

**Audit of the Graffiti/Landscaping/Trash Maintenance
on the
Gold and Orange Line Right-of-Ways**

**Presented by
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Operations, Safety, and Customer Experience
Committee

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Key Findings

Attachment C
Legistar File # 2019-0631

- Gold Line Contractor charged Metro for 15 crew members when only 14 were provided
- Gold Line Contractor did not charge Metro for actual hours, resulting in overpayments
- Gold and Orange Line Contractors charged Metro for holiday work without authorization
- Gold Line Contractor's use of "make-up" hours resulted in Metro paying for staff twice
- Gold Line, bulky items were not removed in a timely manner, and paint-over graffiti was not reported



Key Recommendations

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- Ensure the Gold Line Contractor only bills Metro for actual hours worked
- Require support for invoiced hours
- Do periodic spot checks
- Remind Contractors to request authorization before working holidays
- Require a refund from Contractor for overbillings