



SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT

OFFICE OF THE INSPECTOR GENERAL

WORKERS' COMPENSATION AUDIT

REPORT #1: EMPLOYEE SURVEY RESULTS

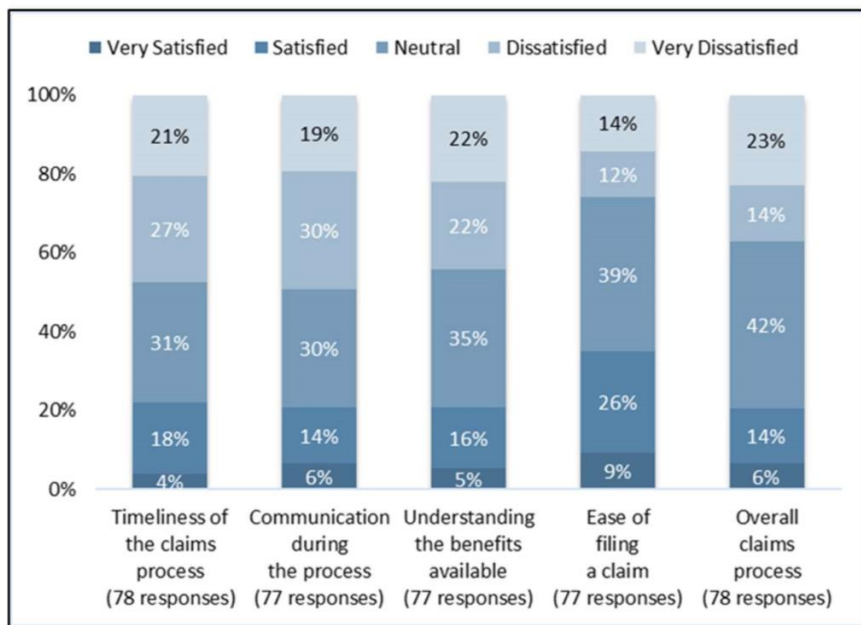
Opportunities exist for BART to strengthen its workers' compensation administration through strategic communication, policies and procedures, and enhanced training as employees reported challenges understanding the process and accessing support.



WHAT WE FOUND



Our employee survey revealed opportunities to improve the workers' compensation program's (WCP) ability to inform, support, and advocate for employees. Survey results indicate there is room to increase satisfaction with BART's current WCP, with only 20% (16) of respondents that have filed workers' compensation (WC) claims being satisfied or very satisfied with the overall claims process. The figure below illustrates satisfaction levels with various aspects of the WCP among respondents who reported filing a WC claim while working at BART.



Source: OIG generated based on survey results.

RECOMMENDATIONS



To strengthen workers' compensation administration, BART should:

- Develop a communication strategy focusing on key areas of risk;
- Formally document workers' compensation policies and procedures; and
- Implement targeted, ongoing training for supervisors and managers.

Management agreed to our findings and recommendations. See page 20 for full details.

OBJECTIVES



Our objective was to assess the overall administration of BART's Workers' Compensation Program (WCP). We conducted an employee survey to gain insight to employee satisfaction with the WCP and used the results to inform our audit work. This report documents the results of our employee survey and identifies opportunities to strengthen workers' compensation administration. Subsequent reports will present findings and recommendations related to program oversight, internal controls, and financial obligations.

VALUE ADDED



Our audit highlights opportunities for BART to strengthen how it manages workplace injury claims. WCPs are designed to protect employees through medical care and wage replacement, but they also expose BART to significant financial and compliance risks if not managed effectively.

Our recommendations aim to help BART safeguard employee wellbeing and improve employee experiences with the WCP, ultimately allowing BART to reinforce its commitment to employee wellness.

CONTENTS

CONTENTS1

GLOSSARY OF ABBREVIATIONS.....4

AUDIT OBJECTIVES AND PURPOSE.....5

VALUE ADDED.....5

BACKGROUND5

EMPLOYEE FEEDBACK SURVEY7

WORKERS’ COMPENSATION FRAUD8

WHAT WE FOUND.....9

FINDING 1: OPPORTUNITIES EXIST TO STRENGTHEN WORKERS’ COMPENSATION ADMINISTRATION THROUGH STRATEGIC COMMUNICATION, POLICIES AND PROCEDURES, AND ENHANCED TRAINING..9

 Employees Would Benefit from a More Strategic Approach to Communicating WC Benefits and the Processes for Accessing Them..... 10

 Policies and Procedures Have Not Been Formally Documented for BART Employees..... 16

 Enhanced Training Would Better Prepare Supervisors and Managers to Respond to Employee Needs 18

DISTRICT RESPONSE 20

SCOPE AND METHODOLOGY21

DATA RELIABILITY21

COMPLIANCE STATEMENT.....21

APPENDIX I - COMPLETE RESULTS OF EMPLOYEE WORKERS’ COMPENSATION SURVEY 22

 Q1: How familiar are you with BART’s Workers’ Compensation Program? – 266 responses..... 22

Q2: How confident are you in your understanding of the steps involved in filing a workers' compensation claim? – 229 responses 22

Q3: How did you first learn about the Workers' Compensation Program? – 284 responses 23

Q4: Do you feel BART provides enough information about the Workers' Compensation Program? – 289 responses..... 23

Q5: Do you know where BART posts workers' compensation information in your workplace? – 289 responses..... 24

Q6: How would you prefer to receive information about the Workers' Compensation Program? – 288 responses..... 24

Q7: To get additional information on filing a workers' compensation claim, where would you go? – 289 responses..... 25

Q8: Do you believe the Workers' Compensation Program is fair, accessible, and inclusive for all employees, regardless of their background (e.g., race, gender, job classification)? – 289 responses. 25

Q9: Are you aware of any instances where BART employees have filed false workers' compensation claims? – 282 responses..... 26

Q10: Are you aware of the options available to you for reporting workers' compensation fraud? – 287 responses..... 26

Q11: If you were aware of a coworker filing a fraudulent workers' compensation claim, what would you do? – 275 responses..... 27

Q12: Have you ever filed a workers' compensation claim while working at BART? – 282 responses
27

Q13: How many workers' compensation claims have you filed? – 77 responses..... 28

Q14: How long ago was your most recent claim? – 77 responses..... 28

Q15: What type of claim(s) have you filed? – 78 responses 29

Q16: For your most recent claim, who was the first person you contacted after getting injured on the job? – 78 responses..... 29

Q17: What actions or responses did BART personnel take when they learned of your injury? – 78 responses..... 30

Q18: Did you use the nurse hotline for support related to your workers' compensation claim? – 78 responses..... 31

Q19: If you answered "Yes" to the previous question, how satisfied were you with the nurse hotline? – 38 responses..... 31

Q20: Did you elect to pre-designate a workers' compensation physician? – 78 responses..... 32

Q21: If you answered “Yes” to the previous question, was your pre-designation application approved or denied? – 25 responses 32

Q22: Did you feel supported by the workers’ compensation team (both BART Leave Management and Athens, our third-party administrator)? – 78 responses 33

Q23: How satisfied were you with the following aspects of the workers’ compensation claims process?..... 33

Q24: Has anyone ever attempted to discourage you from filing a workers’ compensation claim? – 78 responses..... 34

Q25: Has anyone ever encouraged you to file a workers’ compensation claim when you felt it wasn’t necessary or appropriate? – 77 responses..... 34

Q26: What aspects of the Workers’ Compensation Program do you think could be improved? – 76 responses..... 35

Q27: Do you have any additional comments or suggestions about your experience with the Workers’ Compensation Program? – 37 responses..... 35

Q28: What factors have prevented you from filing a workers’ compensation claim? – 184 responses..... 36

Q29: Do you feel confident that you know how to file a workers’ compensation claim if needed? – 186 responses..... 36

Q30: What would help you feel more comfortable filing a workers’ compensation claim if needed? – 175 responses..... 37

Q31: Do you have any additional comments or suggestions regarding the Workers’ Compensation Program? – 48 responses 37

Q32: What is your age? – 247 responses 38

Q33: What is your race/ethnicity? – 244 responses..... 38

Q34: What is your gender? – 247 responses..... 39

Q35: How many years have you worked at BART? – 246 responses 39

Q36: What department do you work in? – 237 responses 40

Q37: Where is your primary job location? – 245 responses 41

Q38: What best describes your position level? – 243 responses..... 41

Q39: What is your employment status? – 246 responses..... 42

Q40: Which union are you a member of? – 246 responses 42

GLOSSARY OF ABBREVIATIONS

AFSCME – American Federation of State, County, and Municipal Employees

ATU – Amalgamated Transit Union

BART – Bay Area Rapid Transit

BPMA – BART Police Managers’ Association

BPOA – BART Police Officers’ Association

NCIB – National Insurance Crime Bureau

SEIU – Service Employees International Union

TPA – Third-party Administrator

WC – workers’ compensation

WCP – Workers’ Compensation Program

AUDIT OBJECTIVES AND PURPOSE



Since October 2023, we received six allegations against 12 employees of potential fraudulent workers' compensation claims. We investigated four of the allegations, and although we did not substantiate the allegations, they did raise valid concerns; investigations are ongoing for the remaining two allegations. These claims highlighted a potentially larger problem, with a high risk of fraud, waste, or both. To assess whether these issues may be widespread, we initiated this audit to assess the overall administration of BART's Workers' Compensation Program (WCP).

We conducted an employee survey to gain insight to employee satisfaction with the WCP and used the results to inform our audit work. This report documents the results of our employee survey and identifies opportunities to strengthen workers' compensation administration. Subsequent reports will present findings and recommendations related to program oversight, internal controls, and financial obligations.

VALUE ADDED



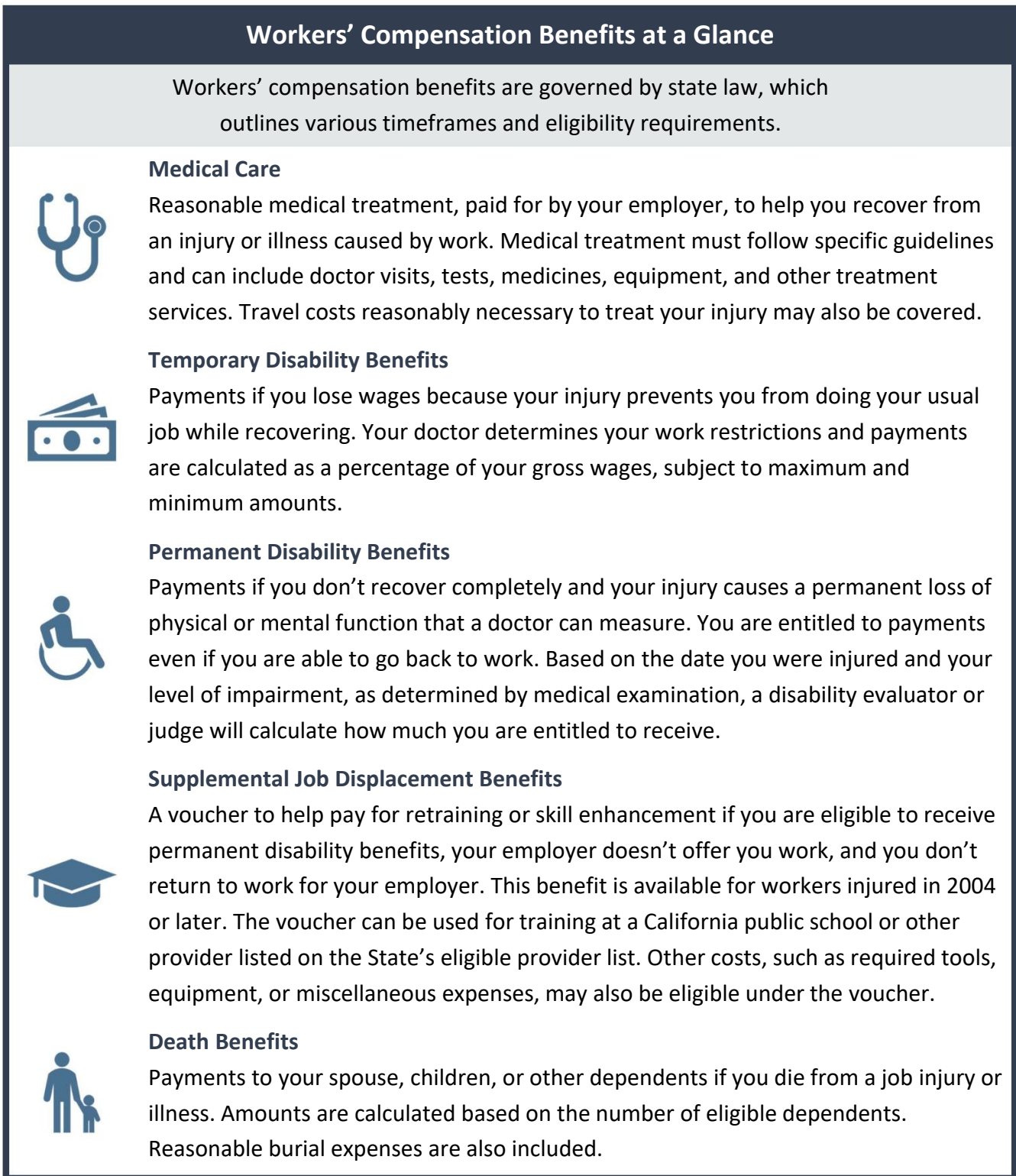
Workers' Compensation Programs (WCPs) play a critical role in protecting both employees and the organization by providing timely medical care and wage replacement for work-related injuries while limiting the employer's liability. An effective WCP helps ensure the wellbeing of the workforce, maintains compliance with legal and regulatory requirements, and controls claim-related costs. Our findings and recommendations help BART safeguard employee wellbeing and improve employee experiences with the WCP, ultimately allowing BART to reinforce its commitment to employee wellness.

BACKGROUND



By law, employers are required to pay for workers' compensation (WC) benefits. There are a variety of WC benefits, such as medical care, temporary disability benefits, permanent disability benefits, supplemental job displacement benefits, and death benefits. While many of the benefits are for covering medical costs and wage replacement, benefits can also include help paying for retraining or skill enhancement if an employee is eligible to receive permanent disability benefits, the employer does not offer them work, and the employee does not return to work for their employer. Figure 1 provides additional information regarding WC benefits.

Figure 1: Workers' Compensation Benefits at a Glance



Source: OIG generated based on information from the California Department of Industrial Relations.

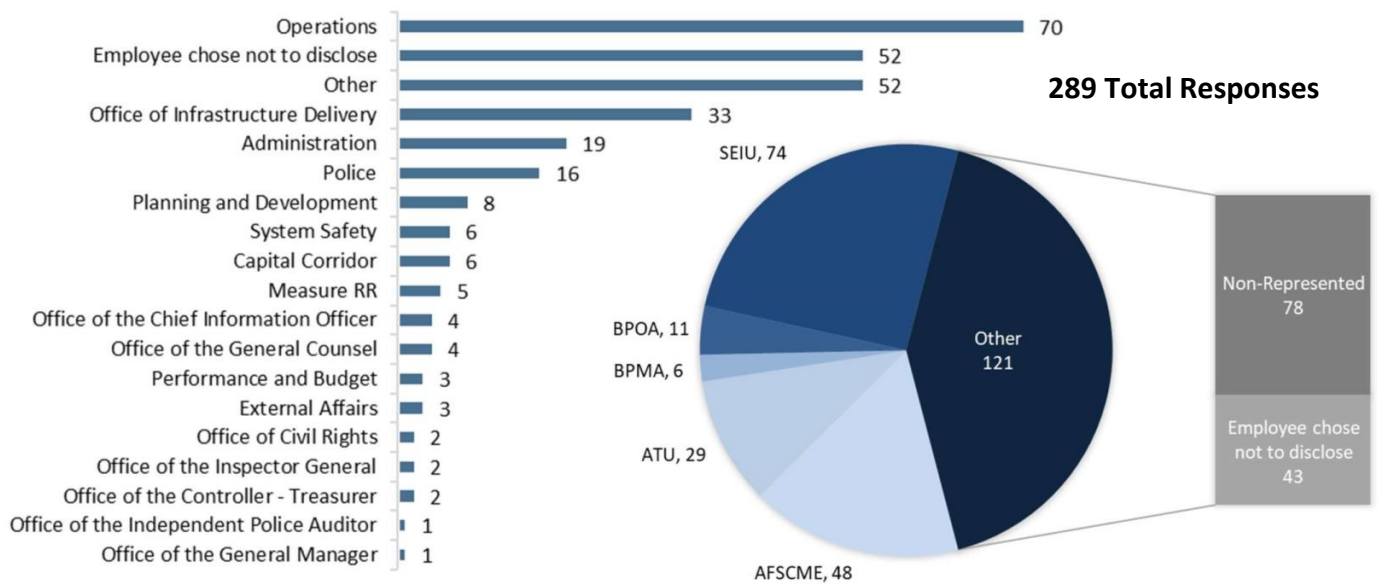
Employee Feedback Survey

We conducted an online employee survey in early 2025 to assess employees' knowledge of, and satisfaction with, the WCP. We inquired about employee experiences related to communication, benefits, satisfaction, and fraud. As seen in figure 2, we received 289 responses (an estimated 6.7% response rate) with representation across departments, including both union and non-represented individuals. Although the voluntary nature of the survey means the results are not necessarily representative of the population, they offer unique insight into employee perceptions of the WCP and establish a baseline for evaluating and measuring improvements. The full results of the survey, excluding open-ended responses, are included as Appendix I. Open-ended responses are excluded to protect the anonymity of survey respondents.

Figure 2: OIG Workers' Compensation Employee Survey Results:

What department do you work in?

Which union are you a member of?



Source: OIG generated based on survey results.

Not all respondents answered all survey questions. Each question was voluntary and those who indicated they had filed a WC claim while working at BART (87 respondents) were asked about their direct experiences with the process while those who indicated they had not filed a claim (195 respondents) were asked about factors that may have prevented them from filing, their understanding of how to file a claim, and what would make them more comfortable in doing so.

Workers' Compensation Fraud

WC in California operates under a no-fault system, i.e., injured employees are not required to prove an injury was someone else's fault to receive benefits for on-the-job injuries. WC fraud occurs in both simple and complex forms, often requiring extensive investigation. Employees sometimes exaggerate or fabricate injuries. At the other extreme, physicians, lawyers, and other professionals may collude, creating false or inflated claims, over-treating, or prescribing unnecessary or harmful medications.

Under California law, WC fraud involves providing false or misleading information to obtain benefits one is not legally entitled. The crime can be charged as a misdemeanor or a felony and carries penalties of up to 5 years in state prison, restitution of wrongfully obtained benefits, and fines up to \$150,000 or double the amount of the fraud, whichever is greater. According to estimates by the National Insurance Crime Bureau (NICB), WC fraud in the United States is a \$30 billion problem annually. In California alone, WC fraud is estimated to cost the state between \$1 billion and \$3 billion per year.

In FY 2024, the California Department of Insurance's (DOI) Fraud Division identified and reported nearly 3,000 suspected WC fraud cases, assigned nearly 300 new cases, and made nearly 130 arrests; additionally, more than 150 cases were referred to prosecuting authorities. The potential loss associated with these cases totaled \$157.2 million.

Additionally, district attorneys reported more than 1,300 WC fraud investigations and over 330 arrests in FY 2024.¹ More than 1,000 cases were prosecuted by district attorneys, with more than 1,150 defendants; this resulted in 260 convictions. Restitution of \$31.5 million was ordered in connection with WC fraud convictions, however, just under \$11.7 million was collected. While the total chargeable fraud was over \$1.2 billion, this represents only a small portion of actual fraud as many fraudulent activities remain to be identified or investigated.

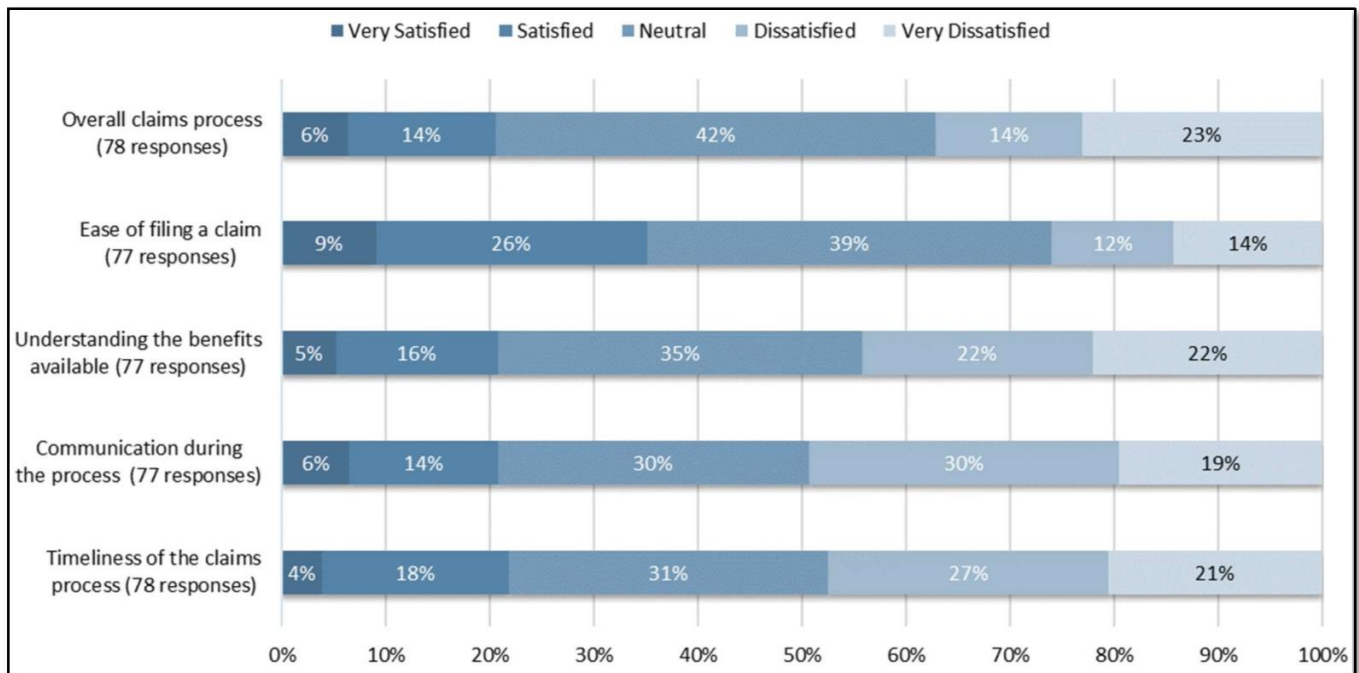
¹ Some of the arrests reported by the district attorneys include arrests reported by the DOI's Fraud Division.

WHAT WE FOUND

Finding 1: Opportunities Exist to Strengthen Workers' Compensation Administration Through Strategic Communication, Policies and Procedures, and Enhanced Training

Survey results indicate there is room to increase satisfaction with BART's current WCP, with only 20% (16) of respondents that have filed WC claims being satisfied or very satisfied with the overall claims process. Figure 3 illustrates survey results related to employees' satisfaction with several aspects of the WCP: overall claims process, ease of filing a claim, understanding the benefits available, communication during the process, and timeliness of the claims process. As seen in the figure, only 20-35% (16-27) of survey respondents who have filed WC claims while working at BART stated they were either satisfied or very satisfied with these aspects of the WCP.

Figure 3: OIG Workers' Compensation Employee Survey Results:
How satisfied were you with the following aspects of the workers' compensation claims process?



Source: OIG generated based on survey results.

The survey results revealed opportunities to improve the WCP's ability to inform, support, and advocate for employees.² Based on these results and additional testing, we noted that:

- Employees would benefit from a more strategic approach to communicating WC benefits and the processes for accessing them;
- Policies and procedures have not been formally documented for BART employees; and
- Enhanced training would better prepare supervisors and managers to respond to employee needs.

These gaps can cause confusion and delays, or potentially lead to fraud, waste, or abuse. A more strategic approach to employee communication, comprehensive WC policies and procedures, and enhanced training for supervisors and managers would better support employees through the complex WC process.

Employees Would Benefit from a More Strategic Approach to Communicating WC Benefits and the Processes for Accessing Them

According to the Georgia State Board of Workers' Compensation's *Best Practices Communication within the Workers' Compensation System*,³

“Communication is one of the most important aspects of a well-managed, successful workers' compensation program. It is extremely important to establish good relationships with supervisors, employees, and medical providers both prior to and after a work injury occurs. Injured employees usually are not knowledgeable about the workers' compensation system and experience fear, doubt, and worry about the status of their job.”

Based on the results of our employee survey, less than a third of respondents feel knowledgeable about the WCP. Specifically, only 28% (75) of respondents had higher ratings for their familiarity with the WCP and only 29% (67) of respondents had higher ratings of confidence in understanding the steps involved in filing a WC claim; figure 4 illustrates these survey results.

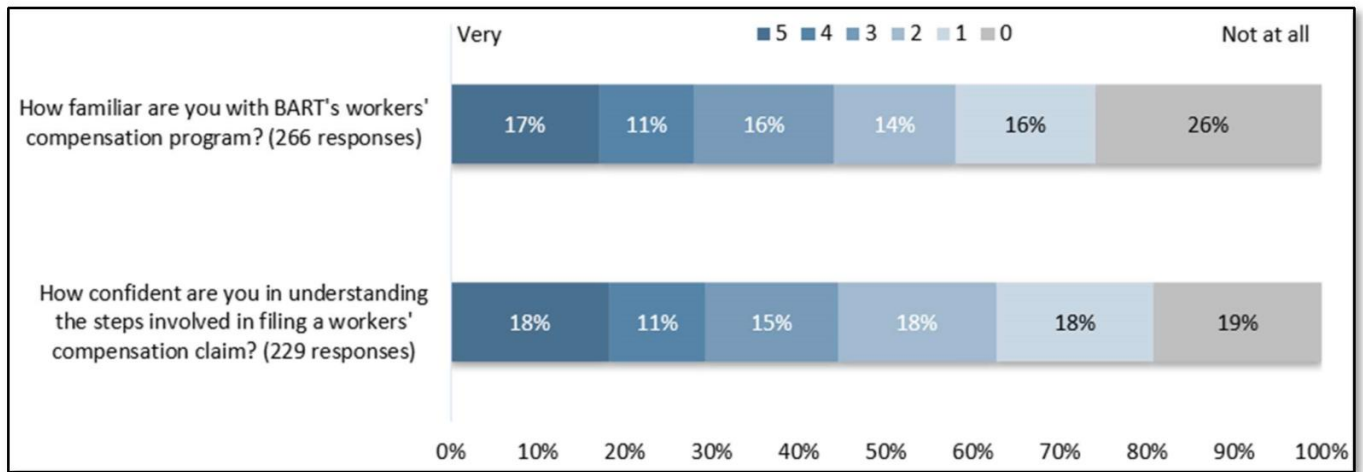
² The full results of the survey, excluding open-ended responses, are included as Appendix I. Open-ended responses are excluded to protect the anonymity of survey respondents.

³ Georgia State Board of Workers' Compensation, *BEST PRACTICES COMMUNICATION WITHIN THE WORKERS' COMPENSATION SYSTEM*, July 2019.

Figure 4: OIG Workers' Compensation Employee Survey Results:

How familiar are you with BART's workers' compensation program?

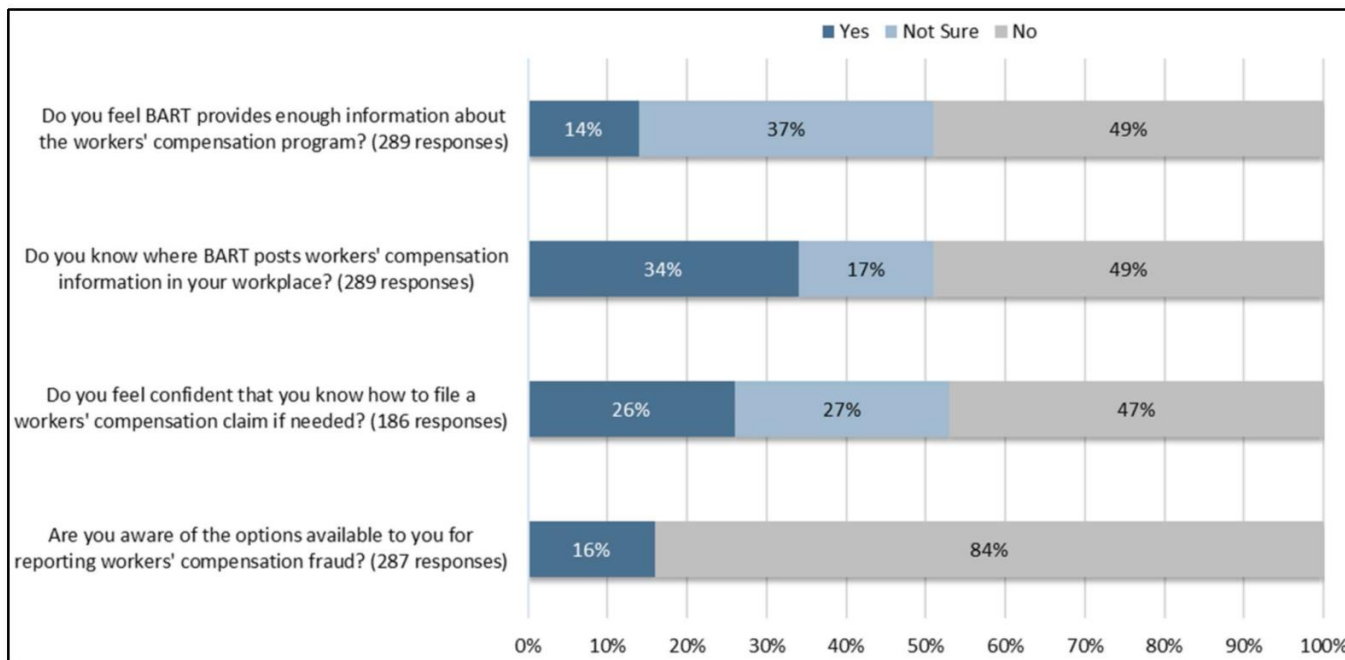
How confident are you in understanding the steps involved in filing a workers' compensation claim?



Source: OIG generated based on survey results.

The results of several other communication-focused survey questions are illustrated in figure 5. As seen in the figure, only 14% (41) of survey respondents stated that BART provides enough information regarding the WCP. Additionally, only 26% (48) of survey respondents stated that they felt confident in how to file a WC claim if needed, and only 16% (47) stated they were aware of the options available to report WC fraud. These numbers indicate a potentially significant knowledge gap for employees regarding the WCP.

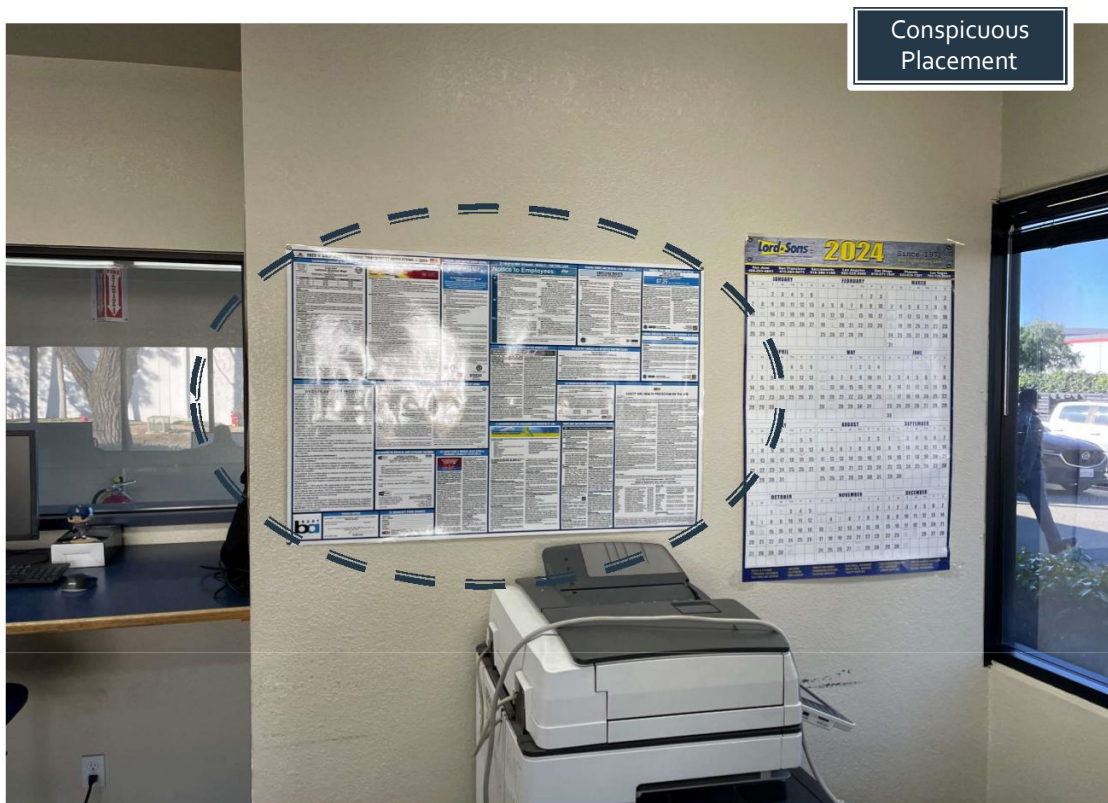
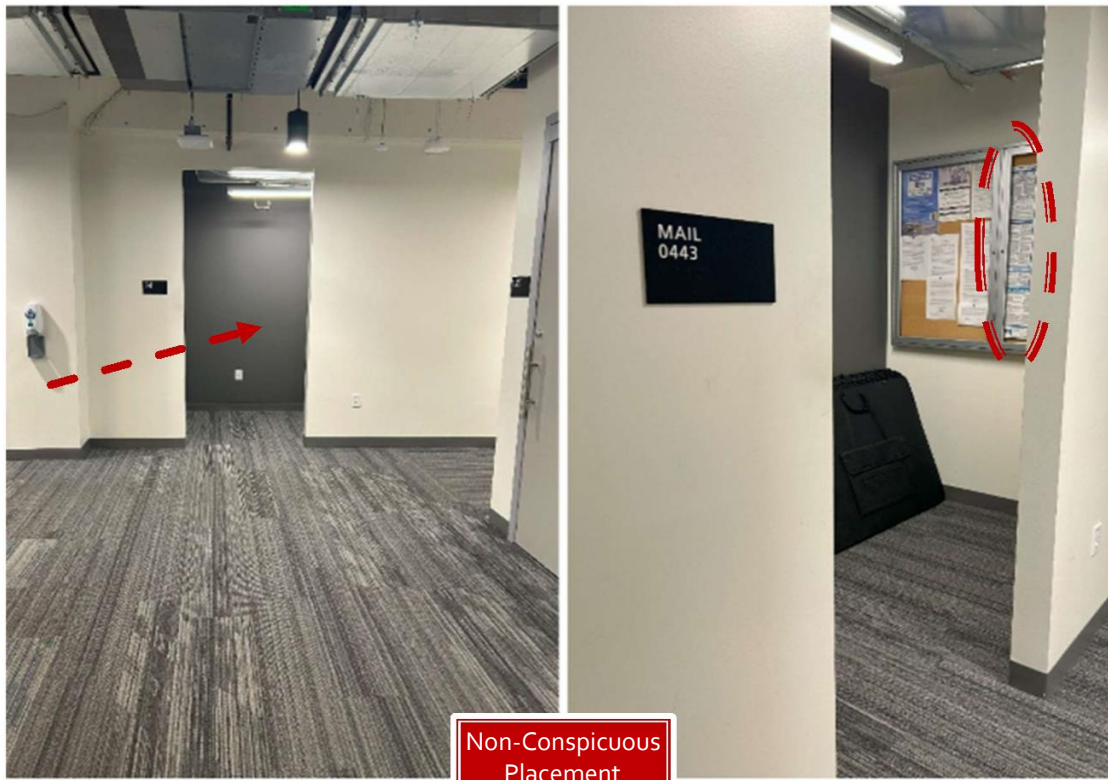
Figure 5: OIG Workers' Compensation Employee Survey Results:
Do you feel BART provides enough information about the workers' compensation program?
Do you know where BART posts workers' compensation information in your workplace?
Do you feel confident that you know how to file a workers' compensation claim if needed?
Are you aware of the options available to you for reporting workers' compensation fraud?



Source: OIG generated based on survey results.

For example, one key aspect to communicate WCP information to employees is the required WCP poster in the workplace. State regulations require these posters be in “conspicuous” locations that are frequented by employees, such as break rooms or other common areas. However, based on limited sample testing, we noted that some WCP posters were not posted in conspicuous locations and several posters were outdated. For example, we noted posters located in small nooks for office mail pickup while others were in select hallways. As only 34% (98) of survey respondents stated that they knew where workers’ compensation information was posted, this illustrates the need for more strategic placement of WCP posters. Figure 6 illustrates an example WCP poster in a mail nook compared to another posted in a conspicuous location.

Figure 6: OIG Workers' Compensation Poster Location Comparison Example



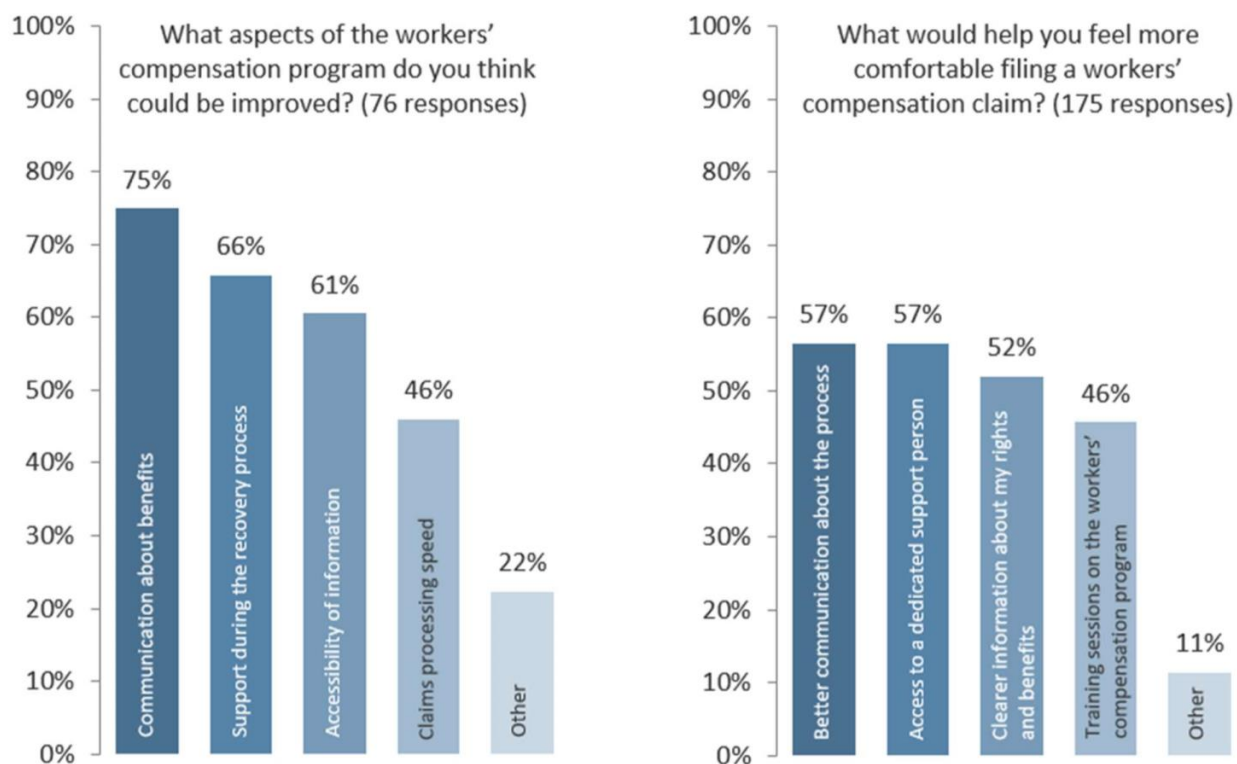
Source: OIG photographs.

We asked employees what would help them feel more comfortable filing a WC claim and what could be improved in BART's WC process. Respondents identified common themes, such as better communication about the process and benefits. For example, 75% (57) of respondents indicated that communication about benefits could be improved and 57% (99) of respondents indicated that better communication about the process would help them feel more comfortable filing a WC claim. Similarly, 61% (46) of respondents indicated that accessibility of information could be improved and 52% (91) of respondents indicated that clearer information about their rights and benefits would help them feel more comfortable filing a claim. Figure 7 illustrates the results from the survey.

Figure 7: OIG Workers' Compensation Employee Survey Results:

What aspects of the workers' compensation program do you think could be improved?

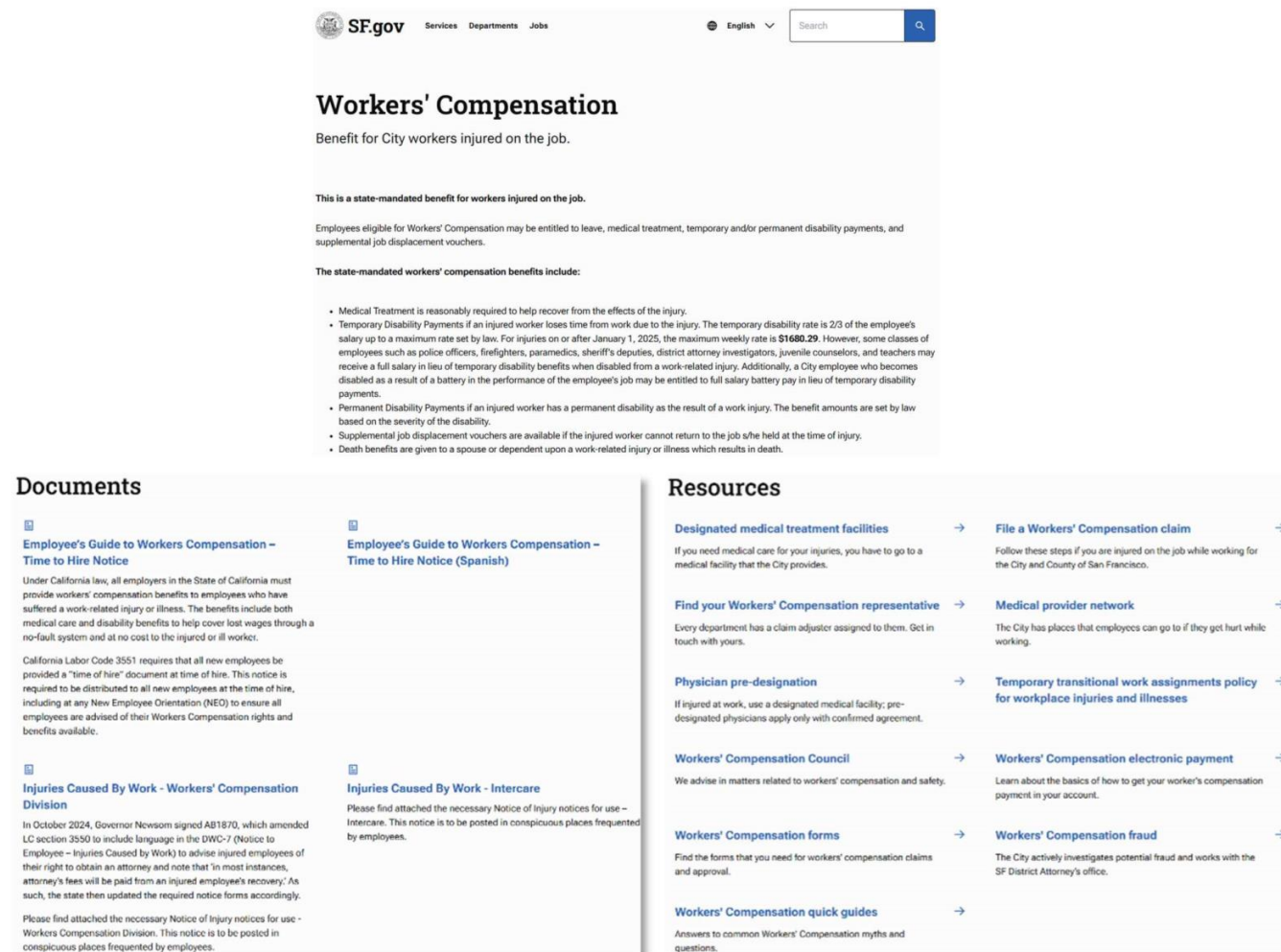
What would help you feel more comfortable filing a workers' compensation claim?



Source: OIG generated based on survey results.

An example of stronger communication regarding their WCP is the City and County of San Francisco, which maintains a website providing clear, accessible, and proactive information for employees about the claims process, return-to-work expectations, available support resources, and WC fraud.⁴ This type of transparent and employee-focused communication helps demystify the system, fosters trust, and can contribute to a smoother claim resolution and earlier returns to work. Figure 8 includes screenshots of San Francisco's website for illustrative purposes.

Figure 8: City and County of San Francisco Workers' Compensation Webpage



Source: <https://www.sf.gov/workers-compensation>

⁴ <https://www.sf.gov/workers-compensation>

BART employees indicated a variety of communication preferences, including email, online resources, trainings, and printed materials. A strategic, multi-faceted approach to communicating WCP information enhances accessibility and can reinforce understanding. BART can more effectively reach its diverse workforce with varying needs and learning preferences by combining methods such as mandatory workplace postings, new hire pamphlets, digital resources, and virtual or in-person trainings. This layered communication strategy can help BART employees better understand their rights and responsibilities, promote timely reporting of injuries, and reduce the risk of misunderstandings or noncompliance. Ultimately, it can support a more transparent, responsive, and equitable WCP.

Policies and Procedures Have Not Been Formally Documented for BART Employees

Policies and procedures are a foundational element of a well-controlled environment, help establish guidelines, and document expectations for both employees and employers. Effective WC policies and procedures are crucial for managing work-related injuries and illnesses efficiently and ensuring compliance with regulations. However, we found that WC policies and procedures have not been formally documented for BART employees, contributing to the breakdown revealed by our employee survey. For example, as illustrated in figure 9, key elements typically included in WC policies and procedures are injury reporting procedures, medical treatment and provider selection, the claims management process, return-to-work programs, employee education and communication, and fraud prevention. Lack of formal documentation of this key information could cause confusion and ambiguity for employees.

Figure 9: Key Elements of Workers' Compensation Administrative Policies and Procedures



Source: OIG generated.

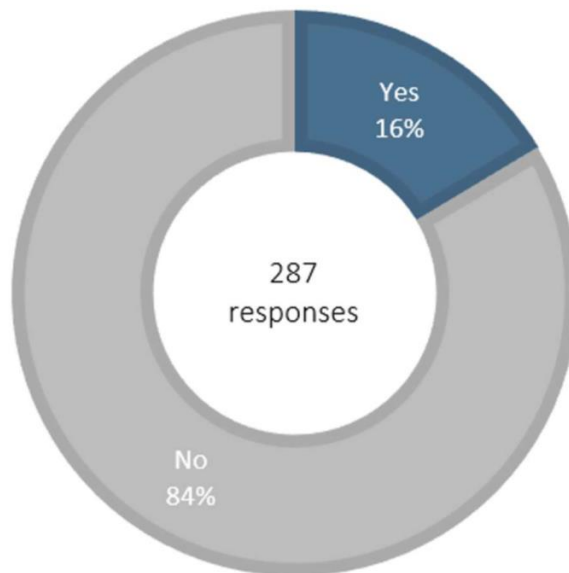
BART employees want to better understand the WCP, including their rights, benefits, and processes, which are common elements included in policies and procedures. The lack of formal guidance regarding the WCP limits BART's ability to support employees, manage expectations, and administer an effective WCP. Establishing formal policies and procedures can provide transparency for employees and increase clarity in WC processes.

For example, 45% (124) of survey respondents indicated that they would report to their supervisor if they were aware of a coworker filing a fraudulent WC claim. However, 81% (105) of survey respondents that were supervisors indicated that they did not understand the options available to them to report suspected WC fraud. This increases the likelihood of delayed or non-existent investigations, which could complicate efforts to dispute or mitigate claims if claims are accepted or settled before the suspicion is raised.

WCPs have a high risk for fraud, waste, or both.⁵ Unfortunately, our employee survey revealed that 84% (240) of overall survey respondents did not understand the options available to them to report suspected WC fraud. Understanding these options is important as 12% (34) of survey respondents indicated they were aware of instances where BART employees had filed false WC claims.

Further, multiple survey respondents described BART employees going out on WC then working another job. Others suspected BART employees may fake injuries to be off work during holidays or to avoid misconduct investigations. Robust WC policies and procedures would clarify processes for reporting suspected WC fraud and outline the potential consequences for employees who commit WC fraud – a deterrent against committing fraud.

Figure 10: OIG Workers' Compensation Employee Survey Results:
Are you aware of the options available to you for reporting workers' compensation fraud?



Source: OIG generated based on survey results.

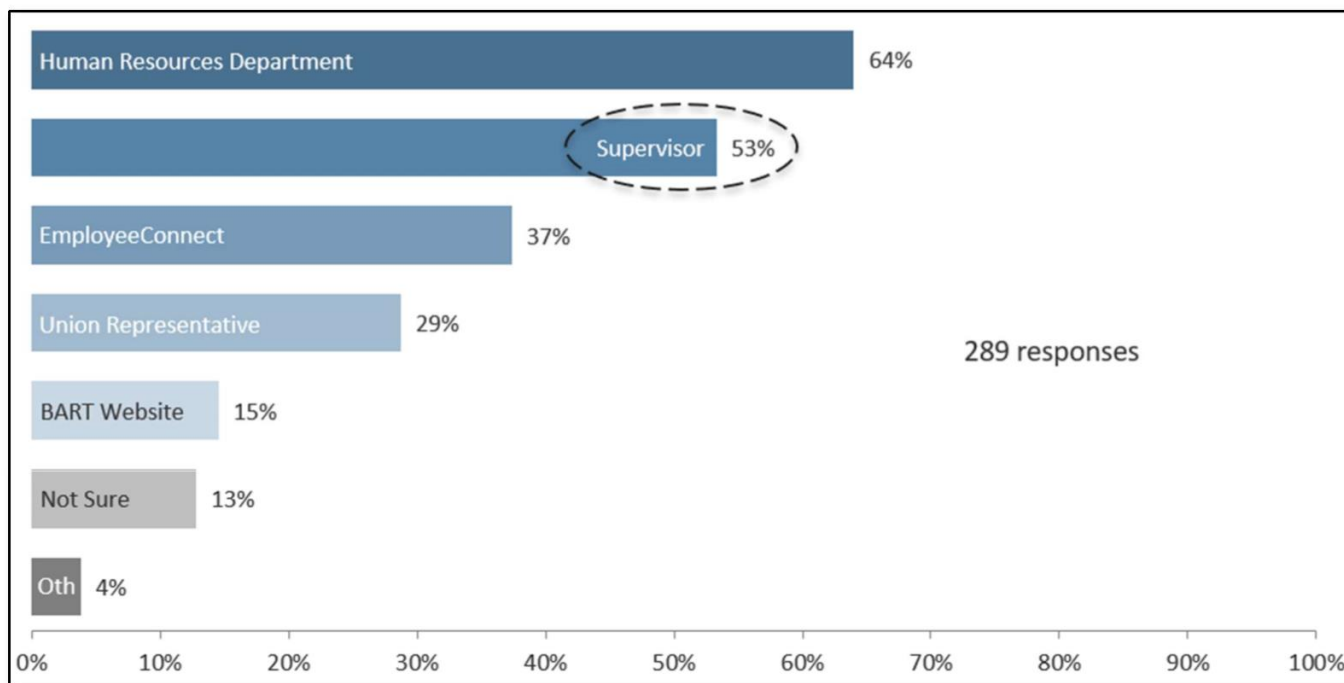
⁵ It is important to note that we did not identify specific instances of fraud during this audit.

Enhanced Training Would Better Prepare Supervisors and Managers to Respond to Employee Needs

Nearly 80% (62) of survey respondents indicated that their supervisor was the first person they contacted after getting injured on the job. This underscores the critical role that supervisors and managers play in the WC process. Ensuring that supervisors and managers have a clear understanding of the WCP is essential to effectively support employees during what is often a highly stressful and uncertain time. Without adequate knowledge or guidance, supervisors and managers may unintentionally contribute to confusion or delays, adding unnecessary complications to an already complex process. As seen in figure 11, outside of the Human Resources Department, supervisors are a primary point of contact for employees seeking information on filing a WC claim.

Figure 11: OIG Workers' Compensation Employee Survey Results:

To get additional information on filing a workers' compensation claim, where would you go?



Source: OIG generated based on survey results.

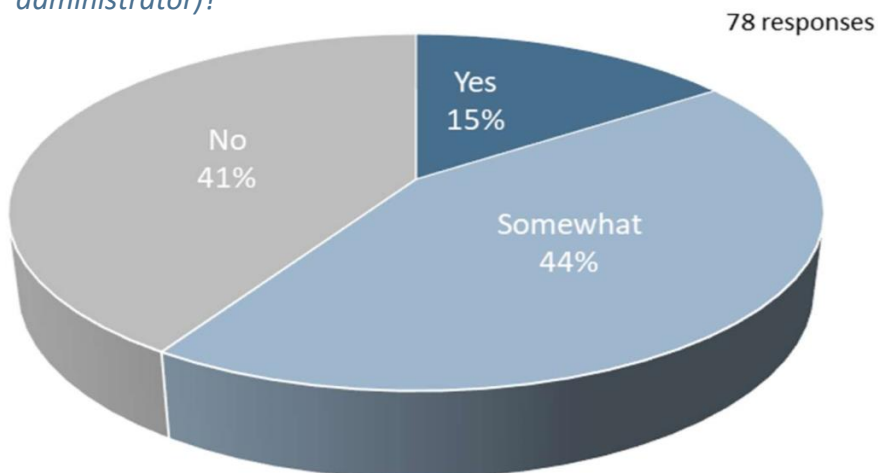
However, only 30% (32) of survey respondents who are supervisors or managers rated higher confidence levels in their understanding of the steps involved in filing a WC claim and only 22% (29) feel that BART provides enough information about the WCP. This highlights an opportunity to provide additional training to supervisors and managers to better equip them to support employees through the WC process.

Of those who had previously filed a workers' compensation claim, only 15% (12) of survey respondents indicated they felt supported by BART or its third-party administrator, 44% (34) felt somewhat supported, and 41% (32) of survey respondents felt they were not supported, as seen in figure 12.

Although many supervisors and managers reported first learning about BART's WCP during new hire orientation or through supervisory training, several indicated they

were either unaware of the WCP or only became familiar with it after experiencing or responding to a work-related injury. This points to a potential knowledge gap among key personnel responsible for supporting injured employees. Implementing targeted, ongoing training for supervisors and managers would help ensure consistent understanding of the WCP and strengthen their ability to effectively navigate and support employees during the process.

Figure 12: OIG Workers' Compensation Employee Survey Results: *Did you feel supported by the workers' compensation team (both BART leave management and Athens, our third-party administrator)?*



Source: OIG generated based on survey results.

Recommendations

To strengthen WC administration, BART should:

1. Develop a communication strategy focusing on key areas of risk to reduce confusion, build trust, and effectively support employees.
2. Formally document workers' compensation policies and procedures to establish guidelines and document expectations.
3. Implement targeted, ongoing training for supervisors and managers to ensure consistent understanding of the WCP.

DISTRICT RESPONSE

Finding 1:		
1.1	Recommendation:	Develop a communication strategy focusing on key areas of risk to reduce confusion, build trust, and effectively support employees.
	Implementation Date:	December 31, 2026
	Corrective Action Plan:	A clear and accessible informational poster on Workers' Compensation will be developed to present key information in a way that is easy for employees to understand and access. The poster will outline the steps for submitting a claim and reporting fraud. It will be accessible online via MyBART and will also be printed for display on employee bulletin boards and in lunchrooms. Furthermore, this information will be included in orientation packets for new employees to promote early awareness and comprehension.
1.2	Recommendation:	Formally document workers' compensation policies and procedures to establish guidelines and document expectations.
	Implementation Date:	December 31, 2026
	Corrective Action Plan:	The District's existing Workers' Compensation procedures will be evaluated and revised as needed to ensure they are clear, consistent, and in line with current practices. A centralized database will be created in MyBART to electronically store all pertinent documents, providing employees and supervisors with convenient access to the most up-to-date information at all times.
1.3	Recommendation:	Implement targeted, ongoing training for supervisors and managers to ensure consistent understanding of the WCP.
	Implementation Date:	December 31, 2026
	Corrective Action Plan:	Existing training programs will be evaluated and updated as needed to ensure content remains current, relevant, and effective. Training will continue to be offered during new employee orientation, onboarding for new supervisors and managers, and in the event of an injury, if applicable. Periodic reminder communications will be distributed to highlight key processes, responsibilities, and expectations.

SCOPE AND METHODOLOGY



Our audit examined employee experiences with BART’s WCP, as reported through an employee survey we administered as part of a broader WC audit. The survey was open to all employees in early 2025 through an online platform. This report documents the results of our employee survey. Subsequent audit reports will present findings and recommendations related to program oversight, internal controls, and financial obligations.

Data Reliability



We primarily relied on the results from our employee survey. We assessed the reliability of the survey data by reviewing the survey instrument and analyzing response patterns for reasonableness and consistency. Although the data is based on voluntary, self-reported responses, we corroborated key themes through interviews with BART and TPA staff, limited fieldwork inspections, and research of WC practices at other public agencies. Based on these efforts, we conclude the survey data is sufficiently reliable to meet our audit objectives.

Compliance Statement



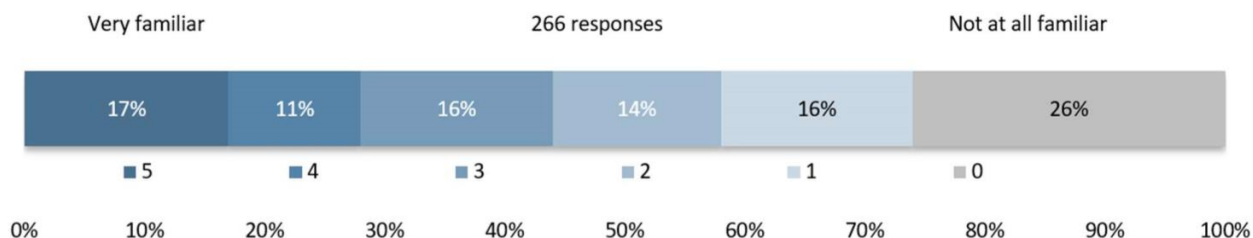
We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

APPENDIX I - COMPLETE RESULTS OF EMPLOYEE WORKERS' COMPENSATION SURVEY

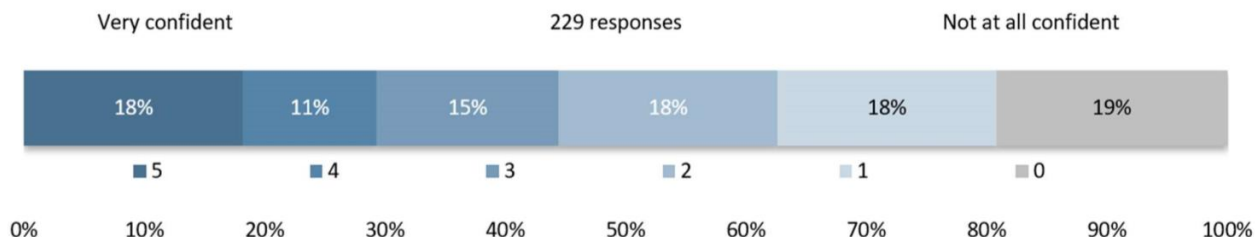


This appendix presents the results of the employee survey administered as part of this audit. To protect anonymity of survey respondents, open-ended responses are excluded. Not all respondents answered all survey questions. Each question was voluntary and those who indicated they had filed a WC claim while working at BART (87 respondents) were asked about their direct experiences with the process while those who indicated they had not filed a claim (195 respondents) were asked about factors that may have prevented them from filing, their understanding of how to file a claim, and what would make them more comfortable in doing so. Therefore, the number of responses varies by question; the number of responses is identified in each figure.

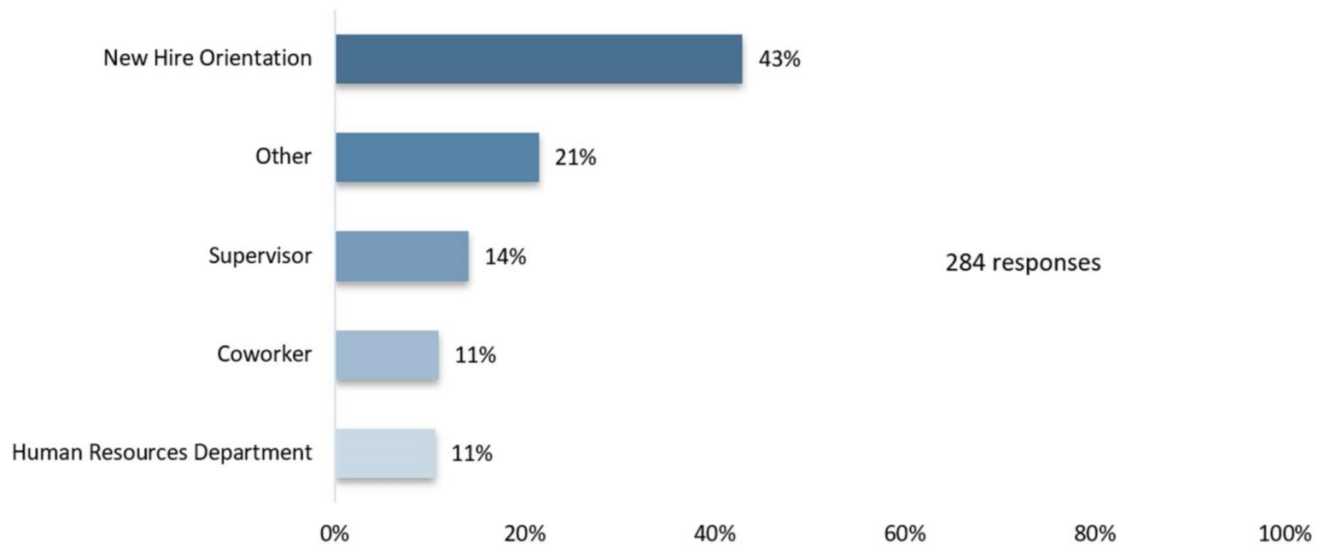
Q1: How familiar are you with BART's Workers' Compensation Program? – 266 responses



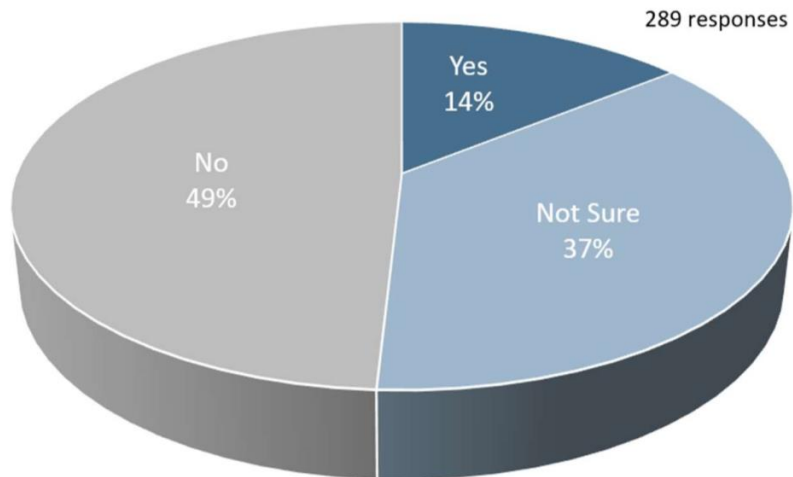
Q2: How confident are you in your understanding of the steps involved in filing a workers' compensation claim? – 229 responses



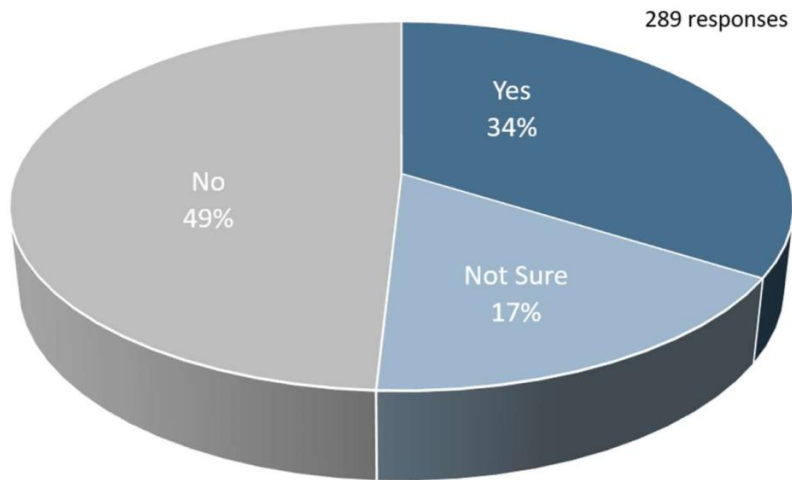
Q3: How did you first learn about the Workers' Compensation Program? – 284 responses



Q4: Do you feel BART provides enough information about the Workers' Compensation Program? – 289 responses

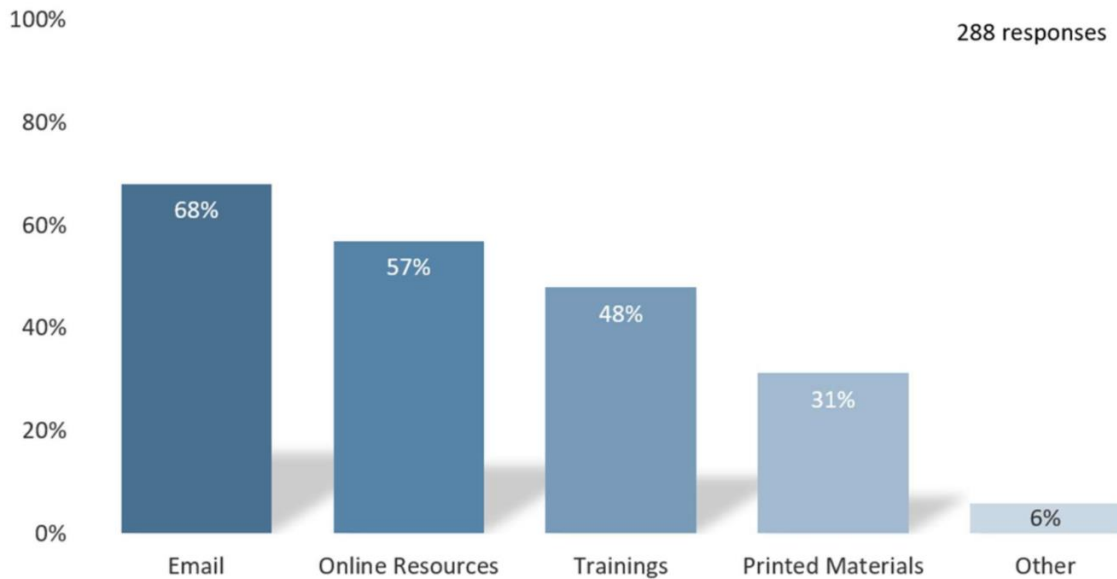


Q5: Do you know where BART posts workers' compensation information in your workplace? – 289 responses



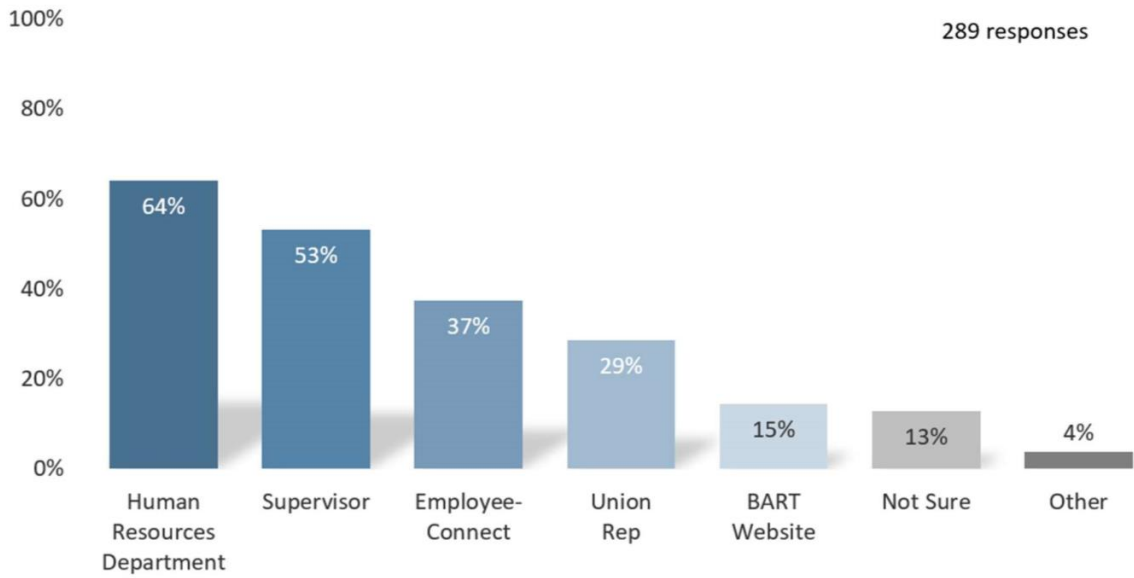
Q6: How would you prefer to receive information about the Workers' Compensation Program? – 288 responses

(select all that apply)

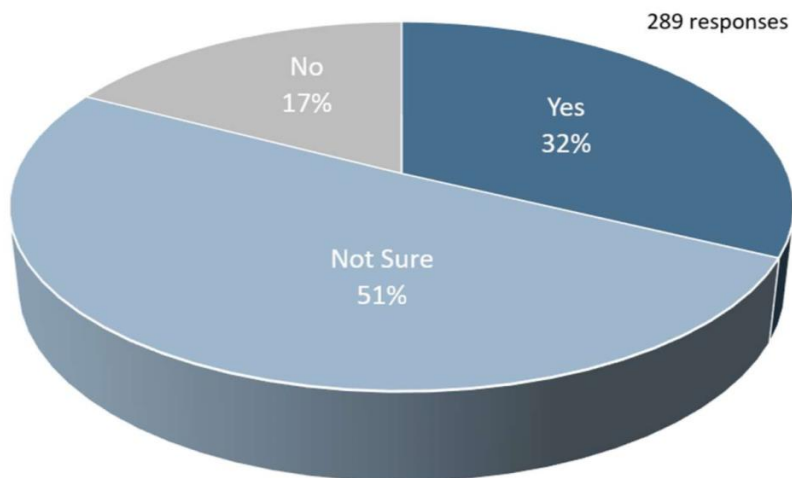


Q7: To get additional information on filing a workers' compensation claim, where would you go? – 289 responses

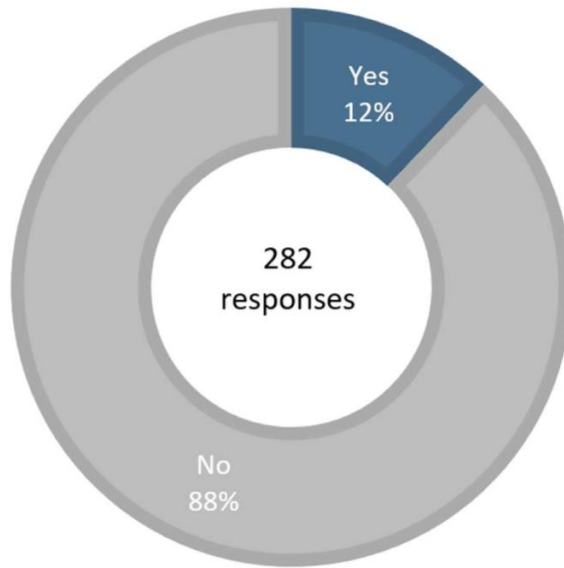
(select all that apply)



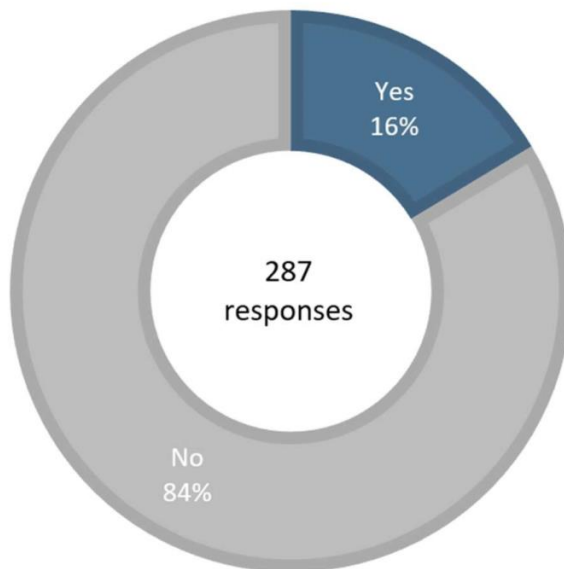
Q8: Do you believe the Workers' Compensation Program is fair, accessible, and inclusive for all employees, regardless of their background (e.g., race, gender, job classification)? – 289 responses



Q9: Are you aware of any instances where BART employees have filed false workers' compensation claims? – 282 responses



Q10: Are you aware of the options available to you for reporting workers' compensation fraud? – 287 responses

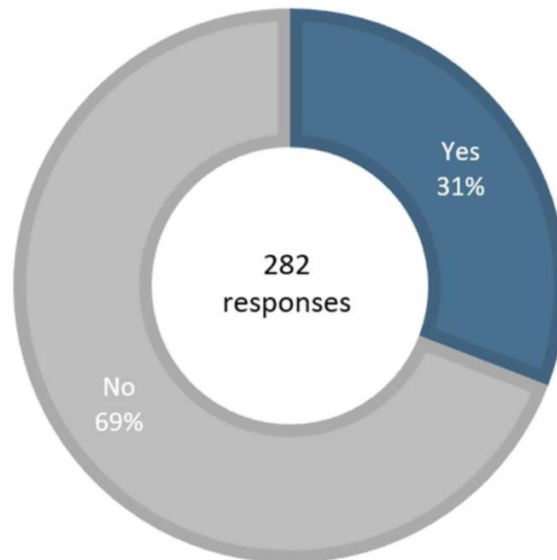


Q11: If you were aware of a coworker filing a fraudulent workers' compensation claim, what would you do? – 275 responses

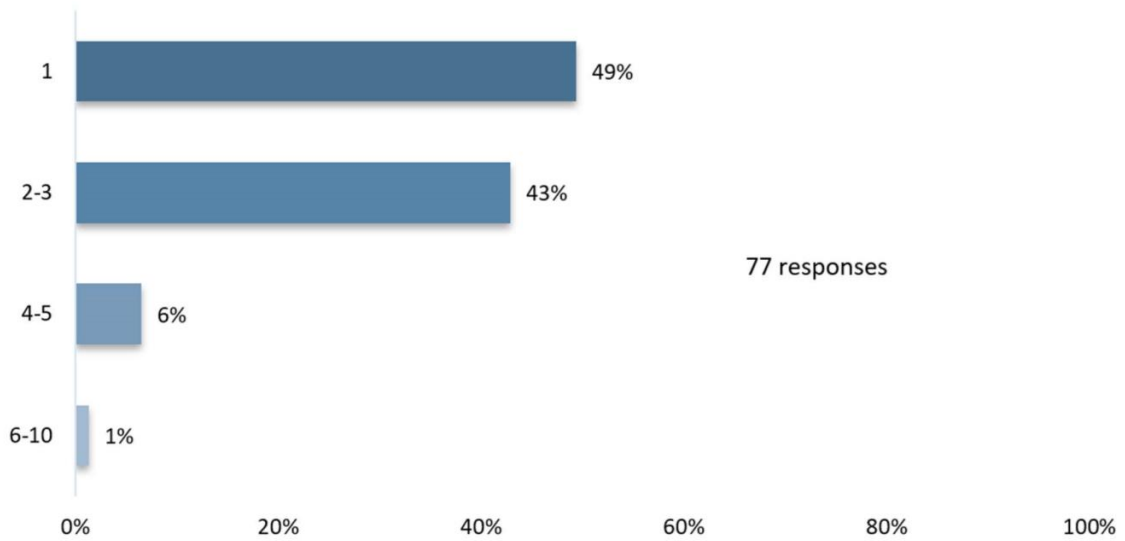
(select all that apply)



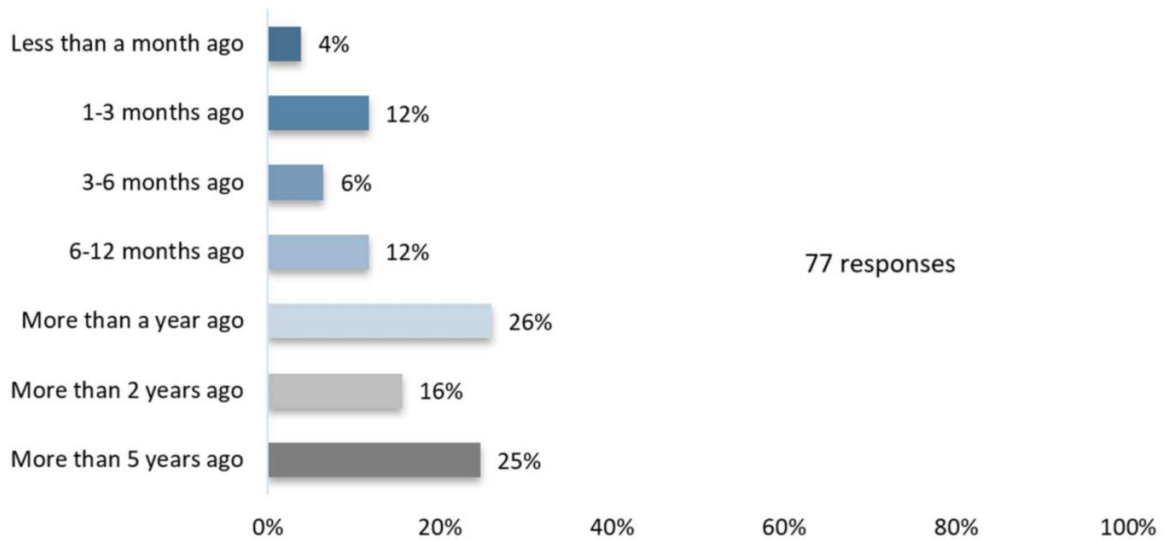
Q12: Have you ever filed a workers' compensation claim while working at BART? – 282 responses



Q13: How many workers' compensation claims have you filed? – 77 responses

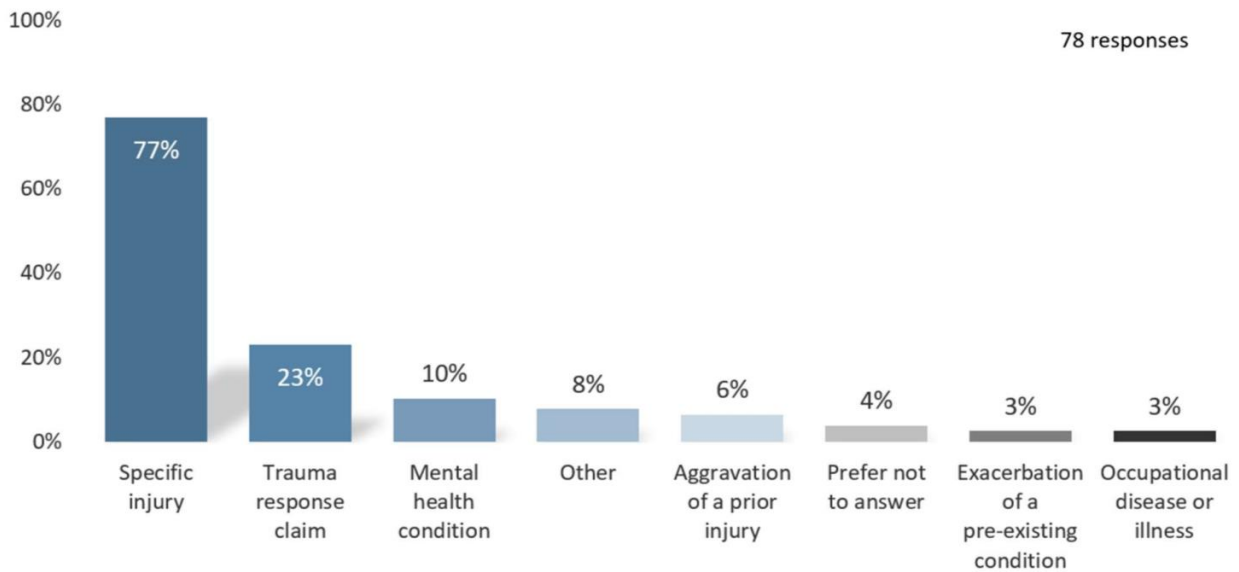


Q14: How long ago was your most recent claim? – 77 responses

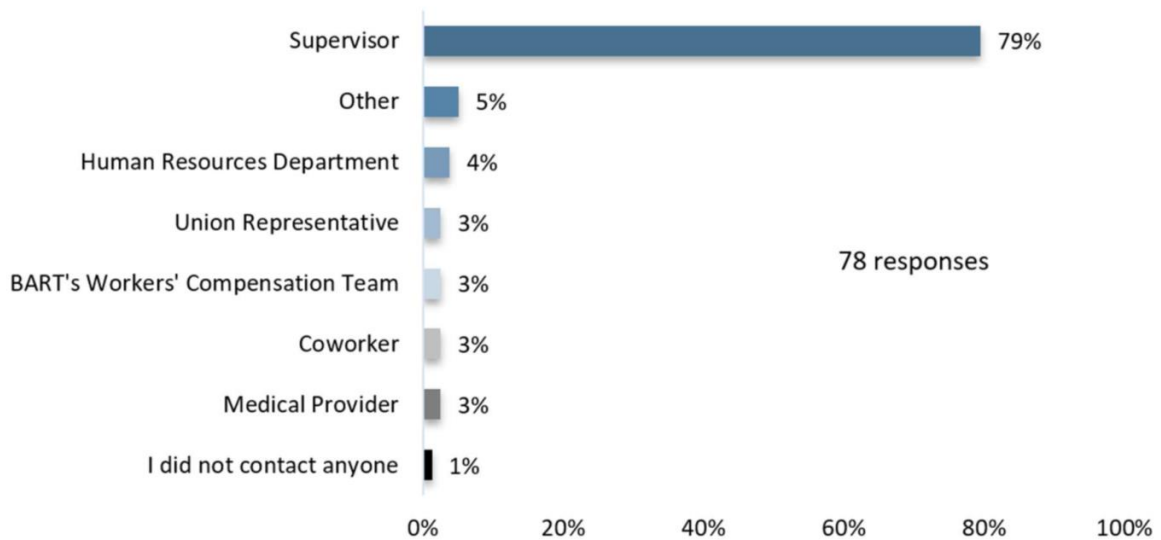


Q15: What type of claim(s) have you filed? – 78 responses

(select all that apply)



Q16: For your most recent claim, who was the first person you contacted after getting injured on the job? – 78 responses

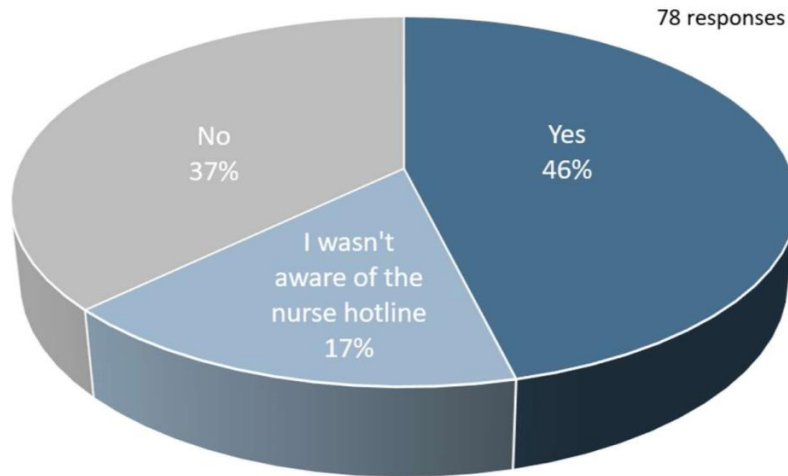


Q17: What actions or responses did BART personnel take when they learned of your injury? – 78 responses

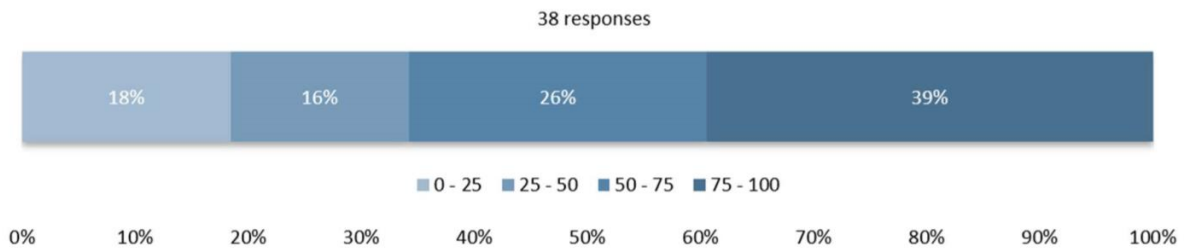
(select all that apply)

BART Personnel Actions and Responses	78 Responses
Gave me the paperwork to submit a claim	45%
Filled out paperwork and submitted the claim on my behalf	38%
Expressed concern for my well-being	29%
Took me to a medical provider	24%
Told me to seek medical care	24%
Told me to keep my employer updated	24%
Instructed me on how to file a workers' compensation claim	21%
Offered medical assistance	19%
Directed me to the workers' compensation team	19%
Discussed the injury with me	17%
Sent me home or gave me time off	15%
Told me where to go for medical treatment	14%
Wrote an injury report or made a note	14%
Gave me information about my rights and benefits	12%
Other	12%
Provided support or accommodations during my recovery	8%
Reassigned me to other duties	5%
Had me take a drug test	4%
Treated me on-site	3%
Told me to take care of it myself	3%
Didn't say or do anything	3%
Took no action	3%
Told me not to file a claim	1%
Was upset, didn't believe me, or suggested it was a false claim	1%
Prefer not to say	0%
Told me to keep working or finish my shift	0%

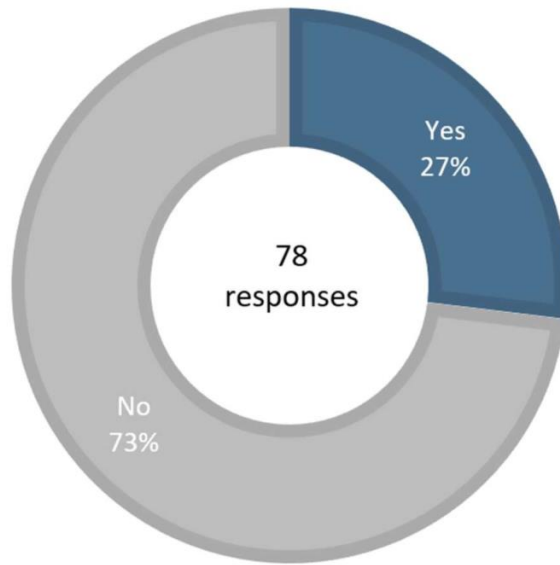
Q18: Did you use the nurse hotline for support related to your workers' compensation claim? – 78 responses



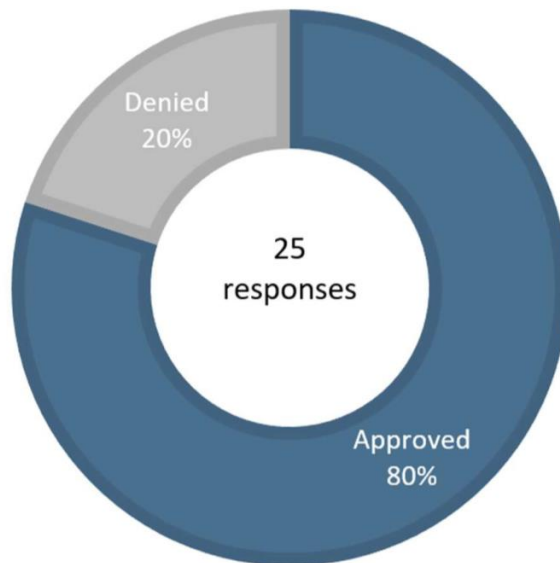
Q19: If you answered "Yes" to the previous question, how satisfied were you with the nurse hotline? – 38 responses



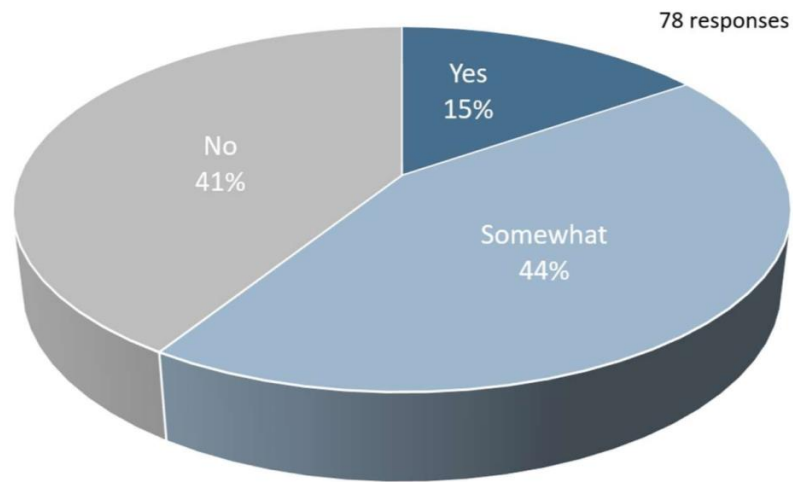
Q20: Did you elect to pre-designate a workers' compensation physician? – 78 responses



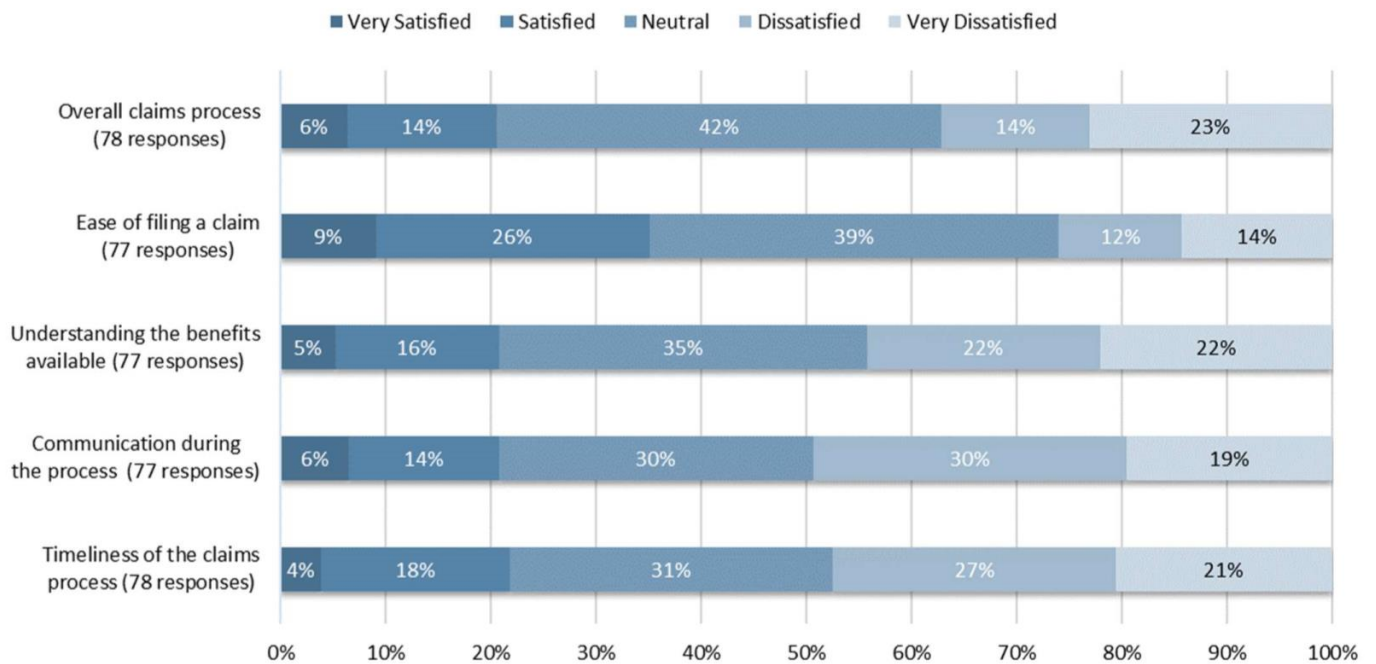
Q21: If you answered "Yes" to the previous question, was your pre-designation application approved or denied? – 25 responses



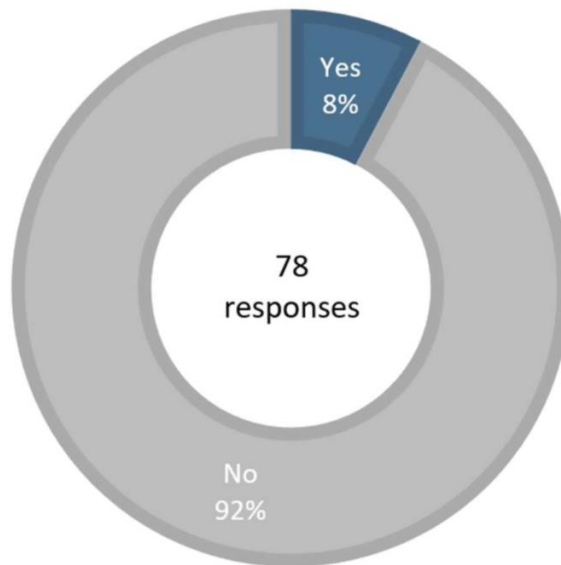
Q22: Did you feel supported by the workers' compensation team (both BART Leave Management and Athens, our third-party administrator)? – 78 responses



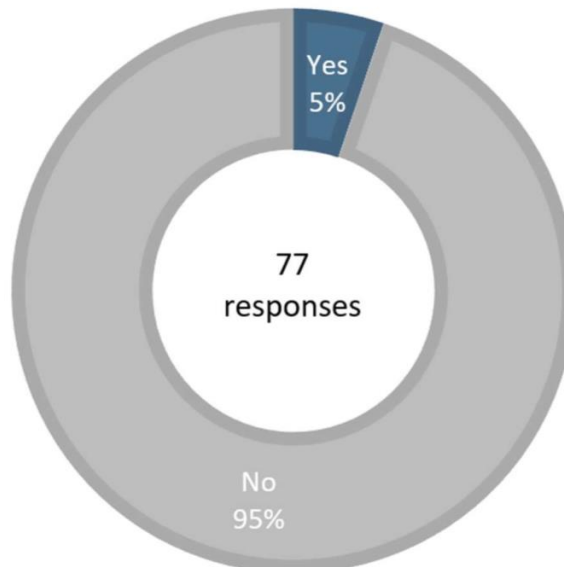
Q23: How satisfied were you with the following aspects of the workers' compensation claims process?



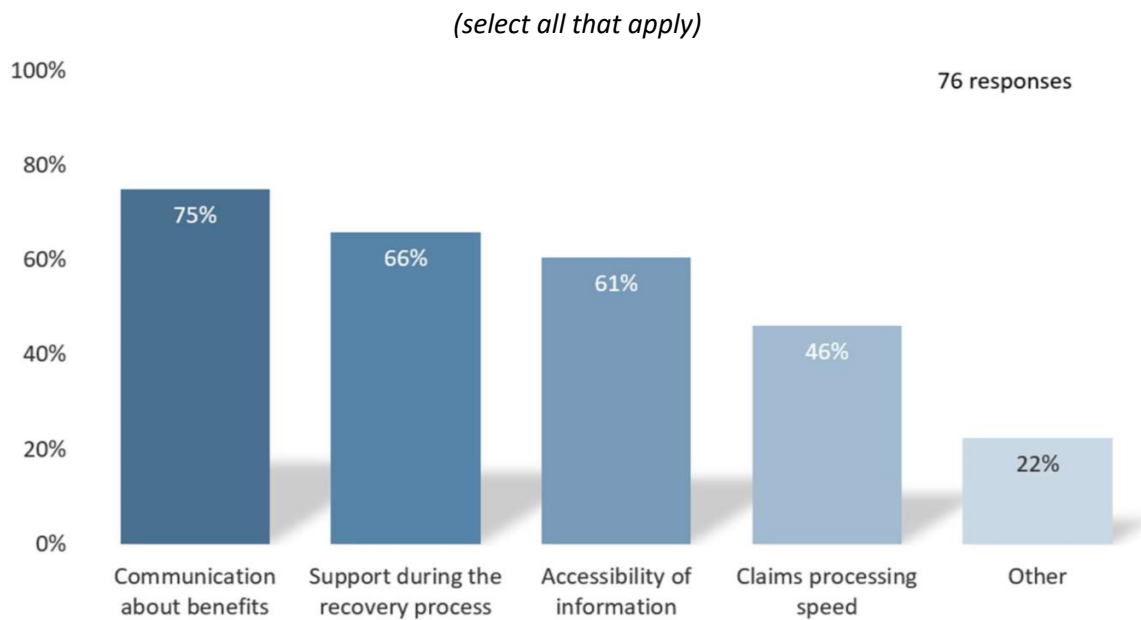
Q24: Has anyone ever attempted to discourage you from filing a workers' compensation claim? – 78 responses



Q25: Has anyone ever encouraged you to file a workers' compensation claim when you felt it wasn't necessary or appropriate? – 77 responses



Q26: What aspects of the Workers' Compensation Program do you think could be improved? – 76 responses

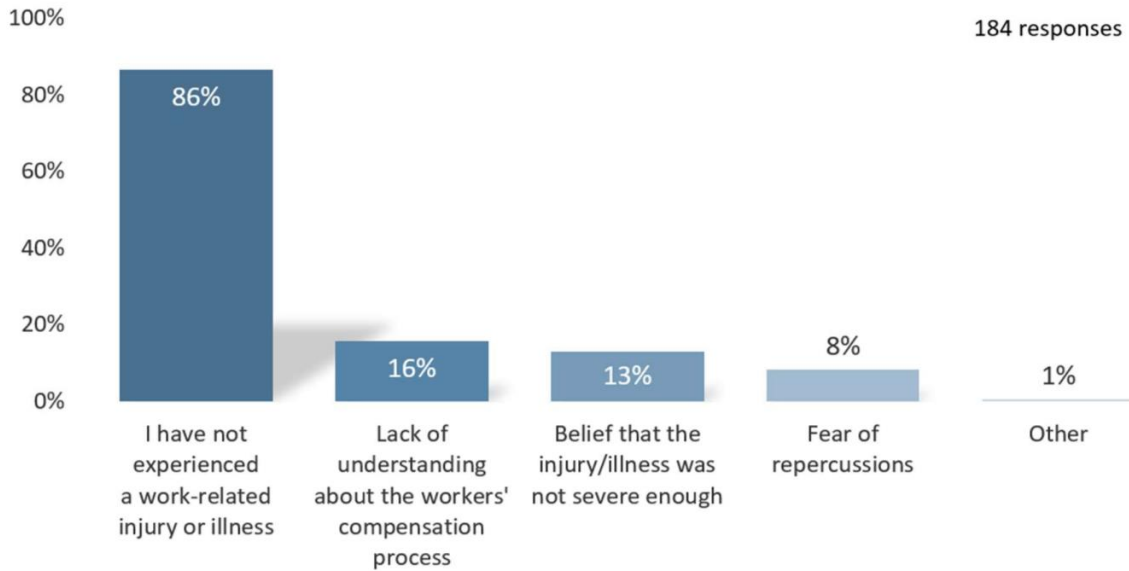


Q27: Do you have any additional comments or suggestions about your experience with the Workers' Compensation Program? – 37 responses

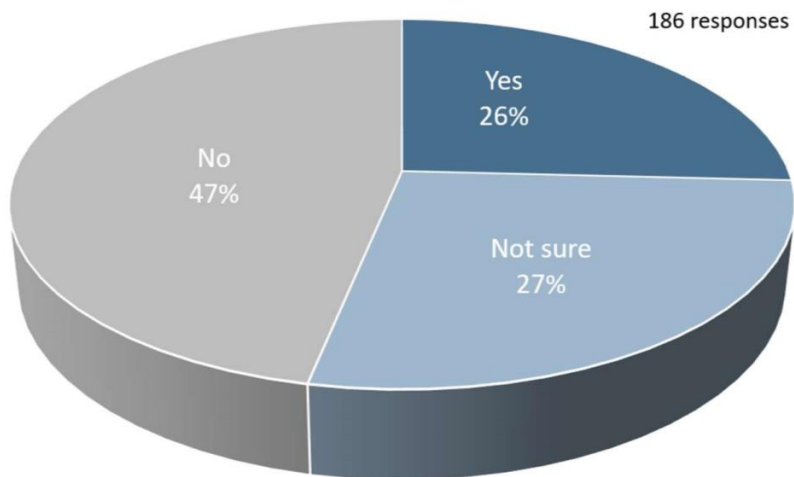
Open-ended responses are excluded to protect the anonymity of survey respondents.

Q28: What factors have prevented you from filing a workers' compensation claim? – 184 responses

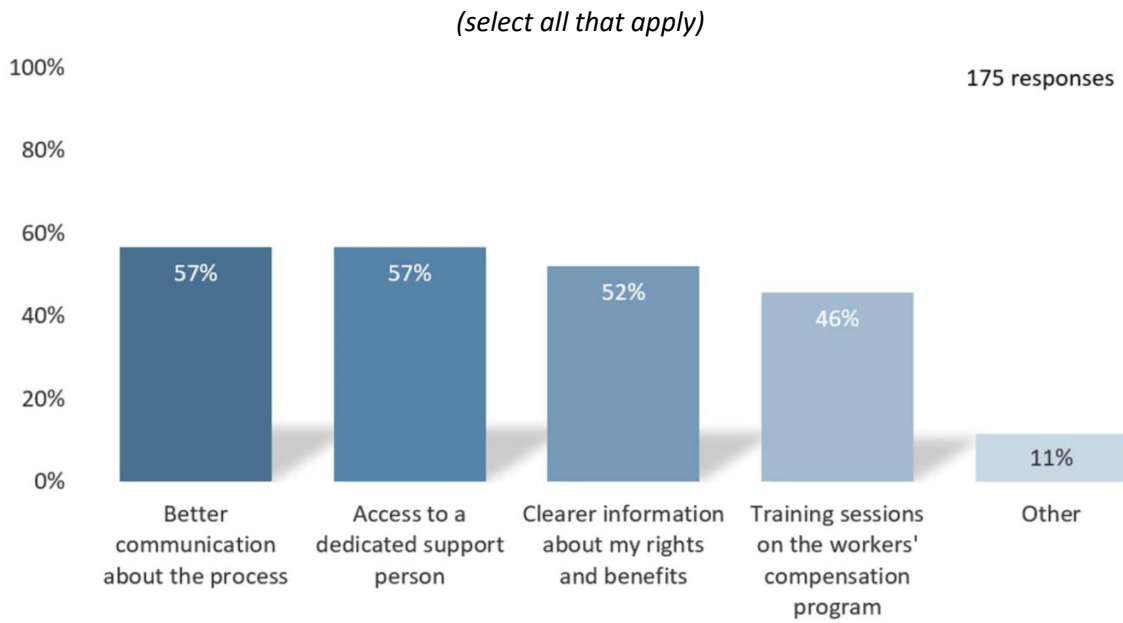
(select all that apply)



Q29: Do you feel confident that you know how to file a workers' compensation claim if needed? – 186 responses



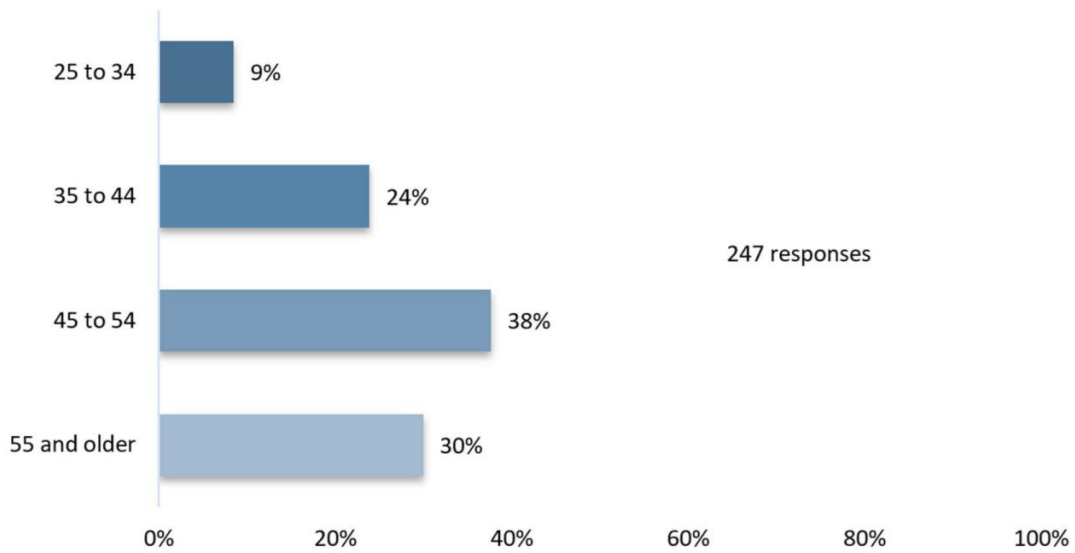
Q30: What would help you feel more comfortable filing a workers' compensation claim if needed? – 175 responses



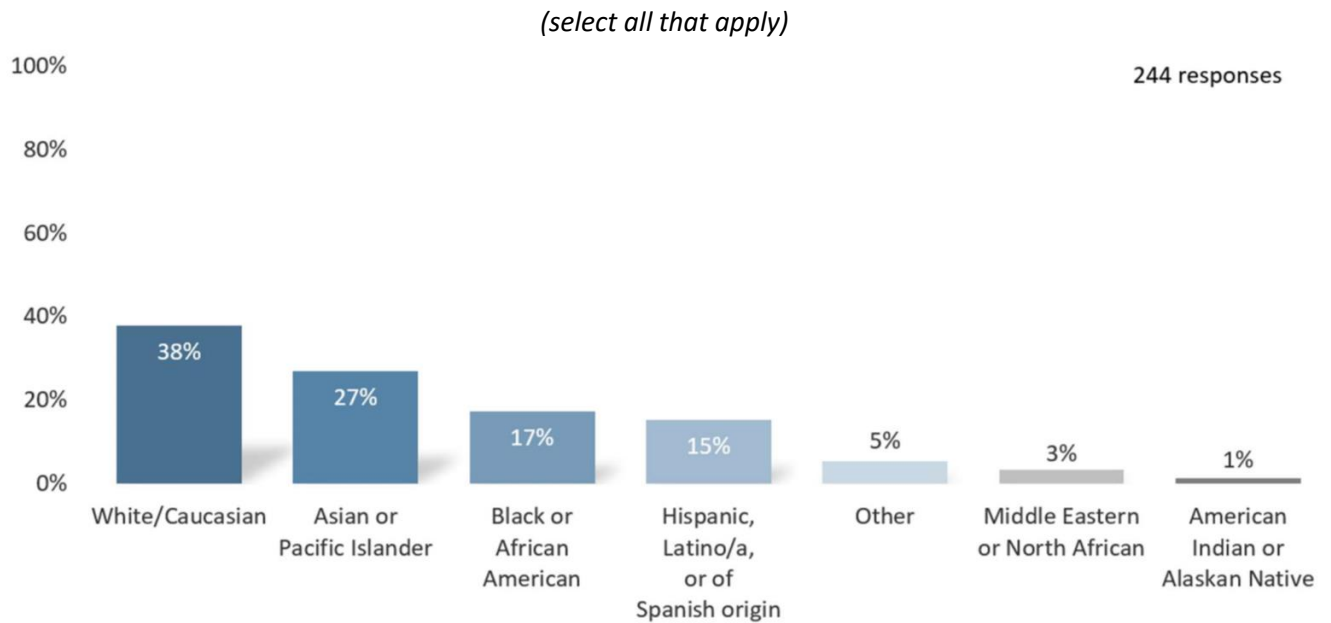
Q31: Do you have any additional comments or suggestions regarding the Workers' Compensation Program? – 48 responses

Open-ended responses are excluded to protect the anonymity of survey respondents.

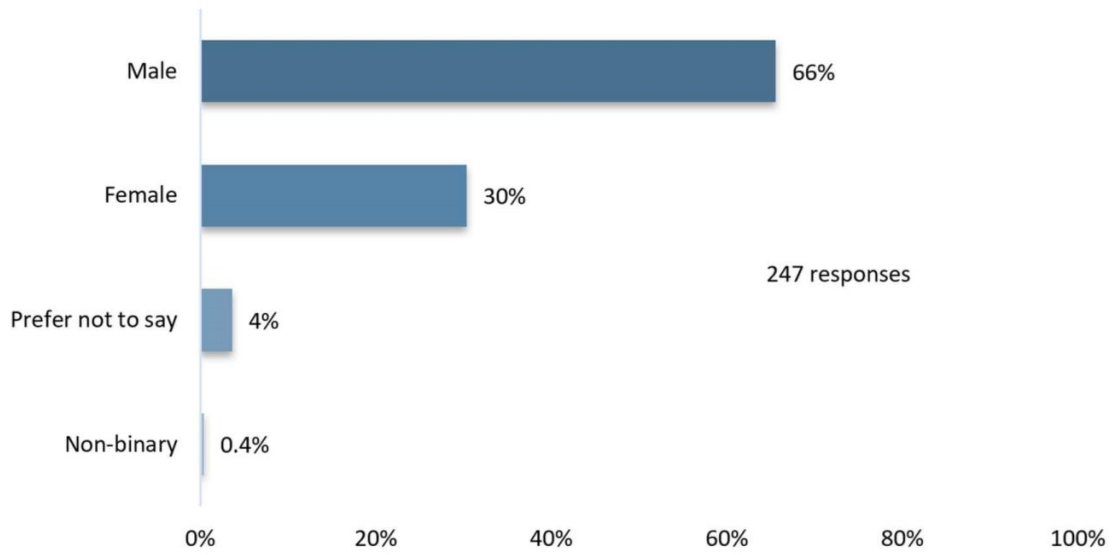
Q32: What is your age? – 247 responses



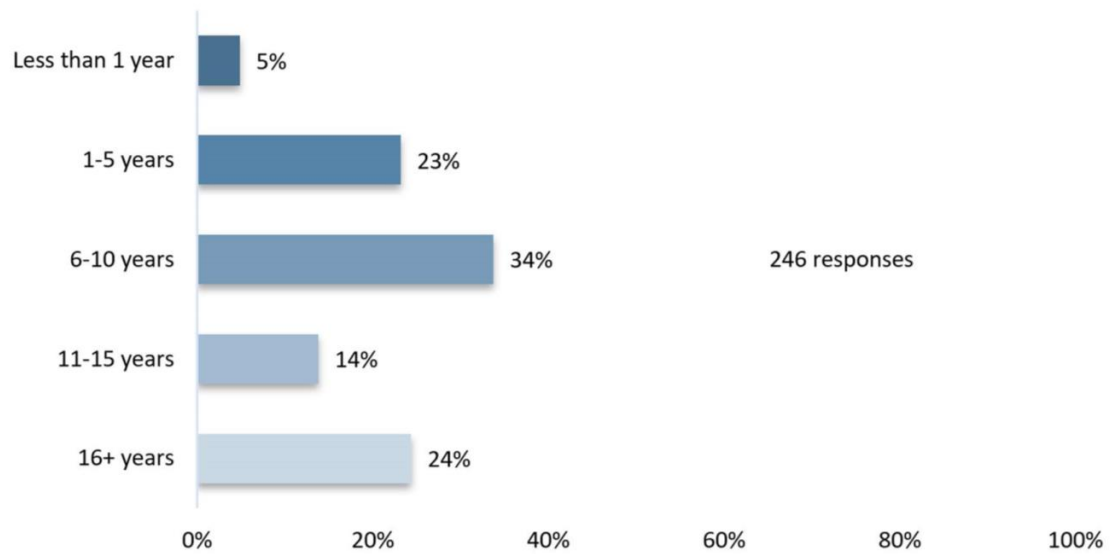
Q33: What is your race/ethnicity? – 244 responses



Q34: What is your gender? – 247 responses



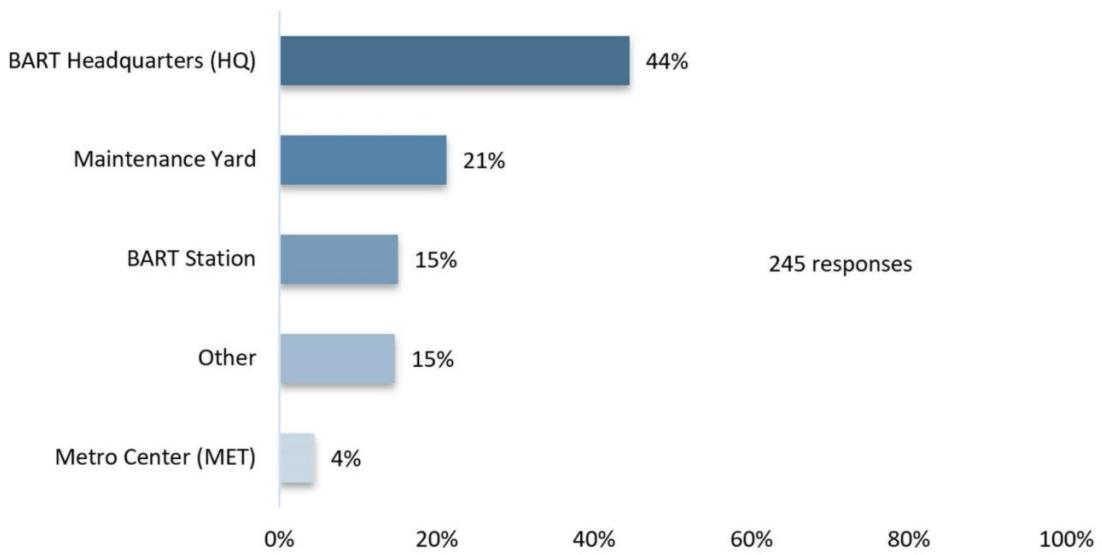
Q35: How many years have you worked at BART? – 246 responses



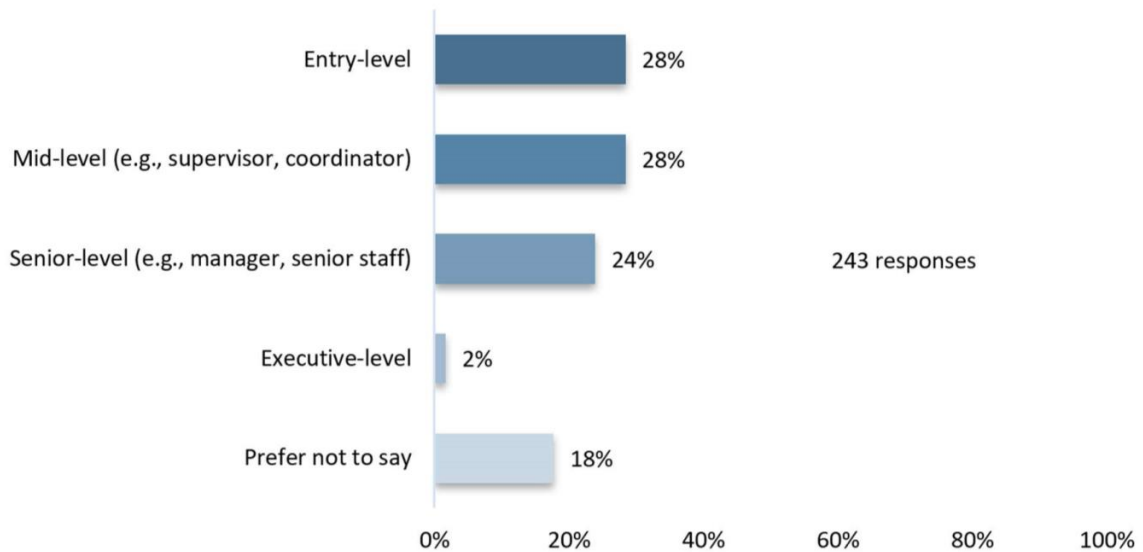
Q36: What department do you work in? – 237 responses

Department	237 Responses
Operations	30%
Other	22%
Office of Infrastructure Delivery	14%
Administration	8%
Police	7%
Planning and Development	3%
System Safety	3%
Capital Corridor	3%
Measure RR	2%
Office of the Chief Information Officer	2%
Office of the General Counsel	2%
Performance and Budget	1%
External Affairs	1%
Office of Civil Rights	1%
Office of the Inspector General	1%
Office of the Controller - Treasurer	1%
Office of the Independent Police Auditor	0.4%
Office of the General Manager	0.4%
Office of the District Secretary	0%

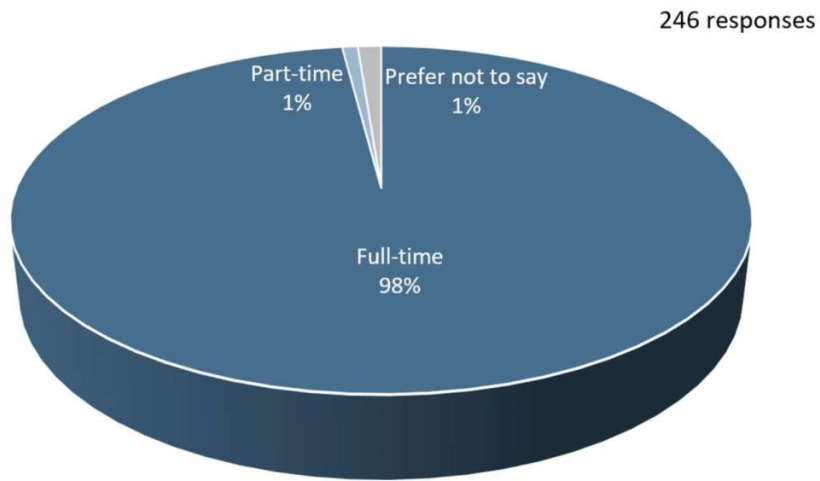
Q37: Where is your primary job location? – 245 responses



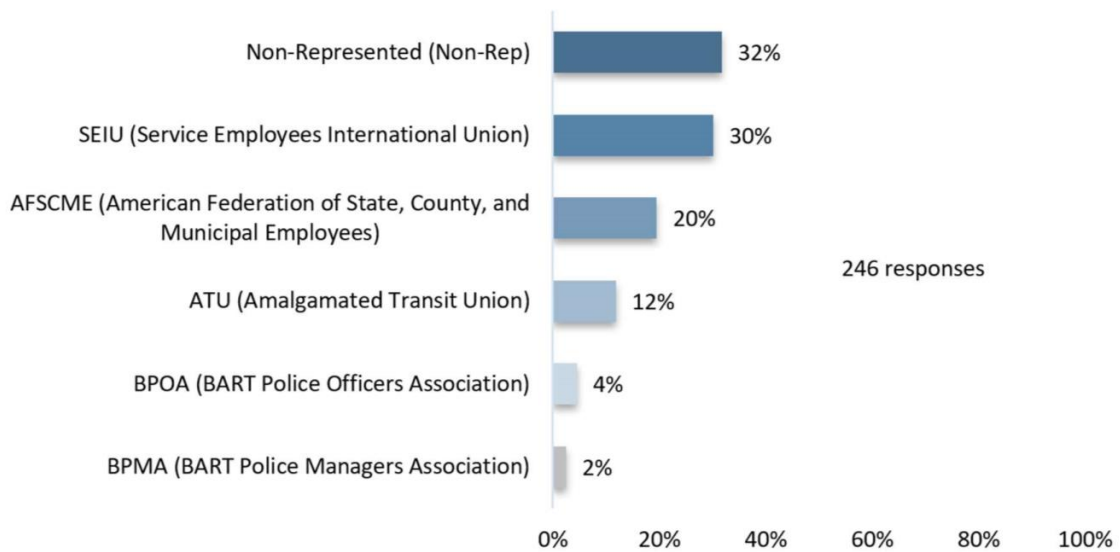
Q38: What best describes your position level? – 243 responses



Q39: What is your employment status? – 246 responses



Q40: Which union are you a member of? – 246 responses



.....

**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



510-464-6100

OFFICE OF THE INSPECTOR GENERAL TEAM

Claudette Biemeret, Inspector General

P: 510.464.6141 E: cbiemer@bart.gov

Jorge Oseguera, Deputy Inspector General

P: 510.464-6257 E: jorge.oseguera@bart.gov

Jeffrey Dubsick, OIG Investigative Auditor

P: 510.817.5937 E: jeffrey.dubsick@bart.gov

Jordan Sweeney, OIG Investigative Auditor

P: 510.464.6132 E: jordan.sweeney@bart.gov

Jessica Spikes, OIG Program Coordinator

P: 510.464.6569 E: jessica.spikes@bart.gov

OFFICE OF THE INSPECTOR GENERAL

2150 Webster Street, 4th Floor, Oakland, CA 94612

P: 510.464.6141

E: inspectorgeneral@bart.gov

W: bart.gov/oig

T: [@oigsfbart](https://twitter.com/oigsfbart)

REPORTS

You can read this and all the Office of the Inspector General's reports on our website: www.bart.gov/oig