

**TRANSPORTATION INVESTIGATOR (4271)
TASK LIST – 2016**

Inspection

1. Schedules and inspects (Visually) equipment (e.g. mechanical features, safety devices, and materials) of all permitted vehicles and operating sites for private ambulance service providers (annually and/or impromptu) and investigates service of privately-owned common passenger carriers (e.g. private ambulances, non-ambulatory vehicles, motorbuses, non-motorized vehicles, animal-driven vehicles, taxicabs, and public passenger transportation vehicles) by generating a letter sent to the company regarding this process (fax, mail, or in-person), conducting the inspection on the specified date(s) and examining inspection data to ensure that the vehicles are in service, road-safe, road-worthy, and contain the appropriate decals (for all vehicles of companies granted authorization to operate a vehicle-for-hire service in the City of Los Angeles) or mechanical features, safety devices, or necessary equipment or materials (e.g. gauze, wheelchair lifts, ramps, seatbelts, and cameras) for compliance with established relevant City, local, state, and federal rules, regulations, laws, ordinances, and board orders.
2. Inspects and surveils collection vehicles at random by looking under the seats and/or inspecting staffs personal belongings, throughout the day to ensure that parking meter revenue is not compromised due to theft by collection staff.

Verification

3. Checks driver, attendant, and vehicles-for-hire company owner applications and required Los Angeles Department of Transportation issued permits of drivers and attendants by verifying the authenticity of all required State, City, County, and Federal certifications required for the class of driver and/or attendant (e.g. ambulances, motor buses, commercial licenses, national emergency medical technician (EMT) certification registry, right to work, drug test certifications, and First Aid certification), driver's license, training certificates, and criminal background checks in order to determine background suitability for public convenience and necessity in regards to providing transportation within the City of Los Angeles limits and to ensure that the documentation is valid, current, and in compliance with relevant local, state, and federal laws, ordinances and board orders.
4. Issues driver and vehicle permits for City-authorized drivers, attendants and/or operators using department forms in order to provide a means of identification for the public and/or appropriate law enforcement officials.
5. Verifies proper insurance coverage of vehicles as required by City and State law by reviewing the database information pertaining to insurance and determining if it is updated and includes auto liability insurance and has the City listed as an

identified also-insured stakeholder in order to ensure compliance and public welfare.

6. Fingerprints applicants as required using the LiveScan system in order to ensure that the applicants meet the minimum requirements for permitting purposes under the Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) requirements.
7. Verifies and reconciles the daily meter revenue totals and the total bag count of the daily deposits by examining bag count and coin denomination and tallying totals from different areas and machines, putting totals into a spreadsheet, and matching the totals in the spreadsheet to what is on the floor in order to authorize the transport of said revenue funds via armored truck and/or vehicle service to the bank.
8. Oversees the issuance and loading of the parking meter canisters onto the collection trucks to verify that the correct amount of cans are taken into the field for the collection of parking meter revenue, and if necessary retrieves compromised coin collection canisters from collection personnel in the field to maintain accountability and collector integrity.

Investigation

9. Conducts service test calls (during day or night hours within City of Los Angeles limits) and field investigations, including, but not limited to, test rides, to determine carrier's response time, willingness and capability to provide transportation services to a franchised area, accuracy of charges, timeliness, efficiency, safety, and courteousness of service being provided by the companies/drivers to the public.
10. Conducts administrative hearings and/or preliminary and follow-up investigations related to problems (e.g. the theft of public funds, vandalism of City parking meters, assaults of contracted coin collector personnel), complaints (e.g. discrimination, overcharging, illegal activities, and unsafe driving) and/or alleged violations related to illegal operations, the taxicab rulebook, board orders, or misconduct using investigative methods and techniques such as observations, undercover operations, interviewing of witnesses, complainants, and suspects and/or surveillance (e.g. the collection of video and photographic evidence of parking meter technicians and coin collectors in the performance of their duties) and handles sensitive or confidential documents (e.g. criminal records) as part of the investigative process in order to determine the validity of the complaint, ensure the security of materials and compliance with laws, rules, and regulations and gather information to complete and file criminal complaints, reports, and recommendations using methods such as inputting data onto the complaint module of the Taxicab and Franchise Information System (TAFIS) for court cases and other administrative purposes.

Enforcement

11. Enforces regulations, ordinances, and laws within the jurisdiction of the Los Angeles Department of Transportation, including, but not limited to, passenger ground transportation and vehicle code provisions, such as disabled placard abuse violations, in order to ensure that abuse of such regulations are prevented, parking regulations are met, and that the public is ensured their safety and welfare.
12. Arrests and collects evidence (e.g. physical and photographic) for use in prosecution of criminal cases from violators of local and state statutes such as operators of illegal or unlicensed vehicles-for-hire, using equipment such as less lethal weapons, handcuffs, body armor, and batons and transports the arrestees by vehicle to the appropriate detention facility (e.g. Men's Central Jail) to complete the booking process in order to ensure the protection of public safety and enforcement of all related laws for passenger transportation.
13. Responds to calls for service from law enforcement regarding illegal vehicle-for-hire activities or meter trouble reports concerning broken, malfunctioning, uncollected, or vandalized meters, to ensure public safety by responding accordingly and addressing the issue.
14. Fills out (electronically) and issues Departmental hearing notices, Notices to Appear, parking citations, warnings to violators, notice to cease operations to companies, and other regulatory letters in person and/or by fax to companies using department forms such as the Department of Transportation Hearing Notice document to ensure compliance with local, state, and federal laws, ordinances, regulations, and board orders.
15. Plans and participates in joint enforcement operations, such as the Bandit Taxicab Enforcement Program (BTEP), with outside departments and agencies, such as the Los Angeles Police Department, the Department of Motor Vehicles, Medicare Task Force, and other agencies by coordinating sting operations with these agencies by phone and/or email and discussing logistics pertaining to the operation in order to ensure public safety.
16. Seizes and impounds vehicles by contacting the Official Police Garage (OPG) and removes permitted vehicles from service as necessary and required by removing decals and record status in the Department operating system for reasons including but not limited to, failure to maintain vehicles, violation of state or City municipal code, rules or laws, and/or suspension of the company

Other Department-Related Functions

17. Assists as a special investigator to the prosecutor and/or City Attorney in the preparation of case(s) against the defendant by providing investigative reports and/or expert testimony during the City of Los Angeles board and/or City Council hearings, such as the Transportation Commission, Taxi Commission, and criminal and civil proceedings in order to assist in criminal proceedings and ensure due process.
18. Writes reports related to the functions of the investigator unit, such as arrests, impounds, and statistics, using programs such as Microsoft Word and Excel, in order to aid in policy development related to the Department of Transportation's function.
19. Accepts credit card, check, money order, and cashier's check payments using an electronic transaction system, such as Elavon, in order to collect fees related to decals and monetary fines.
20. Drives automotive equipment such as enforcement sedans or minivans and operates two-way radios in order to communicate with coworkers and Department of Transportation Communications Department for information such as Department of Motor Vehicles profile or registration information to carry out job functions and perform duties as related to the Department of Transportation.
21. Attends and completes required internal and external trainings related to the functions of the investigator job duties to ensure compliance with the California Penal Code and Peace Officer Standards and Training (POST) requirements.
22. Develops and/or administers taxicab driver permit examinations using written and verbal tests, such as multiple-choice tests assessing English understanding and comprehension and knowledge of roads, destinations, and rates by meeting with department heads and engineering staff to pull information from the Department of Motor Vehicle manuals and the Department of Transportation rules and regulations in order to meet minimum requirements and qualifications required for permitting purposes.
23. Uses computer, laptop, or tablet programs, such as Microsoft Office Suite, the California Law Enforcement Telecommunications System (CLETS), and the Taxi and Franchise Information System (TAFIS) in order to fulfill department requirements for the permitting of drivers and franchises.
24. Communicates with permit applicants such as driver, taxicab, and ambulatory applicants via phone, email, and/or in-person by advising and answering inquiries concerning department procedures and the requirements for permits to provide clarity to these individuals.

25. Opens and closes the Coin Counting Facility and the Coin Vault at the beginning and end of the day for the contract vendor or staff for daily collection of parking meter revenue.
26. Maintains and issues electronic or mechanical keys and collection equipment, such as coin cans or cash boxes, for use by the coin collectors or parking meter technicians for the collection of parking meter revenue or the repair of parking meters.