

Metro Personnel Hiring Process Study

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Objectives

To meet Board objectives of expediting projects. In particular, this study was to determine whether:

- There are areas where the hiring process could be streamlined;
- The personnel hiring process is operating effectively;
- The compensation determinations are reasonable and effective to accomplish a speedy hiring process; and
- The applicant experience may be improved.

Methodology

Interviews, Focus Group Discussions, and Surveys

Findings

- Metro's commitment to equity is integrated in its value system.
- Metro promotes diversity and inclusion in the hiring.
- However, the hiring process is found inefficient, consisting of lengthy times-to-hire, manual and paper-based activities, and redundant steps.

Recommendations

This study made 28 recommendations. By acting on these recommendations, Metro can expect to obtain benefits of

- Decreased time-to-hire;
- Increased effectiveness;
- Improved candidate experience; and
- Decreased risk/liability.