

Office of the Inspector General Metro Security Performance Audit Fiscal Years 2023 and 2024

Metro Operations, Safety, and Customer Experience Committee
BCA Watson Rice, LLP

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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

There have been improvements in compliance and oversight over time. However, there are several continuing issues relating to reporting, contract oversight, and contractor billings.

Significant findings are:

- SSLE has not established baselines KPIs to define levels of visibility on the system by the law enforcement agencies.

Audit Conclusions

- SSLE needs direct access to data base of LASD and LAPD to validate the visibility of law enforcement information.
- Based on sampled testing, there are instances of billings non-compliance with the contracts. Approximately \$2 mil. credits due. A full reconciliation of accounts could triple that.

Key Recommendations

The audit identified 24 recommendations to improve the controls over transit security, which include the following key recommendations:

- Establish Baselines for Key Performance Indicators (KPIs).
- Ensure Complete and Accurate Visibility Data Reporting.
- Enhance Monitoring Tools and Independent Verification.
- Address Billing Errors and Recover Overpayments.
- Develop Metrics for Community and Proactive Policing Outcomes