



# Chief Executive Office.

## COUNTY OF LOS ANGELES


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### CHIEF EXECUTIVE OFFICER

Fesia A. Davenport

September 23, 2024

To: Supervisor Lindsey P. Horvath, Chair  
Supervisor Hilda L. Solis  
Supervisor Holly J. Mitchell  
Supervisor Janice Hahn  
Supervisor Kathryn Barger

From: Fesia A. Davenport   
Chief Executive Officer  
FAD (Sep 23, 2024 08:38 PDT)

## **ENHANCING PARKING ENFORCEMENT SERVICES – QUARTERLY REPORT (ITEM NO. 85-C, AGENDA OF APRIL 9, 2024 AND ITEM NO. 10, AGENDA OF JULY 9, 2024)**

On April 9, 2024, the Board adopted a motion directing, among other things, the Chief Executive Officer, in coordination with the Department of Public Works (DPW) and the Sheriff's Department, 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. The Board directed that each quarterly report includes the following performance metrics: violation rates, revenue generation, response time, appeals and disputes, customer satisfaction, equity and accessibility, safety improvements, efficiency of resources, and environmental impact. On July 9, 2024, the Board directed that quarterly reports also include the following additional performance metrics: community engagement, areas assessed for non-enforcement solutions, number of non-enforcement solutions initiated and completed, and outcomes measured from these solutions.

This is the first quarterly report.



## **Background**

The Sheriff's Department currently provides parking enforcement services in County unincorporated areas. Residents in County unincorporated areas rely on the Sheriff's Department Parking Enforcement Detail (PED) to prevent vehicles from illegally parking in the public right-of-way to reduce traffic and parking congestion, ensure parking availability for residents and local businesses, allow for emergency vehicle access, and facilitate street cleaning. In some communities, there is competition for limited parking spaces from residents, visitors, and the customers and employees of local businesses.

As directed through multiple Board motions, your Board wants to improve parking enforcement services in the unincorporated areas to help address these issues. A series of reports back and verbal presentations culminated in your Board adopting a motion on July 9, 2024, that affirmed parking enforcement services will remain with the Sheriff's Department and adopted the Sheriff's Department business plan to improve parking enforcement services. To implement the first phase of the Sheriff's Department plan, Chief Executive Office (CEO) budget staff worked with the Sheriff's Department to include Phase I of their plan in the department's FY 2024-25 Supplemental Budget request. We will include our funding recommendations for the Sheriff's Department Phase I requests in the Supplemental Budget that will be presented to the Board on October 8, 2024.

The July 9, 2024, Board motion also included a review period of three years to measure improved outcomes under the Sheriff's plan; established a departmental workgroup to develop enhanced enforcement solutions; and included community engagement, non-enforcement solutions, and measured outcomes in the quarterly reports.

## **Current Status**

The Board-directed workgroup was established, including staff from the Sheriff's Department, DPW, and CEO. The workgroup is collaborating on implementation planning of the value-added initiatives that both Sheriff and DPW included in their business plans. Additionally, the workgroup is developing metrics and collection methodologies to facilitate the gathering and reporting of data that your Board detailed in the April 9<sup>th</sup> and July 9<sup>th</sup> motions, and which will inform operational assessments going forward.

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Parking Control Officers issue most citations by using hand-held automated devices. The data collected by the devices is stored by the contracted vendor of the Parking Citation Processing Service and the Sheriff's Department is working with the vendor to access the data. The raw data and/or reports from the vendor will be used to develop performance metrics on violation rates, revenue generation, and appeals and disputes, and this information will be included in subsequent quarterly reports. Other performance metrics such as response times, customer satisfaction, equity, and accessibility will be compiled by the Sheriff's administrative staff and included in future reports. The Sheriff's Department will use this data to track their progress of improving parking enforcement in the unincorporated areas and adjust operations to meet established performance metrics.

In the next quarterly report, we will work with the Sheriff's Department and DPW to provide the following:

- Final list of performance metrics and the first data reporting on those metrics;
- Organizational chart and personnel assignments in the Sheriff's Department following the 2024-25 Supplemental Budget phase;
- Update from DPW on its "day-one" business plan, as directed by your Board and its work to embed staff within the Sheriff's Department; and
- Update from Sheriff's Department on its operational successes and opportunities for continued improvement.

Should you have any general questions or concerns, please contact me or Mason Matthews at (213) 974-2395 or [mmatthews@ceo.lacounty.gov](mailto:mmatthews@ceo.lacounty.gov).

FAD:JMN:MM  
RM:pp:gl

c: Executive Office, Board of Supervisors  
County Counsel  
Sheriff  
Public Works