

OFFICE OF THE INSPECTOR GENERAL

Workers' Compensation Audit

Report #1: Employee Survey Results

Inspector General Claudette Biemeret | April 2026



289

Survey Respondents

1

Finding

3

Recommendations

Workers' Compensation Benefits at a Glance

Benefits are governed by California state law, outlining specific timeframes and eligibility requirements.

MEDICAL CARE

Reasonable medical treatment paid by your employer to help you recover.

TEMPORARY DISABILITY

Partial wage replacement payments if you can't work while recovering.

PERMANENT DISABILITY

Payments if your injury causes a permanent, measurable loss of function.

SUPPLEMENTAL JOB DISPLACEMENT

A voucher to help pay for retraining or skill enhancement.

DEATH BENEFITS

Payments to your spouse, children, or other dependents.

Audit Background & Objective

WHY WE INITIATED THIS AUDIT

Since October 2023, our office received **six allegations** against **12 employees** of potential fraudulent workers' compensation claims.

We investigated four allegations. While none were substantiated, they raised valid concerns and highlighted a potentially larger problem, with a high risk of fraud, waste, or both.

Two investigations remain ongoing.

OUR OBJECTIVE

To assess the overall administration of BART's Workers' Compensation Program (WCP).

This report documents our employee survey results and identifies opportunities to strengthen WC administration.

Future reports will address program oversight, internal controls, and financial obligations.

Scope & Methodology: Employee Survey

TIMING

Early 2025

Online platform, open to all employees

RESPONSES

289

Estimated 6.7% response rate

FORMAT

Voluntary

Non-statistical

TOPICS COVERED

4 Areas

Communication · Fraud
· Benefits · Satisfaction

CLAIM FILERS

87

Asked about direct experiences

NON-FILERS

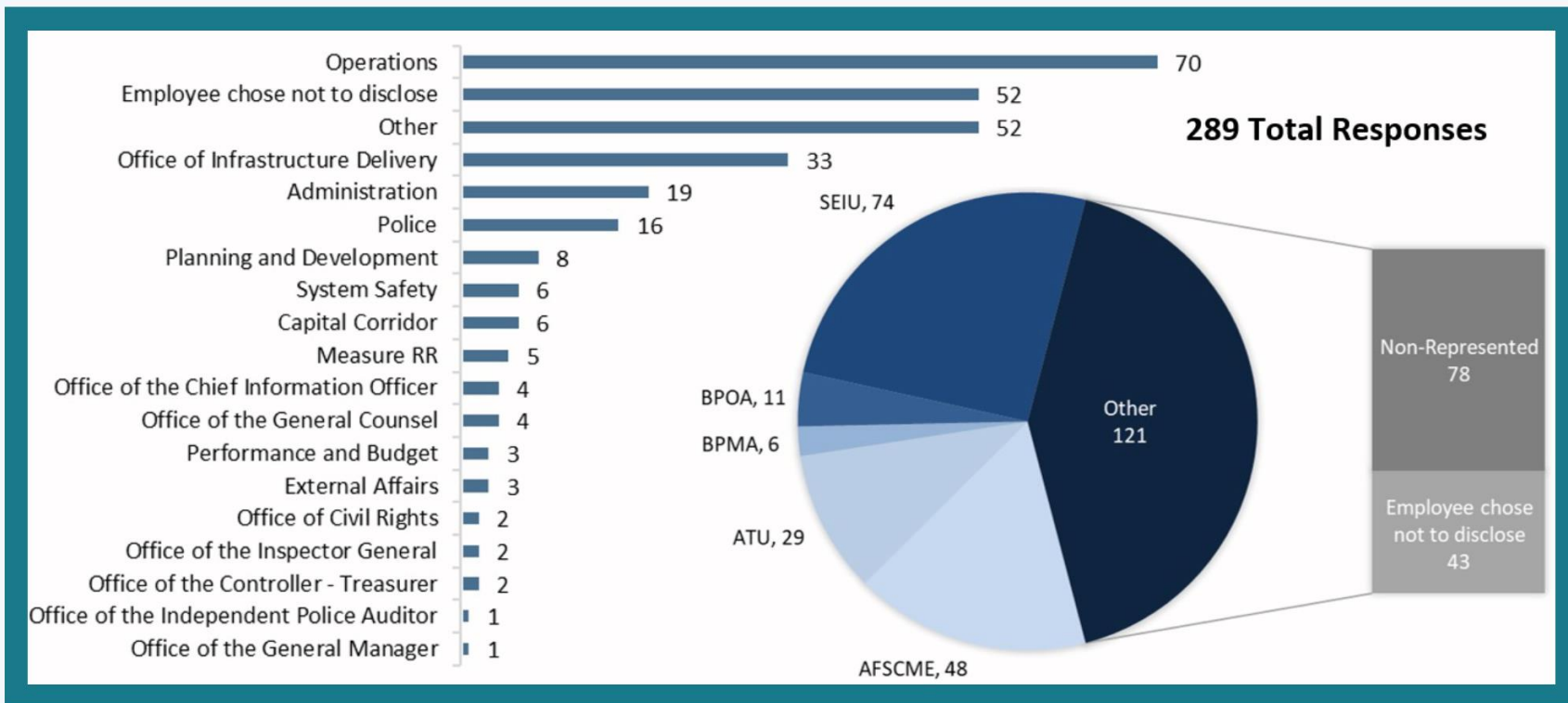
195

Asked about barriers and understanding

Survey data was corroborated through staff interviews, limited fieldwork inspections, and research of WC practices at other public agencies.

Survey Respondents

Responses came from across departments and union affiliations, providing a broad cross-section of the BART workforce.



Workers' Compensation Fraud: Context & Awareness

CONTEXT: WC FRAUD

National estimates place WC fraud at **\$30 billion per year**.

WC fraud in California is estimated to cost **\$1–3 billion a year**.

In FY 2024, the CA Department of Insurance identified nearly 3,000 suspected WC fraud cases, with a potential loss of **\$157.2 million**.

12%

of respondents were aware of instances where BART employees filed false WC claims

(34 of 282 responses)

84%

of respondents were **unaware** of the options available to report suspected WC fraud

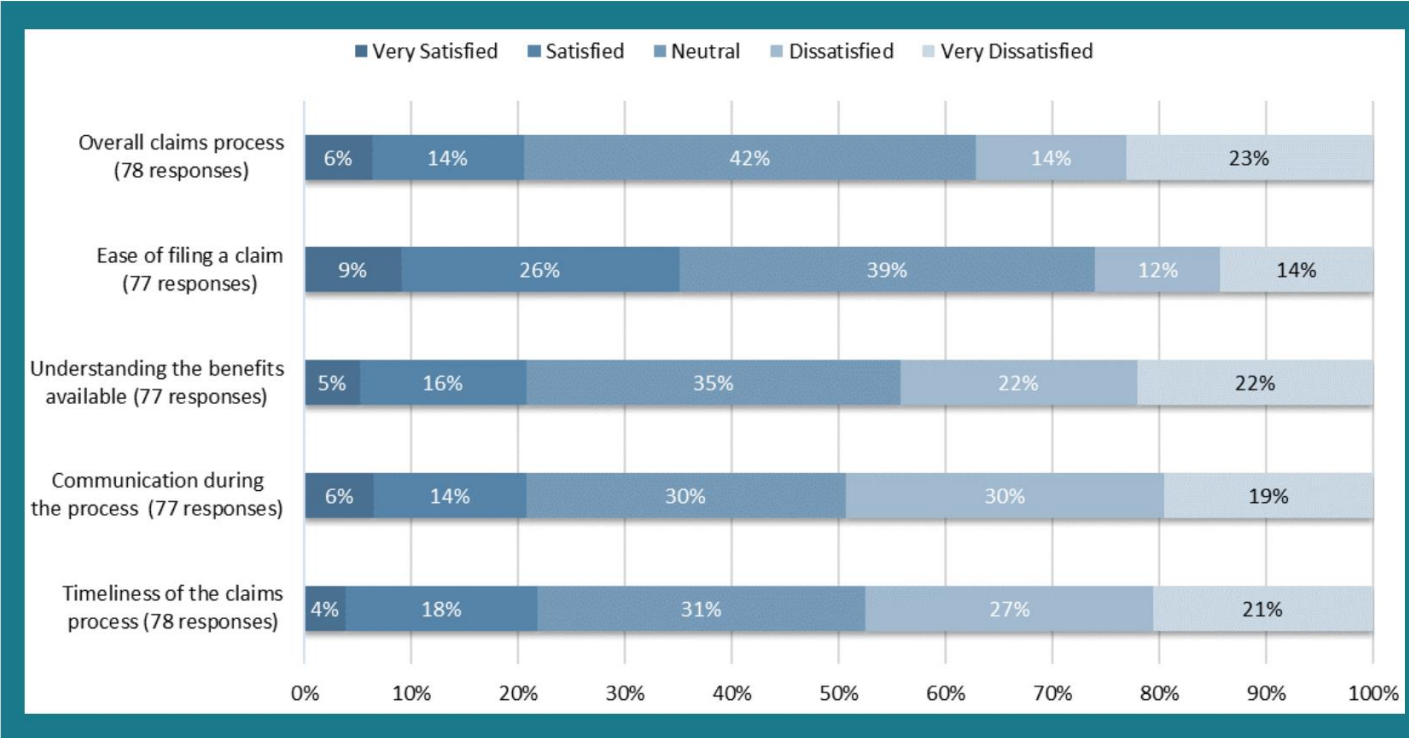
(240 of 287 responses)



OIG Whistleblower Hotline — Available 24/7 | www.bart.gov/oighotline | 510-464-6100

Employee Experiences: Claims Satisfaction

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



Did you feel supported by BART and the TPA?

15% Yes
(12 of 78 responses)

44% Somewhat
(34 of 78 responses)

41% No
(32 of 78 responses)

FINDING 1

Opportunities Exist to Strengthen Workers' Compensation Administration Through:

Strategic Communication

Employees lack knowledge of WC benefits, processes, and where to find information.

Policies & Procedures

WC policies and procedures have not been formally documented for BART employees.

Enhanced Training

Supervisors and managers need better preparation to support injured workers.

*Only 20% of respondents who filed claims were **satisfied or very satisfied** with the overall claims process. (16 of 78 responses)*

Communication

Only **28%** of respondents rated higher **familiarity** with the WCP
(75 of 266 responses)

Only **29%** of respondents rated higher **confidence** in understanding how to file a WC claim
(67 of 229 responses)

75% of filers think **communication about benefits** could be improved
(57 of 76 responses)

61% of filers think **accessibility of information** could be improved
(46 of 76 responses)

57% of non-filers said **better communication about the process** would help them feel more comfortable filing
(99 of 175 responses)

52% of non-filers said **clearer information about rights and benefits** would help them feel more comfortable filing
(91 of 175 responses)

Policies, Procedures, and Training

POLICIES & PROCEDURES

Key elements:

- Injury reporting procedures
- Claims management process
- Medical treatment and provider selection
- Return-to-work program
- Employee education and communication
- Fraud prevention

81% of supervisors were **unaware** of their options for reporting suspected WC fraud. **(105 of 129 responses)**

SUPERVISOR & MANAGER TRAINING

Only 30% of supervisors/managers rated higher confidence in understanding how to file a WC claim
(32 of 106 responses)

Only 22% of supervisors/managers feel that BART provides enough information about the WCP
(29 of 131 responses)

Recommendations

1

Develop a Communication Strategy

Develop a communication strategy focusing on key areas of risk to reduce confusion, build trust, and effectively support employees.

2

Formally Document Policies & Procedures

Formally document workers' compensation policies and procedures to establish guidelines and document expectations.

3

Implement Targeted, Ongoing Training

Implement targeted, ongoing training for supervisors and managers to ensure consistent understanding of the WCP.



BART management agreed to our finding and recommendations.

What's Next | More Reports to Come

✓ **COMPLETE**

Report #1 (This Report)

Employee Survey
Results

UPCOMING

Report #2

Program Oversight &
Internal Controls

UPCOMING

Report #3

Financial
Obligations

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