



# STRATEGIC PLAN HIGHLIGHTS

— 2014–2017 —

2017

**2016-2017**

*Focus: A Safe City*

- ▶ Launched the Vision Zero Action Plan and developed the Safe Routes to School Action Plan and Progress Report.
- ▶ Mounted first citywide Vision Zero educational campaign advertising on billboards, bus benches, radio, and television.
- ▶ Installed 180 high-visibility crosswalks near 50 schools.

2016

**2015-2016**

*Focus: A Livable & Sustainable City*

- ▶ Formed the new Mobility Management Division to deliver the Mayor’s Sustainable City pLAN goals and focus on shared mobility strategies.
- ▶ Expanded community-based programs like People St, Safe Routes to School, Walk to School Day, and Great Streets.
- ▶ Completed the City’s first Transportation Technology Strategy’s Urban MOBILITY in a Digital Age.
- ▶ Created protected bike lanes and neighborhood improvements on City streets such as Hollywood and Highland, Broadway, Los Angeles Street, and Reseda Blvd.

2015

**2014-2015**

*Focus: A 21<sup>st</sup> Century Department*

- ▶ Conducted the first Employee Survey
- ▶ Instituted the Employee Recognition program, improved hiring and promotional process and launched MyLADOT, a service-request system to improve customer service.
- ▶ Created Transtat, a metric-based tracking system for all bureaus to improve transparency and become a data-driven organization.

2014

**OCTOBER 2014**

*Focus: A Safe City, A Livable & Sustainable City, A Well-Run City*

- ▶ Launched Great Streets for Los Angeles Strategic Plan

**VISION**

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

**MISSION**

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

**OUR CORE VALUES**

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

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

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

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

## OUR MAYOR

After three years, the [Great Streets for Los Angeles Strategic Plan](#) adopted by the Department of Transportation (LADOT) in the fall of 2014 has been a stellar achievement for our City.

The plan supported my administration's efforts for Los Angeles to become a safe city, a livable city, and a well-run city. It delivered the [Vision Zero Action Plan](#) and the [Urban MOBILITY in a Digital Age Plan](#).

This past Fiscal Year (FY16–17) has seen a tremendous shift in the way people move throughout the City. LADOT is committed to keeping pace with emerging transportation technologies and best

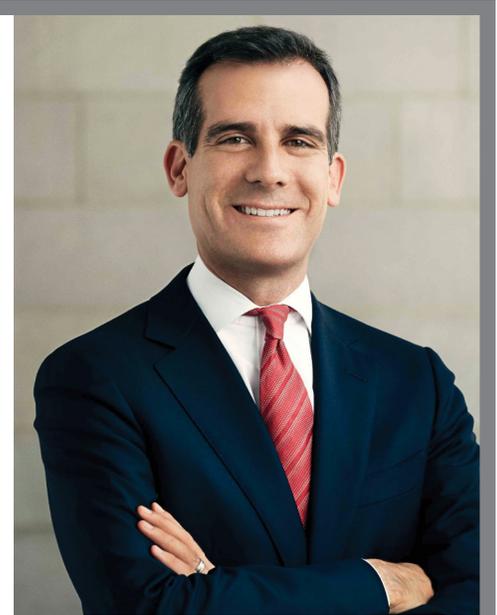
practices to provide access to safe and affordable transportation options for all Angelenos.

I am proud of what the department has accomplished under the leadership of General Manager Seleta Reynolds. I look forward to the new strategic plan and all it promises to deliver in the coming years.

Sincerely,



**Eric Garcetti**  
Mayor, City of Los Angeles



## OUR GENERAL MANAGER

In October of 2014, LADOT launched a very ambitious strategic plan, Great Streets for Los Angeles. The plan has guided the department's work in the last three years, and it set the path for our future work. I am proud to report that we completed 70% of the 275 benchmarks in the strategic plan.

One of our biggest accomplishments is the adoption of [Vision Zero](#) (VZ), and completion of engineering and education safety improvements on 17 corridors throughout the City. The importance of this work cannot be understated—it is about saving lives.



It is also about designing streets that are safe for everyone. The formation of the Vision Zero Steering Committee at the inception of this initiative has been key. Many thanks to all of our partners, including the Mayor's Office and City Council, and the community-based organizations who partner with us, for their commitment to eliminating preventable traffic deaths in our City.

LADOT staff is going beyond implementing safety improvements; we are creating beautiful and comfortable streets that enhance our quality of life. We continue to focus on our mission to offer people transportation choices to support a strong City that welcomes and provides access to everyone.

We are embracing the opportunity to provide new choices like bikesharing and electric vehicle carsharing. We are building a transportation system that accommodates new technologies, and focuses on safe, affordable choices that are convenient for people to move efficiently throughout the City no matter where they live.

Our Transportation Technology Strategy aims to prepare the City for an automated future. In the coming year, we will deliver a shared mobility plan, an Autonomous Vehicle demonstration project, and the development of an autonomous vehicle strategy to allow testing and deployment in Los Angeles.

LADOT is a great place to work. My objective is for each employee to have an opportunity to contribute to the department's mission and vision in a meaningful way, while having the opportunity to develop professionally through training and engaging work. This year, we held 16 brown-bag sessions covering topics from active transportation to autonomous vehicles. We offered an array of training including workshops on business writing and presentation skills.

First and foremost, our success comes from the pride and commitment of everyone who works at LADOT. I am proud to launch our next strategic plan and want to thank all of the LADOT staff who contributed to its development. In particular, we were lucky to have an engaged, dedicated working group that met four times to shape this work. Here's to the next three years!

Sincerely,



**Seleta Reynolds**  
LADOT General Manager



- A. First modern-day roundabout installed in cooperation with Public Works and Bureau of Engineering
- B. Pilot devices at 1<sup>st</sup>/Main in an effort to slow down and provide a more right angle for left turners from northbound Main to westbound 1<sup>st</sup>
- C. Crosswalk relocation in South LA to improve people's safety at 33<sup>rd</sup> and Central across Rittenhouse Square Senior Housing in CD 9
- D. SRTS Plans for the Top-50 Schools project kicked off with inaugural Walking Safety Assessment on May 11
- E. Watch your speed: Speed Feedback signs help people to slow down and observe proper speed in busy Rampart Village
- F. Castelar Elementary School in CD 1: Students, parents, teachers along with City officials celebrate a newly raised landscape medium, curb extensions at mid-block crossing, multiple continental crosswalks, ADA-compliant access ramps, roadway striping, and new signage installation around their school

## A SAFE CITY

### *Making our streets and communities the safest in the nation.*

We set out an ambitious goal to transform our city streets. Together with the Mayor, City Council, our Vision Zero partners, and City residents, we will eliminate fatalities by focusing on engineering, enforcement, education, and evaluation—with a commitment to equity and engagement.

#### **BENCHMARK HIGHLIGHTS** Adopt a Vision Zero Policy and Multi-Agency Task Force:

- ▶ Released the [Vision Zero Action Plan](#)
- ▶ Developed the Vision Zero Safety Study for Los Angeles

#### **Complete a Comprehensive Pedestrian Safety Action Plan:**

- ▶ Developed the Safe Routes to School Action Plan and Progress Report
- ▶ Completed the Los Angeles Safe Routes to School Youth Safety Report
- ▶ Prepared the Los Angeles Safe Routes to School Walk to School Day Evaluation Report, 2013–2016

#### **Create a Mechanism for Dedicated Funding to Redesign Intersections or Streets for Enhanced Pedestrian Safety:**

- ▶ Secured \$27.2 million in the FY17–18 City budget for dedicated resources across departments for capital improvement projects that increase pedestrian safety

#### **Reduce the Number of Severe Injuries and Fatalities on the Top-Priority Corridors:**

- ▶ Constructed 17 Phase 1 improvements on 40 priority corridors
- ▶ Completed conceptual design for 90 miles of the 40 priority corridors in the [High Injury Network](#)
- ▶ Conducted a baseline level of outreach for all 40 priority corridors, including presenting at neighborhood councils and hosting project open houses
- ▶ Upgraded 404 crosswalks on the 40 priority corridors; installed 109 speed feedback signs; improved 117 intersections
- ▶ Increased the speed limit thresholds that are enforceable by electronic devices by completing 387 miles of speed surveys

#### **Identify Safety-Related Improvements that Can be Bundled into Infrastructure Projects:**

- ▶ Re-timed pedestrian signals to comply with current standards
- ▶ Increased participation in International Safe Routes to School Day from 105 schools in 2015 to 140 schools in 2016
- ▶ Expedited Safe Routes to School Program
  - ▶ 25% of the top-50 schools have safety improvement plans developed or in construction

#### **Expand Implementation of LADOT Continental Crosswalks:**

- ▶ Installed 180 high-visibility crosswalks near 50 schools on the High Injury Network

#### **Implement Leading Pedestrian Interval:**

- ▶ To date, 35 intersections have received LPI treatment, including around downtown LA (for regional connector mitigation), Cesar Chavez Ave. (for VZ improvements), Broadway (for Broadway Streetscape Plan), Reseda Blvd. (for Great Streets Project) and North Broadway (VZ Priority Corridor)

# A SUSTAINABLE & LIVABLE CITY

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

We provide safe, comfortable streets for all Angelenos. LADOT connects people through a transportation system that is accessible to all while promoting walking and biking through upgraded public spaces and improvements. This is key to the health of our communities.

### BENCHMARK HIGHLIGHTS

#### Establish an Application-Based Program for Implementing Neighborhood Traffic-Calming Measures:

- ▶ Restored the Citywide Speed Hump Program. Received 496 requests and conducted engineering studies to determine locations qualified for consideration

#### Increase the Availability of Parking and the Efficiency of its Use:

- ▶ **Reduced backlog of preferential parking district requests by 50%**
- ▶ Completed design for Hollywood Express Park

#### Support Alternative Fuel Program in Parking Facilities:

- ▶ In collaboration with LADWP, installed **83 new electric vehicle chargers** in 13 parking facilities

#### Expand Access to Non-Ownership Models of Vehicle Mobility:

- ▶ Implemented regional bikeshare pilot program and launched it in DTLA on July 7, 2016 with 61 stations and 690 bikes. Expanded to the Port of Los Angeles with 12 stations and 120 bikes and Venice with **15 stations and 150 bikes**
- ▶ Increased newly **permitted taxicab drivers** from a total of 140 for the entire 2016 calendar year to over 270 throughout the first half of 2017
- ▶ Launched an Electric Vehicle (EV) Carsharing Pilot that will bring up to **40 stations and 100 EVs to underserved communities**

#### Enhance Experience of Bus Passengers:

- ▶ Installed bicycle racks on all new bus orders including eight for this FY
- ▶ Broke ground on **new Gold LEED-Certified bus Operations and Maintenance Facility** which will house up to 70 electric buses
- ▶ Added four electric buses capable of going up to 145 miles on a single charge to the LADOT Transit DASH fleet this year

#### Support Affordable Housing Development:

- ▶ Established Los Angeles-specific trip generation rates for Affordable Housing projects to incentivize developers to include more affordable units in their project scopes

#### Improve Bicycle Connectivity and Comfort Level on Existing and Planned Facilities:

- ▶ Implemented a **buffered and protected** bike lane on Foothill Blvd., between Wentworth St. and Sunland Blvd.
- ▶ Striped over 1,400 lane-miles of streets and added over 300 bollards to new protected bike lanes
- ▶ Built the Venice Boulevard **Great Streets project, including new pedestrian signals, protected bike lanes, and a street mural**
- ▶ Upgraded bike lanes on Van Nuys to protected bicycle lanes

#### Expanded LADOT Design Standards for Bicycle Facilities:

- ▶ Finalized design on Main and Spring Forward, a partnership with CD 14's [DTLA Forward Initiative](#). As part of this effort, we launched LADOT's first Pocket Owl, an **interactive forum** and tool for public participation which can be visited at [mainandspringfwd.com](#)
- ▶ Installed bicycle facilities totalling 33.9 lane-miles in the following bicycle lane projects:
  - ▶ Culver Blvd., Fletcher Dr./ Avenue 36, Foothill Blvd., Glendale Blvd., Griffith Ave., Heliotrope Dr., Imperial Hwy., Jefferson Blvd., Monterey Rd., Pacific Ave., Pershing Dr., Van Nuys Blvd., Venice Blvd., Wilshire Blvd.



A. The Play Streets Program temporarily transforms our streets into places for play, learning, and fun for all ages!



B. Protected bicycle lane to improve rider safety



C. Downtown LA bike lanes with film-friendly green

# A 21<sup>ST</sup> CENTURY DEPARTMENT

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

We will build a department that is prepared to meet the demands of a growing population, emerging technologies, and diverse transportation needs of the City it serves.

## BENCHMARK HIGHLIGHTS

### Make LADOT a Great Place to Work:

- ▶ Recognized 52 Outstanding Performers (see honorees on pages [14–15](#))
- ▶ **Increased training opportunities** for staff including 16 brown-bag lunches, a two-day Project Management Training Program, Presentation Skills Seminar, and Grammar Techniques
- ▶ Hired 124 new staff to expand workforce, service customers, and infuse new ideas

### Maintain and Upgrade Parking Facility Infrastructure and Metered Parking Systems to Reflect Current Technologies:

- ▶ Installed 104 new way-finding signs at 14 parking facilities
- ▶ Implemented **parking meter upgrades** in Downtown LA Express Park
- ▶ Started trial of guided enforcement program in Westwood parking meter district

### Reduce Disabled Placard Abuse Through Tiered Access System:

- ▶ Conducted 224 placard abuse stings citywide
- ▶ Issued 2,239 citations
- ▶ **Confiscated 1,078 disabled placards**

- ▶ Convened the **Accessible Parking Advisory Committee** at the request of Mayor Eric Garcetti to study the issues around accessible parking in our City. The group was comprised of disability rights advocates, transportation experts, and representatives from California DMV and the medical field. The group delivered a set of policy recommendations to the Mayor and City Council to increase access to street parking for disabled drivers and to reduce placard abuse

### Improve Coordination with Partner Agencies and Contractors:

- ▶ Coordinated work with the Bureau of Street Services to restripe **roads within 10 days of resurfacing and slurry seal completion**
- ▶ Integrated the Department’s grant-funded Capital Project Program onto the Bureau of Engineering’s Uniform Project Reporting System
- ▶ Established and administered 92 bench contracts

### Improve Communication and Access to Information to Support Decision-Making:

- ▶ Developed a new citywide travel demand simulation model to modernize the way we evaluate the transportation impacts and benefits of new development

## PARKING REFORM

LADOT along with the Mayor and City Council are reforming parking in the City.

Our interest is to expand demand-based pricing, share meter revenue, re-evaluate citation fines, streamline the parking permit process, code the curb, and use technology to allow parking after street cleaning.



A. The new bus operations and maintenance facility will be energy efficient and will improve our physical infrastructure

B. LADOT Traffic Officers confiscated 1,078 disabled placards this FY

C. Improving EV parking accessibility citywide

# CUSTOMER SERVICE



*Providing Angelenos an open, reachable, and responsive LADOT.*

LADOT provides a wide range of transportation services to an array of customers, strives to deliver reliable information, and conducts business transparently.

### BENCHMARK HIGHLIGHTS Enhance the Experience of Bus Passengers:

- ▶ Equipped all Commuter and DASH buses with free WiFi
- ▶ Launched DASH to the Griffith Observatory
- ▶ Launched a mobile ticketing van deployed at over 200 events citywide

### Improve Customer Service Satisfaction:

- ▶ Closed 16,288 [MyLADOT](#) service requests
- ▶ Increased the total number of taxicab rides in economically disadvantaged areas of the City from 168,000 trips in 2014 to nearly 174,000 in 2016
- ▶ Conducted LADOT transit rider satisfaction surveys and received an overall **90% satisfaction rate**

### Improve Customer Service and Reduce Response Time for Parking Ticket Resolution:

- ▶ Expanded the LADOT website to include information regarding how to request an administrative hearing, what the policies are, and what can be expected at a hearing

- ▶ Implemented an online customer survey system
- ▶ Developed and implemented a Community Assistance Parking Program (CAPP) to allow homeless individuals to do **community service in lieu of paying for parking citations**
- ▶ Implemented a new **Installment Payment Plan** that allows qualified motorists to pay for their parking citations over a three-month period

### Efficiencies to Improve Customer Service:

- ▶ Streamlined development review as identified in the partnership plan with the Department of Building and Safety
- ▶ Launched a new business line in Parking Operations Support for the parking citation initial review process
- ▶ Relocated Parking Permits Division to headquarters, increased staff, and **reduced permit issue timeline from two years to nine months** from the date of valid petition submission

### Data Collection to Improve Customer Service:

- ▶ Released the new LADOT Transportation Impact Study Guidelines to improve bicycle and pedestrian data collection, and new directives that **align with the Vision Zero Initiative and the Mobility Plan 2035**



- A. Expanded the Parking Support Adjudication staff for initial citation review
- B. Parking Meters You Can Read: Our new user-friendly meters are easier to see and use
- C. LADOT launched its Community Assistance Parking Program this year in support of the City's homeless initiatives
- D. Customer service training helps us deliver quality services to our stakeholders

CAPP

LADOT

Removing Obstacles to Conquer Homelessness

# VISION ZERO

In August 2015, Los Angeles Mayor Eric Garcetti launched the Vision Zero Initiative outlined in Executive Directive Number 10. The Directive prioritizes human life in the design of our City streets and identifies strategies for how government and the public can partner to reduce traffic deaths to zero.

The data-driven approach identifies proven methods and solutions to decrease traffic deaths by designing and operating a road system that accounts for human error. The data shows that speed kills, and we can stop deaths by focusing on controlling vehicle speeds. A July 2017 study by the National Transportation Safety Board confirms that speeding is the singular and unequivocal reason for an increase in traffic deaths. Increasing vehicle speeds from 20 mph to 40 mph increases the likelihood of a pedestrian death when hit from 10 percent to 80 percent. Children, older adults, and people who walk and ride bicycles are at the greatest risk.

Collisions are the number one cause of death for children between the ages of 5-14 years in Los Angeles County. While people walking and biking are involved in only 14 percent of all traffic collisions, they represent almost 50 percent of traffic fatalities. We found that 65 percent of all severe and fatal collisions involving people walking and biking happen on just 6 percent of City streets. These streets represent the City's initial High Injury Network. Nearly half of the [High Injury Network](#) falls within our most vulnerable communities, who are also burdened with the poorest health outcomes.

We will measure our progress with the following benchmarks: 20% reduction in traffic deaths (compared with 2016) by 2017, 50% reduction in traffic deaths (compared with 2016) by 2020, and elimination of traffic deaths citywide by 2025.

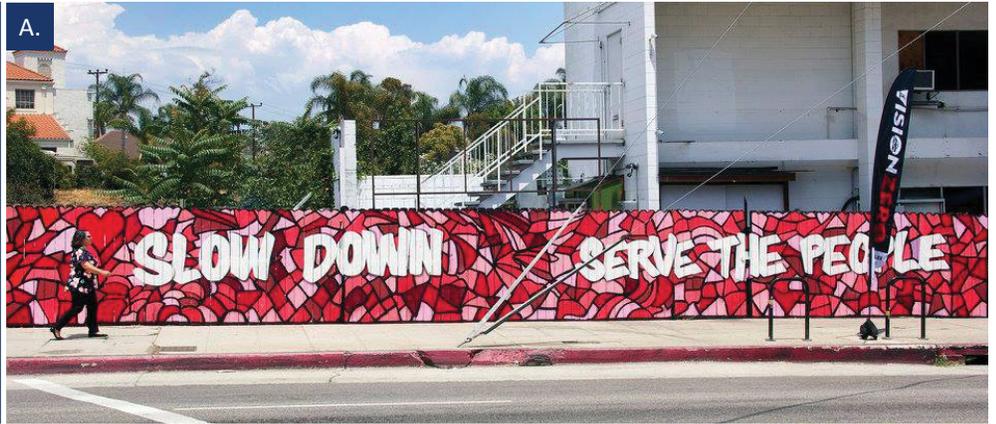
In January 2017, we released the [Vision Zero Action Plan](#). Now we are building out traffic safety improvements along the 40 priority corridors and **continuing to evaluate** our projects. Collisions tend to be along high-collision corridors rather than focused at a few locations, suggesting that corridor-level treatments, especially those targeted at reducing speeding, are likely to be more effective at eliminating fatalities compared with spot-level treatments scattered throughout the City.

Since we released our Action Plan, we launched a citywide education campaign, completed Phase 1 road improvements to 17 priority corridors, and improved speed enforcement by updating the speed surveys on two-thirds of the High Injury Network.

A. Temple Street activation mural

B. LADOT planners and engineers develop conceptual designs to deliver safer streets

C. Phase 1 Installation locations



## Actions to achieve Vision Zero

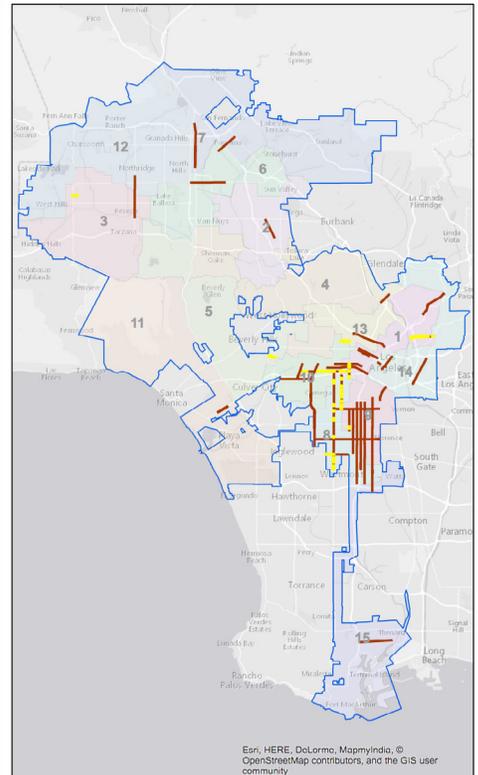
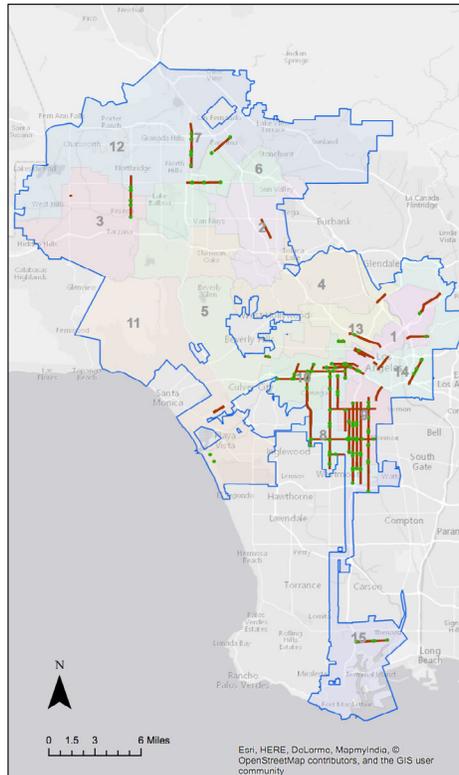
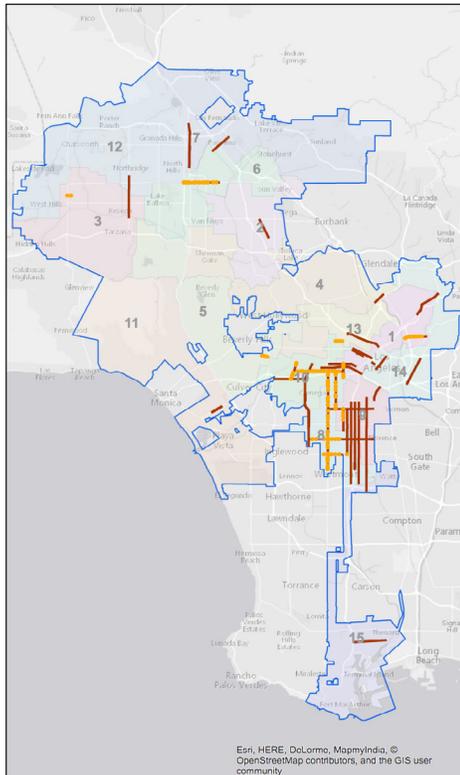


C.

## CROSSWALKS INSTALLED (404)

## SPEED FEEDBACK SIGNS INSTALLED (109)

## INTERSECTION TIGHTENING INSTALLED (117)



— PRIORITY CORRIDORS (40)



### SAFETY IMPROVEMENT PROJECTS

LADOT selected **40 priority corridors** along the [High Injury Network](#) by identifying the highest concentration of people killed and seriously injured, the presence of an older adult or child involved in a collision, and the intersection's location in a community with negative health outcomes. In March 2017, LADOT engineers completed traffic safety assessments for the 2017 Vision Zero priority corridors totaling 90 miles of City streets. The assessments yielded engineering solutions that could be implemented in three phases: Phase 1 by the end of 2017; Phases 2 and 3 in 2018 and beyond.

Using the safety assessments, LADOT planners and engineers have developed conceptual designs for each corridor. Inspired by City-adopted [NACTO Urban Design Guidelines](#), the conceptual designs have incorporated a number of safety enhancements for people walking, rolling, cycling, and driving through the corridor.

At the start of the year, LADOT field crews started to install the first set of improvements along the corridors. To date, 17 of the 40 corridors have completed their Phase 1 installations. Phase 1 treatments include **upgrading all crosswalks to high-visibility crosswalks, installing new speed-feedback signs, and right-sizing intersections.**

LADOT staff continues to test out different, low-cost treatments to increase visibility between a person in a car turning right at an intersection where a person walking is entering the crosswalk. By the end of the summer, LADOT's Vision Zero staff will complete its initial round of outreach on the priority corridors and expects to complete installation of Phase 1 improvements by the end of 2017.

# VISION ZERO

## EDUCATIONAL CAMPAIGN

In April 2017, Vision Zero Los Angeles launched a two-pronged traffic safety education campaign along LA's High Injury Network. Between April and June 2017, teams of community organizations carried out eight creative traffic safety education campaigns to promote road safety along distinct portions of the High Injury Network. To supplement the community campaigns, Vision Zero LA produced a social-marketing campaign. Both education efforts came in advance of safety improvements coming this year to 90 miles of the High Injury Network.

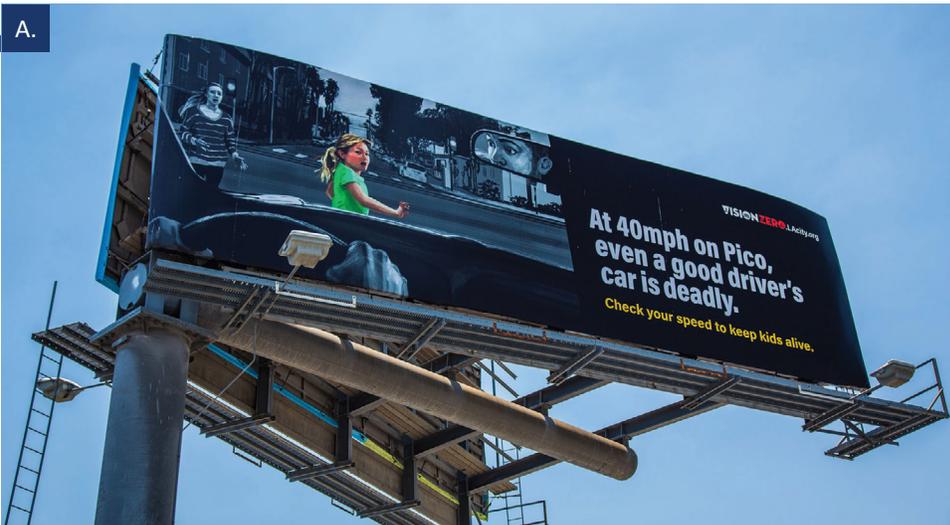
## LADOT STAFF TOOK THE VISION ZERO PLEDGE!

In advance of the launch of the education campaign, we dedicated **April 3-7 as Vision Zero Week** to reaffirm our commitment to [Vision Zero's Action Plan](#) by raising awareness, and spreading the word to our own families and LADOT friends.

## WE PLEDGE

**Project Delivery and Operations**—made up of planners, engineers, designers, analysts, and support staff—are working every day to make our streets safer. Our LADOT district offices developed conceptual design plans for the 40 Priority Corridors in our 2017 Vision Zero Action Plan. We combine our extensive experience by applying proven safety practices to our streets, as well as innovative, new design approaches focused on better controlling speeds.

From our 400-plus crossing guards protecting the safety of children crossing the streets, to our traffic officers assigned to direct traffic during peak hours, our uniformed **Parking Enforcement and Traffic Control** officers improve the safety of people traveling our streets. We clear traffic lanes to provide those who travel by bicycle, public transportation, or in a car a safer and improved mobility; we ensure that vehicles and people can move safely through congested intersections during emergencies or special occurrences. Traffic officers routinely issue citations for safety violations that create hazards for motorists and people. These violations



include vehicles that block sidewalks and access (disabled) ramps, and vehicles that double park or park in red zones that block the view of approaching traffic. The enforcement of these violations serves to provide the public with safe access to streets and sidewalks.

**Mobility Management** is dedicated to delivering safe public transportation services. Streets are valuable public space, and as a transportation agency, we have a commitment to protect people from traffic-related injuries and deaths. We are developing training on how to share the road with people riding bicycles for DASH, Commuter, and para-transit drivers, and creating specialized videos for taxi drivers on urban driving. In addition, as new technology arrives and since the City's population is forecasted to grow by 500,000 more residents over 20 years, we focus on the future. LADOT

is leading the charge in preparing the City for autonomous vehicles.

**The Administration and Field Operations** team is highly instrumental in the resource allocation, materials and equipment purchasing, contract processing, staff hiring, and direct implementation of Vision Zero projects. Once engineering projects are ready for implementation, Administration and Field Operations staff complete funding, purchase the materials needed, pay contractors for services, install the safety improvements, and maintain Vision Zero enhancements that will save lives.



### COMMUNITY-BASED ACTIVATIONS AND EDUCATION PROGRAMS

Los Angeles has taken a creative approach in the rollout of Vision Zero by working with community groups, artists, and cultural groups to create locally-oriented projects to introduce Vision Zero and its messaging.

LADOT secured funding from the State of California's Office of Traffic Safety for these community-based outreach and education campaigns which were held between April and June 2017. Seven teams of community organizations carried out eight creative traffic safety campaigns to promote road safety along distinct portions of the High Injury Network. The activations covered nine miles of some of the City's most dangerous streets in a span of 10 weeks.

### TRAFFIC SAFETY CAMPAIGNS

- ▶ Hoover Ave., "Rise Up Hoover" April 22-April 29
- ▶ West Adams Blvd., "X-ing on Adams" May 6-May 12
- ▶ Roscoe Blvd., "Vision Zero Roscoe" May 15-May 19
- ▶ MacArthur Park (Alvarado and 6<sup>th</sup>), "20 Millas Salva Vidas" June 5-June 10
- ▶ Pico Blvd., "A Safe Pico 4 Everyone!" June 11-June 17
- ▶ Crenshaw Blvd., "Sankofa on the 'Shaw'" June 17-June 25
- ▶ Temple St., "Temple St. Slow Jams" June 20-June 24
- ▶ North Figueroa St., "Trees of Life" June 21-June 25

### ARTIST IN RESIDENCE

LADOT benefited from the City of Los Angeles Department of Cultural Affairs Creative Catalyst "Artists in Residence" program with Alan Nakagawa. This program tapped into LA's unmatched creative energy to focus on infusing art into design to create safer streets.

A. A Safe Pico 4 Everyone!

B. The Valley Parking Enforcement Officers take the Vision Zero Pledge

C. Walk to School Day: Safety messages from our most vulnerable

D. Rise Up Hoover

E. Reminder: Speed kills

F. Temple Slow Jams

# TRANSPORTATION TECHNOLOGY

## *Urban MOBILITY in a Digital Age.*

LADOT is looking toward a bright future in which technology helps to deliver better, safer, and ever more useful services that keep Los Angeles one of the greatest cities in America. Our role is to maximize future opportunities so Los Angeles will have a world-class transportation system that supports a high quality of life with continued economic prosperity for the region.

### **Developing a Transportation Technology Plan**

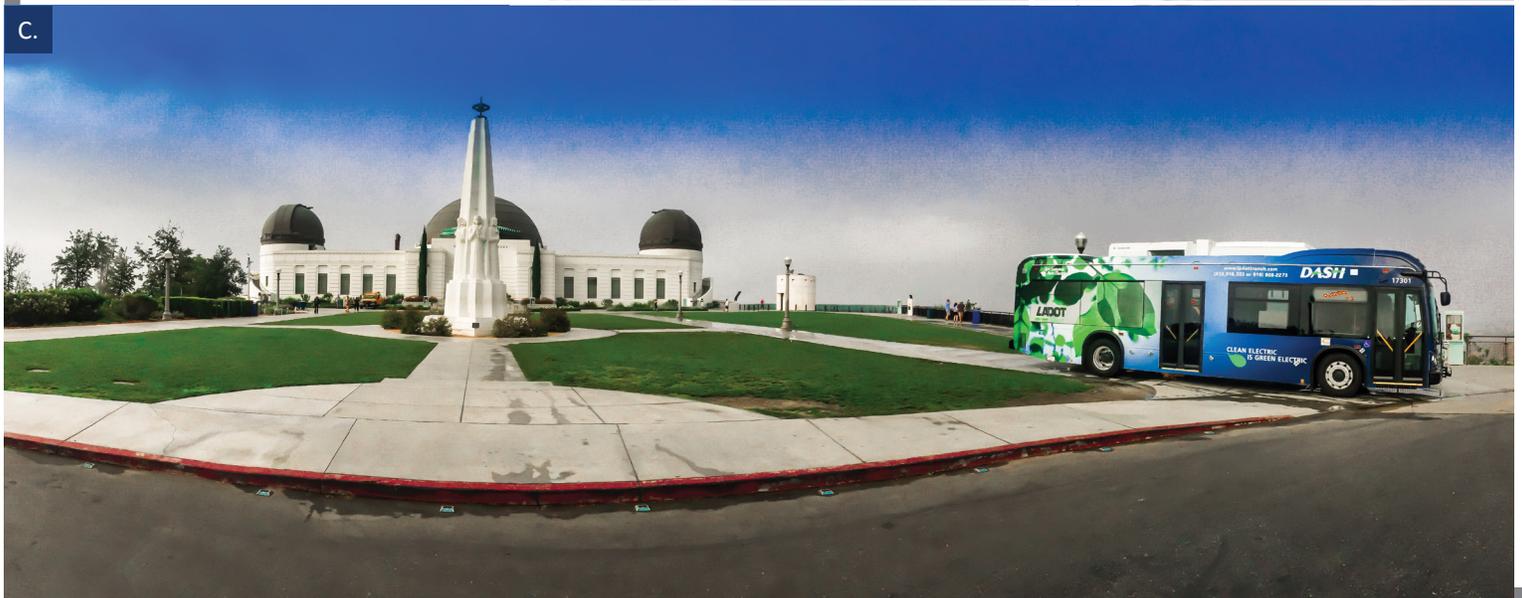
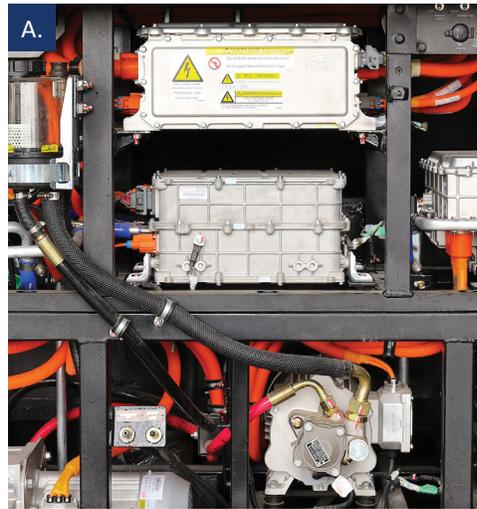
The face of mobility is rapidly changing across the world. With smart phones becoming ubiquitous along with technology companies focusing on providing mobility solutions, the ability to plan travel, or to order goods at the push of a button is changing the way Angelenos think. In response to the changes in the mobility marketplace, LADOT, with support from the Goldhirsh Foundation and the Mayor's Fund of Los Angeles, funded a transportation technology strategy to begin preparing for an urban mobility future that has autonomous vehicles at the center of mobility.

Released in August 2016, LADOT's Transportation Technology Strategy, *Urban MOBILITY in a Digital Age*, ([www.urbanmobilityla.com](http://www.urbanmobilityla.com)) has served as a simple yet powerful acknowledgement to stakeholders that LADOT is thinking and ready to engage with government and the private sector to solve mobility challenges. Second, the strategy lays a framework for how LADOT can evolve into a platform for transportation innovation with action items that clustered around three core customer services: data, mobility, and infrastructure.

### **The Plan in Action**

Over the past year, LADOT has engaged with over 50 different partnerships ranging from technology companies, to national transportation initiatives, to traditional automotive manufacturers in an effort to anticipate the future of mobility in cities and to co-create what that future could and should look like.

Through this process LADOT has further developed a belief that an autonomous future should be one that is also shared, equitable, and electric.

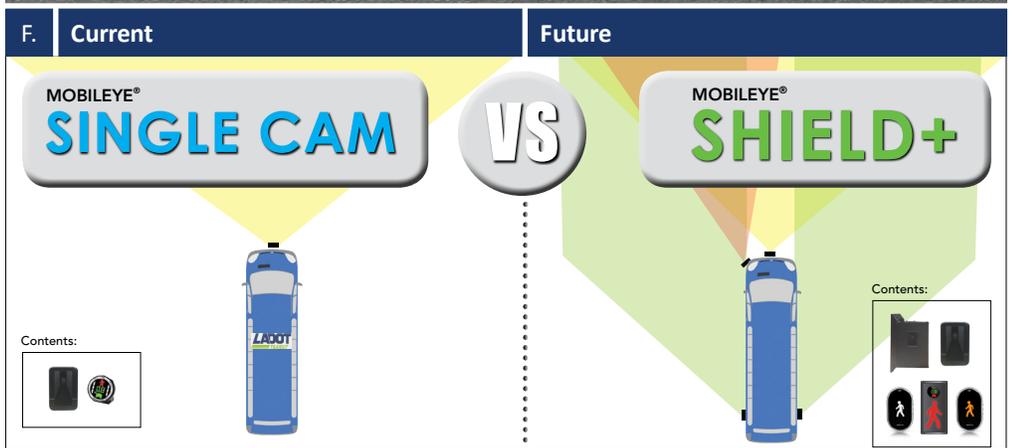


**Key milestones that LADOT has been involved in include:**

- ▶ Securing \$3 million in federal funding to work on connected vehicle technologies in the Promise Zone
- ▶ Building the City’s first electric vehicle carsharing hub (39 more planned)
- ▶ Participating in the USDOT sub-committee on Autonomous Vehicle Technology
- ▶ Launching a pilot with Google Sidewalk Labs to “Code the Curb” and inventory parking restrictions that exist on our streets



D.



## TECHNOLOGY FUTURE

### What the Future Holds.

Over the next year, LADOT will continue to seek opportunities to build internal capacity, test new technologies, and engage and evaluate pilot programs that support our vision around the future of mobility in Los Angeles.

#### Some of the highlights will include:

- ▶ Launching on-demand transit service
- ▶ Advancing payment integration between carshare, bikeshare, and transit
- ▶ Expanding electric vehicle carsharing and bikesharing
- ▶ Piloting the use of computer vision and machine learning to detect pedestrians and cyclists from video feeds
- ▶ Furthering our learning around connected and autonomous vehicle technology
- ▶ Changing single-camera sensors on buses to multi-camera sensors for safer operations

- A. Our goal is to have an all-electric DASH fleet
- B. Mayor Eric Garcetti brings EV carsharing to LA
- C. Electric Buses like this one, offer a fast, hassle-free, and economical way to visit some of the City’s most notable venues
- D. The interactive “Pocket Owl” allows visualization of Main and Spring Forward project
- E. Building a sustainable city for future generations
- F. Shield Plus collision-avoidance system coming to LADOT Transit next year. *Graphic Supplied by Mobile Eye®*

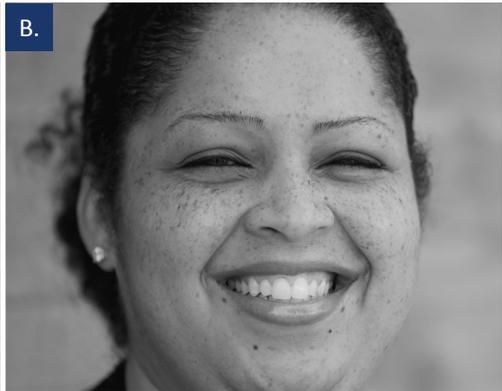
# OUTSTANDING PERFORMERS

## Recognition of Outstanding Performers.

Our success depends on people—our people. One of our department’s goals is to make LADOT a great place to work. In order for this to occur, we need outstanding performers who can help mentor new employees and share great ideas. The faces on these pages represent LADOT’s best and brightest talent.

Take a moment and get to know us better. We are here to serve you.

- A. AUGUST 2016**  
**Sergeant Manuel “Manny” Garcia,**  
*Traffic Enforcement and Traffic Control*
- Throughout his 17-year tenure, Sergeant Garcia has consistently demonstrated a level of commitment and dedication to professional conduct that is exemplary for others to follow. He routinely goes above and beyond the call of duty and is the “go to” person to get things done.
- B. AUGUST 2016**  
**Rosemary Durkee,** *Administrative Clerk*
- Rosemary provides exceptional customer service and is a team player. The West Los Angeles Parking Adjudication Office benefited from Rosemary’s organizational skills, attention to detail, and tireless work ethic.
- C. SEPTEMBER 2016**  
**Rubina Ghazarian,**  
*Transportation Planning Associate II*
- Rubina was instrumental in the successful launch of the City of LA’s first bikeshare program launched in July 2016. She provided support to multiple programs such as the Active Transportation Group, mobility hubs, and carsharing.
- D. SEPTEMBER 2016**  
**Lieutenant Kenneth Hill, Sergeant Diana Armijo, Sergeant Steven Wright**  
*Special Events Division, Parking Enforcement and Traffic Control Bureau*
- The Special Events Division has the responsibility of addressing thousands of requests for traffic control services throughout the City of Los Angeles. The Special Events Division handled a 38% increase in their workload in the past year with limited staffing. Their ability to track their workload allowed the Bureau to add additional unit staff and greatly improve the customer service provided to our communities.
- E. NOVEMBER 2016**  
**Jamileh Ardalan,** *Senior Systems Analyst I*
- Jamileh is responsible for developing and maintaining new computer applications for all of LADOT. She was a key player in the creation of LADOT’s new style guide—used department-wide and available only on the web site she maintains, LADOT’s Intranet. She was also the technical lead on the Legal Records Review System.
- F. NOVEMBER 2016**  
**Dennis Sciscento,** *Signal Systems Electrician*
- Dennis embodies one of LADOT’s Core Values: Teamwork. He has a fantastic work ethic, makes sure to assist crew members, and deeply cares about keeping the public safe.
- G. DECEMBER 2016**  
**Sergeant Alicia Cordova,** *Parking Enforcement and Traffic Control Bureau*
- Sergeant Cordova is an outstanding member of this department, who provides an excellent example for all traffic supervisors and officers to follow. As the Return-to-Work Coordinator for Parking Enforcement, she interacts with employees and Human Resources to determine appropriate work accommodations for individuals and helps facilitate the return of injured employees. She also coordinates the department’s enforcement for Disabled Placard Abuse.
- H. DECEMBER 2016**  
**Chuck Hammerstein,**  
*Transportation Planning Associate II*
- Since assuming the duties of the Transit Safety and Security Team Leader in the beginning of FY16–17, Chuck has raised the level of safety and security within the Transit Program. Training with peer safety and security managers in the region, participating in tabletop operations, and most importantly establishing a Transit Bus Policing program has shown Chuck’s eagerness to bring about needed change to our safety and security program. Chuck’s determination and follow through improve the performance of our Transit Services Division. When passengers feel safe on transit, mobility rises!
- I. JANUARY 2017**  
**Cynthia Guy,** *Crossing Guard*
- Crossing Guard Cynthia Guy assists in the safe crossing of schoolchildren at the intersection of Washington Blvd. and 12<sup>th</sup> Ave. While performing her daily duties at St. Paul’s Elementary School, she helped reunite a missing person with their family in time for the holiday season. Ms. Guy represents the very best nature of our crossing guards.
- J. FEBRUARY 2017**  
**Edward Yu,**  
*Transportation Engineer*  
**Armen Kamyshyan,**  
*Transportation Engineering Associate II*  
**Richard Greene,**  
*Transportation Engineering Aide I*  
**Ronald Frias,**  
*Civil Engineering Drafting Technician*
- The Special Traffic Operations and Emergency Response Division (STO) is a vital part of the department and is a key component to safe mobility in the City. STO is responsible for the planning and execution of the Traffic Management plan of over 400 special events annually; plus over 200 venue events from the Dodgers, Lakers, Clippers, Rams, and Kings, and numerous cultural events. They are also responsible for managing traffic for major First Amendment activities such as marches, protests, and rallies as well as emergency response for natural disasters that occur from fires, earthquakes, mudslides, and floods.
- K. JANUARY 2017**  
**Captain R.C. Smith, Lieutenant Jessie Dyar, Lieutenant Brian Hartman**
- On January 19, 2017, a major storm impacted the City and caused a mudslide along Laurel Canyon Blvd. The Hollywood Area Command staff led by Captain R.C. Smith, Lieutenant Jessie Dyar, and Lieutenant Brian Hartman quickly mobilized their resources, and promptly ensured community safety.
- L. FEBRUARY 2017**  
**Eden Garcia,** *Accountant*
- Whether she is working independently or in a team, Eden is energetic and proactive. Her in-depth technical accounting knowledge allows her to apply her experience to all accounting transactions.
- Reginald Pilotin,** *Administrative Clerk, Temporary Sign Division*
- Reggie communicates exceptionally well with all our customers to ensure that requests are accurately processed and scheduled. His dedication to customer service and terrific work ethic make him an asset to our daily operations and a valued LADOT employee.
- M. MAY 2017**  
**Sergeant Manny Garcia, Sergeant Rodney Smith, Sergeant Letidda Anderson, Sergeant Rafael Garcia**  
*Traffic Officers: Andreas Lang, Francisco Renteria, Alexander Foster, Marlene Prado, Richard Garcia, Jenny Day, Lucille Godinez, Joann Espinoza, Darryl Prince, Markus Anderson, Vada Hill, Alex Trejo, Ricardo Tapia, Vanessa Campos, Marie Cole, Dominique Everage, Deante’ Kaufman, Steve Portillo, Eugene Slusher, Haleaka Smith, Enrique DeLaCruz, Lisa Figueroa, Mauro Enriquez, Richard Moreno, Manuel Contreras, Salvador Henriquez, Arturo Medina*
- LADOT assembled a special team of traffic officers to support a visit of the International Olympic Committee touring the City of Los Angeles in May 2017. The team helped facilitate a safe and rapid movement of our guest dignitaries. Their professionalism and dedicated effort played an important role in our City being selected to host the 2028 Summer Olympics.
- N. MAY 2017**  
**Sam Woo,** *Transportation Engineering Associate II*
- Sam Woo started his career in ATSAC; he also worked in the Franchise Taxicab Division where he helped establish taxi zones throughout the City. Currently at our Parking Meters Division, he investigates and recommends changes for curbside parking, oversees the Parking Meter Technicians’ Maintenance Activity Report, and handles valet permit reviews and fee collection. Sam continues to perform exceptionally with his tremendous amount of responsibility.



# GREAT STREETS

## Mayor’s Great Streets and LADOT.

### VENICE BLVD.

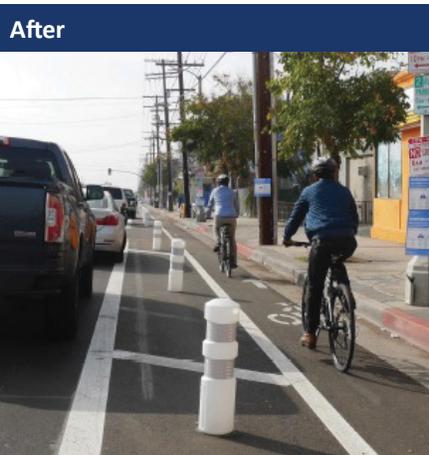
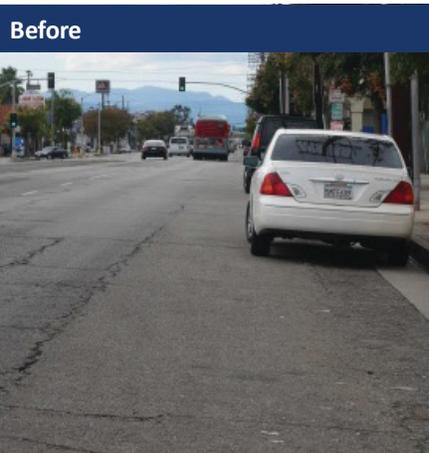
The transformation of Venice Blvd. from state highway to neighborhood Main Street for Mar Vista reached a series of major milestones this year. In partnership with the Office of Los Angeles Mayor Eric Garcetti, Councilmember Mike Bonin, and the Department of Public Works, LADOT supported the transfer of Venice Blvd. from Caltrans to the City of Los Angeles, giving the City local control on design and operations of the street. Shortly thereafter, LADOT broke ground on a series of street safety improvements that set the table for the broader economic and cultural evolution of Venice Blvd. The \$1.8 million project included four new signalized pedestrian crossings, two lane-miles of protected and buffered bike lanes, pedestrian head starts, and high-visibility crosswalks.

LADOT will evaluate the safety improvements in the coming year. For updates, please visit [veniceblvdmarvista.lacity.org](http://veniceblvdmarvista.lacity.org)



### VAN NUYS BLVD.

LADOT teamed up with the Office of Mayor Eric Garcetti, Council District 7, and Bureau of Street Services to overhaul Van Nuys Blvd. in Pacoima to create a safe and comfortable street that supports pedestrian activity on a corridor known as Mural Mile. The \$950,000-project features 16 high-visibility crosswalk legs, signal improvements, protected and buffered bike lanes, and 4.8 lane-miles of street resurfacing.



### WESTWOOD SIGNAL ACTIVATION

LADOT joined Councilmember Paul Koretz, the Office of Mayor Garcetti, and Westwood community leaders in February 2017 to activate a new pedestrian signal in Westwood Village. The new signal provides a safe and convenient crossing point along a long block of Westwood Blvd. that sees heavy foot traffic and has numerous destinations on both sides of the street.



## SPECIAL EVENTS

### *Keep LA Moving Safely!*

The safe mobility of people on our streets is paramount. Los Angeles hosts over 2,000 special events a year. LADOT executed traffic management plans for about 120 special events and over 250 venue events from the Dodger Stadium, LA Live, Exposition Park, and the Hollywood Bowl to the Greek Theatre as well numerous cultural events. The department is also responsible for managing traffic for major First Amendment activities such as marches, protests, and rallies as well as emergency response management.

### GREAT STREETS CHALLENGE ROUND 2 LAUNCHES

The second round of the [Great Streets Challenge](#) launched in September 2016. An expert review panel evaluated 37 applications and selected seven community partners. The partners kicked off their community engagement in 2017, with the City providing technical support for urban design, economic, and cultural projects. The first project debuted in May 2017 with Luchadores Unidos, a community festival and street safety event for the Boyle Heights community. Organized by challenge-winner Proyecto Pastoral, the pop-up event engaged residents in building a strong culture around safety with community art projects, high-visibility crosswalks, and luchador crossing guards.



### CICLAVIA

This year the City of Los Angeles hosted four CicLAvias that opened streets to hundreds of thousands of Angelenos to enjoy. The year marked a return to three successful routes—iconic Wilshire Boulevard (August 14), Heart of LA (Oct 16), and Culver City Meets Venice (March 26)—and one new route, Glendale Meets Atwater (June 11)!



**A.** Special Traffic Operations meets to plan traffic control services for large special events

**B.** At CicLAvia XVIII on Iconic Wilshire Blvd., with one of CicLAvia's avid attendees

**C.** LADOT Traffic Officers assist Angelenos at First Amendment marches and special events

# LADOT FACTOIDS FY 2016–2017

## VISION

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

## MISSION

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

## Population

City of Los Angeles<sup>1</sup> 3.8 million

## Budget

Total City Budget	\$8,776,961,274
LADOT Operating Budget	\$160,165,036
Other LADOT Funding Sources	\$420,048,352
Total LADOT Budget	\$580,213,388
Total Direct Cost of Operations	\$459,290,137

## Employees

Full-Time/Part-Time/Total (Authorized)	1,548/642/2,190
Filled/Vacant Positions (Actual)	1,361/218
Traffic Officers	603
Part-Time Traffic Officers	100

## Streets

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

## Parking Enforcement & Adjudication

Parking & Safety Violation Citations	2,302,206
Revenue from Citations	\$140,772,515
First-Year Collection Rates	81.30%
Second-Year Collection Rates	84.80%
Average Base Fine Amount of Citation	\$70.03
Average Fine & Penalty Amount of Citation	\$98.55
(Note: Average Figures Include County/State)	
Major Incidents & Emergencies Worked	6,460
Cars Impounded	41,261
Disabled Placard Enforcement Operations	1,078

Top Two Violations	Citations	% of Total	Fine
Street Cleaning	649,435	28.2%	\$73
Meter	426,375	18.5%	On \$63/Off \$58

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

## Convenient Walk-In Centers to Pay for Tickets

<b>Downtown Public Service Center</b>	<b>Mid-Wilshire Public Service Center</b>
312 W. 2nd St., Los Angeles, CA 90012	3333 Wilshire Blvd., Suite 3337, Los Angeles, CA 90010

<b>West Los Angeles Public Service Center</b>	<b>Van Nuys Public Service Center</b>
1575 Westwood Blvd., Suite 100B, Los Angeles, CA 90024	6309 Van Nuys Blvd., Suite 103, Van Nuys, CA 91401

## Signals

Automated Traffic Surveillance and Control (ATSAC) Traffic Signals	4,689
Flashing Beacons	88
At-Grade Rail Crossings with Active Controls (Traffic Signals)	170

## Parking and Meters

Meter Revenue	\$58,798,514
On-Street Total Metered Spaces	34,166
On-Street Card & Coin Spaces	33,419
On-Street Pay Station Spaces	747
Off-Street Total Metered Spaces	2,417
Off-Street Card & Coin Spaces	539
Off-Street Pay Station Spaces	1,878
Total Metered Spaces (On & Off Street)	36,583
Off-Street Parking Facility Spaces	11,581

Type	Operated	Non-Operated	Total
Structures	13	2	15
Lots	11	94	105
<b>Total</b>	<b>24</b>	<b>96</b>	<b>120</b>

Preferential Parking Districts (PPD & TPPD)	272
Charge for a Permit (Annual/Visitor)	\$34/\$22.50
Total Revenue	\$3,593,437

## Field Crews

Traffic Control Devices	Installed FY16–17
Signs	46,189
Pavement Markings	23,066
Miles of Painted Curb Zones	335
Miles of Striping	963
Temporary Sign Postings & Removals	726,200

## Transit Services

Vehicles in LADOT Transit Fleet	359
DASH	208
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 (FY16 Audit)	733,290
Trips a Year (FY16 Audit)	21,536,305
Rider Satisfaction Rate (Surveys 2016)	90%
Cityride Clients	120,000

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](http://ladottransit.com) or call (213, 310, 323, 818) 808-2273

## Special Traffic Operations and Emergency Response

Average Number of Annual Large Special Events	120
Average Number of Major Venue Events	250

## Vehicle Safety

Registered Vehicles in LA County <sup>2</sup>	7,750,544
Traffic Collisions, LA City <sup>3</sup>	36,868
Fatal Injuries, LA City <sup>3</sup>	179

**District Offices**

Total Service Requests Received FY16–17	16,665
Total Service Requests Closed FY16–17	16,288

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

**Taxicab & Franchise**

Total Permits Issued/Processed	6,333
Authorized Taxicabs	2,361
Taxicab Companies	9
Taxicab Franchise Fees	\$1,919,431
Percentage of Green Taxicabs	80%
Non-Emergency & Vehicle-for-Hire Companies	185
Vehicles for Hire (incl. Non-Emergency Ambulance)	1,360
Service Fees for Vehicles for Hire Collected (Prelim)	\$2,159,155
Bandit Taxi Arrests	516
Total Permitted Taxicab Drivers	3,294
Total Non-Taxi Permitted Drivers and Attendants	4,757
Pipeline Companies	49
Pipeline Franchise Fees	\$4.1 million
Gas Co. Franchise Revenue	\$17.5 million
SCE Franchise Revenue	\$217,400

**Bikeways**

Type	FY16–17	Total Miles
Bike Lanes	25.54	796.7
Separated Bike Lanes/Cycle Tracks <sup>5</sup>	8.37 <sup>6</sup>	13.03 <sup>6</sup>
Bike Paths	0	125.96
Sharrows Route	0	155.38
Neighborhood-Friendly Streets	0	1.6
Bike Routes	0	135.82
<b>Total Lane-Miles<sup>7</sup></b>	<b>33.91</b>	<b>1,215.46</b>

**Pedestrian & Bike Collisions by Severity<sup>4</sup>**

Injury Type	Ped % of		Bike % of		All Crashes
	Peds	All Modes	Bikes	All Crashes	
Fatal	85	47%	11	6%	178
Severe	308	33%	111	12%	921
Other Injury	1,069	16%	1,118	17%	6,479
Complaint of Pain	1,223	10%	961	8%	12,753
Prop Damage Only					13,591
<b>Total</b>	<b>2,685</b>	<b>13%</b>	<b>2,201</b>	<b>10%</b>	<b>20,331</b>

**Crosswalk Inventory**

Crosswalk Type	School	General	Total
Uncontrolled With Flashing Beacons	51	65	116
Uncontrolled Without Flashing Beacons	145	431	576
<b>Total</b>	<b>196</b>	<b>496</b>	<b>692</b>

**Capital Projects**

Capital Projects	115
Projects in Pre-Design/Design Phase	59
Projects in Right-of-Way Phase	3
Projects in Bid & Award Phase	2
Projects in Construction/Post Construction Phase	51
Budget of Capital Projects	\$350,590,000

**Major Transit Projects****Construction Support**

Regional Connector	1.9 miles
Crenshaw LRT	8.5 miles
Purple Line Ext	9.0 miles
<b>Total</b>	<b>19.4 miles</b>

**Measure R Project Status**

► Exposition LRT Phase II	Completed
► Purple Line Subway Extension	In Construction
► Regional Connector Subway	In Construction
► ESFV Transit Corridor	DEIR
► Green Line—LAX	FEIR
► SFV I-405 Corridor	Feasibility Study
► Crenshaw Light Rail	In Construction

**Planning**

Traffic Study Reviews	175
Building Permit Sign-Offs	685
Driveway Permit Sign-Offs	210

**Major Projects**

- Academy Square Development Project
- Arts District Mixed-Use Project (7<sup>th</sup>/Alameda)
- Baldwin Hills/Crenshaw Plaza Redevelopment Plan
- California High-Speed Rail Project
- Crossroads Hollywood Mixed-Use Project
- Downtown Los Angeles On-Demand MOBILITY Connectivity Project
- Expo Line Neighborhood Transit Plan
- I-10/Robertson Flow and Safety Study
- LADOT/Department of Building & Safety Development Reform Partnership Plan
- LAX Landside Access Modernization Program
- LACMA Renovation Project
- LGBT Center/McCadden Campus
- Lincoln Boulevard Over Ballona Creek Bridge Replacement Project
- Lucas Museum of Narrative Art
- Reimagining Ventura Boulevard—Streetscape Concepts Study
- West Santa Ana Branch Transit Corridor Environmental Impact Report

1. Source: U.S. Census Bureau

2. Source: CA DMV (2016)

3. Source: SWITRS 2015

4. SWITRS Data, 5-Year Average (2011–2015)

5. Estimated Figure

6. Included in bike lane total

7. A lane-mile denotes distance for

one direction of travel

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