



Joint Labor-Management Committee Commute Options & Parking **COMMITTEE REPORT 24-05**

Date: January 11, 2024
To: JLMC-COP
From: Staff
Subject: Projects and Activities Report

JLMC-COP Members	
Employee Organization Primary Members	
Charles Leone, SEIU, Chair	
Leticia Gonzalez, AFSCME, Second Prov. Chair	
Billy Brockway, LAPCOA	
Esteban Lizardo, LIUNA	
Management	
Jay Kim, LADOT, Vice-Chair	
Patricia Huber, CAO, First Prov. Chair	
Paula Dayes, Personnel	
Emily Mayeda, GSD	
Employee Organization Secondary Members	
Charley M. Mims, LAPMA	

DISCUSSION:

Following are COMMUTEwell Program project and activity updates from October to December 2023.

A. Operational Updates

Human Resources and Payroll (HRP) Project Update

The City is continuing its work with the new service provider, Workday, to implement a new payroll system and 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) was scheduled to go live at the end of the year but has been delayed for an additional six months until June 16, 2024. The upcoming payroll component will have a significant impact on the COMMUTEwell Program, and as such, COMMUTEwell staff are deeply involved in the configuration, testing, and implementation of the new system to ensure it meets the needs of the program. In addition to preparing the system for implementation, COMMUTEwell staff will receive training in anticipation of the new system to ensure services are not interrupted when the transition occurs.

COMMUTEwell Incentive Utilization

The table below provides an overview of quarterly COMMUTEwell incentive utilization by quarter from the first quarter of 2022 through the fourth quarter of 2023. The fourth quarter saw a minor decrease in utilization compared to the previous quarter, but staff expects utilization to continue trending upward in future quarters.

Quarter	Bike/Walk Participants	Bike/Walk Cost	Transit Participants	Transit Cost	Total Participants	Total Cost	Average Cost Per EE
2023-Q4	75	\$21,600	1,109	\$189,102	1,183	\$210,702	\$178
2023-Q3	78	\$23,100	1,139	\$200,107	1,216	\$223,207	\$184
2023-Q2	62	\$17,200	1,101	\$189,084	1,163	\$206,284	\$177
2023-Q1	54	\$16,700	992	\$172,405	1,045	\$189,105	\$181
2022-Q4	67	\$19,650	939	\$159,375	1,006	\$179,025	\$178
2022-Q3	57	\$7,750	791	\$90,006	848	\$97,756	\$115
2022-Q2	35	\$5,100	616	\$68,191	651	\$73,291	\$113
2022-Q1	33	\$5,300	587	\$66,876	620	\$72,176	\$116

B. Communications and Customer Service

City Hall Office

COMMUTEwell staff continue to offer services at the Employee Benefits Division's City Hall Office. 284 employees were assisted via scheduled appointments, and many more were assisted as walk-ins. Employees also receive support through the COMMUTEwell website, and the table below reflects website activity for the fourth quarter.

Website Traffic - Q4 2023	
Unique Visitors	7,436 (+54% year-over-year)
Page Views	23,513 (+48% year-over-year)
Top Five Pages Accessed	Views
A. Home	4,289
B. Seniority Waitlists	4,193
C. Parking	2,616
D. Request Seniority Parking	1,661
E. Transit Spending Account	1,230

C. Staffing

On December 5, 2023, Milton San Agustin was hired as a part-time Clerk to support COMMUTEwell parking and transit programs. Additionally, on December 11, 2023, Daphne Chien was hired as a Management Assistant to fill a vacant Benefits Specialist

position. Both Mr. San Agustin and Ms. Chien are currently undergoing training but have already made meaningful contributions to the COMMUTEwell Program. The following table is a summary of staff positions supporting the COMMUTEwell Program:

Position Authority	Incumbent Class	Function	Staff Member
Personnel Department - Management Staff			
Chief Personnel Analyst	Chief Benefits Analyst	Division Chief	Paul Makowski
Senior Benefits Analyst II	Senior Personnel Analyst II	Program Manager	Daniel Powell
Personnel Department - Full-Time COMMUTEwell Positions			
Senior Benefits Analyst I	Benefits Analyst	Parking Program Coordinator	Anna Ancheta
Benefits Analyst	Benefits Analyst	Vanpool and Rideshare Coordinator	Francois Verin
Benefits Specialist	Benefits Specialist	Program Support Supervisor	QueJonne Cross
Benefits Specialist	Management Assistant	Parking and Transit Programs	Daphne Chien
Administrative Clerk	TLH Office Trainee	Program Administrative Support	Martina Serrato
Personnel Department - Part-Time COMMUTEwell Positions			
Clerk	Clerk	Program Support	Shayvon Wiley
Clerk	Clerk	Program Support	Jorge Correa
Clerk	Clerk	Program Support	Milton San Agustin
City Attorney			
Deputy City Attorney IV	Deputy City Attorney IV	Counsel	Charles Hong

Submitted by: QueJonne Smith Cross, Benefits Specialist

Reviewed by: Daniel Powell, Senior Personnel Analyst II

Approved by: Paul Makowski, Chief Benefits Analyst