



## Board Report

---

**File #:** 2025-0118, **File Type:** Informational Report

**Agenda Number:** 19.

---

### FINANCE, BUDGET, AND AUDIT COMMITTEE APRIL 17, 2025

**SUBJECT: REVIEW OF METRO BUS STOPS CLEANLINESS AND SAFETY**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE Office of the Inspector General (OIG) Final Report on Review of Metro Bus Stops Cleanliness and Safety.

#### **ISSUE**

The Office of the Inspector General (OIG) reviewed a sample of Metro bus stops for cleanliness and safety. The public considers cleanliness and safety as critical factors in deciding whether to take public transportation. The primary purpose of this review is to ensure that practices for bus stops cleaning and safety are sufficient and meet or exceed any industry benchmarks for cleanliness, hygiene, and standards for the safety of bus stops.

#### **BACKGROUND**

As of October 31, 2024, Metro has 12,033 bus stops serving 1,447 square miles in Southern California. Metro operates 119 lines and Contracted Services operates 12 lines. Metro directly operates a bus fleet of 1,930 buses. There are 109 buses assigned to contractors to provide service on Metro routes.

Metro maintains 137 bus stops throughout the system and the balance of bus stops on the system are to be maintained by local municipalities across the County.

Maintaining bus stops is crucial for ensuring a clean and safe environment for employees, customers, and visitors. These practices are essential in creating a pleasing aesthetic and reflect Metro's mission to provide a world-class transportation system for all and the vision to provide high-quality mobility options and outstanding trip experiences for all.

The ability for riders to get to and from, or access to, transit stops is critical for providing a safe, pleasant, and convenient trip from beginning to end. Improvements to riders' experience and access to bus stops can yield higher ridership and greater customer satisfaction.

---

The 2028 Summer Olympics and Paralympics, commonly known as the 2028 Games, are upcoming international multi-sport events scheduled to take place from July 14 to 30 and August 15 to 27, 2028, respectively.

More people are expected to utilize Metro public transit during the 2028 Games. It is important to ensure that Metro bus stops are clean and safe for all riders before the 2028 Games and other events such as the 2026 FIFA World Cup.

A high level of maintenance for bus stops is designed to ensure the safety and accessibility of passengers. Standards are developed by a combination of federal, state, and local regulations, with an emphasis on visibility, accessibility, and pedestrian safety. The standards include Americans with Disabilities Act (ADA) compliance, clear signages, and proper lighting, which should be located to maximize safety, minimize the risk of collisions, and minimize impacts on adjacent property. Bus stops should be located away from potential safety risks, such as intersections, railroad crossings, and high-crime activity areas. Amenities like benches, trash receptacles, and shelters are encouraged.

Managed under Facilities Maintenance, Metro's Stops and Zones Department is responsible for maintaining the satisfactory conditions of Metro's 137 bus stops maintained by Metro. Their tasks include installation, removal/reinstallation, cleaning Metro signs and posts, removing trash, and performing other preventative maintenance. If the bus stop zones require maintenance by outside contractors or other governmental municipalities, Stops and Zones personnel inform their respective supervisors, who in turn contact the appropriate entity, municipality, or contractor, to address the noted issue(s).

Local Municipalities are responsible for maintaining nearly 12,000 bus stops in the public easements while Metro is responsible for maintaining 137 bus stops across the system. Metro owns the posts where Metro signs are installed and, in some cases, non-Metro bus stop signs are also installed on Metro posts.

## **DISCUSSION**

Our review found that Metro generally complies with its policies on cleanliness and the industry safety standards for bus stops and ensures that Metro-owned bus stops meet regional accessibility and safety needs.

Of the 245 bus stops we reviewed across the Metro system, we found two issues on Metro-owned bus stops; however, we found 83 issues on bus stops in the public easements that require local municipalities to address:

- The majority of the issues were related to cleanliness such as graffiti in bus stop shelters and benches, dirty sidewalks, and overfilled or uncollected trash bins. Other maintenance issues that need to be addressed include broken or rusty shelters and benches.
- We also noted illicit activities involving drugs at a bus stop at Figueroa & 7<sup>th</sup> Street, a very active area for bus patrons, and some areas close to tourist attractions, such as Crypto.com

---

Arena and the Grammy Museum at LA Live in Downtown Los Angeles. In addition, we witnessed streetwalkers or apparent sex workers in the Figueroa Corridor that were sometimes close to bus stops.

- We also found safety and cleanliness issues with nearby homeless encampments, bus stops with improper and inadequate lighting, and vehicles parked at the bus stops in no parking zones.

We found issues on 35% of the sampled bus stops. This should be measured to see improvements over time, before the 2026 FIFA World Cup and the 2028 Olympics and Paralympic Games.

From the sampled bus stops we reviewed, most were on public easements maintained by local municipalities. We contacted 14 municipalities across Los Angeles County to inform them of our report on the review of bus stops including issues we found in their jurisdictions. Most municipalities stated that they took immediate action to address issues such as dirty sidewalks and graffiti as we informed them during the audit. Some of the municipalities have in-house staff, while others have contractors, who regularly clean the bus stop amenities and sidewalks, as well as provide as-needed repairs. Most of the local municipalities said that Metro's Stops and Zones Department informs them when their bus stops have any maintenance problems that need immediate attention.

We found the response from the City of Los Angeles did not directly address our recommendations or deliver a solution to bus stop cleanliness and safety. We recommend that they coordinate with Metro departments to develop a workable plan that addresses cleanliness, maintenance, and safety issues at the bus stops within their area of responsibility (public rights-of-way.)

The public considers cleanliness and safety as critical factors in deciding whether to take public transportation. This includes having safe and convenient access to bus stops. With clean and safe bus stops, Metro may increase patron satisfaction, ridership, and revenue.

## RECOMMENDATIONS

We recommend the following:

### OPERATIONS (STOPS AND ZONES DEPARTMENT)

#### **1A: Graffiti on Bus Stop Furniture**

For Metro-owned bus stops:

1. Utilize effective methods for easy graffiti removal such as specialized coating on the shelter and bench surfaces.
2. Ensure that all required cleanings are performed within the specified goal date (e.g., ten days from receipt of the report).

For non-Metro-owned bus stops:

3. Continue to report graffiti to the respective jurisdiction that should implement regular graffiti removal practices to maintain the cleanliness of the bus shelter/bench.
4. Develop a procedure to log in and follow up with notifications to local municipalities, their contractors, and/or other transit agencies to take action on the issues reported.

**1B: Graffiti on Newly Installed Electronic Paper Displays**

5. Continue to perform regular inspections of the e-paper displays to ensure that the units are free of graffiti; advise the contractor if graffiti is seen or if other maintenance is needed.
6. Investigate if there is any screen protector, paint, or texturizer that could be applied to these displays to make them harder to graffiti and faster or easier to clean of graffiti.

**1C: Bus Stops with Trash Issues**

7. For Metro-owned bus stops, continue to implement regular cleaning schedules and increase the frequency of cleaning for the locations that repeatedly exhibit cleanliness issues.
8. For non-Metro-owned bus stops, report cleanliness issues to the respective local municipalities, and their contractors.
9. Work with respective local municipalities to provide notices or flyers to educate the public on how to dispose of trash/waste properly at bus stops.
10. Work with respective local municipalities to provide an information campaign by media, signs, notices, or flyers to educate the public on how to dispose of trash/waste properly at bus stops.
11. Establish a cleanliness hotline as part of the digital dashboard program and a new agency customer interaction application under development.

**1D: Maintenance Issues**

12. Request the local municipalities ensure that the riding public is provided with reasonable comfort and convenience such as shelter seating at bus stops maintained by them.

**1E: Overgrown Tree Blocking the Bus Stop Sign**

13. Properly trim, prune, and maintain trees near bus stops to ensure the visibility of the bus stop sign. Ask municipalities to trim landscapes at bus stops maintained by them.

**1F: Bus Stop Sign without the Line Number**

14. Address the noted issues promptly to ensure that the riding public is provided with reasonable comfort and necessary information (e.g., proper signage).

**For All Cleanliness and Maintenance Issues:**

15. 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. (See Attachment C.)

**2A: No Proper Lighting**

16. Continue to test and determine the effectiveness of the independent solar panel lights on top of the signposts. Consider expanding use of the solar lights if the cost and benefits of these lights prove to be a good solution.
17. Identify bus stop zones that need improved lighting and create a light improvement plan for Metro-maintained stops or inform the local municipality to enhance passenger safety for municipalities-maintained stops with improved lighting.

- 
18. Post Metro Maintenance Dashboard contact information allowing passengers to easily report lighting and other issues at the bus stop(s).
  19. Consider sustainable options like lights generated by small solar panels or other environmentally conscious methods, as stated earlier.

**2B: Vehicles Parked in Bus Stops**

20. Monitor the effectiveness of the Bus Lane Enforcement (BLE) program in keeping Metro bus lanes clear from parked vehicles across the system to improve transit safety and reliability.
21. Have the bus operator inform the BOC to inform the road supervisor of vehicles at the bus stop to get the plate number and call traffic enforcement for towing.

**2C: Homeless Encampment and Individuals in Bus Stops and Parking Lot**

22. Discuss with the local municipalities the development of a plan to perform outreach, fencing, or similar deterrents to discourage homeless encampments.
23. Work with Metro-related departments to collaborate with local governments, community organizations, and/or other transit agencies to provide outreach and support services and programs to homeless individuals.
24. Post signs at the bus stops and in buses where to go or call for shelter and other services.

**2D: Illicit Activity Involving Drugs at Figueroa & 7th Street Bus Stop**

25. Discuss with local law enforcement and Metro System Security & Law Enforcement the possibility of assigning Security or law enforcement personnel around highly active bus stops to discourage or prevent homeless individuals and other people from engaging in illegal activities at Metro-maintained bus stops.
26. Coordinate with law enforcement agencies, municipalities, and other transit agencies sharing the same bus stop, and local business security to determine how this issue can be effectively addressed and resolved. Request municipalities to assign law enforcement or personnel to discourage and address illicit activities near bus stops.
27. Discuss with municipalities their arrangements for improved security for municipalities-maintained bus stops.

**2E: Streetwalkers in the Figueroa Corridor**

28. Coordinate with law enforcement to implement security measures that will deter illegal activities in municipality-maintained bus stop zones. Join the task force that is operating the effort. Request municipalities to assign law enforcement or other personnel to address illegal activities.
29. Metro should work with other local entities that have programs to provide resources and opportunities to help vulnerable individuals disengage from illegal activities.
30. Obtain updates on the Figueroa Corridor Human Trafficking Initiative and review any recommendations.
31. Consider additional safety measures at Metro bus stops where this kind of activity is regularly observed.

**3A: Lawsuits Involving Bus Stops**

32. Regularly inspect all Metro signposts, sidewalks, and Metro-owned bus stops, shelters, and seats to ensure that they are safe and there are no hazards to the public.
33. Report any hazardous areas that may lead to an injury or lawsuit involving bus stops at public easements. Use

the dashboard recommended in Attachment C.

### **3B: Non-Compliance of the Contractor with the Terms of the Contract**

34. Enforce contractor compliance with the terms of the contract; i.e., e-paper displays are completely installed and maintained, and all required documentation such as photos of the units are submitted.
35. Continue to regularly inspect the e-paper displays to ensure that they are functioning properly.

### **COMMUNICATIONS**

36. 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 are in the process of maintenance or repair. (See Attachment C.)

### **LOCAL MUNICIPALITIES**

37. Monitor and correct deficiencies at bus stops on public easements they own and do not rely solely on Metro reporting cleanliness or safety issues.
38. Regularly monitor and take corrective action to clean and repair bus stops maintained by the municipality.

### **EQUITY PLATFORM**

It is the OIG’s opinion that there are no equity considerations or impacts resulting from this audit. However, to the extent any of the bus stops with noted deficiencies are located in equity focus communities, the recommendations, if acted upon, can make bus stops and surrounding areas cleaner and safer in those locations.

### **VEHICLE MILES TRAVELED OUTCOME**

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro’s significant investment in rail and bus transit.\* Metro’s Board-adopted VMT reduction targets align with California’s statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT.

This item supports Metro’s systemwide strategy to reduce VMT through bus stop maintenance, increasing cleanliness and safety that will improve and further encourage transit ridership and active transportation. Metro’s Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

\*Based on population estimates from the United States Census and VMT estimates from Caltrans’ Highway Performance Monitoring System (HPMS) data between 2001-2019.

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

Recommendations support strategic plan goal no. 2: Deliver outstanding trip experiences for all users of the transportation system.

### **NEXT STEPS**

Metro management and relevant municipalities may collaborate to implement the audit report recommendations.

**ATTACHMENT**

Attachment A - Final Report on Review of Metro Bus Stops Cleanliness and Safety (Report No. 25-AUD-05)

Prepared by: Asuncion Dimaculangan, Senior Auditor, (213) 244-7311  
Yvonne Zheng, Senior Manager, Audit, (213) 244-7301  
George Maycott, Senior Director, Special Projects, (213) 244-7310

Reviewed by: Karen Gorman, Inspector General, (213) 922-2975

**Los Angeles County  
Metropolitan Transportation Authority  
Office of the Inspector General**

---

**Review of Metro Bus Stops  
Cleanliness and Safety**

---

Report No. 25-AUD-05

April 02, 2025





# **TABLE OF CONTENTS**

INTRODUCTION.....	1
BACKGROUND.....	3
RESULTS OF REVIEW .....	5
1. Cleanliness and Maintenance .....	5
A. Graffiti on Bus Stop Furniture.....	5
B. Graffiti on Newly Installed Electronic Paper Displays.....	7
C. Bus Stops with Trash Issues .....	9
D. Maintenance Issues – Broken and Rusty Shelter or Bench, No Shelter Seating .....	12
E. Overgrown Tree Blocking the Bus Stop Sign.....	15
F. Bus Stop Sign without the Line Number .....	16
2. Safety Issues.....	17
A. No Proper Lighting .....	17
B. Vehicles Parked in Bus Stops .....	18
C. Homeless Encampment and Individuals in Bus Stops and Parking Lot .....	20
D. Illicit Activity Involving Drugs at Figueroa & 7 <sup>th</sup> Street Bus Stop.....	23
E. Streetwalkers in the Figueroa Corridor .....	27
3. Other Matters .....	29
A. Lawsuits Involving Bus Stops Alleging Injuries.....	29
B. Non-Compliance of the Contractor with the Terms of the Contract .....	30
OBSERVATION.....	31
CONCLUSION.....	33
RECOMMENDATIONS .....	34
RESPONSES TO RECOMMENDATIONS .....	38
Metro Management .....	38
Municipalities .....	38

OIG EVALUATION OF RESPONSES .....	39
Metro Management .....	39
Municipalities .....	39
ATTACHMENTS.....	40
A. List of Bus Stops Reviewed.....	40
B. Summary of Findings on Bus Stops Reviewed .....	41
C. Proposed Electronic Dashboard in Metro’s Public Website .....	43
D. Responses to Recommendations from Metro Management .....	45
E. Responses to Recommendations from Municipalities .....	48
F. Final Report Distribution .....	58



**Metro**

**Los Angeles County  
Metropolitan Transportation Authority**

Office of the Inspector General  
818 West 7<sup>th</sup> Street, Suite 500  
Los Angeles, CA 90017

213.244.7300 Tel  
213 244-7318 Fax

**DATE:** April 02, 2025

**TO:** Metro Board of Directors  
Metro Chief Executive Officer  
Municipalities

**FROM:** Yvonne Zheng, Senior Manager, Audit  
Office of the Inspector General

Yvonne Zheng

Digitally signed by: Yvonne Zheng  
DN: CN = Yvonne Zheng email =  
zhengy@metro.net C = AD O = Metro OU =  
OIG  
Date: 2025.04.02 11:04:06 -08'00'

**SUBJECT:** Final Report on Review of Metro Bus Stops Cleanliness and Safety  
(Report No. 25-AUD-05)

## INTRODUCTION

The public considers cleanliness and safety as critical factors in deciding whether to take public transportation. This includes having safe and convenient access to bus stops. In 2022, Washington D.C. Metropolitan Area Transit Authority (WMATA) studied station cleaning and concluded “As customers return to the Metro system, a clean and safe environment promotes a positive image for WMATA and helps build customer confidence”.<sup>1</sup> A more recent study in 2023 by the European Transport Research Review discusses “Factors that make public transport systems attractive: a review of travel preferences and travel mode choices”,<sup>2</sup> and includes a discussion on cleanliness and safety.

The LA Metro Office of the Inspector General (OIG) performed on-site inspections for a sample of Metro bus stops across Los Angeles County’s five supervisorial districts, and reviewed Metro bus stop cleanliness and safety operations. The primary purpose of this review is to ensure that practices for bus stop cleaning and safety are sufficient and they meet or exceed any industry benchmarks for cleanliness, hygiene, and standards for the safety of bus stops.

Our review found that Metro generally complies with the industry safety standards for bus stops and ensures that Metro-owned bus stops meet regional accessibility and safety needs, often conducting site evaluations for compliance with ADA and local ordinances. Metro’s Stops and Zones Department is primarily responsible for maintaining the Metro bus stops across the system excluding the ones that cities maintain, and has a Maintenance Plan that outlines the process to maintain the satisfactory conditions and cleanliness of Metro bus stop zones and terminals.

---

<sup>1</sup> [Special-Project-Report-Station-Cleaning-Inspection-IG-Final-Redacted-Final.pdf](#)

<sup>2</sup> [Factors that make public transport systems attractive: a review of travel preferences and travel mode choices.](#)

Based on our inspections, we found that out of the 245 bus stops we reviewed, there were various issues on 85 or 35% of the bus stops. The majority of the issues were related to cleanliness such as graffiti in bus stop shelters and benches, dirty sidewalks, and overfilled or uncollected trash bins. There were also other maintenance issues that needed to be addressed such as broken or rusty shelters and benches.

We also noted illicit activities involving drugs at a bus stop in Figueroa & 7<sup>th</sup> Street, a very active area for bus patrons, and some areas close to tourist attractions, such as Crypto.com Arena and the Grammy Museum at LA Live in Downtown Los Angeles. In addition, we witnessed streetwalkers or sex workers soliciting in the Figueroa Corridor.

Furthermore, we found safety and cleanliness issues with nearby homeless encampments, bus stops with improper and inadequate lighting, and vehicles parked at some bus stops.

From the sampled bus stops we reviewed, most were on public easements. We contacted 14 municipalities across Los Angeles County to inform them of our review of bus stops report and the issues we found in their jurisdiction. Most municipalities stated that they took immediate action to address issues such as dirty sidewalks and graffiti. Some of the municipalities have in-house staff, while others have contractors, who regularly clean the bus stop amenities and sidewalks, as well as provide as-needed repairs. Most of the local municipalities said that Metro's Stops and Zones Department informs them when their bus stops have any maintenance problems in need of immediate attention.

We found the response from the City of Los Angeles did not directly address our recommendations or deliver a solution to bus stop cleanliness and safety. We recommend that they coordinate with Metro departments to develop a workable plan that addresses cleanliness, maintenance, and safety issues at the bus stops within their area of responsibility (public rights-of-way).

With the 2028 Olympics and Paralympics, commonly known as the 2028 Games, and other significant events to be held in Los Angeles in the future, the public transportation system will play a crucial role to accommodate and support these events. Metro and the local municipalities need to work together to provide cleanliness, comfort, safety, and security at the bus stops and their surrounding areas.

## **OBJECTIVES, METHODOLOGY AND SCOPE OF REVIEW**

The key objectives of this review are 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.

To achieve the review objectives, we performed the following procedures:

- Obtained and reviewed applicable policies and procedures;
- Interviewed Metro staff from Operations' Stops and Zones, Risk Management, and Corporate Safety, as well as personnel from the municipalities;
- Reviewed contracts, organizational charts, schedules, and other documents;
- Inquired about past and pending lawsuits involving incidents on Metro bus stops; and
- Performed on-site inspections on sample bus stops across Los Angeles County's five supervisorial districts.

This review focused on Metro bus stops for 17 bus lines with high ridership and certain routes that may be used in the 2028 Olympics. (See Attachment A.)

In our review of 245 bus stops across Metro's system, we sampled approximately 2 percent of the total bus stops in each of the five supervisorial districts.

We conducted this performance audit in accordance with Generally Accepted Government Auditing Standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

## **BACKGROUND**

As of October 31, 2024, Metro has 12,033 bus stops serving 1,447 square miles in Southern California. Metro operates 119 lines and Contracted Services operates 12 lines. Metro directly operates a bus fleet of 1,930 buses. There are 109 buses assigned to contractors to provide service on Metro routes.

Metro maintains 137 bus stops throughout the system and the balance of bus stops on the system are to be maintained by local municipalities across the County.

Maintaining bus stops is crucial for ensuring a clean and safe environment for employees, customers, and visitors. These practices are essential in creating a pleasing aesthetic and reflect Metro's mission to provide a world-class transportation system for all and the vision to provide high-quality mobility options and outstanding trip experiences for all.

The ability for riders to get to and from, or access to, transit stops is critical for providing a safe, pleasant, and convenient trip from beginning to end. Improvements to riders' experience and access to bus stops can yield higher ridership and greater customer satisfaction.

The 2028 Summer Olympics and Paralympics, commonly known as the 2028 Games, are upcoming international multi-sport events scheduled to take place from July 14 to 30 and August 15 to 27, 2028, respectively.

More people are expected to utilize Metro public transit during the 2028 Games. It is important to ensure that Metro bus stops are clean and safe for all riders before the 2028 Games and other events such as the 2026 FIFA World Cup.

A high level of maintenance for bus stops is designed to ensure the safety and accessibility of passengers. Standards are developed by a combination of federal, state, and local regulations, with an emphasis on visibility, accessibility, and pedestrian safety. The standards include Americans with Disabilities Act (ADA) compliance, clear signages, and proper lighting, which should be located to maximize safety, minimize the risk of collisions, and minimize impacts on adjacent property. Bus stops should be located away from potential safety risks, such as intersections, railroad crossings, and high-crime activity areas. Amenities like benches, trash receptacles, and shelters are encouraged.

Managed under Facilities Maintenance, Metro's Stops and Zones Department is responsible for maintaining the satisfactory conditions of Metro's 137 bus stops maintained by Metro. Their tasks include installation, removal/reinstallation, cleaning Metro signs and posts, removing trash, and performing other preventative maintenance. If the bus stop zones require maintenance by outside contractors or other governmental municipalities, Stops and Zones personnel inform their respective supervisors, who in turn contact the appropriate entity, municipality, or contractor, to address the noted issue(s).

Local Municipalities are responsible for maintaining nearly 12,000 bus stops in the public easements while Metro is responsible for maintaining 137 bus stops across the system. Metro owns the posts where Metro signs are installed and, in some cases, non-Metro bus stop signs are also installed on Metro posts.

## RESULTS OF REVIEW

Our review found the following issues:

### 1. Cleanliness and Maintenance

#### A. Graffiti on Bus Stop Furniture

Some bus stops have furniture such as bus stop shelters and benches aimed to provide shelter, safety, and comfort to commuters. The furniture installed at bus stops is on public easements and owned by local municipalities. We found graffiti on bus stop furniture at several locations that may create a negative impression of Metro and have an adverse effect on ridership. Heavy graffiti may be associated with higher crime rates and create the perception of unsafe conditions for commuters while waiting for the bus and may discourage them from taking public transportation.

Below are some of the pictures showing graffiti on bus stop shelters and furniture:

Picture 1 - Line 2: Sunset & Maltman



(9/25/2024)

Picture 2 - Line 204: Vermont & Beverly



(10/22/2024)

Picture 3 - Line 2: Alvarado & 6<sup>th</sup>



(10/22/2024)

Picture 4 - Line 4: Santa Monica & Vermont



(10/22/2024)

Table 1 summarizes the bus stop locations where graffiti was found on bus stop furniture across the five supervisory districts that are maintained by the local municipalities.

**Table 1 – Bus Stops with Graffiti**

District	City	Total
District 1	Boyle Heights	4
	Hollywood	2
	Los Angeles City/Area 1	3
	Silver Lake	2
<b>District 1 Total</b>		<b>11</b>
District 2	Culver City	1
	Los Angeles City/Area 3	3
	Park La Brea	1
<b>District 2 Total</b>		<b>5</b>
District 3	Los Angeles City/Area 3	2
	Van Nuys	1
<b>District 3 Total</b>		<b>3</b>
District 4	Cerritos	1
	Norwalk	1
	Santa Fe Springs	1
<b>District 4 Total</b>		<b>3</b>
District 5	Lakeview Terrace	2
<b>District 5 Total</b>		<b>2</b>
<b>Grand Total</b>		<b>24</b>



The Senior Manager of Facilities Maintenance – Stops and Zones Department stated that Metro ambassadors now report when they see graffiti at Metro bus stops and send an email to Bus Stop Management System (BSMS). The Stops and Zones Department reviews the emails every day and removes the graffiti if the bus stop is on Metro-owned property. If the graffiti is on non-Metro-owned property, they inform the respective parties (e.g., contractors of the local municipalities) to take corrective actions.

**Recommendations:**

**Operations (Stops and Zones)**

For Metro-owned bus stops:

- Utilize effective methods for easy graffiti removal such as specialized coating on the shelter and bench surfaces.
- Ensure that all required cleanings are performed within the specified goal date (e.g., ten days from receipt of the report).

For non-Metro-owned bus stops:

- Continue to report graffiti to the respective jurisdiction that should implement regular graffiti removal practices to maintain the cleanliness of the bus shelter/bench.
- Develop a procedure to log and follow up with notifications to local municipalities, their contractors, and/or other transit agencies to take action on the issues reported.

**Local Municipalities**

- Monitor and correct deficiencies at bus stops on public easements they maintain and do not rely solely on Metro reporting cleanliness or safety issues.

**B. Graffiti on Newly Installed Electronic Paper Displays**

On March 21, 2023, Metro entered into a contract with Peacock Systems to furnish, install, and maintain electronic (e-paper) displays throughout Los Angeles County for \$310,566.10. The e-paper display screen shows bus route information, next arrival times, and contact information for assistance.

According to the Senior Manager of Stops and Zones, Facilities Maintenance, the Contractor had already installed the e-paper display on 45 bus stops along Vermont Avenue covering Lines 204 and 754. The installation of these 45 e-paper screens was completed in June 2024. The Senior Manager added, *“At the request of Transit Management Systems Dept., 45 of 50 units were*

*installed to keep spares on hand to manage the rate at which the units are vandalized. Stops & Zones field personnel inspect the units weekly for condition and operation."*

We inspected 16 of the 45 e-paper displays in September 2024 and found that two units were already vandalized, as shown in Pictures 5 and 6 below:

Picture 5 - SB: Vermont & Beverly



(9/25/2024)

Picture 6 - NB: Vermont and Santa Monica



(9/25/2024)

We informed Stops and Zones about these two units and they advised us that the contractor had removed the graffiti, as required in the contract. On December 2, 2024, we verified the graffiti was cleared on these displays.

**Recommendation:**

**Operations (Stops and Zones)**

- Continue to perform regular inspections of the e-paper displays to ensure that the units are free of graffiti; advise the contractor if graffiti is seen or if other maintenance is needed.
- Investigate if there is any screen protector, paint, or texturizer that could be applied to these displays to make them harder to graffiti and faster or easier to clean of graffiti.

### C. Bus Stops with Trash Issues

Our review found several bus stops with cleanliness issues such as accumulated trash, litter, or dirty sidewalks.

Dirty bus stops may have a negative impact on public perception of transit, potentially deterring ridership, while also contributing to a less sanitary environment for waiting passengers, potentially increasing exposure to harmful pollutants and impacting public health, particularly for individuals with respiratory issues due to accumulated dust and debris.

Two of the municipality-maintained bus stops had cleanliness issues at the following locations:

Picture 7 - Line 2: Alvarado & Olympic



(10/22/2024)

As shown in the above Picture 7, there was a homeless camp in this location contributing to cleanliness issues.

Picture 8 - Line 105: La Cienega & Pico



(10/28/2024)

In addition to an over-filled trash can, the street was found to have several large holes or uneven ground surfaces in this location, which is a safety hazard to the public. There were also writings on the sidewalk, a dirty curb, and puddles of water from the unevenness of the sidewalk.

The bus stops with trash problems were all in public easements under the jurisdiction of the local municipalities. The Metro-owned bus stops we reviewed such as those in Metro bus terminals were all clean.

Table 2 shows the summary of bus stops with cleanliness issues, which are all maintained by the local municipalities.

Review of Metro Bus Stops Cleanliness and Safety

Table 2 – Bus Stops with Cleanliness Issues

District	City	No. of Bus Stops
District 1	E Los Angeles	1
	Echo Park	1
	El Monte	1
	Los Angeles City/Area 1	5
	Monterey Park	2
	Rosemead	2
	Westlake	1
<b>District 1 Total</b>		<b>13</b>
District 2	Culver City	2
	Hancock Park	1
	Hyde Park	1
	Inglewood	2
	Lawndale	1
	Los Angeles City/Area 3	2
	Los Angeles City/Area 4	3
<b>District 2 Total</b>		<b>12</b>
District 3	Hollywood	1
	Van Nuys	2
	West Los Angeles	1
	Winnetka	1
<b>District 3 Total</b>		<b>5</b>
District 4	Los Angeles City/Area 6	3
	Vernon	1
<b>District 4 Total</b>		<b>4</b>
District 5	Lakeview Terrace	1
	North Hollywood	1
<b>District 5 Total</b>		<b>2</b>
<b>Grand Total</b>		<b>36</b>

**Recommendations:**

**Operations (Stops and Zones)**

- For Metro-owned bus stops, continue to implement regular cleaning schedules and increase the frequency of cleaning for the locations that repeatedly exhibit cleanliness issues.
- For non-Metro-owned bus stops, report cleanliness issues to the respective local municipalities, and their contractors.
- Work with respective local municipalities to provide an information campaign by media, signs, notices, or flyers to educate the public on how to dispose of trash/waste properly at bus stops.
- Work with respective local municipalities to implement mechanisms for passengers to report unclean bus stops to transit authorities.
- Establish a cleanliness hotline as part of the digital dashboard program and a new agency customer interaction application under development.

**Local Municipalities**

- Regularly monitor and take corrective action to clean and repair bus stops maintained by the municipality.

**D. Maintenance Issues – Broken and Rusty Shelter or Bench, No Shelter Seating**

Our review found municipality-maintained bus stops with maintenance issues on furniture such as the following:

- **Broken Shelter Wall on Four Bus Stops for Line 40 in Hawthorne (District 2)**

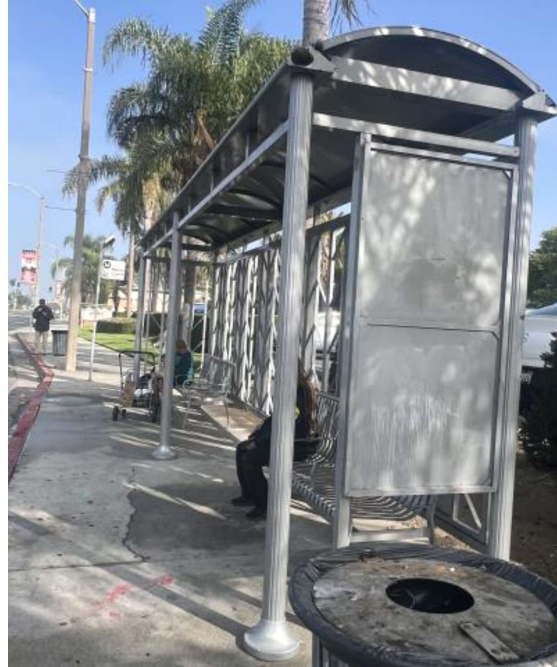
We found that the plexiglass on the frame was either broken or missing, see Pictures 9 through 12.

Picture 9 - Hawthorne & Broadway  
(Broken Plexiglass)



(10/25/2024)

Picture 10 - Hawthorne & El Segundo  
(Missing Plexiglass)



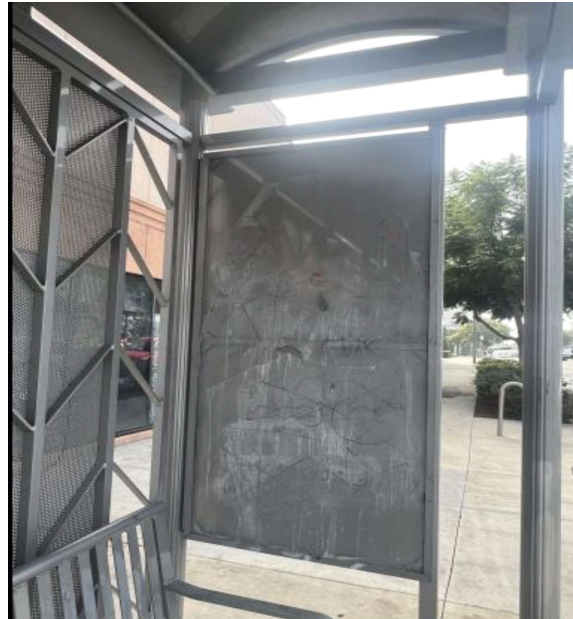
(10/25/2024)

Picture 11 - Hawthorne & 118<sup>th</sup>  
(Broken Plexiglass)



(10/25/2024)

Picture 12 - Hawthorne & 135<sup>th</sup>  
(Broken Plexiglass)



( 10/25/2024)

- **Rusty Shelter and Bench**

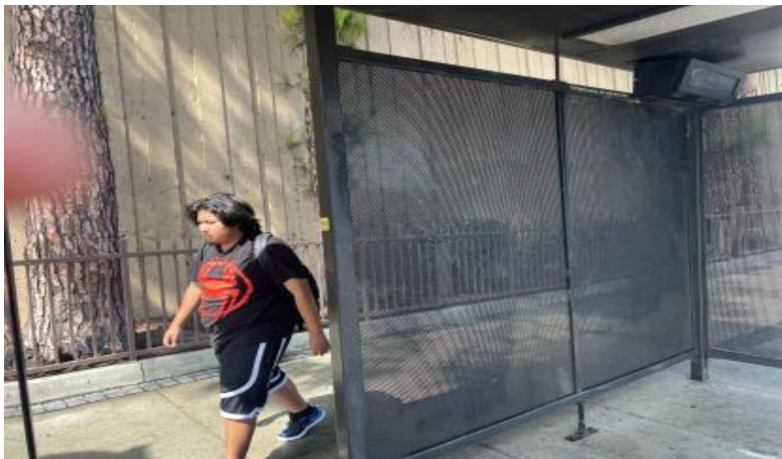
Picture 13 - Line 70: Cesar Chavez & Dangler



(10/28/2024)

- **No Shelter Seating**

Picture 14 - Line 204: Vermont & Melrose



(9/25/2024)



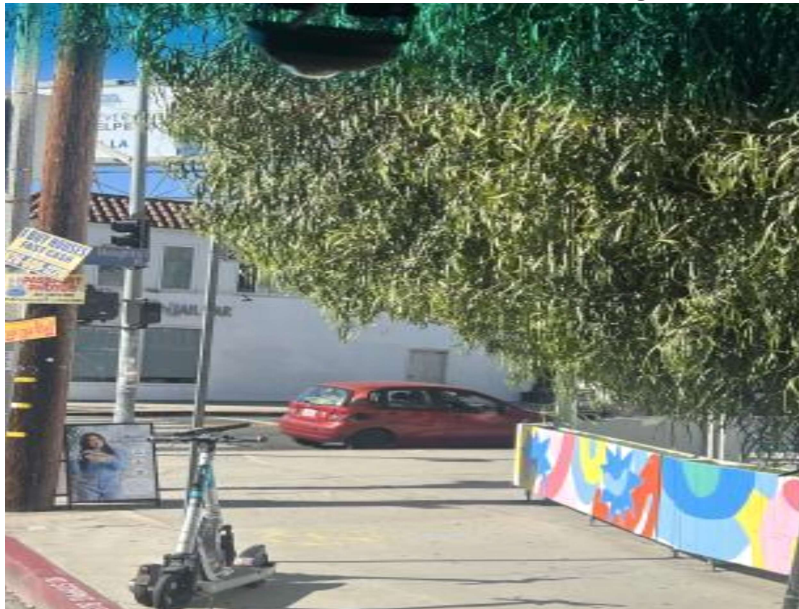
**Recommendation:**

**Operations (Stops and Zones)**

- Request the local municipalities ensure that the riding public is provided with reasonable comfort and convenience, such as shelter seating at bus stops maintained by them.

**E. Overgrown Tree Blocking the Bus Stop Sign**

Picture 15 - Line 16: 3<sup>rd</sup> & Crescent Heights



(11/04/2024)

**Recommendation:**

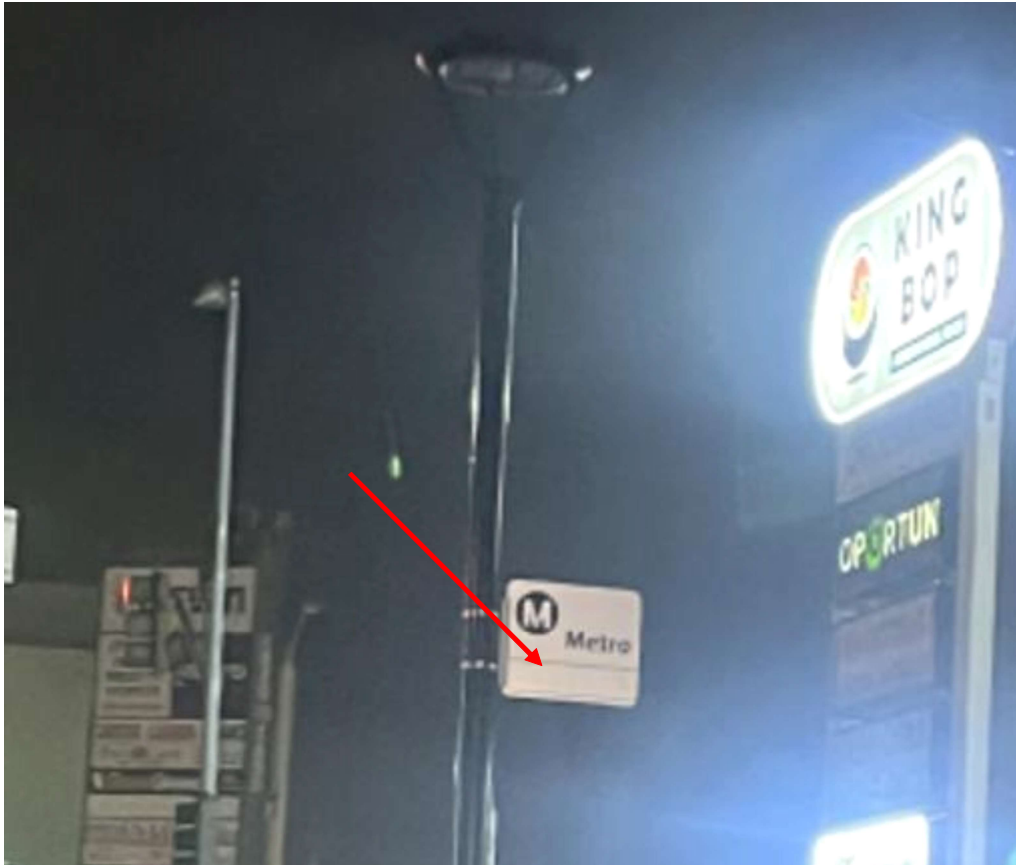
**Operations (Stops and Zones)**

- Properly trim, prune, and maintain trees near bus stops to ensure the visibility of the bus stop sign. Request municipalities to trim landscapes at bus stops maintained by them.

**F. Bus Stop Sign without the Line Number**

We found a bus stop sign without a line number on it. See Picture 16.

Picture 16 - Line 207: Western & Washington



(12/12/2024)

The Senior Manager, Facilities Maintenance explained that the line number was “*removed to allow installation of new bus stop electroliers. Staff placed blank signs to establish the zone and they will return to affix destination decals.*” He added, “*Similar to street lights, bus stop electroliers are light units on the sidewalk within the bus stop zone, specifically for the bus stop.*”

We found that the line number was reinstalled within a week after our inquiry.

**Recommendation:**

**Operations (Stops and Zones)**

- Address the noted issues promptly to ensure that the riding public is provided with reasonable comfort and necessary information (e.g., proper signage).

For all cleanliness and maintenance issues:

Operations (Stops and Zones) and Marketing

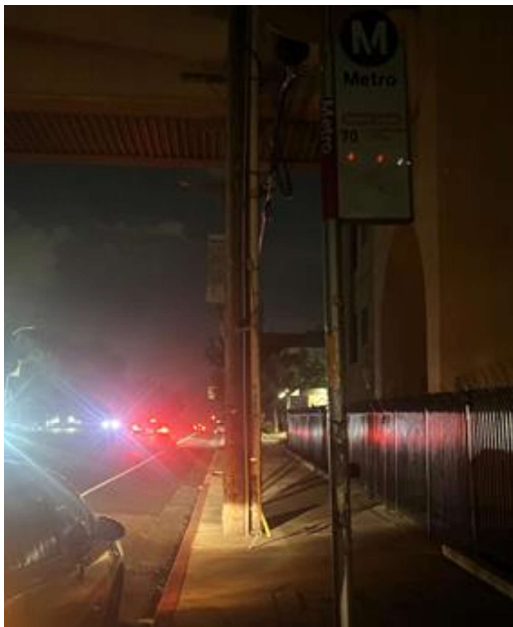
- Consider communicating bus stop repairs to the public with a public-facing “dashboard” on Metro’s website that will provide transparency and information to the public about any reported bus stops that are in the process of maintenance or repair. (See Attachment C.)

**2. Safety Issues**

**A. No Proper Lighting**

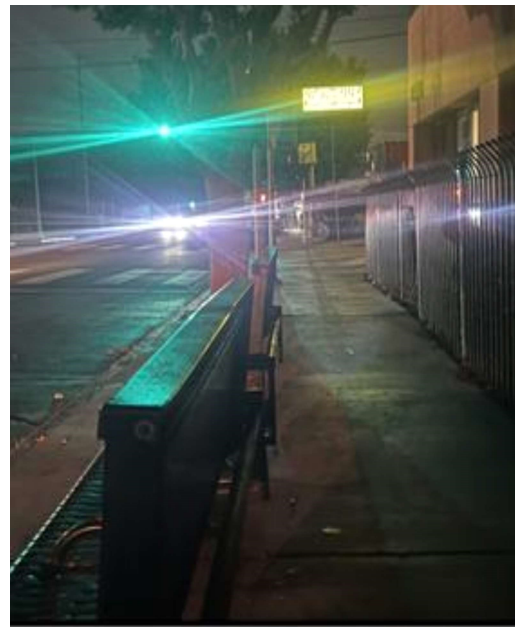
Our review found that the bus stops for Line 70 at Cesar Chavez and Boyle, both eastbound and westbound, were very dark with improper or inadequate lighting to see and read the Metro bus stop sign. We did not see any lighting for the bus stop sign. One passenger was waiting for an eastbound Metro bus that could not be seen. This condition promotes bus pass-ups and is unsafe. The lights seen in Pictures 17 and 18 were from the vehicles.

Picture 17  
Line 70: Cesar Chavez & Boyle  
Eastbound



(12/12/2024)

Picture 18  
Line 70: Cesar Chavez & Boyle  
Westbound



(12/12/2024)

These bus stops are maintained by the local municipality.

The Senior Manager of Stops and Zones informed us that Metro and the general public may submit a Service Request to the City's MyLA311 website and request that lighting be installed. He added that the DEO of Operations just announced to all listeners during the recent All Hands Meeting in December 2024 for bus operators to call BOC and report dark bus stop zones. However, he stated that he is not sure of the results since Metro has no control over public easements.

Adequate lighting at bus stops is considered crucial for safety, security, and passenger comfort. Without lighting, passengers waiting at night are more vulnerable to potential hazards like tripping or being overlooked by approaching buses. It also increases the risk of crime due to poor visibility.

**Recommendations:**

**Operations (Stops and Zones)**

- Continue to test and determine the effectiveness of the independent solar panel lights on top of the signposts. Consider expanding use of the solar lights if the cost and benefits of these lights prove to be a good solution.
- Identify bus stop zones that need improved lighting and create a light improvement plan for Metro-maintained stops or inform the local municipality to enhance passenger safety for municipalities-maintained stops with improved lighting.
- Post Metro Maintenance Dashboard contact information allowing passengers to easily report lighting and other issues at the bus stop(s).
- Consider sustainable options like lights generated by small solar panels or other environmentally conscious methods as stated earlier.

**B. Vehicles Parked in Bus Stops**

During our review of bus stops, we found cars and/or trucks parked at two bus stops for Line 40 (Downtown LA – South Bay Galleria via ML King Boulevard, Hawthorne Boulevard). See Pictures 19 and 20.

We communicated the issue with Metro Stops and Zones Department, which stated that vehicles parked in the Metro zone are not uncommon. They stated that when they call Parking Enforcement, they ask for license plate numbers, which most of the time, are not available. The bus operators cannot provide that information because *“they cannot use electronic devices while operating their bus. All they can do is contact BOC to report and the Controller may call Parking Enforcement directly or they call us to report the problem.”*

Picture 19 - Line 40: Crenshaw & 57<sup>th</sup>



(10/25/2024)

Picture 20 - Line 40: Hawthorne & 104<sup>th</sup>



(10/25/2024)

Based on the Metro Community Relations Newsletter dated December 3, 2024, Metro, in collaboration with the Los Angeles Department of Transportation (LADOT), launched the Bus Lane Enforcement (BLE) program to keep bus lanes clear and improve transit reliability. Starting November 1, 2024, Metro routes 212 and 720 began monitoring with cameras installed on buses to capture parking violations in bus lanes and at bus stops. LADOT will issue warning notices for 60 days, then begin issuing citations starting January 1, 2025. In early 2025, Lines 70, 910, and 950 will be added to the enforcement program.

The Senior Manager of Facilities Maintenance also informed us that Metro has recently embarked on using Artificial Intelligence (AI) to photograph vehicles inside bus stop zones and driving in bus-only lanes during bus-only hours. The photos, which are taken from the bus camera, will be provided to either Parking Enforcement or Metro's Transit Court which will issue the parking citations.

**Recommendation:**

**Operations (Stops and Zones)**

- Monitor the effectiveness of the Bus Lane Enforcement (BLE) program in keeping Metro bus lanes clear from parked vehicles across the system to improve transit safety and reliability.
- Have the bus operators inform the BOC to inform the road supervisor of vehicles at the bus stop to get the plate number and call traffic enforcement for towing.

C. Homeless Encampment and Individuals in Bus Stops and Parking Lot

We found homeless camps in the following three locations as shown in Table 3:

Table 3: Homeless Camps Near Bus Stops and Parking Lot

District	Jurisdiction	Line (Bus) No.	Stop ID No.	Location	Remarks
1	Los Angeles City /Area 1	2	4663	Alvarado & Olympic (Municipality-maintained)	Homeless camp and scattered trash
5	North Hollywood	901	15618	North Hollywood Station (Metro-maintained)	Homeless camp right outside the station parking lot
1	Los Angeles City /Area 1	70/76/78/487/489	9061	1 <sup>st</sup> & Broadway (Municipality-maintained)	A whole row of homeless camps at 1 <sup>st</sup> Street from Spring to Broadway

Picture 21 - Line 2: Alvarado & Olympic



(10/22/2024)

Picture 22  
Line 901: Parking Lot at North Hollywood Station



(10/21/2024)

Picture 23  
Lines 70/76/78/487/489: 1<sup>st</sup> Street – From Spring to Broadway



(10/25/2024)

On December 9, 2024, when we revisited the site, we found that the homeless camp was gone. The City of Los Angeles built a double fence in the area, which seems effective in preventing encampment by the homeless, see Picture 24.

Picture 24  
Lines 70/76/78/487/489: 1<sup>st</sup> Street – From Spring to Broadway



(12/09/2024)

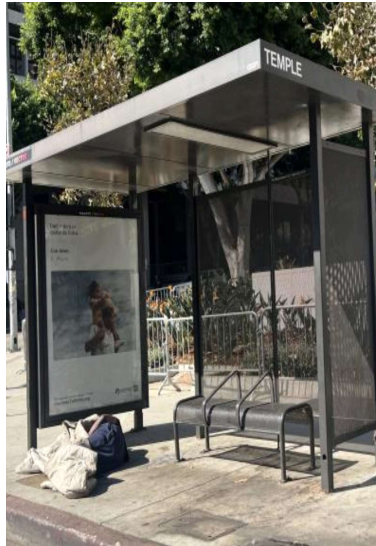
During our visit to bus stops, we also found some homeless individuals using the bus shelter or bench as their temporary place to rest, see the Pictures 25, 26 and 27.

Picture 25  
Line 2: Sunset & Martel



(10/22/2024)

Picture 26  
Line 4: Spring & Temple



(10/22/2024)

Picture 27  
Line 950: Pacific & 1st



(10/17/2024)



Table 4 is the summary of bus stops where we found homeless people congregating at or near the bus stop.

**Table 4: Summary of Bus Stops with Homeless Individuals**

District	City	On Street	Cross Street	No. of Bus Stops
District 1	Los Angeles City/Area 1	Beverly	Vermont	1
		Cesar E Chavez	Vignes	2
		Spring	Temple	1
	Westlake	Alvarado	6th Street	1
<b>District 1 Total</b>				<b>5</b>
District 3	Hollywood	Sunset	Martel	1
	West Hollywood	Holloway	La Cienega	1
<b>District 3 Total</b>				<b>2</b>
District 4	Los Angeles City/Area 5	Pacific	1st Street	1
<b>District 4 Total</b>				<b>1</b>
<b>Grand Total</b>				<b>8</b>

The presence of homeless camps and individuals near or at bus stops negatively impacts Metro Operations, which may trigger riders’ safety concerns and perception of uncleanness that may result in reduced ridership and revenue.

**Recommendations:**

**Operations (Stops and Zones)**

- Discuss with the local municipalities the development of a plan to perform outreach, fencing, or similar deterrents to discourage homeless encampments.
- Work with Metro-related departments to collaborate with local governments, community organizations, and/or other transit agencies to provide outreach and support services and programs to homeless individuals.
- Post signs at the bus stop and on buses informing patrons where to go or call for shelter and other services.

**D. Illicit Activity Involving Drugs at Figueroa & 7<sup>th</sup> Street Bus Stop**

Our review found that the bus stop for Line 460 (Downtown LA – Disneyland via Harbor Transitway, 105 Freeway, Norwalk C Line Station) at Figueroa and 7<sup>th</sup> Street in Los Angeles was often frequented by homeless people who are openly doing drugs. The bench was also laced

with graffiti and the ground had scattered trash despite a nearby trash bin. This bus stop, maintained by the local municipality, is across the 7<sup>th</sup> Street/Metro Center rail station and is shared with Foothill Transit, Torrance Transit, Commuter Express (LADOT), Santa Clarita Transit, and Antelope Valley Transit Authority (Route 785 - Palmdale/Lancaster).

We received a video and pictures from a concerned citizen showing illicit drug activity at this bus stop. The concerned citizen stated, *“For these past eleven months, I have seen the bus stop at Figueroa and 7th Street near Bank of America neglected, trashed, vagrants abusing the bus stop and rampant drug use.”*

Pictures 28 through 32 were taken by the concerned citizen and our auditor. A still picture does not easily depict drug use, but the patron who took the pictures represents that these people are engaging in drug use.

Picture 28 – Line 460: Figueroa & 7<sup>th</sup> Street



Picture submitted by a concerned citizen to OIG on 9/26/2024

Pictures 29 & 30 – Line 460: Figueroa & 7<sup>th</sup> Street



Pictures from a concerned citizen, 9/26/2024

Picture 31 – Line 460: Figueroa & 7<sup>th</sup> Street



Picture taken by Auditor, 10/25/2024

Picture 32 – Line 460: Figueroa & 7<sup>th</sup> Street



Picture taken by Auditor, 10/25/2024

We talked to some commuters at this bus stop who said they always see homeless people doing drugs, even during day time. They feel unsafe when they see homeless individuals since they believe they may have mental challenges and may do things to harm other people.

Last year, an OIG auditor who regularly takes her bus at Figueroa and 7<sup>th</sup> Street had a personal experience of seeing a homeless individual assaulting another homeless person. Other than the security guard of the bank who merely watched the incident, no police or transit security personnel was present to intervene.

The instances of illicit drug activities and the presence of homeless individuals lingering around bus stops negatively impact ridership because people may be discouraged from taking public transportation when there are safety concerns such as illicit drug activities and individuals with mental disorders.

**Recommendations:**

**Operations (Stops and Zones)**

- For Metro-maintained bus stops, discuss with local law enforcement and Metro System Security & Law Enforcement the possibility of assigning Security or law enforcement personnel around highly active Metro bus stops to discourage or prevent people from engaging in illegal activities at Metro-maintained bus stops.
- Coordinate with law enforcement agencies, municipalities, and other transit agencies sharing the same bus stop, and local business security to determine how this issue can be effectively addressed and resolved. Ask municipalities to assign law enforcement or personnel to discourage and address illicit activities near bus stops.
- Discuss with municipalities their arrangements for improved security for municipalities-maintained bus stops.

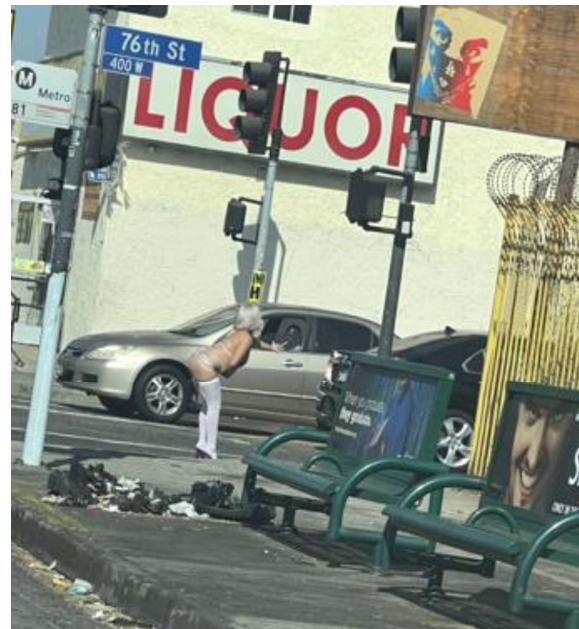
**E. Streetwalkers in the Figueroa Corridor**

During our visit to bus stops, we witnessed “streetwalkers” soliciting illegal activities from drivers along Figueroa and 76<sup>th</sup> Street, near bus stop # 5014 for Line 81 (Eagle Rock – Downtown LA – Harbor Freeway Station via Figueroa St.). This municipality-maintained bus stop also had cleanliness issues such as scattered trash and dirty sidewalks.

Pictures 33 & 34 - Line 81: Figueroa & 76<sup>th</sup> Street



(10/25/2024)



(10/25/2024)

These pictures were taken at 1:36 pm on October 25, 2024. This bus stop is located in the Figueroa Corridor in South Los Angeles – a 3.5-mile stretch of Figueroa Street stretching from Gage Avenue down to Imperial Highway, “long known as a haven for prostitution,” according to the U.S. Attorney’s Office, Central District of California. On September 4, 2024, federal and local law enforcement officials announced a significant collaborative effort aimed at combatting human trafficking and the sexual exploitation of minors on the Figueroa Corridor in South Los Angeles. The initiative – called the *Figueroa Corridor Human Trafficking Initiative* – features federal and local law enforcement working together to target human traffickers and those who perpetuate illegal sex work, especially involving minors. This initiative is also designed to help victims – the young women and girls who perform sex work – to find opportunities and to help get them off the streets. [Federal, County, and City Law Enforcement Officials Announce Initiative to Combat Sexual Exploitation Crimes](#)

The Los Angeles Daily News also reported on September 5, 2024, that this area has been a hub for underage sex workers for decades. “Women and girls in various states of undress can be seen walking the notorious “stroll” day and night while “johns” drive around the area looking to pick them up. Dozens of YouTube videos show the activity.” [Officials offer updates on efforts to deter prostitution of children along LA’s Figueroa corridor](#)

This kind of activity becomes worse at night. On September 4, 2024, U.S. Attorney Martin Estrada made a statement on TV, “The area turns into an “outdoor bordello.”... “We see underage girls walking around and wearing next to nothing, regardless of the weather, with pimps lurking nearby in cars supervising everything,” he described. [Ground zero for human trafficking.’ Feds, Los Angeles team up to crack down on Figueroa Corridor](#)

Prostitution in transit hubs has significant social, safety, and economic impacts. Illegal activities such as prostitution may negatively affect and discourage people from using public transportation. Transit passengers may associate areas with visible prostitution activity with increased crime, negatively impacting the use of public transit.

In February 2025, the Los Angeles District Attorney announced that over 230 arrests were made by Metro’s contracted law enforcement agencies during a statewide, weeklong human trafficking operation. [February 4, 2025: DA Hochman Announces Charges in Statewide Human Trafficking Operation ‘Reclaim and Rebuild’](#)

Efforts to combat human trafficking need to be made now to address this activity in Los Angeles County and cities near Metro bus stops.

**Recommendations:**

**Operations (Stops and Zones)**

- Coordinate with law enforcement to implement security measures that will deter illegal activities in municipality-maintained bus stop zones. Join the task force that is operating the effort. Ask municipalities to assign law enforcement or other personnel to address illegal activities.
- Metro can work with other local entities that have programs to provide resources and opportunities to help vulnerable individuals disengage from illegal activities.
- Obtain updates on the Figueroa Corridor Human Trafficking Initiative and review any recommendations.
- Consider additional safety measures at Metro bus stops where this kind of activity is regularly observed.

**3. Other Matters**

**A. Lawsuits Involving Bus Stops Alleging Injuries**

According to Metro’s Risk, Safety, and Asset Management Department, there are three pending litigations involving bus stops from January 2023 to October 2024. The claims were all for bodily injury arising from trips and falls at bus stops maintained by municipalities, see Table 5.

**Table 5: Metro’s Pending Litigations Involving Bus Stops**

<b>Event Date</b>	<b>Reported Date</b>	<b>Suit Status</b>	<b>Cause Description</b>	<b>Nature of Claim</b>	<b>Bus Stop Location</b>
06/09/23	10/03/23	Litigated	Pedestrian All Others	Trip & fall on protruding bolt	Eastbound Century Blvd. at Club Dr.
11/07/23	12/14/23	Litigated	Pedestrian All Others	Slip & fall on sidewalk adjacent to bus stop zone	Southbound Van Nuys Blvd. at Vanowen St.
12/14/23	06/13/24	Litigated	Pedestrian All Others	Scooter slip at bus stop zone	Eastbound Washington Blvd. at Union Ave.

These claims and litigations emphasize the importance of regular inspection and maintenance of Metro signposts, sidewalks, and Metro-owned bus stops in general to avoid possible injuries and claims in the future.

**Recommendations:**

**Operations (Stops and Zones)**

- Regularly inspect all Metro signposts, sidewalks, and Metro-owned bus stops, shelters, and seats to ensure that they are safe and there are no hazards to the public.
- Report any hazardous areas that may lead to an injury or lawsuit involving bus stops at public easements. Use the dashboard recommended in Attachment C.

**B. Non-Compliance of the Contractor with the Terms of the Contract**

With reference to the e-paper displays previously mentioned in finding 1 b, we were informed that the Contractor completed the installation of the e-displays in June 2024. However, when we inspected the units in September 2024, we noted that there was no e-paper display at Vermont and King Boulevard – Northbound (Stop ID 11247), although it was listed as installed. The Senior Manager of Facilities Maintenance explained that *“some of the units were removed due to construction projects.”* We followed up on the status of the said unit and verified that on January 10, 2025, the unit was finally installed.

Section 2.2 of the contract states, *“Contractor shall provide field audit photos before/after each installation.”* However, when we asked Stops and Zones for pictures of the e-paper displays, we were told that *“pictures of all units were not taken.”*

Stops and Zones should verify that all e-paper displays were installed, as agreed, and ensure that the Contractor complies with all the terms of the contract including the task to provide pictures of the installed e-displays by location.

**Recommendations:**

**Operations (Stops and Zones)**

- Enforce contractor compliance with the terms of the contract; i.e., e-paper displays are completely installed and maintained, and all required documentation such as photos of the units are submitted.
- Continue to regularly inspect the e-paper displays to ensure that they are functioning properly.



**OBSERVATION**

While we found various issues discussed above, we are pleased to report that we also observed many bus stops that were clean and well-maintained, demonstrating a positive effort towards improving the overall passenger experience, such as the municipality-owned bus stops at the following location, see Pictures 35 through 39.

Picture 35

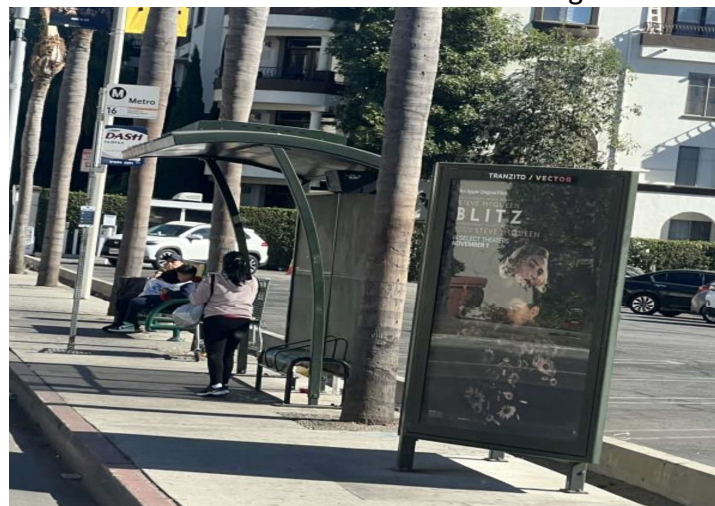
District 1: Line 70 – Garvey and Community Center



(10/28/2024)

Picture 36

District 2: Line 16 – 3<sup>rd</sup> Street and Ogden



(11/04/2024)

Picture 37  
District 3: Line 4 – Santa Monica and Fairfax



(10/16/2024)

Picture 38  
District 4: Line 62 – Norwalk and Imperial



(11/04/2024)

Picture 39

District 5: Line 233 - Foothill and Terra Bella



(10/21/2024)

## CONCLUSION

Our review found that Metro generally complies with its policies on cleanliness and the industry safety standards for bus stops and ensures that Metro-owned bus stops meet regional accessibility and safety needs.

Of the 245 bus stops we reviewed across the Metro system, we found two issues on Metro-owned bus stops; however, we found 83 issues on bus stops in the public easements that require local municipalities to address:

- The majority of the issues were related to cleanliness such as graffiti in bus stop shelters and benches, dirty sidewalks, and overfilled or uncollected trash bins. Other maintenance issues that need to be addressed include broken or rusty shelters and benches.
- We also noted illicit activities involving drugs at a bus stop at Figueroa & 7<sup>th</sup> Street, a very active area for bus patrons, and some areas close to tourist attractions, such as Crypto.com Arena and the Grammy Museum at LA Live in Downtown Los Angeles. In addition, we witnessed streetwalkers or apparent sex workers in the Figueroa Corridor that were sometimes close to bus stops.
- We also found safety and cleanliness issues with nearby homeless encampments, bus stops with improper and inadequate lighting, and vehicles parked at the bus stops in no parking zones.

We found issues on 35% of the sampled bus stops. This should be measured to see improvements over time, before the 2026 FIFA World Cup and the 2028 Olympics and Paralympic Games.

From the sampled bus stops we reviewed, most were on public easements maintained by local municipalities. We contacted 14 municipalities across Los Angeles County to inform them of our report on the review of bus stops including issues we found in their jurisdictions. Most municipalities stated that they took immediate action to address issues such as dirty sidewalks and graffiti as we informed them during the audit. Some of the municipalities have in-house staff, while others have contractors, who regularly clean the bus stop amenities and sidewalks, as well as provide as-needed repairs. Most of the local municipalities said that Metro's Stops and Zones Department informs them when their bus stops have any maintenance problems that need immediate attention.

We found the response from the City of Los Angeles did not directly address our recommendations or deliver a solution to bus stop cleanliness and safety. We recommend that they coordinate with Metro departments to develop a workable plan that addresses cleanliness, maintenance, and safety issues at the bus stops within their area of responsibility (public rights-of-way.)

The public considers cleanliness and safety as critical factors in deciding whether to take public transportation. This includes having safe and convenient access to bus stops. With clean and safe bus stops, Metro may increase patron satisfaction, ridership, and revenue.

## **RECOMMENDATIONS**

We recommend the following:

### **OPERATIONS (STOPS AND ZONES DEPARTMENT)**

#### **1A: Graffiti on Bus Stop Furniture**

For Metro-owned bus stops:

1. Utilize effective methods for easy graffiti removal such as specialized coating on the shelter and bench surfaces.
2. Ensure that all required cleanings are performed within the specified goal date (e.g., ten days from receipt of the report).

For non-Metro-owned bus stops:

3. Continue to report graffiti to the respective jurisdiction that should implement regular graffiti removal practices to maintain the cleanliness of the bus shelter/bench.
4. Develop a procedure to log in and follow up with notifications to local municipalities, their contractors, and/or other transit agencies to take action on the issues reported.

**1B: Graffiti on Newly Installed Electronic Paper Displays**

5. Continue to perform regular inspections of the e-paper displays to ensure that the units are free of graffiti; advise the contractor if graffiti is seen or if other maintenance is needed.
6. Investigate if there is any screen protector, paint, or texturizer that could be applied to these displays to make them harder to graffiti and faster or easier to clean of graffiti.

**1C: Bus Stops with Trash Issues**

7. For Metro-owned bus stops, continue to implement regular cleaning schedules and increase the frequency of cleaning for the locations that repeatedly exhibit cleanliness issues.
8. For non-Metro-owned bus stops, report cleanliness issues to the respective local municipalities, and their contractors.
9. Work with respective local municipalities to provide notices or flyers to educate the public on how to dispose of trash/waste properly at bus stops.
10. Work with respective local municipalities to provide an information campaign by media, signs, notices, or flyers to educate the public on how to dispose of trash/waste properly at bus stops.
11. Establish a cleanliness hotline as part of the digital dashboard program and a new agency customer interaction application under development.

**1D: Maintenance Issues**

12. Request the local municipalities ensure that the riding public is provided with reasonable comfort and convenience such as shelter seating at bus stops maintained by them.

**1E: Overgrown Tree Blocking the Bus Stop Sign**

13. Properly trim, prune, and maintain trees near bus stops to ensure the visibility of the bus stop sign. Ask municipalities to trim landscapes at bus stops maintained by them.

**1F: Bus Stop Sign without the Line Number**

14. Address the noted issues promptly to ensure that the riding public is provided with reasonable comfort and necessary information (e.g., proper signage).

**For All Cleanliness and Maintenance Issues:**

15. 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. (See Attachment C.)

**2A: No Proper Lighting**

16. Continue to test and determine the effectiveness of the independent solar panel lights on top of the signposts. Consider expanding use of the solar lights if the cost and benefits of these lights prove to be a good solution.
17. Identify bus stop zones that need improved lighting and create a light improvement plan for Metro-maintained stops or inform the local municipality to enhance passenger safety for municipalities-maintained stops with improved lighting.
18. Post Metro Maintenance Dashboard contact information allowing passengers to easily report lighting and other issues at the bus stop(s).
19. Consider sustainable options like lights generated by small solar panels or other environmentally conscious methods, as stated earlier.

**2B: Vehicles Parked in Bus Stops**

20. Monitor the effectiveness of the Bus Lane Enforcement (BLE) program in keeping Metro bus lanes clear from parked vehicles across the system to improve transit safety and reliability.
21. Have the bus operator inform the BOC to inform the road supervisor of vehicles at the bus stop to get the plate number and call traffic enforcement for towing.

**2C: Homeless Encampment and Individuals in Bus Stops and Parking Lot**

22. Discuss with the local municipalities the development of a plan to perform outreach, fencing, or similar deterrents to discourage homeless encampments.
23. Work with Metro-related departments to collaborate with local governments, community organizations, and/or other transit agencies to provide outreach and support services and programs to homeless individuals.

24. Post signs at the bus stops and in buses where to go or call for shelter and other services.

**2D: Illicit Activity Involving Drugs at Figueroa & 7th Street Bus Stop**

25. Discuss with local law enforcement and Metro System Security & Law Enforcement the possibility of assigning Security or law enforcement personnel around highly active bus stops to discourage or prevent homeless individuals and other people from engaging in illegal activities at Metro-maintained bus stops.

26. Coordinate with law enforcement agencies, municipalities, and other transit agencies sharing the same bus stop, and local business security to determine how this issue can be effectively addressed and resolved. Request municipalities to assign law enforcement or personnel to discourage and address illicit activities near bus stops.

27. Discuss with municipalities their arrangements for improved security for municipalities-maintained bus stops.

**2E: Streetwalkers in the Figueroa Corridor**

28. Coordinate with law enforcement to implement security measures that will deter illegal activities in municipality-maintained bus stop zones. Join the task force that is operating the effort. Request municipalities to assign law enforcement or other personnel to address illegal activities.

29. Metro should work with other local entities that have programs to provide resources and opportunities to help vulnerable individuals disengage from illegal activities.

30. Obtain updates on the Figueroa Corridor Human Trafficking Initiative and review any recommendations.

31. Consider additional safety measures at Metro bus stops where this kind of activity is regularly observed.

**3A: Lawsuits Involving Bus Stops**

32. Regularly inspect all Metro signposts, sidewalks, and Metro-owned bus stops, shelters, and seats to ensure that they are safe and there are no hazards to the public.

33. Report any hazardous areas that may lead to an injury or lawsuit involving bus stops at public easements. Use the dashboard recommended in Attachment C.

**3B: Non-Compliance of the Contractor with the Terms of the Contract**

34. Enforce contractor compliance with the terms of the contract; i.e., e-paper displays are completely installed and maintained, and all required documentation such as photos of the units are submitted.
35. Continue to regularly inspect the e-paper displays to ensure that they are functioning properly.

**CUSTOMER EXPERIENCE (COMMUNICATIONS)**

36. 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 are in the process of maintenance or repair. (See Attachment C.)

**LOCAL MUNICIPALITIES**

37. Monitor and correct deficiencies at bus stops on public easements they maintain and do not rely solely on Metro reporting cleanliness or safety issues.
38. Regularly monitor and take corrective action to clean and repair bus stops maintained by the municipality.

**RESPONSES TO RECOMMENDATIONS**

**Metro Management**

On March 6, 2025, we provided Metro Management with a draft report. Metro Operations and Customer Experience submitted their responses on March 25, 2025 and April 2, 2025, respectively, as shown in Attachment D.

**Municipalities**

On March 6, 2025, we provided the 14 municipalities with a draft report. By March 19, 2025, seven had submitted their responses summarizing their corrective actions as shown in Attachment E.



## OIG EVALUATION OF RESPONSES

### Metro Management

While Metro Operations agreed with many of the report's findings and recommendations, they requested additional time to conduct a thoughtful and detailed review. They stated that they would provide a more thorough response within 60 to 90 days. Therefore, we consider all issues related to the recommendations still open and outstanding.

Customer Experience Department disagreed with the recommendation of creating a public-facing dashboard on Metro's website stating that *"While Metro acknowledges the importance of transparency and clear communication with the public, most cleanliness and safety concerns raised in the audit involve stops located on public easements under municipal control."*

### Municipalities

We received responses from seven out of 14 municipalities, Cerritos, East Los Angeles, El Monte, Inglewood, Lawndale, Los Angeles, and Norwalk. Six municipalities provided corrective actions to the findings and recommendations in the report and we consider all issues related to the recommendations resolved and closed based on the corrective actions taken by these six municipalities.

We found the response from the City of Los Angeles did not directly address our recommendations or deliver a solution to bus stop cleanliness and safety. We recommend that they coordinate with Metro departments to develop a workable plan that addresses cleanliness, maintenance, and safety issues at the bus stops within their area of responsibility (public rights-of-way).

## List of Bus Stops Reviewed

Line	Line Description	Bus Stops Reviewed
<b>High Ridership:</b>		
2	USC - Westwood via Sunset Boulevard	16
4	Downtown LA - Santa Monica via Santa Monica Boulevard	7
16	Downtown LA - West Hollywood via West 3rd Street	34
33	Downtown LA - Santa Monica via Venice Boulevard	7
70	Downtown LA - El Monte via Cesar Chavez Avenue, Atlantic Boulevard, Garv	21
105	West Hollywood - Vernon via La Cienega Boulevard, Vernon Avenue	9
204*	Hollywood - Vermont/Athens Station via Vermont Avenue	17
207	Hollywood - Crenshaw Station via Western Avenue	4
233	Lake View Terrace - Sherman Oaks via Van Nuys Boulevard	14
720	Santa Monica - Downtown LA via Wilshire Boulevard	5
754*	Hollywood - Vermont/Athens Station via Vermont Avenue	1
901	G Line - Chatsworth - Canoga Park - North Hollywood	5
910/950	J Line - Harbor Gateway/San Pedro via Downtown LA	5
<b>Olympic Routes:</b>		
40	Downtown LA - South Bay Galleria via ML King Boulevard, Hawthorne Boulev	15
81	Eagle Rock - Downtown LA - Harbor Freeway Station via Figueroa St	4
<b>Others:</b>		
20	Downtown LA - Westwood/Santa Monica via Wilshire Boulevard	18
62	Downtown LA - Hawaiian Gardens via Telegraph Road	29
XX	Various lines	34
<b>Total Bus Stops Reviewed</b>		<b>245</b>

\* Also a route for the 2028 Olympics

## Summary of Findings on Bus Stops Reviewed

### Summary of Findings on Bus Stops Reviewed – By District

District	Bus Stops Reviewed	With Findings	% of Findings to Bus Stops Reviewed
District 1	66	36	55%
District 2	62	25	40%
District 3	51	11	22%
District 4	39	8	21%
District 5	27	5	19%
<b>Total</b>	<b>245</b>	<b>85</b>	<b>35%</b>

(The number of bus stops reviewed was approximately 2% of the audit population for each district.)

### List of Findings – By Category

Category	Finding	Bus Stops
<b>Cleanliness &amp; Maintenance Issues</b>	Broken Shelter Wall	4
	Bus Stop Sign without the Line Number *	1
	Graffiti	24
	Missing E-Paper Display	1
	No Shelter Seat	1
	Rusty Shelter/Bench	1
	Tree Blocking the Bus Stop Sign	1
	Dirty Floor and/or with Trash Issues	36
	<b>Cleanliness &amp; Maintenance Issues Total</b>	
<b>Illicit Activities in/around Bus Stops</b>	Drugs	1
	Streetwalkers	1
<b>Illicit Activities in/around Bus Stops Total</b>		<b>2</b>
<b>Safety Issues</b>	Homeless Camp - Metro-Owned Bus Stop *	1
	Homeless Camp - Non- Metro-Owned Bus Stop	2
	Homeless Individuals	8
	No Lighting	2
	Vehicles Parked at Bus Stops	1
<b>Safety Issues Total</b>		<b>14</b>
<b>Total</b>		<b>85</b>

Note: Metro needs to address two issues marked with \*. The rest of the issues were found at bus stops in the public easements; hence, these will be addressed by the local municipalities.

## Summary of Findings on Bus Stops Reviewed

### Findings by District and by Municipality/Neighborhood

District	Municipality/Neighborhood	Finding	No. of Bus Stops
District 1	Boyle Heights	Graffiti	4
		No Lighting	2
	E Los Angeles	Rusty Shelter/Bench	1
		Dirty Floor and/or with Trash Issues	1
	Echo Park	Dirty Floor and/or with Trash Issues	1
	El Monte	Dirty Floor and/or with Trash Issues	1
	Hollywood	Graffiti	2
		No Shelter Seat	1
	Los Angeles City/Area 1	Graffiti	3
		Homeless Camp - Non-Metro-Owned Bus Stop	2
		Homeless Individuals	4
		Drugs	1
		Dirty Floor and/or with Trash Issues	5
	Monterey Park	Dirty Floor and/or with Trash Issues	2
	Rosemead	Dirty Floor and/or with Trash Issues	2
	Silver Lake	Graffiti	2
	Westlake	Homeless Individuals	1
Dirty Floor and/or with Trash Issues		1	
<b>District 1 Total</b>			<b>36</b>
District 2	Culver City	Graffiti	1
		Dirty Floor and/or with Trash Issues	2
	Hancock Park	Dirty Floor and/or with Trash Issues	1
	Hawthorne	Broken Shelter Wall	4
	Hyde Park	Vehicles Parked in Bus Stops	1
		Dirty Floor and/or with Trash Issues	1
	Inglewood	Dirty Floor and/or with Trash Issues	2
	Lawndale	Dirty Floor and/or with Trash Issues	1
	Los Angeles City/Area 3	Graffiti	3
		Bus Stop Sign without the Line Number *	1
		Dirty Floor and/or with Trash Issues	2
	Los Angeles City/Area 4	Streetwalkers	1
		Missing E-Paper Display	1
		Dirty Floor and/or with Trash Issues	3
Park La Brea	Graffiti	1	
<b>District 2 Total</b>			<b>25</b>
District 3	Hollywood	Homeless Individuals	1
		Dirty Floor and/or with Trash Issues	1
	Los Angeles City/Area 3	Graffiti	2
		Tree Blocking the Bus Stop Sign	1
	Van Nuys	Graffiti	1
		Dirty Floor and/or with Trash Issues	2
	West Hollywood	Homeless Individuals	1
West Los Angeles	Dirty Floor and/or with Trash Issues	1	
Winnetka	Dirty Floor and/or with Trash Issues	1	
<b>District 3 Total</b>			<b>11</b>
District 4	Cerritos	Graffiti	1
	Los Angeles City/Area 5	Homeless Individuals	1
	Los Angeles City/Area 6	Dirty Floor and/or with Trash Issues	3
	Norwalk	Graffiti	1
	Santa Fe Springs	Graffiti	1
	Vernon	Dirty Floor and/or with Trash Issues	1
<b>District 4 Total</b>			<b>8</b>
District 5	Lakeview Terrace	Graffiti	2
		Dirty Floor and/or with Trash Issues	1
	North Hollywood	Homeless Camp - Metro-Owned Bus Stop*	1
Dirty Floor and/or with Trash Issues		1	
<b>District 5 Total</b>			<b>5</b>
<b>Grand Total</b>			<b>85</b>

\* To be addressed by Metro.

The rest will be addressed by the local municipalities since the issues were found at the bus stops in the public easements.

## Proposed Electronic Dashboard in Metro's Public Website

---

### Metro Stops and Zones Dashboard

#### Purpose

The purpose of creating an electronic dashboard on Metro's public website is to provide information and transparency about bus stops and rail stations in need of maintenance and/or repair. When a member of the public and patrons see a bus stop that needs repair or cleaning, they may report this to Metro by calling the Metro Customer Relations department or reporting it to Facilities Maintenance. Once reported, it may be useful for the reporting party to know their concern is being addressed. A "dashboard" style web page may help and provide needed information and transparency, and that Metro aims to keep all systems in a state of good repair.

#### Elements

The dashboard should include simple visual information to quickly see the number of open repairs, the average time to complete a repair, and repairs that have been completed. Additionally, the dashboard should allow a visitor to see details of a particular repair such as when it was reported, an incident status, if it is scheduled, and estimated completion dates. Examples of repair status may be, logged, scheduled for repair, and completed.

#### Process

Every repair should have a sticker placed on it with the repair incident number so people can know the damaged item has already been reported and is scheduled for repair. It would allow the public to look up the state of the repair.

Document the repair/damaged item by taking a picture with the visible sticker and add it to the record in the dashboard system. When the item is repaired, remove the sticker and take another picture documenting that the repair is complete. Document the repair and update the repair record with a before and after picture.

(See next page)

Proposed Electronic Dashboard in Metro’s Public Website

**Bus Stop Repair and Maintenance Records  
Example Data**

Bus Stop ID	Line Number	Location	Type of Repair	Reported Date	Incident ID	Item Status	Estimated Completion		Picture
							Date	Completed	
6033	2		Graffiti on stop	3/17/2024		300	3/22/2024		<a href="#">Picture 1</a>
2000	4		Full trashcan	5/14/2024		200	5/19/2024		<a href="#">Picture 2</a>
12411	16		Broken shelter glass	5/25/2024		600	5/30/2024		<a href="#">Picture 3</a>
432	33		Broken signpost	5/28/2024		200	6/2/2024		<a href="#">Picture 4</a>
7303	70		Dirty sidewalk	11/11/2024		300	11/16/2024		<a href="#">Picture 5</a>
15633	105		No signage	12/22/2024		100	12/27/2024		<a href="#">Picture 6</a>


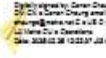
Status Codes	
Logged	100
In Progress	200
Repair Scheduled	300
Awaiting Materials	400
Completed	500
Informed Local Municipalities	600

**Example charts may include the following:**

- Number of completed repairs for 2024
- Number of open repairs for 2024
- A scatter graph of open bus stop repairs

## Responses to Recommendations from Metro Management

OPERATIONS**Metro****Interoffice Memo**

<b>Date</b>	March 25, 2025
<b>To</b>	Karen Gorman Inspector General
<b>From</b>	Conan Cheung Chief Operations Officer  
<b>Subject</b>	25-AUD-05 Metro Bus Stops Cleanliness and Safety

Thank you for sharing the draft report on the cleanliness and safety of Metro bus stops. We appreciate the thorough review and valuable recommendations outlined in the report. We acknowledge the importance of addressing these issues to enhance the overall public transit experience.

Clean and safe bus stops are a priority for Metro, as they directly impact ridership, customer satisfaction, and public perception of our transit system. We recognize the need for continued collaboration with local municipalities to ensure that all bus stops—whether Metro-owned or maintained by cities—meet the highest standards of cleanliness, safety, and accessibility. Addressing these issues requires a coordinated approach, and we are committed to working closely with our municipal partners to develop effective solutions.

While we agree with many of the report's 35 findings and recommendations, we will need additional time to conduct a thoughtful and detailed review. A comprehensive response will require further coordination with relevant departments and stakeholders. We will provide a more thorough response within 60–90 days, outlining our approach to addressing the report's recommendations.

We appreciate your patience and look forward to continued collaboration on these important issues.


cc:  
Diane Corral-Lopez  
Chris Reyes  
Errol Taylor  
Chris Limon  
David Daniels  
Audit Administration

## Responses to Recommendations from Metro Management

CUSTOMER EXPERIENCE

Metro

## Interoffice Memo

<b>Date</b>	March 28, 2025
<b>To</b>	Yvonne Zheng, Sr. Manager, Audit Office of Inspector General
<b>From</b>	Jennifer Vides  Chief Customer Experience Officer
<b>Subject</b>	Review of Metro Bus Stops Cleanliness and Safety (Report No. 25-AUD-05)

The Office of the Inspector General (OIG) performed a review of Metro Bus Stops Cleanliness and Safety. While Metro generally complies with its policies on cleanliness and the industry safety standards for bus stops, several issues were identified. The recommendation below was addressed to Communications:

**Recommendation 15 / 36:**

*“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.”*

**Management Response:**

Metro’s Customer Experience (CX) Department does not concur with this recommendation.

Local jurisdictions and municipalities are responsible for maintaining and assessing the condition of their bus stops across Los Angeles County. While Metro acknowledges the importance of transparency and clear communication with the public, most cleanliness and safety concerns raised in the audit involve stops located on public easements under municipal control. Metro owns 30 bus stops in Los Angeles County and those stops are maintained by Metro Operations/Stops and Zones Department.

A Metro-managed public-facing dashboard that attempts to report the status of bus stop maintenance or repairs that are not under Metro’s purview would inaccurately suggest that Metro is responsible for conditions at non-Metro owned stops. Furthermore, Metro does not have the authority or ability to update or verify repair statuses at locations it does not own or maintain, nor can it ensure the accuracy or timeliness of third-party municipal responses. Metro’s Stops and Zones department maintains active working relationships with the local jurisdictions to report and address bus stop maintenance issues countywide.

In addition, Metro is actively working to strengthen communication loops between Metro’s Operations/Stops and Zones Department and local jurisdictions. This includes streamlining



## Responses to Recommendations from Metro Management

---

### CUSTOMER EXPERIENCE (CONTINUED)

how issues are reported and tracked and supporting long-term solutions that improve safety and cleanliness.

Metro's Board of Directors passed a [motion in March 2023](#) prioritizing addressing the lack of shelter at bus stops around the county, directing Metro staff to work with cities and seek to provide technical and informational resources to support municipalities in improving their bus stops. To that end, Metro has developed the **Regional Bus Stop Hub** (<https://busstophub.metro.net>), a web-based resource that serves as a centralized repository of information, including maps and support tools to provide technical guidance to local partners in managing and enhancing their bus stops. This tool will highlight best practices and showcase model bus stops to encourage jurisdictions to proactively work to improve and invest in the bus stop infrastructure within their communities.

#### Corrective Action Plan and Timeline:

- **Action:** None recommended
- **Responsible Department:** N/A
- **Estimated Completion Date:** N/A
- **Additional Notes:** [N/A](#)

Please let us know if further clarification or information is needed.

Responses to Recommendations from Local Municipalities

---

**CERRITOS**

**From:** Sabrina Chan <[schan@cerritos.us](mailto:schan@cerritos.us)>  
**Sent:** Tuesday, March 11, 2025 10:25 AM  
**To:** Zheng, Yvonne <[ZhengY@metro.net](mailto:ZhengY@metro.net)>  
**Cc:** Kristin Aguila <[kaguila@cerritos.us](mailto:kaguila@cerritos.us)>  
**Subject:** Re: 25-AUD-05 Draft Report on Review of Metro Bus Stops Cleanliness and Safety

Good morning Ms. Zheng,

Thank you for the opportunity to review Metro's draft report on the Review of Metro Bus Stops Cleanliness and Safety. The City of Cerritos appreciates its partnership with Metro and is committed to ensuring the cleanliness and maintenance of shared bus stops in the City of Cerritos. The City will continue to implement its Transit Facilities Maintenance Plan and participate in Metro's facilities maintenance compliance reviews to ensure the bus stops and associated amenities are in good working condition.

While the City has implemented a plan for continued maintenance of shared bus stops, should there be any immediate maintenance needs at a bus stop that is observed by Metro staff, please do not hesitate to contact me at (562) 916-1201.

Should you wish to further discuss, please do not hesitate to contact me at any time.

Best regards,

**Sabrina Chan**

Advance Planning Manager  
Community Development | City of Cerritos  
[schan@cerritos.us](mailto:schan@cerritos.us) | (562) 916-1201  
[www.cerritos.us](http://www.cerritos.us)

## Responses to Recommendations from Local Municipalities

### EAST LOST ANGELES

**From:** Frederick Wong <[FrWong@dpw.lacounty.gov](mailto:FrWong@dpw.lacounty.gov)>  
**Sent:** Monday, March 17, 2025 10:08 AM  
**To:** Zheng, Yvonne <[ZhengY@metro.net](mailto:ZhengY@metro.net)>  
**Cc:** Dimaculangan, Asuncion <[DimaculanganA@metro.net](mailto:DimaculanganA@metro.net)>; John Huang <[JHUANG@dpw.lacounty.gov](mailto:JHUANG@dpw.lacounty.gov)>  
**Subject:** FW: 25-AUD-05 Draft Report on Review of Metro Bus Stops Cleanliness and Safety  
**Importance:** High

**DATE:** March 17, 2025  
**TO:** Yvonne Zheng, Senior Manager, Audit  
 Office of the Inspector General  
**FROM:** Fred Wong  
 Los Angeles County Public Works  
 Transit Program Specialist  
**SUBJECT:** Response to Report: Review of Metro Bus Stops Cleanliness and Safety (Report No. 25-AUD-05)

Dear Ms. Zheng,

Los Angeles County Public Works staff has carefully reviewed the draft audit report and confirms that the issues at two bus stops within the unincorporated County areas have already been resolved, as follows:

EB Cesar Chavez Ave at Dangler – Rusty shelter and bench	Reported: 2/3/25, Issue addressed: 2/6/25
EB Cesar Chavez Ave at Indiana – Dirty floor and/or with trash	Reported: 2/3/25, Issue addressed: 2/4/25

We recognize the importance of maintaining clean and safe bus stops as these are key factors influencing public transportation choices. To address these concerns, Public Works has contracted a bus stop maintenance provider to regularly clean County owned bus stop amenities and sidewalks, as well as provide as-needed repairs. In addition, we have partnered with private vendors to provide, maintain and service advertising bus shelters and benches. These programs ensure that the bus stop amenities are regularly cleaned and kept in good condition.

Each bus shelter has a phone number displayed for service requests. Residents and bus patrons may also submit service requests online through the Public Works website at <https://dpw.lacounty.gov/> or contact our 24/7 phone line at (800) 675-HELP (4357).

Feel free to contact me at (626) 458-3956 or [frwong@dpw.lacounty.gov](mailto:frwong@dpw.lacounty.gov) if you have any further questions or comments.

Sincerely,  
 Fred Wong  
 Transit Program Specialist  
 Los Angeles County Public Works  
 Office: (626) 458-3956

## Responses to Recommendations from Local Municipalities

EL MONTE

## CITY OF EL MONTE

## PUBLIC WORKS DEPARTMENT

**Jerry Moreno**  
Director of Public Works and Utilities

**Sarah Zadok**  
Transportation Operations Manager

To the LACMTA Office of the Inspector General:

The City of El Monte acknowledges the findings of LA Metro bus cleanliness stop report in District 1. As part of Public Works, the Transportation Services Division works with maintenance to address issues at our city bus stops. The city Maintenance Division Bus Route staff tend to bus stop maintenance 7 days a week, cleaning the bus stop with pressure washer, graffiti removal, trash removal and other. The City also contracts out bus route cleaning services with Valley Vista Services to help clean the bus stop in off hours 7 days a week. When a maintenance employee cleans a bus stop, they practice precaution in accordance with OSHA with conning off area and alerting passengers and conduct service. The employee checks the bus stop for general cleanliness and addresses issues found and reports on a daily with Bus Route sheet. The maintenance employees also send pictures to their supervisor for confirmation that the service was conducted to the bus stop. The Public Works Department also receives ELMO (on-line) and phone reports that pertain to bus stop issues and will address as soon as possible and respond in a timely manner. All issues that pertain to bus stop cleanliness that need immediate attention will be addressed on the day it was reported on. the Bus Route maintenance employee report sheets with supervisor acknowledgement please refer to attachment.

Thank you.



**EL MONTE**

**James Gonzalez**  
Transportation Coordinator

3990 Arden Drive,  
El Monte, CA 91731  
(626) 258-8866  
[jgonzalez@elmonteca.gov](mailto:jgonzalez@elmonteca.gov)

Responses to Recommendations from Local Municipalities

INGLEWOOD



Inglewood

California

Public Works Department  
ONE MANCHESTER BOULEVARD / INGLEWOOD, CA. 90301 / P.O. BOX 6500 / INGLEWOOD, CA. 90312  
Telephone (310) 412-5333 / Fax (310) 412-5552  
[www.cityofinglewood.org](http://www.cityofinglewood.org)

March 19, 2025

**To: Yvonne Zheng, Senior Manager Auditor  
Asuncion Dimaculangan, Senior Auditor**

**From: Tony Olmos, Public Works Director, City of Inglewood  
Peter Puglese, City Traffic Engineer, City of Inglewood**

**Subject: Draft Report: Review of Metro Bus Stops Cleanliness and Safety (Report No. 25-AUD-05)**

On March 6, 2025, the Office of Inspector General within the Los Angeles County Metropolitan Transportation Authority (Metro) provided the City of Inglewood with a Draft Report: Review of Metro Bus Stops Cleanliness and Safety (Report No. 25-AUD-05), which completed an assessment of cleanliness and safety for both Metro-owned and local municipalities bus stops.

The Report studied 245 different bus stops, with two of them being within the City of Inglewood at the intersection of Century Boulevard and La Brea Avenue. Since all bus stops within the City are maintained by the City, the City uses a combination of both contract services and city staff for bus stop maintenance and emergencies. The maintenance of the bus stops includes power washing, trash pick-up, repairs to the bus stop furniture, disinfecting bus benches and shelters, and other servicing to make the passenger experience positive. And when the City receives input from Metro or the public on when bus stops need immediate attention for emergencies, City staff will be used.

The Report highlights the importance of cleanliness and safety as critical factors in deciding whether to take public transportation, especially with the upcoming 2026 FIFA World Cup and 2028 Olympics relying on a public transportation system to get spectators to and from the venues. Therefore, the City will continue to provide bus stop maintenance and will respond to emergencies in a timely manner. The City will also consider the recommendations provided in the report and assess if our existing maintenance fits the needs of the City or if it should be increased.

Sincerely,

A handwritten signature in blue ink, appearing to read "Tony Olmos".

**Tony Olmos, P.E.**  
PUBLIC WORKS DIRECTOR


Responses to Recommendations from Local Municipalities

LAWNDALE

**From:** Nick Petrevski <NPetrevski@lawndalecity.org>  
**Sent:** Thursday, March 13, 2025 9:15:59 AM  
**To:** Zheng, Yvonne <ZhengY@metro.net>  
**Cc:** Lucho Rodriguez <LRodriguez@lawndalecity.org>  
**Subject:** RE: 25-AUD-05 Draft Report on Review of Metro Bus Stops Cleanliness and Safety

Yvonne


Please see the attached email showing the 1 bus stop listed for Lawndale has been addressed and cleaned. No suggested changes to the report other than updating Lawndale to having no issues with any bus stops. Thanks



**Nick Petrevski**  
Associate Engineer | Public Works  
City of Lawndale | [www.lawndalecity.org](http://www.lawndalecity.org)  
**Phone:** (310) 973-3265  
**E-mail:** [npetrevski@lawndalecity.org](mailto:npetrevski@lawndalecity.org)  
**Hours:** Monday – Thursday: 7:00 am to 6:00 pm

LR Lucho Rodriguez <LRodriguez@lawndalecity.org> Nick Petrevski 1 Thu 3

**FW: Hawthorne Boulevard bus stop**


 FW: 25-AUD-05 Draft Report on Review of Metro Bus Stops Cleanliness and ... (3.40 MB)  
Outlook item

Hi Nick,

The bus stop was cleaned, and it is cleaned periodically -power washed -. Please respond to Metro before the deadline. Photo below. Thanks.

Kind regards,

**Lucho Rodriguez**  
Public Works Director / City Engineer  
**CITY OF LAWNDALE**  
14717 Burin Avenue, Lawndale, CA 90260  
**Office:** 310-973-3266 | **Email:** [lrodriguez@lawndalecity.org](mailto:lrodriguez@lawndalecity.org) | **Website:** [www.lawndalecity.org](http://www.lawndalecity.org)



## Responses to Recommendations from Local Municipalities

### LOS ANGELES

(Boyle Heights/ Echo Park/Hancock Park/Hollywood/Hyde Park/Lake View Terrace/  
Los Angeles City/Area 1, 3, 4, 5, 6/North Hollywood/Park La Brea/Silver Lake/Van Nuys/  
West Los Angeles/Westlake/Winnetka)

**DATE:** March 19, 2025

**TO:** Yvonne Guan Zheng, Senior Manager  
Office of the Inspector General  
LA Metro, Audit

**FROM:** Lance Oishi, Contract Administrator  
Bureau of Street Services - Urban Transit Amenities Section  
City of Los Angeles

Digitally signed by Lance Oishi  
DN: c=US, o=Lance Oishi, ou=Bureau of Street Services,  
ou=Engineering Services Division,  
email=lance.oishi@cityofla.org, c=US  
Date: 2025.03.19 19:18:06 -0700

**SUBJECT: 25-AUD-05 METRO DRAFT REPORT ON REVIEW OF METRO BUS STOPS  
CLEANLINESS AND SAFETY**

In reference to Metro's draft report on its review of Metro bus stops cleanliness and safety, please be advised of the following comments and concerns from the City of Los Angeles, Bureau of Street Services – Urban Transit Amenities Section:

**Page 2 – Paragraph 1 “...public easements owned by local municipalities.” Is an incorrect statement.**

Municipalities, the County, and State (aka government entities) do not “own” Public Rights of Way easements. The Public Right of Way is an easement dedicated by the adjoining property owner. Therefore adjoining property owners “own” the underlying fee and title the portion of the Public Right of Way that adjoins what is commonly referred to as their property. This is an important distinction because it establishes who is responsible for maintaining sidewalk areas within Public Rights of Way and therefore is liable for any claim arising from the sidewalk area not being properly maintained. Please refer to State Streets and Highways Code 5600 and 5610. Government entities are merely responsible for enforcing local/state/federal laws governing the use of Public Rights of Way; government entities are typically responsible for maintaining the vehicular roadway portion of Public Rights of Way

**Page 2 – “OBJECTIVES, METHODOLOGY AND SCOPE OF REVIEW”**

Please note that the City of Los Angeles only services and maintains bus stops where City bus shelters and/or bus shelters are provided, which only covers approximately 50% of the total number of bus stops located within Public Rights of Way within the City of Los Angeles. If Metro desires to ensure bus stops are cleaned and maintained to Metro's standards, it is recommended Metro take direct responsibility to maintain its bus stops that are absent of City bus shelters or bus benches regardless of whether they are on Metro owned facilities or within Public Rights-of-Way, including the provision of funding, resources, and materials necessary to ensure bus stops are properly maintained.

**Responses to Recommendations from Local Municipalities****LOS ANGELES – CONTINUED****Page 4 – Graffiti on Bus Shelters/Bus Benches**

City of Los Angeles Contractors responsible for the operations and maintenance of advertising supported bus shelters and bus benches are required to inspect and service each bus shelter or bus bench (there are separate contractors for bus shelters versus bus benches) a minimum of twice (2X) a week. Bus stops designated as “hot-spots” are serviced three or more times per week. In locations where graffiti and similar vandalism is prevalent, bus shelters or bus benches could be serviced daily and it wouldn’t be sufficient to control such vandalism. i.e. graffiti is reapplied within hours of a bus shelter or bus bench being cleaned or repainted to remove graffiti in many instances. When/where maintenance of City bus shelters and/or bus benches becomes unsustainable and City contractors are unable to maintain City bus benches or bus shelters to standards established within the contract, the City’s contractors are allowed to request that the furniture be removed either temporarily or permanently and the City is obligated to honor such requests.

**Page 8 - “Bus Stops with Trash Issues”**

City bus shelter and bus bench contractors are required to remove all litter and debris from bus stops populated with City bus shelters and/or bus benches as a part of their routine twice a week (or more) service visits. This includes emptying accompanying litter receptacles provided in conjunction with the City’s bus shelter or bus bench. City Contractors are required to remove litter and debris within a 10’ “halo” around the City’s transit furniture.

When/where excessive litter or illegal dumping occurs, the City may direct our contractors to temporarily or permanently remove the litter receptacle that accompany’s the City’s bus shelter or bus bench to remove the attractive nuisance. Our experience has shown that when an attractive nuisance litter receptacle is removed, site conditions improve in 90% of the cases. When the site conditions improve, the City will typically redirect its contractors to reinstall accompanying litter receptacles. In cases where site conditions do not improve, the litter receptacle is typically permanently removed.

**Page 9 – Picture 8 @ SB La Cienega NS Pico**

Please note the deteriorated roadway and curbing is the direct result of buses stopping at a location that does not benefit from a roadway Portland cement concrete (PCC) bus pad. The combination of nuisance water and frequent/continuous use by buses leads directly to the premature deterioration of the asphalt concrete roadway because decelerating buses place the greatest point load on roadway pavement. The City is only funded to construct ~ 15 PCC bus pads per year through Prop A funding, meaning it will take almost 550 years for the City to build out PCC bus pads at all 8200+ bus stops that exist within the City of Los Angeles.



**Responses to Recommendations from Local Municipalities**

---

**LOS ANGELES – CONTINUED**

Further, through its contract with its transit furniture service providers, in addition to removing litter, debris, servicing associated litter receptacles, ensuring the City's transit furniture is free of graffiti, stickers, and similar forms of vandalism, and similarly ensuring the City's transit furniture is maintained in good working order by being serviced twice or more weekly, the City's transit furniture contractors also power wash the sidewalks beneath the City's bus shelters, benches, and associated litter receptacles, and all areas of the sidewalk within 10' of the same at least once per quarter to remove dirt and grime; additional power-washing services are furnished on an as-needed basis. Similar to addressing graffiti challenges, some locations might require power washing weekly if not daily (both of which are unsustainable and infeasible), would not result in a clean sidewalk. In such cases, the City's contractors, do their best to power wash sidewalks on an as-needed/available basis.

**Page 13 – Picture 14 (No bus seating)**

Picture 14 reflects a location where challenges with unhoused and/or indigent individuals have become chronic due to a lack of proper social services and/or relaxed law enforcement of codes that prohibit such unwanted behavior. In such situations, in order to preserve the existing bus stop amenities, the City will instruct its transit furniture contractors to remove portions of the City's transit furniture in progressive steps to discourage the unwanted behavior and/or remove the attractive nuisance. For bus shelters experiencing challenges with unwanted behavior, the City will typically remove the bus shelter seating, followed by the litter receptacle, followed by the rear or side screens to discourage the unwanted behavior. If such progressive steps fail to discourage the unwanted behavior, the City's last and final step is to remove the shelter canopy itself.

For bus benches, when similar site challenges arise, the first step of progressive deterrence actions is to install additional seat dividers on our bus bench's seat. Depending upon the noted site challenge, we may also direct our contractor to remove our litter receptacle concurrent with the installation of additional seat dividers, or as a secondary action if the additional seat dividers fail to discourage the unwanted behavior. Complete removal of the City's bus bench is the last and final option available to the City to address such unwanted behavior.

**Page 14 – Operations (Stops and Zones)**

Please note that tree pruning permits are required for anyone wishing to trim street trees within the City of Los Angeles. No-Fee tree pruning permits may be obtained through the City's MyLA 311 Service Request system.

**Page 18 – Bus Lane Enforcement**

**Responses to Recommendations from Local Municipalities**

---

**LOS ANGELES – CONTINUED**

Exemptions from Bus Lane Enforcement activities must be created for service vehicles performing maintenance activities at bus stops. This includes service vehicles operated by LADOT, Metro, Los Angeles Department of Public Works, and contractors retained by the Department of Public Works to install, service, and maintain bus stop site furnishings and sidewalk areas. Failure to provide such exemptions for vehicles servicing bus stop areas will make it infeasible for City contractors to install, remove, or otherwise relocate City bus shelters and bus benches, and perform their maintenance and operations responsibilities at bus stops where transit furniture has, or is being installed.

Should you have any further questions or concerns, please email the Bureau of Street Services – Urban Transit Amenities Section at [streetsla.stap@lacity.org](mailto:streetsla.stap@lacity.org).

*KM/SL/LO:lo*

*File: 25-03-19 Metro Bus Stop Cleanliness Audit – StreetsLA Comments*

**Responses to Recommendations from Local Municipalities****NORWALK**

**From:** Derek Donnell <[ddonnell@norwalkca.gov](mailto:ddonnell@norwalkca.gov)>  
**Sent:** Wednesday, March 19, 2025 6:18 PM  
**To:** Zheng, Yvonne <[ZhengY@metro.net](mailto:ZhengY@metro.net)>  
**Subject:** RE: 25-AUD-05 Draft Report on Review of Metro Bus Stops Cleanliness and Safety

Good evening Ms. Zheng,

The affected bus stop listed in the report containing the graffiti was repaired and is scheduled for re-evaluation to ensure no further vandalism has occurred. The monitoring and correction of deficiencies at bus stops on public easements owned by Norwalk Transit System (NTS) are performed in an expeditious manner. NTS does not solely rely on Metro reporting cleanliness or safety issues; regular corrective actions are conducted as part of our ongoing maintenance efforts. In keeping with established operating policies and procedures, bus operators as well as other staff are expected to act in the capacity as the "eyes and ears" of the community by reporting unusual conditions in and around bus stops.

As it relates to the maintenance of bus stops, a combination of in-house services and external contractors are used to maintain bus stops within the city limits. NTS oversees the general intake of customer service related issues related to bus stops. Specific maintenance tasks such as cleaning and graffiti removal are provided through the city's contractor. The contractor uses high-pressure washers to clean the areas in and around bus stops, removing graffiti, food and other debris to ensure passenger safety and comfort.

Finally, the finding of only one bus stop owned by NTS being out of compliance demonstrates that bus stops are regularly inspected and maintained to ensure they meet cleanliness and safety standards. Our approach helps address issues promptly to maintain a high standard for public transit riders.

Regards,



*Derek C. Donnell*

MANAGER OF TRANSIT OPERATIONS

DEPARTMENT OF TRANSPORTATION  
NORWALK TRANSIT SYSTEM  
Office 562-929-5554  
Fax 562-929-5505

**Final Report Distribution**

---

**Board of Directors**

Kathryn Barger  
Karen Bass  
James Butts  
Jacquelyn Dupont-Walker  
Fernando Dutra  
Janice Hahn  
Lindsey Horvath  
Paul Krekorian  
Holly Mitchell  
Ara Najarian  
Gloria Roberts  
Tim Sandoval  
Hilda Solis  
Katy Yaroslavsky

**Metro**

Chief Executive Officer  
Chief of Staff  
Inspector General  
Chief Customer Experience Officer  
Chief Financial Officer  
Chief Operations Officer  
Deputy Chief Vendor/Contract Management Officer  
Deputy Chief Auditor

Final Report Distribution

---

**Municipalities**

Cerritos  
Culver City  
East Los Angeles  
El Monte  
Hawthorne  
Inglewood  
Lawndale  
Los Angeles  
Monterey Park  
Norwalk  
Rosemead  
Santa Fe Springs  
Vernon  
West Hollywood

# 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.

