

Contact Information

Neighborhood Council: Northridge East Neighborhood Council

Name: Glenn Bailey

Phone Number: [818-514-5355](tel:818-514-5355)

Email: GlennBaileyNENC@yahoo.com

The Board approved this CIS by a vote of: Yea(8) Nay(0) Abstain(0) Ineligible(0) Recusal(0)

Date of NC Board Action: 09/16/2015

Type of NC Board Action: For

Impact Information

Date: 09/30/2015

Update to a Previous Input: No

Directed To: City Council and Committees

Council File Number: 15-0897

Agenda Date:

Item Number:

Summary: The Northridge East Neighborhood Council, concerned about hold times stakeholders are experiencing with calls to the non-emergency 877-ASK-LAPD telephone number, support the City Council motion requesting that the Police Department report to the City Council relative to 877-ASK-LAPD as it relates to the following: 1) average length of hold times; 2) peak demand hours; 3) number of monthly service requests; 4) call-center staffing levels and position vacancies; 5) monthly percentage of non-emergency calls received by 9-1-1; and 6) that the LAPD provide these performance metrics to the Public Safety Committee on a quarterly basis.

In an effort to improve the situation, the NENC supports the Police Department reporting relative to potential enhancements that may improve the responsiveness of the LAPD to non-emergency calls including, but not limited to: 1) virtual hold technology; 2) additional staffing requirements; and 3) alternative options for citizens to quickly and effectively request police assistance, such as text messaging.

CITY OF LOS ANGELES
California

ELECTED EXECUTIVE BOARD

Glenn Bailey — President
Kelly Lord — 1st Vice President
Don Dwiggins — 2nd Vice President
YJ Draiman — Secretary
Joseph Seoane — Treasurer



ELECTED BOARD MEMBERS

Nestor Fantini
John Hardy
Nadine McNulty
Roland Faucher
Alice N. McCain
Carl Petersen
Vacant
Max Reyes — Appointed CSUN Faculty/Staff
Raul Morales — Appointed CSUN Student
Vacant — Appointed Youth
Alternates: Steve Patel, Bob Beaver

Northridge East Neighborhood Council

*Making Northridge a Better Place to **Live, Work, Play and Learn***

Board Resolution of Action

Regarding Non-Emergency Calls to LAPD

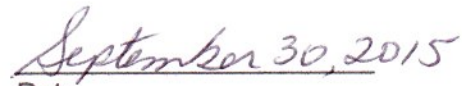
Council File 15-0897

I, Glenn Bailey, declare that I am the President of the Northridge East Neighborhood Council and that on September 16, 2015, a Brown Act noticed regular meeting was held by the Northridge East Neighborhood Council with a quorum of 8 board members present and that by a vote of 8 yes, 0 no, 0 abstentions, the Northridge East Neighborhood Council adopted the following resolution:

To support Council File 15-0897 (Bonin) which requests that the Police Department report to the City Council relative to 877-ASK-LAPD as it relates to the following: 1) average length of hold times; 2) peak demand hours; 3) number of monthly service requests; 4) call-center staffing levels and position vacancies; 5) monthly percentage of non-emergency calls received by 9-1-1; and 6) that the LAPD provide these performance metrics to the Public Safety Committee on a quarterly basis.

The NENC is concerned about hold times stakeholders are experiencing with calls to the non-emergency 877-ASK-LAPD telephone number. In an effort to improve the situation, the NENC supports the Police Department reporting relative to potential enhancements that may improve the responsiveness of the LAPD to non-emergency calls including, but not limited to: 1) virtual hold technology; 2) additional staffing requirements; and 3) alternative options for citizens to quickly and effectively request police assistance, such as text messaging.


Authorized Signature


Date

Glenn Bailey, President
Northridge East Neighborhood Council