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MOTION

PUBLIC WORKS & GANG REDUCTIO
INNOVATION, TECHNOLOGY & GENERA
SERVICES

The City Council has successfully pushed for improvements in the customer service experience throughout the City, particularly in the area of technology enhancements to make various elements of local government more efficient, accessible and customer friendly. While progress has been made, a lot of work remains to be completed in this area. The Bureau of Street Services (BSS) Special Events Permitting Unit, for example, requires the hand-delivery of payment for permit fees and services by way of cash, money order or check at their public counter in Downtown Los Angeles. Credit cards are not accepted simply due to the fact BSS lacks the technology to process these payments both online and at its public counters. This one enhancement alone is decades overdue and would dramatically improve the customer service experience.

BSS should also explore enhanced technologies to better coordinate special event permitting activities with the Los Angeles Police Department Special Events Permitting Unit (LAPD SEPU), along with all relevant support departments, in order to enable the immediate identification of overlapping or conflicting events. This must include a review of the current Public Way Reservation System (PWRS) for increased interdepartmental coordination and integration, along with better notification to the affected stakeholders and City Council offices. Many events, such as long-distance runs, have disruptive impacts on a number of communities due to hard street closures, inadequate advanced notification/signage, and poor communication. Successful events for both the event sponsor and impacted communities depend on the effective and timely coordination between multiple departments. An integrated special events permitting and Public Way Reservation System (PWRS) would go a long way in improving communication between departments and the impacted communities.

I THEREFORE MOVE that the Department of Public Works, Bureau of Street Services (BSS), and the LAPD Special Events Permitting Unit, with the assistance of the Information Technology Agency (ITA) and Bureau of Engineering (BOE), be instructed to report on the use of new technology to increase the effectiveness of special event customer service practices, including the acceptance of credit cards, along with a review of the City's "Public Way Reservation System" to enable enhanced permitting integration, coordination, notification and conflict identification of all events that occur in the public right of way.

PRESENTED BY:



MIKE BONIN
Councilmember, 11th District

SECONDED BY:



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