

LADOT

Annual Report

FISCAL YEAR 2017-2018



Figuerola Street
Figuerola Corridor Streetscape Project

OUR MAYOR



Dear Friends,

The Los Angeles Department of Transportation (LADOT) continues to prioritize safety, use of emerging transportation technology, and mobility equity to the benefit of all Angelenos.

Ensuring that no person dies in a traffic collision is a bold goal that requires the City's departments to work hand-in-hand to make an impact through engineering, enforcement, and education. In collaboration with other departments, LADOT has led this effort to prioritize safety through Vision Zero and its efforts have led to improvements on the ground and has shifted people's perceptions of travel and safety on our streets.

LADOT keeps moving Los Angeles forward, and this is highlighted by its successful drive to secure multimillion dollar grants to transition the DASH fleet to one that only uses zero-emission buses by 2030, its launch of pay-by-phone capabilities for

parking meters through the Park Smarter app, and the expansion of LA Express Park in Hollywood.

I'm looking forward to the year ahead, spurred on by the completion of MyFigueroa, a transformative streetscape project that improves the connection between South Los Angeles and Downtown for all types of travelers, and encourages affordable housing and economic development as well.

I am proud of what the Department has accomplished and look forward to working with you to make LA a safer, more livable city.

Sincerely,

Eric Garcetti
Mayor, City of Los Angeles

OUR GENERAL MANAGER



Dear Angelenos,

The world is in the midst of a mobility revolution. And Los Angeles is in its center. LADOT proved this year that we remain a global leader in shaping the mobility future. Our accomplishments bring us closer to our vision: giving all people access to safe

and affordable choices that treat them with dignity and support a vibrant and inclusive city.

This year, LADOT tackled our challenges head on: crippling congestion, poor air quality, traffic fatalities nearly every two days, and rising economic inequality.

We launched the largest-in-class electric vehicle car-share program, BlueLA, which offers subsidized carbon-neutral mobility for underserved populations. We completed the legacy MyFigueroa Streetscape Project (MyFig) that connects Exposition Park to Downtown with 2 miles of bike lanes and bus boarding islands.

We secured a \$36.1 million grant that will help improve the frequency, reliability, and coverage of our DASH bus services and will bring us closer to full electrification of our fleet by 2030. We helped create a microtransit program, FASTLink DTLA, to provide more mobility options throughout the downtown area.

We celebrated another lifesaving scramble at the iconic and the busy Hollywood Boulevard and Vine intersection. And we invested in our people through the first ever Leadership Academy, a new mentorship program, and weekly lunch and learn opportunities.

Tomorrow, new services may completely transform how our city moves. If we wish to continue our role as a global leader, we must reposition LADOT as an active partner in the arrival of innovation.

This is why we authored a Transportation Technology Strategic implementation Plan (the SIP). The SIP is a set of products and services that LADOT deems necessary to ensure that, as new mobility options arrive in the sky and on our streets, they are first and foremost safe. Just as LADOT created one of the largest and most sophisticated traffic management centers for the 1984 Olympic Games, the Strategic Implementation Plan sets the City on a course to manage the streets of the future by 2028.

In this report, you will read about many more LADOT victories that you helped achieve. You make LADOT a great place to work.

Sincerely,

Seleta Reynolds
LADOT General Manager

Our Vision and Mission

Our vision and mission is what we strive for everyday. They define the purpose to our work and guide our approach.

Vision

In Los Angeles, all people have access to safe and affordable transportation choices that treat everyone with dignity and support vibrant, inclusive communities.

Mission

LADOT’s mission is to lead transportation planning, project delivery, and operations in the City of Los Angeles. We work together and collaborate to deliver a safe, livable, and well-run transportation system in the City and region.

Our Values and Principles

At LADOT, we know that a successful project requires a blueprint. Similarly, a successful department requires its own set of guiding values and principles by which to conduct itself. These are ours.

VALUES

Safe and Healthy

The transportation system contributes to safe and healthy communities. Loss of life from preventable traffic collisions is unacceptable. LADOT’s imperative is to eliminate traffic fatalities and maintain safe streets for all.

Equitable and Inclusive

Los Angeles is one of the most diverse cities in the world, but significant disparities in wealth and opportunity exist. We are committed to addressing the historic underinvestment and environmental injustices that limit our City’s potential. LADOT is investing in transportation infrastructure that supports nurturing and inclusive communities.

Accessible and Affordable

Transportation is the second largest household expense after housing and a crucial link to breaking the cycle of poverty. LADOT is committed to providing frequent

and dependable transportation options to meet the diverse needs of people facing housing challenges, people with mobility issues, and older adults.

Sustainable and Resilient

LADOT is reducing greenhouse gas emissions, improving air quality, and maintaining a transportation network that is resilient. We are committed to limiting the transportation system’s impact on the environment.

PRINCIPLES

Integrity, Honesty, and Respect

We serve the public. We tell the truth. Our focus is to do what is right. We treat everyone with a high level of respect. We are trustworthy, honest, professional, and fair.

Problem-Solving Attitude

We are creative. We are known for working closely with the public and with each other to identify issues, opportunities, and solutions. We are resourceful and provide meaningful options to address problems.

Innovative Approaches

We experiment and try new methods to achieve our vision. We seek opportunities to use technology and information to make data-driven decisions. We embrace innovative mobility solutions that work for Los Angeles.

Reliability and Accountability

We say what we mean, and we do what we say. We strive to deliver quality products safely, on time, and on budget. We celebrate and communicate our successes. We are responsible stewards of public funds and resources.

Professional Development and Personal Growth

We support each other. We constantly strive to improve. We value our colleagues and respect the need for balance. We focus on making work a fulfilling — not overwhelming — part of life.

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AN INNOVATIVE DEPARTMENT

To ensure LADOT continues to be an innovative department, we must invest in our people and our infrastructure.

New technologies are creating revolutionary shifts in how we travel. By focusing on strategies and actions we can implement now, we are building a foundation and creating partnerships to bring more autonomous and shared services to Los Angeles.

BENCHMARK HIGHLIGHTS

Recruit and train the next generation of talent

- ▶ Connected with over 600 students at 11 university career fairs around Southern California and two professional organization career fairs.
- ▶ Added 165 new-hires to the department.

Make LADOT a rewarding place to work

- ▶ Provided career pathway training and continuous learning opportunities through 'Lunch and Learn' sessions and lectures with industry experts.
- ▶ Launched Data Training series to prepare staff members with comprehensive training on data collection, analysis, mapping, and communication tools.

Modernize facilities, technology, and tools to improve the efficiency of LADOT staff

- ▶ Created the LADOT Mobility Investment Program that will help plan and manage critical mobility projects to meet 2035 Mobility Plan goals.
- ▶ Developed new project decision support tool to evaluate and score projects based on safety, health, equity, and sustainability.

Prepare for an automated future

- ▶ Released the Strategic Implementation Plan (SIP) outlining potential pilot projects, partnerships, and Task Order Solicitations to prepare Los Angeles for new transportation technology.
- ▶ Moved forward with plans to modernize the Automated Traffic Surveillance and Control (ATSAC) Center and relocate to Department headquarters.

Modernize parking

- ▶ Completed Code the Curb testing to create a digital inventory of curb space, which is a first step toward digital management.
- ▶ Conducted soft launch of Park Smarter pay-by-cell app to pay for metered parking in Hollywood.
- ▶ Replaced and upgraded 93 pay stations in parking lots, allowing for increased reliability and ease of use for 1,878 off-street spaces.
- ▶ Established 91 oversized vehicle restriction parking districts while reducing the timeline from 6 months to 60 days.
- ▶ Transitioned from permit stickers to hang tags for Preferential Parking Districts after a successful pilot program.
- ▶ Developed an automated tracking system for the establishment of Preferential Parking Districts to improve customer service.



New traffic officer orientation at the Hollywood Enforcement Office. 37 trainees were inducted in this most recent class.



Signal System Supervisor II Raul De Anda and Principal Transportation Engineer Sean Skehan in front of LADOT's first ATC Cabinet.



Scramble crosswalk at Pacific Ave. and Washington Blvd.

A RESPONSIVE AND TRANSPARENT DEPARTMENT

Angelenos deserve excellent customer service.

We are committed to organizational excellence in all that we do. LADOT uses technology and uniform management procedures to speed up the time it takes for a project to go from idea to reality.

BENCHMARK HIGHLIGHTS

Improve external communication

- ▶ Improved social media presence over the previous year through increased online public engagement.
- ▶ Twitter: increased followers by 20% on @LADOTofficial
- ▶ Instagram: increased followers by 49% on @LADOTofficial
- ▶ Facebook: increased “likes” for LADOT Official Facebook page by 55%

Improve user experience through technology and data

- ▶ Replaced and upgraded 12,000 single-space parking meters to include larger display screens and Bluetooth capability.
- ▶ Replaced and upgraded 223 pay stations covering 739 on-street and 1,878 off-street parking spaces to allow for bilingual capability, better reliability, and easier use.

Use data-driven process improvements that are aligned with LADOT values

- ▶ Initiated creation of new regulatory software program to increase efficiency in taxi permit process for better tracking of permits, vehicles, and driver history.



Assistant General Manager Daniel Mitchell and Councilmember Mike Bonin celebrate the installation of new flashing pavement markers at Coolidge Ave. and Gateway Blvd. with students from Citizens of the World Charter School in Mar Vista.

Speed project delivery

- ▶ Coordinated the City’s selection process for vetting 22 candidate projects seeking Active Transportation Program (ATP) grant funding.

Improve customer service

- ▶ Made 517 arrests in the City of Los Angeles of unpermitted drivers attempting to pick up members of the public in exchange for payment.
- ▶ Reduced backlog of parking citation initial reviews by 30% from the beginning of the fiscal year.

- ▶ Conducted over 33,000 hearings with an average customer service satisfaction rating of 4.14 out of 5 for FY17–18.
- ▶ Conducted process improvements and increased staffing levels at the Development Services Center resulting in reduced customer wait times and increased new development case load.
- ▶ Continued to meet goal of striping roads within 10 days of resurfacing.

USER EXPERIENCE: CORE PRINCIPLES FOR TRANSPORTATION HAPPINESS

As a commitment to providing a quality transportation experience, LADOT has developed the following core principles for transportation happiness. These principles all have metrics to keep track of how well they are being upheld.



ACCESSIBILITY

Freedom to Get Around

I have the flexibility to select among safe, easy-to-understand, and universally-designed options to help me get to where I need to be in a timely manner.



RELIABILITY

Freedom from Disruptions

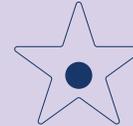
I can get where I need to go, when I need to go, with seamless infrastructure and responsive services, whether on my daily commute or on a spontaneous trip.



SAFETY & COMFORT

Freedom from Harm

I can enjoy my trip free from harassment and harm, using a safe, comfortable, and intuitive system.



CULTURE & COMMUNITY

Freedom to Connect

I feel connected to my neighborhood and can celebrate our city’s cultural diversity and unique places.



EQUITY & TRANSPARENCY

Freedom from Exclusion

I can rely on LADOT to respect and empower communities through transparent decision-making and clear operations, to invest equitably, and to avoid disproportionate impact.

Special Events Management

LADOT manages over 2,500 special events every year ranging from large events such as the LA Marathon down to smaller activities such as film productions. The work of traffic officers and engineers from LADOT’s Special Traffic Operations (STO) division helps ensure that our streets keep functioning properly regardless of conditions or circumstances. In addition, this team plays an active role in managing traffic flow during city emergencies.

A SAFE AND HEALTHY CITY

Everyone in Los Angeles deserves safe streets.

Safety is our top priority. A healthy city is one where our streets are safe, but it is also one where there are opportunities for active transportation, recreation, and play. LADOT uses innovative street designs, education, and outreach to make our streets safe for everyone.

BENCHMARK HIGHLIGHTS

Transform Los Angeles' transportation culture to prioritize health and safety

- ▶ Deployed community-based education that interacted with nearly 2,000 community members about traffic safety perceptions, leading to a 20 percent increase in awareness of Vision Zero and the importance of traffic safety.
- ▶ Deployed second round of Vision Zero advertising campaign.

Design safe streets for all

- ▶ Doubled annual goal to retime signals, completing 800 in 12 months, including 118 Leading Pedestrian Interval signals, four new pedestrian scramble crosswalks, 91 signals on Vision Zero corridors, and 640 signals on the High Injury Network (HIN).

- ▶ Completed Safe Routes to School capital improvements around Van Nuys Elementary School, which included curb extensions, pedestrian safety lighting, speed humps, and a roadway reconfiguration.
- ▶ Received \$18 million in construction contracts for five Active Transportation Program (ATP) funded projects.
- ▶ Activated nine new traffic signals, six rapid rectangular flashing beacons, and two speed feedback signs with Highway Safety Improvement Program (HSIP) and ATP funding.



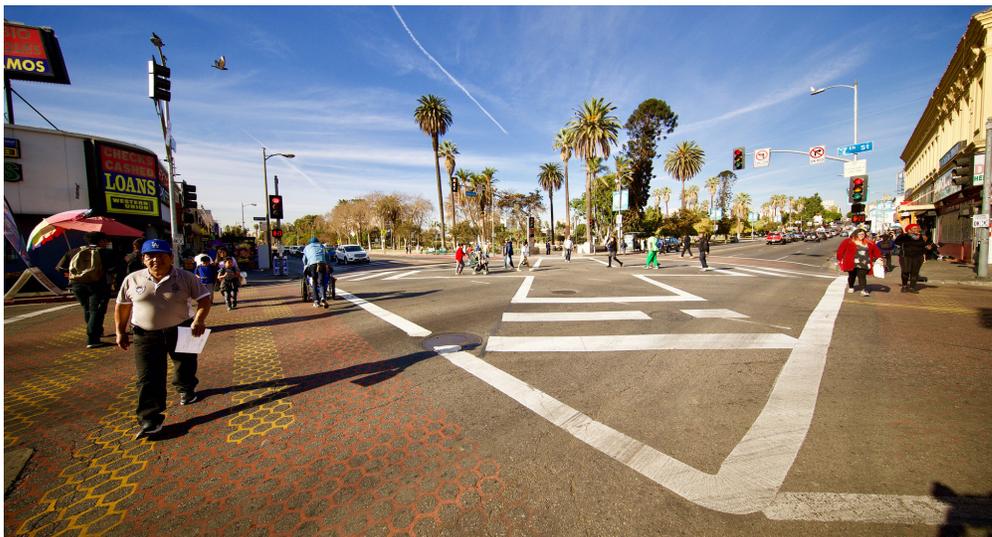
- ▶ Constructed 164 individual humps along 64 different street segments as part of the Citywide Speed Hump Program.
- ▶ Completed over 1,100 safety improvements across HIN Priority Corridors with 100 traffic signal improvements currently in design.
- ▶ Implemented 585 continental crosswalks along Vision Zero Priority Corridors.

Use data-driven approaches to prioritize safety

- ▶ Transitioned to RoadSafe GIS for collision analysis, making immediate collision analysis easier and quicker for countermeasure identification by providing improved analytical tools and more timely crash data.
- ▶ Completed 590 miles of speed surveys, including 307 miles of High Injury Network streets. By the end of the calendar year, virtually 100 percent of the entire city will be enforceable by radar gun.

Make LA the healthiest city in the U.S.

- ▶ Hosted four Play Streets events in neighborhoods in Boyle Heights and Koreatown to demonstrate how streets can be transformed to bring opportunities for recreation.
- ▶ Supported four CicLAvia open streets events in various areas throughout the City with facilitation from LADOT traffic officers and engineers in Special Traffic Operations (STO).
- ▶ Prepared outreach on Safe Routes for Seniors program to assess the needs of older adults and identify opportunities to improve walking and safety.



New scramble crosswalk at the intersection of Alvarado St. and 7th St.



Protected bike lanes on the Figueroa Corridor

A LIVABLE AND SUSTAINABLE CITY

Great streets support our communities.

We are working with employers and developers to provide incentives for people to commute more sustainably, for reducing the cost of getting around without a private car, and for offering new shared mobility opportunities.

BENCHMARK HIGHLIGHTS

Manage demand on Los Angeles' streets

- ▶ Updated the City's Transportation Demand Management Ordinance, which will aim to increase the proportion of trips made using sustainable travel options.

Improve the sustainability of the transportation system

- ▶ Won a Federal Transit Administration Low or No Emission Grant to fund the purchase of 25 battery-electric buses.
- ▶ Purchased 10 new compressed natural gas buses to replace gasoline buses.
- ▶ Installed 12 on-street electric vehicle charging stations in parking meter zones in coordination with the Bureau of Street Lighting.
- ▶ Entered into an agreement with EVgo to install five direct current electric vehicle fast charging stations in three different public parking garages, bringing the total to 106 electric vehicle charging stations in LADOT parking.
- ▶ Continued to make progress to adapt City guidelines to meet the objectives of Senate Bill 743 by establishing new transportation impact performance metrics promoting the reduction of greenhouse gas emissions, the delivery of mobility enhancements for all users of the transportation system, and a more sustainable diversity of lands.
- ▶ Completed the Westside Mobility Plan, providing a transportation blueprint prioritizing safe and multimodal travel, enhanced rail connections, parking solutions, and demand management.

Create a seamlessly integrated multimodal system

- ▶ Launched the electric vehicle car share program BlueLA with a goal of 40 total stations in areas identified as underserved communities.
- ▶ Expanded bike share program to Venice.
- ▶ Initiated bike share station-siting for USC/Expo Park Expansion and Westside Phase I Expansion.
- ▶ Released open source Mobility Data Specification (MDS), which will be used as a standard for collecting data from dockless bike and scooter share operators.

Increase the availability and efficiency of parking

- ▶ Expanded LA Express Park to Hollywood while introducing demand-based pricing, new time limits, and mobile payment app.
- ▶ Established 60 new preferential parking districts and reduced the backlog of preferential parking requests from 300 to 52.
- ▶ Drafted and helped pass state legislation (Assembly Bill 1452) to allow for on-street electric vehicle enforcement.

Reduce placard abuse through enforcement

- ▶ Conducted 234 stings citywide.
- ▶ Issued 1,836 citations.
- ▶ Confiscated 749 misused disabled placards.

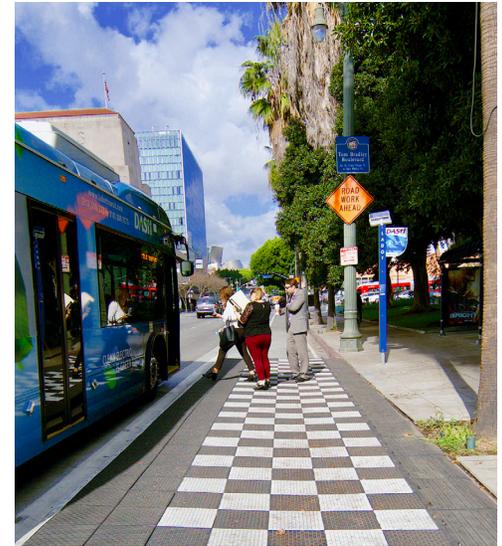
Strengthen LADOT's role in reducing homelessness

- ▶ Continued the Community Assistance Parking Program, which allows for homeless individuals to convert their parking citation debts to community service. LADOT converted approximately \$140,000 in parking citations to community service work and assisted nearly 500 individuals.
- ▶ Rolled out the first Safe Parking LA Program at a city lot in North Hollywood, providing

homeless individuals living in their vehicles a safe place to park and sleep overnight.

Create great places through LADOT projects

- ▶ Executed an agreement with the Korean American National Museum (KANM) to build the first permanent museum of its type on a city lot in Koreatown.
- ▶ Partnered in the construction of the Highland Park Pedestrian Improvements Project, consisting of the fabrication and installation of 30 community-designed mosaics depicting historic destinations in the Highland Park neighborhood.



Rubber transit treatment on 1st St. and Main St.



Parklet on York Blvd. in Highland Park



Kids excited for the Safe Routes to Schools annual Walk to School Day

VISION ZERO

Delivering common sense safety improvements.

Create a mechanism for dedicated funding to redesign intersections and streets for enhanced pedestrian safety

► Received \$12 million for new traffic signal improvements and \$4 million for Vision Zero corridor safety improvements from Measure R, M, and SB1. LADOT is partnering with Public Works on an \$80 million Complete Streets work plan, an integrated Vision Zero plan, the Street & Sidewalk Reconstruction program, and Green Street infrastructure program focused on six of the original 40 Vision Zero Priority Corridors.

Safety Improvements Installed on High Injury Network Streets

LADOT installed over 1,000 Phase 1 safety improvements on the High Injury Network on the 40 Priority Corridors identified in the 2017 Vision Zero Action Plan. Improvements include:

- 585 upgraded crosswalks
- 139 speed feedback signs
- 191 intersection tightenings
- 38 crosswalk paddle signs
- 7 pedestrian refuge islands
- 68 Leading Pedestrian Intervals
- 10 flashing beacons at existing crosswalks
- 4 scramble crosswalks



Safe Routes to School preparation session



Pedestrian refuge island at Zelzah Ave. and Hiawatha St.

Vision Zero Focuses on School Zones and Student Safety

LADOT secured \$17.5 million in construction funds for safety improvements in high-need school zones. In 2018, construction crews completed projects at Hollywood High School and Selma Avenue Elementary School in Hollywood and broke ground on two additional Safe Routes to School safety projects at Breed Street Elementary and Sheridan Street Elementary in Boyle Heights.

LADOT's Safe Routes to School Program

- Hosted a Street Safety Hero Pledge Contest with LAUSD and the Los Angeles Rams. More than 4,000 students from 40 middle schools participated in the online pledge.
- Co-hosted a Traffic Safety Fair for 300 LAUSD students that included a Safety Pledge with councilmembers and students.
- Launched a pilot of the Middle School Active Safety Education Program, training Physical Education teachers at two schools in on-bike lessons for students during P.E. classes.

Community Engagement Strategy

Vision Zero convened a team of social action experts, youth leaders, social

justice organizations, and marketing firms to roll out a comprehensive education, engagement, and research strategy focused on Vision Zero Priority Corridor projects on Temple St., Reseda Blvd., Avalon Blvd., and Adams Blvd. The Department also deployed community-based education that interacted with nearly 2,000 community members about traffic safety perceptions, leading to a 20% increase in awareness of Vision Zero and the importance of traffic safety.

New Speed Limits Improve Safety on LA Streets

LADOT traffic engineers conducted speed surveys on over 1,000 expired miles of Los Angeles streets. In order to set and enforce speed limits on local streets, the State of California requires a speed survey every 5-10 years. Following updated surveys, over 98.4% of streets on the Vision Zero High Injury Network and 68% of streets citywide now have an enforceable speed limit. Updated speed limits were coupled with increased LAPD enforcement efforts along the HIN.

High Injury Network Update

Vision Zero Division data analysts developed and published an updated High Injury Network, which uses 2012-2016 data and adds an additional 19 miles to the HIN.



Developing the Watts Rising Application for the Transformative Climate Communities grant program

MYFIGUEROA

Connecting Neighborhoods Through a Safer Street.

The My Figueroa Streetscape Project, a new multimodal street design, was completed in summer 2018. Designed to better serve the needs of all road users, the goal of the project is to holistically connect Downtown Los Angeles and South LA while encouraging expanded housing options and economic growth in a more organized, efficient, and livable Figueroa Street for all.

A Brief History

The initial stages of the project extend back to 2008, when the Community Redevelopment Agency worked with Anschutz Entertainment Group and Deborah Murphy Urban Design + Planning to apply for Proposition 1C funding from the State of California Infill Infrastructure Grant Program for a visionary redesign of the Figueroa corridor. This competitive grant was awarded due to the bold proposal for transforming Figueroa Street from a car-centric thoroughfare to a multimodal corridor serving new housing and event centers.

Connect to LA with My Figueroa

My Figueroa is an important piece of infrastructure that is connecting many existing and planned transit options, bike facilities, and iconic destinations. My Figueroa is right in the confluence of Metro's expanding rail system. The project passes several Expo Line stations, including 7th Street Metro Center, where it also connects to the Blue Line to Long Beach, the Red and Purple Line subway lines, and the future Regional Connector.

The Figueroa corridor is also home to a variety of bus services, and the new bus platforms will make riding the bus on Figueroa much more efficient since buses will no longer have to pull in and out of traffic.

From Exposition Park to Grand Hope Park at 9th Street, Figueroa connects a number of open spaces, including the park at Hope Street Family Center and Soboroff Sports Fields, which were funded as part of the

Prop 1C funding. In addition, My Figueroa has brought wider sidewalks and landscaping to 11th Street in South Park, turning the street into a five-block linear green space.

The My Figueroa project is also partially funded by Metro ExpressLanes, a transportation project affiliated with the Los Angeles County Metropolitan Transportation Authority.



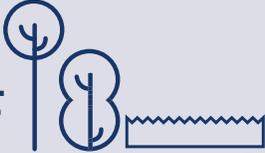
Bicyclists using My Figueroa protected lanes



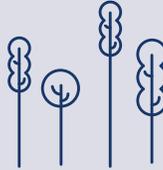
Pedestrians along My Figueroa

The transformative improvements of MyFigueroa include:

3,500
SQUARE
FEET OF
LANDSCAPING



189
NEW
STREET
TREES



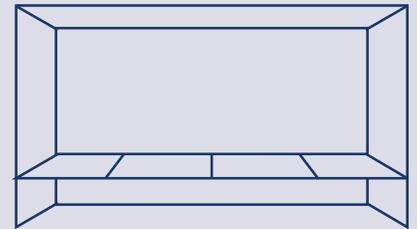
64
ADA
ACCESS
RAMPS



6 BLOCKS
OF WIDER
SIDEWALKS



10
NEW
BUS
SHELTERS



1
GREAT CORRIDOR
CONNECTING
OUR COMMUNITY



95
BICYCLE SIGNAL LOOPS
TO AUTOMATICALLY CALL
GREEN LIGHTS
FOR BICYCLISTS



13 NEW
BUS STOP
ISLANDS



1.75
MILES OF
PROTECTED
BIKE LANES



9 CURB
EXTENSIONS

MAKING LADOT A REWARDING PLACE TO WORK

Building an organization of excellence by investing in each other.

LADOT is committed to promoting an agency culture of transparency, accountability, and empowerment so that all employees have equal opportunity to grow in their careers. Our people are our biggest resource and we depend on their ideas and innovation.

Programs and seminars

This past year, LADOT hosted a number of in-house staff events, including 14 'Lunch and Learn' informational sessions and 17 webinars on a variety of transportation-related topics. Additionally, FY17-18 saw the launch of the Leadership Academy, a new series focusing on the cultivation of positive leadership qualities among supervisors and Executive Team members in the Department.

Planning for staff succession

One of the chief concerns expressed in employee surveys during the past several



Outreach in the community



Central Area Parking Enforcement bike detail

years is that of achieving smooth transitions during staff retirements and turnovers. We have addressed this concern through the implementation of a succession planning tool to facilitate employee transitions.

Service pin ceremonies

We commemorated the careers of Department employees with more than 25 years of service with special service pin ceremonies.

Recruitment and tours for new employees

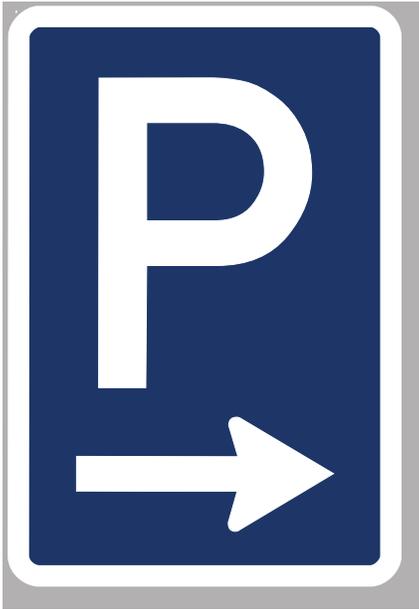
This year, planners and engineers attended recruitment events at 11 universities in order to recruit new talent. New employees were treated to tours of Department facilities such as the Washington Blvd. LADOT Transit Bus Yard and the ATSAC office, and also attended the Traffic Signal Education Program at the Western Yard.



Nora Chin & Kaylinn Pell at the Cal Poly San Luis Obispo Career Fair

PARKING INNOVATION

Implementing innovative new approaches to improve parking.



Parking is a valuable resource and an essential piece of our transportation system. LADOT is implementing innovative new approaches to improve the efficiency of parking infrastructure. Our strategies and benchmarks are aimed at making transportation easier, safer, and more reliable in Los Angeles.

Disabled Parking Reform

The Department is slated to implement disabled placard recommendations from the Accessible Parking Policy Advisory Committee, from which the City Council adopted recommendations.

Planning for parking reform

The future is changing, and so are we. In order to effectively manage parking, LADOT is employing responsive and innovative strategies that leverage new technology while also reducing environmental impacts. One of the ways that we are doing this is by incorporating electric vehicle charging equipment in on-street and off-street parking zones, as well as helping to lead change in legal policy that facilitates electric vehicle usage.

This past year, while collaborating with the Bureau of Street Lighting, LADOT installed 12 on-street electric vehicle charging stations in parking meter zones, and also entered into

an agreement with EVgo to install charging stations in multiple public parking garages, which, once completed, will bring the total number of charging stations in LADOT parking facilities to 106.

Beyond the implementation of sustainable infrastructure in our communities, the Department also helped draft state legislation (Assembly Bill 1452) expanding the ability of cities in California to designate electric vehicle charging stations on public streets and curtail their misuse.

Updating parking payment systems

LADOT replaced and upgraded 223 pay stations for on-street and off-street parking. Affecting a combined total of 2,617 parking spaces, the new pay stations provide greater reliability and usability. The Department also conducted the soft launch of a pay-by-phone option for metered parking in Hollywood and expanded LA Express Park by introducing demand-based pricing and modified time limits.

The pay-by-phone option, also known as Park Smarter, is a cell phone app soon to be available for use at all LADOT parking meters citywide. In addition, our team is working with auto manufacturers on new in-vehicle technologies such as enabling drivers with the ability to pay for parking through their vehicles.



Soft launch of pay-by-phone option



Updated parking pay station

MOBILITY MANAGEMENT

Expanding options and access to transportation.

LADOT aims to provide a transportation system that shifts away from the single-passenger automobile and more towards mobility solutions that are consumed as a service, such as ride-sharing and e-hailing. This model offers customers tailor-made mobility solutions based on their individual needs.

Extension of service to LAUSD Headquarters

LAUSD lost funding for their shuttle that traveled between the headquarters office in Downtown Los Angeles and Union Station. LADOT Transit and LAUSD worked together to extend the Union Station/Bunker Hill Shuttle to LAUSD to replace the loss of shuttle service. Ridership has been a great success and demonstrates the benefits of a partnership with a local agency.

Expanding Bicycle Share

As part of our commitment to addressing the challenges of last mile transportation, LADOT is continuing to increase bicycle connectivity by focusing on bike infrastructure around transit stations, schools, and other high demand areas. To broaden the reach of the DTLA and Venice bike share, LADOT is expanding its footprint south towards USC and Expo Park. A total of 11 stations will be installed by the fall of 2018 with more coming in as part of the USC / Expo Park Active Transportation Greenhouse Gas Reduction Fund. This will add an additional 22 stations around USC, Expo Park, along the Expo Line, and into the surrounding communities. The contiguous Downtown Los Angeles Phase I Expansion will include surrounding communities west of Downtown Los Angeles, including Westlake/MacArthur Park, Silverlake, Echo Park, Pico Union, and Koreatown and is anticipated to launch in 2019. Additionally, City Council approved the Westside LA Expansion to add 700 smart bikes to the communities of Palms, Mar Vista, Venice, Playa Vista, Playa del Rey, and Del Rey. The West LA Phase I Expansion is anticipated to launch in the winter of 2018.

Affordable electric car sharing

BlueLA, an electric car sharing program with an emphasis on providing service to underserved communities, was launched through a collaboration with LADOT this past year. Available at seven locations at the end of FY17–18, BlueLA vehicles are slated to be accessible at 40 different electronic charging stations by the end of 2018.

Transit Awards & Grants

- ▶ State of California Transit and Intercity Rail Capital Program (TIRCP) \$36.1 million competitive grant awarded for the purchase of 112 DASH electric buses, additional chargers, and maintenance yards.
- ▶ Mobile Source Air Pollution Reduction Review
- ▶ Committee (MSRC) \$1.3 million grant awarded for bus electrification.
- ▶ State of California Transformative Climate Communities (TCC) \$1.7 million competitive grant awarded for the purchase of five chargers and 10 electric buses for the DASH Watts route.
- ▶ Federal Transit Administration Job Access & Reverse Commute Program (JARC) \$675,500 competitive grant awarded for one battery-electric coach and \$500,000 for operating assistance for a commuter express route from Union Station to Redondo Beach.
- ▶ Federal Transit Administration Mobility of Seniors and Individuals with Disabilities Program \$900,000 competitive grant awarded for 14 compressed natural gas (CNG) dial-a-ride vehicles.



Community route DASH bus in Highland Park



Skechers Performance LA Marathon in Downtown Los Angeles

NEW DIGITAL PLAYBOOK

Preparing for the future of transportation.

LADOT is planning for the future of transportation by anticipating the further development of transportation technologies. Our new Digital Playbook, the Strategic Implementation Plan (SIP), provides a multi-year data-driven strategy to prepare for increased autonomous vehicle presence, expanded bike share systems, dockless mobility options, and an integrated mobility hubs solution.

Autonomous transportation

Rapid advances in automated vehicle technologies and connected infrastructure will soon change the mobility landscape. LADOT is at the forefront of managing these changes to harness innovative technologies as a means to meet our vision and goals. We will facilitate the transition to automation by implementing appropriate roadway modifications, investing in vehicle-to-infrastructure communication devices, and developing data service platforms that are more effective in managing autonomous vehicles.

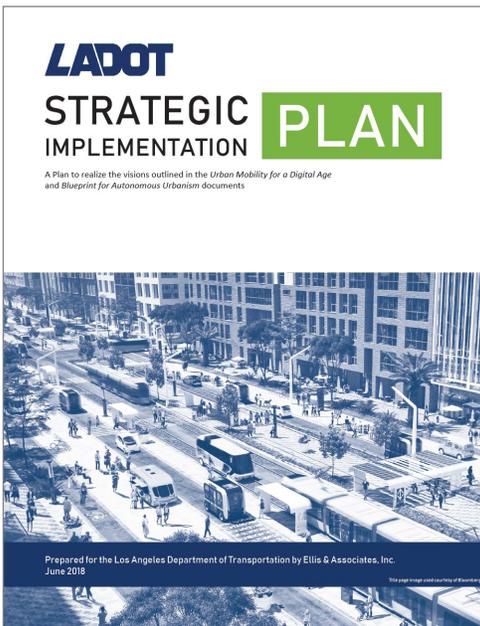
Using technology to improve transportation design

LADOT aims to be actively involved in leveraging technology to its greatest possible potential for improving the transportation experience. Coming improvements include: ATSAC 3.0, Code the Curb, the development of transportation happiness metrics, and the electrification of our transit fleet by 2030 to transition to a 100% zero emission bus fleet with electric charging infrastructures, and more.

Mobility Data Specification

Similar to a common language, the Mobility Data Specification (MDS) is a data standard and set of vocabulary to help cities enforce, evaluate, and actively manage mobility providers who operate within the public right-of-way. Today, this could be dockless scooters, bikes, taxis, and buses. Tomorrow, it could be autonomous cars, drones, and whatever else the future may hold.

The MDS is based on a set of Application Programming Interfaces (API). Among many other uses, APIs are the underpinning of the modern mobile internet. APIs help move data to and from your mobile device and to the backend system of whatever mobile service you might be using. In Los Angeles, mobility service companies are required to share data with LADOT. As part of its digital transformation, the Department is reinventing its processes to deliver new products and services to the public where “Code is the New Concrete”.



Cover of LADOT Strategic Implementation Plan

The City must set the ground rules for private mobility providers to operate on our streets and serve as the connective tissue that guides the safe movement of goods and people through Los Angeles. Control is a fundamental aspect of today’s transportation network, and authority over how autonomous vehicles route through the network will be critical in the future.



Car share user accesses BlueLA vehicle



BlueLA electric car share launched in seven locations

OUTSTANDING PERFORMERS



A. JULY 2017

Shirley Zamora,
Transportation Engineering Associate I
Project Delivery Division

Shirley is a key member of the East Valley District's Vision Zero strike team and helped develop safety projects for the corridors of Roscoe Boulevard (CD 6), Sepulveda Boulevard (CD 7), and Broadway (CD 8). During FY16–17, Shirley completed 641 service requests with the East Valley District Office, which is the highest number for any engineer at her level.

B. JULY 2017

Alexander Molina, *System Analyst*
Information Technology Division

In his first year with LADOT, Alex has accomplished outstanding work and has gone above and beyond to learn the various technologies within the Department. With his help and resourcefulness, the Information Technology division has been able to deploy over a hundred computer systems, resolve hundreds of service requests, and implement new services in the short time he has been onboard.

C. JULY 2017

Kerry Lum, *Management Analyst*
Budget and Administration Division

Kerry has mastered the technical art of financial reporting for the monthly financial status reports and her assistance in developing LADOT's 2017–18 Proposed Budget was invaluable. Kerry is not outstanding just because she works hard, tries new things, and shows the ability to manage and produce at a high level. In addition, she is commended for uplifting her team with her positive attitude.

D. SEPTEMBER 2017

Anita Tang, *Management Analyst*
Mobility Management

Anita has been responsible for launching the BlueLA electric car share program, which includes coordinating with multiple departments, the City's car share operator, and a community advisory group. Anita's work ethic and ability to establish relationships throughout her career have allowed for a strong start to this program. Thank you Anita for all your hard work and professionalism.

E. SEPTEMBER 2017

Sergeant Susan Rahtz, *Senior Traffic Supervisor*
Parking Enforcement and Traffic Control

Senior Traffic Supervisor Rahtz has always been characterized as an employee who takes great pride in her work and sets a good example for others. For the past several years, she has supervised the Abandoned Vehicle Squad, which is no small task, and serves as the Valley Office liaison for complaints received from the Mayor's Office and each of the Valley's seven council districts. A veteran with 28 years of service, Sergeant Rahtz's leadership and dedication has fostered a work environment that consistently yields high-quality performance.

F. OCTOBER 2017

Lilly O'Brien,
Deputy of Communications and External Affairs
Active Transportation Division

Soon after starting work at LADOT, Lilly was tasked with leading the Strategic Plan Update. She successfully directed the Project Consultant Team and led the collaboration of numerous stakeholders. Generally, strategic plan updates with this amount of detail take organizations more than a year to complete, but Lilly's strong work ethic, persistence, and enthusiasm helped to move the process swiftly and the plan was completed in five months. LADOT and the City of Los Angeles are lucky to have such a talented, diligent, and dedicated employee.

G. OCTOBER 2017

Yvonne Thompson, *Engineering Aide I*
Traffic Surveys Section

Yvonne is an Engineering Aide who has worked in our Traffic Surveys Section for the past 17 years. Her organizational skills, thoughtfulness, and hard work were critical in our success during the past year in bringing hundreds of miles of our streets up to date for speed enforcement.

H. OCTOBER 2017

Charles Andrews, *Sign Shop Supervisor*

Charles has been part of LADOT for 10 years and was promoted to Sign Shop Supervisor in 2015. Due to his leadership, the Sign Shop is able to meet all expedited requests from the Council Offices, Mayor's Office, Parking Enforcement, and LADOT Management. During FY16–17 the Sign Shop fabricated close to 4,000 signs. Charles is diligent in his work and in his dedication to providing the signage that Angelenos need in order to travel safely around the City.

I. DECEMBER 2017

Rhoma Moore, *Senior Administrative Clerk*
Omar Castellanos, *Administrative Clerk*
Beatris Lopez, *Senior Administrative Clerk*
Ricky De Anda, *Administrative Clerk*
Teena Arnold, *Senior Transportation Investigator*
LADOT's Taxicab and Franchise Regulation Division

This team demonstrates excellent customer service every day while serving a very diverse constituent base that includes taxicab drivers, attendants from ambulance companies, paid transportation companies, and motor bus operator companies. The staff processes up to 500 driver permits and taxicab vehicle permits per month, mostly through personal transactions at our public counter. Their sensitivity to cultural differences and language barriers promotes a high standard of customer service and ensures that each transaction is handled professionally.

J. JANUARY 2018

Jaclyn Garcia, *Management Analyst*
Budget and Administration Division

Jaclyn oversees our work order system to ensure that the right funds are programmed for the right projects and provides technical assistance on budget requests. She has revamped the way LADOT tracks and delivers facilities projects for over 30 of LADOT's field offices throughout the City. A rising star in our organization, Jaclyn has a friendly, helpful attitude, and is dedicated to high-quality work.

K. JANUARY 2018

Taimour Tanavoli,
Transportation Engineering Associate III
Project Delivery & Operations

Taimour is often the first person from LADOT that many people see when seeking feedback on a proposed land use development. When the multi-departmental Development Services Center at Figueroa Plaza began operations in early 2016, Taimour easily assumed the leadership role for this service and successfully assisted thousands of property owners and architects in maneuvering through the various layers of permit reviews and approvals.

L. MAY 2018

Jose Castillo, *Traffic Officer*

Officer Castillo is among the top performers for all traffic officers in major duty categories. He consistently led his peers in handling radio calls for service and in impounding vehicles that presented a traffic nuisance, safety concern, or were abandoned. He has also led his peers in hours spent responding to traffic emergencies and providing traffic control directions to help ensure public safety.

M. MAY 2018

Janice Norwood-Waller, *Traffic Officer*

Officer Norwood-Waller's current assignment is to work with our High Priority Scofflaw Team. This assignment can often be very challenging, requiring officers to locate and immobilize vehicles that have five or more delinquent citations. As a member of this team, Janice has consistently demonstrated professional conduct in her interaction with the public. Her consistently positive attitude makes her a pleasure to work with and she is a favorite among her peers.

N. JUNE 2018

Mario Interiano, *Senior Management Analyst*

Mario is an outstanding employee who, on a daily basis, goes above and beyond in his administrative duties and exceeds the performance standards for his position as supervising manager. He helped facilitate the successful implementation of the Community Assistance Parking Program and also supervises a unit that reduced a backlog of parking citation reviews by 65 percent.

O. JUNE 2018

Nat Gale, *Principal Project Coordinator*
Vision Zero Division

From starting up Mayor Garcetti's Great Streets Initiative to spearheading Vision Zero, Nat has gained an unrivaled reputation for getting the hardest things done. His optimism is infectious, and his talent for thinking of everything has made him a leader who is capable of thriving while handling even the most detailed aspects of department projects.

LADOT FACTOIDS FY 2017–2018

Vision

In Los Angeles, all people have access to safe and affordable transportation choices that treat everyone with dignity and support vibrant, inclusive communities.

Mission

LADOT's mission is to lead transportation planning, project delivery, and operations in the City of Los Angeles. We work together and collaborate to deliver a safe, livable, and well-run transportation system in the City and region.

Population

City of Los Angeles ¹	3.8 million
Registered Vehicles in LA County ²	7,762,453

Budget

Total City Budget	\$9,292,125,739
LADOT Operating Budget	\$158,499,980
Other LADOT Funding Sources	\$484,989,470
Total LADOT Budget	\$643,489,450
Total Direct Cost of Operations	\$532,085,592

Employees

Full-Time/Part-Time/Total (Authorized)	1,616/516/2,132
Filled/Vacant Positions (Actual)	1,373/243
Traffic Officers	546

Streets

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

Parking Enforcement & Adjudication

Parking & Safety Violation Citations	2,237,086
Revenue from Citations	\$139,034,820
First Year Collection Rates	82.6%
Second Year Collection Rates	84.6%
Average Base Fine Amount of Citation ³	\$70.16
Average Fine & Penalty Amount of Citation ³	\$100.80
Cars Impounded	39,804
Disabled Placard Enforcement Operations	749
Major Incidents & Emergencies Worked	6,447

Top Two Violations	Citations	% of Total	Fine
Street Cleaning	638,683	28.5%	\$73
Meter	367,425	16.4%	On \$63/Off \$58

Call to Pay/Contest a Ticket 24/7	(866) 561-9742
Pay/Contest Tickets Online 24/7	www.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	Mid-Wilshire Public Service Center 3333 Wilshire Blvd., Suite 3337 Los Angeles, CA 90010
West Los Angeles Public Service Center 1575 Westwood Blvd., Suite 100B Los Angeles, CA 90024	Van Nuys Public Service Center 6309 Van Nuys Blvd., Suite 103 Van Nuys, CA 91401

Signals

Automated Traffic Surveillance and Control (ATSAC)	
Traffic Signals	4,735
Flashing Beacons	77
At-Grade Rail Crossings with Active Controls (Traffic Signals)	152

Parking and Meters

Meter Revenue	\$57,161,647
On-Street Total Metered Spaces	34,110
On-Street Card & Coin Spaces	33,395
On-Street Pay Station Spaces	715
Off-Street Total Metered Spaces	2,311
Off-Street Card & Coin Spaces	578
Off-Street Pay Station Spaces	1,733
Total Metered Spaces (On & Off Street)	36,421
Off-Street Parking Facility Spaces	11,289
Off-Street EV Charging Stations	106
On-Street EV Charging Stations	25

Type	Operated	Non	Total
Structures	13	2	15
Lots	11	89	100
Total	24	91	115

Preferential Parking Districts	215
Charge for a Permit (Annual/Visitor)	\$34/\$22.50
Total Revenue	\$3,623,779

Field Crews

Traffic Control Devices	Installed FY 17-18
Signs	28,115
Pavement Markings	17,137
Miles of Painted Curb Zones	226
Miles of Striping	933
Temporary Sign Postings & Removals	726,009

Transit Services

Vehicles in LADOT Transit Fleet	355
DASH	204
Commuter Express	107
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 17 Audit)	803,965
Trips a Year (FY 17 Audit)	19,734,177

DASH Fare	
Cash Fares	\$0.50 Per One Way Trip \$0.25 For Seniors/Disabled
Stored Value on TAP Card:	\$0.35 Per One Way Trip For Students/ Regular fare \$0.15 For Seniors/Disabled
Commuter Express Fare:	\$1.50 – \$4.25 Per Trip \$0.75 – \$2.10 For Seniors/Disabled

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

Special Traffic Operations

Average Number of Annual Large Special Events	150
Average Number of Major Venue Events	300

District Offices

Total Service Requests Received FY 17–18	16,810
Total Service Requests Closed FY 17–18	15,391

Locations	Council Districts Covered	Contact
Central	1, 9, 14	LADOT.CentralDistrict@lacity.org
Hollywood-Wilshire	4, 10, 13	LADOT.HollywoodDistrict@lacity.org
Western	5, 11	LADOT.WesternDistrict@lacity.org
Southern	8, 15	LADOT.SouthernDistrict@lacity.org
East Valley	2, 4, 5, 6, 7	LADOT.EastValleyDistrict@lacity.org
West Valley	3, 5, 6, 12	LADOT.WestValleyDistrict@lacity.org

Taxicab & Franchise

Total Permits Issued/Processed	5,824
Authorized Taxicabs	2,361
Taxicab Companies	9
Taxicab Franchise Fees	\$1,948,010
Percentage of Green Taxicabs	83%
Non-Emergency & Vehicle for Hire Companies	190
Vehicles for Hire (incl. Non-Emergency Ambulance)	1,157
Service Fees for Vehicle for Hire Collected (Prelim.)	\$2,006,507
Bandit Taxi Arrests	526
Total Permitted Taxicab Drivers	2,995
Total Non-Taxi Permitted Drivers and Attendants	4,418

Bikeways

Type	FY 17/18	Total
Bike Lanes	8.43	773.11
Separated Bike Lanes / Cycle Tracks ⁴	1.83	20.23
Bike Paths	0	125.54
Sharrows Route	0	138.88
Neighborhood Friendly Streets	0	1.44
Bike Routes	0	113.41
Total Lane-Miles⁵	10.26	1,172.61

Traffic Collisions and Fatalities by Mode⁶

	Pedestrian	Bicycle	Motorcycle	Vehicle
Collisions by %	8%	6%	4%	82%
Fatalities by %	47%	8%	19%	26%
Fatalities	97	14	27	40

Crosswalk Inventory

Crosswalk Type	School	General	Total
Uncontrolled With Flashing Beacons	73	46	119
Uncontrolled Without Flashing Beacons	279	559	838
Total	352	605	957

Capital Projects

Capital Projects	62
Projects in Pre-Design/Design Phase	40
Projects in Right-of-Way Phase	2
Projects in Bid & Award Phase	2
Projects in Construction/Post Construction Phase	18
Budget of Capital Projects	\$180,270,744

1. U.S. Census Bureau

2. CA DMV, 2017

3. Average figures include county/state

4. Included in bike lane total

5. A lane-mile denotes distance for one direction of travel.

6. SWITRS data, 2013–2017

Major Transit Projects**Construction Support**

Regional Connector	1.9 miles
Crenshaw LRT	8.5 miles
Purple Line Ext.	9.0 miles
Total	19.4 miles

Measure R Project Status

Purple Line Subway Extension	In construction
Regional Connector Subway	In construction
ESFV Transit Corridor	Final EIR
Green Line – LAX	Post environmental
SFV I-405 Corridor	Feasibility study
Crenshaw Light Rail	In construction

Planning

Transportation Impact Studies Completed	148
Building Permit Sign-offs	582
Driveway Permit Sign-offs	247

Major Projects

- ▶ 6AM Mixed-Use Development (Arts District)
- ▶ 670 Mesquit Mixed-Use Development (Arts District)
- ▶ Baldwin Hills/Crenshaw Plaza Redevelopment Plan
- ▶ California High Speed Rail – Palmdale to Burbank to Union Station
- ▶ Coastal Transportation Corridor Specific Plan Update
- ▶ Downtown Los Angeles Transportation Management Organization
- ▶ I-10 Freeway/Robertson Boulevard Transportation Improvement & Safety Analysis
- ▶ The Icon at Panorama City
- ▶ Kaiser Watts Learning Center & Health Pavilion
- ▶ LADOT Mobility Investment Program
- ▶ LAX Landside Access Modernization Program
- ▶ Reimagining Ventura Boulevard – Streetscape & Diagonal Parking Study
- ▶ Sherman Way Skating Rink
- ▶ Sunset Junction Mixed-Use Development
- ▶ Transportation Demand Management in Land Use Development Technical Justification
- ▶ Transportation Improvement Project Screening & Decision Support Tool
- ▶ Times Mirror Square Mixed-Use Redevelopment Project
- ▶ Warner Center Transportation Management Organization
- ▶ West Los Angeles Transportation Improvement & Mitigation Specific Plan Update
- ▶ West Santa Ana Branch Transit Corridor Environmental Impact Report

LADOT**Department Contact Information**

Telephone: (213) 972-8470

E-mail: ladot@lacity.orgWebsite: www.ladot.lacity.orgService Requests: www.myladot.lacity.orgTransit Services: www.ladottransit.com



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