



Booz-Allen & Hamilton Management Audit

Recommendation Implementation Report

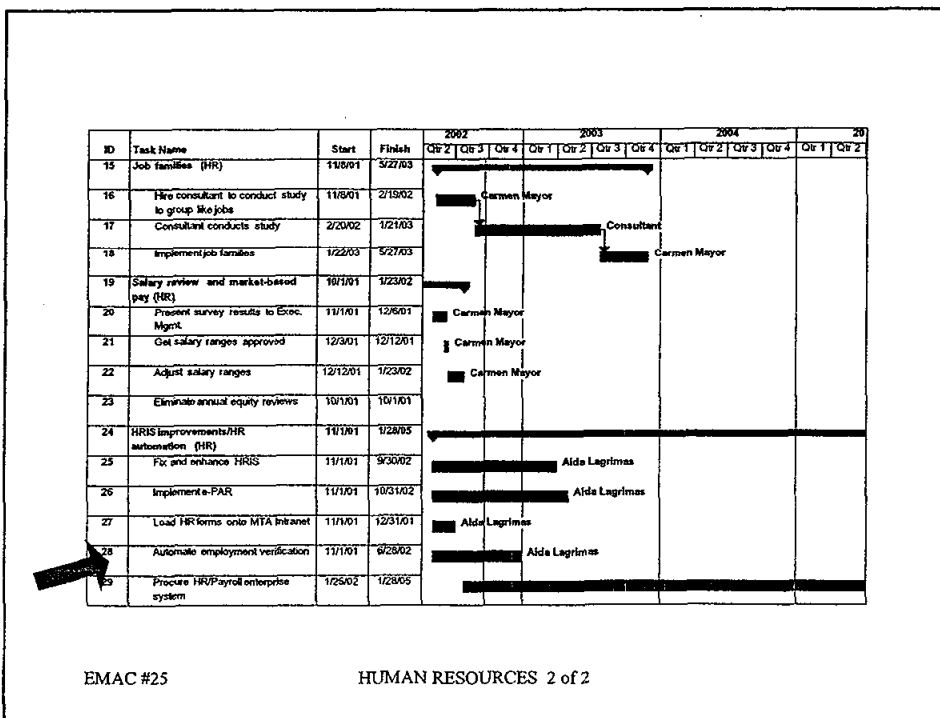
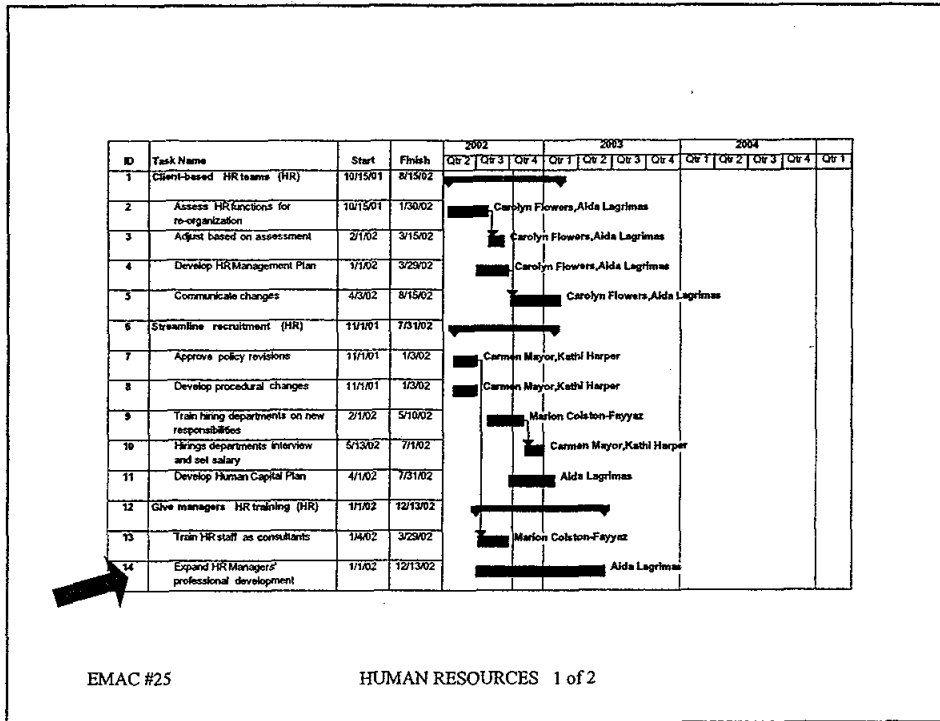
April 2002

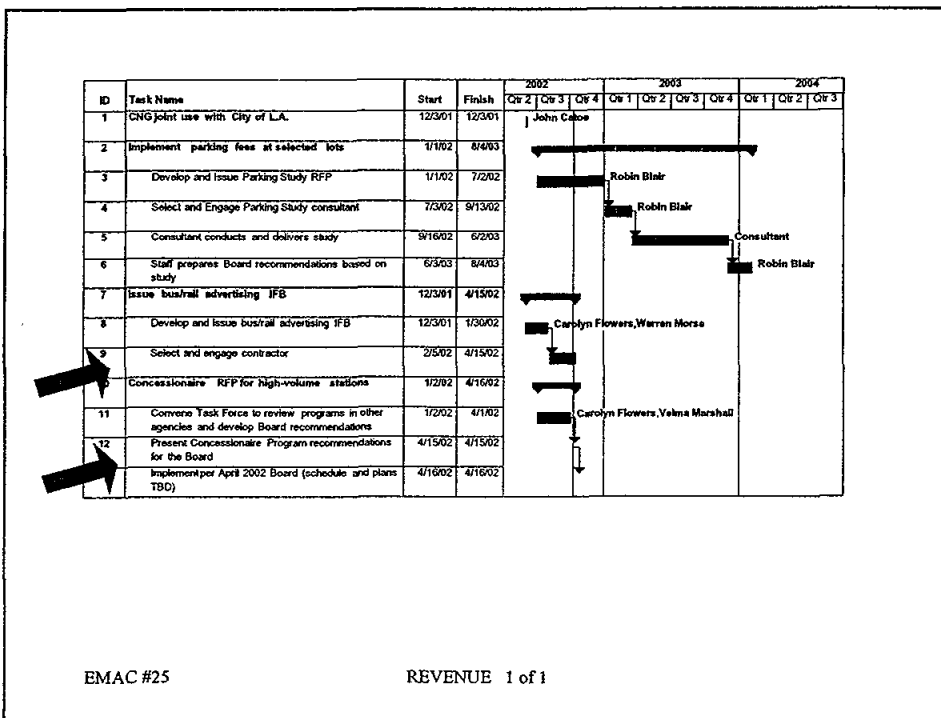
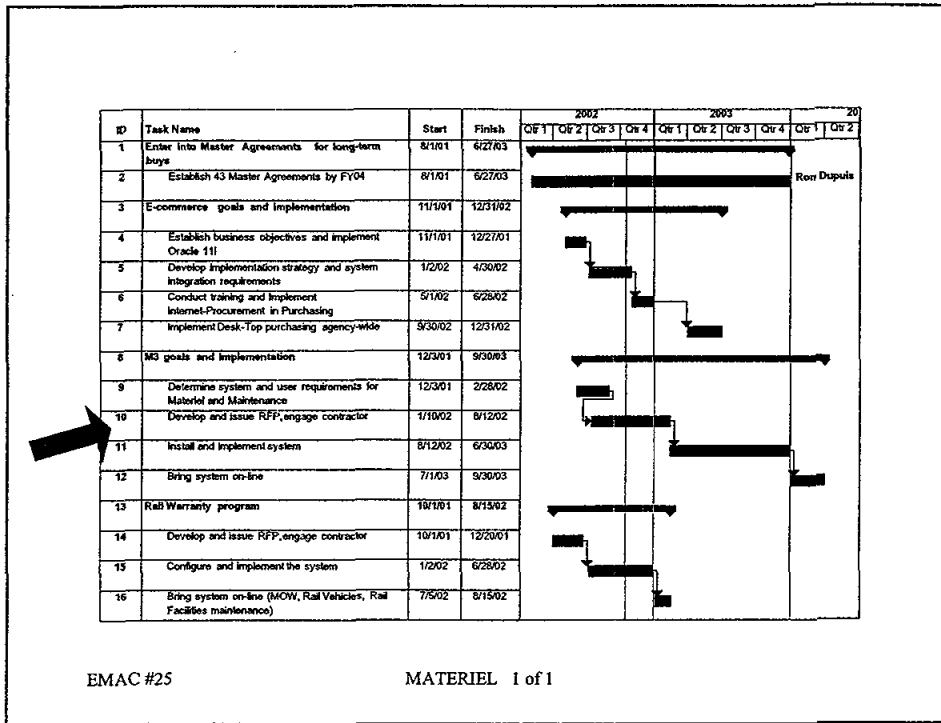
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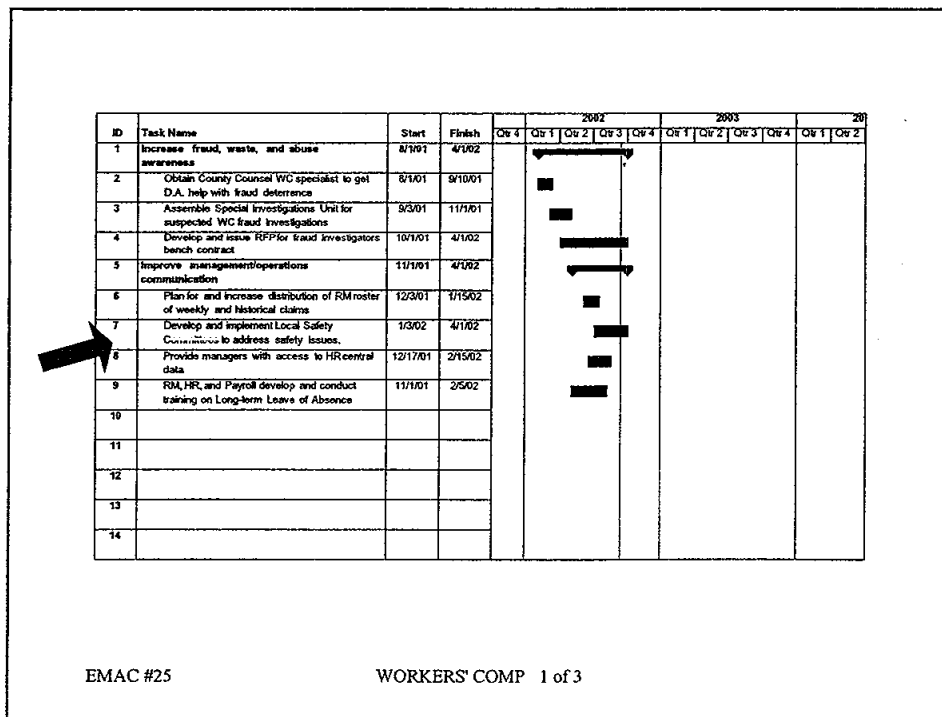
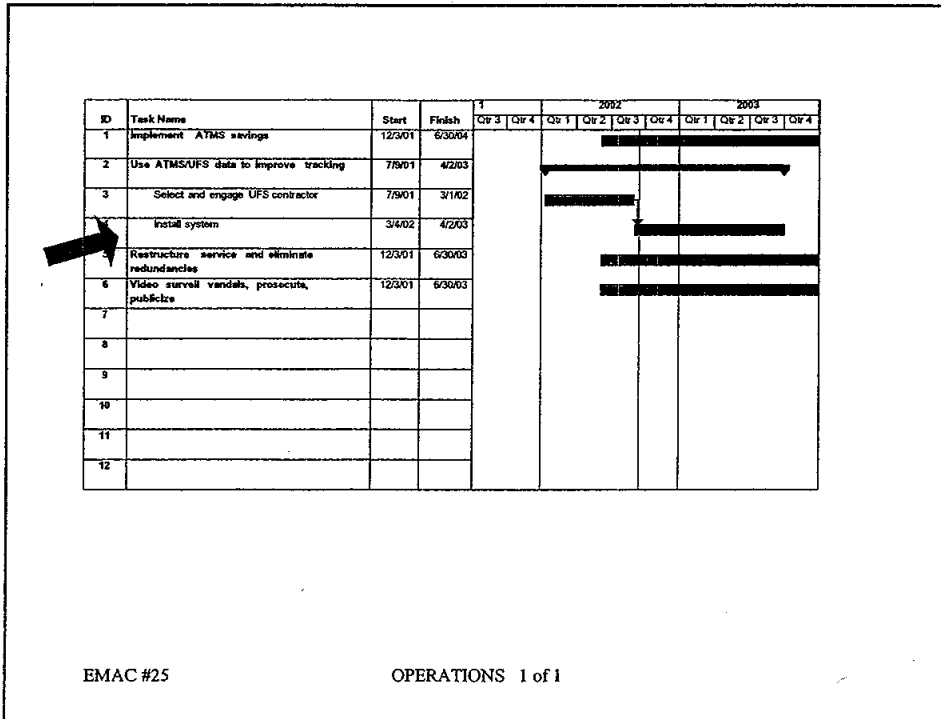
ID	Task Name	Start	Finish	2002				2003				2004			
				Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4	
1	Set Contractual Guidelines	4/1/02	11/28/02	[Gantt bar spanning Qtr 2 2002 to Qtr 4 2002]											
2	Negotiate new performance measures and reporting standards in new LASD contract	4/1/02	5/31/02	[Gantt bar spanning Qtr 2 2002 to Qtr 2 2002]											
3	Negotiate new performance measures and reporting standards in new LAPD contract	10/1/02	11/28/02	[Gantt bar spanning Qtr 4 2002 to Qtr 4 2002]											
4	Formalize Fare Inspection Process (schedule TBD after March 2002 Board meeting)	12/3/01	4/1/02	[Gantt bar spanning Qtr 4 2001 to Qtr 1 2002]											
5	Develop and present Security recommendations to March 2002 Board	12/3/01	3/1/02	[Gantt bar spanning Qtr 4 2001 to Qtr 1 2002]											
6	Develop and present Security recommendations to March 2002 Board	12/3/01	12/3/01	[Gantt bar spanning Qtr 4 2001 to Qtr 4 2001]											
7	Implement formalized fare inspection process per March 2002 Board direction (end date TBD)	4/1/02	4/1/02	[Gantt bar spanning Qtr 1 2002 to Qtr 1 2002]											
8	Civilianize Fare Inspectors (schedule TBD after March 2002 Board meeting)	12/3/01	4/1/02	[Gantt bar spanning Qtr 4 2001 to Qtr 1 2002]											
9	Develop and present Security recommendations to March 2002 Board	12/3/01	3/1/02	[Gantt bar spanning Qtr 4 2001 to Qtr 1 2002]											
10	Implement formalized fare inspection process per March 2002 Board direction (end date TBD)	4/1/02	4/1/02	[Gantt bar spanning Qtr 1 2002 to Qtr 1 2002]											
11	Reduce Security Costs	4/1/02	11/28/02	[Gantt bar spanning Qtr 1 2002 to Qtr 4 2002]											
12	Renegotiate LAPD and LASD contracts	4/1/02	11/28/02	[Gantt bar spanning Qtr 1 2002 to Qtr 4 2002]											
13	Implement Civilianized Fare Inspection program (schedule TBD after March 2002 Board meeting)	4/1/02	4/1/02	[Gantt bar spanning Qtr 1 2002 to Qtr 1 2002]											

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ID	Task Name	Start	Finish	2002				2003				20		
				Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3		Qtr 4	
1	ENHANCE THE PRE-EMPLOYMENT PROCESS (3 Recommendations)	4/1/02	5/2/02											
2	1. Review Job Descriptions to ensure they match job	11/1/01	5/1/02											
3	Develop and issue RFP for Ancillary Services (such as job description review)	11/1/01	4/2/02											
4	Engage Ancillary Services contractor	4/3/02	5/1/02											
5	RM develops Board proposal based on contractor's work	3/1/2002	3/1/2002											
6	2. Enhance pre-employment screening	11/1/01	5/2/02											
7	Develop and incorporate physical agility standards	11/1/01	5/2/02											
8	Assemble Bus Seat Committee to focus on standards	10/02	5/1/02											
9	3. Implement Team Approach to Hiring	3/1/02	5/3/02											
10	Develop process to obtain Operations, HR, and RM input when making hiring	3/1/02	5/1/02											
11	Implement process as designed	5/3/02	5/3/02											
12														
13														
14														

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ID	Task Name	Start	2002				2003				2004				
			Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
1	Increase frequency of physical exams	12/10/01													
2	Develop draft policy for managerial consideration	12/10/01													
3	Management reviews recommendations and makes new policy decisions	2/1/02													
4	Improve Workers' Compensation Training	8/13/01													
5	Develop and conduct training on in-house claims processing	8/15/01													
6	Develop and conduct training on Return-to-Work program	4/19/02													
7	Implement medical cost-containment systems	11/1/01													
8	Develop and issue an RFP for medical cost-containment systems	11/1/01													
9	Implement medical cost-containment systems	5/1/02													
10	Conduct detailed health/safety audit	10/1/01													
11	Begin mandatory ongoing safety training for managers	12/3/01													
12	Plan for and conduct MTA Safety Assessment	10/1/01													
13	Begin mandatory ongoing safety training for managers	12/3/01													
14	Conduct Executive Leadership Safety Seminars	12/17/01													

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