

BART OIG Snapshot

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This snapshot highlights the BART Office of the Inspector General's (OIG) activities from January 1 to March 31, 2026.



INVESTIGATIONS ACTIVITY

	investigations completed	6
	active investigations	15
	new complaints received	21
	new complaints accepted	10
	new complaints forwarded	3
	new complaints declined	8

We are currently managing 15 active investigations addressing a wide range of concerns, including billing irregularities, spending waste, contract mismanagement, workers' compensation fraud, and retaliation. These cases vary in the degree of complexity, with some resolved quickly but most requiring detailed analysis of contracts, policies, or regulatory requirements. In one instance, we obtained independent legal counsel to advance a sensitive matter forward, adding to the already multifaceted, complex investigation.

Through this work, we protect public interests, strengthen accountability, and ensure BART operates with integrity. Each investigation is conducted with independence, diligence, and fairness to support transparency and improved service for riders and the community.



CASE SPOTLIGHT: BILLING PRACTICES



We identified improper billing practices used by multiple firms in violation of contract requirements, risking the misuse of public funds.

Key Issues Identified

- ✓ Costs billed to completed projects
- ✓ Invoices lacked supporting documentation
- ✓ Proportional billing used instead of actual labor tracking



FOLLOW UP ON OIG RECOMMENDATIONS

We took a fresh look at closed recommendations to assess whether the fixes remain implemented. We also examined recommendations that have remained open for several years to find out why progress stalled, and whether additional action is needed to address ongoing risks.

We will be wrapping up this work soon and expect to issue our report next quarter. We will highlight where corrective actions remain strong and where risks returned.

AUDIT ACTIVITY

This quarter, we continued advancing key audits from our FY 26–28 Audit Plan, with several projects nearing completion and others progressing through planning and fieldwork.

- **Inventory Management Audit:** We are in the final stages of completing our inventory management audit. The report is currently under review as we work through findings with management, which has extended our anticipated release timeline.
- **Workers' Compensation Audit:** We are progressing toward completion of our workers' compensation audit and have structured the report into three phases. Part 1, which focuses on employee survey results, will be released April 7, 2026. This marks our first completed in-house audit and positions our office to undergo a peer review.
- **Service Disruptions Audit:** We continued our audit of the 2025 major service disruptions. This review complements BART's technical analyses by examining broader contributing factors, including patterns, risks, data quality, staffing, and decision-making. Our work will help address questions raised by the BART Board regarding system reliability and operational resilience.
- **Non-Revenue Vehicle Audit:** Following updates to BART's take-home vehicle policy in response to our prior investigations, we modified the scope of this audit to include all non-revenue vehicles. After completing planning, the audit was temporarily paused to prioritize higher-risk work. We are resuming this audit in April.

STRATEGIC PRIORITIES

Our work continues to focus on strengthening oversight, increasing transparency, and delivering timely, high-impact results.



Deliver High-Impact Audits and Investigations

Advance projects addressing financial risk, operational performance, and public accountability.



Enhance Transparency and Communication

Provide clear, accessible reporting to inform the Board, management, and the public of finding results and activities.



Strengthen Data-Driven Oversight

Leverage data analysis to identify trends, risks, and opportunities for improvement; and use data forensic tools for fraud examinations.



Adapt to Emerging Risks and Priorities

Align audit and investigative efforts with evolving external and internal organizational and operational challenges.



Invest in Organizational Capacity

Build internal capabilities, including artificial intelligence tools, advanced training, and continuous professional development.

NEW AUDIT LAUNCHING



We will be examining key areas of BART's benefit administration to ensure accuracy, compliance, and accountability. We will focus on whether benefit calculations align with policies and agreements, how effectively red flags are identified and investigated, and whether leave accruals show signs of inconsistencies or misuse. We will also assess how well overpayments are prevented and recovered.

Our audit will aim to identify systemic issues, strengthen internal controls, and promote more cost-effective management of employee benefits.

OFFICE HIGHLIGHTS

We advanced our mission by observing emergency preparedness exercises; selecting the next member of the OIG team; and reporting on a \$1.7 million recovery.

Transbay Tube Emergency Exercise

OIG staff observed a large-scale Transbay Tube (TBT) emergency response exercise alongside BART Board Directors Ghosh, Ames, and Flores, led by Fire & Life Safety Director Tom Molony. The drill simulated a disabled, smoke-filled train in the middle of the TBT, complete with “injured” passengers and complex rescue conditions, and required coordinated response from the San Francisco and Oakland Fire Departments.

The exercise offered a clear, real-world look at emergency preparedness, underscoring just how challenging TBT incidents are and how critical clear communication and coordinated decision-making become under pressure. For our service disruptions audit, this first-hand experience informed our work and deepened our understanding of rider perceptions during the disruptions we reviewed.



Eyes on safety: BART Directors and the OIG observed frontline emergency preparedness in the TBT.



Expanding Investigative Capacity

We are strengthening our investigative function with the addition of a new Investigative Auditor, who will join the office in April 2026. This role will enhance our ability to respond to whistleblower complaints, conduct investigations, and address fraud, waste, and abuse allegations.

Recovery in Context:

Recent U.S. Department of Justice reporting shows that federal False Claims Act recoveries totaled \$6.8 billion in FY2025, with whistleblowers playing a key role in identifying costs lost to fraud or misbilling. Against this national backdrop, the OIG’s recent \$1.7 million recovery highlights the meaningful impact of our work at the local level in protecting public resources and promoting accountability.

RECOVERY IN CONTEXT

Federal Level



\$6.8 Billion

Federal False Claims Act recoveries (FY2025)

Local Impact (BART OIG)



\$1.7 Million

Recovered by our office

Providing Independent
Oversight of the District's
Use of Revenue

Stop Fraud, Waste, & Abuse
Report What You See
to the OIG



24/7 Fraud, Waste, & Abuse
Whistleblower Hotline



www.bart.gov/oighotline



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