of impunity. Nearly every one of them faced financial penalties due to our investigation, and, more importantly, LIRR implemented several new measures to deter time abuse at its facilities.

Our other 2025 investigations also uncovered significant misconduct, including an inappropriate relationship between an MTA procurement officer and the sales agent for a vendor that was awarded millions of dollars in purchases — blatantly unfair to competitors and the public.

Meanwhile, our Audit team last year revealed lapses in the Lost and Found systems at both NYC Transit and LIRR and made important recommendations to improve both. It certainly isn’t fair for riders to lose something in transit and have little hope of getting it back.

Another audit showed how passengers are self-evacuating from subway trains, even during minor delays. This is not only incredibly dangerous but also causes unfair delays and problems for fellow riders and NYC Transit employees.

There are many other ways we are keeping things on track at the MTA. Our Construction Oversight Unit is checking in on MTA Capital Program projects and MTA “State of Good Repair” work and making both announced and unannounced visits to facilities across all agencies.

Our Data Analytics and Research Team (DART), which has been assisting in audits and investigations since its inception in 2023, proactively finds anomalies and potential waste or misconduct.

We are also continuing one of our core initiatives: outreach to MTA employees. I want MTA employees to learn about the wide variety of work that we do to keep things fair — and how we oversee every aspect of the MTA. It is important that they know we care about their safety and work conditions.

I’m grateful to the vast majority of MTA employees who do their jobs the right way. Their commitment is vital to providing a more equitable and efficient transit system. Fighting for fairness is worthwhile. It is a genuine goal of this office and something we work toward every day.



**“Fighting for fairness is worthwhile.”**

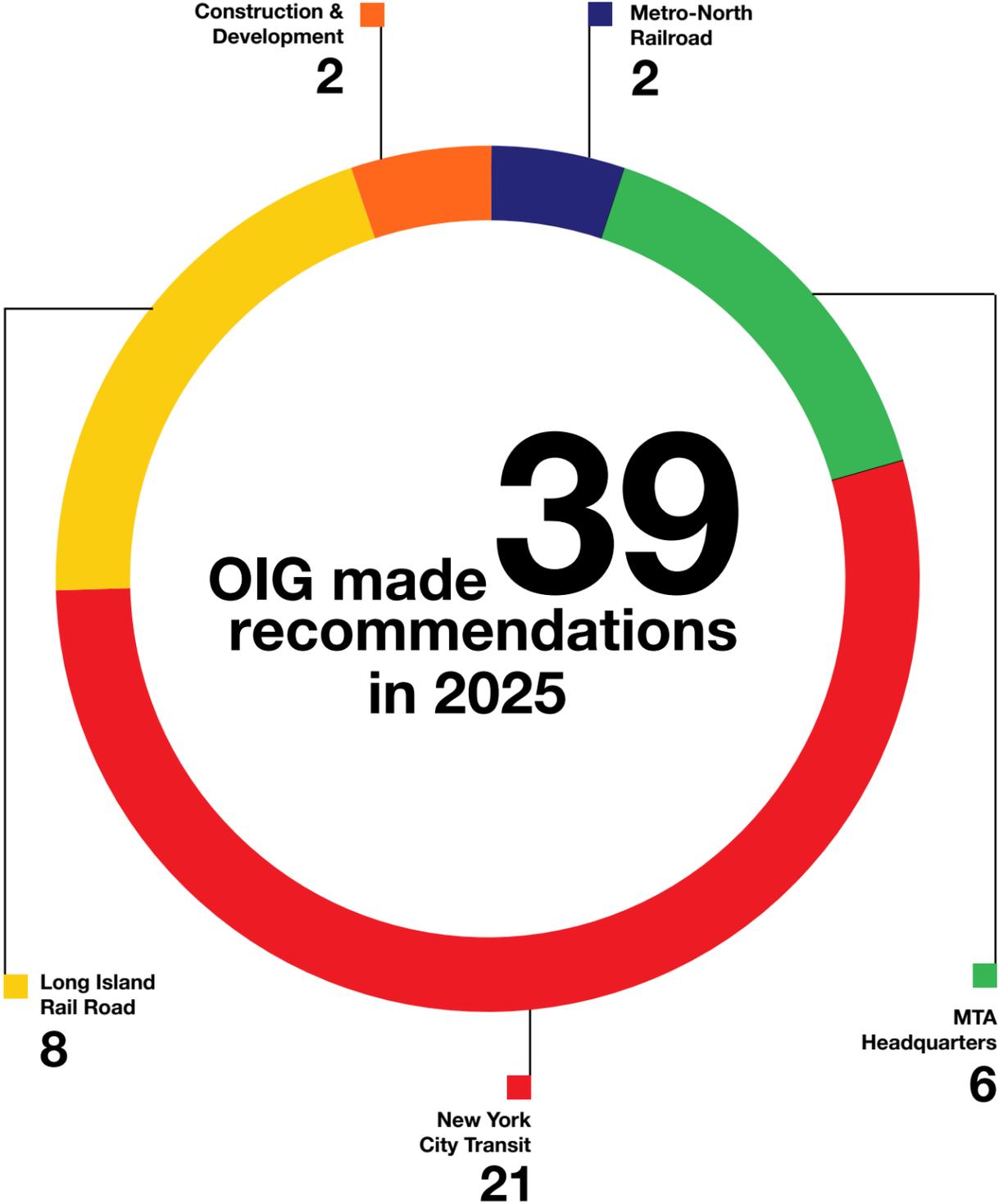
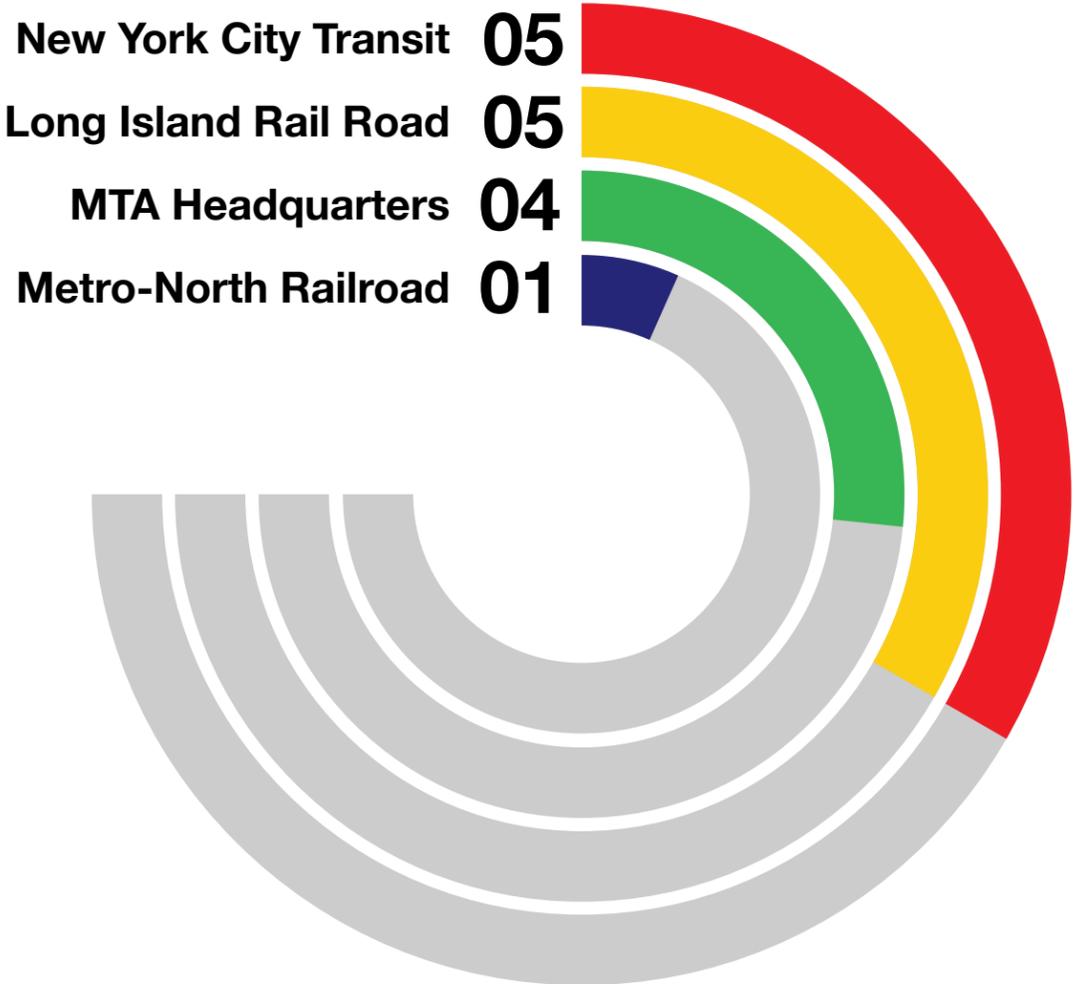


# Statistical Highlights

- 8 Reports and Recommendations
- 10 Complaints
- 12 Site Visits

# Reports & Recommendations

# 15 Reports Issued in 2025



# Complaints

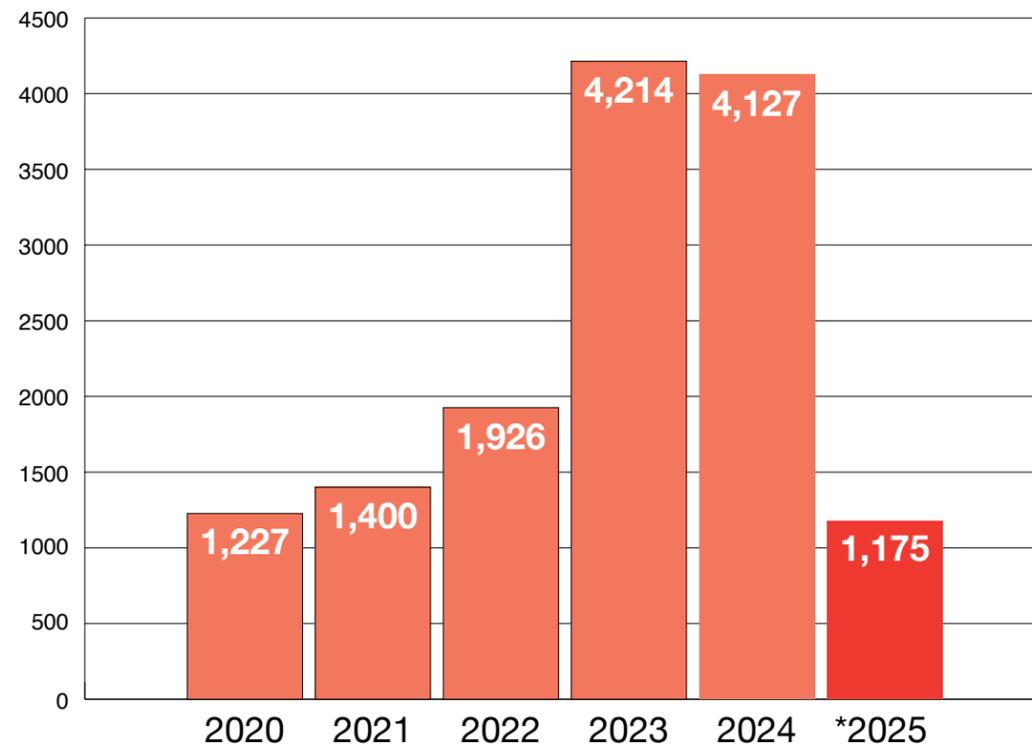
# 1,175

## Total Number of Complaints Received in 2025

\*Since 2023, OIG has seen a significant rise in service-related customer complaints, which the operating agencies are positioned to address most effectively.

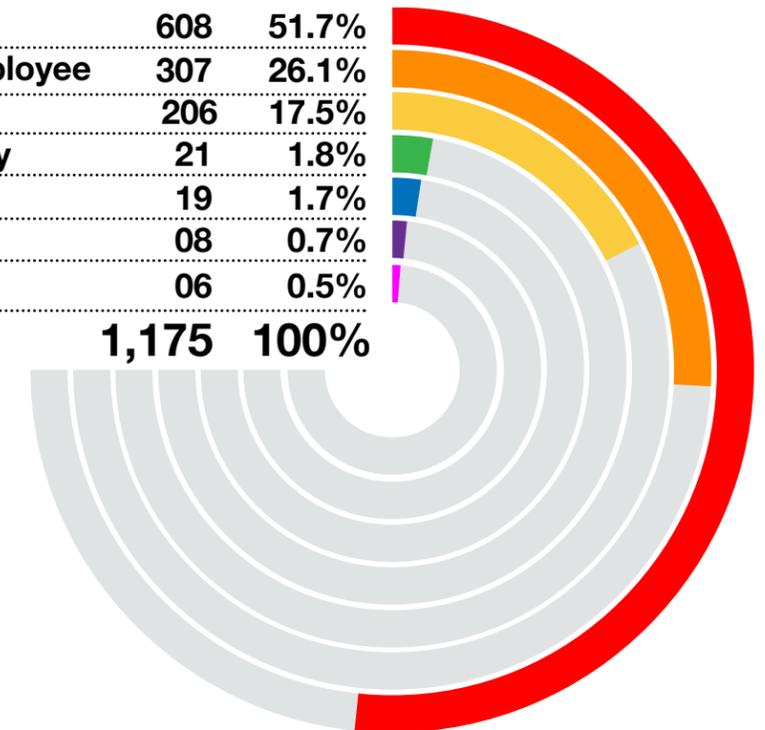
OIG's revised system for logging those complaints reduced the total entries into its case management system by 2,977 in 2025. This increased OIG's ability to focus on complaints of potential fraud, waste, abuse, inefficiency, or mismanagement.

## Total Complaints, 2020-2025



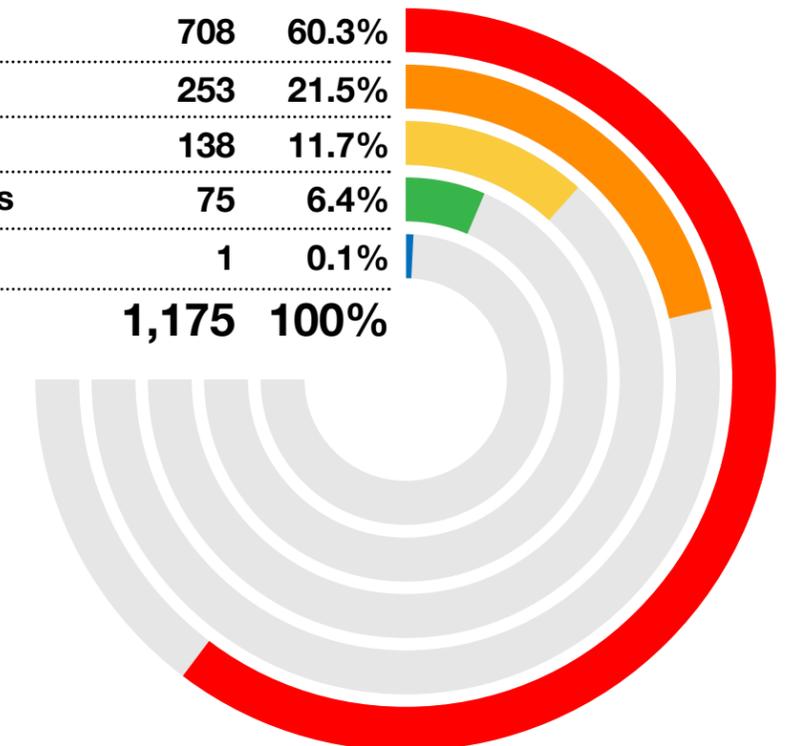
## Complaints by Source

Members of the Public	608	51.7%
MTA Employee/Former Employee	307	26.1%
Anonymous	206	17.5%
Other Governmental Agency	21	1.8%
Other	19	1.7%
Agency Referral	08	0.7%
Self-Initiated/Proactive	06	0.5%



## Complaints Disposition and Resolution

Referred to Agency	708	60.3%
Opened	253	21.5%
Closed	138	11.7%
Assigned to Investigations	75	6.4%
Resolved by Intake	1	0.1%







# Investigative Highlights

- 16 Time Abuse at LIRR: Cloned Cards
- 18 Time Abuse at LIRR: Hillside Yard
- 19 Time Abuse at LIRR: Falsified Records
- 20 Transit Employee Stealing Subway Fares
- 21 Structure Maintainer Dual Employment
- 22 Top Procurement Officer Ethics Violation
- 23 Dual Employment/Sneaker Business

# Time Abuse at LIRR

## Unauthorized Cloned LIRR Cards

It started with an anonymous complaint to OIG regarding an LIRR supervisor possessing a duplicate ID swipe card to get paid for time he didn't work.

What followed was a multiyear, exhaustive investigation that exposed a culture of fraud and time abuse at LIRR, culminating in a report that detailed the misconduct of 36 employees at three facilities: Ronkonkoma, Richmond Hill, and West Side Yard. The revelations included employees manufacturing and selling cloned ID cards using machines purchased on Amazon and routinely swiping each other in and out of the facilities. Some of the employees regularly left their worksites for extended periods of time in the middle of their shifts. Some left early nearly every day —

including one at Ronkonkoma who would rush through his work, a practice deemed the “rip and slip.” According to an employee, in one egregious display of misconduct, a Gang Foreman swiped in for a weekend overtime shift wearing a bathing suit and flip flops and told employees he supervised, “Don't bother looking for me. I'll be next to my pool with a margarita.” LIRR took swift action against the active employees, taking nearly all out of service without pay after receiving OIG's report. Many employees received unpaid suspensions ranging from two to nine months for those who waived administrative trials. Three employees were also demoted.

Of the 36 total employees covered by the report, 14 have resigned or retired. One has been fired.

The agency has implemented several fraud-prevention measures, including biometric scans for timekeeping, additional cameras, increased supervision, and attendance checks. OIG will continue to conduct its own spot checks at these and other facilities.

Left:  
1. Newsday headline

On Right:  
2. West Side Yard  
3. Richmond Hill  
4. Ronkonkoma



## By The Numbers

Of the 36 total employees covered by the report, 14 have resigned or retired. One was fired.

# 24

of the 36 covered in the report admitted to possessing cloned cards

# 36

employees committed and/or facilitated time abuse across three facilities

# \$5-\$40

what workers paid for cloned cards

3



# 7

were supervisors

2



“Don't bother looking for me. I'll be next to my pool with a margarita.”

- Gang Foreman after swiping in for an OT shift

Richmond Hill employee entered a gym located more than 30 minutes from his workplace during his shifts

# 198 times

4



# Time Abuse at LIRR continued



## LIRR Employee Flew to Texas While Clocked In

A pair of separate time abuse investigations at Hillside Maintenance Complex revealed that one employee had claimed to be at work when he was actually on a flight to Texas and another collected \$1,200 in overtime that he didn't work.

One of those employees, a Machinist, was found to be AWOL during a March 2024 attendance audit. OIG learned that he had departed Hillside during his pre-tour overtime shift and got on a flight to Texas.

Once he learned his absence was detected, the Machinist had a colleague swipe him out for the day. Two supervisors failed to address the improper swipe, and one even deleted phone records from the day in question.

In the other investigation, OIG discovered a Gang Foreman claimed overtime hours he didn't work, was fraudulently swiped out by a colleague, and had an unauthorized real estate side job.

That investigation began in early 2024, and surveillance and a review of timekeeping and payroll records found that he falsely claimed more than 14 overtime hours either by leaving early or by being absent from his worksite for extended periods.

During one overtime shift he claimed to be working, the Gang Foreman got his car repaired and visited his mother's home. He admitted to repeatedly having another foreman fraudulently swipe him out. OIG also discovered that the Gang Foreman was operating a real estate investment business without MTA authorization.

LIRR terminated the Gang Foreman and planned to recoup approximately \$1,200 in unearned wages from his final paycheck.

The Machinist retired before the OIG investigation concluded, and no disciplinary action could be taken against him.

**“The behavior in these . . . LIRR cases — flying out of state while on the clock, collecting unearned overtime pay, workers swiping each other out — shows a concerning lack of ethics.”**

**- IG Daniel Cort**

## LIRR Employees Left Early, Had Colleagues Swipe Them Out

Three LIRR electricians and a car mechanic committed various acts of timekeeping abuse at the Hillside Maintenance Complex that included swiping each other out at the time clocks so they could get paid for hours they didn't work.

Some of the time abuse occurred during overtime shifts, when there was a clear lack of proper supervision.

The investigation began in August 2024, when LIRR notified OIG about an electrician (Electrician 1) who repeatedly left Hillside before completing overtime shifts and yet was still swiped out at the end of the tours. In one instance, surveillance video showed another electrician (Electrician 2) alone at the time clocks when Electrician 1 and a Car Repairman were swiped out within seconds of each other, clearly indicating that Electrician 2 had fraudulently swiped both men out.

OIG learned that those three employees and another electrician (Electrician 3) had regularly committed acts of time abuse and falsified records to cover up the misconduct.

They all made various admissions of wrongdoing.

OIG was unable to find documentation showing who supervised Electrician 1 during the overtime shifts when he left early, and LIRR Maintenance of Equipment management said no such records exist nor do any records showing what work Electrician 1 was tasked with performing.

Electrician 1 retired during OIG's investigation, but he was not granted a cash-out of his sick leave, and the department recouped eight hours of overtime pay from his final paycheck for time he did not work. LIRR informed OIG that it suspended Electrician 2 for 180 calendar days, Electrician 3 for 120 calendar days, and the Car Repairman for nine months — all unpaid and beginning in March 2024.

The LIRR also implemented additional administrative processes to ensure that documentation relating to the daily assignment of workers to supervisors is retained for later investigations or audits.

**“This was a coordinated effort by Long Island Rail Road employees to abuse the timekeeping system and cut hours off their shifts without any apparent fear of repercussions.”**

**- IG Daniel Cort**



# NYC Transit Station Agent Caught Stealing Subway Fares



An NYC Transit Station Agent improperly accepted cash from multiple riders at the 59th Street/5th Avenue station in Manhattan, let them pass through the turnstiles, and then stole the money. The Station Agent retired shortly after a December 2024 interview with OIG investigators, who confronted him with surveillance video of the transactions. This investigation was prompted by a subway rider who told OIG that on June 26, 2024, he gave \$3 to the Station Agent because the MetroCard vending machine was not accepting cash — and the employee pocketed the money and let him through the “Special Entry” turnstile. He saw the Station Agent do this with other customers as well.

Surveillance video from that day showed four suspicious transactions — including one with the complainant — in which the Station Agent appeared to accept cash from a customer before allowing the rider through the turnstile, either by buzzing them in from the booth or swiping a Metro Card. The Station Agent told OIG that he was aware he could not accept cash from customers, a practice that was eliminated in 2020. Even though the Station Agent retired during the investigation, NYC Transit informed OIG that “a penalty of dismissal” was submitted to MTA Office of Labor Relations and a copy of OIG’s report would be placed in his employee file to avoid any future rehiring.

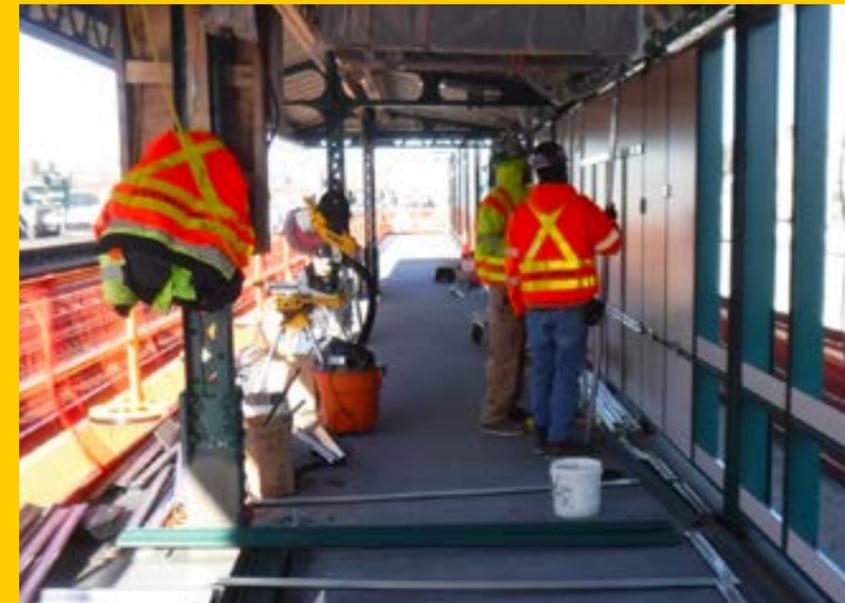
**“This employee violated the public’s trust to pocket a few dollars — and it rightly cost him his job,” said IG Daniel Cort.**

**“It’s never okay for station agents to take cash payments from riders, and I am thankful to the customer who reported this misconduct to OIG.”**

# NYC Transit Structure Maintainer Violated Rest Rules with Unauthorized Work

**“Outside employment rules exist for good reason: to safeguard the system, its workforce, and its customers; to avoid conflicts of interest; and to prevent time abuse. Those who violate the rules will be held accountable.”**

**- IG Daniel Cort**



An NYC Transit Structure Maintainer earned more than \$300,000 and repeatedly violated rest rules performing unauthorized outside work as a welder for at least nine private businesses.

Records obtained by OIG showed that the Structure Maintainer ignored the rest requirements for his safety-sensitive position at least 32 times. He admitted to OIG that he worked for at least nine private businesses — including a contractor on an MTA Construction & Development project — through his outside employment between April 2020 and July 2024.

According to records, he did not fill out a dual employment request until December 2024 — only

after OIG had subpoenaed his outside employers. In that request, which had not been approved, he estimated income significantly lower than what he had previously received from his outside jobs.

OIG also interviewed the Structure Maintainer’s supervisor, who said he was unaware that he was responsible for reviewing and approving outside employment requests from his subordinates.

The Structure Maintainer served a five-month, unpaid suspension and was issued a final warning. His supervisor was re-instructed on how to handle employee requests for dual employment.

# Top Procurement Officer's Inappropriate Relationship with Vendor Sales Agent

**“This procurement officer abused his authority to further his personal relationship with a sales agent, even though his job was to prevent wasteful spending and ensure a fair bidding process.” - IG Daniel Cort**

A top MTA procurement officer assigned to MNR awarded millions of dollars in purchases, many above market rate, to a vendor as he carried out a flirtatious, inappropriate relationship with one of that company's sales agents.

The Procurement Officer, who was terminated from his job following the OIG investigation, used his MTA-issued phone to exchange hundreds of text messages with the Sales Agent, some with heart and kiss emojis, and the two had lengthy, late night phone calls.

During their relationship, the vendor saw a significant increase in awarded bids, including for scrub brushes at \$78 apiece — nearly 10 times what MNR previously paid — as well as warehouse tow vehicles for \$40,000 more than a competitor had bid.

## Among OIG's findings:

- The Procurement Officer neither disclosed his relationship with the sales agent nor recused himself from transactions involving her firm.
- The Procurement Officer approved purchases for vests, scrub brushes, and tow tractors from the Sales Agent's company even though the pricing was not “fair and reasonable,” as required by MTA policy.
- The Procurement Officer used his MTA-issued phone and email address for “excessive” and inappropriate personal communications with the Sales Agent.
- The Sales Agent's sister and son worked for vendors in direct competition with the Sales Agent's company, allowing for possible collusion. The Procurement Officer knew this but never reported it.

Sales Agent

Nice day for you as well, dont know if you remember but exactly a day like today a year ago you've decided to see this person behind the phone Ever since then, I can't stop dreaming about you

I hope there will be many more trips around the sun for us 🍷🍷

Procurement Officer

I love your words. Thank you for remembering. I am a bit loose on my remeber days. Ever since meeting you, I've been wonderfully intoxicated. 🍷

# MTA IT Employee Fired Over Unauthorized Sneaker Business on MTA Time

## By The Numbers

# 44

dates he accessed eBay, PayPal and various sneaker-related websites on his MTA work computer.

Over

# 300

non-MTA-related emails in his MTA email account pertaining to his outside work.

A former MTA Headquarters computer support analyst worked multiple side jobs without permission, most notably running a sneaker re-sale business during MTA work hours. He used an MTA computer and vehicle for that business.

The computer analyst was terminated, and his former supervisor, who failed to adequately review the employee's time and attendance and MTA vehicle usage records, was disciplined.

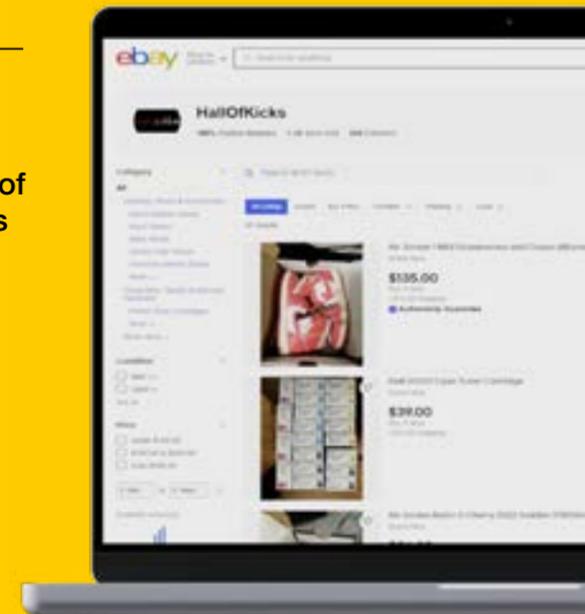
OIG's investigation stemmed from an anonymous complaint in 2023 related to the computer analyst's sneaker business. But that was just one of the jobs he had worked without

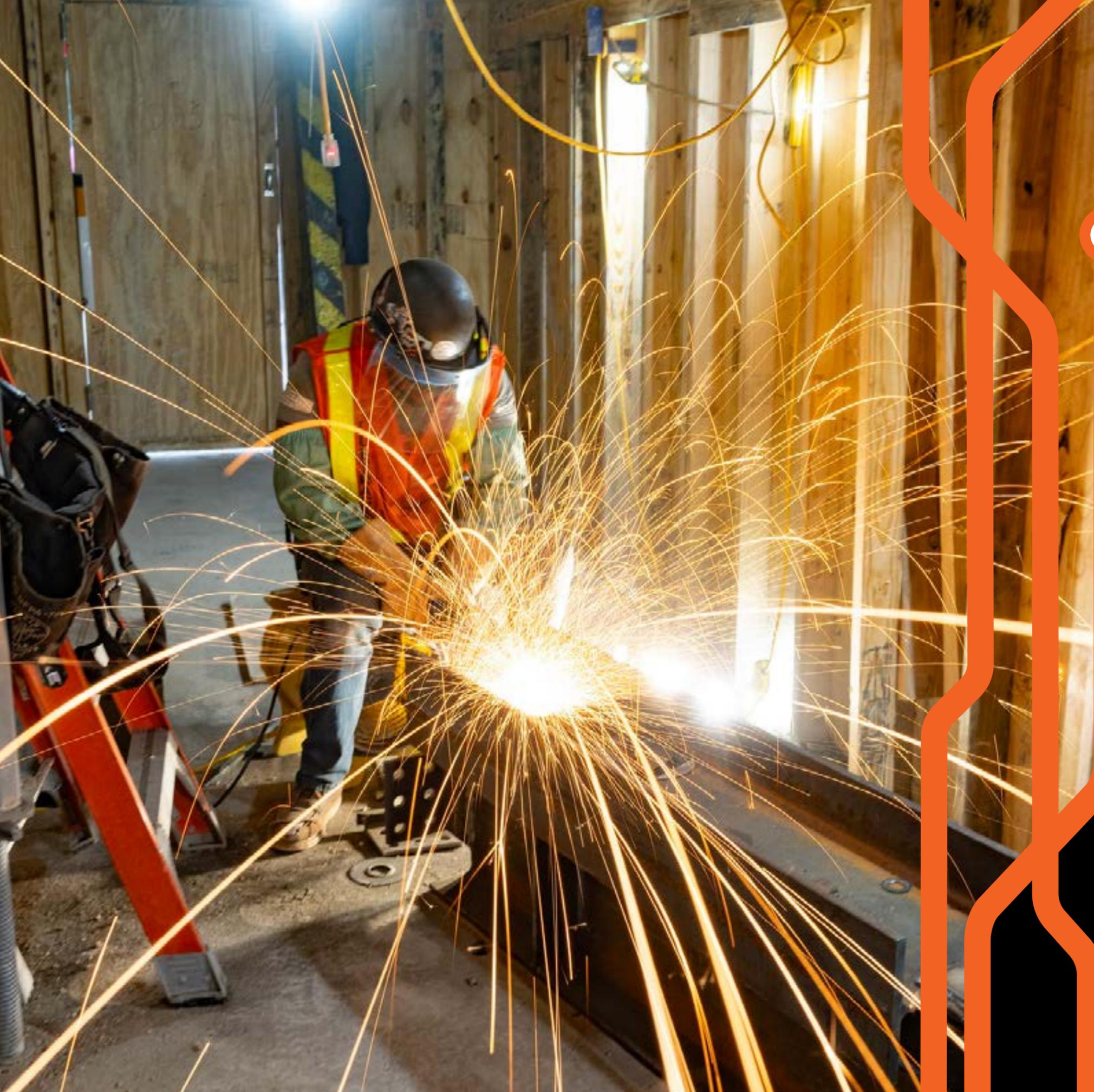
MTA approval. The others were for a package delivery company and a snow-removal service. He also held a fourth job as an airline baggage handler that he began several months before obtaining approval.

OIG recommended that MTA HQ and LIRR, where the computer analyst transferred in November 2024, take whatever action they deemed appropriate regarding both employees. The computer analyst was terminated on February 11, 2025. His manager received a final written warning on March 7, 2025, with a two-year suspension of teleworking privileges and promotion opportunities. He must also forfeit the next two general wage increases.

## Among OIG's Findings

- On 113 dates, the computer analyst either worked at one of his secondary jobs during MTA work hours or modified his MTA schedule without permission to accommodate his outside employment.
- He synced his personal Google account to the Google Chrome application on his MTA computer, including bookmarks to more than 350 pornographic websites.
- He transported merchandise for his sneaker business in his MTA-assigned vehicle.
- The computer analyst's manager admitted to using the “honor system” for some timekeeping management.





# Audit Highlights

- 26 NYC Transit and LIRR Lost and Found
- 28 Subway Passenger Self-Evacuations
- 29 \$65M Vehicle Fleet Management Contract
- 30 Tracking Surplus Construction Material
- 31 Crane Leasing Follow-Up
- 32 LIRR and Metro-North Overtime Verification

# NYC Transit and LIRR Lost and Found Procedures Need Improvement

OIG conducted separate audits of the lost and found processes at NYC Transit and LIRR — which together handle more than 80,000 lost items each year — finding deficiencies at both agencies.

## NYC Transit

The OIG review determined that NYC Transit’s lost and found practices required significant improvement, despite changes implemented after two OIG audits in 2007.

- In a field test, a troubling number of turned-in items never reached the central Lost Property Unit at Penn Station.
- Subway and Buses personnel who received items turned in by customers did not consistently document the property in accordance with NYC Transit policy.
- Items recovered in the subway system were held too long in the field, taking an average of 27.4 days to be transported from designated station booths to the Lost Property Unit and 55.2 days to reach the Unit

from dispatchers’ locations, where cleaners turn in items they find on trains.

- NYCT’s process of matching customers’ claims to items listed in the lost and found database was too laborious, creating a large backlog.

OIG made nine recommendations to NYC Transit to improve the handling and documentation of lost property, the timeliness of the lost and found process, and communications with customers. NYC Transit accepted eight of the recommendations, noting that one had already been implemented. A ninth recommendation, to test NYC Transit workers’ adherence to policy, was not accepted.

## LIRR

The LIRR audit identified several areas still in need of improvement, despite changes implemented after OIG audits in 2007 and 2015. These included the agency’s lost and found IT system and practices for logging lost items.

- OIG found that LIRR had inconsistent practices for items that were not required to be logged in to the lost and found database, making it difficult to track performance data.
- LIRR’s lost and found database also lacked an automated matching process, requiring personnel to perform time-consuming manual searches through customer inquiries.

- The chain of custody for lost property recovered in the field needed to be strengthened.

OIG made five recommendations to LIRR to improve its procedures, and the agency accepted them all.

# 1 out of 24

items that OIG “found” and handed over to NYC Transit personnel was eventually recovered

# 68,000

lost items are received by NYC Transit’s Lost Property Unit each year



# 47% of 19

“lost” items turned in to LIRR employees were recovered by OIG staff

# 14,000

articles of lost property are processed by LIRR’s Lost and Found Office annually

# Subway Passengers Self-Evacuating During Emergencies

## By The Numbers

46

instances of subway self-evacuations from 2015 to 2024

1/3

of these instances occurred on the 4/5/6 lines

An OIG audit found that subway passengers were endangering themselves by self-evacuating onto the tracks — sometimes just two minutes into delays — and that efforts should be made to reduce this persistent issue, including better communication by train crews and stronger public messaging by NYC Transit.

OIG's audit began following a collision and derailment on the 1/2/3 line in Manhattan on January 4, 2024, in which passengers on one of the derailed trains and two other trains that were stuck between stations chose to self-evacuate onto the tracks without any instructions to do so.

Auditors identified 46 incidents of subway self-evacuations from 2015 to 2024, with passengers often leaving their train cars soon after the delay began. In 18 of the reviewed incidents, passengers self-evacuated within 30 minutes of the start of the delay. The shortest interval before self-evacuation was two minutes.

The audit determined that during emergency incidents, crew members should make clearer announcements reminding passengers to remain on board and warning them of the dangers of walking along the tracks, which include the risk of electrocution or being struck by a moving train.

OIG made six recommendations to NYC Transit, including that the agency should make better use of its incident data to monitor self-evacuation patterns and increase efforts to educate the riding public about the dangers of exiting a train onto the railbed. NYC Transit accepted all six recommendations.



# MTA'S \$65 Million Work Vehicle Fleet Management Contract Has Significant Shortcomings

An OIG audit identified significant concerns with the MTA's \$65 million contract for vehicle monitoring and maintenance. The MTA "piggybacked" onto an existing New York State Office of General Services' (OGS) contract rather than develop its own contract with a vendor to manage its fleet of over 5,000 work vehicles.

The audit began in early 2024 and identified multiple issues with the contract, which was originally \$41 million before increasing to \$65 million.

## Among the findings:

- The MTA didn't require the vendor to upload critical GPS data from a third-party vendor that would help determine each vehicle's preventative maintenance schedule.
- The MTA didn't identify several potential conflicts of interest, including how the vendor automatically assessed auto shops a 3% "fast pay" charge on all repair services even though it was supposed to be optional — reducing the incentive to keep costs down. Also, the vendor and its parent company were authorized

resellers of components used in repairs of MTA vehicles at the same time they were responsible for approving repair shops' choice of parts.

- With the exception of NYC Transit, MTA agencies do not independently verify the quality of parts used in the repairs nor independently confirm that all the repairs were completed as planned. The vendor does not require manufacturer names or part numbers in repair shop estimates, potentially missing opportunities to significantly cut costs.
- OIG's six recommendations to the MTA, which were all accepted, included a thorough evaluation of the upcoming fleet management contract to ensure it meets participating agency needs and a meticulous vetting of the next vendor for potential conflicts of interest.

**"Effective vehicle fleet management is essential to saving money on repairs and keeping the system running efficiently. The handling of the procurement and the management of this contract are concerning. I am pleased that MTA Procurement intends to address many of the issues raised in our report in their next fleet vehicle management contract."**

- IG Daniel Cort



## NYC Transit Did Not Track Surplus Material on Major Project

NYC Transit failed to take possession of more than \$2 million worth of surplus construction material from a remediation project at the 207th Street Yard for over two years after the supplies had been purchased from a contractor, an OIG audit found.

The surplus resulted from two Additional Work Orders (AWOs) that were approved in 2020 and altered the scope of the original contract, which was awarded in September 2018. The justification for the AWOs erroneously stated that the materials had already been “purchased and received” by NYC Transit when, in fact, much of the material remained under the contractor’s control.

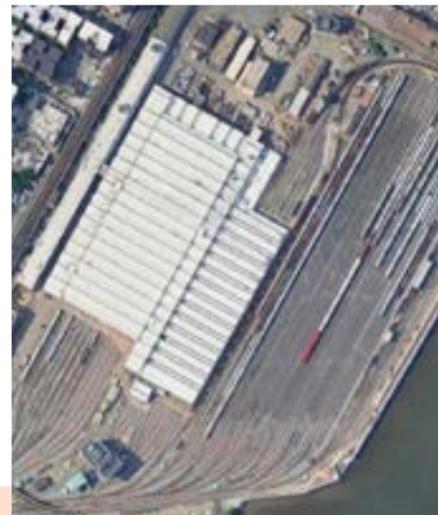
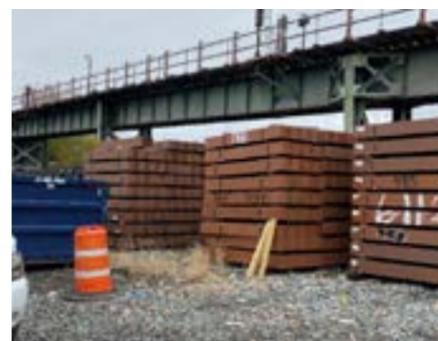
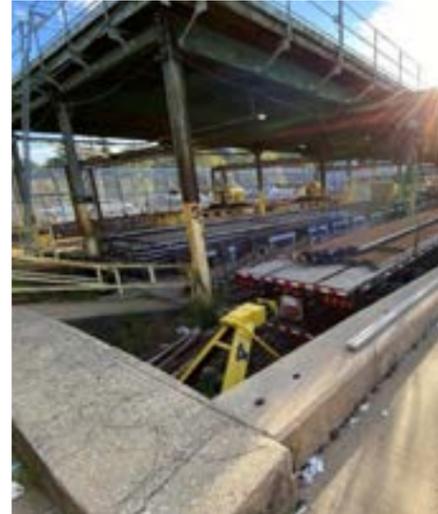
MTA Construction & Development, which inherited the project from NYC Transit after the AWOs were executed, failed to resolve the issue until OIG conducted its audit.

**“The MTA must ensure the best systems are in place for tracking its construction material in order to avoid unnecessary spending,” said IG Daniel Cort. “I am pleased that the MTA has accepted our recommendations and addressed our proposed changes.”**

OIG’s examination revealed that NYC Transit lacked procedures for tracking the receipt of surplus materials purchased from contractors and how supplies enter and leave storage yards.

OIG made six recommendations, including that NYC Transit identify any additional materials that have not been returned by the contractor and ensure that those items are properly transferred and secured. In addition, the agency should establish clear procedures for documenting and tracking materials purchased back from contractors due to AWOs.

NYC Transit and C&D indicated that all recommendations had been completed and all material – as calculated by C&D – had either been received by NYC Transit or reused on the project as of the time the response to the report was written.



## Follow-Up Review of NYC Transit’s Crane Leasing Program

OIG conducted a follow-up audit to evaluate NYC Transit’s implementation of recommendations made during a 2014 review of the agency’s five-year contract with a crane leasing company.

The 2024 audit found that NYC Transit had implemented six of the seven recommendations made in 2014, including:

- Monitoring the frequency and type of crane usage at each location to avoid paying for cranes that sit idle.
- Making improvements in how it monitors compliance with crane inspections to ensure that NYC Transit is only using cranes that meet current safety standards.
- Ensuring operating managers have better access to information about their equipment’s inspection status.

One recommendation from the 2014 audit stated that the agency should resolve OIG’s finding that although the contract prohibited the use of cranes over 15 years old, an 18-year-old crane was in use by the agency in 2013. In 2024, OIG found that five of the seven leased cranes exceeded the contract’s age limit. The follow-up report recommended that NYC Transit should include an age limit for cranes in its next contract, and the new language should reflect safety standards and establish a limit that NYC Transit will realistically enforce.

OIG also identified an unintentional overpayment to the crane leasing company of \$53,580 in 2023 due to the misclassification of one crane.

OIG made two recommendations, one to resolve the crane age issue and another to recoup the overpayment. NYC Transit accepted both recommendations.



# LIRR, MNR Should Further Improve Overtime Verification

**OIG conducted a follow-up audit of LIRR and MNR to determine whether they had adequately addressed vulnerabilities identified in a 2019 review of MTA procedures for verifying overtime. As in the 2019 audit — which found that MTA management lacked the fundamental ability to properly verify overtime claims for many positions — this review examined whether the agencies were performing a basic reconciliation of business records, a first step in deterring fraud.**

**Findings for each agency were as follows:**

## MNR

OIG evaluated MNR's verification processes for 13 high overtime-earning employees across its largest operating department, Maintenance of Way (MofW).

The audit found that MofW had implemented better procedures for managing overtime requests. However, some weaknesses persisted:

- Approvers did not rely on direct observation to verify overtime hours claimed.
- MofW management did not adequately oversee timekeeping functions.

MNR accepted OIG's two recommendations: that MofW should implement a policy stating that when an employee is working somewhere other than their regularly assigned location, an on-site supervisor must sign their timecards, and that the department should develop written guidelines and standardized training procedures for timekeepers and timesheet approvers.

## LIRR

OIG evaluated LIRR's timesheet verification processes for 18 high overtime-earning employees across its three largest operating departments: Engineering, Transportation, and Maintenance of Equipment.

The three LIRR departments had made clear improvements since 2019, but some areas still required attention:

- Some Engineering work groups did not adequately reconcile overtime hours claimed.
- Engineering's expectations for timesheet approvers were unclear.
- Transportation's controls over ushers' overtime were inadequate.

OIG made three recommendations, including that Engineering should re-instruct timesheet approvers on their responsibilities and have an on-site supervisor sign key documents known as Labor Sheets when employees are working overtime somewhere other than their regularly assigned location. LIRR accepted all recommendations.





## ● Other Notable Work

- 36 Honorable Mentions
- 38 Construction Oversight

# Honorable Mentions

The work of OIG’s Audit and Legal & Investigative teams does not always result in a public report, yet it is still important. This work often involves disciplinary referrals to the MTA, assistance with internal MTA investigations, and criminal investigations OIG conducts with its law enforcement partners.

## Some notable examples from 2025 include:

### NYC Transit Employee Suspended for Obscuring License Plate to Evade Violations

OIG assisted NYC Transit Staten Island Railway and Bridges & Tunnels’ Department of Security with their investigation into a complaint that an NYCT Surface Dispatcher was obscuring her license plate to avoid parking violations or bus camera violations. The employee ultimately agreed to a 20-day suspension.



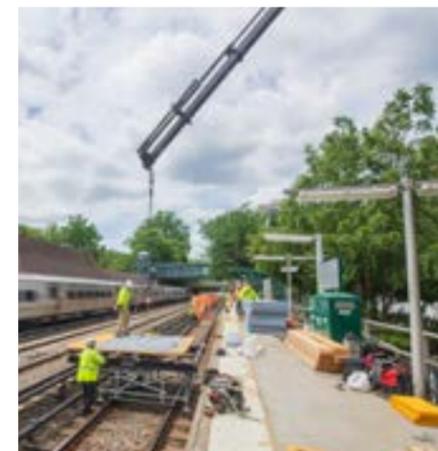
### Metro-North Manager Disciplined for Granting Daughters Unauthorized Free Rides

OIG found that the Metro-North Assistant Director of Conductor Compliance violated MNR rules by issuing his daughters handwritten permission for free rides known as Carry-Back Authorizations. The employee was removed from his management position and served a 10-day suspension.

### NYC Transit Employees Disciplined for Misuse of Machinery and Credit Card Fraud

OIG substantiated allegations of misconduct by multiple NYC Transit employees at Cozine Iron Shop, finding that a Structure Maintainer removed a scrapped 40-ton Scotchman Ironworker — a piece of heavy machinery used to make hole punches and shear metal — without authorization, and a former Superintendent misused a NYC Transit credit card when he charged \$16,420.50 to purchase materials at a non-MTA iron shop owned by an individual who lived with the Structure Maintainer.

The Structure Maintainer resigned days after his OIG interview, while the Superintendent received a 30-day suspension. A Maintenance Supervisor I received a 15-day suspension because he failed to report the theft of the Scotchman and waited more than 18 months before coming forward to OIG.



### Ex-LIRR Signalman Sentenced for Faked Inspection Before 2019 Derailment

A former LIRR signalman, Stuart Conklin, was sentenced to one year of probation for falsely claiming to have inspected a crucial signal component — one month before that component failed and caused a caused a derailment on Memorial Day weekend 2019. Conklin resigned six days after the incident. OIG investigated with the U.S. Department of Transportation’s Office of Inspector General and the office of U.S. Attorney for the Eastern District of New York, which handled the prosecution.

“Stuart Conklin chose laziness and deception over doing his job, and it is incredibly fortunate that no LIRR riders or any of his own colleagues were injured in the derailment. MTA workers will not get away with pretending to do their jobs,” MTA Inspector General Daniel Cort said.

### 322 NYC Fair Fares Participants Disenrolled for Double-Dipping MetroCards

As a result of an OIG audit that revealed potential misuse of discounted MetroCards provided by NYC Transit’s Reduced-Fare program and the NYC Human Resources Administration’s (HRA) Fair Fares program, HRA conducted a follow-up review that confirmed 322 participants were actively enrolled in both programs and using the benefits. The participants, many of whom admitted to giving family members and/or friends the extra reduced fare card to use, were disenrolled from the Fair Fares program and reminded that under the Fair Fares program individuals are not eligible for the discount if they are participating in other MTA discount fare programs.



# Construction Oversight

## Capital Program

OIG monitors certain capital projects, including the procurement process for Phase 2 of the Second Avenue subway, which will extend the Q train from 96th to 125th Street and is estimated to cost \$7.7 billion.

## In the Field

As part of construction oversight, OIG made dozens of recurring site visits that included the Park Avenue Viaduct project. Other site visits were in response to incidents in the system. For example, OIG looked into multiple power surges that caused significant failure to the signal system at the West 4th Street station on July 29, 2025, and August 2, 2025. In each case, the power spikes led to transformer failures and damaged equipment at signal locations. OIG visited West 4th Street on August 4, 2025, to observe the damage and interview the Signals Assistant Chief. While on site, OIG noticed that a portable generator at street level had exposed power cables across sections of the sidewalk, potentially creating a danger to the public. OIG informed the Assistant Chief of the dangers, and as a result NYC Transit assigned personnel to provide more protection to the cables and public.

On September 30, 2025, OIG met with Signal Engineers and learned that a cause of the power surges in July and August had not been determined, and metering equipment had not identified any new power spikes.

## Superstorm Sandy Task Force

In response to a Federal Transit Administration requirement that the MTA provide monitors for the projects funded by the \$5.4 billion Superstorm Sandy Recovery Grants, the MTA established a monitoring oversight committee, which includes OIG. In 2025, the committee monitored nine Sandy-related NYC Transit projects.

## OIG Consults on Vendor Performance and Integrity

OIG assists MTA Vendor Relations staff in a wide range of activities, from reviewing independent private sector inspector general (IPSIG) reports and sharing intelligence regarding “Significant Adverse Information,” to attending and participating in responsibility hearings before, during, and after contract award. OIG consults with Vendor Relations on vendors who have Significant Adverse Information to determine if the imposition of an independent monitor is warranted.

As part of this work, OIG performed the following activities:

**112** construction progress meetings attended

**25** background checks of vendors and contractors working on Sandy grant-funded projects to assess the integrity of parties contracting with the MTA

**25** site visits (using OIG staff and/or consultants) to observe compliance with contract requirements

**11** Disadvantaged Business Enterprise (DBE) office visits to assess the current validity of their DBE certifications

**47** reviews of change orders that increased project costs by a collective

**\$15,521,629**

to verify that they were clearly and thoroughly documented in accordance with MTA policies and procedures





# Stay Connected

**OIG is proud of these achievements and continues to encourage all members of the public, including MTA employees, outside contractors, vendors, and management, to report their concerns about the MTA and its agencies to OIG's Intake and Intelligence Unit.**

**To submit a complaint, including confidentially, use any of the following options:**  
**Online:** <https://MTAIG.ny.gov>  
**Phone:** 1-800-MTA-IG4U (1-800-682-4448)  
**Email:** [Complaints@mtaig.org](mailto:Complaints@mtaig.org)  
**Postal Mail:** 1 Penn Plaza, 11th Floor New York, NY 10119

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