


CITY OF LOS ANGELES
INTER-DEPARTMENTAL MEMORANDUM

Date: November 30, 2015

To: The Honorable City Council
c/o City Clerk, Room 395, City Hall
Attention: Honorable Mike Bonin, Chair, Transportation Committee

From: Seleta J. Reynolds,  General Manager
Department of Transportation

SUBJECT: **REPORT BACK FOR THE PARKING PERMIT APPLICATIONS BENCHMARK AND STATUS REVIEW (C.F. 15-0600-S62)**

SUMMARY

As a recommendation to the adopted budget on May 21, 2015, the Los Angeles Department of Transportation (LADOT) was instructed to report to the Transportation Committee on the current processing times for Temporary Preferential Parking Districts and measures necessary to process applications within six months.

RECOMMENDATIONS

1. DIRECT the LADOT to report back to the Transportation Committee in 45 days with revised "Rules and Procedures for Preferential Parking Districts;" and
2. INSTRUCT the LADOT in the report to propose recommendations for revisions to the procedure for establishing Temporary Preferential Parking Districts.

BACKGROUND

Ordinance No. 152,722, effective September 22, 1979, created the City's Preferential Parking Program. The purpose of the Program was to help provide relief to residential neighborhoods being adversely impacted by non-resident parkers. With the City Council's adoption of the "Rules and Procedures" in April 25, 1986, the goal of the Program was specifically to limit the intrusion of non-residential and commuter parking into residential neighborhoods. The Los Angeles Municipal Code (Code) Section 80.58 allows for the establishment of PPDs pursuant to the Rules and Procedures promulgated by the Department and adopted by City Council.

Pursuant to Ordinance 171,029, in April 1996, Code changes allowed LADOT to implement TPPDs of fewer than six blocks to residents until a permanent solution can be found. Under these changes, LADOT could establish a parking permit district in small areas which would not qualify under the original process, or in an area where a transitory problem or an emergency situation necessitated establishing a permit parking district rapidly. On October 15, 2013, the city revised the Code to allow for administrative renewal of TPPDs to reduce time and effort spent seeking Council approval.

DISCUSSION

Backlog of Requests

As a result of under-staffing in the Parking Permits Division, the lengthy process, and the popularity of the Preferential Parking Program, the Division currently faces a backlog of roughly 60 pending requests for district establishments. The majority of these are for Temporary Preferential Parking Districts (TPPDs). Approximately ten requests are for changes in district restrictions or boundaries. There are three active cases which are more than three years old, with the oldest request submitted in May 2010.

Process Time to Complete

The current process time to implement a Preferential Parking District (PPD) is approximately nine months. The estimated time frame for each phase of the existing process is shown in Table 1. Due to the current backlog, staff estimates that new requests take approximately two years to complete.

Table 1 – Existing PPD Phase with Estimate Time

PPD Phase	Estimated Time (Weeks)
Request/Alternate Solutions	3
Petition/Verification	4
Parking Study	4
Public Hearing	10
Council Approval	6
Implementation	8
TOTAL	35

Permits Division Staffing

The Parking Permits Division, established in 2008, was originally comprised of nine positions. The Division has struggled from the outset as a result of injuries, attrition, and the recession. These challenges resulted in a staffing level of six filled positions for several years.

This fiscal year, LADOT has taken actions to address the vacancies in the Division. An emergency appointment for the Transportation Engineering Aide I position started in November. Management temporarily reassigned a Senior Management Analyst I to lead the Division. A Senior Clerk Typist assigned to the Parking Meters Division is temporarily providing customer service support, and the Department submitted requests to fill four additional vacancies.

Preferential Parking District Program Reform

The City has not revised the Permit Parking process since 2003. Recognizing the need to streamline the process, find efficiencies in delivery of PPDs, and improve customer service, LADOT recently assembled an internal team to review the process and propose reforms.

Over the course of a month, the team analyzed the current workflow and identified several issues and potential solutions. The most pronounced issues were the large backlog of requests, outdated PPD

review and approval processes, use of TPPDs in lieu of PPDs, need for improved customer service, and inadequate Division resources. Table 2 summarizes issues and their corresponding proposed reforms/solutions.

Table 2 – PPD Issues and Proposed Reforms/Solutions

PPD Issue	Proposed Reform/Solution
Invalid petitions submitted by the public	Make petitions for each proposed PPD available online for residents to download
Time consuming petition verification process	<ol style="list-style-type: none"> 1) Petitions will require a phone number for each signature to expedite verification 2) LADOT may do sampling verification with phone numbers 3) Make greater use of Google Maps to verify addresses 4) Petitions language will include potential consequences of fraudulent signatures
Outdated petitions	Petitions must be submitted by a deadline (six months or a year)
Unlimited choice of parking restrictions makes consensus difficult and creates a costly, inefficient sign fabrication/storage issue	Limit the number of parking restrictions options (Example: No Parking 8 PM to 8 AM, 1 Hour Parking 8 AM to 8 PM, or No Parking 8 PM to 8 AM, 2 Hour Parking 8 AM to 8 PM)
Time consuming parking study	Simplify to a parking occupancy study with 85% occupancy or greater to meet the requirement for a PPD
Time consuming and outdated public hearing process	Conduct public hearings at Transportation Commission
Unable to establish a PPD near future light rail stations or mobility hubs	Allow for a provision to establish a PPD under this scenario
Unable to establish a PPD on streets adjacent to PPD in another jurisdiction	Allow for a provision to establish a PPD under this scenario
Need for improved customer service	Introduce a more customer friendly parking website complete with PPD information Replace hard-copy mailers with PDFs
Outdated division technology	Introduce a new PPD system that makes use of GIS and DWP customer data
Faded or peeling permit stickers	Introduce new permit hang tags with security features
Limited staff resources	While actively attempting to fill vacancies, temporarily reassign staff and make use of consultants where appropriate

With the new streamlined process, LADOT anticipates that the Parking Permits Division should be able to deliver PPDs in approximately 18-22 weeks, depending on the determined location of the public hearing. See Table 3 for the estimated times for each part of the reformed process. Also, with these

proposed solutions and efficiencies, LADOT anticipates being able to eliminate the existing backlog within nine months following adoption of the revised rules and procedures, and submission of any completed outstanding petition requests.

Table 3 – Reformed PPD Process with Estimated Time per Phase

PPD Phase	Estimated Time (Weeks)
Request/Alternate Solutions	3
Petition/Verification	4
Parking Study	1
Council Approval	4
Implementation	6
TOTAL	18*

*Add four weeks if public hearing takes place before Transportation Commission

Permit Fees

Permit fees are reviewed annually as part of the budget process. With the staffing vacancies and the implementation of new districts, the permit fees have not needed to be raised since August 30, 2008. Currently the fees are as follows:

- Annual parking permit \$34
- Replacement permit \$11.50
- Four-month visitor permit \$22.50
- One-day guest permit \$2.50

Staff does not recommend raising fees at this time. Current fees are sufficient to cover the program’s activities and vacancies.

FISCAL IMPACT STATEMENT

There is no impact to the General Fund.

SJR:KH:tm