

Communication from Public

Name:

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Council File No: 24-0427

Comments for Public Posting: requesting MOU 3 modification I am MAGALY PRINCE; I work for the Los Angeles police Department VEHICLE WARRANT SECTION formally known as the VIPU. but is still called VIPU by communications and most officers. THIS SECTION IS LOCATED IN THE POLICE ADMINISTRATION BUILDING KNOWN AS HEADQUAERS This section is with in RECORDS AND IDENTIFICATION DIVION which is RESPONSIBLE FOR ALL OF LOS ANGELES POLICE DEPARTENTS RECORDS DISTRIBUTION TO PUBLIC AND TO OTHER POLICE DEPARTMENTS, and agencies like department of children and social services and immigration requests. VWS -section is 24/7 COMMUNITICATION that processes stolen, recovered, repossessions, private and felony vehicle entries for LAPD and processes WARRANTS, teletypes requiring immediate VERIFICATION COMMUNICATION. its monitored and audited periodically by DOJ FBI AND THE COUNTY. WE ARE MANDATED BY THE COURTS TO PROCESS and modify RESTRAINING ORDERS. OFFICERS AND DETECTIVES MUST COMPLETE THEIR VEHICLE REPORTS BY CALLING VWS. for example, if a code 6 Charles vehicle that maybe a possible felony suspect, or armed and dangerous, or individuals with suicidal tendencies or mentally deranged, and this is not rapidly entered in Network communication system places officers and the public in danger. this section is in need of resources to efficiently process these requests. THIS SECTION IS A CALL CENTER however has NOT been classified as such. LAPD VWS formally known as VIPU is a call center. IM HERE TO REQUEST IMMIDIATE emergency AIDE TO THIS DIVISION AND SECTION TO BE ABLE TO BETTER SERVE AND ENHANCE SAFETY TO THE CITY OF LA. WE HAVE PREPARED A PROPOSAL for inclusion TO AMMEND THE TENTATIVE AGGREETMNT TO provide resources to AIDE RECORDS AND IDENTIFICAITON DIVISION VWS in MOU 3 2024. We have had a serious consequence occur because of the need this sections needs. This matter currently is affecting everyone we need someone to look into this urgent plea. Please consider these suggestions Retention VWS Phone Operator Bonus 16% • 11% VWS Phone Operator Longevity • Admin 3 advancement position, for VWS Phone Operators • All

implications for VWS phone operators, Admin Clerks, Acting Admin Clerks, Sr Admin Clerks and PCP's • Acknowledgement of A CRITICAL and ESSENTIAL SECTION for Officer and Public Safety-UNABLE TO GO DARK . 24/7. WEEKDAYS AND HOLIDAY COVERAGE. • Classification of a CALL CENTER • Available shifts 4/10, 5/40, 9/80 • Work Remote • Parking for R & I Personnel

The current employees of the Vehicle Warrant Section (VWS) of the Records and Identification Division of the LAPD are under duress of immeasurable quantity and are experiencing a tremendous deal of strain from the many different tasks and duties that are placed on a rapidly diminishing pool of trained and qualified staff. Since the merging of our section with other separate sections around 2009, to the present day, the roles, responsibilities, strain and issues have only been massively increased over time. On behalf of all of the employees of the Vehicle Warrant Section, the information that will follow in this letter is intended to help illuminate and illustrate beyond any doubts, the situation facing the employees of this section and the absolute necessity for positive changes to be implemented. Also listed below are the immediate negative consequences that will gradually occur if positive changes are not immediately implemented.

- Our section is weighed down heavily with our present duties, many of which can be very stressful and eventually overwhelming when there is a deployment shortage that occurs on a given day/shift.
- The inclusion of many previously independent sections, such as Warrants, Teletypes, and Restraining Orders, into the Vehicle Warrant Section. This has required employees to be cross trained in the duties of these respective sections, which has only served to exacerbate an already heavy workload that was placed on the staff on an individual basis. This is also massively increased the stress levels of each individual employee that is assigned to this section.

The Vehicle Warrant Section of the LAPD is a public and officer safety critical section that operates on a 24/7 365 days a year basis. We are first responders for many officers, their first point of contact for highly sensitive information that must be promptly and correctly handled. The section provides essential services to in-field officers, detectives, outside law enforcement agencies, and private impound/towing companies and repossession companies. As a section, we receive telephonic notifications of all requests for entries of stolen/recovered, lost, repossessed or impounded boats, vehicles, or personal property and will enter in the given information into the California Department of Justice (CDOJ) Stolen Vehicle System (SVS) and the Federal Bureau of Investigations National Crime and Information Center (NCIC). Employees additionally are responsible for the entry of data pertinent to firearms, securities and any serialized property that is reported as lost / stolen, recovered, found, destroyed, pawned or booked as evidence into CDOJ's Automated Firearm System (AFS), Automated Property System (APS) and NCIC databases.

The VWS plays an absolutely integral role in the preservation of automated records integrity maintained by the FBI, the Criminal Justice Information System (CJIS), NCIC, & CDOJ. Agencies that have contributed records to these entities must complete what are known as "second-party" checks, also known as audits, to maintain accuracy of these records as entered in by personnel. This is a mandatory duty on the part of trained personnel that these records be validated on a daily, weekly, monthly and bi-annual basis. As was stated previously, the purpose of these audits is to maintain accuracy of respective records and information. We ensure with a high attention to detail, that the automated records are completed accurately, with all proper codes utilized and all information entered in them being correct to the best of our

abilities and in line with departmental policy. Any subsequent inaccuracies of these records, including incorrect usage of codes or other clerical errors on the part of Department personnel will have very potentially disastrous consequences. This will jeopardize the ability of the Department to have continued access to the CLETS or NCIC databases on behalf of CDOJ. With further respect for this matter, this can open the door for legal repercussions in the event that invalid automated records result in actions being undertaken in error against a citizen that will also jeopardize their safety. Consequently, and also for our Department, this could lead to a massive officer safety issue as well if these records are not accurate, which could also open the door for legal repercussions against an officer that will in turn, affect our Department and our City on a massive scale. These responsibilities placed on our staff are tremendous, and it is being placed on a declining pool of qualified and trained personnel who can responsibly perform this job. If present conditions continue, this section can forecast that the operational capacity of our section will be severely diminished or possibly collapse. This will be due to a complete depletion of our staff morale, resources, training, etc. Mentioned below are further currently developing issues within our respective section that will present an ever-growing problem if left without remedy.

We respectfully request that a pay bonus of 16% to our base salary be given as compensation for the ever-increasing depth of the added responsibilities that are included to our positions that stem from the multiple inclusions of other sections as mentioned previously, into our own section. **A 11% is requested for Longevity bonus** to retain operators for their experienced training and skills, and the knowledge to help train other operators. This is reflective to the call-center nature of our section. We are a call center type of section / operation the calls answered in density/volume throughout the duration of our shift/watches. **This is a critical section, records and call center communications skills needed to be fully functional, during Covid 19 pandemic, peaceful protest and other critical city of L.A emergencies, this has been a essential call center for outside law enforcement agencies, private entities and officer entries for time sensitive verification and communication response, this is 24/7 operational Section VWS personnel are Essential workers. No employee is to leave until new watch personnel has arrived this section is not left unattended at any given time.** The intensive nature of the calls has many negative ramifications on the mental/physical well-being of staff, subsequently this bonus will have many positive ramifications if implemented. Chief among these are:

- Proper incentive for highly trained and tenured employees to remain in the VWS section, preserving a reservoir of highly trained and qualified Personnel to train other employees and maintain continued functionality/safe operation of our section.
- Immediate improvement of morale among current personnel of VWS, which will subsequently prevent a high turnover rate and transfers to other City departments.
- Attract more applicants to VWS, which will greatly alleviate present staffing issues faced by all watches, and in turn lead to an evenly distributed workload and quicker response times to calls for service.
- Greatly reduce the negative impact with respect to field officer safety that would consequently jeopardize the safety of citizens & tourists and in turn minimize the

likelihood of legal action against the Department and the City of Los Angeles. This would come as a result of the inclusion of more staff who are appropriately trained in these duties which will decrease the subsequent workload per employee.

- Employee appreciation and valued for essential worker for the part of safety for the City of Los Angeles.

The VWS faces an impending drain on our talent and our already overstretched, overburdened workforce. The degree, quality and depth of our training is reflective of our high standards as employees of the Department and as individuals.

- A Senior Administrative Clerk must train for many months, on multiple databases as mentioned previously, as well as a plethora of other tasks before the desired level of competency is achieved.
- In many cases, with regards to automated records, only personnel that are from VWS are legally permitted to enter, modify and delete live records from the systems of the State of California as well as FBI database systems. Consequentially, new personnel who are brought into the section will require extensive training to effectively, correctly and promptly navigate these databases and the systems that are unique to VWS.
- As is reflective of our high standards, we are expected to provide timely, high quality, and composed service when requested by various entities within our own Department, other law enforcement agencies and private towing and repossession companies. This position is exposed with ever increasing regularity, to many complex and highly stressful situations and it is a cornerstone of our operations as a section, to interact and operate as an effective entity with business-like conduct.

During each deployment period of 28 days, the VWS section will receive a range of 11,000 to 13,200 calls for service from field officers, detectives, private tow / repossession companies, etc. This number does NOT include the figures for calls that are for assistance from geographic areas, citizens or other callers with any questions or issues relating to vehicles/boats, firearms or serialized property, etc. It only further shows the intense workload placed on a very thinly stretched staff.

Due to the heavy lack of staffing, our call volumes have only increased in quantity and in hold times. On some days there will be as many as 60+ calls holding in our call queues, on hold for over 5+ hours. Included in those calls, are calls from field officers, and private towing and repossession companies. This massive workload is given to 2 or 3 workers on given shifts with calls coming in at a rate of 1 call for every minute. Despite the best efforts of our staff, be answered promptly simply due to the high call volume. Due to having to access multiple databases and input various forms of information into those databases, or inbound call queue will only build without end, and place a tremendous strain on our workforce.

How this affects the safety of our officers and in turn, the public and tourists to our City is that for example, if a stolen vehicle must be called in by an officer from a division they will be on hold for possibly longer than two plus hours. The ramifications for this are far-reaching, as if the vehicle is stolen by an armed individual, this presents an immediate threat to public and officer

safety. The negative ramifications that will occur for VWS and the Department due to our staffing shortages are vast, and will have far-reaching consequences. If we cannot enter teletypes within our legally mandated 10 minute response time, enter in restraining orders in specified time frames, enter in felony vehicle stops or enter and what are known as "hit" confirmations there will be many negative consequences. Chief among these we run the risk of the Department having its privileges to utilize the CJIS or NCIC databases revoked. Regarding hit confirmations, when an inquiring agency receives a hit response in either the SVS, ABS, AFS or APS, a teletype or phone call will be placed to the record owner for confirmation immediately. The owner of this record is the respective agency. We must respond to this request within 10 minutes for urgent priority requests, and within one hour for normal priority requests. This acts as a safeguard before any arrests or seizures are made. This in turn ensures that correct action is taken instead of false arrests or consequentially, Departmental liability. Failure to respond in a timely manner will result in cancellation of these records by CDOJ. Repeated failures to respond will result in restrictions being placed upon the LAPD or complete revocation of our Department's access and use of these respective databases.

If this occurs, our officers will have to call other law enforcement agencies in order to do their entries for stolen/located/recovered vehicles. This will also apply for our out-of-state located vehicles that are listed as stolen. These delays will only further exacerbate the call load and delayed response times to calls by already overburdened staff. This will also create a Department-wide issue relating to officer and public safety. Lastly, in relation to staffing issues because of this short staffing, the trainers who would also train incoming employees must themselves take calls. This has a negative effect for our present employees, who are not fully trained for every call type. Subsequently this places a burden on other employees who are not trained fully to take calls for sensitive information such as firearms, warrant modification, responding to hit confirmations and felony stop vehicles. This will only amplify further, the increased wait times for more calls that require a fast response

Pertinent to the safety and morale of our employees, our location in downtown Los Angeles presents a major issue. Many of the employees in VWS must commute throughout the day or night, and are constantly at risk from an ever-present and growing danger. A plethora of issues exacerbate this on a daily, weekly and monthly basis. Chief among these, is the homeless population of the Downtown Los Angeles area that have routinely threatened harassed, and in some cases, attacked members of our staff. It has occurred while are leaving their vehicles or walking into police department headquarters. Already burdened with a heavy physical and mental workload, the last thing any employee working for our Department must feel is that their safety is not assured while they are on their way to work. The entirety of our watches must face an economic dilemma as well. They're paying to park their vehicles in unsecure parking lots around the headquarters building while many of these lots have increased their prices one to three times in the last 3 months. Members of staff have had their vehicles damaged by the homeless population, further placing an economic burden and unnecessary hardship on their shoulders. This is further compounded, by having to pay for increasingly expensive gas for the respective commutes. These unnecessary economic burdens, in concert with walking on unsafe streets, does nothing to possibly impact the morale of our staff.

We as a section, request the addition of a **Senior Administrative Clerk 3** position into our section. Benefits of this would include:

- Retention of trained personnel
- Room for career advancement
- Compensation for heavy workload on Department staff

As mentioned earlier, VWS is a 24/7 call taking service to help maintain preservation of life to sworn officers, citizens and tourists to the city of Los Angeles 365 days a year. The hiring freeze placed on the City will gravely impact our section and the entire Department in the coming months. Statistically during the summer, it is widely known that call loads increase across the entire City. The VWS should be considered a public emergency entity of the Los Angeles Police Department. Due to our responsibilities that have a direct impact on safety, it is crucial that we be given resources/training/staffing to increase the efficacy of our section.

We, as a section have come up with possible solutions to remedy both the declining morale of the workforce as well as to improve staff retention amongst this section. This is paramount to ensuring the safety of citizens of Los Angeles, the officers of the LAPD, and to tourists who enter our city.

For example, our section's capability includes being able to answer phone calls from private towing companies / vehicle repossession companies from home. Benefits to this include:

- Increased vehicle entry in a timely manner with more staff available
- Less economic costs on staff due to gas, parking, etc.
- Safety of Department employees being able to work from home
- Increased work performance among employees

With respect to the cost of parking, **We propose that R & I employees be given parking** allowing them to park at MTD (motor Transport Division) as previously authorized, for all watches, for secured and safe location, and weekend, and holiday parking at PAB. positive implications include:

- Improved morale for employees knowing their vehicles are in a safe and secure location.
- less economic hardship of parking and travel

We ask as a section for these options be considered, and given an opportunity to be implemented. The absolute necessity of our section cannot be overstated, nor can the problems that are currently facing it. you propose the solutions not only in the best interests of all employees as a respective section for VWS, but also with respect to the best interests of Public Safety as well as the officers of the Los Angeles Police Department. We as a collective section are integral to the continued safety of the officers of the Department as well as Department operations in general. If these present problems are not met with effective actions that can improve the situations regarding morale, training, efficiency and the like, the impact on our Department and City will be major. We can only advise that there will be an untenable situation

moving forward. We can foresee see as a section, a very high likelihood of a continued decline in operations if we are sanctioned by the FBI or the California Department of Justice. This will come due to a lack of resources, from training and staffing perspectives. We thank you for your time and consideration, and hope that moving forward our proposals can be met with a positive response for the benefit of this section, its employees, and the safety of the public and our officers.

These helpful changes from expert personnel will positively impact time sensitive CHP 180 processing for other government agencies and the City of Los Angeles. Currently, turn over time to process a vehicle report request for the public is approx. 3 to 6 months because of back log with VWS audit and vehicle formatting processing, due to backlog has caused domino effect overflow, to other processing sections with in R & I.

Let this serve for our Admin clerks, Acting Senior Admin, Sr Admin clerks, And PCP's of VWS.
(RI VPRS VWS).

We respectfully, request Retention for VWS sub section (RI VPRS VWS CSRRU) **not to be moved from 7th floor we believe accessibility for records processing would be affected.**

- **Retention VWS Phone Operator Bonus 16%**
- **11% VWS Phone Operator Longevity**
- **Admin 3 advancement position, for VWS Phone Operators**
- **All implications for VWS phone operators, Admin Clerks, Acting Admin Clerks, Sr Admin Clerks and PCP's**
- **Acknowledgement of A CRITICAL and ESSENTIAL SECTION for Officer and Public Safety-UNABLE TO GO DARK . 24/7. WEEKDAYS AND HOLIDAY COVERAGE.**
- **Classification of a CALL CENTER**
- **Available shifts 4/10, 5/40, 9/80**
- **Work Remote**
- **Parking for R & I Personnel**
- **Retention of VWS sub section to remain of the 7Th floor**

Communication from Public

Name: James R. Dixon

Date Submitted: 04/13/2024 10:31 AM

Council File No: 24-0427

Comments for Public Posting: I would like to request that Council consider investigating the complete MOU negotiation process for the City. Two areas of concern include the following: 1. Please consider adding a requirement to provide all voting union members with a full red-line version of updated MOU language and provisions BEFORE ratification votes can be officially cast on the MOU. In recent years actions by both the CAO and certain unions have been questionable at best (and in some cases possibly bordering on illegal). Especially where legality of practices has been in question. 2. Defining what is considered a technical correction based on the impact of the updated/corrected language. Items that are corrected via a technical correction tend to escape the careful consideration of union membership but can have wide range impacts on membership without going through a strenuous review process. It is important that all employees be aware of the agreements that their representatives are making on their behalf (be it in their best interest or not). Only providing highlights on an MOU's updates robs employees of the chance to ensure that they are making educated/informed decisions on all aspects of the updates to their MOU including MOU language updates which are not widely publicized or articulated to membership in highlight meetings/publications. There is a trust built with the joining of a Union. However, representation of members should take priority over the protection of position and the covering up of prior errors. Please consider this in the future for transparency in the negotiation process. We owe it to all employees and the citizens of this great city.