

PERSONNEL & ANIMAL WELFARE

INFORMATION, TECHNOLOGY AND GENERAL SERVICES

MOTION

The Los Angeles Department of Animal Services is responsible for safely housing dogs, cats, rabbits, reptiles, birds, and other animals brought to its shelters. The Department's limited resources are also used to make every effort to find the owners of lost pets, or to find forever-homes through adoption of animals by responsible owners. It is a daunting task that each and every employee of the Department of Animal Services is dedicated to fulfill.

Recent news stories report that the public is having an unusually difficult time contacting the Animal Services Department to request service. These difficulties are not only frustrating to the public, but have the potential to impact the safety of injured animals, or humans who may be threatened by animals, if calls to Animal Services are not promptly answered.

A proper and effective communications system has two main components: adequate and well-trained staff to answer the calls, and a telecommunications system that can handle the workload and properly route calls. A comprehensive, but expedited, analysis of both components is necessary to identify issues that may be causing the delays so that the City Council and Mayor can address those issues in the interest of public safety.

I THEREFORE MOVE that the City Council instruct the City Administrative Officer to review the staffing in the Department of Animal Services assigned to answer calls and log service requests, analyze the current call load and wait times, determine if the assigned staffing is adequate to address the workload and report to the City Council within 30 days with recommendations for supplementing or otherwise adjusting staffing levels, as needed.

I FURTHER MOVE that the City Council instruct the Information Technology Agency to review the telephone systems currently installed at the Department of Animal Services and at its six Animal Shelters to identify technological shortfalls (e.g., POTS vs. VoIP, inadequate phone tree, etc.) that impact residents' ability to reach department staff to request service, and report to the City Council within 30 days with recommendations to improve the Department's communications systems.

PRESENTED BY: Paul Koretz
PAUL KORETZ
Councilmember, 5th District

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SEP 20 2017
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