

# 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.