

BART OIG Snapshot

Volume 02 | Issue 02 | April 2025



This snapshot highlights the BART Office of the Inspector General’s (OIG) activities from January 1 to March 31, 2025.

Investigations Activity

	investigations completed	9
	active investigations	18
	new complaints received	18
	new complaints accepted	9
	new complaints forwarded	2
	new complaints declined	7

We completed nine investigations this quarter covering topics such as workers’ compensation fraud and gift giving rules. While initial reports raised concerns of fraud, most of our findings pointed to different issues: policy gaps, breakdowns in communication, and misaligned expectations. These cases highlighted the need for better communication, policy clarity, and perception management to build trust and reinforce accountability.

Audit Activity

This quarter, we made solid progress on several important audits, with three—Overtime, Link21, and Construction Contract Change Orders—now in the final stages of internal review. We anticipate releasing these reports before the end of the fiscal year. Each of these audits reflects our continued focus on improving cost efficiency and strengthening oversight of major projects and programs.

Our audit of BART’s workers’ compensation program is also moving forward. While it remains underway, we identified several promising improvement areas with the potential to lead to meaningful recommendations. We are using these early insights to help shape findings that will support improved performance and long-term cost management in the program.

In response to BART’s evolving financial conditions, we adjusted our audit plan and shifted our focus from an audit of employee compensation and reporting to an audit of inventory management. This change positions us to examine an area with more immediate opportunities for cost savings and stronger controls—consistent with our goal of adapting to where we can add the most value.



Delivering Real Returns

With \$120,000 already recovered and more expected, our work is paying off—literally. Whether it is rooting out fraud, flagging waste, or tightening up operations, every audit and investigation we conduct translates into measurable financial impact. Bottom line: investing in oversight is not a cost—it’s a revenue stream. More than that, every fraud we stop before it happens is money that never walks out the door. Simply put, effective oversight does not just respond to problems—it prevents them. That is a return on investment that compounds over time.

Office Highlights

We spent last quarter not just moving audits and investigations forward, but also continuing to invest in the tools, spaces, and people that help our office function effectively—and feel a little more human, too.

We officially implemented Missionmark, our new audit management system, which we now use to streamline internal processes and track management’s progress on implementing our recommendations. We also conducted a soft launch of the public-facing recommendation dashboard, presenting it to the Audit Committee for initial review. We are continuing to explore the best ways to use the system to support transparency and efficiency.



On the office environment side, we decided it was time to give a little love to the shared private conference room we use for interviews. The space was not exactly inviting, and we knew it needed a refresh. We gave it a facelift with a calming blue-silver paint (yes, psychology backs that up—blue tones are often associated with calmness and trust), and we plan to add new chairs, artwork, tissues, and water to make interviewees feel more comfortable and respected during what can sometimes be stressful conversations.

We also launched our new presence in BART’s new hire orientation, which includes handing out our swag, informational pamphlets, and some candy as well as presenting a short video describing what we do that introduces the OIG team—with cartoon character versions of ourselves. It’s fun. Honestly, it might be the most interesting part of orientation (or at least we like to think so).



Last, we are looking to grow our team. With Jorge Oseguera’s well-deserved promotion to Deputy Inspector General, we are actively recruiting for an experienced GAGAS performance auditor to fill the role of Investigative Auditor. We are seeking someone who brings both technical skill and thoughtful perspective to our work. Interviews are expected to begin soon, and we hope to have the new team member on board by June.

Strategic Plan Progress – Crushing It!



By sustaining current efforts and focusing on team cohesion, culture, and procedural evolution, we continued to strengthen our impact and effectiveness. We reduced our investigation backlog, improved case triage, and adapted to emerging risks. We also enhanced transparency, used modern media to engage the public, and kept our audit plan flexible. Collaboration and communication remain central to our forward-looking approach.

OFFICE OF THE INSPECTOR GENERAL

GENERAL

EXECUTIVE LEADERSHIP

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

PERFORMANCE TEAM

Jeffrey Dubsick
Inspector General Investigative Auditor

Jessica Spikes
Executive Assistant

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

REPORTS

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

REPORT FRAUD, WASTE, OR ABUSE

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

