

OFFICE OF WAGE STANDARDS

MILESTONE REPORT

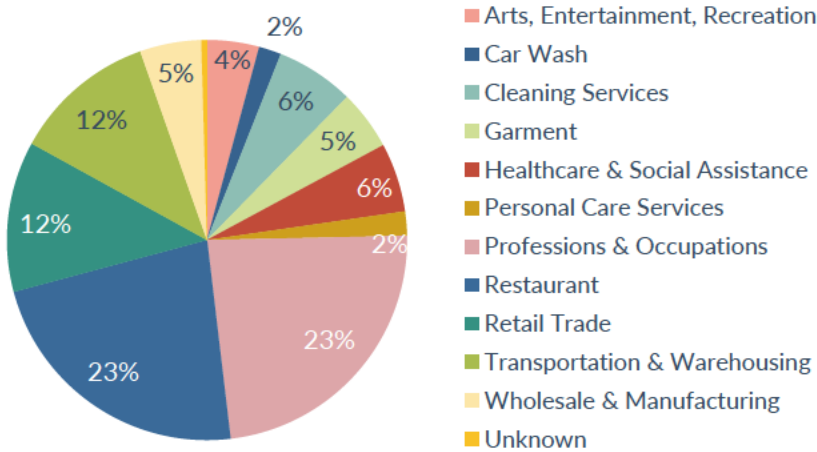
The Office of Wage Standards enforces minimum wage, paid sick leave (PSL), and ban-the-box requirements as follows for all Employees who perform work in the City of Los Angeles.

MINIMUM WAGE	7/1/2016	7/1/2017	7/1/2018	7/1/2019	7/1/2020	* Employers with 25 or fewer Employees follow a deferred wage rate schedule.
	\$10.50 *	\$12.00	\$13.25	\$14.25	\$15.00	

- PAID SICK LEAVE** Employers must provide Employees with 48 hours of PSL annually or 1 hour for every 30 hours worked.
- BAN-THE-BOX** Employers cannot inquire into a job Applicant's criminal history, by any means, unless and until a conditional offer of employment has been made to the Applicant.

INVESTIGATIONS

Investigations by Industry (since July 2016)



- 905** complaints received
- 1.99** average initial response time in workdays
- 141** average resolution duration in workdays
- 229** open cases
- 436** closed cases (114 with violations)

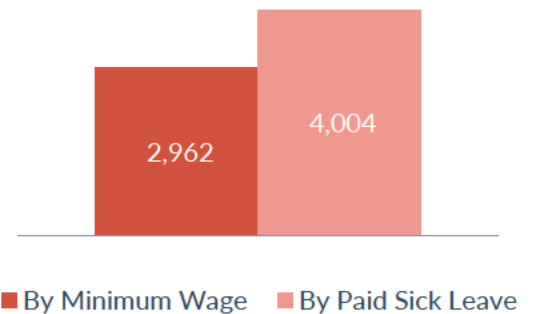
Total Collected Penalties **\$273,082**

Total Restituted Wages **\$382,343**

Total Restituted PSL Hours **139,671 or**
\$1,502,682

Collection Rate (Restitution & Penalties) **100%**

Total Number of Impacted Employees*



*Employees may be counted twice if they are impacted by both wage & sick time restitutions.

EMPLOYER DEFERRAL & DETERMINATION REQUESTS

76 Number of MWO Non-Profit Deferral Applications received

- 60 Approved
- 3 Pending
- 13 Closed

810 Number of employee categories reviewed in 48 more generous PSL determination requests received from the following industries:

- | | | |
|------------------|----------------|--------------------|
| 2 Communications | 2 Healthcare | 4 Retail/Wholesale |
| 32 Construction | 1 Manufacturer | 2 Other |
| 4 Entertainment | 1 Non-Profit | |



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OUTREACH HIGHLIGHTS



Notified business registered with the Office of Finance in 250,000 business tax statements sent by mail, 254,000 online renewals, and 230,000 direct emails to business owners.



Held training sessions for and delivered informational materials to staff from the Mayor's Office, Council Districts, Public Libraries, Animal Shelters, BusinessSource Centers, and WorkSource Centers.



Provided content for 144 Chambers of Commerce & Business Associations, Business Improvement Districts (BIDs), & Department of Neighborhood Empowerment to include in member newsletters.



Attended 95 outreach events, including those aimed at small business & BIDs, with over 4,730 constituents & business representatives in attendance.



Established a toll-free hotline (1-844-WAGESLA), email, and website for inquiries and information.



Issued an RFQ & established an on-call list of contractors who will provide community outreach and other support services.

14,166 inquiries received

0.40 average response time in workdays

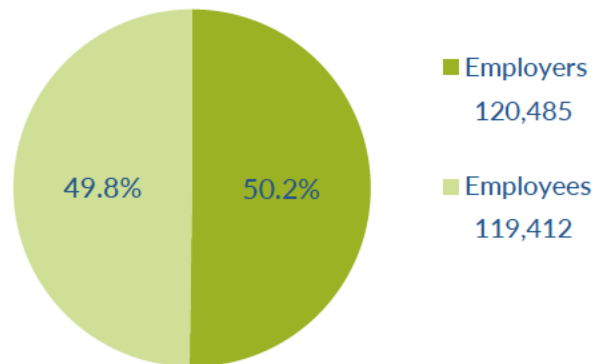
327,073 website sessions

1,906 e-newsletter subscriptions

\$537,243 invoices paid

10 on-call contractors on current Pre-Qualified On-Call list

Total Number Reached To Date by Contractors



Added options to the WagesLA website to:

- Translate content to over 100 languages,
- Contact us directly,
- Subscribe to our e-newsletter for updates and reminders, and
- File a complaint (also available through the MyLA 311 app).

Will add interactive features to the website in the future.

MEDIA ADVERTISEMENTS (2019)

Over 77 million impressions total

DIGITAL

Websites & Streaming
in 8 languages

PRINT

14 newspapers in
11 languages

RADIO

7 stations in
3 languages

TRANSPORTATION

75 bus benches, 63 bus shelters,
160 interior cards,
156 exterior bus ads

OFFICE OF WAGE STANDARDS GROWTH

The OWS anticipates significant growth in workload given the continuing maturity of the wage enforcement, paid sick leave, and ban-the-box programs and the Fair Work Week Ordinance and Paid Parental Leave Ordinance currently moving through the City Council's legislative process.