

MOTION

In an effort to ease the burden on the City's 9-1-1 system, the LAPD implemented the toll-free 877-ASK-LAPD telephone number in 1999 to enable the public to request police assistance, while freeing up 9-1-1 for true life-threatening emergencies. It was reported at the time of implementation that approximately 80% calls to 9-1-1 were non-emergencies. Examples of non-emergency calls include, but are not limited to: loud parties, drinking in public, trespassing, and property or business disputes. While these lower level calls for service may not rise to the level of a life-threatening emergency, they are nevertheless important, should be reported, and very often warrant a law enforcement response – when units become available from a higher priority incident.

Members of the public indicate on a frequent and consistent basis that it is extremely difficult – if not impossible – to reach a live operator at the 877-ASK-LAPD toll-free number. Individuals who successfully reach a live operator through this toll-free number consistently report wait times in excess of 30 minutes. When a constituent experiences a lengthy delay or is unable to reach a live operator through 877-ASK-LAPD, it often results in a call to 9-1-1 out of desperation, which is the very issue this non-emergency number was intended to address. Constituents who opt not to call 9-1-1, but instead place a call to their local community police station, also report little success in receiving an answer or reaching a live person. The inability to quickly and reliably reach the LAPD is a serious issue that warrants special attention.

I THEREFORE MOVE 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.

I FURTHER MOVE that the Police Department report 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.

PRESENTED BY:



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