

CITY OF LOS ANGELES
INTER-DEPARTMENTAL MEMORANDUM

Date: September 19, 2014

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

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

Subject: **QUARTERLY REPORT – POLICY CHANGES TO REDUCE RESPONSE TIME FOR
ABANDONED VEHICLES (14-0600-S209)**

SUMMARY

The Los Angeles Department of Transportation (LADOT) was requested to develop a metric that would provide a basis for determining what policies and/or funding were required to yield improved officer response times in addressing neighborhood abandoned cars in violation of the 72 hour time restriction. At the time of the request, it was reported officers were responding at an average of 5 to 10 days to address this problem.

RECOMMENDATION

Receive and file this report

BACKGROUND

The LADOT receives complaints of abandoned vehicles through the department's 1-800-ABANDON telephone line and the MY-LADOT website. These complaints are then logged and routed to the respective Parking Enforcement Area Office for disposition. The process of addressing the complaint begins with a Senior Traffic Supervisor assigning the complaint to the appropriate traffic officer for field investigation. The officer then locates and marks the subject vehicle. A citation may be issued at that time for any other observed violation. An officer will return at the expiration of 72 hours and issue a citation for exceeding the 72 hour restriction. This citation also serves as a notice to the registered owner that the vehicle is subject to be impounded. If the vehicle is observed by the officer on the following day, the vehicle will be impounded.

Historically, 20-25% of all complaint vehicles are moved prior to the arrival of an enforcement officer. It should also be noted that officers self-initiate (no complaint received) an abandon investigation for approximately 20% of all abandoned vehicle markings. For the period of January 2014 – June 2014, there were a total of 34,317 abandon vehicle complaints.

RESPONSE

Upon receiving the Transportation Committee request, LADOT enforcement managers met to discuss methods to improve the abandoned vehicle processing and what staffing changes could be implemented to reduce officer response times. At the time of this meeting, average response times at the Area Offices varied from a low of 3.7 days to a high of 7.8 days. The department's overall average

response time was approximately 5 days. The Area Office captains discussed strategies and determined they would assign specific staff to closely monitor the complaints as they were received. They would also direct supervisors to assign the complaints to officers in the field in a timelier manner.

As a result of employing the above strategy, the department was able to achieve a significant improvement in response times. An analysis of response times for the period of April 2014 – June 2014, revealed a range of average response times of 2.6 days to 4.3 days. The department's overall average response time was reduced to 3.2 days. This reduction represents an improvement of 36%.

Based upon the foregoing, the department believes they have established a reliable method to both receive and track abandoned vehicle complaints. We have also created a process and performance expectation with enforcement staff that helps ensure that we promptly respond to these complaints. Consequently, we believe the procedural changes that have been implemented are sufficient to address the enforcement of the abandoned vehicles. Further, these changes can be implemented and maintained without any additional funding.

SJR/GS/BH