

# **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