

MOTION

PUBLIC SAFETY

Over the last few days, there have been a number of reports of non-emergency phone line outages at various police stations. These outages have not affected emergency calls but have made it difficult for residents to call their local stations to report incidents or request information. In some cases, residents calling their station reach a disconnected line. In others, their calls may be transferred to the City's 311 system.

Many of the Police Department's (LAPD) non-emergency phone systems are archaic, and need to be replaced. However, the costs associated with this replacement have forced the City to put it off. While these discussions are suited for the City's annual budget hearings, the LAPD can ensure the public knows that it has the ability to contact its Police Department through additional means. These include messages that list existing services such as 1-877-ASK-LAPD, online police reporting or Text-A-Tip. Further, LAPD should look at adopting customer service tools used by the Department of Water and Power (DWP), such as an automatic customer call back system which enables a resident to leave a message and be called back, instead of being placed on hold or transferred to 311.

Even when phone lines are operational, area police stations often don't have enough personnel to answer calls. When phones are answered, they are answered by sworn police personnel that could be more effectively deployed patrolling our communities.

Correctly routing calls that area stations receive would go a long way towards both easing the burden on an under-staffed department and provide a better customer service experience. Many calls to area stations could be better handled at the divisional level. Additionally, residents often call their area police stations to report neighborhood issues such as bulky items in need of pick up, illegal dumping, graffiti, pot holes, and wild animals. These issues are the responsibility of other City departments. Currently, there is no telephone menu to connect callers to 311 or the correct department.

Citizen input is an essential part of the Department's community policing strategy. On its most basic level, it is a focus on communication and customer service. As such, it is critically important that when people call their local police stations, they have a positive experience.

I THEREFORE MOVE that the Police Department, with the assistance of the Information Technology Agency (ITA), report on its current phone-based customer service systems, and LAPD's standard procedures for handling calls for its non-emergency phone lines, when they are both in and out of service.

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I FURTHER MOVE that the LAPD, with the assistance of ITA, report on:

- Best telephonic customer service practices and any phone system upgrades or changes that would be needed to implement them.
- Utilizing new measures to ensure that individuals who call LAPD stations are informed of the different methods available to contact the department, such as 1-877-ASK-LAPD, online crime reporting, Text-A-Tip, etc.
- Instituting a modern phone customer service system that includes an automatic customer call back function that would enable an individual who calls a station to leave a message and be called back by a LAPD representative, rather than being place on hold or transferred to 311.
- Adding functionality to the department's phone system that would correctly route calls to either the divisional level or the responsible City department.
- A method of collecting and reporting data on calls to area stations to better understand the needs and experience of residents with the goal of improving customer service.

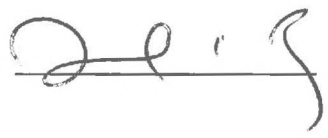
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