

# Review of Metro Bus Stops Cleanliness and Safety

OIG Report No. 25-AUD-05  
Karen Gorman, Inspector General

---

April 17, 2025



# Objectives

The objectives of the audit were to determine whether:

- Metro's existing cleaning protocols and procedures meet industry standards;
- Cleaning protocols and procedures for Metro bus stops are effective;
- Bus stops are cleaned and maintained according to Metro protocols and procedures; and
- Bus stops are clean and safe for Metro employees, customers, visitors and surrounding communities.



# Results of Audit

Our audit found:

- No industry standards for bus stops cleaning; Metro generally complies with the industry standards for bus stops safety;
- The following issues were found, mostly at bus stops in the public easements:
  - Graffiti, dirty sidewalks, uncollected trash, and other maintenance issues
  - Safety issues such as no proper lighting at bus stops
  - Homeless encampment
  - Illicit activities involving drugs and sex workers at bus stop zones

OIG provided **38** recommendations.



# Recommendations

## For Metro:

**For Metro-owned Bus Stops:** Utilize effective methods in removing graffiti, continue to implement regular cleaning schedules, consider sustainable options like lights for signposts generated by small solar panels, and take other measures to ensure that bus stops are clean and safe for the public.

Consider communicating bus stop repairs to the public with a public-facing “dashboard” on Metro’s website that will provide transparency and information to the public about any reported bus stops that require maintenance or repair.

**For Non-Metro-owned Bus Stops:** Continue to coordinate with local municipalities; discuss ways to address the issues, especially the problems with drugs, homeless encampment, and sex workers at or near bus stops.

**For Local Municipalities:** Regularly monitor and take prompt action to correct deficiencies at bus stops on public easements.

