

# CITY OF LOS ANGELES

CALIFORNIA



KAREN BASS  
MAYOR

June 9, 2023

Honorable Marqueece Harris-Dawson  
Chair, Government Operations Committee  
c/o City Clerk  
200 N. Spring Street  
Los Angeles, CA 90012  
Attention: Mandy Morales, Legislative Assistant

Honorable Monica Rodriguez  
Chair, Public Safety Committee  
c/o City Clerk  
200 N. Spring Street  
Los Angeles, CA 90012  
Attention: Luigi Verano, Legislative Assistant

**RESPONSE TO COUNCIL FILE 23-0319:  
PUBLIC PARKING LOTS / CITY-OWNED AND COMMERCIAL / SECURITY /  
EMERGENCY CALL DEVICES / CITY EMPLOYEE PARKING ACCOMMODATION**

The above Council motion directed the Police Department, Personnel Department, Department of General Services (GSD) and Department of Transportation to report on the problem of security at public parking lots (both City-owned and commercial). Your Committees requested a report on the following items:

- Temporary security measures to address the current surge of threats and crimes at parking lots and actions to provide City employees safe parking, including suspension of City employee parking rules and protocols.
- A City employee parking accommodation policy in the nearby City lots, including parking in the City Hall mall.
- Feasibility of installing emergency call devices at City owned parking lots and of requiring similar devices to be installed at commercial parking lots City-wide to address the security needs of parking patrons.

Each of the items will be addressed by GSD or the Personnel Department as appropriate in a separate section below. Both the LAPD and Department of Transportation are submitting separate reports on this matter.



## A. BACKGROUND

### GSD Responsibilities and Lots Managed

GSD operates 15 employee and public parking facilities with a combined 6,300 spaces. In the Civic Center, this includes City Hall, City Hall East, Los Angeles Mall, and Lots 2 & 7. Additional facilities are at Piper Technical Center, Braude Municipal Building, Pershing Square, four Library facilities, and four El Pueblo lots. GSD is responsible for staffing the parking lots and garages, directing vehicles, maintaining parking equipment, and collecting revenue at paid facilities.

### Personnel Employee Benefits Division and Special Parking MOU

The City Employees Ridesharing Trust Fund is established in the Los Angeles Administrative Code, Section 5.344 and places responsibility for the Fund with the General Manager of the Personnel Department. The Personnel Department's Employee Benefits Division administers programs under the Fund through its COMMUTEwell Program. The Joint Labor-Management Committee on Commute Options and Parking (JLMC-COP) develops recommendations for administration of benefits under the Fund. Those benefits are established through the Special Memorandum of Understanding regarding City Employee Parking and Commute Options (Special Parking MOU). The MOU is an agreement between the City and employee organizations and includes policies on employee parking and other commute options, as well as parking permit prioritization at City owned and leased spaces.

## B. SECURITY MEASURES:

Working with LAPD and other concerned agencies, GSD is implementing a number of actions to improve employee and visitor safety in City-owned parking lots managed by GSD in the civic center and at other City locations. Most of these actions close gaps which allow unauthorized visitors to access underground parking levels. Specifically, these actions include:

- Installed a security fence around the childcare center. Cameras and an automated call system will also be added to improve monitoring of the Temple and LA Street door of City Hall South (CHS). These mitigation measures will help keep unauthorized individuals from accessing the childcare center, CHS and underground parking levels.
- Obtained approval and funding for a security fence to protect the LA Mall and City Hall East (CHE), thereby closing off after-hour access to these intruders in the evenings and weekends and to the parking levels under these locations (P1-P4) and better securing this area. This fence is currently under design and is expected to be completed next fiscal year.
- City employee identification cards are being upgraded to the highest level of encryption to eliminate fraudulent duplication and use in City facilities, including on the P1-P4 levels in CHE.
- Working with LAPD, installation of the Commend System should be completed at CHE. The Commend system is an emergency call device located on the P1-P4 parking levels of CHE and in the Personnel Medical Services/Emergency Operations Center (EOC) garage. The status of installing this system in the parking under CHE will be discussed further below.
- The CAO year-end Construction Projects Report also included funding to install a camera and fast-moving gate at the Temple Street entrance to the CHE parking garage.

The parking booth at this gate has repeatedly experienced vandalism and is sometimes unstaffed. This gate will eliminate unauthorized pedestrian access to the underground parking garage and close a major security gap.

- A comprehensive review is underway of areas where the installation of access control units and other security measures are needed in the LA Mall and underground parking levels to close security gaps. For example, the escalators in the parking levels under City Hall were identified as part of this analysis and access control readers are or are being installed to secure these areas after hours as funding becomes available.

GSD is also initiating similar reviews as staffing and resources permit at other City high rise facilities where numerous employees work and park such as Figueroa Plaza, Van Nuys City Hall and the Braude Building. Funding for improvements will be requested as these analyses are completed.

### **C. PARKING POLICY AND ACCOMMODATIONS**

Temporary actions were taken during the stay-at-home order in 2020 when many employees with parking permits were not coming to the office. Due to many spaces being available, the Mayor directed GSD to allow unpermitted employees to park for free. After three years, the temporary policy was discontinued as more permitted employees are coming in and there is less space available. As GSD began phasing out free parking availability, a new provisional permit process was implemented by the Personnel Department to maximize use of parking spaces that are left open due to telecommuting so more unpermitted employees can park in CHE.

#### Provisional Parking Permits to Address Increased Parking Demand

In March 2023, the Personnel Department began offering provisional parking permits to employees who are on the parking waitlist to address the increased parking demand. Provisional seniority permits are administered consistent with the Special Parking MOU; these permits are issued after all other permit types. GSD staff monitor the number of vacant parking spaces in the parking garage each day and recommend to the Personnel Department staff the number of provisional parking permits the garage can accommodate. Like regular permittees, employees who receive provisional permits are able to gain regular entry into the CHE garage and pay biweekly parking fees. Permits will continue to be issued and have already been expanded to the Piper Technical Center and to other facilities as space allows.

During the first two months of utilizing the new provisional permit process, the Personnel Department issued 229 provisional permits to city employees on the CHE and Piper Technical Center parking waitlists. If employees with regular permits begin to return to the office more frequently and there is a lack of parking spaces, provisional permits may be rescinded. (Although provisional parking permits fall under the purview of the Personnel Department's administration of programs under the City's Ridesharing Trust Fund, the Joint-Labor Management Committee on Commute Options and Parking (JLMC-COP) was informed of the planned provisional parking effort before implementation by Personnel Department staff.)

#### Other GSD Parking Facilities

Nearby parking facilities operated by GSD include Lots 2 and 7 in the Little Tokyo area, as well as the Los Angeles Mall garage on the P1 Level of CHE.

LOTS 2 & 7: These lots have a combined 373 parking spaces and are used by the public, Museum of Contemporary Art employees and visitors (per lease agreement), Little Tokyo merchants/visitors, and City employee transit program participants. The City Council approved a new housing development that will result in eliminating 146 (or 40%) of parking spaces and reducing revenue by \$640,000. Resizing of the parking lots is anticipated to begin in August 2023. The reduced number of spaces will make it difficult to accommodate new employee parking and could result in a further loss in revenue.

LOS ANGELES MALL: The LA Mall garage has 290 parking spaces used by the public and mall tenants and generates \$1.26 million in annual revenue. GSD does not recommend the conversion of this lot into employee parking for the following reasons:

- A full conversion is not possible. Existing lease agreements with mall tenants include 42 parking spaces for tenants and staff, and an undetermined amount for their customers.
- If 50 percent of the lot or approximately 145 spaces are converted to employee parking, an average of 175 paying customers would be turned away every day, resulting in an estimated revenue loss of about \$540,000 annually. This number takes into account the parking fees to be paid by City employees.
- An additional two parking attendants at annual cost of \$90,000 would be needed to monitor the entrance and the garage level. One attendant will be needed to turn-away paying customers at the entrance on the street level when the public parking half of the garage is full. The other attendant will be needed on the P-1 level to count the number of available spaces and relay this information to the street level parking attendant.
- Resources will also be required to provide a safe location for the parking attendant to direct cars at the street level entrance.

In the above scenario, only 145 new employee spaces would be created at a total cost of \$630,000, which includes \$540,000 in annual revenue loss and \$90,000 in annual labor costs. Additionally, a number of parking patrons will be inconvenienced by this change.

#### **D. EMERGENCY CALL DEVICES**

The Commend System is an emergency call device which allows parking patrons to connect to LAPD in the event of an emergency. This system is currently installed at the following parking lots managed or maintained by GSD as mentioned above.

- City Hall East (CHE) on the P1-P4 parking levels, which includes 34 call devices mounted on the walls or on pillars.
- Personnel Medical Services/EOC parking garage, which includes three levels and 10 call devices mounted on walls or on pillars.

While the system in the parking garage of the Personnel Medical Services/EOC is operational, the one in CHE was in the final stages of testing with the vendor and LAPD. Completion of this testing was delayed due to the pandemic and can now be completed.

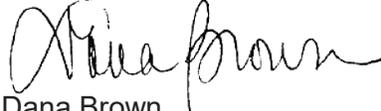
This system or similar ones can be installed in the remaining parking lots managed by GSD. The department will work with the impacted agencies and submit a funding request to accomplish this objective.

The City Attorney can best advise on the feasibility of requiring such devices at commercial parking lots.

If you need additional information, please contact Valerie Melloff, General Services Department Assistant General Manager, at [valerie.melloff@lacity.org](mailto:valerie.melloff@lacity.org) or Paula Dayes, Personnel Department Assistant General Manager, at [paula.dayes@lacity.org](mailto:paula.dayes@lacity.org).



Tony M. Royster  
General Manager  
Department of General Services



Dana Brown  
General Manager  
Personnel Department