

# 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, 2024.



## Investigations Activity

	investigations completed	15
	active investigations	20
	new complaints received	18
	new complaints accepted	16
	new complaints forwarded	1
	new complaints declined	1

We continued to manage a heavy investigation caseload addressing allegations of contractor fraud, false workers' compensation claims, and conflicts of interest.

We are pleased to report that we completed investigations addressing allegations of time theft, nepotism, consultant misconduct, and improper contracting methods. Management agreed to all our recommendations, including seeking restitution, strengthening timekeeping controls, and improving procedures.

## Audit Activity

We are thrilled to share that our consultant, Tap International, completed our span of control audit. Their deep dive into BART's staffing layers provided the District useful information for ensuring that staffing is strategically aligned with its objectives for delivering transit services and meeting public expectations. Management agreed to all five audit recommendations, which included maintaining accurate organizational data and adopting span of control as a management tool.

We started work on our [FY24-26 Audit Plan](#) and are at various stages of conducting or preparing for our overtime use, Link21 spending, and construction contract change order audits. We also decided to launch a workers' compensation audit after receiving multiple complaints of workers' compensation fraud. We will be reviewing the overall administration of BART's workers' compensation program and perform data analytics and testing for actual or potential fraud.



## Performance

Our investigations and audit activities reflect our drive to add value to the District by weeding out fraud, waste, and abuse and doing deep-dive audits to enhance BART's administration and operations. We have measured our success in these areas by promptly reviewing new whistleblower complaints, starting work on several audits, and obtaining 100% acceptance to our recommendations this quarter.

## Office Highlights

We are happy to share that we made significant strides in our efforts to set up the OIG for continued success. Here are a few of our accomplishments that build on our work to create a high-performing office focused on added value, flexibility, communication, and relationships:





- Discussed the OIG Charter with the Labor Negotiations Review Special Committee on [January 16, 2024](#). Emphasis was on identifying why changes requested by unions do not align with our responsibilities.
- Continued in making excellent hiring decisions and welcomed our new Executive Assistant, Jessica Spikes. She is an absolute asset to the OIG and her experience, knowledge, and skills are evident in her work.
- Developed and launched our new website that incorporates our use of videos to communicate our work and provides information about us and our efforts using a modern and user-friendly design.
- Celebrated Deputy Inspector General Zurvohn Maloof becoming a Certified Inspector General and Investigative Auditor Jorge Oseguera becoming a Certified Inspector General Investigator.
- Began work on installation of four new workstations to accommodate our growing team and reorganizing our space to create a collaborative environment that is both functional for the OIG team and welcoming to those who visit our office.

## Strategic Goals Effort




### Ongoing & Continuous

-  Conduct fraud, waste, or abuse investigations.
-  Be transparent in our processes and intentions.
-  Adjust priorities based on emerging trends and risks.
-  Shift workloads in response to office or staff changes.
-  Continue and improve upon the use of animated or other videos.
-  Promote professional development and well-being.
-  Recognize and learn from others' expertise and backgrounds.
-  Understand the business context before drawing conclusions.
-  Demonstrate appreciation for those who provide their support.
-  Show empathy for others by understanding their positions.
-  Acknowledge the efforts of others to give credit where it is due.

### In Progress

-  Make real-time changes to the FY24-28 audit plan.
-  Build a team of talented & diverse investigative auditors.
-  Complete the audits on the OIG's FY24-26 audit plan.
-  Make the most of communication trends and modern media tools.
-  Work with peer organizations to develop informative content.

### Started

-  Share information about the audit and investigation communities.
-  Rethink how we work as a team and coordinate our efforts.
-  Evolve our procedures to remain highly effective and efficient.



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