

BART OIG Snapshot

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This snapshot highlights the BART Office of the Inspector General's (OIG) activities from July 1 to September 30, 2023.

Investigations Activity

	<u>investigations completed</u>	<u>5</u>
	<u>active investigations</u>	<u>28</u>
	<u>new complaints received</u>	<u>16</u>
	<u>new complaints forwarded</u>	<u>4</u>
	<u>new complaints declined</u>	<u>1</u>

We continued to manage a heavy investigation caseload addressing allegations of failed contract fulfillment, nepotism, time theft, and false invoicing. We also uncovered the core issue behind an allegation of falsified technical documents. We expect to release the results of most of that work over the next six months. Our anticipated recommendations will address financial loss, cost recovery, waste reduction, fraud risks, and project practices that result in misleading information.

Audit Activity

Our consultant, Tap International, made great strides with our span of control audit. They are on target to issue their report before year end. Their deep dive into BART's staffing layers will provide the District useful information for improving operations and ensuring that staffing is strategically aligned with its objectives for delivering transit services and meeting public expectations.

We also made headway in obtaining consultant services and in hiring a new Principal Investigative Auditor to assist in addressing our [audit plan](#). We look forward to starting our overtime use, construction contract change order, asset management, and Link21 spending audits in fiscal year 2024 with the assistance and talent of the consultants and our new employee.



Inaugural Snapshot

This snapshot is the first of its kind for the OIG. Starting in fiscal year 2024, we will issue a semiannual report covering our activities from July to December in addition to our annual report covering our activities from July to June. In between those report updates, we will provide snapshots of our activities to keep the public and other BART stakeholders informed of our oversight efforts and [strategic plan](#) progress.

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REPORTS

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REPORT FRAUD, WASTE, OR ABUSE



24/7 Whistleblower Hotline
W: bart.gov/oighotline
P: 510.464.6100

Strategic Goals Effort



Ongoing & Continuous

-  Conduct fraud, waste, or abuse investigations.
-  Be transparent in our processes and intentions.
-  Adjust priorities based on emerging trends & risks.
-  Shift workloads in response to office or staff changes.
-  Continue & improve upon the use of animated or other videos.
-  Promote professional development & 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 to where it is due.





Started

-  Build a team of talented & diverse investigative auditors
-  Complete the audits on the OIG's FY4-26 audit plan.

In Progress

-  Make the most of communication trends and modern media tools.
-  Work with peer organizations to develop informative content.

Not Started

-  Share information about the audit and investigation communities.
-  Make real-time changes to the FY24-28 audit plan.
-  Evolve our procedures to remain highly effective and efficient.
-  Rethink how we work as a team and coordinate our efforts.

