

Communication from Public

Name: Armen Kazaryan

Date Submitted: 09/21/2021 10:22 AM

Council File No: 13-0586

Comments for Public Posting: Honorable Council Members, Thank you for allowing us to comment on item #31. My name is Armen Kazaryan, and I am the client partner for Conduent Transportation for Los Angeles. Conduent has been a preferred partner with the City of Los Angeles for over 25 years and has implemented many successful programs that your constituents benefit from today. We ask that you please consider approving this amendment to move forward. This amendment is critical not only for Conduent but also for the City of Los Angeles and its 20 million citizens. The amendment will allow the City to maintain the same level of services and support that your constituents received throughout the COVID-19 pandemic and will extend the current contract to allow LADOT time to issue a new RFP. The current contract expired on September 25, 2020, and has been extended on a month-to-month basis since then. To restore a reasonable level of stability and certainty to the program, the City and Conduent have since negotiated this new amendment in good faith. Currently, Conduent is compensated by per citation issued, and since the COVID pandemic began in early Spring of 2020, the citation volumes have dropped from approximately 187k citations per month to 73k citations, a 61 percent decline. During the pandemic, Conduent maintained the same level of performance by helping mobilize more than 40 LADOT employees to work from home. We did this by providing IT resources and hardware, making system changes as a response to the pandemic to comply with safety requirements that came from state health and safety protocols. We made additional changes to policy updates that LADOT and health agencies directed in response to COVID, all without additional compensation. In fact, we received less compensation. Conduent is also a great partner to local, small, and minority owned businesses. In fact, the current contract has a MBE/DBE goal of 44% and Conduent has been exceeding this goal. We are currently operating at a 50% utilization rate. We are also currently working with another MBE to test a pilot technology that we hope can benefit your constituents and allow for modified collection practices and added flexibility for underserved communities within LA. We are also proud of the positive impact that our partnership with the city and its parking programs provide to the community. Of particular note, LADOT

was named the 2020 Innovative Organization of the Year by the National Parking Association for its work with Conduent in delivering parking initiatives benefiting low-income and economically disadvantaged motorists, including those affected by the COVID-19 pandemic. One example is the department's Community Assistance Parking Program (CAPP), designed to assist individuals in Los Angeles by allowing them to pay-off parking citations in the form of community service. LADOT also makes available extended, flexible payment plans for residents who receive citations but have difficulty paying. This recognition is just one example of the strength of the partnership and benefits to local residents. I hope you'll take into consideration LADOT's, COA's, and the Mayor's recommendation and approve this amendment to move forward.