

OFFICE OF THE INSPECTOR GENERAL

Review of Metro Bus Pass-ups

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Metro

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Objectives

Study sought to:

1. Review the adequacy of Metro policies and procedures regarding bus pass-ups.
2. Determine whether customer complaints of pass ups were within Metro's policies and procedures.
3. Identify correlations between bus pass-ups & ridership statistics.
4. Determine if there are opportunities to reduce bus pass ups & complaints.



Conclusions

Consultant found:

- No industry best practices for bus pass-ups. Metro has a policy addressing pass –ups in general, however, changes need to be made to make it more specific and effective.
- Metro wheelchair pass-ups policies are more specific, closely followed, & enforced more than other pass-ups.



Recommendations

Four categories:

1. **Policies and Procedures** – Update and/or create additional policies and procedures to enable Metro to monitor pass-ups better.
2. **Performance Metrics** – Consider using proposed metrics to assist in the identification of causes of bus pass-ups.
3. **Training** – Consider updating the training regimen for operators and supervisors on pass-ups.
4. **Physical characteristics of bus stops** - Adopt procedure to review the physical characteristics of bus stops where pass-ups occur.



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