

Office of the Inspector General Metro Security Performance Audit Fiscal Years 2021 and 2022

Metro Operations, Safety, and Customer Experience Committee

January 19, 2023



Background and Scope



- Metro contracts with LAPD, LASD, and LBPD for transit law enforcement services
- OIG conducts an annual performance audit to:
 - Evaluate transit security performance provided by Law enforcement agencies.
 - Evaluate Metro's System Security and Law Enforcement Department activities and oversight, and
 - Ensure that Metro is receiving the services it is paying for.

Audit Conclusions



- Metro SSLE has not established targets for the level of visible presence and activity by contract law enforcement, an overall policing strategy, or an approach for providing a security presence on the Metro Bus system.
- Metro SSLE has made progress implementing a mechanism for verifying contracted law enforcement's actual presence, however, a comprehensive monitoring and oversight mechanism is still lacking.
- Contracted law enforcement and MetroTransit Security include foundational and essential elements for transparent use of force policies.
- The amount of contract law enforcement time available to provide a visible security presence, problem solving and other proactive activities including community policing, are appropriate for a transit system the size of Metro.

Audit Conclusions



- We found no evidence the contract law enforcement agencies used any “predictive” policing approaches or profiling techniques.
- Metro has allocated substantial funding and expended substantial effort to assist persons experiencing homelessness, however, a consistent approach to evaluating these efforts, counting homeless persons on the system, and obtaining City and County funding has not been developed or implemented.
- Compliance monitoring and oversight of contracted law enforcement contracts improved in FY 21 and FY22, however, monitoring and oversight could still be strengthened.

Key Recommendations



We made 14 recommendations to improve the controls over transit security, which include the following key recommendations:

- Develop specific targets for law enforcement's visible presence on Metro System.
- Develop an approach to providing a visible security presence on Metro Bus System.
- Refine monitoring of contracted law enforcement resources to ensure the resources Metro is paying for are present and providing services.
- Further strengthen ongoing monitoring and oversight of compliance with the terms of the law enforcement services contracts.
- Develop and implement a standardized methodology for conducting counts of homeless persons based on best practices.