

OFFICE OF THE INSPECTOR GENERAL

Review of Metro Bus Pass-ups

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OIG Report No. 25-AUD-07

October 16, 2025



Metro

Legistar File # 2025-0855

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Objectives

Study sought to:

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



Conclusions

Consultant found:

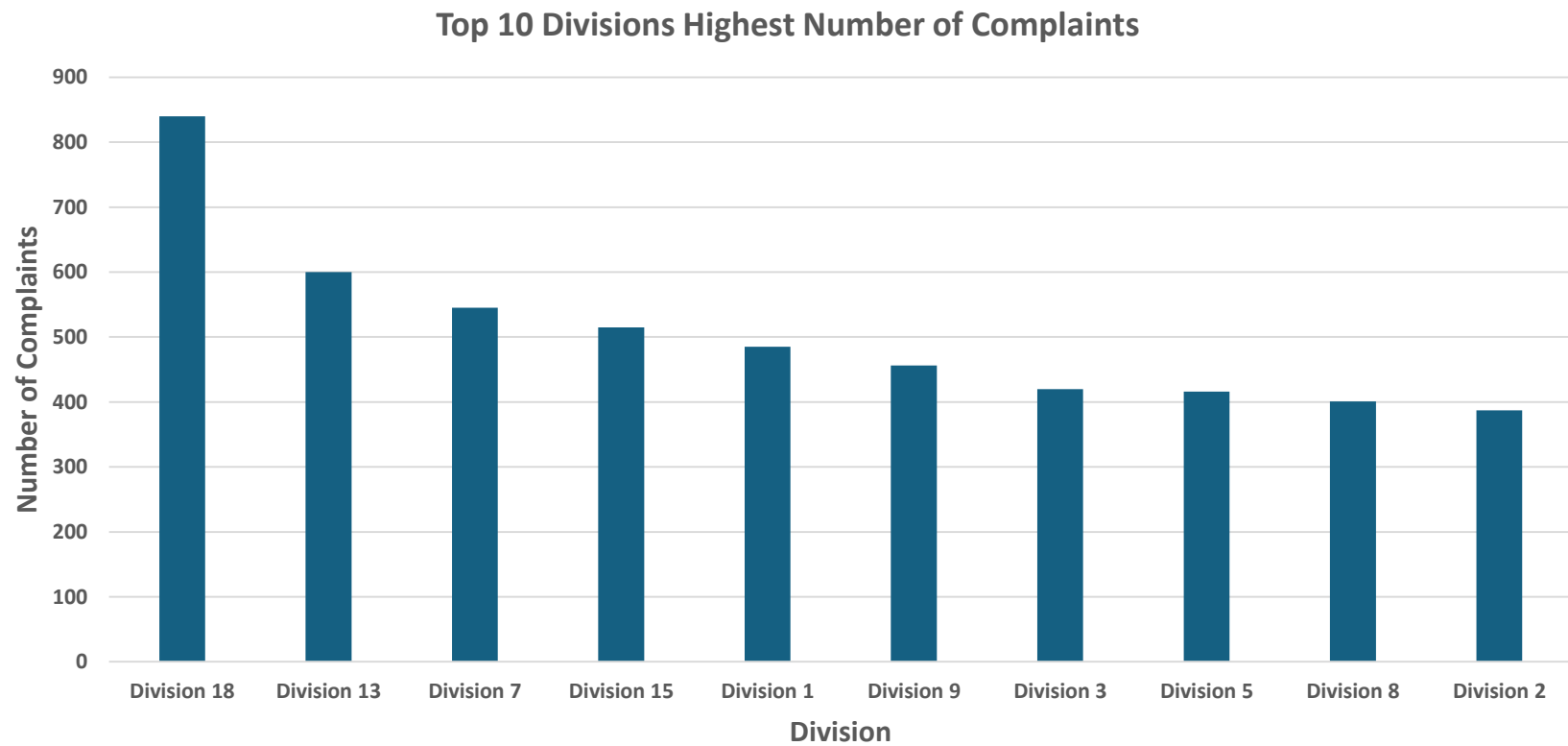
- No industry best practices for bus pass-ups. Metro has a policy addressing pass-ups in general, however, changes need to be made to make it more specific and effective.
- Metro wheelchair pass-ups policies are more specific, closely followed, and enforced more than other pass-ups.
- 94% of complaints received during the period of July 1, 2023 to June 30, 2024, were for general pass-ups, while only 6% were ADA related.
- Metro's Customer Comment and Analysis Tracking System (CCATS), identified 5,541 complaints related to pass-ups. Based on this information, the consultant identified the ten divisions and routes with the most pass-ups.





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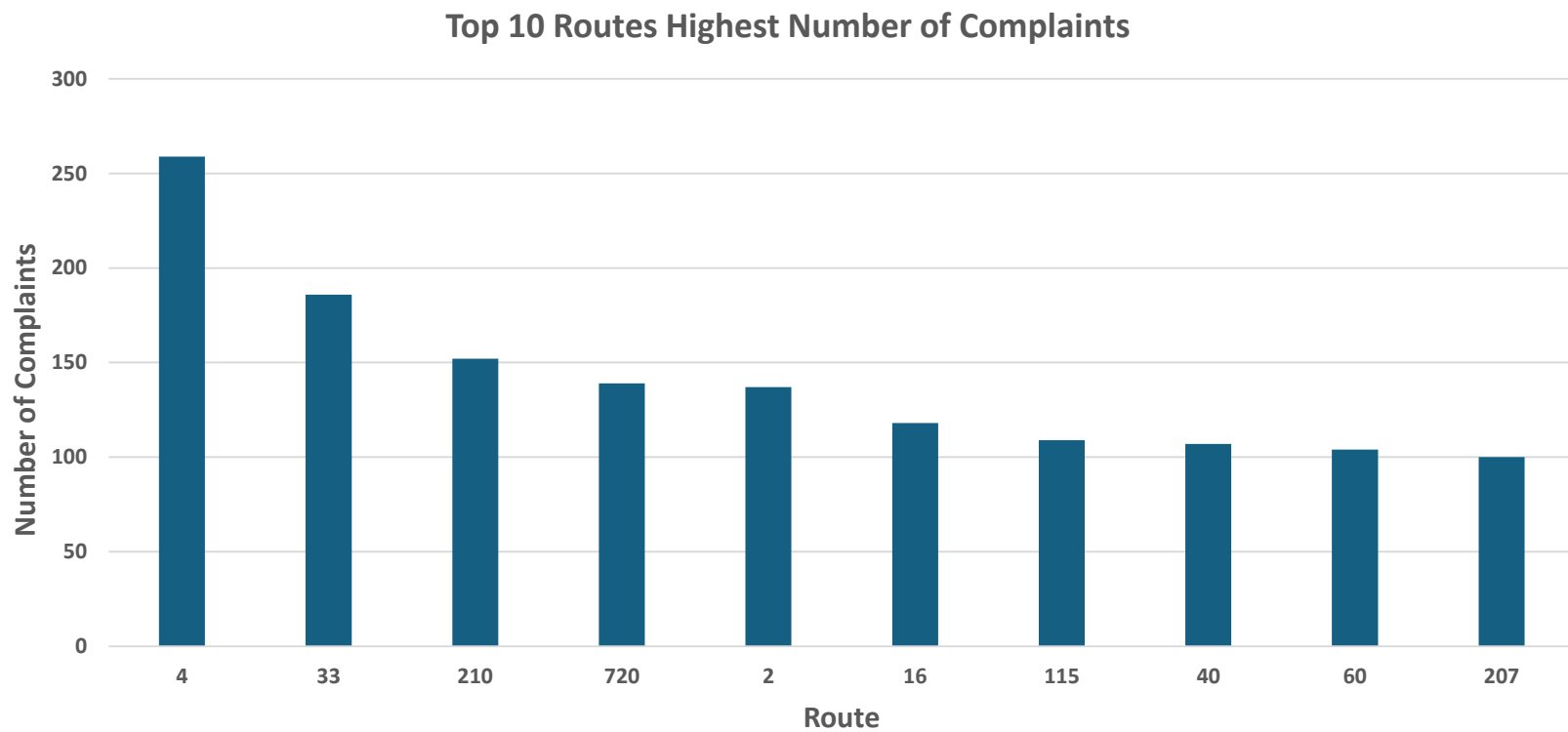


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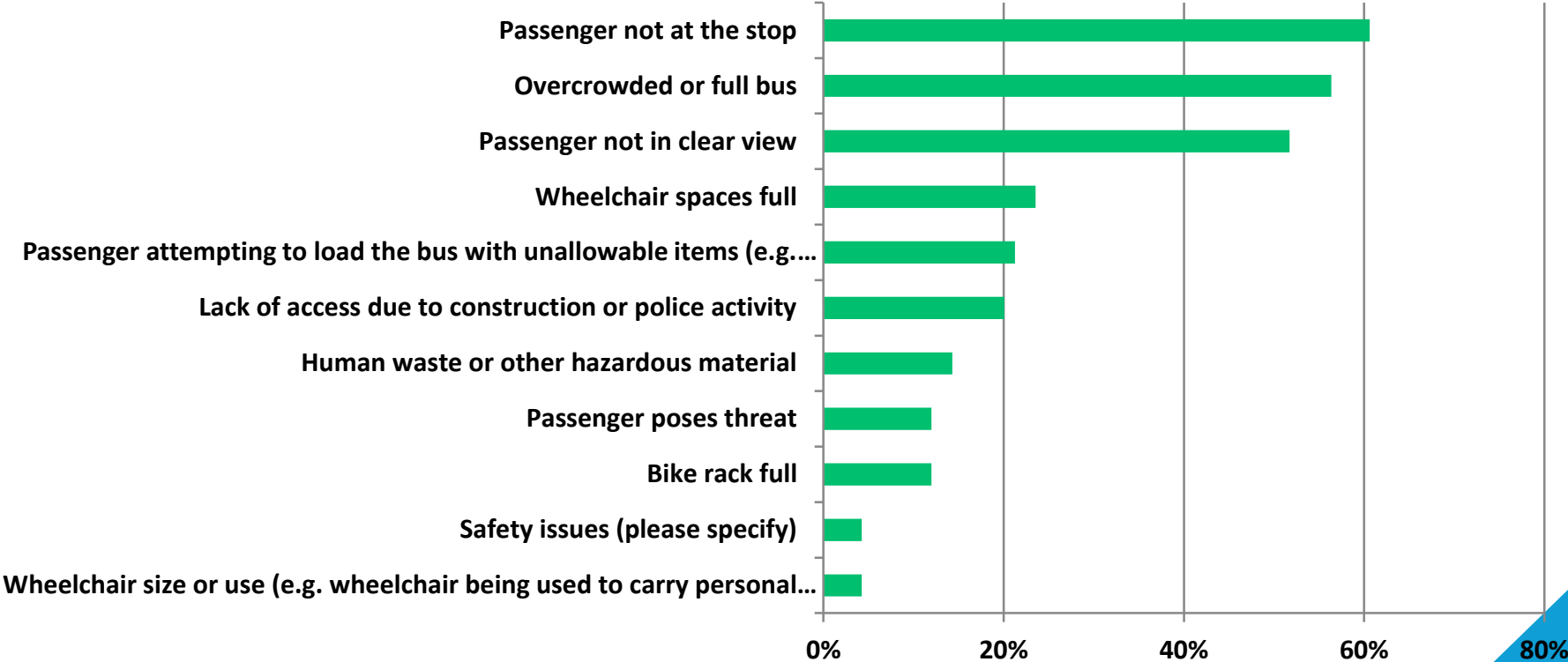
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BUS OPERATOR INTERVIEWS – TOP REASONS FOR PASS-UPS



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.

