

MOTION

ENERGY & ENVIRONMENT

Recently, the *Los Angeles Times* published an article regarding service requests for abandoned/illegal bulky items processed through the Bureau of Sanitation's Customer Care Center. The article states that since 2010, City Sanitation crews failed to respond to more than 20 percent of the service requests submitted by City residents and that some neighborhoods experienced a non-response rate greater than 50%. The article reflects a great disparity in responsiveness, indicating that most unanswered/delayed service requests were principally located in the Central, Northeast and South portions of Los Angeles.

This article comes at a time when the City has acknowledged the need for cleaner streets and increased citywide efforts, for example through the Clean Streets Initiative, the recent Clean Streets report, the provision of additional budget resources to the Bureau of Sanitation for clean streets, and the increased use of the City's 311 system as the primary means for residents to submit complaints and service requests. In addition, Council offices often must augment what's provided through the Bureau, through a variety of cleanup efforts and community cleanup events.

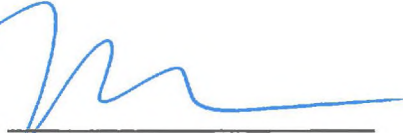
Service lapses are intolerable and service inequities are unacceptable. The City and Bureau must strive to provide an equitable allocation of service, proportionate to need, throughout all districts and neighborhoods. All neighborhoods deserve the best service available with transparent access to data. The Department should commit to specific goals on turnaround for regular service, a comprehensive plan to address backlogs, a specific plan for on-demand service and online access to all data.

I THEREFORE MOVE that the Bureau of Sanitation be directed to report in two weeks on its Customer Care System (CCS) and its interface with customer requests through My LA 3-1-1; the tracking and analysis of CCS and My LA 3-1-1 service request data; how such data is made available to the public; any discrepancies between the Bureau's data and that used by the *Times*; what technologies are involved; the allocation of budgetary/personnel resources for both the service request and cleanup processes; statistics available for Council- or community-initiated cleanups; the identification of unresolved service requests by type and Council District; and a plan and timeline for the Bureau to eliminate and prevent any backlog of unresolved service requests and any disparities in service.

PRESENTED BY:


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