



Board Report

File #: 2023-0701, **File Type:** Contract

Agenda Number: 9.

**PLANNING AND PROGRAMMING COMMITTEE
JANUARY 17, 2024**

SUBJECT: PARKING ENFORCEMENT SERVICES

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to execute a five-year, firm-fixed-price Contract No. PS104041-2000 to SP Plus Corporation for parking enforcement services in the amount of \$6,446,435, subject to resolution of any properly submitted protest(s), if any.

ISSUE

Metro’s Parking Management unit operates 89 park-and-ride facilities across Los Angeles County, as well as the parking facilities at Union Station. Effective and consistent parking enforcement is necessary to ensure that parking spaces are used appropriately and that all other parking regulations are followed. Proper parking enforcement maximizes the available spaces for transit riders and addresses non-transit parking space usage. The current parking enforcement contract will expire on March 31, 2024, and a new contract needs to be awarded to continue parking enforcement services.

BACKGROUND

Parking enforcement services play a crucial role in the Parking Management Program. They help maintain a balance between the demand and supply of parking spaces by enforcing parking regulations. Without enforcement, parkers may disregard parking rules, and the management of parking facilities may become inefficient. Prior to the pandemic, the parking enforcement services issued over 20,000 citations annually. Up to the date of 2023, 11,732 actual citations and 1,102 warnings were issued. This does not include any parking enforcement on Micro-Mobility Vehicle (MMV) parking or any enforcement services at Union Station parking facilities. The citation issuance trend also continues to recover each month.

In September 2017, parking enforcement services were transferred from Metro Transit Security to Metro’s Parking Management unit, and the duties were transitioned from the Los Angeles Sheriff’s Department to non-sworn officers through a contract for parking enforcement services. This arrangement allows law enforcement officers to prioritize safety and security at Metro facilities while unarmed non-sworn officers focus on parking management. As part of the transition process, a five-year contract for parking enforcement services was executed on November 1, 2017. The current enforcement contract will expire on March 31, 2024. Therefore, a new contract is necessary to

continue to provide parking enforcement services.

MMVs, such as e-scooters and dockless bicycles, are a newer mode of transportation that relies on GPS-enabled smartphone applications for communication and tracking by both the operators and users. The use of MMVs as a first-last mile connection has become increasingly popular throughout the County. However, given the dockless model of MMVs, these vehicles are sometimes parked in ways that impede access, such as blocking sidewalks or entryways. As a result, enforcement services are necessary to regulate the placement and parking of MMVs on Metro facilities.

DISCUSSION

Parking Management's approach to parking enforcement focuses on mission over profit. While fiduciary responsibility is important, parking management at Metro also aims to educate the public and transit patrons on proper parking etiquette by issuing warnings and citations. Warnings offer patrons a notice of violation without a monetary fine, while citations have a financial penalty associated with the issuance. This educational approach has resulted in an increased compliance rate, resulting in a decrease in the number of warnings issued. In 2019, 13.6% of violations issued were warnings; this number decreased to 8.1% in 2023 (data available through October). In 2019, the paid parking locations had a compliance rate of 61%, compared to 96% in 2023. Furthermore, the percentage of contested citations that were dismissed decreased from 42% in 2018 to approximately 10% in 2023. This improvement was a result of issuing accurate citations and educating parkers on the regulations. These trends are a testament to the success of the parking enforcement program.

The identification and removal of abandoned vehicles from Metro facilities are significant parts of Metro's parking ordinance and parking enforcement services. By utilizing innovative solutions, the parking enforcement contractor can track such vehicles and remove them when necessary. Prior to the vehicle removal process, parking enforcement officers will inform the vehicle owner of non-compliance by issuing citations and notices before any actual removal takes place. This process provides the owner ample opportunity to remove the vehicle themselves. For vehicles that remain, Metro staff is responsible for providing towing authorization to the contractor before any vehicles are removed from any Metro Facilities. The adopted LACMTA Administrative Code Title 8 - Metro Parking Ordinance, Chapter 8-11 (Attachment A), governs the causes and regulations on vehicles removal. Metro is authorized to remove, tow or impound vehicles and vehicles other than automobiles in accordance with California Vehicle Code section 22650 et seq. As a result, the parking enforcement contract has removed 432 abandoned vehicles from Metro facilities since 2019. Fewer than 30% of the vehicles initially cited for towing are towed, with the remaining 70% removed by their owners after being notified. Consistent monitoring of parking facilities by the contractor ensures that our lots remain free of abandoned vehicles, thus increasing safety and ensuring that more parking spaces are available to transit riders.

During the COVID-19 pandemic, the parking enforcement team performed a vital role in monitoring and regulating Metro facilities. As parking occupancy had drastically dropped at all locations, the parking enforcement officers took this opportunity to report vehicle occupancy and identify encampments and abandoned vehicles. This information was gathered and relayed to Metro's

homeless outreach teams so that appropriate services could be offered to those in need. This practice continues post-pandemic.

The parking enforcement services contract allows a single contractor to perform enforcement operations across inter-jurisdictional boundaries without depending on multiple municipal agencies. Metro parking enforcement officers can operate on all properties and rights-of-way governed by LACMTA Administrative Code Title 8 - Metro Parking Ordinance, whether the facility is Metro-owned, leased, or contracted, such as with State-owned properties.

Micro-Mobility Vehicle Regulation

To ensure the safety of transit patrons at Metro stations, it is vital to regulate the parking of MMVs through an organized parking management system. MMVs have been observed parked at approximately thirty Metro stations and along transit corridors. These vehicles are sometimes parked in ways that obstruct access to disabled parking, pedestrian pathways, or fare gates, and MMVs have even been abandoned on transit station platforms. In the first three months of the MMV pilot program, a total of 616 violations were observed at Metro facilities.

Enforcement measures are necessary to address safety concerns and regulate the parking of MMVs. Under the new contract, parking enforcement officers will monitor designated MMV parking locations and the surrounding Metro property to regulate MMV parking behavior. Enforcement actions will include notification and citation issuance to MMV companies, or removal of MMVs as necessary to ensure safety and compliance. Violation data will be shared with MMV operators to improve the parking behavior of its users.

DETERMINATION OF SAFETY IMPACT

The parking enforcement contractor provides essential services to enhance the safety of transit patrons who use Metro transit parking facilities. The regular presence of parking enforcement officers helps reduce and discourage illegal and unsafe activities on Metro property. By effectively responding to situations as they arise, the officers can promptly notify Metro staff, which contributes to a safer environment for everyone.

The contract will also include the regulation of MMV parking. By correcting unsafe MMV parking behavior, parking enforcement officers ensure that vehicles will be parked in an organized manner and enhance station accessibility. Any violations will be promptly corrected by relocating or removing these vehicles. The service will be monitored for compliance with the safety rules of the MMV program.

FINANCIAL IMPACT

The estimated operating cost for the duration of the five-year contract is \$6,446,446. Based on an average automobile parking citation fee of \$56.00 and a projection of 18,500 parking citations to be issued for 2024, the program can potentially generate approximately \$1,030,000 in citation revenue per year, which offsets the majority of the enforcement operating costs. The remaining costs will be funded by Proposition C 25%, which is not eligible for bus and rail operating costs.

Impact to Budget

The contract cost is included in the Parking Management unit's FY 24 annual operating budget in Cost Center 3046, under Account 50316, Project 308001, and Task 01.01 for Professional and Technical Services. The contract award does not require any budget amendment. This is a multi-year contract so the cost center manager and Chief Planning Officer will be responsible for budgeting for future costs in future years.

EQUITY PLATFORM

Enforcing parking regulations is crucial to prevent the misuse of disabled parking spaces meant for transit patrons with disabilities. Parking enforcement officers are attentive not only to the parking spaces but also to the hatched areas that allow for van-accessible vehicles to park without obstruction. These officers work diligently to ensure that these areas remain clear and available for disabled parkers.

Furthermore, as a new addition to parking enforcement, MMV regulation guarantees that pathways and walkways designated for individuals with disabilities are kept clear from any improperly parked MMV. Metro will have a zero-tolerance policy for any vehicle obstructing pedestrian and wheelchair pathways and will promptly remove the MMV in question.

Efficient parking enforcement is crucial to ensure that parking resources are available for transit-dependent commuters and are not misused by poachers in equity-focus communities. Before the introduction of parking enforcement, there was a high incidence of parking misuse at Metro facilities, with non-transit parkers and even vendors occupying the spaces. The enforcement team will continue to monitor, cite, and remove those who violate the parking regulations at Metro facilities to properly correct parking behavior.

Lastly, while citations may be issued to vulnerable populations, Metro Transit Court offers financial assistance for citation payments through installment payment plans and community service.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This recommendation supports Metro's strategic plan goals:

1. Provide high-quality mobility options that enable people to spend less time traveling.
2. Deliver outstanding trip experiences for all users of the transportation system.

Parking facility overcrowding is a significant issue for transit patrons, especially when non-transit patrons occupy the parking spaces. Parking enforcement is crucial in managing parking demand and regulating parking spaces. When parking spaces are appropriately regulated, transit patrons can easily find a parking spot, which reduces their travel time and enhances their trip experience. The same holds for MMVs' parking regulations at the stations, where specific areas are designated for MMV parking. When MMVs are parked outside these designated areas, it leads to overcrowding and safety hazards, making the transit patrons' experience less than satisfactory. Therefore, parking

enforcement is essential to create a better environment for transit patrons, making their transit experience safe, enjoyable, and smoother.

ALTERNATIVES CONSIDERED

The Board has the option to choose not to authorize the award of a parking enforcement contract, but it is not recommended. If a new parking enforcement contract is not authorized, Metro will lose critical control over the systemwide parking facilities. The enforcement services play a crucial role in successfully operating the parking management program by ensuring that parkers follow the policies adopted in Metro's Administrative Code Title 8. Parking enforcement is integral to the Supportive Transit Parking Program (STPP) Master Plan and the long-term parking management strategy to effectively manage Metro's parking resources.

Furthermore, if the Board decides not to authorize the award of the contract, Metro will have the additional negative consequence of not being able to enforce MMV parking at transit stations. Unsafe MMV parking causes public safety issues by obstructing platforms, tracks, and disabled pathways. If the Board chooses to maintain the current situation, these safety concerns will persist.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. PS104041-2000 with SP Plus Corporation for parking enforcement services.

ATTACHMENTS

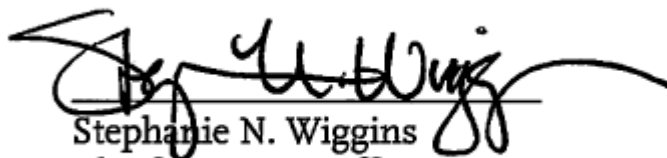
Attachment A - LACMTA Administrative Code Title 8 - Metro Parking Ordinance

Attachment B - Procurement Summary

Attachment C - DEOD Summary

Prepared by: Stacie Endler, Sr. Manager, Transportation Planning, (213) 547-4209
Shannon Hamelin, Sr. Director, Transportation Planning, (213)547-4210
Frank Ching, Deputy Executive Officer, (213) 922-3033
Avital Barnea, Senior Executive Officer, (213) 547-4317
Debra Avila, Deputy Chief Officer, Vendor/Contract Management,
(213) 418-3051

Reviewed by: Ray Sosa, Chief Planning Officer, (213) 547-4274



Stephanie N. Wiggins
Chief Executive Officer