


**CITY OF LOS ANGELES
INTER-DEPARTMENTAL MEMORANDUM**

Date: November 27, 2023

To: Honorable City Council
c/o City Clerk, Room 395
Attention: Honorable Heather Hutt Chair, Transportation Committee

From: Laura Rubio-Cornejo, General Manager
Department of Transportation 

Subject: **Traffic Officer Staffing and Desired Resources for the Southern Area and Wilmington District Offices**

SUMMARY

In response to Council File (CF) 23-0600-S1, this report outlines the Department of Transportation's (LADOT) progress on hiring traffic officers, the specific workload demands within the Southern Area, and the desired staffing levels to effectively address constituent requests or service calls. Concurrently, in reply to CF 23-0600 S99, this report provides recommendations for traffic officer staffing and desired resources for the Wilmington District Office to adequately address parking enforcement and potential traffic signal failures.

RECOMMENDATION

That the City Council Note and file

BACKGROUND

During the Fiscal Year (FY) 2023-2024 budget process, the Budget and Finance Committee adopted a budget recommendation instructing LADOT to report to the Transportation Committee on the Department's deployment plans for full staffing at the Parking Enforcement and Traffic Control Divisions, as well as special measures that can be taken to address the increased demands in the Southern Area Office.

In September 2023, Council also instructed LADOT to report on the resources needed to adequately staff the traffic control officers at the Wilmington District Office.

DISCUSSION

LADOT manages five enforcement Area Offices and one satellite office located in Council District 15 at the Wilmington District Office. The Southern and Harbor Area Offices are responsible for covering a wide expanse in the central core of the City and the more remote Harbor Area. In evaluating the most recent total workload demands for PETC, the Southern Area accounts for:

- 25% of the radio calls for service related duties
- 25% of traffic control requests from PD, Fire, and signal repair or outages, and
- 24% of the complaints for abandoned vehicles or vehicles used as a dwelling.

Currently, the authorized staffing level for the Southern Area is 90 traffic officers, which represents approximately 15% of the total traffic officer staffing Citywide.

Efforts to date

Early in 2020, LADOT prioritized hiring to fill vacancies in the Southern Area Office. Later that year, the Parking Enforcement and Traffic Control Division (PETC) reassigned 15 traffic officers from other enforcement Area Offices to address the growing service demands in the Southern Area Office. Based on staffing levels Citywide, this transfer improved service in the Southern Area without negatively impacting daily service calls or demands in other enforcement areas.

In July 2023, PETC continued expanding service in the Southern Area by assigning 2 additional officers to the Harbor Area in Wilmington. The remote nature of the Harbor Area requires the assigned staff to operate more independently than other Area Offices, which can delay response times. The recent staffing increase improved the level of service, but the increase in demand and reports of abandoned vehicles continue to present challenges. CD 15 leads all Council District reporting for abandoned vehicles with 10% of all reporting Citywide.

The current vacancy rate for the Southern Area is 9% and the overall vacancy rate for traffic officers is 13%. However, the implementation of the Mayor's policy directives for Inside Safe and related homelessness operations such as 41.18, CARE+, and Council District-led enforcement operations have all created additional demands on available resources.

Next steps

The Department anticipates hiring and training a new class of Traffic Officer recruits in January 2024. There are currently 83 Traffic Officer vacancies across all Area Offices, 27 of these positions must be held vacant until emergency appointments to Senior Traffic Supervisor (STS) are granted civil service. The STS civil service exam is ongoing and upon certification and promotion, LADOT will backfill these held vacancies. To continue to address vacancies, LADOT requested that the Department of Personnel open a new Traffic Officer exam after the current eligibility list expires next month and will include 25 Traffic Officer and 2 Senior Traffic Supervisor I positions in its FY 24-25 Budget Package for consideration.

The continued expansion of traffic officer staffing will provide an ability to more effectively manage the increased demands for PETC services and improve response times in underserved communities. These increased calls for service from the community are often associated with the unavailability of parking as many homes in the area have multiple drivers and vehicles. Frequent complaints and calls for service from residents include blocked driveways, double parked cars, cars parked in red zones, and permit parking districts (PPD) without displaying a valid permit. The assignment of officers to specifically address these "quality of life" issues and provide a more effective response to concerns about ensuring equitable services in disadvantaged communities is vitally important.

LADOT will continue to analyze demands in all Area Offices to inform hiring and staff assignment to optimize available resources. The City's citation processor, Conduent, maintains an extensive collection of data and performance metrics that PETC will rely upon to inform these staffing decisions. LADOT will

also rely on the Computer Aided Dispatch system to assess and improve response times to service calls throughout the various shifts and areas of enforcement.

FINANCIAL IMPACT

There is no financial impact from this report.

LRC:BH

