



Joint Labor-Management Committee Commute Options & Parking **COMMITTEE REPORT 23-06**

Date: April 13, 2023
To: JLMC-COP
From: Staff
Subject: Projects and Activities Report

| JLMC-COP Members | |
|--|--|
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| Employee Organization Secondary Members | |
| Charley M. Mims, LAPMA | |

DISCUSSION:

Following are COMMUTEwell Program project and activity updates from January to March 2023.

A. Operational Updates

Human Resources and Payroll (HRP) Project Update

The City is currently working with a new service provider, Workday, to implement a new payroll system to replace the City’s current system, PaySR. The human resources (HR) component of the system is already live and the payroll component (which includes the benefits functionality) is scheduled to go live at the end of this year. The HR component of the project had a moderate impact on the Employee Benefits Division, however, the payroll component will have a significant impact on all of the Division’s programs, including the COMMUTEwell Program. Workday’s data and process model is substantially different from PaySR’s. COMMUTEwell staff are deeply involved in the configuration, testing, and implementation of the new system to ensure it meets the needs of the program. The project has generally moved past the design phase and is undergoing extensive testing. Employee Benefits Division staffing resources have been directed toward testing, straining staff’s capacity to take on additional program-related work. As the HRP project draws closer to the target implementation date, it’s expected that staffing resources allocated toward testing will only increase.

End of Free Parking at Piper Tech and City Hall

Near the start of the COVID-19 pandemic, the Mayor directed the Department of General Services (GSD) to allow City employees to park at certain GSD-managed parking locations free of

charge. As COVID-19 cases have diminished and the City returns to normal operations, GSD has begun phasing out free parking availability. On January 1, 2023, free parking ended at Piper Technical Center, and on March 13, 2023, free parking ended at City Hall East. COMMUTEwell staff have worked closely with GSD to maximize available employee parking at both locations. At Piper Tech, GSD is undergoing an effort to free up spaces for City fleet and employees. At City Hall East, COMMUTEwell has begun issuing “provisional” parking permits (regular seniority parking permits that can be rescinded if employees return en-masse to civic center offices and there is insufficient garage capacity). Provisional seniority permits are administered consistent with the Special Parking MOU, meaning that they 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 COMMUTEwell staff how many provisional parking permits the garage can accommodate. To that end, staff has cleared the waitlists for all other permit types at City Hall East: upper management, carpools, and electric vehicles. COMMUTEwell staff issued 637 parking permits during this quarter and 306 were for the City Hall East parking garage.

COMMUTEwell Incentive Utilization

The table below provides an overview of quarterly COMMUTEwell incentive utilization by quarter from the first quarter of 2022 through the first quarter of 2023. The first quarter of 2023 saw a 3.8% increase in incentive program participation resulting in a 5.9% increase in incentive expenditures. Although participation trended upward, bike/walk to work program participation decreased slightly, potentially driven by inclement weather. The data below shows a steady upward trend in program participation and expenditures, with the most notable increase in the third quarter of 2022 when the increased transit incentive was approved by the JLMC-COP. Although program participation has increased in recent quarters, participation still significantly lags behind what it was immediately before the pandemic in 2019. The first quarter of 2020 had more than double the expenditures and three times the participation (\$388,971 expended / 3,316 participating employees). Staff will continue to provide this and other data to the JLMC-COP at its regular quarterly meetings.

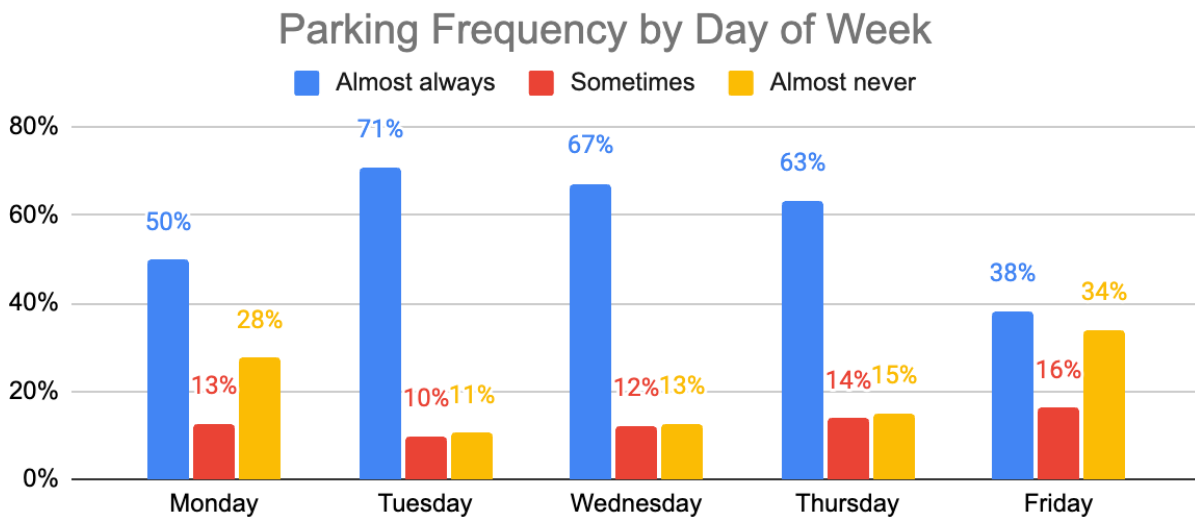
| Quarter | Bike/Walk Participants | Bike/Walk Cost | Transit Participants | Transit Cost | Total Participants | Total Cost | Average Cost Per EE |
|---------|------------------------|----------------|----------------------|--------------|--------------------|------------|---------------------|
| 2023 Q1 | 54 | \$16,700 | 984 | \$173,260 | 1,038 | \$189,960 | \$183 |
| 2022 Q4 | 67 | \$19,650 | 933 | \$159,801 | 1000 | \$179,451 | \$179 |
| 2022 Q3 | 57 | \$7,750 | 826 | \$110,189 | 883 | \$117,939 | \$134 |
| 2022 Q2 | 35 | \$4,950 | 595 | \$55,778 | 630 | \$60,728 | \$96 |
| 2022 Q1 | 33 | \$5,450 | 591 | \$79,289 | 624 | \$84,739 | \$136 |

B. Communications and Customer Service

Parking Survey

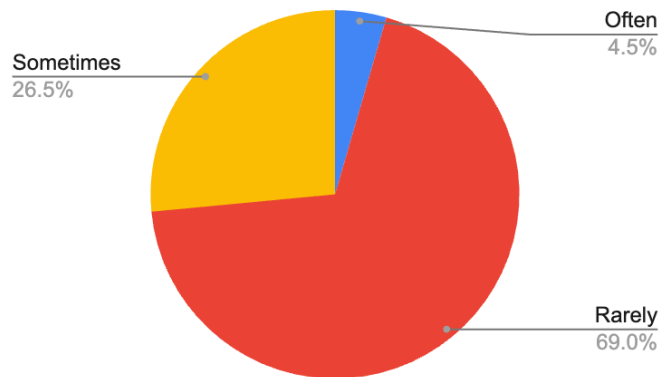
When employees are added to the seniority waitlist, they are automatically sent a confirmation email that provides them with an anonymized tracking number so they can see their placement on the waitlist via the COMMUTEwell website (<https://lacommutewell.com/waitlists>). In that email, employees are provided an overview of public transportation incentives available to them, and information about parking at private lots. Employees are also provided a voluntary survey to collect information about their anticipated parking patterns. This information could be useful for the JLMC-COP in contemplating future parking program enhancements. The survey was distributed in January of this year. Thus far, 246 employees have completed the survey.

The table below shows employees' anticipated parking schedule by day of the week. The results of the survey generally substantiate what one might expect with Tuesday through Thursday being the most frequent days employees physically travel to their worksites.



The survey asked how often the employee's schedule changed. The options were: (a) Often (each month could be different); (b) Rarely (stays the same for at least one year); or (c) Sometimes (a few times each year). 69% of employees responded that their schedule rarely changed, and the remainder indicated it changes at least a few times per year.

How often does your schedule change?

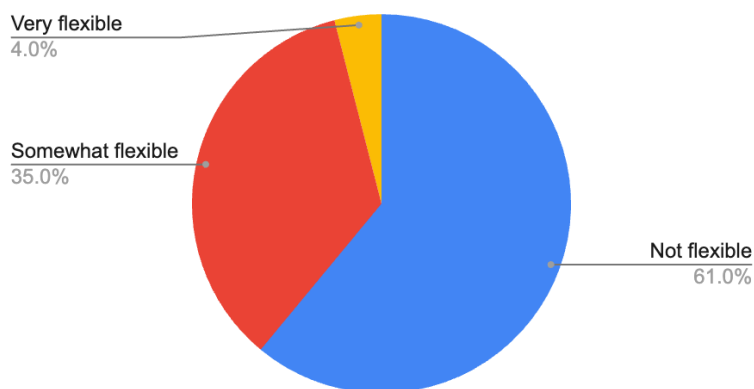


Employees were further asked how flexible their schedules were when it came to days they commute to the office. They were given the following options:

- Not flexible - It is set by my department management or supervisor.
- Somewhat flexible - I can request which days I commute to my work site.
- Very flexible - I can generally choose which days I commute to my work site.

61% of employees responded that their schedules are not flexible, and the remaining 39% indicated that their schedules are either somewhat or very flexible.

How flexible is your schedule?



Because the survey is sent to employees on an ongoing basis, the data set will grow and staff will be able to parse additional insights based on employee demographic information (department, job classification, work site, etc.). As that occurs, staff will share those findings with the JLMC-COP.

Employee Benefits Office

When the Employee Benefits Office re-opened for in-person service, the COMMUTEwell Program adopted an online appointment system. Initially, appointments were an important way to limit the number of people in the office at a given time. But they have also become

instrumental in managing workloads and preparing for employees ahead of their appointment, making for a more efficient and positive customer service experience. With the end of the free parking availability at City Hall and the surge in additional permit issuance, this quarter saw a marked increase in appointments. In the fourth quarter of 2022, 130 appointments were taken while there were 424 appointments taken this quarter. 212 of those appointments were during the month of March alone. Although appointments are strongly encouraged, the COMMUTEwell office also accepts walk-ins. There are usually as many walk-ins as there are appointments.

While appointments are just one avenue for employee support, they are a helpful barometer for identifying trends in customer service activity. The COMMUTEwell website activity significantly increased during this quarter compared to the prior quarter. Unique visitors increased from 4,8432 to 12,777 (164% increase) and page views increased from 39,899 to 15,841 (152% increase). Email traffic also increased significantly over the prior period going from a total of 6,080 total emails sent and received in the fourth quarter of 2022 to 12,733 emails sent and received during this quarter (109% increase).

To manage the increased program activity, the Employee Benefits Division management has cross-trained staff in other sections to assist the COMMUTEwell Program on an interim basis. Additionally, the Personnel Department's request to hire a full-time COMMUTEwell Administrative Clerk via the Targeted Local Hire program was recently approved by the City Council adding more assistance for the administration of the COMMUTEwell Program.

Submitted by:



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Approved by:



Paul Makowski, Chief Management Analyst