



# LADOT

## ANNUAL REPORT

JULY 2019 - DECEMBER 2020



LADOT's Annual Report covers major developments and accomplishments of the Los Angeles Department of Transportation from July 2019 through the calendar year 2020. Specifically, this report details progress made on goals set in the department's Strategic Plan and our on-going effort to build livable streets that improve health, environmental and economic outcomes for all. This year, it will also focus on the department's response to major developments such as the COVID-19 pandemic and the struggle for racial equity. It is our hope that after reading this report you will have a better understanding of all the ways LADOT serves the people, communities, and businesses of Los Angeles and keeps our city moving forward.

## VISION

In Los Angeles, all people have access to safe and affordable transportation choices that treat everyone with dignity and support an equitable, thriving city.

## MISSION

LADOT leads transportation planning, project delivery, and operations in the City of Los Angeles. We are accountable for delivering a safe, equitable, and well-run transportation system that supports the growth and vitality of the city and region.

## VALUES

### CREATIVITY

A commitment to curiosity, innovation, and critical thinking.

**WE** Evolve our methods  
Solve problems  
Embrace new technology  
Let data guide decisions



### INTEGRITY

A commitment to transparency, ethics, and building trust.

**WE** Serve the public  
Say what we mean  
Do what we say  
Treat others with respect



### FULFILLMENT

A commitment to adaptability, growth, and fun.

**WE** Seek self-awareness  
Are always learning  
Embrace change  
Create fellowship



### ACCOUNTABILITY

A commitment to responsiveness, follow through, and follow-up.

**WE** Do quality and timely work  
Celebrate our successes  
Discuss & resolve underperformance  
Are reliable

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# MESSAGE FROM

## GENERAL MANAGER SELETA REYNOLDS



Welcome to LADOT’s Annual Report covering July 2019 through the 2020 calendar year.

During the initial period covered in this report, LADOT marked its 40th year as a department in the City of Los Angeles and made bold steps to build a 21st century transportation system. We authorized the largest-ever purchase of zero emission buses. Our dockless micro-mobility program, the largest in the nation, reached a milestone recording over 10 million trips since its launch. Major community-based, street safety projects were ready for implementation after a year of gathering stakeholder input. And we had made important progress towards our goal of building an equitable workplace by hiring the largest class of women transportation engineers ever.

Then in March, the COVID-19 pandemic arrived. Traffic and transit ridership plummeted, businesses shuttered, and economic uncertainty devastated the region. As we struggled to manage the spread of the virus, a global outcry for racial justice emerged in the wake of George Floyd’s murder. Peaceful protests descended on our streets demanding an end to systemic racism and reforms to protect Black and Brown lives. It was clear that the pandemic and economic crisis were only deepening the systemic inequities long suffered by communities of color as a result of decades of intentionally discriminatory policies. In fact, an LADOT study of travel trends during COVID found that while many Angelenos enjoyed little-to-no traffic during the stay-at-home orders, those same trends weren’t emerging in Black and Brown communities with the highest concentrations of poverty. Unsurprisingly, many essential workers in low-wage jobs continued to report to work or make up for lost income as drivers in the gig economy during the pandemic because of larger economic insecurity brought on by the virus. Once again the color of your skin and the zip code you lived in determined your chances of survival.

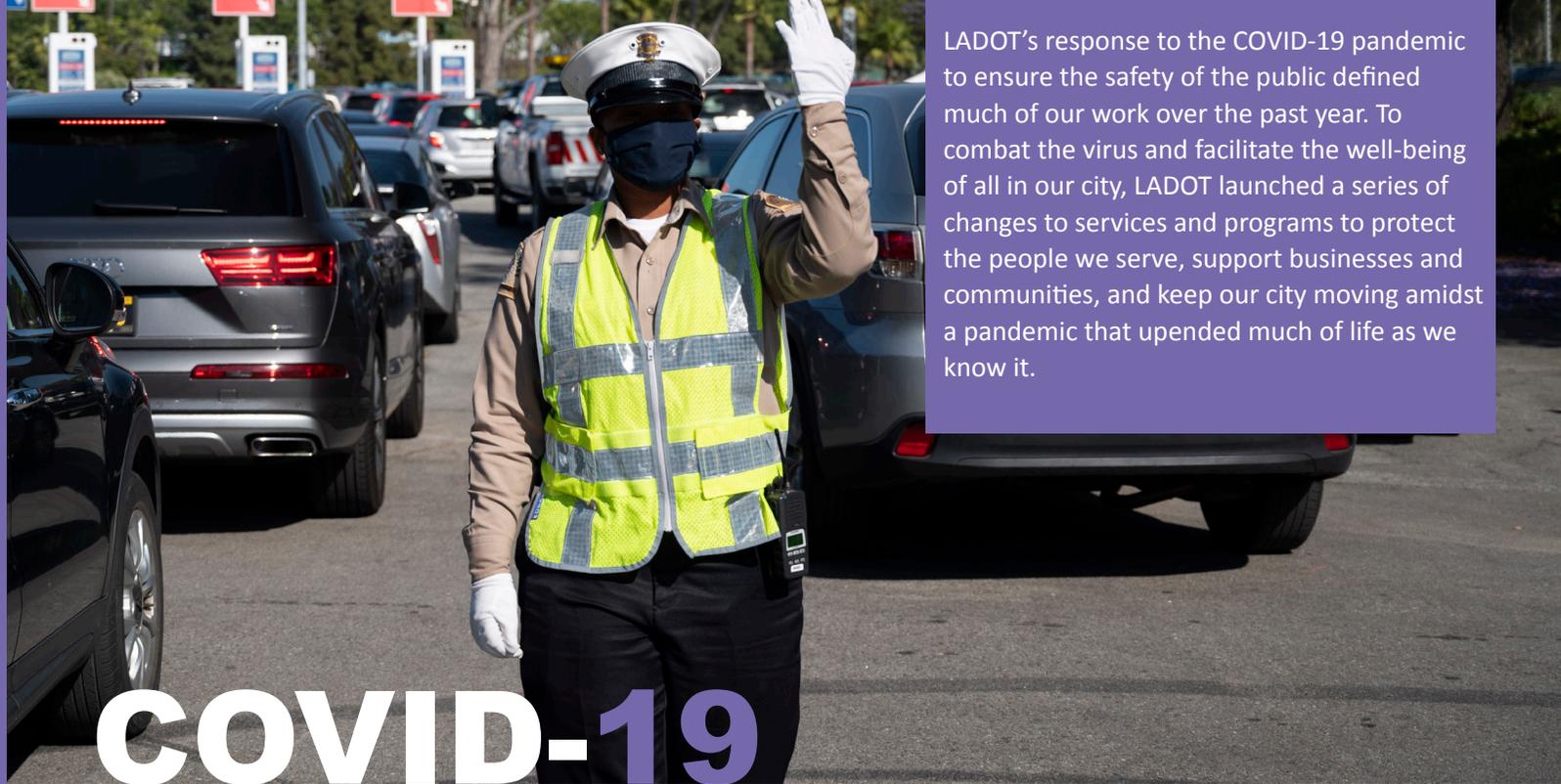
In response to these crises, we adjusted. We directed traffic control officers and traffic engineers to support food banks, testing sites and vaccination sites. We launched new safety protocols on our buses, taxis, scooters and bikes to protect riders. We repurposed bus routes to get unhoused Angelenos to city shelters. And we stood up new programs, like LA Alfresco, Food and Retail Pick Up Zones, and Slow Streets to leverage our streets as lifelines for communities and local businesses. We also worked with community stakeholders to accelerate some of our most ambitious street safety plans, completing more than 60 miles of new or improved bike lanes in 2020. And we developed a series of initiatives to reverse systemic inequities and center racial equity in our programs and services.

As we start to move towards a period of recovery, I am so appreciative of the hard work and dedication exhibited by LADOT staff. Working alongside them, I know we will meet the needs of this moment.

Thank you,  


**Seleta Reynolds**  
*LADOT General Manager*





LADOT's response to the COVID-19 pandemic to ensure the safety of the public defined much of our work over the past year. To combat the virus and facilitate the well-being of all in our city, LADOT launched a series of changes to services and programs to protect the people we serve, support businesses and communities, and keep our city moving amidst a pandemic that upended much of life as we know it.

# COVID-19

## LADOT's Work to Promote Health and Safety in Los Angeles

### Supporting Local Businesses

To assist local businesses affected by COVID-19, LADOT introduced a new service this past spring to provide signage designating temporary pick-up parking zones near local restaurants and retailers in order to facilitate safe and easy access for customers. With businesses closed to indoor patrons during the early stages of the pandemic — and with a greater emphasis placed on pick-up and delivery as a source of revenue — this program aided businesses by providing additional short-term parking to accommodate the increased demand for curbside pick-up. By the end of the year 907 Food Pick-up and 180 Retail Pick-up signs had been installed across Los Angeles.

### Relaxed Parking Enforcement and Payment Relief Programs

Following the initial outbreak of COVID-19, Mayor Garcetti ordered LADOT Parking Enforcement and Traffic Control to implement relaxed parking enforcement regulations in order to assist Angelenos remain at home during the pandemic. This included abeyance for regular street sweeping activity and related fines, deadline extensions for citation payments, a freeze on parking fine increases, and other parking relief measures. When parking enforcement returned in mid-October, LADOT began offering multiple options to ease the financial burden of a parking citation including Early Pay LA offering discounts on fines paid within 48 hours as well as Unemployment payment plans for those who are struggling financially as a result of the pandemic.

### Food Distribution Assistance

With many schools closed during the pandemic and widespread unemployment, organizations in the Los Angeles area partnered with one another to provide food assistance to those in need. To assist food bank drop-off locations in the city during the pandemic, LADOT Special Traffic Operations and traffic officers coordinated to design and implement traffic management plans to direct cars safely and efficiently through food bank pick-up sites. On a given week day, LADOT Traffic Officers were supporting at least 41 daily food grab n' go sites in addition to other special food distribution events.



## TRAFFIC OFFICERS SUPPORTED:



## SPECIAL TRAFFIC OPERATIONS SUPPORT FOR SLOW STREETS:



### Virus Test Site Support

Mayor Eric Garcetti’s announcement that COVID-19 testing would be made available for all Los Angeles County residents resulted in high public demand at city testing sites. Due to high levels of visitation at these sites leading to a corresponding increase in traffic nearby, LADOT Special Traffic Operations were a critical element to designing and managing these sites to ensure the safe and orderly ingress and egress of vehicles at testing locations including Dodger Stadium which averaged over 10,000 tests per day.

### Traffic Signal Adjustments

With many residents remaining at home during the outbreak of COVID-19, traffic volumes in the city significantly decreased as a result of fewer people driving. Though many welcomed the reduction in traffic, one potentially dangerous side-effect was that some drivers used the uncongested streets to drive at unsafe speeds. To encourage safer driving and discourage speeding, LADOT adjusted traffic signals across the city to operate on “nighttime” mode. This ensures traffic signals respond independently to serve people as they arrive, which prevents motorists from speeding through green lights at multiple intersections in a row.



**180**  
Retail Pick-Up Zones



**907**  
Food Pick-Up Zones



### Slow Streets L.A.

In order to help Angelenos stay safe during the pandemic and prevent individuals and families from crowding into traditional areas for recreation, LADOT launched Slow Streets L.A.. The new program created much needed space within communities for local residents to engage in outdoor recreational activities by calming traffic on select city streets. Locations were selected with the support of local neighborhood organizations which partnered with the City in applying and reporting any maintenance issues that arose after implementation. At the end of 2020, there were 28 active Slow Streets locations covering 47.4 miles of L.A. streets.

### Fare-Free Transit and Bus Safety Measures

To help prevent unnecessary contact between transit operators and riders, as well as to provide financial relief to those who use our transit services, LADOT introduced fare-free service and backdoor boarding on all DASH bus routes. Additionally, buses now operate with fixed limits on the number of passengers that may ride at one time with the requirement that riders also wear face masks while on board. While most routes experienced a decrease in total ridership during the pandemic, some routes retained a high level of ridership. In these cases, buses were redeployed to ensure new bus capacity limits were maintained.



### Pedestrian Push Buttons

To limit the number of physical contact points that may serve as vectors for COVID-19, LADOT deactivated pedestrian push buttons in city neighborhoods with high volumes of pedestrian activity. Affected intersections now feature automatic walk cycles that operate without the need for pedestrians to press crosswalk buttons. Ultimately, a total of 865 traffic signals were converted to touch-free.



# LA Alfresco

The Coronavirus pandemic severely impacted industries across Los Angeles in 2020. Among the most hard-hit were L.A.'s restaurant and dining establishments along with the thousands of employees they support. With indoor dining no longer an option, the City of Los Angeles created L.A. Alfresco, a new outdoor dining program supported by LADOT that allows restaurants to expand dining areas into parking lanes, driving lanes, and adjacent private lots to encourage safe physical distancing for customers. In a matter of

weeks, LADOT was able to establish an application process that included partnership and coordination with the Office of Mayor Garcetti, L.A.'s Bureau of Engineering, the Department of Building and Safety, and the Department of City Planning to facilitate this expansion of outdoor dining options. On street dining spaces in parklets and converted travel lanes were installed by LADOT at no cost to the restaurants. By the end of 2020, 2293 restaurants were participating in the L.A. Alfresco program.

## HOW MANY RESTAURANTS HAVE PARTICIPATED IN L.A. AL FRESKO SO FAR?



**TOTAL: 2293**

**1,376**

Expanded Sidewalk Dining

**1,630**

Outdoor Lots

**95**

Curbside Dining

**16**

Street Lane Closures  
(supporting 64 Restaurants)



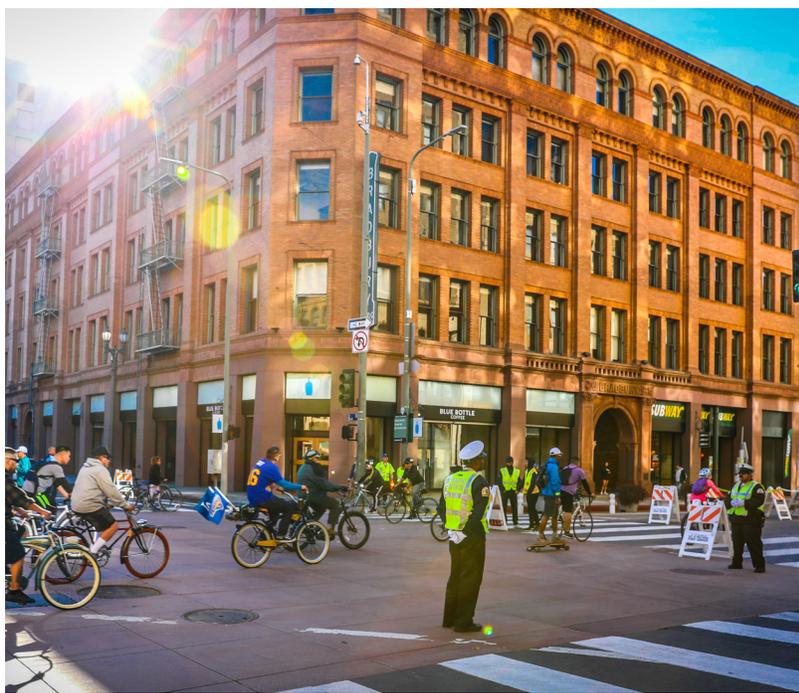
## CELEBRATING 40 YEARS OF MOVING LA FORWARD

This year, the Los Angeles Department of Transportation celebrated an especially memorable anniversary alongside members of its city family. Since its founding over 40 years ago, LADOT has shaped Los Angeles' emergence as a global hub of creativity and innovation — a place where ideas transform the landscape and the way of life for Angelenos and the world.

When LADOT was established in February 1979, freeways were one of the only options connecting the sprawling communities in Los Angeles, poor air quality choked the city, and the workplace was less diverse. Today, the department — much like the city it serves — has changed in significant ways. Light rail lines now stretch from the San Fernando Valley to the harbor and from the Pacific Ocean to east of the Los Angeles River; multiple systems of clean air buses provide a network of affordable commute options; paratransit services ensure that older adults and people with disabilities have equal access to opportunities, and Los Angeles is host to the largest fleet of electric and human-powered micro-mobility vehicles in the nation.

As the city has evolved, so has our mission. Transportation is no longer simply about connecting people from one place to another. Today, our department prioritizes public health, equity, economic opportunity, and the protection of our planet. As new modes of transportation continue to reshape how people travel, so too will the manner in which streets are used and managed. The innovations of today will pave the road to the future, and LADOT is proud to be on that road with all who visit or call Los Angeles home.





CALENDAR YEAR 2020



Throughout our history, innovation has been key to LADOT's success. To ensure that we continue to provide the best service possible to the people of Los Angeles, we must always look for new tools and strategies that support employees and benefit our constituents. Here are a few of the key accomplishments since our last Annual Report that have moved our department and our city forward.

# AN INNOVATIVE DEPARTMENT

## ACCOMPLISHMENTS

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

- Commenced operations at LADOT Transit's new LEED Platinum certified operations and maintenance facility in downtown Los Angeles, which features compressed natural gas fueling stations, accommodations for up to 26 electric vehicle charging stations, parking zones for 72 vehicles, and a six-bay bus maintenance building.
- Adapted to the changing needs of motorists as a result of the COVID-19 pandemic with launch of a new teleconference option, written adjudication requests and videoconferencing for parking adjudication hearings as an alternative to in-person hearings.
- Formalized the role of the Mobility Investment Program as a tool to plan, fund, manage, coordinate, and deliver projects. Key features of this program include a unified project inventory and a project decision support tool that uses data to evaluate and score prospective projects based on how they advance objectives relative to safety, health, equity, and sustainability.
- Entered into a one-year pilot program contract with the company StreetLight Data to provide on-demand transportation data for capital planning investment decisions. This provides us with information on how many vehicles are traveling through a given location and when to help us guide and prioritize projects.

### Recruit and train the next generation of talent

- Established a data working group within LADOT and collaborated with a consultant to provide cohort training on geographic information systems and Python programming language certification.

### Make LADOT a rewarding place to work

- Following the COVID-19 outbreak and work-from-home requirements for about 40% of LADOT staff, the Executive Team began hosting regular staff town halls to keep employees informed and provide a venue in

which questions could be asked directly of department leadership.

- Following protests for racial justice in the Spring and Summer of 2020, LADOT established a Racial Equity Core Team to ensure that equity goals are adopted in project planning, staff development, and service delivery.

### Prepare for an automated future

- General Manager Seleta Reynolds appointed to the Federal Aviation Administration (FAA) Drone Advisory Committee.
- Launched partnership with Urban Movement Labs to study and pilot projects to prepare Los Angeles for a new generation of automated as well as aerial vehicles.
- Broke ground on upgraded Automated Traffic Surveillance and Control (ATSAC) Center with state-of-the-art signal technologies to create the next generation of automated traffic control in Los Angeles with ATSAC 3.0.

### Modernize parking

- Upgraded 2,360 parking meters to the latest generation of M5 Smart Meters with Bluetooth technology and dome-mounted parking sensors to provide better data on parking patterns and more effective parking management.
- Conducted research and analysis to develop a pilot program for on-street electric vehicle charging infrastructure. Los Angeles recently reached the important milestone of installing 10,000 EV charging stations.
- Expanded pay-by-cell functionality to 190 parking meters in Venice as part of an ongoing effort to improve traffic flow for nearby residences, businesses, and visitors to the area.

Everyone, regardless of mode of transportation, deserves to feel safe when traveling on L.A. streets. In addition to safety, our transportation system must also prioritize the health of our communities by aiming to reduce pollution and promote healthy, active lifestyles.

# A SAFE AND HEALTHY CITY

## ACCOMPLISHMENTS

### Design safe streets for all

- Installed over 60 miles of new or upgraded bike lanes in 2020.
- Installed new Bus-Only lanes in major corridors of Downtown LA.
- Installed leading pedestrian intervals at traffic signals with high pedestrian volumes to increase the visibility of those walking.
- Implemented Slow Streets in 28 locations covering 47.4 miles of city streets to create safe outdoor spaces for Angelenos during the COVID-19 pandemic.

### Transform Los Angeles' transportation culture to prioritize health and safety

- Launched the Scooter Safety Education Campaign and collaborated with the City of Santa Monica to jointly advertise the rules of the road. Advertisements for this campaign were placed on 125 Bus Shelters, 200 DASH Buses, and 300 Metro Buses.
- Launched the DASH to Class program, which provides free, safe, and reliable transportation to students across Los Angeles with funding from the California Low Carbon Transit Operations Grant Program. DASH to Class totaled 257,076 rides before schools closed due to COVID-19.

### Use data-driven approaches to prioritize safety

- Completed speed surveys throughout all of L.A.'s High Injury Network of streets will allow for speed limit enforcement in locations with the most frequent fatal and severe injury crashes.
- Completed the first-ever city-led Walk-Bike count to identify streets where investment can make the greatest impact.
- Established a baseline benchmark using 2017 – 2018 data to measure improvements as a result of increased enforcement along identified corridors.

### Pursue new policies to strengthen safety

- Established task-force to propose changes to the California Vehicle Code so that speed limits are no longer solely based on the 85th percentile recorded in speed surveys but instead take community safety and local concerns into account.
- Established of standard operating procedures for LADOT Parking Enforcement and Traffic Control, which outlines all policies and practices for the safe management of special events.
- LADOT Transit instituted backdoor boarding, free masks, and a maximum occupancy on buses to protect riders and maintain physical distancing.

## PARKING AND METERS

FY '19-'20



**526**

Processed Requests for Parking Meters

**281,530**

Preferential Parking Permits Issued

**446**

Fraudulently Used Disabled Placards  
Confiscated

**4,711**

Parking Adjudication Hearings Conducted

**36,670**

Total Metered Parking Spaces

**133,633**

Parking Citations Reviewed



As a public agency in service to the people of Los Angeles, LADOT must be responsive to the needs of our constituents and provide excellent customer service for Angelenos. During the COVID-19 pandemic much of this work included shifting our interactions with the public to digital or telephonic platforms including L.A.'s Open Data portal and newly launched websites.

# A RESPONSIVE AND TRANSPARENT DEPARTMENT

## ACCOMPLISHMENTS

### Improve external communication

- New LADOT website provides improved and expanded services for visitors who access the department's online portal.
- Launched the LADOT Livable Streets website to make project and program information more visible and accessible including interactive functions that allow residents to provide project feedback.
- In response to COVID-19, LADOT began offering online webinars and digital surveys to allow for continued engagement and education regarding LADOT projects. 5 webinars on major projects were held, recorded, and subsequently shared among stakeholders for those unable to attend in person. 12 surveys were conducted for various proposed improvements gathering feedback from over 1000 constituents.

### Improve user experience through technology and data

- Modernized the LADOT Transit information platform to provide real-time information such as live bus arrival times and rider alerts for passengers.
- Newly established preferential parking district tracking system allows department staff and Los Angeles City Council offices to monitor the progress of parking district permit requests.

### Use data-driven process improvements aligned with LADOT values

- First data sets on dockless micromobility program placed on city's open data portal.
- Parking data is now available in real-time on the City's open data portal to encourage parking application development and partnerships with third-party vendors.

### Improve resiliency during emergencies

- Instituted revised cleaning protocols to maintain the safe operation of the BlueLA car share program and the Metro Bike Share program in the wake of the COVID-19 pandemic.
- LADOT Transit supported the evacuation of neighborhoods during Getty Fire and Saddleridge Fire.
- Developed and successfully tested an application through the Automated Traffic Surveillance and Control (ATSAC) Center that shows traffic signal outages in prioritized order to assist with traffic officer deployment at affected intersections.
- Conducted a new travel behavior study to analyze the effects of COVID-19 on Angelenos' vehicle miles traveled by demography, income, and location. The findings of this study will be used to better prepare for post-pandemic response and to improve community resilience in preparation for future emergencies.
- Provided transit vehicles for use in transporting homeless individuals to and from assistance sites and for delivering meals to food bank distributors during the COVID-19 health crisis.

### Improve customer service

- Developed 311 customer service request option for dockless vehicles and subsequently received over 12,000 service requests from the public.
- Created virtual service options to allow building development applicants to remotely submit their plans for review during the city's COVID-19 Safer at Home Order.
- Created virtual application and adjudication services for contesting tickets during the coronavirus pandemic to protect both staff and the public.



Transportation accounts for 19% of L.A.'s greenhouse gas emissions. In order to meet goal set by the Mayor's Green New Deal for Los Angeles, LADOT has prioritized efforts to reduce pollution to build a more sustainable transportation system while expanding transportation options for Angelenos.

# A LIVABLE AND SUSTAINABLE CITY

## ACCOMPLISHMENTS

### Manage demand on Los Angeles' streets

- Completed the Modernizing Transportation Analysis work program to adopt vehicle miles traveled (VMT) as a new impact transportation metric for evaluating land use developments.
- Progressed toward the completion of the updated citywide Transportation Demand Management ordinance to reduce demand for single occupancy vehicle trips while improving access to city destination points.

### Improve the sustainability of the transportation system

- Purchased 155 zero emission battery-electric buses from manufacturer, the largest such order in the United States to date.
- Installed 200 on-street electric equipment chargers for shared electric vehicles as part of the BlueLA Phase I Pilot Program.
- Installed battery-electric bus chargers at the LADOT Transit LEED Platinum certified bus maintenance facility in downtown Los Angeles, which have the capability of charging buses in as little as three hours.
- Initiated installation of 44 direct current fast chargers in LADOT public parking facilities.
- Converted lighting at two LADOT parking garages to energy efficient LED lighting.
- Coordinated the development of the Metro Measure M Multi-Year Subregional Program grant priority project lists for the Central Cities, South Bay Cities, and Westside Cities Councils of Government for transportation projects that advance active transportation and first and last mile improvements.

### Create a seamlessly integrated multimodal system

- Expanded the BlueLA car share program following evaluations that focused on improving user equity.
- Assisted in expanding Metro Bike Share to Hollywood and Koreatown.
- Launched the Metro Bike conversion of the entire Westside which included the neighborhoods of Venice, Mar Vista, Del Rey, Playa Vista, Playa Del Rey, Sawtelle and Palms; totaling 57 stations. With this conversion Metro Bike Share will have added 575 bikes with 115 being ebikes.
- Established guidelines and procedures for procuring and implementing innovative pilot projects.
- Created a common data platform to expand data sharing with public agencies and private providers.
- Initiated the Planning for Stress-Free Connections Project to identify priority interventions to improve safe access to neighborhood destinations for Angelenos in central Los Angeles.

### Expand the transit network

- Launched the Griffith Parkline, a new bus service that provides free weekend transit for those traveling to destinations in and around Griffith Park.
- Ordered five new compressed natural gas Motor Coach Industries buses for use on popular LADOT Transit Commuter Express routes.
- Purchased 20 new compressed natural gas powered vehicles for use in the LADOT Transit Cityride fleet.
- Increased service frequency and expanded operation hours for the DASH Observatory/Los Feliz route to better serve people traveling in and around Griffith Park.



- Served a record monthly number of LAnow on-demand shared-ride trips this past February with 1,600 passenger trips.
- Participated in the development of Metro’s capital improvement plan by reviewing design alternatives and environmental documents, providing feedback and consultation, and by facilitating coordination with elected offices and other government departments..

**Increase the availability and efficiency of parking**

- Implemented rate alterations in LA Express Park zones in response to parking space demand changes brought about by COVID-19.
- Established 17 new preferential parking districts.

**Expand the bicycle network**

- Installed a total of 61.09 lane miles of new or upgraded bikeways in 2020, representing 110% increase over the previous calendar year.
- Improved the downtown bicycle network with the installation of the Main Street two-way protected bicycle lane and the 7th Street protected bike lane.
- Completed repair construction on the damaged portion of the Arroyo Seco Bike Path between Avenue 60 and York Boulevard.

**Strengthen LADOT’s role in reducing homelessness**

- Developed transportation components for nine affordable housing and transportation projects under the Affordable Housing and Sustainable Communities Cycle 5 Program.
- Administered the Community Assistance Parking Program (CAPP), which converts unpaid parking citations into community service. This year, CAPP reached a new milestone by providing parking citation support for over 1,000 Angelenos affected by homelessness resulting in the dismissal of over 4,000 tickets.



**TRANSIT SERVICE**



**15,250,000+**  
Transit Trips Provided

**257,076**  
Free DASH Bus Rides for Students

**215**  
DASH Buses

**46**  
Cityride Vehicles

**115**  
Commuter Express Buses

**8**  
LAnow Vehicles



## LADOT's Dockless Mobility Pilot Program

Just prior to the onset of the pandemic, LADOT had just completed an evaluation of its dockless micromobility pilot program, the largest of its kind in the nation. The pilot program, which began in 2019, sought to understand the dynamics of an emerging marketplace of private mobility operators; learn from and collaborate with peer cities to develop best practices; gain insight into mobility trends through use of data; address concerns over equity, safety, and accessibility of various modes of transit; develop a program that can foster innovation and prepare the Department for onboarding new and unanticipated modes of transportation in the future.

While ridership numbers confirm dockless mobility as a viable transportation option and first-last mile solution for many Angelenos, our study determined that as LADOT makes recommendations for a permanent program,

regulations must place a greater emphasis on geographic distribution of vehicles and community engagement to ensure equitable access for all communities in Los Angeles. Moving forward, operators will be required to deploy in communities that lack transportation options as well as in low-income communities.

Additionally, more infrastructure will be needed, particularly near public transit, to encourage greater adoption of dockless vehicles as a first-last mile solution.

The first year has shown that dockless vehicles are now very much part of the transportation landscape of Los Angeles. In the year to come, we will continue to support the expansion of new modes of transportation to produce equitable, safe outcomes for Los Angeles communities.

## DOCKLESS MOBILITY YEAR ONE RESULTS

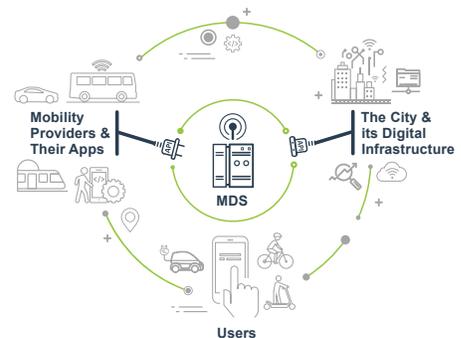


**10.3 Million Rides**

from April 2019 - March 2020



**8.4 Million Miles Traveled**



Estimated to Replace

**1,802**

Metric Tons of CO<sub>2</sub>



Savings Equal to  
**202,768**  
Gallons of Gasoline



**2.7 Highest Average Trips**

per Vehicle per Day in a given Month (April 2019)



**2.1 lowest average trips**

per Vehicle per Day in a given Month (December 2019)



**6 Operators**  
Currently  
in Market



**44%**  
of Riders  
Report Driving  
Less Often

**90+ CITIES**

Use LADOT-developed Mobility Data Specification (Mds) Platform to Manage Dockless Mobility Fleets And hold Operators Accountable.



**1/3 of Trips**

Replaced a Single Occupancy or Ride-Hail Trip Based on Survey of Usage



# A BANNER YEAR FOR BIKEWAYS IN LOS ANGELES

2020 brought a major expansion to our city’s network of bike paths with 61.09 miles of new and upgraded bike paths. This is a significant increase from 2019’s 27.03 miles. The list below includes all the locations where new and improved bike lanes were installed. Our work will continue in 2021 as we move to expand mobility options throughout Los Angeles.

	STREET/PROJECT	BIKEWAY TYPE	PROJECT TYPE	IN-LANE LENGTH (MI)
2019 JUL. DEC.	Anaheim St from W. I St to Gaffey St	Protected Lane	New	2.84
	Ohio Ave from Sepulveda Bl to Purdue Av	Lane	New	0.4
	Platt Ave from Vanowen St to Victory Bl	Protected Lane	Upgrade	0.9
	Hatteras from Colfax Av to Whitnall Hwy	Bicycle friendly street	New	3
	19th St from Walker to Western	Lane	New	0.88
	Tujunga from Oxnard St to Burbank Bl	Sharrowed Route	New	1
	Santa Monica Blvd from Moreno Dr / Beverly Hills CL to Westfield Dr	Lane	New	0.8
	Woodley Av from Chase St to Roscoe Blvd	Lane	New	0.52
	Main St - Phase 1 from Cesar Chavez Ave to 9th St	Protected Lane	Upgrade	3
	Glenoaks from Montague St to Branford St	Buffered Lane	Upgrade	0.5
	Foothill Pl from Foothill Blvd to Foothill Blvd	Sharrowed Route	New	0.6
	Griffith Park Bl from Shannon Rd to Los Feliz Blvd	Lane	New	0.8
	Griffith Park Bl from Lucile Av to Edgecliff Dr	Buffered Lane	Upgrade	0.17
	Reseda Bl from Calle Vista Circle/Chimineas Av to Rinaldi	Buffered Lane	Upgrade	1.32
	Silver Lake Blvd from Armstrong Av to Glendale Blvd	Buffered Lane	Upgrade	0.2
Strathern St from Laurel Canyon to Radford Ave	Lane	New	0.50	
2020	Burbank Blvd form Kester to Van Nuys Blvd	Lane	New	0.94
	Van Nuys from Glenoaks to Ralston	Buffered Lane	Upgrade	1.30
	Woodman Av from Nordhoff St to Roscoe Blvd	Buffered Lane	Upgrade	2.00
	Winnetka Av from Devonshire to Nordhoff	Protected Lane	Upgrade	2.50
	Prosser Ave from Pico Bl to Santa Monica Bl	Bicycle friendly street	New	1.60
	Clybourn from Califato Whitnall Hwy	Protected Lane	Upgrade	0.30
	Vineland Ave from Bluffsides Dr (US-101 NB Off- Ramp) to Whipple St (LA River Bridge)	Protected Lane	Upgrade	0.23
	Riverside Dr from Tyrone Ave to Van Nuys Blvd	Lane	New	0.51
	Tampa Ave from Chatsworth to Devonshire	Lane	Upgrade	1.35
	Tampa Ave from Devonshire to Superior	Lane	New	1.49
Laurel Canyon Bl from Burbank Bl to Oxnard St	Buffered Lane	Upgrade	1.00	

## STREET/PROJECT

BIKEWAY  
TYPEPROJECT  
TYPEIN-LANE  
LENGTH  
(MI)

STREET/PROJECT	BIKEWAY TYPE	PROJECT TYPE	IN-LANE LENGTH (MI)
Vineland Ave from Huston St to Riverside Dr	Protected Lane	Upgrade	0.50
York Bl from Aguilar St to Eagle Rock Blvd	Lane	New	2.36
7th St from Figueroa St to Main St	Protected Lane	Upgrade	1.23
Sunland from San Fernando Rd to Vineland	Lane	New	0.23
Forest Lawn from North Coyote Canyon Rd to Barham Bl	Buffered Lane	Upgrade	1.65
Oxnard from Vineland to Cahuenga	Buffered Lane	New	1.00
Winnetka Av from Victory Blvd to Oxnard St	Protected Lane/Lane	New	0.75
Olive from 2nd to Pico	Protected Lane	Upgrade	0.72
Venice Blvd from Abbot Kinney to Ocean Ave	Buffered Lane	Upgrade	0.39
5th St from S Spring St to S Central Ave	Protected Lane	New	0.70
6th St from S Spring St to S Central Ave	Protected Lane	New	0.80
Eldridge Av from Hubbard St to Harding St	Protected Lane/Lane	New	1.29
Sepulveda from Montaingate Dr to 405 FWY	Lane	New	0.38
Winnetka Av from Plummer St to Prairie St	Protected Lane	Upgrade	0.50
Winnetka Av from Plummer St to Lassen	Protected Lane	Upgrade	1.00
Grand Ave from Pico 5th to Street	Protected Lane	Upgrade	0.98
Winnetka Av from Hatteras to Oxnard St	Buffered Lane	New	0.60
Bell Canyon Blvd from Circle Valley Blvd to Ventura County Line	Buffered Lane	Upgrade	1.60
Polk St from Bradley Ave to Glenoaks Blvd	Buffered Lane	Upgrade	1.17
Century Blvd from Wilmington Ave to Holmes Ave	Buffered Lane	Upgrade	0.20
Figueroa St from Redondo Beach Blvd to Rosecrans Ave	Buffered Lane	New	1.24
Hoover St from Jefferson Blvd to Adams Blvd	Buffered Lane	Upgrade	1.08
Glenoaks from Gain to Osbourne	Buffered Lane	Upgrade	0.88
Martin Luther King Jr from Blvd Buckingham to Marlton Ave	Buffered Lane	New	0.60
Laurel Canyon Bl from Branford to Sheldon	Lane	New	1.60
Griffith Park Bl from Hyperion Ave to Childs Court	Buffered Lane	Upgrade	1.08
Woodman Ave from Victory Blvd to Bessemer St	Buffered Lane	Upgrade	0.76
Manchester Ave from Sepulveda to Osage/ CL	Protected Lane	Upgrade	1.50
Burbank Blvd from Hazeltine to Woodman Ave	Lane	Upgrade	1.00
Venice Blvd from Culver to Motor	Lane	Upgrade	1.60
Camarillo St from Clybourn Av to Cahuenga Bl	Lane	New	1.14
Avalon Blvd from Jefferson Blvd to 120th St	Lane/ Buffered Lane/ Protected Lane	New	12.70
Broadway from Manchester to Century Blvd.	Protected Lane	New/Upgrade	2.00
Oxford Ave from 3rd St to 7th St	Bicycle friendly street	New	1.28
Venice Blvd from Arlington from Norton	Buffered Lane	Upgrade	0.86

In a city that is always on the move, LADOT understands that roads are more than physical places where people travel — they are also what connects us to one another. To protect these connections between our communities, and to provide a transportation network that serves all modes, the department is working toward building streets that are safe and livable for all.



# LIVABLE STREETS

### Building a Safer, More Livable Avalon Boulevard

From 2009 – 2017, 149 people were killed or severely injured on Avalon Boulevard between Jefferson Boulevard and 120th Street. Of these, 44 percent were people who were walking or riding a bicycle. In response, LADOT established Avalon Boulevard as a Vision Zero Priority Corridor and initiated a set of comprehensive changes to improve safety along the boulevard. To inform this process, the department hosted a series of community meetings to solicit public feedback on proposed changes and found that, of those surveyed, 96 percent supported additional crosswalks and new traffic signals while 90 percent supported the placement of new bicycle lanes on Avalon Boulevard. Construction began in May and was completed in the Fall of 2020 and included a new lane reconfiguration with a center turning lane, painted curb extensions, and over 12 in-lane miles of new bicycle lanes.

### Broadway Our Way

This year, LADOT took the first big step toward a larger vision by breaking ground on the Broadway Our Way complete street. To set the stage for later, more permanent alterations, temporary pilot features — such as new street markings, new plastic bollards that designate bike lanes, and new signal timing — were added on Broadway between Manchester Avenue and Century Boulevard following pavement repair work. In 2021, we'll be extending these improvements from Century Boulevard to Imperial Highway. Carrying on our mission of providing Livable Streets into the next year, LADOT will conduct roadway transformations on additional priority corridors such as Adams Boulevard and Venice Boulevard to ensure that our city's streets are safe for all Angelenos. Also look out for new bus lanes on Lincoln Boulevard in Venice.



LADOT ANNUAL REPORT

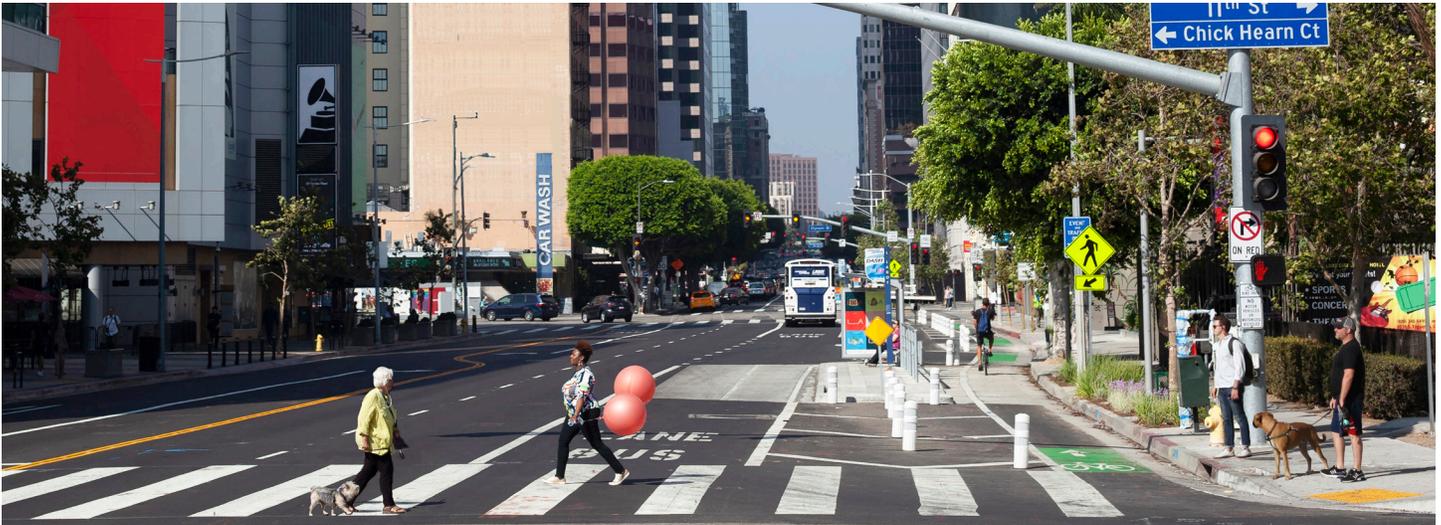
## New Bus and Bike Lanes Debut in Downtown LA

Since our last annual report, LADOT has completed of several major projects transforming how Angelenos get around Downtown L.A.. The completion of the Main & Spring Street Forward project marks an important milestone in strengthening Downtown L.A.'s network of North-South bike lanes. New bus-only lanes also made their debut on 5th Street, 6th Street, and Aliso Street. These corridors collectively support over 100 buses per hour at peak travel times and will result in more efficient reliable service on some of L.A.'s most densely populated and trafficked streets.

## DID YOU KNOW?



LADOT Manages **4782** Traffic Signals



## New Development Metrics to Reduce Emissions

Transportation is one of the leading causes of greenhouse gas emissions in California. While one side of the solution to this problem involves addressing the transportation choices that people make, another includes a consideration of how building developments affect traffic volumes. As the presence of new and larger buildings in a community may also increase traffic congestion, an effort to reduce total vehicle emissions necessarily involves an examination of how property developments affect people's transportation habits. To facilitate this process, the state introduced changes to how the transportation impacts of proposed developments are evaluated through the creation of a new scoring metric: vehicle miles traveled (VMT), which represents the increase or decrease of miles traveled by vehicles as a result of a property development. Last year, to assist in California's goal of reducing emission levels, the City of Los Angeles adopted VMT threshold guidelines that are more aggressive than those recommended by the state, and has since tasked LADOT with ensuring the compliance of these new guidelines.



## FIELD SERVICES

FY '19-'20

**38,110**

Signs Installed

**17,627**

Pavement Markings Placed

**654,720**

Temporary Signs Installed and Removed

**654**

Miles of Streets Striped

**203**

Miles of Curbs Painted



## PLANNING DEVELOPMENT AND REVIEW

FY '19-'20

**122**

Transportation Impact Studies Completed

**665**

Building Permit Sign-Offs

**122**

Driveway Permit Sign-Offs



# OPERATIONS SERVICES

FY '19-'20

## 20,433

Closed Service Requests

# METRO BIKE SHARE



## 199

Total Stations

## 81

Stations added Jul. 2019 - Dec. 2020

## 296,318

Total Trips FY 19/20





# Racial EQUITY

One of the most significant moments of 2020 was the worldwide outcry for racial justice that emerged following the murder of George Floyd. Millions crowded streets in peaceful protests to demand change from cities and governments and reforms to address the long standing disparities experienced by communities of color.

LADOT remains committed to racial equity. From the construction of freeways that erased some of the most well-established communities of color in the City, to the residual health, environmental and economic effects these roadways created, and the traffic deaths that disproportionately impact Black and Brown residents - we recognize and atone for the damage transportation choices have caused. With transparency, accountability, and community-led engagement, we are rebuilding trust and developing working relationships with residents who for too long have been excluded from the planning process. We are also using data -- quantitative and qualitative -- to focus on delivering results and reaching our equity goals.

From the inception of a project, to implementation, LADOT builds equity into our planning as a core metric. During the COVID-19 pandemic we launched programs like Slow Streets and L.A. Al Fresco where we prioritized resources for those communities most severely impacted by the health crisis. In the past year, LADOT also launched two resident leader training programs in South Los Angeles to teach residents about the history of transportation planning and how to advocate effectively for safety improvements in their districts.

LADOT also maintains programs that reduce the financial burden of parking citations for Angelenos. Those programs include Early Pay LA discounts and unemployment waivers to our CAPP program which allows individuals struggling financially to replace payment with volunteer service.

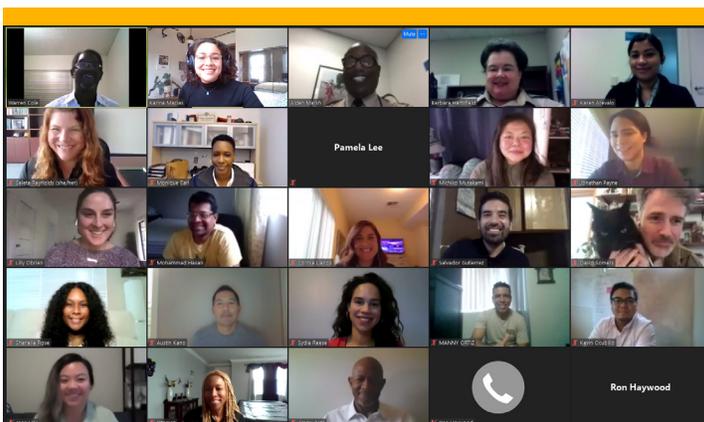
We also codified our commitment to equity, making it a key priority in LADOT's 2021-2023 Strategic Plan. Shortly after Mayor Garcetti released Executive Directive

27 for Racial Equity, LADOT launched its inaugural Racial Equity Core Team to support the department's work and hold management accountable for achieving goals and outcomes. The group of cross-functional employees was selected through a blind application process from all levels of seniority and business lines to provide a variety of perspectives and reflect the diversity of the department.

In 2020, the team worked with the department's Racial Equity staff to create a department-wide definition for racial equity and start developing equity principles. This definition and principles will guide an equity framework that will operationalize our commitments throughout the department's 52 business lines

*LADOT defines racial equity as the just and fair inclusion into our society in which all people, regardless of their race or ethnicity, can participate, prosper and reach their full potential.*

For years, LADOT has promoted just and inclusive programs and service delivery. With these new initiatives, we ensure that the promotion of racial equity is no longer a siloed effort but a fundamental element of all we do.

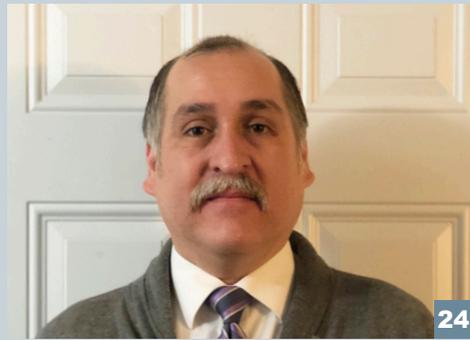
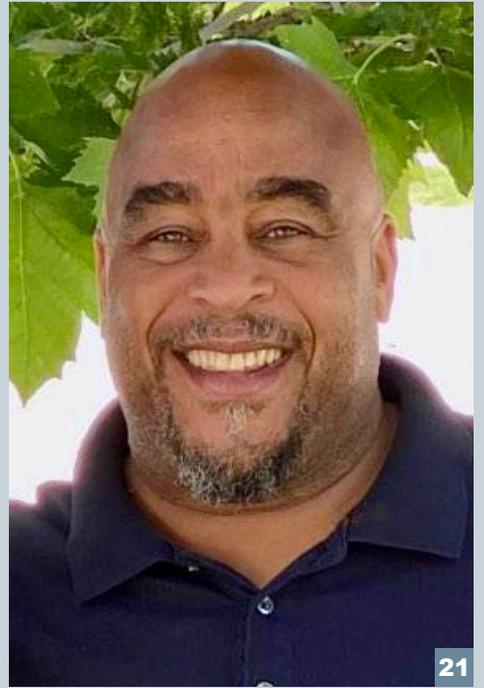


*The Racial Equity Core team conducts its first meeting.*



# OUTSTANDING PERFORMERS JULY 2019 THROUGH DECEMBER 2020





**1 SEPTEMBER 2019****Anna Soberanis, Senior Administrative Clerk I**

Serving with the LADOT Parking Meters Division, Anna Soberanis has consistently faced work challenges head on and has helped to manage the everyday functions of her office in a manner that has earned her the full admiration and respect of her entire team. Through her hard work and attention to detail, Anna played a key role in improving her division's ability to address valet operator requests and rates of compliance. She is an outstanding team member and city employee, and LADOT is thankful for her exemplary work.

**2 SEPTEMBER 2019****Janna Smith, Supervising Transportation Planner I**

While serving as LADOT's autonomous vehicles project manager, Janna Smith and the New Mobility Team have been at the forefront of collaboration with urban planners, technologists, academics, and local community members to build forward-looking public and private partnerships. Through her management of grant funding and research of industry best practices, Janna is helping to build the transportation network of the future. We are grateful for her service and look forward to witnessing her work in the future.

**3 SEPTEMBER 2019****Don Tidwell, Signal Systems Electrician**

Assigned to LADOT's Signal Repair Lab, Don Tidwell has consistently gone above and beyond his regular assignments while serving the people of Los Angeles. In addition to maintaining the Signal Lab Database, Don has made a name for himself through his development of an improved system for processing Underground Service Alert Dig-Alert tickets, which has been used to facilitate the mapping of underground utilities. His attention to detail and technical creativity helps ensure that other members of LADOT are able to do their jobs effectively while simultaneously protecting the safety of those who use our city's streets.

**4 NOVEMBER 2019****Lameese Chang, Transportation Planning Associate II**

Lameese Chang serves as the lead for many of LADOT's active transportation programs. Over the past year and a half, her duties have included working on project development and planning for the expansion of the bikeways network infrastructure, management of post-installation requests and communications for the MyFigueroa Streetscape Project, and outreach efforts for the Main & Spring Forward Project in downtown Los Angeles. Lameese serves as an exemplary role model for other employees, and we are excited to see what great work she will accomplish in the future.

**5 NOVEMBER 2019****Clare Eberle, Transportation Planning Associate II**

Clare Eberle is the project manager for the CicLAvia Open Streets Program and oversees LADOT's bicycle parking programs. One of Clare's most significant achievements this past year was the role that she played in earning cap and trade funds for Los Angeles from the state through the Affordable Housing and Sustainable Communities Program. To accomplish this, Clare applied herself day and night to master a complex set of grant criteria in a timely manner while working efficiently and intelligently to meet the state's deadline.

**6 NOVEMBER 2019****Lauren Ballard, Transportation Planning Associate II**

Lauren Ballard is the heart and soul of the Vision Zero Division at LADOT and is responsible for having spearheaded some of the department's most critical tasks, including the Vision Zero Progress Report, updates to the Vision Zero Action Plan, the development of the new Safe Routes for Seniors program, the Creative Catalyst program, the Rainbow Halo and Bike Memorial sign programs, and the launch of the new LADOT Livable Streets website. Through her work, Lauren aims to make

our city's streets safe for everyone, and LADOT is lucky to have her as part of its community.

**7 JANUARY 2020****Nora Frost, Public Relations Specialist II**

Notable for her outstanding and hard work, Nora Frost has brought a special warmth and energy to LADOT, and in only two years' time has already become an irreplaceable piece of the department's fabric. Through her work within the LADOT External Affairs division, Nora has relentlessly hunted down much needed information, charmed reporters, and assisted in meeting the needs of our constituents. Her contributions to our department's transparency and provision of customer service are exceptional, and she always finds a way to smile and stay calm regardless of the circumstances.

**8 JANUARY 2020****Jarvis Murray, Taxicab Administrator**

Jarvis Murray is tasked with consumer protection, public safety, service quality, policies, and regulations related to for-hire transportation. In serving the people of Los Angeles, he combines an incredible work ethic and a deep understanding of the for-hire industry with a passion to lift up others. Last year, the International Association of Transportation Regulators selected Jarvis as the recipient of its International Regulator of the Year Award in recognition of his dedication to excellence and exemplary public service.

**9 FEBRUARY 2020****David Sommers, Supervising Transportation Planner I**

As LADOT's lead on issues relating to the California Environmental Quality Act (CEQA), David Somers is always willing and available to help others in completing the necessary environmental documentation to move projects along. Davis is always a willing collaborator on all efforts — big or small. His diligence and collaborative spirit is appreciated by LADOT and by all who have had the pleasure of working with him.

**10 FEBRUARY 2020****David Abrego, Traffic Officer II**  
**Marlene Prado, Traffic Officer II**

During the past year, Traffic Officers David Abrego and Marlene Prado have played an integral role in addressing the misuse and abuse of disabled parking placards. Due to their special skills and knowledge on this topic, they have frequently been called upon to train others who participate in dedicated enforcement efforts and have also provided resourceful and meaningful options to address problems. LADOT commends them on a job well done.

**11 May 2020****Jordan Phillips, Community Administrative Support Worker II**

Since the onset of the COVID-19, Jordan Phillips has made himself readily available to support LADOT and its work. Despite the air of uncertainty that attended the early stages of the pandemic, Jordan continued to arrive on-site at LADOT headquarters to provide help whenever asked and made multiple trips to pick up close to 100,000 units of personal protective equipment to distribute to LADOT staff. In doing so, Jordan contributed to the city's efforts to allow essential workers to continue performing their duties and, ultimately, to allow LADOT to uphold its commitment to keeping Los Angeles moving.

**12 May 2020****Lupe Sandoval, Transportation Engineer**

Serving at the helm of LADOT Special Traffic Operations team, Lupe Sandoval has played a central role in the department's COVID-19 response through his work in supporting virus testing sites and food drives across the city. Additionally, to provide spaces for Angelenos to participate in safe outdoor activities during the pandemic, Lupe assisted in the launch of LADOT's new Slow Streets

program. His humility, thoughtfulness, and dedication to excellence is expressed in all that he does.

**13 May 2020****Brian Lee, Supervising Transportation Planner II**

Leading LADOT's coordination with the Los Angeles Homeless Services Authority, Brian Lee oversees the provision of transportation for homeless individuals traveling to shelters and COVID-19 testing facilities. Brian's readiness to take on a complex job that serves our city's most vulnerable populations serves as a testament to his dedication to LADOT's mission and values.

**14 MAY 2020****Jose Hernandez, Senior Transportation Engineer**

Following the outbreak of COVID-19, Jose Hernandez played an instrumental role in implementing LADOT's program to provide temporary loading and pick-up zones for restaurants and retail businesses. Since the start of the program, the department has processed over 500 requests from local businesses for temporary signage and continues to provide signs as a means of facilitating commerce while businesses operate at limited capacities. LADOT commends Jose for his leading role in this work.

**15 JUNE 2020****Freddie Nuno, Senior Traffic Supervisor III**

Captain Freddie Nuno manages the largest division at LADOT, which deploys nearly 160 traffic officers. Amid staffing shortages, Captain Nuno has been able to maintain critical services and has done so with integrity while accepting constructive input and recommendations from all levels of staff. His accurate reports and timely responses to administrative personnel, stakeholders, fellow agencies, public inquiries, and to the Emergency Operations Center have been crucial in facilitating our department's work this year. We congratulate him on a job well done.

**16 JUNE 2020****Karen Arevalo, Management Assistant**

Karen Arevalo began her career with LADOT last year and is currently assigned to the Parking Enforcement Communications Center. During her short time with the department, Karen has been instrumental in the development of reports to streamline the effectiveness of the LADOT Dispatch Center. Karen maintains a clear commitment to innovation and the acceptance of new technology to improve work performance. Her desire to continually learn and improve is a unique quality that is commendable and inspirational to those who work with her.

**17 AUGUST 2020****Chris Date, Transportation Engineer Associate III**

Chris is a Transportation Engineering Associate 3 in the B-Permit Plan Review Section. Chris has been an invaluable, hard-working, and dedicated Department employee for the past 11 years. Recently, he was instrumental in preparing transformative conceptual designs for a re-imagined 7th Street between MacArthur Park and Downtown that demonstrated his extensive knowledge in NACTO's bikeway, transit, and urban design guidance, and showcased his creativity in developing design solutions under constrained conditions. He also led the re-design of some of the City's most popular bike lanes along 7th Street through Downtown, which now provides a safer and more comfortable experience for people biking and walking.

**18 AUGUST 2020****Rosemary McCarron, Supervising Transportation Planner I**

Rose has recently jumped into a new role as a Supervising Transportation Planner with the Vision Zero Planning Division and is quickly growing in this leadership position, responsible for the Safe Routes to School and Great Streets programs. In 2020, she focused her time on standing up the new LA Al Fresco program to allow our

local restaurants to provide outdoor dining during the pandemic. Rose is also part of the LADOT research team conducting ongoing evaluation of travel behavior during the pandemic. Rose's exceptional work ethic enables us to work through unforeseen challenges and continue to deliver a safer City for everyone.

## 19 AUGUST 2020

**Marina Chang**, *Transportation Engineering Associate II*

Marina is a Transportation Engineering Associate II in the Special Traffic Operations and Emergency Response Section, where she reviews and organizes citywide filming permits and traffic plans, as well as the design and management of all CicLAvia events. During the pandemic emergency, Marina has served as the lead in her section for the new Slow Streets program, which began in CD 11 and provides residents access to more comfortable space for recreation activities in their neighborhoods. She has now managed the implementation of over 35 miles of Slow Streets throughout the City, engaging with community sponsors, local Council Districts, and our partners at Streets LA. Marina's strong engineering judgment, work ethic, attention to detail, and dedication to her job have shined throughout her 30 years at LADOT.

## 20 SEPTEMBER 2020

**Allen Riddell**, *Traffic Marking & Sign Superintendent I*

There's no project too small or too large, or mountain too high for Allen Riddell to climb. Mr. Riddell started with LADOT in April 2005 as a Traffic Painter Sign Poster I. His vast experience in the private sector and knowledge of specialized equipment has made him a valuable asset to the Paint & Sign Division. In 2014, Mr. Riddell promoted to a Traffic Painter Sign Poster III, where he served as the Crew Chief in the Citywide Markout Operation. He was recently promoted to a Traffic Marking Sign Superintendent I in the Citywide Operation, and ensures that striping is restored on all Pavement Preservation Program Projects within 10 days, and oversees all markout and striping in the City. Mr. Riddell has led several projects, including the Vista Del Mar Lane Reconfiguration, Los Angeles St. Bike Lane Project, Spring Dual Bike Lane Project and many more.

## 21 SEPTEMBER 2020

**DeShane Miller**, *Community Administrative Support Worker II*

DeShane is Acting Superintendent overseeing traffic signal construction for the Valley area. DeShane has demonstrated excellent work ethics and always goes above and beyond the call of his duties. Since assuming the role, DeShane has done an outstanding job along to fulfill the duties of his 1st level position. DeShane has been a model employee and is recognized as a major asset to our department.

## 22 SEPTEMBER 2020

**Corinne Ralph**, *Chief of LADOT Transit*

Corinne Ralph is recently retired chief of LADOT Transit, the second-largest public transit fleet in the County after LA Metro with over 700 contract drivers and 350 buses. She is a dedicated and tireless leader who has helped to make DASH, Commuter Express, Dial A Ride, and LA Now into successful public transit programs that are highly sought after by many communities. With a small, but mighty group of planners and engineers, she has been instrumental in delivering critical life-line mobility service options for many Angelenos while leading to elevate LADOT Transit to new heights. She is a thoughtful and forward-thinking leader who has invested in the right transit technologies and made notable forward progress on bus electrification efforts. Corinne is very committed to delivering excellent customer service. Many of the transit services that she oversees enjoy huge customer satisfaction support and brand recognition. Through her strong sense of public service and social justice, she has been a voice and an advocate for the most vulnerable users of public transit.

## 23 SEPTEMBER 2020

**Mark Granado**, *Senior Management Analyst II*

Mark is an outstanding and self-motivated employee that has worked for the City for 19 years in various departments gaining experience in accounting, budget, finance, and retirement and utility services. For the past three years with LADOT, he manages the Parking Operations Division responsible for citation processing, coin collection, meter security, and other programs. His commitment and dedication to his staff generate exceptional results. This past year he led the reduction of citation initial review requests backlog from 33,000 to 300 and oversaw the expansion of the Community Assistance Parking Program, which received national recognition at the 2020 National Parking Association conference.

## 24 OCTOBER 2020

**Salvador Robles**, *Crossing Guard*

Mr. Salvador Robles was hired as a Crossing Guard on April 16, 2016 and on April 30, 2018 he was offered the opportunity to perform the duties of a lead guard for the Hollywood Crossing Guard Office. On March 4, 2020 Mayor Eric Garcetti declared a local emergency due to a local health emergency and global pandemic (COVID-19). On March 18, 2020 the Disaster Service Worker Program (DSW) was activated. Due to COVID-19, schools were closed and crossing guards were released from their usual duties and reassigned to assist agencies and/or organizations carrying out emergency duties as DSW's. Mr. Robles is currently assigned to the Luxe City Center Hotel and has been described as an "outstanding worker" According to the Site Supervisor, Salvador has gone out of his way to be helpful and to work with the clients they serve. There is no job too hard for him. He has demonstrated a superior work ethic and has a kind personality. He has truly been a hero to our community and his performance is too great not to be recognized.

## 25 OCTOBER 2020

**Michiko Murakami**, *Management Analyst*

Michiko has become the glue of LADOT External Affairs. Michiko is a Management Analyst, but her training as an artist shines through in her ability to creatively problem solve and piece complicated projects together. Michiko has played an essential role to author and launch LADOT's new Racial Equity Action Plan and Racial Equity Core Team. She's led contracting support for LADOT's critical COVID-19 Response programs: Slow Streets and LA Alfresco. And she's helped bring LADOT's community engagement into the 21st century by creating a system to translate public materials into 11 different languages on request. Michiko has been at the center of some of LADOT's most important work in this time of crisis. And we couldn't do any of this without her.

## 26 DECEMBER 2020

**Tess Chen**, *Transportation Engineering Associate I*

Tess is a UCLA graduate with a Bachelor of Science Degree in Engineering. She volunteered with LADOT in 2019 to figure out how to "fix" Westwood traffic and improve pedestrian safety. She quickly learned that transportation is complicated and it was going to take a career to make meaningful changes. We hired Tess into DOT in October 2019. Tess has since proven her ability to not only learn quickly but has taken it upon herself to train her coworkers. She has shown an innate ability to identify and find solutions for current and projected challenges. She has helped develop project management policies and procedures that will be used in the department for decades to come, and this is all within her first year of employment. Tess has produced project delivery tools for the Complete Streets Implementation Division that have been adopted department-wide as a succession tool to ensure projects will continue to be delivered despite ongoing SIP retirements. Tess has also developed tools to streamline project budgeting exercises to ensure budgets and appropriations are closely monitored.

## 27 DECEMBER 2020

**Charlie Ho**, *Transportation Engineering Associate III*

We were fortunate that Charlie Ho joined our DOT family in 2017 as an entry level Transportation Engineering Associate II. Charlie joined our department with 18 years of engineering experience working with various consultant firms. Since joining DOT, Charlie has quickly learned the nuances of project management and is managing various grant funded active transportation projects throughout the City, including the Chandler Blvd Gap Closure Project, the Mid City Greenway Projects, and the ATP Mini Roundabouts projects. Charlie has been a quick learn on navigating the federal funding project delivery process, which in and of itself, is no easy feat. He has quickly moved up the career ladder as a Traffic Engineering Associate III as a result of his dedication, communication skills, organizational skills, and his ability to draw the best from everyone around him. Without a doubt, Charlie's skills and talents have been one of the driving forces for the success of the Active Transportation Division. In a short period of time, Charlie has become the "go to guy" for questions related to bicycle and pedestrian safety. When duty calls, Charlie is a valuable team member who is willing to go the extra mile.

## 28 DECEMBER 2020

**Ray Lau**, *Transportation Engineer*

Ray is the Transportation Engineer overseeing the Parking Meter Planning & Maintenance Section. He has dedicated almost 36 years to LADOT including the last 14 years with the Parking Meters Division. Ray started with the Department in 1985 as a student engineer while attending Cal Poly Pomona and worked at the one-stop counter assisting with driveway approvals. Upon graduating in 1986, he joined LADOT in the Regulations Analysis section as a Transportation Engineering Assistant responsible for investigating citation disputes. In 1988, He moved on to the Traffic Action Team, now known as Special Traffic Operations, where he contributed during the early years of one of LADOT's respected programs. In 1990, Ray promoted to Transportation Engineering Associate with the Hollywood-Wilshire District Office at the famed CNN building in Hollywood where he began honing his customer service and problem-solving skills that would become the foundation for what was yet to come. Ray was then transferred to the Geometric Design Div for several years and was then on a short-term loan to the Bur of Engineering's Construction Service Center as a LADOT Case Manager. Ray then had two stints with the Planning Division and the West Valley District Office before promoting to his current TE position at the Parking Meters Division in 2006. Over the years, Ray has always been able to establish friendships and a mutual respect with everyone he has worked with, which have served him well in becoming a highly regarded colleague and team leader.

## 29 DECEMBER 2020

**Ricardo Sanchez**, *Management Analyst*

Ricardo Sanchez manages the Van Nuys Parking Adjudication Office, a position he has held since 2001. He started his career with the City in the Personnel Department and joined LADOT in 1996 as the Coordinator of the Fleet and Rental Program. His leadership style is one that values organization, efficiency, good customer service, and the well-being of those that he supervises. His latest accomplishments include the revision of the Parking Adjudication Administrative Hearing Examiner's Manual and the relocation of the Van Nuys Adjudication office to a new location. Ricardo promotes LADOT's values and principles within his office and the Department alike. He is readily available for support to employees and always has an open-door policy. Employees know they can rely on Ricardo to provide a clear understanding of their responsibilities and they know they will be recognized when their performance exceeds expectations. He fosters the spirit of collaboration within his office, motivating employees to meet deadlines and run an efficient operation. He consistently meets and exceeds all deadlines, keeps the meeting on schedule, and respects the time of others.



# LADOT

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