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

<table>
<thead>
<tr>
<th>Date</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/1/2016</td>
<td>$10.50 *</td>
</tr>
<tr>
<td>7/1/2017</td>
<td>$12.00 *</td>
</tr>
<tr>
<td>7/1/2018</td>
<td>$13.25 *</td>
</tr>
<tr>
<td>7/1/2019</td>
<td>$14.25 *</td>
</tr>
<tr>
<td>7/1/2020</td>
<td>$15.00 *</td>
</tr>
<tr>
<td>7/1/2021</td>
<td>$15.00</td>
</tr>
<tr>
<td>7/1/2022</td>
<td>$16.04</td>
</tr>
</tbody>
</table>

*Employers with 25 or fewer Employees follow a deferred wage rate schedule.

### 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)**

- Arts, Entertainment, Recreation: 4%
- Car Wash: 5%
- Cleaning Services: 2%
- Garment: 21%
- Healthcare & Social Assistance: 7%
- Personal Care Services: 11%
- Professions & Occupations: 28%
- Restaurant: 2%
- Retail Trade: 2%
- Transportation & Warehousing: 4%
- Wholesale & Manufacturing: 28%
- Unknown: 1%

<table>
<thead>
<tr>
<th>Cases</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>928</td>
<td>complaints received</td>
</tr>
<tr>
<td>0.51</td>
<td>average initial response time in workdays</td>
</tr>
<tr>
<td>454</td>
<td>average resolution duration in workdays</td>
</tr>
<tr>
<td>171</td>
<td>open cases</td>
</tr>
<tr>
<td>652</td>
<td>closed cases (173 with violations)</td>
</tr>
</tbody>
</table>

**Total Collected Penalties**: $273,082
**Total Restituted Wages**: $460,270
**Total Restituted PSL Hours**: 144,827 or $1,557,161
**Collection Rate (Restitution & Penalties)**: 100%

**Total Number of Impacted Employees**

- By Minimum Wage: 3,372
- By Paid Sick Leave: 4,299

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

### EMPLOYER DEFERRAL & DETERMINATION REQUESTS

- Number of MWO Non-Profit Deferral Applications received: 76
  - Approved: 61
  - Pending: 2
  - Closed: 13
- Number of employee categories reviewed in 51 more generous PSL determination requests received from the following industries:
  - Communication: 2
  - Construction: 33
  - Entertainment: 4
  - Healthcare: 3
  - Manufacturer: 1
  - Non-Profit: 1
  - Retail/Wholesale: 5
  - Other: 2
**OUTREACH HIGHLIGHTS**

- **Notified businesses** 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.

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

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

- **21,178 inquiries received**
  - 0.34 average response time in workdays

- **519,405 website sessions**

- **2,209 e-newsletter subscriptions**

- **3,753 Employers/Employees contacted via phone banking**

- **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.

- **Attended 99 outreach events**, including those aimed at small business & BIDs, with over 4,800 constituents & business representatives in attendance.

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

- **21,178 inquiries received**

- **$537,243 invoices paid**

**Total Number Reached To Date by Contractors**

<table>
<thead>
<tr>
<th>Contractors</th>
<th>Employers 120,485</th>
<th>Employees 119,412</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage</td>
<td>49.8%</td>
<td>50.2%</td>
</tr>
</tbody>
</table>

**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,
- File a complaint (also available through the MyLA 311 app).

**Will add interactive features to the website in the future.**

**MEDIA ADVERTISEMENTS**

- **2021**
  - 9 newspapers in 9 languages

- **2020**
  - 8 newspapers in 8 languages,
  - 21 mil impressions on transportation ads

- **2019**
  - 14 newspapers in 11 languages,
  - 7 radio stations, 59 mil transportation impressions

- **2018**
  - 15 newspapers in 12 languages,
  - 8 radio stations, 40 mil transportation impressions

**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.