Annual Report
Fiscal Year 2015 – 2016
Our Mayor

MAYOR’S MESSAGE

L.A. is more mobile and connected than ever before — and the Los Angeles Department of Transportation (LADOT) is at the forefront of an incredible transformation that Angelenos can see happening in every part of our city.

LADOT is an outstanding partner in meeting my administration’s core goals, which include creating good-paying jobs, improving mobility, making our communities safer, and providing excellent customer service.

Last August, we launched Vision Zero Los Angeles — an ambitious plan aimed at eliminating traffic fatalities through strategic, data-driven approaches to engineering, enforcement, education, evaluation, and community engagement.

I am pleased to share the work that General Manager Seleta Reynolds and her team have completed to date. In the coming year, we look forward to keeping Los Angeles moving.

Sincerely,

Eric Garcetti
Mayor, City of Los Angeles

VISION

Los Angeles will have a transportation system that gives people choices to support a high quality of life and strong healthy communities, as well as continued prosperity and resilience for the region.

MISSION

LADOT leads transportation planning, design, construction, maintenance, and operations in the City of Los Angeles. We work together and partner with other agencies to improve safe, accessible transportation services and infrastructure in the city and region.

OUR CORE VALUES

Professional Integrity, Honesty, and Respect:
We serve the public. We tell the truth. Our focus is to do what is right, not necessarily what is expedient. We treat everyone with a high level of respect.

Problem-Solving Attitude:
We are known for working closely with the public to clearly identify issues, opportunities, and solutions. We are highly resourceful and provide meaningful options to address problems. We have enthusiasm for our work and a high level of talent and knowledge that we share.

Delivery:
We strive to deliver quality projects safely, on time, and on budget. We celebrate and communicate our successes. We act with a sense of purpose and dedication to the city and customers we serve.

Accountability:
We say what we mean, and we do what we say. Our employees are trustworthy, honest, professional, and fair. We are responsible stewards of public funds and resources.

FY 2015–2016 SUMMARY OF DEPARTMENT ACHIEVEMENTS

JUL/AUG. 2015
- Launched Executive Directive 10: Vision Zero
- Hired Transportation Technology Strategist
- Opened new Parking Violation Bureau Office in Westwood
- Bradley Ave. Plaza Ribbon Cutting Ceremony

SEP/OCT. 2015
- International Walk to School doubles in size to 100 schools
- National Endowment for the Arts Community Improvement efforts round table

NOV/DEC. 2015
- Installed scramble crosswalk at Hollywood and Highland
- Expanded Express Park to Westwood
- Kicked off Lankershim Blvd. Great Streets outreach
- First quarterly check-in for performance coaching pilot
GENERAL MANAGER’S MESSAGE
There has been a remarkable change in our collective attitude and behavior toward our city streets and the transportation system that connects us all. People want streets that are safe, neighborhoods that are livable, and transportation choices that enhance their everyday lives. LADOT is delivering.

We continue to work persistently to accomplish the goals outlined in our strategic plan, Great Street for Los Angeles. Our engineers and planners are looking at city streets at a micro level in order to improve the infrastructure for people who drive, walk, bike, and take transit. Vision Zero directs us to work with a keen focus on safety from a broad perspective: Engineering, Education, Enforcement, and Evaluation. This year, we implemented safety zones around 11 school campuses, retimed over 490 traffic signals, and designed 12.43 protected bike lane miles.

The Mayor’s Sustainable City pLAn challenges us to do things better and we have accepted, creating the Office of Mobility Management to focus on shared mobility and sustainability. In partnership with Metro, we are developing a bike share system that was launched in Downtown Los Angeles on July 7, 2016.

Good customer service is central to the success of any organization. At LADOT we strive to be a 21st century department. We opened a new Transit Customer Service Center to provide hospitality, service, and real-time transit information to our transit guests. We continue to focus on improving turnaround time on MyLADOT requests and launched a new portal to improve construction coordination. Our traffic officers facilitate over 2,000 events each year, from CicLAvia to the L.A. Marathon, and when the city needs us, we respond to keep traffic moving and the streets safe.

One of my main goals is to make LADOT a great place to work. Employee satisfaction has an impact on all we do and how we provide service. For the first time this year, we launched an employee orientation program allowing experienced leaders to welcome one of the largest new class of engineers in the last decade. We were able to promote lieutenants for the first time in eight years and recognize decades of proud dedication with a service pin ceremony.

These pages recognize the contribution of the people of LADOT. They are a "thank you" to our partners inside and outside the City. We could not have done it without you.

Seleta Reynolds
General Manager, LADOT

LADOT launched Great Streets for Los Angeles in October 2014. We are focused on carrying on our mission, vision, and core values as well as high level goals and hundreds of benchmarks.
A Safe City

Making our streets and communities the safest in the nation.

The heart of the Safe City goal is to set in motion a plan to get to zero traffic deaths in Los Angeles. The key challenge is establishing a culture change and high-level partnership inside city agencies. Our focus is safe streets for all users.

**BENCHMARK HIGHLIGHTS**

Adopt a Vision Zero Policy and Develop an Action Plan:

→ Completed Vision Zero crash analysis, to identify the city’s High Injury Network of city streets.

→ Built the city’s largest pedestrian scramble crosswalk at Hollywood and Highland that cut injury crashes to zero in the first six months.

Incorporate Safety for Pedestrians into all Street Designs and Redesigns:

→ Retimed over 490 traffic signals.

→ Installed 20 Pedestrian “head starts” citywide.

→ Implemented School Safety Zones to reduce speed limits from 25 mph to 15 mph when Children Are Present at 13 schools.

→ Completed 195 school crosswalk upgrades.

Conduct Outreach Citywide to Advance Vision Zero Goal:

→ Coordinated safety messages with LAPD, Los Angeles County Department of Public Health and Vision Zero Alliance.

→ Hired the department’s first ever Artist in Residence to connect Angelenos with the city’s vision for a safer Los Angeles.

**COMPLETED**

195

SCHOOL CROSSWALK UPGRADES

A. New Signal Installation

A welcome safety improvement on Hollywood Blvd. between Lyman Pl. and Rodney Dr.

B. Leading Pedestrian Intervals

Twenty intersections received signal modifications to provide a 4-second “head start” for people crossing the street against turning vehicles.

C. LA Street Safety Improvements

Cycle Track can be used for work or play.

D. Safe Routes to School in South LA

Making our streets more walkable for parents and students with painted curb extensions to reduce crossing distances and increase visibility.
A Livable & Sustainable City

Improving quality of life by enhancing our transportation system and reducing its impacts.

LADOT’s mission is to give broad transportation choices to Angelenos, to support a high quality of life in all city neighborhoods, and promote walking and biking. We rely on partnerships at the federal, state, regional, and local levels to be successful. LADOT facilitated CicLAvia Downtown LA, Van Nuys, and Watts.

**BENCHMARK HIGHLIGHTS**

Create Great Streets for Los Angeles:
- Launched outreach on Lankershim Blvd. and Sherman Way.
- Completed outreach and design on Van Nuys Blvd., N. Figueroa St., and Venice Blvd.
- Partnered with Mayor’s Great Streets Studio and the Department of Cultural Affairs to implement Great Streets Challenge Grant Events.

Create and Maintain an Effective Bike Network:
- Designed 12 miles of protected bikeways (Van Nuys Blvd., Venice Blvd., Highland Ave.).
- Built over 12 miles of bikeway improvements.

Improve Bike Access Across All Transit Systems:
- Installed 587 bike racks.
- Installed bike racks on 155 DASH buses.

Implement a Regional Bikeshare System:
- Installed 61 bikeshare stations. Launched on 7/7.

Enhance Experience of Bus Passengers:
- Opened new Transit Customer Service Center.
- Launched LA Transit pop up van service.
- Installed solar-powered, real-time transit on stops Downtown.

Expand Access to Non-Ownership Models of Vehicle Mobility:
- Executed contract for Electric Vehicle (EV) carsharing in low-income communities.
- Implemented Electric Vehicle Charger Program in City-owned Parking Facilities:
  - Executed Participation Agreement with Los Angeles Department of Water and Power (DWP) to purchase and install 82 Level 2 EV chargers in parking facilities throughout the City.
  - Finalized agreement with Clean Fuel, NRG, and DWP to purchase and install 3 Level 3 EV chargers in various parking facilities.

Increase Availability of Parking, Efficiency of Use, and Re-evaluate Parking Citation Fines:
- Presented initial recommendations for parking fine reduction and local meter revenue return to Transportation Committee.
- Completed expansion of LA Express Park to Westwood.
- Constructed 50-space parking lot in Venice and 175-space garage in Chinatown.
- Cut timeline for Preferential Parking Permits in half.

Create a Neighborhood Traffic Calming Program:
- Developed the strategy and protocol for restoring the citywide Speed Hump Program to be launched in FY 2016–17.

**A SUSTAINABLE FUTURE**

We completed the city’s first Transportation Technology Strategy, *Urban Mobility in a Digital Age*. This will prepare Los Angeles for major technological disruptions such as fleet electrification, shared mobility and mobility as a service, and the advent of automated vehicles. On Page 18, we outline plans for achieving a modern and interconnected transportation system.

- **A. Bike Share**
  - Bike Share launched in Downtown Los Angeles to rave reviews. Register/sign up.

- **B. DASH Bus Rack**
  - We installed bike racks on 155 DASH buses to assist with first/last mile mobility.

- **C. Expo II Bike Path**
  - Designed a 3.5-mile bike path next to the Exposition Light Rail Transit from Venice Blvd. to Centinela Ave. In-line skaters and skateboarders welcome!
**A Well-Run City: A 21st Century Department**

Making LADOT an effective, well-equipped, and resilient agency that is a great place to work.

The most critical goals in transforming LADOT to a 21st Century department are making it a great place to work and restoring pride in public service while bolstering basic systems to give staff better tools to perform their job.

**BENCHMARK HIGHLIGHTS**

**Make LADOT a Great Place to Work:**
- Conducted Annual Employee Survey. The results helped prioritize our work around *succession planning*, *training*, and *rotation opportunities*.
- Continued employee recognition program. See honorees on Pages 14-15.
- Launched robust orientation program for new staff.
- Established regular brown-bag and professional development seminars.
- Continued performance coaching program.
- Hosted Employee Wellness Fair.

**Improve Budget and Accounting Practices:**
- Digitized all accounting documentation and reduced manual data entry.

**Reduce Disabled Placard Abuse Through Tiered Access System:**
- Conducted 74 stings citywide.
- Issued 1,278 citations.
- Used 685 hours of enforcement personnel.
- Confiscated 819 disabled placards.
- Created the *Accessibility Advisory Committee* to recommend disabled placard reform legislation.

**Improve Coordination with Partner Agencies and Contractors:**
- Improved restriping *turnaround time* for both resurfacing and slurry from a high of 40 days to 10 days (see chart).
- Reviewed 1,987 Metro plans to date, 98% returned within 20 business days.
- Executed a partnership agreement with Department of Building and Safety.

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**NUMBER OF DAYS TO COMPLETE ROADWAY STRIPING AFTER PAVEMENT RESTORATION JULY 2015–JUNE 2016**

![Graph showing the number of days to complete roadway striping after pavement restoration from July 2015 to June 2016.](image-url)
A Well-Run City: Customer Service

Providing Angelenos an open, reachable, and responsive LADOT.

We strive to deliver the best services to all stakeholders. Our goal is to improve our customer service throughout the organization.

BENCHMARKS HIGHLIGHTS
Improve Agency Identity, Transparency, and Customer Service:
→ Launched LADOT Style Guide and templates for all public outreach.
→ Hired director of government affairs.
Improve Dissemination of Information to Stakeholders:
→ Grew Twitter followers from 1,000 to over 5,000.
→ Visited Neighborhood Council Alliances and Business Improvement Districts.
Improve Coordination Between Bureau of Street Services and Parking Enforcement:
→ Initiated work with the Bureau of Street Services on linking street sweepers with parking enforcement through GPS.
Enhance The Experience of Bus Passengers:
→ Added Commuter Express Route 438 service to the new Redondo Beach/Marine Park & Ride lot.
→ Coordinated with the Santa Monica Big Blue Bus to build over 200 new bus stops connecting to the Metro Expo Line.
Improve Customer Service Satisfaction:
→ Closed 16,803 MyLADOT service requests.
→ Launched a new Citywide Temporary Traffic Control online portal to improve construction coordination.
→ Opened new Customer Service Center with state-of-the-art customer service technologies, including interactive kiosks and digital technologies.
→ Opened new Development Services Center at Figueroa Plaza along with the Departments of City Planning and Building & Safety, creating a consolidated One-Stop Counter for better service.

PARKING REFORM
LADOT along with the Mayor and City Council, are reforming parking in the City.
Our interest is to expand demand based pricing, share meter revenue, re-evaluate citation fines, streamline the parking permit process, code the curb, use technology for parking after street cleaning, and improve transparent, fair ticket adjudication.

GREW TWITTER FOLLOWERS TO OVER 5,000
Vision Zero is Top Priority

The Vision Zero work is dedicated to each of one of the Four E’s of Vision Zero: Engineering, Education, Enforcement, and Evaluation. We made significant progress in each.

PRIMARY TRAVEL MODE FOR ALL TRIPS

- Vehicle & Motorcycle: 76.0%
- Pedestrian: 17.6%
- Public Transit: 5.0%
- Bicycle: 1.4%

PEOPLE KILLED OR SEVERELY INJURED

- Vehicle: 39.0%
- Pedestrian: 33.0%
- Motorcycle: 18.0%
- Bicycle: 10.0%

LOS ANGELES ANNUAL TRAFFIC FATALITIES & SEVERE INJURIES

*2014 and 2015 data is provisional
A. Vision Zero

The City’s Vision Zero Initiative launches with the support of all of our partners.

KEY HIGHLIGHTS

Engineering

LADOT plays a lead role in safety engineering projects under Vision Zero to improve the safety on Los Angeles streets.

→ We implemented School Safety Zones at 11 LAUSD campuses throughout LA, reducing the speed limit to 15 mph and increasing safety for children who walk and bike to school.

→ We built improvements on Cesar Chavez Ave., to reduce crossing distances and increase visibility of people walking.

→ We activated the Hollywood and Highland scramble crosswalk. Its success has been definitive: there were zero injury crashes in six months after the installation, and an average of 10 a year in years prior.

→ We upgraded 195 intersections with continental crosswalks in school zones.

Evaluation/Data

The Vision Zero data evaluation has allowed for a better understanding of the real contributors to injury and death in Los Angeles traffic collisions. LADOT has made all of this data public, in line with the department’s core values. This data will guide prioritization of safety countermeasures along the High Injury Network.

→ We migrated all Vision Zero data to a single initiative page within the LA GeoHub, that allows any city employee or member of the general public to access information about the contributors to serious and fatal traffic collisions.

→ LADOT engineers worked with the Vision Zero data team to identify and prioritize locations for grant-funded safety improvement projects. This citywide querying effort will change the way LADOT applies for grants in the future.

→ We developed “Collision Profiles” that will allow LADOT engineers to focus on specific countermeasures depending on the profile of a particular intersection or corridor.

→ We prioritized the High Injury Network intersections and corridors for investment based on the following criteria:
  → The total number of deaths and serious injuries at a given location.
  → The involvement of an older adult or a child in a serious or fatal injury collision.
  → Social equity indicators, as defined by the Plan for a Healthy Los Angeles (see the intersection score map here).

Education

LADOT works closely with the Los Angeles County Department of Public Health to focus on education activities to raise awareness for Vision Zero and change traffic safety behavior.

→ LADOT published the Vision Zero Education Strategy, informed by over 40 stakeholder interviews, which laid the foundation for an education campaign that will be implemented in early 2017.

→ Alan Hiroshi Nakagawa began his artist residency with Vision Zero. His efforts seek to infuse art, culture, and design into LADOT’s decision-making processes and public interactions.

→ The third Annual Walk to School Day broke the 100 school mark in 2015, and included participation from over 20,000 LAUSD school children.

→ Launched the Keep Walking! activity guides, year-long walking encouragement activities.

→ Received $500,000 from the Office of Traffic Safety to fund targeted Vision Zero outreach and education activities.

Enforcement

The Los Angeles Police Department (LAPD) is the lead on Vision Zero enforcement activities. Vision Zero data shows that high speeds are the fundamental predictor of crash survival. LAPD’s enforcement strategy is to focus on speed enforcement to reduce excessive speeds on city streets. LADOT is supporting this effort by hiring new staff to update speed surveys on the High Injury Network, which will allow LAPD to deploy laser and radar enforcement along these streets.
Every Neighborhood Counts

THREE-WAY COMMUNICATIONS
Our district offices work closely with each of the 15 City Council District Offices and communities. It is a partnership and an ongoing dialogue with our constituents about improving our neighborhoods and making our streets safer. Residents are encouraged to use MyLADOT to submit requests online. We received 17,265 service requests through the MyLADOT Request System and closed a total of 16,803 requests. LADOT works every day, all year long across our city.

- **Installed signs prohibiting overnight parking by oversize vehicles**
  Tampa Ave., Platt Ave., Valley Circle Blvd., Canoga Ave., Rinaldi St., Roscoe Blvd.

- **Modified striping for more residential parking**
  Victory Blvd. between Topanga Canyon Blvd. and Shoup Ave.

- **Built Rectangular Rapid Flash Beacons to make it easier to cross the street**
  Abbot Kinney Blvd. and Broadway St.

- **Updated peak hour turn restriction signs on Cascada Way**
  Cascada Way and Bellagio Rd.

- **Installed "No Right Turn" Restriction**
  Western Ave. between 11th St. and 29th St.

- **Built new Continental Crosswalk**
  Western Ave. and 82nd St.

- **Installed Angle Parking**
  Watts Civic Center and Ted Watkins Memorial Park (Success Ave., E. Century Blvd., and E. 103rd St.)
LADOT works every day, all year long, across our city.
A Sustainable City For The Future

The Mayor’s Sustainable City pLAn calls for LADOT to partner with City Departments and Metro to expand mobility options and strengthen a transit system that will support population growth over the next 20 years. Key initiatives include launching the GoLA trip planning app, which puts robust trip planning options in the palm of your hand, expanding LADOT’s award-winning dynamically priced parking program, LA Express Park, and launching a bike share system in Downtown Los Angeles to support first and last mile trips to and from transit.

SHARED MOBILITY
The new Mobility Division oversees the implementation and expansion of the city’s bike sharing and carsharing programs, as well as the city’s taxi program. It is organized to deliver goals set forth in the Mayor’s Sustainable City pLAn, and the Great Streets for Los Angeles Strategic Plan.

The New Mobility Team, in partnership with Metro, launched bike share in Downtown Los Angeles, with over 700 bicycles across 61 stations. Installation of 11 stations and 300 bicycles ordered in the first phase are planned by July 2017. Future expansion of the program is in the works including Venice, Hollywood, and USC neighborhoods.

This fiscal year we charged ahead to prepare for the launch of an electric-vehicle carsharing program. The program will include 100 electric-vehicles and at least 100 electric vehicle charging stations. Station siting is expected to begin in the fall 2016.

Providing comprehensive mobility choices requires strong alliances with key partners that share the same goal. We are partnering with the Department of City Planning and Metro to launch the Integrated Mobility Hub project. This will address first/last mile transit connections by creating mobility hubs that offer a seamless experience for transit riders. The hubs will incorporate the latest in technology, architecture, branding, and customer service. The Request for Proposal is expected to be released late summer 2016.

In light of the growth of ride-hailing apps like Uber and Lyft as new mobility options, the Taxi and Vehicle for Hire Group have overseen a citywide expansion of the City’s Hail-A-Cab program and a reduction in franchise fees for taxicab companies.
Safe, Organized, & Beautiful Streets

City streets play a big role in the fabric of everyday life. We champion the role of streets as public spaces and embrace the opportunity to bring arts, culture, economic development, sustainability, community empowerment, and public health into our design decisions.

Our Complete Streets commitment is to make our city a great place to work, live, and play by providing streets that are designed for everyone.

Vision Zero frames our work with the objective of achieving zero traffic deaths by the year 2025. The Safe Routes to School Strategic Plan focuses on reducing fatalities of children walking and bicycling to school.

This FY, our projects included new signals, left turn arrows, pedestrian and bicycle facilities, enhanced continental crosswalks, new pedestrian crossings, curb extensions, leading pedestrian intervals, bike boxes, mini-roundabouts, and many other safety features that make our streets great.

We partnered with the Department of City Planning to update the Mobility Element of the General Plan, Mobility Plan 2035, and to prepare the Complete Streets Design Guide. City Council adopted the NACTO urban street design guides as part of Mobility Plan 2035.

LADOT collaborated with the Mayor and other City departments on the Great Streets Initiative to improve neighborhood gathering places and encourage economic activity by revitalizing key community corridors.

We embarked on a pilot program, Play Streets, to help residents transform Los Angeles City streets into places for play, learning, and fun for all ages. We hosted demonstration Play Streets events in Boyle Heights, South LA, Watts, Pacoima, and Koreatown. We focused on neighborhoods without great access to parks, where people experience negative public health outcomes.

A. People St. → Hope St. Parklet
   A favorite public space for communities to gather.

B. Bradley Ave. Plaza - Pacoima improvements
   A partnership to beautify the neighborhood.

C. Play Streets
   Transforming Los Angeles City streets into places for play, learning, and fun for all ages.

D. Los Angeles St.
   Biking made easy
Recognition of Outstanding Performers

The Transportation Committee and LADOT Management recognize our outstanding performers for their contribution to the City of Los Angeles and LADOT’s vision and mission.

The employees featured here are representative of our work force and they embody our core values. They each demonstrate a high level of dedication and commitment to their work by delivering high-end results through innovation, leadership, and teamwork.

A. AUGUST 2015
Durrell Drumgold, Traffic Officer, Parking Enforcement and Traffic Control

Traffic Officer Drumgold’s professionalism and dedication are exemplified through his 21 years of perfect attendance and his willingness to help his community understand the traffic laws that govern them.

B. AUGUST 2015
Lon Soh, Senior Systems Analyst I, Administrative and Field Services

Lon’s strong sense of initiative led him to single-handedly fix several computer configuration issues, while continuing to provide excellent computer support for the whole department.

C. SEPTEMBER 2015
Corinne Ralph, Chief of Transit Programs
Brian Lee, Supervising Transportation Planner I
Julie Vazquez, Transportation Planning Associate II
Michael Pascual, Transportation Planning Associate II, Mobility Management

This team implemented a real time passenger information system on LADOT’s fleet of DASH and Commuter Express buses, improving customer satisfaction and convenience for our transit services.

D. OCTOBER 2015
Lamar Barbre, Traffic Officer, Parking Enforcement and Traffic Control

While on patrol, Lamar quickly responded to a distraught woman sitting precariously at the top of an overpass. His actions averted a tragedy and demonstrated the vital public safety role traffic officers provide.

E. OCTOBER 2015
Juan Montano, Transportation Engineering Aide I
Dennis To, Clerk Typist, Mobility Management

Juan and Dennis’ teamwork and collaboration are essential to the department’s sense of cohesion in its everyday operations. Juan has assumed the role of teacher to train newly hired aides and has marked every carshare space in the City. Similarly, Dennis is a highly sought out resource as a Clerk Typist in the department’s clerical support unit.

F. DECEMBER 2015
Mark Corona, Traffic Officer, Parking Enforcement and Traffic Control

Mark takes great pride in providing the utmost customer service to our constituents and has distinguished himself by consistently leading his peers in responding to service calls.

G. DECEMBER 2015
Lupe Sandoval, Transportation Engineering Associate III, Active Mobility and Safety Implementation Section
Pedro Ayala, Transportation Engineering Associate III, West Los Angeles Environmental Review
Don Schima, Transportation Engineer, Major Construction Temporary Traffic Control, Project Delivery

Lupe, Pedro, and Don stand out for their exemplary leadership and for fostering excellence and collaboration among their peers. Their work led to the implementation of six Safe Routes to School and Active Transportation Program projects, cohesion within the department, and expertise at the Transit and Transportation Construction Management Committee.
C. JANUARY 2016
Monique Browne, Traffic Officer, Parking Enforcement and Traffic Control
Monique is recognized for her professionalism and conscientious approach to her duties. Her actions helped reunite a critical missing person with his family.

D. JANUARY 2016
Jonathan Patten, Signal Systems Electrician, Administrative and Field Services
Jonathan’s problem-solving attitude has helped ensure functions within his division receive the best coverage. He ensures the battery backup systems are inspected and is the sole trainer of new employees in the Central Yard.

E. FEBRUARY 2016
Brian Doherty, Transportation Engineering Aide II, Project Delivery
Brian’s dedication and commitment to collecting traffic data for the city’s various studies and reports has earned him great respect throughout the Department.

F. FEBRUARY 2016
Uma Vyas, Sr. Accountant II, Marilu De Vera, Sr. Accountant II, Administrative and Field Services
Uma and Marilu are commended for their contributions toward keeping LADOT accountable to Angelenos. They delivered results for the Citywide Metro Rail program and increased the efficiency and accuracy of the books.

G. MARCH 2016
Chung-Ming Yen, Transportation Planning Associate II, Tommy Melendez, Equipment Specialist II, Mobility Management
Both Chun-Ming and Tommy play quiet but critical roles for the agency through ensuring Commuter Express, DASH, and Cityride are feasible and properly maintained.

H. MARCH 2016
Cortez Jones, Senior Traffic Supervisor, Parking Enforcement and Traffic Control
Cortez consistently goes above and beyond the call of duty and is well-known for his unique problem-solving skills and the ability to respond quickly to emergencies.

I. APRIL 2016
Christine Mata, Emergency Preparedness Manager, Parking Enforcement and Traffic Control
Christine’s 30 years of dedication and leadership has fostered a work environment that has consistently yielded favorable results. She proactively organized disaster preparedness training for our employees.

J. APRIL 2016
Belkis Del Valle, Senior Management Analyst I, Nancy Bower, Senior Management Analyst I, Mobility Management
Belkis and Nancy have proven track records of working collaboratively with various stakeholders to improve customer service levels to the parking public. Their efforts have contributed to revenue generation, improved parking signs, and installations of new state-of-the-art revenue control equipment.

K. MAY 2016
Sandra Herrera, Transportation Associate III, Carlos Rodriguez, Transportation Associate II, Susan Bok, Supervising Transportation Planner I, Project Delivery
Sandra, Carlos, and Susan helped to ensure the successful completion of the Expo Line Phase 2 project that opened in May 2016.
LADOT Factoids FY 2015–2016

Vision
Los Angeles will have a transportation system that gives people choices to support a high quality of life and strong healthy communities, as well as continued prosperity and resilience for the region.

Mission
LADOT leads transportation planning, design, construction, maintenance, and operations in the City of Los Angeles. We work together and partner with other agencies to improve safe, accessible transportation services and infrastructure in the city and region.

Population
City of Los Angeles 3.8 million

Budget
Total City Budget $8,582,562,666
LADOT Operating Budget $154,636,217
Other LADOT Funding Sources $496,055,488
Total LADOT Budget $650,691,705
Total Direct Cost of Operations $405,338,231

Employees
Full-Time/Part-Time/Total (Authorized) 1,517/563/2080
Filled/Vacant Positions (Actual) 1337/180
Traffic Officers 585
Part-Time Traffic Officers 100

Streets
City of Los Angeles:
Land Area 468 Square Miles
Streets 7,500 Miles
Freeways 181 Miles

Parking Enforcement & Adjudication
Parking & Safety Violation Citations 2,431,894
Revenue from Citations $147,883,882.78
First Year Collection Rates 82.7%
Second Year Collection Rates 85.3%
Average Base Fine Amount of Citation $69.00
Average Fine & Penalty Amount of Citation $90.00
(Note: Average Figures Include County/State)
Major Incidents & Emergencies Worked 4,318
Cars Impounded 79,913
Disabled Placard Enforcement Operations 676

Violations Citations % of Total Fine
Street Cleaning 632,761 26% $73
Meter 535,233 22% On $63/Off $58

Call to Pay/Contest a Ticket 24/7: (866) 561-9742
Pay/Contest Tickets Online 24/7: lacity-parking.org
Delinquent Tickets to be Considered a Scofflaw: 5

Convenient Walk-In Centers to Pay for Tickets
Downtown Public Service Center 312 W. 2nd St., Los Angeles, CA 90012
West Los Angeles Public Service Center 1575 Westwood Blvd., Suite 100B, Los Angeles, CA 90024
Mid-Wilshire Public Service Center 3333 Wilshire Blvd., Suite 3337, Los Angeles, CA 90010
Van Nuys Public Service Center 6309 Van Nuys Blvd., Suite 103, Van Nuys, CA 91401

Signals
Automated Traffic Surveillance and Control (ATSAC) Traffic Signals 4,584
Flashing Beacons 97
At-Grade Rail Crossings with Active Controls (Traffic Signals) 160

Parking and Meters
Meter Revenue $59.1 Million
On-Street Total Metered Spaces 34,625
On-Street Card & Coin Spaces 33,339
On-Street Pay Station Spaces 1,286
Off-Street Total Metered Spaces 2,368
Off-Street Card & Coin Spaces 490
Off-Street Pay Station Spaces 1,878
Total Metered Spaces (On & Off-Street) 36,993
Off-Street Parking Facilities 118

Type Operated Non Total
Structures 12 1 13
Lots 11 94 105
Total 23 95 118

Preferential Parking Districts 150
Charge for a Permit (Annual/Visitor) $34/$22.50
Total Revenue $3.5 million

Field Crews
Traffic Control Devices Installed FY 15–16
Signs 52,422
Pavement Markings 20,374
Miles of Painted Curb Zones 390
Miles of Striping 1,326
Temporary Sign Postings & Removals 646,724

Transit
Vehicles in LADOT Transit Fleet 357
DASH 209
Commuter Express 104
Cityride 44
Downtown DASH Routes 5
Community DASH Routes 26
Commuter Express Routes 14
Second Largest Public Transit Operator in LA County
Revenue Hours (FY 15 Audit) 937,495
Trips a Year (FY 15 Audit) 23.9 million
Rider Satisfaction Rate (Surveys 2014) 89%
Cityride Clients 120,000

DASH Fare: 50¢ per One Way Trip
25¢ for Seniors/Disabled
Stored Value on Tap Card: 35¢ per One Way Trip for Students/Regular
15¢ for Seniors/Disabled
Commuter Express Fare: $1.50-$4.25 per Trip
75¢-$2.10 for Seniors/Disabled

For more information visit ladottransit.com or call (213, 310, 323, 818) 808-2273

Vehicle Safety
Registered Vehicles in LA County 7,533,131
Traffic Collisions, LA City (2014) 31,614
Fatal Injuries, LA City (2014) 194
District Offices

Total Service Requests Received FY 15–16: 17,265
Total Service Requests Closed FY 15–16: 16,803

Locations

<table>
<thead>
<tr>
<th>Council Districts Covered</th>
<th>Central</th>
<th>Hollywood-Wilshire</th>
<th>Western</th>
<th>Southern</th>
<th>East Valley</th>
<th>West Valley</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1,9,14</td>
<td>4,10,13</td>
<td>5,11</td>
<td>8,15</td>
<td>2,4,5,6,7</td>
<td>3,5,6,12</td>
</tr>
</tbody>
</table>

Contact:
- LADOT.CentralDistrict@lacity.org
- LADOT.HollywoodDistrict@lacity.org
- LADOT.WesternDistrict@lacity.org
- LADOT.SouthernDistrict@lacity.org
- LADOT.EastValleyDistrict@lacity.org
- LADOT.WestValleyDistrict@lacity.org

Taxicab & Franchise

Total Permits Issued/Processed: 6,365
Authorized Taxicabs: 2,361
Taxicab Companies: 9
Taxicab Franchise Fees: $2,999,112
Percentage of Green Taxicabs: 80%
Non-Emergency & Vehicle-for-Hire Companies: 217
Vehicles-for-Hire (Incl. Non-Emergency Ambulance): 1,517
Service Fees for Vehicle-for-Hire Collected: $2,237,301
Bandit Taxi Arrests: 563
Bandit Taxicab Impounds: 487
Pipeline Companies: 46
Pipeline Franchise Fees: $4.9 million
Gas Co. Franchise Revenue: $15.4 million
SCE Franchise Revenue: $237,000

Bikes

<table>
<thead>
<tr>
<th>Type</th>
<th>FY 15–16</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bike Lanes</td>
<td>8.84</td>
<td>771.16</td>
</tr>
<tr>
<td>Separated Bike Lanes/Cycle Tracks</td>
<td>1.0⁴</td>
<td>2.00³</td>
</tr>
<tr>
<td>Bike Paths</td>
<td>6.50</td>
<td>125.96</td>
</tr>
<tr>
<td>Sharrows Route</td>
<td>0.80</td>
<td>155.38</td>
</tr>
<tr>
<td>Neighborhood Friendly Streets</td>
<td>0</td>
<td>1.60</td>
</tr>
<tr>
<td>Bike Routes</td>
<td>0</td>
<td>135.82</td>
</tr>
<tr>
<td>Total Lane — Miles⁶</td>
<td>16.14</td>
<td>1,189.92</td>
</tr>
</tbody>
</table>

Pedestrians

Pedestrian & Bike Collisions by Severity⁷

<table>
<thead>
<tr>
<th>Injury Type</th>
<th>Peds</th>
<th>Ped. % of All Modes</th>
<th>Bikes</th>
<th>Bike % of All Crashes</th>
<th>All Crashes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fatal</td>
<td>88</td>
<td>46%</td>
<td>10</td>
<td>5%</td>
<td>187</td>
</tr>
<tr>
<td>Severe</td>
<td>312</td>
<td>31%</td>
<td>113</td>
<td>11%</td>
<td>1,004</td>
</tr>
<tr>
<td>Other Injury</td>
<td>1,035</td>
<td>17%</td>
<td>1,108</td>
<td>18%</td>
<td>6,220</td>
</tr>
<tr>
<td>Complaint of Pain</td>
<td>1,193</td>
<td>9%</td>
<td>963</td>
<td>8%</td>
<td>12,562</td>
</tr>
<tr>
<td>Prop Damage Only</td>
<td>1,193</td>
<td></td>
<td></td>
<td></td>
<td>13,808</td>
</tr>
<tr>
<td>Total</td>
<td>2,625</td>
<td>13%</td>
<td>2,194</td>
<td>11%</td>
<td>19,973</td>
</tr>
</tbody>
</table>

Crosswalk Inventory

<table>
<thead>
<tr>
<th>Crosswalk Type</th>
<th>School</th>
<th>General</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Uncontrolled With Flashing Beacons</td>
<td>50</td>
<td>62</td>
<td>112</td>
</tr>
<tr>
<td>Uncontrolled Without Flashing Beacons</td>
<td>139</td>
<td>366</td>
<td>505</td>
</tr>
<tr>
<td>Total</td>
<td>189</td>
<td>428</td>
<td>617</td>
</tr>
</tbody>
</table>

Capital Projects

Capital Projects: 137
Projects in Pre-Design/Design Phase: 85
Projects in Right-of-Way Phase: 3
Projects in Bid & Award Phase: 8
Projects in Construction/Post Construction Phase: 41
Budget of Capital Projects: $406,875,000

Major Transit Projects

Construction Support Miles
- Regional Connector: 1.9 miles
- Crenshaw LRT: 8.5 miles
- Purple Line Ext.: 9.0 miles
- Total: 19.4 miles

Measure R Project Status

- Exposition LRT Phase II: Completed
- Purple Line Subway Extension: Construction
- Regional Connector Subway: Construction
- ESFV Transit Corridor: Draft EIR
- Green Line — LAX: Draft EIR
- SFV I-405 Corridor: Planning Study
- Crenshaw Light Rail: Construction

Planning

Traffic Study Reviews: 173
Building Permit Signoffs: 549
Driveway Permit Signoffs: 236

Major Projects:
- Mobility Plan 2035
- Westside Mobility Study
- 2016 SCAG Regional Transportation Plan/ Sustainable Communities Strategy
- Expo Line Neighborhood Transit Plan
- 7th Street Streetscape Plan
- Union Station Master Plan
- California High-Speed Rail Project
- Baldwin Hills/Crenshaw Plaza Redevelopment
- Academy Museum of Motion Pictures Project
- Los Angeles Football Club Stadium
- Palisades Village Redevelopment
- Miracle Mile & La Brea Hancock Park Neighborhood Traffic Management Studies
- LAX Land Access Modernization Project
- LAX Airport Metro Connector
- Lincoln Boulevard (SR1) Bridge Project Report
- Westfield Village Project at Topanga
- NOHO West Mixed-Use Development
- California High-Speed Rail Project
- Baldwin Hills/Crenshaw Plaza Redevelopment
- Los Angeles Football Club Stadium
- Palisades Village Redevelopment
- Miracle Mile & La Brea Hancock Park Neighborhood Traffic Management Studies
- LAX Land Access Modernization Project
- LAX Airport Metro Connector
- Lincoln Boulevard (SR1) Bridge Project Report
- Westfield Village Project at Topanga
- NOHO West Mixed-Use Development

1. Source: U.S. Census Bureau
2. Estimated Figure
4. Source: SWITRS
6. A lane-mile denotes distance for one direction of travel.
7. SWITRS Data, 5-Year Average (2010–2014), 2014 data is provisional
8. Included in bike lane total

Department Contact Information
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LADOT is Rethinking Mobility

New Technology and Service Delivery Models are reshaping Mobility.

OUR STRATEGY
Los Angeles is a culturally rich urban metropolis that has captured the imagination of millions of creative, tech-savvy, and diverse populations from around the world. With projected growth in the region over the next generation, Los Angeles must offer the right infrastructure or its roads will come to a standstill. Our streets are our largest public asset as they occupy 15 percent of Los Angeles’ total land area and serve as our city’s circulatory system. Several trends in transportation technology make it easier to maximize limited resources to improve capacity, enhance customer experience, and make our public right-of-way safer for all of us.

Urban Mobility in a Digital Age is a transportation technology strategy designed to build on the success and innovation of the City of Los Angeles and LADOT as regulator and transportation service provider in a complex and evolving ecosystem of public and private services. LADOT must be a platform for mobility innovation to support existing and future transportation mode options and provide data, mobility, and infrastructure as a service to all Angelenos.

OUR METHODOLOGY

1. Build a solid data foundation.
2. Leverage technology + design for a better transportation experience.
3. Create partnerships for more shared services.
4. Support continuous improvements through feedback.
5. Prepare for an automated future.

POLICY + IMPLEMENTATION + PILOTS

PLATFORM FOR MOBILITY INNOVATION

DATA AS A SERVICE + MOBILITY AS A SERVICE + INFRASTRUCTURE AS A SERVICE

Our Vision
The City of Los Angeles, like most large cities, faces many transportation challenges. In response, our policymakers have established several transportation policy goals. The City aims to increase mobility, keep people safe no matter how they travel, and improve air quality by decreasing congestion. With the rapid rise of technology in transportation, LADOT will deploy and support an ecosystem of advanced technologies to promote these policies and create truly great streets for all Angelenos. To enable this transition, LADOT must evolve into a platform for transportation innovation to ensure the success of three primary service goals: data, mobility, and infrastructure.

Data as a service is the rapid exchange of real-time conditions and service information between service providers, customers, and the supporting infrastructure for greater system efficiency and improved experience. Mobility as a service centers around the customer; it offers people access to a suite of transportation mode choices and payment to simplify their trip through their smart phone. Infrastructure as a service is the idea that the use and access of public infrastructure should be subject to pay-as-you-go user fees that more closely align the costs associated with providing the infrastructure itself to how the infrastructure is being used.

The strategy focuses on shared mobility and automated vehicles as technologies. It has the potential to not only relieve congestion in a growing region, but can help make our public right-of-way safer and more efficient for Angelenos traveling by all modes. This strategy defines policy recommendations as well as short and long term actions to promote better coordination and collaboration across an increasingly more complex mobility marketplace. Urban Mobility in a Digital Age also defines several pilot initiatives to demonstrate new technologies in the field, collect feedback from Angelenos, and better understand how new tools and services can help meet the mobility needs of our community.
Special Events

LADOT Keeps People Moving Forward in Los Angeles.

Los Angeles is a vibrant city and host to countless public events each year. LADOT helped Angelenos get to over 2000 special events under the leadership of our Special Traffic Operations (STO) and the diligent work of our Engineers, Traffic Officers, and Field Crew in coordination with our sister agencies. STO also responds to emergencies and disasters that impact the City by safely closing miles of public streets, setting up temporary detours, controlling traffic signals at affected intersections, and coordinating with numerous public and private agencies to make sure Angelenos keep moving forward safely.

Challenge Grant
In 2015, Great Streets launched and implemented a groundbreaking grant program to empower communities to lead in developing a vision for their great streets. Eight selected teams raised over $90,000 in crowd funds, which was matched with $150,000 in City funding to support eleven temporary street transformations. LADOT made each transformation possible by providing technical consultation and operational support for the various teams to deploy one pop-up pedestrian scramble, four pop-up bike lanes, and seven pop-up parklets. These transformations will guide future long-term improvements on Great Streets corridors.

Targeted Safety Improvements
LADOT delivered a number of key safety improvements along Great Street corridors, including the City’s first painted curb extensions, a pilot project to improve pedestrian safety along Cesar Chavez Ave., new traffic signals along Van Nuys Blvd. in Pacoima and North Figueroa St. in Highland Park. Western Ave. in Koreatown received 17 new continental crosswalks to complement five murals and four utility cabinet art projects.

Project Development
Thanks to LADOT leadership and staff support, new safety and mobility improvements are in development along six additional corridors, with five set for construction in the next 12 months.

A. CicLAvia
CicLAvia turns streets into temporary park spaces to walk, roll, bike, run, skate, and play.

B. Space Shuttle ET-94 Tank
Hundreds of LADOT personnel assisted in Space Shuttle ET-94 Tank’s 21 hour, 16.2 mile trek to the California Science Center.

C. L.A. Marathon
Our streets are a place for people from all over the globe to come together.

D. Temporary Pedestrian Scramble
‘Pop-Up’ Scramble Crosswalk with piano key motif at Crenshaw Blvd. and Florence Ave. helps envision the future.

E. Temporary Street Transformation
Mar Vista ‘Pop-Up’ draws crowds of enthusiastic neighbors to reclaim their streets.