24-01 - Parking Enforcement Detail (PED) - Handling Calls for Service and Complaints from the Public

Los Angeles County Sheriff's Department
NEWSLETTER
Field Operations Support Services

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PARKING ENFORCEMENT DETAIL (PED) -

HANDLING CALLS FOR SERVICE AND COMPLAINTS FROM THE PUBLIC

PURPOSE

The purpose of this Newsletter is to inform station personnel as to the services and capabilities of the LASD Parking Enforcement Detail (PED). It is imperative station personnel and Parking Control Officers (PCO) work collaboratively to better serve the community.

BACKGROUND

In 2018, LASD developed a centralized PED Headquarters under Civil Management Bureau. Over the years, PED has been assigned to and supported by 16 Sheriff's stations patrolling over 2,600 square miles of the unincorporated areas of Los Angeles County.

FUNCTION OF PED

PED serves the unincorporated county areas by providing the below services:

- Vehicle towing;
- Street Sweeping Enforcement;
- Ensure adherence to local parking ordinances; and
- Enforce parking violations under the California Vehicle Code and the Los Angeles County Code.

HOURS OF OPERATION

PED has implemented a new 24/7 schedule to better serve the community, including weekends, holidays, and

afterhours.

COMMUNITY OUTREACH AND COMMUNICATION

PED currently has a public portal email notification tab on LASD.org (see link below). The citizen can submit a non-emergent service request, inform PED of problematic areas, or may ask for citation assistance.

- The supervisor reviews the email and assigns the request;
- Each email is typically answered within 24 hours of receipt; and
- Portal allows Supervising Parking Control Officer (SPCO) to contact the citizens to discuss their concerns and inform them of how their call was handled.

Citizens requesting assistance with a parking concern, please provide this portal link https://lasd.org/parking-enforcement/.

STATION DESK PERSONNEL

When desk personnel receive a parking-related call for service, these calls should be dispatched in the same manner as all calls for service. Parking calls should be assessed based upon the emergency, and or priority nature of the call, (Blocked driveway, red curb, double park, blocked fire hydrant, etc.). Parking complaints, concerns or inquiries should be transferred to the respective SPCO desk line.

If a PCO is logged on, they are dispatchable for service calls regarding all parking issues. If a PCO is unavailable, a call for service should be dispatched to a deputy.

PLEASE NOTE

Recreational Vehicle (RV's)

- PED can only issue citations – class specifications preclude from impounding occupied RV's.
- Deputy personnel can only impound occupied RV's.
- PED will update LASD HOST team of problematic RV areas.

HANDLING PARKING COMPLAINTS FROM THE PUBLIC

Any parking citation complaints (i.e. personnel or service) received by a station should be forwarded to the Parking Enforcement Detail via PED Operations. The unit will determine if the complaint rises to a Watch Commander Service Comment Review (WCSCR) level or through the parking citation dispute/contest process. Station personnel will forward all pertinent information to PED Operations at (323) 526-5185 or pedhq-Parking@lasd.org to handle. PED Operations hours are Monday – Friday 5am to 5pm, email during after-hours.

If you require further information, contact Field Operations Support Services at

(323) 890-5411 or fossunit@lasd.org.