

Office of the Inspector General Metro Security Performance Review Fiscal Year 2018

Metro Operations, Safety, and Customer Experience Committee

July 18, 2019

BCA Watson Rice, LLP





Background and Scope

1. Metro awarded three separate 5-year firm fixed unit rate contracts to the LAPD, the LASD, and the LBPD for transit law enforcement services in 2017.
2. The Metro Board directed the OIG to annually audit each law enforcement services contract.
3. The audit is to ensure that Metro is receiving the services it is paying for.
4. This report evaluates transit security performance provided by the three Contractors and Metro's Transit Security Department during FY 2018.



Crime and Safety Trends

1. Reported Violent Crime decreased by 18% between FYs 2015 and 2018, with most of this decrease (14%), occurring between FYs 2017 and 2018.
2. Reported Property Crime decreased 15% between FYs 2015 and 2018, with a decrease of 16% occurring between FYs 2015 and 2017, and an increase of 1% occurring between FYs 2017 and 2018.
3. Rider perceptions of safety on the Metro Train system declined slightly and rider perceptions of safety on the Metro Bus system improved slightly between FYs 2015 and 2018.



Key Recommendations

There were 25 recommendations, but these are some key ones:

1. Improve the reporting of crime that occurs on the Metro System:
 - A. More detailed information on reported crime to distinguish between violent crime and property and petty crime, and
 - B. Report crimes related to the Metro System but handled by Non-Metro assigned personnel.
2. Strengthen oversight and monitoring of resources using the GPS function of the Mobile Phone Validators.
3. Review, revise, and adopt KPIs including baseline or target levels of performance.
4. Continue and expand monitoring and oversight of contract compliance, including:
 - A. Reviewing invoices for potential overbilling,
 - B. Enforcement of training requirements,
 - C. Staying within budget, and
 - D. Deployments that increase rider perceptions of safety.
5. Improve documentation to support billings.
6. Seek some refunds of small amounts due to Metro.