



Hollywood Blvd. & Highland Ave.  
Scramble Crosswalk

**LADOT**

**Annual Report**  
Fiscal Year 2015 – 2016

# Our Mayor

## VISION

Los Angeles will have a transportation system that gives people choices to support a high quality of life and strong healthy communities, as well as continued prosperity and resilience for the region.

## MISSION

LADOT leads transportation planning, design, construction, maintenance, and operations in the City of Los Angeles. We work together and partner with other agencies to improve safe, accessible transportation services and infrastructure in the city and region.

## OUR CORE VALUES

### Professional Integrity, Honesty, and Respect:

We serve the public. We tell the truth. Our focus is to do what is right, not necessarily what is expedient. We treat everyone with a high level of respect.

**Problem-Solving Attitude:** We are known for working closely with the public to clearly identify issues, opportunities, and solutions. We are highly resourceful and provide meaningful options to address problems. We have enthusiasm for our work and a high level of talent and knowledge that we share.

**Delivery:** We strive to deliver quality projects safely, on time, and on budget. We celebrate and communicate our successes. We act with a sense of purpose and dedication to the city and customers we serve.

**Accountability:** We say what we mean, and we do what we say. Our employees are trustworthy, honest, professional, and fair. We are responsible stewards of public funds and resources.

## MAYOR'S MESSAGE

L.A. is more mobile and connected than ever before — and the Los Angeles Department of Transportation (LADOT) is at the forefront of an incredible transformation that Angelenos can see happening in every part of our city.

LADOT is an outstanding partner in meeting my administration's core goals, which include creating good-paying jobs, improving mobility, making our communities safer, and providing excellent customer service.

Last August, we launched Vision Zero Los Angeles — an ambitious plan aimed at eliminating traffic fatalities through strategic, data-driven approaches to engineering, enforcement, education, evaluation, and community engagement.

I am pleased to share the work that General Manager Seleta Reynolds and her team have completed to date. In the coming year, we look forward to keeping Los Angeles moving.

Sincerely,



**Eric Garcetti**  
Mayor, City of Los Angeles



## FY 2015–2016 SUMMARY OF DEPARTMENT ACHIEVEMENTS



- Launched Executive Directive 10: Vision Zero
- Hired Transportation Technology Strategist
- Opened new Parking Violation Bureau Office in Westwood
- Bradley Ave. Plaza Ribbon Cutting Ceremony



- International Walk to School doubles in size to 100 schools
- National Endowment for the Arts Community Improvement efforts round table



- Installed scramble crosswalk at Hollywood and Highland
- Expanded Express Park to Westwood
- Kicked off Lankershim Blvd. Great Streets outreach
- First quarterly check-in for performance coaching pilot

# Our General Manager

## GENERAL MANAGER'S MESSAGE

There has been a remarkable change in our collective attitude and behavior toward our city streets and the transportation system that connects us all. People want streets that are safe, neighborhoods that are livable, and transportation choices that enhance their everyday lives. LADOT is delivering.

We continue to work persistently to accomplish the goals outlined in our strategic plan, [Great Street for Los Angeles](#). Our engineers and planners are looking at city streets at a micro level in order to improve the infrastructure for people who drive, walk, bike, and take transit. [Vision Zero](#) directs us to work with a keen focus on safety from a broad perspective: Engineering, Education, Enforcement, and Evaluation. This year, we implemented safety zones around 11 school campuses, retimed over 490 traffic signals, and designed 12.43 protected bike lane miles.

The Mayor's [Sustainable City pLAN](#) challenges us to do things better and we have accepted, creating the Office of Mobility Management to focus on shared mobility and sustainability. In partnership with Metro, we are developing a bike share system that was launched in Downtown Los Angeles on July 7, 2016.

Good customer service is central to the success of any organization. At LADOT we strive to be a 21<sup>st</sup> century department. We opened a new Transit Customer Service Center to provide hospitality, service, and real-time transit information to our transit guests. We continue to focus on improving turnaround time on [MyLADOT](#) requests and launched a new portal to improve construction coordination. Our traffic officers facilitate over 2,000 events each year, from CicLAvia to the L.A. Marathon, and when the city needs us, we respond to keep traffic moving and the streets safe.

One of my main goals is to make LADOT a great place to work. Employee satisfaction has an impact on all we do and how we provide service. For the first time this year, we launched an employee orientation program allowing experienced leaders to welcome one of the largest new class of engineers in the last decade. We were able to promote lieutenants for the first time in eight years and recognize decades of proud dedication with a service pin ceremony.

These pages recognize the contribution of the people of LADOT. They are a "thank you" to our partners inside and outside the City. We could not have done it without you.



**Seleta Reynolds**  
General Manager, LADOT



Photo credit © Betsy Annas

*LADOT launched Great Streets for Los Angeles in October 2014. We are focused on carrying on our mission, vision, and core values as well as high level goals and hundreds of benchmarks.*

JAN./FEB.  
2016

- Completed Vision Zero crash analysis milestone
- Launched Office of Mobility Management
- Finalized a new consultant bench
- Largest Special Event of the Year: L.A. Marathon

MAR./APR.  
2016

- Completed eight Great Streets Challenge Grant Events
- Activated 20 pedestrian head start signals
- Finished Van Nuys Great Streets design and outreach
- People St wins National Planning Achievement Award

MAY/JUN.  
2016

- Implemented School Slow Zones at 13 schools
- Selected new Transit Chief and Artist in Residence
- Opened the first protected bikeway in Downtown Los Angeles and the first bike signals in the city on Los Angeles St.

# A Safe City

## Making our streets and communities the safest in the nation.

The heart of the Safe City goal is to set in motion a plan to get to zero traffic deaths in Los Angeles. The key challenge is establishing a culture change and high-level partnership inside city agencies. Our focus is safe streets for all users.

### BENCHMARK HIGHLIGHTS

Adopt a [Vision Zero Policy](#) and Develop an Action Plan:

- Completed **Vision Zero crash** analysis, to **identify** the city’s High Injury Network of city streets.
- Built the city’s largest pedestrian scramble crosswalk at Hollywood and Highland that **cut injury crashes to zero** in the first six months.

Incorporate Safety for Pedestrians into all Street Designs and Redesigns:

- **Retimed over 490 traffic signals.**
- Installed 20 Pedestrian “head starts” citywide.
- Implemented **School Safety Zones** to reduce speed limits from 25 mph to 15 mph when Children Are Present at 13 schools.
- Completed 195 **school crosswalk upgrades.**

Conduct Outreach Citywide to Advance Vision Zero Goal:

- **Coordinated** safety messages with LAPD, Los Angeles County Department of Public Health and Vision Zero Alliance.
- Hired the department’s **first ever Artist in Residence** to connect Angelenos with the city’s vision for a safer Los Angeles.



A.



B.



C.



D.

**COMPLETED**  
**195**  
**SCHOOL CROSSWALK**  
**UPGRADES**

- A. New Signal Installation**  
*A welcome safety improvement on Hollywood Blvd. between Lyman Pl. and Rodney Dr.*
- B. Leading Pedestrian Intervals**  
*Twenty intersections received signal modifications to provide a 4-second “head start” for people crossing the street against turning vehicles.*
- C. LA Street Safety Improvements**  
*Cycle Track can be used for work or play.*
- D. Safe Routes to School in South LA**  
*Making our streets more walkable for parents and students with painted curb extensions to reduce crossing distances and increase visibility.*

# A Livable & Sustainable City

## Improving quality of life by enhancing our transportation system and reducing its impacts.

LADOT's mission is to give broad transportation choices to Angelenos, to support a high quality of life in all city neighborhoods, and promote walking and biking. We rely on partnerships at the federal, state, regional, and local levels to be successful. LADOT facilitated CicLAVia Downtown LA, Van Nuys, and Watts.

### BENCHMARK HIGHLIGHTS

Create Great Streets for Los Angeles:

- Launched outreach on Lankershim Blvd. and Sherman Way.
- Completed outreach and design on Van Nuys Blvd., N. Figueroa St., and Venice Blvd.
- Partnered with Mayor's Great Streets Studio and the Department of Cultural Affairs to implement [Great Streets Challenge Grant Events](#).

Create and Maintain an Effective Bike Network:

- Designed **12 miles of protected bikeways** (Van Nuys Blvd., Venice Blvd., Highland Ave.).
- Built **over 12 miles of bikeway improvements**.

Improve Bike Access Across All Transit Systems:

- Installed two corrals and **578 bike racks**.
- Installed bike racks on 155 DASH buses.

Implement a Regional Bikeshare System:

- Installed **61 bikeshare stations**. Launched on 7/7.

Enhance Experience of Bus Passengers:

- Opened **new Transit Customer Service Center**.
- Launched LA Transit pop up van service.
- Installed **solar-powered, real-time transit** on stops Downtown.

Expand Access to Non-Ownership Models of Vehicle Mobility:

- Executed contract for Electric Vehicle (EV) carsharing in low-income communities.

Implement Electric Vehicle Charger Program in City-owned Parking Facilities.:

- Executed Participation Agreement with Los Angeles Department of Water and Power (DWP) to purchase and install 82 Level 2 EV chargers in parking facilities throughout the City.
- Finalized agreement with Clean Fuel, NRG, and DWP to purchase and install 3 Level 3 EV chargers in various parking facilities.

Increase Availability of Parking, Efficiency of Use, and Re-evaluate Parking Citation Fines:

- Presented initial **recommendations for parking fine reduction** and local meter revenue return to Transportation Committee.
- Completed expansion of [LA Express Park](#) to Westwood.
- Constructed 50-space parking lot in Venice and 175-space garage in Chinatown.
- **Cut timeline for Preferential Parking Permits** in half.

Create a Neighborhood Traffic Calming Program:

- Developed the strategy and protocol for restoring the citywide Speed Hump Program to be launched in FY 2016–17.

### A SUSTAINABLE FUTURE

We completed the city's first Transportation Technology Strategy, **Urban Mobility in a Digital Age**. This will prepare Los Angeles for major technological disruptions such as fleet electrification, shared mobility and mobility as a service, and the advent of automated vehicles. On Page 18, we outline plans for achieving a modern and interconnected transportation system.



A.



B.



C.

#### A. Bike Share

Bike Share launched in Downtown Los Angeles to rave reviews. [Register/sign up.](#)

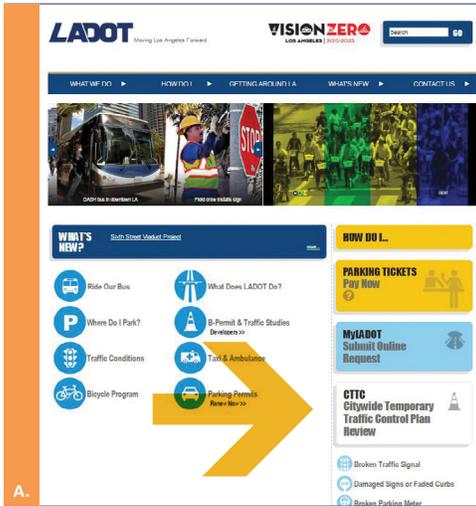
#### B. DASH Bus Rack

We installed bike racks on 155 DASH buses to assist with first/last mile mobility.

#### C. Expo II Bike Path

Designed a 3.5-mile bike path next to the Exposition Light Rail Transit from Venice Blvd. to Centinela Ave. In-line skaters and skateboarders welcome!

# A Well-Run City: A 21<sup>st</sup> Century Department



Making LADOT an effective, well-equipped, and resilient agency that is a great place to work.

The most critical goals in transforming LADOT to a 21<sup>st</sup> Century department are making it a great place to work and restoring pride in public service while bolstering basic systems to give staff better tools to perform their job.

### BENCHMARK HIGHLIGHTS

Make LADOT a Great Place to Work:

- Conducted Annual Employee Survey. The results helped prioritize our work around **succession planning, training, and rotation opportunities.**
- Continued employee recognition program. See honorees on Pages 14-15.
- Launched robust orientation program for new staff.
- Established regular brown-bag and professional development seminars.
- Continued **performance coaching** program.
- Hosted Employee Wellness Fair.

Improve Budget and Accounting Practices:

- Digitized all accounting documentation and **reduced manual data entry.**

Reduce Disabled Placard Abuse Through Tiered Access System:

- Conducted 74 stings citywide.
- Issued 1,278 citations.
- Used 685 hours of enforcement personnel.
- **Confiscated 819** disabled placards.
- Created the **Accessibility Advisory Committee** to recommend disabled placard reform legislation.

Improve Coordination with Partner Agencies and Contractors:

- Improved restriping **turnaround time for both resurfacing and slurry** from a high of 40 days to 10 days (see chart).
- Reviewed **1,987 Metro** plans to date, **98%** returned within 20 business days.
- Executed a partnership agreement with Department of Building and Safety.



#### A. New CTTC Portal

Launched a new portal for receiving Citywide Temporary Traffic Control work site plans from contractors. This facilitates plan submission, and creates the necessary database for staff to track requests.

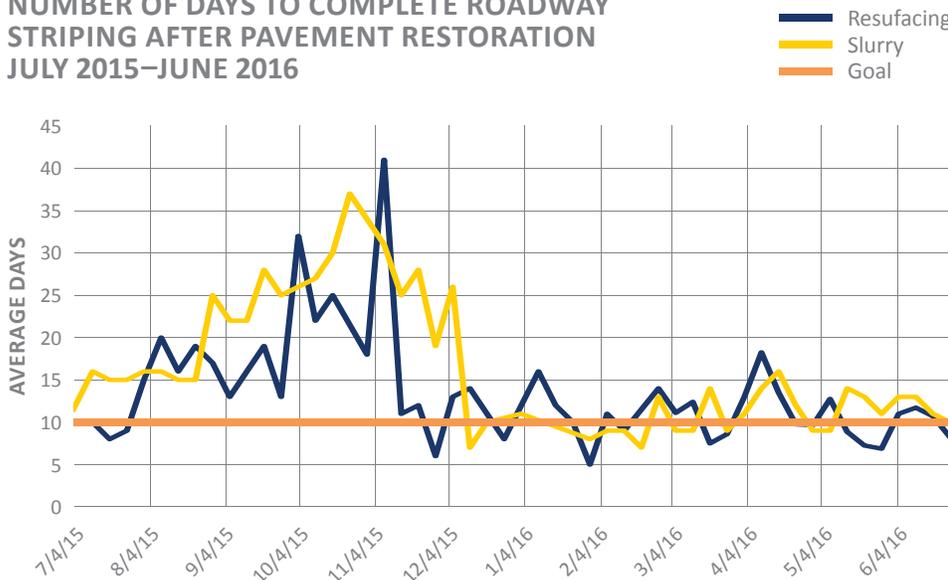
#### B. Artist in Residence, Alan Nakagawa

Creative Catalyst Artist Alan Nakagawa joined LADOT with the focus of promoting Vision Zero by working on innovative ways to connect Angelenos with the city's vision for a safer, more sustainable, and dynamic Los Angeles.

#### C. Brown Bag lunches

Professional Development series for staff helps build LADOT into a 21<sup>st</sup> Century Department.

## NUMBER OF DAYS TO COMPLETE ROADWAY STRIPING AFTER PAVEMENT RESTORATION JULY 2015–JUNE 2016



# A Well-Run City: Customer Service



## Providing Angelenos an open, reachable, and responsive LADOT.

We strive to deliver the best services to all stakeholders. Our goal is to improve our customer service throughout the organization.



- A. New Customer Service Center**  
*New LADOT Transit Customer Service Center combines state of the art technologies, including interactive kiosks with old fashioned customer service.*
- B. Transit Service Van**  
*We bring our services to you, wherever that may be.*
- C. Wifi on DASH buses**  
*Stay connected while in transit.*
- D. LADOT at Work**  
*LADOT teams up to deliver.*

## BENCHMARKS HIGHLIGHTS

Improve Agency Identity, Transparency, and Customer Service:

→ Launched LADOT Style Guide and templates for all public outreach.

→ Hired director of government affairs.

Improve Dissemination of Information to Stakeholders:

→ Grew Twitter followers from 1,000 to over 5,000.

→ Visited Neighborhood Council Alliances and Business Improvement Districts.

Improve Coordination Between Bureau of Street Services and Parking Enforcement:

→ Initiated work with the Bureau of Street Services on **linking street sweepers with parking enforcement** through GPS.

Enhance The Experience of Bus Passengers:

→ Added Commuter Express Route 438 service to the new Redondo Beach/Marine Park & Ride lot.

→ Coordinated with the Santa Monica Big Blue Bus to build over 200 new bus stops connecting to the Metro Expo Line.

Improve Customer Service Satisfaction:

→ Closed 16,803 [MyLADOT](#) service requests.

→ Launched a new [Citywide Temporary Traffic Control](#) online portal to improve construction coordination.

→ Opened new Customer Service Center with state-of-the-art customer service technologies, including interactive kiosks and digital technologies.

→ Opened new Development Services Center at Figueroa Plaza along with the Departments of City Planning and Building & Safety, creating a consolidated One-Stop Counter for better service.

## PARKING REFORM

LADOT along with the Mayor and City Council, are reforming parking in the City.

Our interest is to expand demand based pricing, share meter revenue, re-evaluate citation fines, streamline the parking permit process, code the curb, use technology for parking after street cleaning, and improve transparent, fair ticket adjudication.

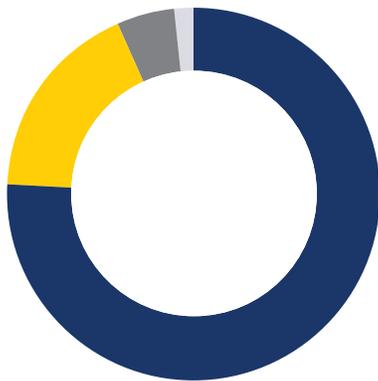


**GREW TWITTER  
FOLLOWERS TO OVER  
5,000**

# Vision Zero is Top Priority

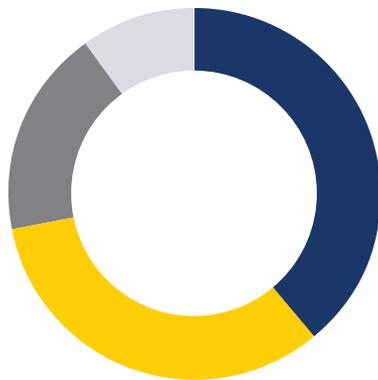
The Vision Zero work is dedicated to each of one of the Four E's of Vision Zero: **Engineering, Education, Enforcement, and Evaluation**. We made significant progress in each.

## PRIMARY TRAVEL MODE FOR ALL TRIPS



<span style="color: #003366;">■</span> Vehicle & Motorcycle	76.0%
<span style="color: #FFC000;">■</span> Pedestrian	17.6%
<span style="color: #666666;">■</span> Public Transit	5.0%
<span style="color: #999999;">■</span> Bicycle	1.4%

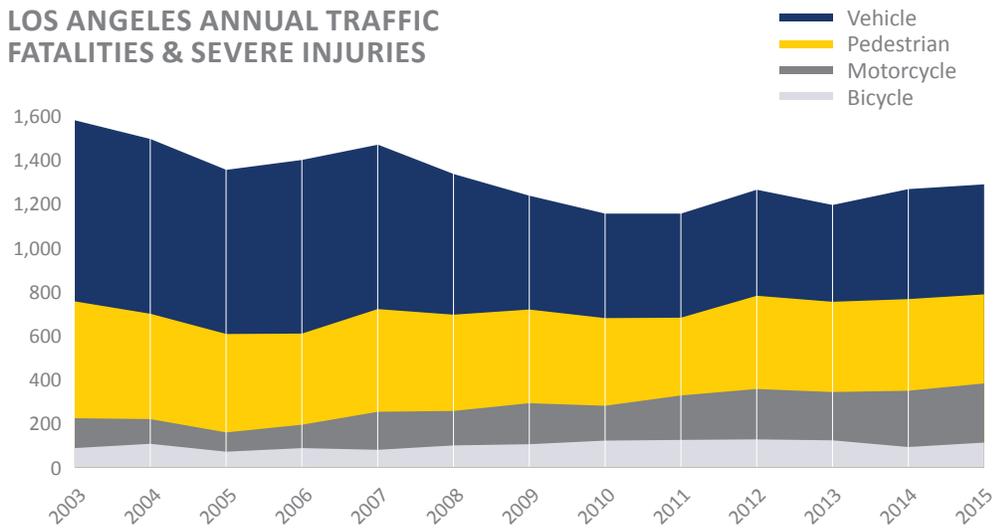
## PEOPLE KILLED OR SEVERELY INJURED



<span style="color: #003366;">■</span> Vehicle	39.0%
<span style="color: #FFC000;">■</span> Pedestrian	33.0%
<span style="color: #666666;">■</span> Motorcycle	18.0%
<span style="color: #999999;">■</span> Bicycle	10.0%



## LOS ANGELES ANNUAL TRAFFIC FATALITIES & SEVERE INJURIES



\*2014 and 2015 data is provisional



## KEY HIGHLIGHTS

### Engineering

LADOT plays a lead role in safety engineering projects under Vision Zero to improve the safety on Los Angeles streets.

- We implemented School Safety Zones at 11 LAUSD campuses throughout LA, reducing the speed limit to 15 mph and increasing safety for children who walk and bike to school.
- We built improvements on Cesar Chavez Ave., to reduce crossing distances and increase visibility of people walking.
- We activated the Hollywood and Highland scramble crosswalk. Its success has been definitive: there were zero injury crashes in six months after the installation, and an average of 10 a year in years prior.
- We upgraded 195 intersections with continental crosswalks in school zones.

### Evaluation/Data

The Vision Zero data evaluation has allowed for a better understanding of the real contributors to injury and death in Los Angeles traffic collisions. LADOT has made all of this data public, in line with the department's core values. This data will guide prioritization of safety countermeasures along the High Injury Network.

- We migrated all Vision Zero data to a [single initiative page within the LA GeoHub](#), that allows any city employee or member of the general public to access information about the contributors to serious and fatal traffic collisions.
- LADOT engineers worked with the Vision Zero data team to identify and prioritize locations for grant-funded safety improvement projects. This citywide querying effort will change the way LADOT applies for grants in the future.
- We developed "Collision Profiles" that will allow LADOT engineers to focus on specific countermeasures depending on the profile of a particular intersection or corridor.
- We prioritized the High Injury Network intersections and corridors for investment based on the following criteria:
  - The total number of deaths and serious injuries at a given location.
  - The involvement of an older adult or a child in a serious or fatal injury collision.
  - Social equity indicators, as defined by the Plan for a Healthy Los Angeles ([see the intersection score map here](#)).

### Education

LADOT works closely with the Los Angeles County Department of Public Health to focus on education activities to raise awareness for Vision Zero and change traffic safety behavior.

- LADOT published the [Vision Zero Education Strategy](#), informed by over 40 stakeholder interviews, which laid the foundation for an education campaign that will be implemented in early 2017.
- Alan Hiroshi Nakagawa began his artist residency with Vision Zero. His efforts seek to infuse art, culture, and design into LADOT's decision-making processes and public interactions.
- The third Annual Walk to School Day broke the 100 school mark in 2015, and included participation from over 20,000 LAUSD school children.
- Launched the Keep Walking! activity guides, year-long walking encouragement activities.
- Received \$500,000 from the Office of Traffic Safety to fund targeted Vision Zero outreach and education activities.

### Enforcement

The Los Angeles Police Department (LAPD) is the lead on Vision Zero enforcement activities. Vision Zero data shows that high speeds are the fundamental predictor of crash survival. LAPD's enforcement strategy is to focus on speed enforcement to reduce excessive speeds on city streets. LADOT is supporting this effort by hiring new staff to update speed surveys on the High Injury Network, which will allow LAPD to deploy laser and radar enforcement along these streets.

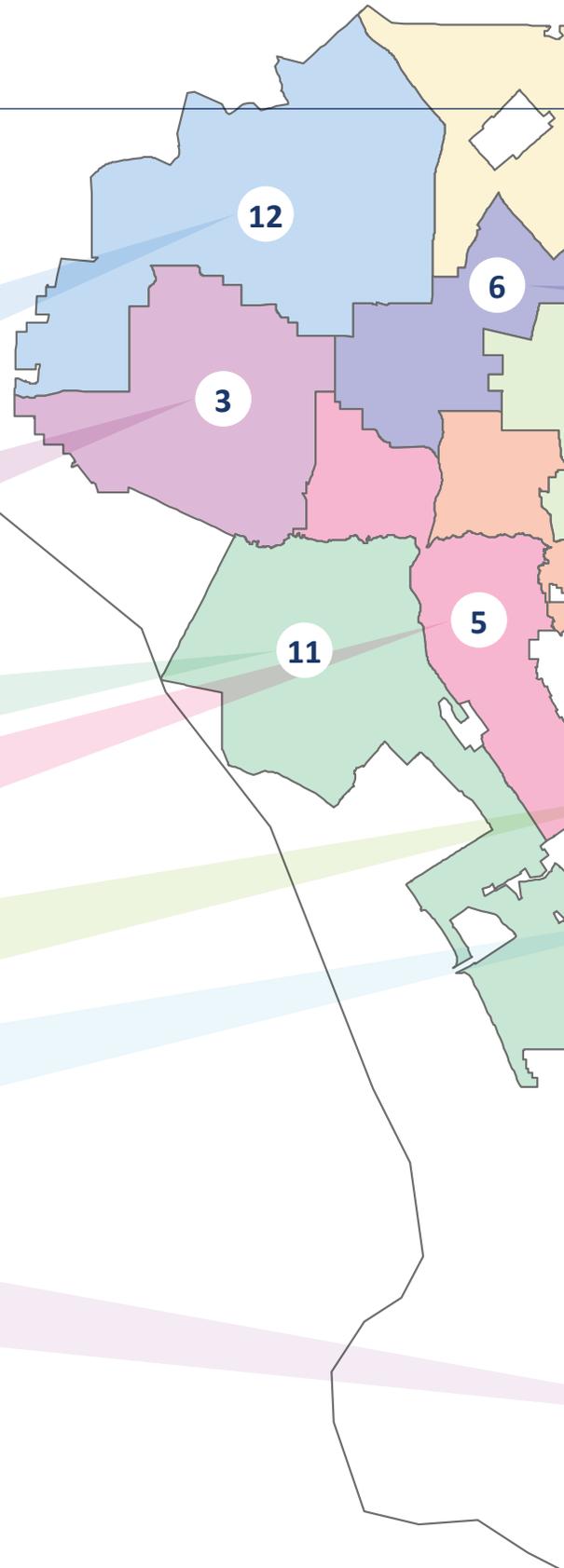
#### A. Vision Zero

*The City's Vision Zero Initiative launches with the support of all of our partners.*

# Every Neighborhood Counts

## THREE-WAY COMMUNICATIONS

Our district offices work closely with each of the 15 City Council District Offices and communities. It is a partnership and an ongoing dialogue with our constituents about improving our neighborhoods and making our streets safer. Residents are encouraged to use [MyLADOT](#) to submit requests online. We received 17,265 service requests through the [MyLADOT](#) Request System and closed a total of 16,803 requests. LADOT works every day, all year long across our city.



**Installed signs prohibiting overnight parking by oversized vehicles**

Tampa Ave., Platt Ave., Valley Circle Blvd., Canoga Ave., Rinaldi St., Roscoe Blvd.



**Modified striping for more residential parking**

Victory Blvd. between Topanga Canyon Blvd. and Shoup Ave.



**Built Rectangular Rapid Flash Beacons to make it easier to cross the street**

Abbot Kinney Blvd. and Broadway St.



**Updated peak hour turn restriction signs on Cascada Way**

Cascada Way and Bellagio Rd.



**Installed "No Right Turn" Restriction**

Western Ave. between 11<sup>th</sup> St. and 29<sup>th</sup> St.



**Built new Continental Crosswalk**

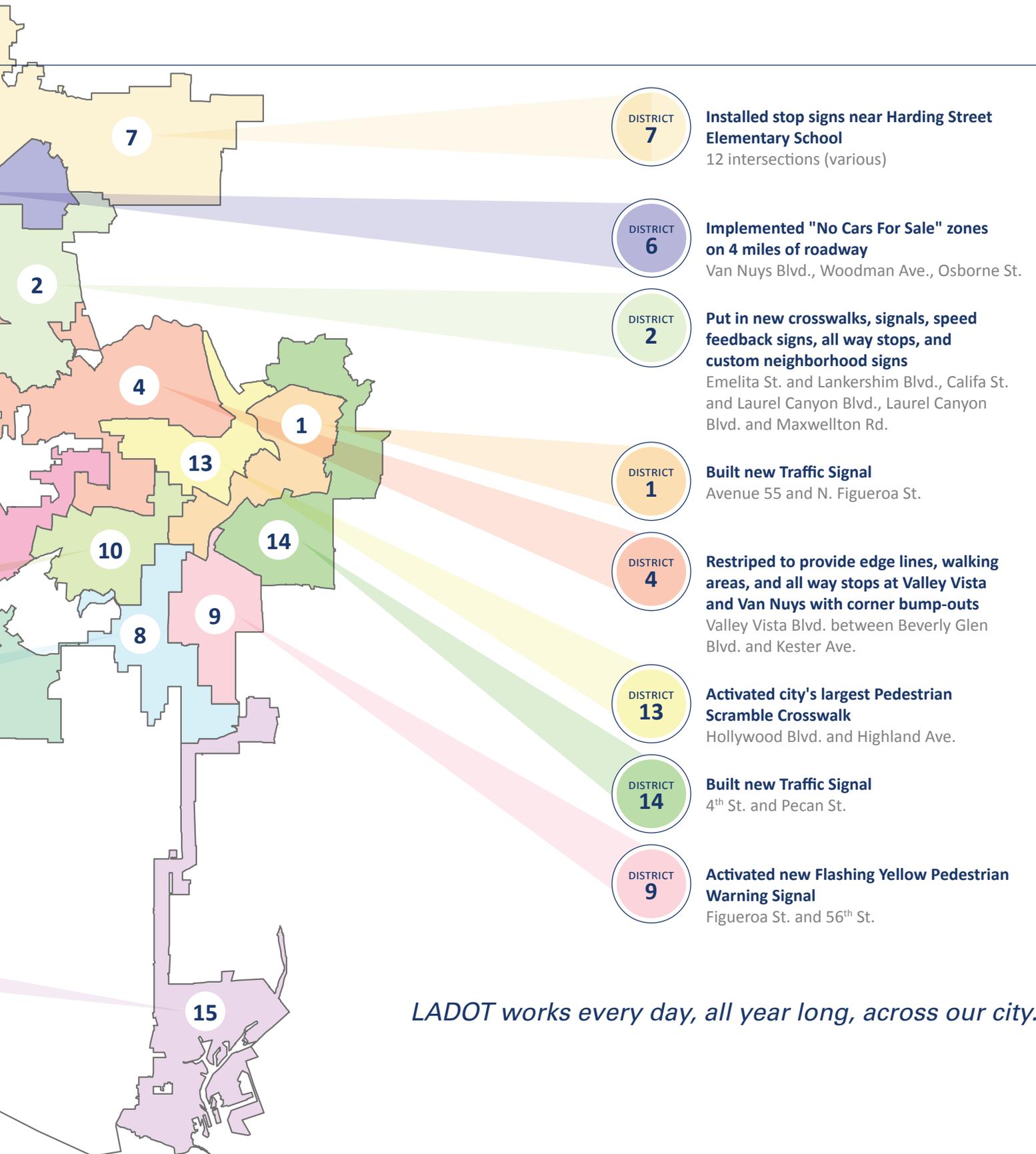
Western Ave. and 82<sup>nd</sup> St.



**Installed Angle Parking**

Watts Civic Center and Ted Watkins Memorial Park (Success Ave., E. Century Blvd., and E. 103<sup>rd</sup> St.)





- DISTRICT 7**

**Installed stop signs near Harding Street Elementary School**  
12 intersections (various)
- DISTRICT 6**

**Implemented "No Cars For Sale" zones on 4 miles of roadway**  
Van Nuys Blvd., Woodman Ave., Osborne St.
- DISTRICT 2**

**Put in new crosswalks, signals, speed feedback signs, all way stops, and custom neighborhood signs**  
Emelita St. and Lankershim Blvd., Califa St. and Laurel Canyon Blvd., Laurel Canyon Blvd. and Maxwellton Rd.
- DISTRICT 1**

**Built new Traffic Signal**  
Avenue 55 and N. Figueroa St.
- DISTRICT 4**

**Restriped to provide edge lines, walking areas, and all way stops at Valley Vista and Van Nuys with corner bump-outs**  
Valley Vista Blvd. between Beverly Glen Blvd. and Kester Ave.
- DISTRICT 13**

**Activated city's largest Pedestrian Scramble Crosswalk**  
Hollywood Blvd. and Highland Ave.
- DISTRICT 14**

**Built new Traffic Signal**  
4<sup>th</sup> St. and Pecan St.
- DISTRICT 9**

**Activated new Flashing Yellow Pedestrian Warning Signal**  
Figueroa St. and 56<sup>th</sup> St.

*LADOT works every day, all year long, across our city.*

# A Sustainable City For The Future



The Mayor's Sustainable City pLAN calls for LADOT to partner with City Departments and Metro to expand mobility options and strengthen a transit system that will support population growth over the next 20 years. Key initiatives include launching the GoLA trip planning app, which puts robust trip planning options in the palm of your hand, expanding LADOT's award-winning dynamically priced parking program, LA Express Park, and launching a bike share system in Downtown Los Angeles to support first and last mile trips to and from transit.

## SHARED MOBILITY

The new Mobility Division oversees the implementation and expansion of the city's bike sharing and carsharing programs, as well as the city's taxi program. It is organized to deliver goals set forth in the Mayor's Sustainable City pLAN, and the Great Streets for Los Angeles Strategic Plan.

The New Mobility Team, in partnership with Metro, launched bike share in Downtown Los Angeles, with over 700 bicycles across 61 stations. Installation of 11 stations and 300 bicycles ordered in the first phase are planned by July 2017. Future expansion of the program is in the works including Venice, Hollywood, and USC neighborhoods.

This fiscal year we charged ahead to prepare for the launch of an electric-vehicle carsharing program. The program will include 100 electric-vehicles and at least 100 electric vehicle charging stations. Station siting is expected to begin in the fall 2016.



- A. EV Charging Station**  
*Expanding access to on-street, at-curb EV chargers.*
- B. Mobility Choices**  
*Building a sustainable transportation system that gives people mobility options.*
- C. Green Taxis**  
*City taxi fleet is now at 80% "green": fuel efficient and low emission.*

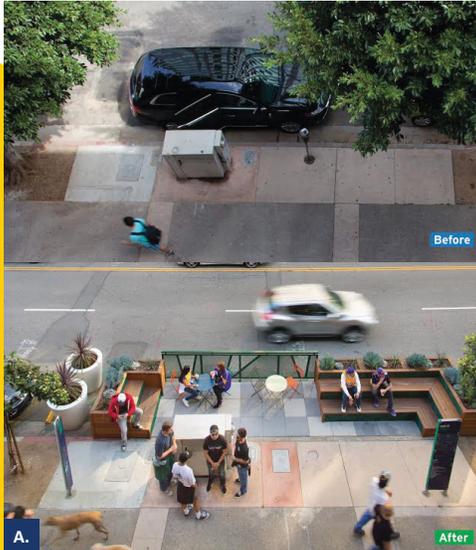
Providing comprehensive mobility choices requires strong alliances with key partners that share the same goal. We are partnering with the Department of City Planning and Metro to launch the Integrated Mobility Hub project. This will address first/last mile transit connections by creating mobility hubs that offer a seamless experience for transit riders. The hubs will incorporate the latest in technology, architecture, branding, and customer service. The Request for Proposal is expected to be released late summer 2016.

In light of the growth of ride-hailing apps like Uber and Lyft as new mobility options, the Taxi and Vehicle for Hire Group have overseen a citywide expansion of the City's Hail-A-Cab program and a reduction in franchise fees for taxicab companies.



70 BICYCLES ACROSS 61 STATIONS

# Safe, Organized, & Beautiful Streets



City streets play a big role in the fabric of everyday life. We champion the role of streets as public spaces and embrace the opportunity to bring arts, culture, economic development, sustainability, community empowerment, and public health into our design decisions.

Our Complete Streets commitment is to make our city a great place to work, live, and play by providing streets that are designed for everyone.

Vision Zero frames our work with the objective of achieving zero traffic deaths by the year 2025. The Safe Routes to School Strategic Plan focuses on reducing fatalities of children walking and bicycling to school.

This FY, our projects included new signals, left turn arrows, pedestrian and bicycle facilities, enhanced continental crosswalks, new pedestrian crossings, curb extensions, leading pedestrian intervals, bike boxes, mini-roundabouts, and many other safety features that make our streets great.

We partnered with the Department of City Planning to update the Mobility Element of the General Plan, Mobility Plan 2035, and to prepare the Complete Streets Design Guide. City Council adopted the NACTO urban street design guides as part of Mobility Plan 2035.

LADOT collaborated with the Mayor and other City departments on the Great Streets Initiative to improve neighborhood gathering places and encourage economic activity by revitalizing key community corridors.

We embarked on a pilot program, **Play Streets**, to help residents transform Los Angeles City streets into places for play, learning, and fun for all ages. We hosted demonstration Play Streets events in Boyle Heights, South LA, Watts, Pacoima, and Koreatown. We focused on neighborhoods without great access to parks, where people experience negative public health outcomes.



#### A. People St. → Hope St. Parklet

*A favorite public space for communities to gather.*

#### B. Bradley Ave. Plaza - Pacoima improvements

*A partnership to beautify the neighborhood.*

#### C. Play Streets

*Transforming Los Angeles City streets into places for play, learning, and fun for all ages.*

#### D. Los Angeles St.

*Biking made easy*

# Recognition of Outstanding Performers

The Transportation Committee and LADOT Management recognize our outstanding performers for their contribution to the City of Los Angeles and LADOT’s vision and mission.

The employees featured here are representative of our work force and they embody our core values. They each demonstrate a high level of dedication and commitment to their work by delivering high-end results through innovation, leadership, and teamwork.



G.



H.



A.



B.



I.



J.



O.



P.



Q.



R.

**A. AUGUST 2015**  
**Durrell Drumgold**, Traffic Officer,  
*Parking Enforcement and Traffic Control*  
 Traffic Officer Drumgold's professionalism and dedication are exemplified through his 21 years of perfect attendance and his willingness to help his community understand the traffic laws that govern them.

**B. AUGUST 2015**  
**Lon Soh**, Senior Systems Analyst I,  
*Administrative and Field Services*  
 Lon's strong sense of initiative led him to single-handedly fix several computer configuration issues, while continuing to provide excellent computer support for the whole department.

**C. SEPTEMBER 2015**  
**Corinne Ralph**, Chief of Transit Programs  
**Brian Lee**, Supervising Transportation Planner I  
**Julie Vazquez**, Transportation Planning Associate II  
**Michael Pascual**, Transportation Planning Associate II,  
*Mobility Management*  
 This team implemented a real time passenger information system on LADOT's fleet of DASH and Commuter Express buses, improving customer satisfaction and convenience for our transit services.

**D. OCTOBER 2015**  
**Lamar Barbre**, Traffic Officer,  
*Parking Enforcement and Traffic Control*  
 While on patrol, Lamar quickly responded to a distraught woman sitting precariously at the top of an overpass. His actions averted a tragedy and demonstrated the vital public safety role traffic officers provide.

**E. OCTOBER 2015**  
**Juan Montano**, Transportation Engineering Aide I  
**Dennis To**, Clerk Typist,  
*Mobility Management*  
 Juan and Dennis' teamwork and collaboration are essential to the department's sense of cohesion in its everyday operations. Juan has assumed the role of teacher to train newly hired aides and has marked every carshare space in the City. Similarly, Dennis is a highly sought out resource as a Clerk Typist in the department's clerical support unit.

**F. DECEMBER 2015**  
**Mark Corona**, Traffic Officer,  
*Parking Enforcement and Traffic Control*  
 Mark takes great pride in providing the utmost customer service to our constituents and has distinguished himself by consistently leading his peers in responding to service calls.

**G. DECEMBER 2015**  
**Lupe Sandoval**, Transportation Engineering Associate III, Active Mobility and Safety Implementation Section  
**Pedro Ayala**, Transportation Engineering Associate III, West Los Angeles Environmental Review  
**Don Schima**, Transportation Engineer, Major Construction Temporary Traffic Control, *Project Delivery*  
 Lupe, Pedro, and Don stand out for their exemplary leadership and for fostering excellence and collaboration among their peers. Their work led to the implementation of six Safe Routes to School and Active Transportation Program projects, cohesion within the department, and expertise at the Transit and Transportation Construction Management Committee.



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**H. JANUARY 2016**  
**Monique Browne**, Traffic Officer,  
*Parking Enforcement and Traffic Control*

Monique is recognized for her professionalism and conscientious approach to her duties. Her actions helped reunite a critical missing person with his family.

**I. JANUARY 2016**  
**Jonathan Patten**, Signal Systems Electrician,  
*Administrative and Field Services*

Jonathan's problem-solving attitude has helped ensure functions within his division receive the best coverage. He ensures the battery backup systems are inspected and is the sole trainer of new employees in the Central Yard.

**J. FEBRUARY 2016**  
**Brian Doherty**, Transportation Engineering Aide II,  
*Project Delivery*  
 Brian's dedication and commitment to collecting traffic data for the city's various studies and reports has earned him great respect throughout the Department.

**K. FEBRUARY 2016**  
**Uma Vyas, Sr. Accountant II**  
**Marilu De Vera, Sr. Accountant II**,  
*Administrative and Field Services*  
 Uma and Marilu are commended for their contributions toward keeping LADOT accountable to Angelenos. They delivered results for the Citywide Metro Rail program and increased the efficiency and accuracy of the books.

**L. MARCH 2016**  
**Chung-Ming Yen**, Transportation Planning Associate II  
**Tommy Melendez**, Equipment Specialist II,  
*Mobility Management*  
 Both Chun-Ming and Tommy play quiet but critical roles for the agency through ensuring Commuter Express, DASH, and Cityride are feasible and properly maintained.

**M. MARCH 2016**  
**Cortez Jones**, Senior Traffic Supervisor,  
*Parking Enforcement and Traffic Control*  
 Cortez consistently goes above and beyond the call of duty and is well-known for his unique problem-solving skills and the ability to respond quickly to emergencies.

**N. APRIL 2016**  
**Christine Mata**,  
 Emergency Preparedness Manager,  
*Parking Enforcement and Traffic Control*  
 Christine's 30 years of dedication and leadership has fostered a work environment that has consistently yielded favorable results. She proactively organized disaster preparedness training for our employees.

**O. APRIL 2016**  
**Belkis Del Valle**, Senior Management Analyst I  
**Nancy Bower**, Senior Management Analyst I,  
*Mobility Management*  
 Belkis and Nancy have proven track records of working collaboratively with various stakeholders to improve customer service levels to the parking public. Their efforts have contributed to revenue generation, improved parking signs, and installations of new state-of-the-art revenue control equipment.

**P. MAY 2016**  
**Sandra Herrera**, Transportation Associate III  
**Carlos Rodriguez**, Transportation Associate II  
**Susan Bok**, Supervising Transportation Planner I,  
*Project Delivery*  
 Sandra, Carlos, and Susan helped to ensure the successful completion of the Expo Line Phase 2 project that opened in May 2016.

**Q. MAY 2016**  
**Lt. Carl Jones**, *Parking Enforcement and Traffic Control*  
 Lt. Jones oversees the City's Crossing Guard Program and has consistently demonstrated a commitment to providing and maintaining a high quality of service to some of the most vulnerable members of our community — elementary school students.

**R. JUNE 2016**  
**Guillermo Villalpando**, Traffic Marking and Signs Superintendent,  
*Administrative and Field Services*  
 With over 20 years of experience, Guillermo excels as a supervisor because of his outstanding work ethic and his diligence in maintaining communication with various stakeholders, which consistently ensures that deadlines are met to secure public safety.

**S. JUNE 2016**  
**Stacy Arenas**, Accounting Clerk II,  
 Special Parking Fund Section,  
*Administrative and Field Services*  
 Stacy's excellent attitude translates to her ability to find simple solutions to complex problems in reconciliation work for meter revenue collections and big revenue parking lots alike.

# LADOT Factoids FY 2015–2016

## Vision

Los Angeles will have a transportation system that gives people choices to support a high quality of life and strong healthy communities, as well as continued prosperity and resilience for the region.

## Mission

LADOT leads transportation planning, design, construction, maintenance, and operations in the City of Los Angeles. We work together and partner with other agencies to improve safe, accessible transportation services and infrastructure in the city and region.

## Population

City of Los Angeles<sup>1</sup> 3.8 million

## Budget

Total City Budget	\$8,582,562,666
LADOT Operating Budget	\$154,636,217
Other LADOT Funding Sources	\$496,055,488
Total LADOT Budget	\$650,691,705
Total Direct Cost of Operations	\$405,338,231

## Employees

Full-Time/Part-Time/Total (Authorized)	1,517/563 <sup>2</sup> /2080
Filled/Vacant Positions (Actual)	1337/180
Traffic Officers	585
Part-Time Traffic Officers	100

## Streets

City of Los Angeles:	
Land Area	468 Square Miles
Streets	7,500 Miles
Freeways	181 Miles

## Parking Enforcement & Adjudication

Parking & Safety Violation Citations	2,431,894
Revenue from Citations	\$147,883,882.78
First Year Collection Rates	82.7%
Second Year Collection Rates	85.3%
Average Base Fine Amount of Citation	\$69.00
Average Fine & Penalty Amount of Citation	\$90.00
(Note: Average Figures Include County/State)	
Major Incidents & Emergencies Worked	4,318
Cars Impounded	79,913
Disabled Placard Enforcement Operations	676

Violations	Citations	% of Total	Fine
Street Cleaning	632,761	26%	\$73
Meter	535,233	22%	On \$63/Off \$58

Call to Pay/Contest a Ticket 24/7:	(866) 561-9742
Pay/Contest Tickets Online 24/7:	<a href="http://lacity-parking.org">lacity-parking.org</a>
Delinquent Tickets to be Considered a Scofflaw:	5

## Convenient Walk-In Centers to Pay for Tickets

**Downtown Public Service Center**  
312 W. 2nd St.,  
Los Angeles, CA 90012

**West Los Angeles Public Service Center**  
1575 Westwood Blvd., Suite 100B,  
Los Angeles, CA 90024

**Mid-Wilshire Public Service Center**  
3333 Wilshire Blvd., Suite 3337,  
Los Angeles, CA 90010

**Van Nuys Public Service Center**  
6309 Van Nuys Blvd., Suite 103,  
Van Nuys, CA 91401

## Signals

Automated Traffic Surveillance and Control (ATSAC) Traffic Signals	4,584
Flashing Beacons	97
At-Grade Rail Crossings with Active Controls (Traffic Signals)	160

## Parking and Meters

Meter Revenue	\$59.1 Million
On-Street Total Metered Spaces	34,625
On-Street Card & Coin Spaces	33,339
On-Street Pay Station Spaces	1,286
Off-Street Total Metered Spaces	2,368
Off-Street Card & Coin Spaces	490
Off-Street Pay Station Spaces	1,878
Total Metered Spaces (On & Off-Street)	36,993
Off-Street Parking Facilities	118

Type	Operated	Non	Total
Structures	12	1	13
Lots	11	94	105
Total	23	95	118

Preferential Parking Districts	150
Charge for a Permit (Annual/Visitor)	\$34/\$22.50
Total Revenue	\$3.5 million

## Field Crews

Traffic Control Devices	Installed FY 15–16
Signs	52,422
Pavement Markings	20,374
Miles of Painted Curb Zones	390
Miles of Striping	1,326
Temporary Sign Postings & Removals	646,724

## Transit

Vehicles in LADOT Transit Fleet	357
DASH	209
Commuter Express	104
Cityride	44
Downtown DASH Routes	5
Community DASH Routes	26
Commuter Express Routes	14
Second Largest Public Transit Operator in LA County	
Revenue Hours (FY 15 Audit)	937,495
Trips a Year (FY 15 Audit)	23.9 million
Rider Satisfaction Rate (Surveys 2014)	89%
Cityride Clients	120,000
DASH Fare:	50¢ per One Way Trip 25¢ for Seniors/Disabled
Stored Value on Tap Card:	35¢ per One Way Trip for Students/Regular 15¢ for Seniors/Disabled
Commuter Express Fare:	\$1.50-\$4.25 per Trip 75¢-\$2.10 for Seniors/Disabled

For more information visit [ladottransit.com](http://ladottransit.com)  
or call (213, 310, 323, 818) 808-2273

## Special Traffic Operations

Average Number of Annual Large Special Events	115
Average Number of Major Venue Events	250

## Vehicle Safety

Registered Vehicles in LA County <sup>3</sup>	7,533,131
Traffic Collisions, LA City (2014)	31,614
Fatal Injuries, LA City (2014) <sup>4</sup>	194

**District Offices**

Total Service Requests Received FY 15–16	17,265
Total Service Requests Closed FY 15–16	16,803

Locations	Council Districts Covered
Central	1,9,14
Contact: <a href="mailto:LADOT.CentralDistrict@lacity.org">LADOT.CentralDistrict@lacity.org</a>	
Hollywood-Wilshire	4,10,13
Contact: <a href="mailto:LADOT.HollywoodDistrict@lacity.org">LADOT.HollywoodDistrict@lacity.org</a>	
Western	5,11
Contact: <a href="mailto:LADOT.WesternDistrict@lacity.org">LADOT.WesternDistrict@lacity.org</a>	
Southern	8,15
Contact: <a href="mailto:LADOT.SouthernDistrict@lacity.org">LADOT.SouthernDistrict@lacity.org</a>	
East Valley	2,4,5,6,7
Contact: <a href="mailto:LADOT.EastValleyDistrict@lacity.org">LADOT.EastValleyDistrict@lacity.org</a>	
West Valley	3,5,6,12
Contact: <a href="mailto:LADOT.WestValleyDistrict@lacity.org">LADOT.WestValleyDistrict@lacity.org</a>	

**Taxicab & Franchise**

Total Permits Issued/Processed	6,365
Authorized Taxicabs	2,361
Taxicab Companies	9
Taxicab Franchise Fees	\$2,999,112
Percentage of Green Taxicabs	80%
Non-Emergency & Vehicle-for-Hire Companies	217
Vehicles-for-Hire (Incl. Non-Emergency Ambulance)	1,517
Service Fees for Vehicle-for-Hire Collected	\$2,237,301
Bandit Taxi Arrests	563
Bandit Taxicab Impounds	487
Pipeline Companies	46
Pipeline Franchise Fees	\$4.9 million
Gas Co. Franchise Revenue	\$15.4 million
SCE Franchise Revenue	\$237,000

**Bikes**

Type	FY 15–16	Total
Bike Lanes	8.84	771.16
Separated Bike Lanes/Cycle Tracks	1.0 <sup>5</sup>	2.00 <sup>5</sup>
Bike Paths	6.50	125.96
Sharrows Route	0.80	155.38
Neighborhood Friendly Streets	0	1.60
Bike Routes	0	135.82
Total Lane — Miles <sup>6</sup>	16.14	1,189.92

**Pedestrians**Pedestrian & Bike Collisions by Severity<sup>7</sup>

Injury Type	Ped. % of		Bike % of		ALL Crashes
	Peds	All Modes	Bikes	All Crashes	
Fatal	88	46%	10	5%	187
Severe	312	31%	113	11%	1,004
Other Injury	1,035	17%	1,108	18%	6,220
Complaint of Pain	1,193	9%	963	8%	12,562
Prop Damage Only					13,808
<b>Total</b>	<b>2,625</b>	<b>13%</b>	<b>2,194</b>	<b>11%</b>	<b>19,973</b>

**Crosswalk Inventory**

Crosswalk Type	School	General	Total
Uncontrolled With Flashing Beacons	50	62	112
Uncontrolled Without Flashing Beacons	139	366	505
<b>Total</b>	<b>189</b>	<b>428</b>	<b>617</b>

**Capital Projects**

Capital Projects	137
Projects in Pre-Design/Design Phase	85
Projects in Right-of-Way Phase	3
Projects in Bid & Award Phase	8
Projects in Construction/Post Construction Phase	41
Budget of Capital Projects	\$406,875,000

**Major Transit Projects**

Construction Support	Miles
Regional Connector	1.9 miles
Crenshaw LRT	8.5 miles
Purple Line Ext.	9.0 miles
<b>Total</b>	<b>19.4 miles</b>

**Measure R Project Status**

→ Exposition LRT Phase II	Completed
→ Purple Line Subway Extension	Construction
→ Regional Connector Subway	Construction
→ ESFV Transit Corridor	Draft EIR
→ Green Line — LAX	Draft EIR
→ SFV I-405 Corridor	Planning Study
→ Crenshaw Light Rail	Construction

**Planning**

Traffic Study Reviews	173
Building Permit Signoffs	549
Driveway Permit Signoffs	236

## Major Projects:

- Mobility Plan 2035
- Westside Mobility Study
- 2016 SCAG Regional Transportation Plan/ Sustainable Communities Strategy
- Expo Line Neighborhood Transit Plan
- 7th Street Streetscape Plan
- Union Station Master Plan
- California High-Speed Rail Project
- Baldwin Hills/Crenshaw Plaza Redevelopment
- Academy Museum of Motion Pictures Project
- Los Angeles Football Club Stadium
- Palisades Village Redevelopment
- Miracle Mile & La Brea Hancock Park Neighborhood Traffic Management Studies
- LAX Land Access Modernization Project
- LAX Airport Metro Connector
- Lincoln Boulevard (SR1) Bridge Project Report
- Westfield Village Project at Topanga
- NOHO West Mixed-Use Development

1 Source: U.S. Census Bureau

2 Estimated Figure

3 Source: CA DMV (2015)

4 Source: SWITRS

5 Included in bike lane total

6 A lane-mile denotes distance for one direction of travel.

7 SWITRS Data, 5-Year Average (2010–2014), 2014 data is provisional

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# LADOT is Rethinking Mobility

## New Technology and Service Delivery Models are reshaping Mobility.

### OUR STRATEGY

Los Angeles is a culturally rich urban metropolis that has captured the imagination of millions of creative, tech-savvy, and diverse populations from around the world. With projected growth in the region over the next generation, Los Angeles must offer the right infrastructure or its roads will come to a standstill. Our streets are our largest public asset as they occupy 15 percent of Los Angeles’ total land area and serve as our city’s circulatory system. Several trends in transportation technology make it easier to maximize limited resources to improve capacity, enhance customer experience, and make our public right-of-way safer for all of us.

*Urban Mobility in a Digital Age* is a transportation technology strategy designed to build on the success and innovation of the City of Los Angeles and LADOT as regulator and transportation service provider in a complex and evolving ecosystem of public and private services. LADOT must be a platform for mobility innovation to support existing and future transportation mode options and provide data, mobility, and infrastructure as a service to all Angelenos.

### OUR METHODOLOGY



### Our Vision

The City of Los Angeles, like most large cities, faces many transportation challenges. In response, our policymakers have established several transportation policy goals. The City aims to increase mobility, keep people safe no matter how they travel, and improve air quality by decreasing congestion. With the rapid rise of technology in transportation, LADOT will deploy and support an ecosystem of advanced technologies to promote these policies and create truly great streets for all Angelenos. To enable this transition, LADOT must evolve into a platform for transportation innovation to ensure the success of three primary service goals: data, mobility, and infrastructure.

**Data as a service** is the rapid exchange of real-time conditions and service information between service providers, customers, and the supporting infrastructure for greater system efficiency and improved experience.

**Mobility as a service** centers around the customer; it offers people access to a suite of transportation mode choices and payment to simplify their trip through their smart

phone. **Infrastructure as a service** is the idea that the use and access of public infrastructure should be subject to pay-as-you-go user fees that more closely align the costs associated with providing the infrastructure itself to how the infrastructure is being used.

The strategy focuses on shared mobility and automated vehicles as technologies. It has the potential to not only relieve congestion in a growing region, but can help make our public right-of-way safer and more efficient for Angelenos traveling by all modes. This strategy defines policy recommendations as well as short and long term actions to promote better coordination and collaboration across an increasingly more complex mobility marketplace. *Urban Mobility in a Digital Age* also defines several pilot initiatives to demonstrate new technologies in the field, collect feedback from Angelenos, and better understand how new tools and services can help meet the mobility needs of our community.

# Special Events



## MAYOR'S GREAT STREETS HIGHLIGHTS LADOT'S WORK

### LADOT Keeps People Moving Forward in Los Angeles.

Los Angeles is a vibrant city and host to countless public events each year. LADOT helped Angelenos get to over 2000 special events under the leadership of our Special Traffic Operations (STO) and the diligent work of our Engineers, Traffic Officers, and Field Crew in coordination with our sister agencies. STO also responds to emergencies and disasters that impact the City by safely closing miles of public streets, setting up temporary detours, controlling traffic signals at affected intersections, and coordinating with numerous public and private agencies to make sure Angelenos keep moving forward safely.



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#### A. CicLAvia

*CicLAvia turns streets into temporary park spaces to walk, roll, bike, run, skate, and play.*

#### B. Space Shuttle ET-94 Tank

*Hundreds of LADOT personnel assisted in Space Shuttle ET-94 Tank's 21 hour, 16.2 mile trek to the California Science Center.*

#### C. L.A. Marathon

*Our streets are a place for people from all over the globe to come together.*

#### D. Temporary Pedestrian Scramble

*'Pop-Up' Scramble Crosswalk with piano key motif at Crenshaw Blvd. and Florence Ave. helps envision the future.*

#### E. Temporary Street Transformation

*Mar Vista 'Pop-Up' draws crowds of enthusiastic neighbors to reclaim their streets.*

#### Challenge Grant

In 2015, Great Streets launched and implemented a groundbreaking grant program to empower communities to lead in developing a vision for their great streets. Eight selected teams raised over \$90,000 in crowd funds, which was matched with \$150,000 in City funding to support eleven temporary street transformations. LADOT made each transformation possible by providing technical consultation and operational support for the various teams to deploy one pop-up pedestrian scramble, four pop-up bike lanes, and seven pop-up parklets. These transformations will guide future long-term improvements on [Great Streets corridors](#).

#### Targeted Safety Improvements

LADOT delivered a number of key safety improvements along [Great Street corridors](#), including the City's first painted curb extensions, a pilot project to improve pedestrian safety along Cesar Chavez Ave., new traffic signals along Van Nuys Blvd. in Pacoima and North Figueroa St. in Highland Park. Western Ave. in Koreatown received 17 new continental crosswalks to complement five murals and four utility cabinet art projects.

#### Project Development

Thanks to LADOT leadership and staff support, new safety and mobility improvements are in development along six additional corridors, with five set for construction in the next 12 months.



**Eric Garcetti, Mayor**

**Mike Feuer, City Attorney**

**Ron Galperin, City Controller**

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**David E. Ryu, Council District 4**

**Paul Koretz, Council District 5**

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