

AGN. NO.

MOTION BY SUPERVISOR HOLLY J. MITCHELL

April 9, 2024

Determining the Best Placement of Parking Enforcement Services

In Los Angeles County (County), parking enforcement services are provided by the Los Angeles County Sheriff's Department's (LASD) Parking Enforcement Detail (PED). Residents of our unincorporated communities in the County depend on the PED to prevent vehicles from illegally parking in the public right-of-way to reduce traffic and parking congestion, improve parking availability for residents, allow for emergency vehicle access, and facilitate street cleaning. Yet these services have not been delivered efficiently and equitably, due in large part to the PED's limited service hours. Without responsive and consistent ticketing of vehicles violating parking regulations, the streets of our unincorporated areas of the County continue to be overwhelmed with double-parked cars or cars parked outside of permitted areas and hours, significantly impacting quality of life.

On October 17, 2023, a motion was approved by the Board that directed the CEO in collaboration with the Department of Public Works (DPW), LASD, and County Counsel to report back within 120 days with a business analysis and implementation plan and to initiate steps to transfer parking enforcement services from the LASD to DPW by July 1, 2024. Since then, three reports dated February 29, 2024, March 11, 2024, and March 18, 2024, were submitted to the Board which provided information shared by LASD regarding PED operations, a preliminary business plan, and fiscal analysis by the DPW, and a comparison of parking enforcement services with other jurisdictions. On March 19, 2024,

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a verbal report was provided to the Board which detailed preliminary findings and necessary steps to effectively transition parking enforcement services to the DPW. The Sheriff acknowledged a neglect of parking enforcement services and highlighted some enhancements that have been made by the PED since the motion directing the transfer of services to the DPW, which included expansion of hours and filling some vacancies. After reviewing the PED hours of operation for all stations following the enhancement, the extended hours were found to only exist in one LASD station and are not sufficient to address the current problems with parking enforcement and management Countywide. The Board requested the Sheriff to provide a verbal and written report within 45 days with a proposed business plan for parking enforcement services.

The analysis and actions taken since the Board's direction in October reinforce the urgent need for continued work to significantly restructure the County's provision of parking enforcement services, including implementing additional accountability measures and enhancing financial transparency. The ongoing work to explore the transition of parking enforcement services can continue over the next month while the Board awaits the Sheriff's proposal and business plan for addressing the significant constituent needs that remain unmet. Until receipt, review, and comparison of the expected written report back from LASD, CEO, and DPW there should be no pause in the current Board directive to transfer parking enforcement services. Any pause should be delayed until this critical, data driven comparison of reports can be made.

I THEREFORE MOVE THAT THE BOARD OF SUPERVISORS:

1. Direct the Chief Executive Officer (CEO) to review the Sheriff's written report back (as requested by the Board at its March 19, 2024 meeting) including the Los Angeles County Sheriff's Department (LASD) proposed business plan for parking enforcement services, and determine whether such plan:
 - a. Adequately considers budget impact, available resources, and service delivery to the unincorporated areas.
 - b. Compares favorably to the business analysis and implementation plan prepared by the CEO and the Department of Public Works (DPW);
 - c. Clearly demonstrates maintaining parking enforcement at LASD, subject to successful execution of the proposed plan, provides County residents

- with the highest and most cost-effective level of parking enforcement services; and
- d. Provides performance metrics and a commitment by LASD for regular reporting of such metrics to the Board to track LASD's execution of the proposed plan.
 2. Based on the CEO's findings of the items in Directive 1 with respect to LASD's proposed plan, direct the CEO to report back during the Fiscal Year (FY) 2024-25 Final Changes Budget process on a recommendation for the placement of parking enforcement services. This recommendation should include a phased implementation and funding models if a transfer is recommended for the best interests of unincorporated area residents to receive enhanced and equitable services.
 3. Direct the CEO, in coordination with DPW and LASD (to the extent either department is responsible for parking enforcement), to provide quarterly verbal and written reports to the Board on the status of improvements and enhancements of parking enforcement services, including how resources and personnel are equitably distributed throughout the County. These quarterly reports shall include, but not be limited to the following performance metrics:
 - a. **Violation Rates:** Tracking the number of parking violations issued over a specific time period to gauge the extent of non-compliance and highlight areas with high violation rates, guiding enforcement priorities.
 - b. **Revenue Generation:** Monitoring revenue generated from parking citations to indicate the financial effectiveness of the enforcement program. However, this metric should be balanced with other goals such as compliance and community satisfaction.
 - c. **Response Time:** Assessing the time taken by parking enforcement officers to respond to parking complaints or violations to indicate the efficiency of enforcement operations and customer service quality.
 - d. **Appeals and Dispute:** Monitoring the number of parking citations appealed or disputed by the public and the outcomes of those appeals to provide insights into the fairness and accuracy of enforcement

actions.

- e. **Customer Satisfaction:** Conducting surveys and collecting feedback from residents, businesses, and visitors regarding their satisfaction with parking enforcement services, responsiveness, and overall experience to help gauge public perception and identify areas for improvement.
 - f. **Equity and Accessibility:** Assessing the distribution of parking enforcement efforts across different neighborhoods and demographics to ensure equitable enforcement and accessibility to parking resources for all community members.
 - g. **Safety Improvements:** Tracking the impact of parking enforcement on improving traffic flow, pedestrian safety, and emergency vehicle access to help assess the program's contribution to overall public safety.
 - h. **Efficiency of Resources:** Evaluating the allocation of resources, including personnel and technology, relative to equitable enforcement outcomes to ensure optimal utilization and cost-effectiveness.
 - i. **Environmental Impact:** Assessing the environmental impact of parking enforcement activities, such as emissions from enforcement vehicles, the use of paper tickets, the impacts of non-enforcement and exploring opportunities for making operations more sustainable.
4. Direct the CEO, in collaboration with DPW and LASD (to the extent either department is responsible for parking enforcement), to provide thorough, accurate, and transparent financial reporting on the budgeting and delivery of parking enforcement services. Reporting should include but is not limited to:
- a. Staffing costs including Parking Enforcement Officers, Administrative Hearing Officers, administrative personnel, etc.
 - b. Conduent contract;
 - c. Various operational fees and expenses such as office space, janitorial, supplies, vehicle fuel cost, vehicle maintenance cost, parking control officer uniforms, parking control officer equipment, Lockheed fees (vehicle code fines), hearing officer fees etc.;

- d. All revenue generated, including that from parking citations, and how it is spent.
- 5. Direct the CEO to recommend protocols for annual funding to DPW or LASD (to the extent either department is responsible for parking enforcement) that can be held contingent on meeting performance metrics for parking enforcement.
- 6. Direct the CEO to work with the departments responsible for parking enforcement services to ensure equitable investment back into the communities where citation revenues are collected and include in the quarterly reporting from Directive 3.

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