

Your Community Impact Statement has been successfully submitted to City Council and Committees.

If you have questions and/or concerns, please contact the Department of Neighborhood Empowerment at [NCsupport@lacity.org](mailto:NCsupport@lacity.org).

This is an automated response, please do not reply to this email.

#### Contact Information

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The Board approved this CIS by a vote of: Yea(9) Nay(0) Abstain(0) Ineligible(0) Recusal(0)

Date of NC Board Action: 08/22/2022

Type of NC Board Action: Against

#### Impact Information

Date: 08/22/2022

Update to a Previous Input: No

Directed To: City Council and Committees

Council File Number: 22-1111-S9

Agenda Date: 08/22/2022

Item Number: X. A.

Summary: It has come to our attention that, for an unknown period possibly extending back multiple years, CISs submitted via the DONE CIS portal to certain city departments, commissions, and committees have not arrived at their destination. Affected CIS recipient entities are known to include: Ethics Commission, LAPD, South Valley Area Planning, City Planning Commission, Transportation Commission, and the Board of Recreation and Parks Commissioners. Any CIS submitted to those entities via the CIS portal have been bouncing back for an unknown period due to an incorrect email address. We can estimate that the CIS portal system has not had a systematic review of accuracy since 2009 at the latest, since the Board of Information Technology Commissioners currently still appears as an option in the portal but was abolished in 2009.

Therefore, it is likely that more city entities are affected than those named above. Community Impact Statements are by far the most important way neighborhood councils make the voices of their stakeholders heard at the city level. Moreover, the number of CISs submitted by NCs is an important metric measuring the success of both individual NCs and the NC system as a whole. Now we find that an unknown number of CISs, potentially going back to 2009 or earlier, have simply not arrived at their destination. Thus, the metric measuring the success of both individual NCs and DONE is off by as many CISs as were sent to incorrect email addresses for each year since the last systematic update of the CIS portal, generously estimated to be 2009. It is possible and likely the number of CISs lost in this fashion numbers more towards the thousands than the hundreds over the past 13 years. A brief overview of known CISs that the RNC submitted in 2021 alone yields an estimate of a lower limit of 10% of CISs filed being sent to nowhere and no one. Please see the attached file for our full statement.



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To be submitted to: Board of Neighborhood Commissioners

Office of Mayor Eric Garcetti

City of Los Angeles Budget and Finance Committee

City of Los Angeles Information Technology Agency

City of Los Angeles Arts Parks Education and Neighborhoods Committee

**Emergency Communication and Call to Action from the Reseda Neighborhood Council (RNC) Regarding the Recent Discovery of the Dysfunction of the Department of Neighborhood Empowerment's (DONE's) Community Impact Statement (CIS) Portal**

It has come to our attention that, for an unknown period possibly extending back multiple years, CISs submitted via the DONE CIS portal to certain city departments, commissions, and committees have not arrived at their destination. Affected CIS recipient entities are known to include: Ethics Commission, LAPD, South Valley Area Planning, City Planning Commission, Transportation Commission, and the Board of Recreation and Parks Commissioners. Any CIS submitted to those entities via the CIS portal have been bouncing back for an unknown period due to an incorrect email address. We can estimate that the CIS portal system has not had a systematic review of accuracy since 2009 at the latest, since the Board of Information Technology Commissioners currently still appears as an option in the portal but was abolished in 2009. Therefore, it is likely that more city entities are affected than those named above.

Community Impact Statements are by far the most important way neighborhood councils make the voices of their stakeholders heard at the city level. Moreover, the number of CISs submitted by NCs is an important metric measuring the success of both individual NCs and the NC system as a whole. Now we find that an unknown number of CISs, potentially going back to 2009 or earlier, have simply not arrived at their destination. Thus, the metric measuring the success of both individual NCs and DONE is off by as many CISs as were sent to incorrect email addresses for each year since the last systematic update of the CIS portal, generously estimated to be 2009. It is possible and likely the number of CISs lost in this fashion numbers more towards the thousands than the hundreds over the past 13 years. A brief overview of known CISs that the RNC submitted in 2021 alone yields an estimate of a lower limit of 10% of CISs filed being sent to nowhere and no one.

The entity charged with maintaining the accuracy and functionality of the portal system is the Department of Neighborhood Empowerment. Upon information and belief, they are also the entity in control of the CIS portal system. But it appears that, going back at least 13 years, the updating has been piecemeal at best. Since the Department of Neighborhood Empowerment neglected for at least 6 days to inform affected NCs of the CIS portal system disruption, it also appears that no contingency plan was ever put in place anticipating such a widespread service disruption.

Therefore, a plan must be devised and implemented immediately to remedy the current situation. Further, a contingency plan for what to do in case of future service disruption must also be devised and implemented, again, immediately.

The Reseda Neighborhood Council, therefore, recommends the following:

- 1) That the Department of Neighborhood Empowerment work together with the City Clerk's office to conduct a systematic review of the emails of the portal system. Immediately.
- 2) That the Department of Neighborhood Empowerment redirect staff and resources to this goal as needed, on an emergency basis, until full accuracy is achieved. Immediately.
- 3) That the Portal System settings be changed such that any bounce-backs from the portal system be CC'd to the DONE Director and all Neighborhood Councils with "ALERT" included in the subject heading. Immediately.
- 4) That DONE develop an emergency contingency plan to be triggered whenever any communication outages occur affecting NCs in general and the CIS submission system in particular. This plan must ensure that communication continues despite service outage.
- 5) That a monthly report of bounce-backs be submitted to all NCs by DONE until a period of six months has passed without any bounce-backs.
- 6) That DONE redirect staff and resources on an emergency basis to identify all CISs that the Portal System did not successfully send to an authorized recipient going back to January of

2009.

7) That DONE redirect staff and resources to give each Neighborhood Council a list of its own CISs which have not been successfully sent going back to January of 2009.

8) That DONE redirect staff and resources to resubmit on behalf of all NCs all unsent CISs and provide proof of same to all affected NCs.

9) That after this process is complete, DONE submit a report to the City Council, the Board of Neighborhood Commissioners, and all NCs detailing the processes undertaken in requirements 1-7.

10) That, in the long term, DONE be tasked with working with the Information Technology Agency to create a new system, which should be devised to prevent this type of failure in the future.

We realize that this is a monumental task. However, the size of the task is proportional to the size of the failure of the Department of Neighborhood Empowerment to ensure basic functionality of the NC system. Though we cannot go back in time and have affected boards, commissions, and committees rehear every issue since 2009 in which the voices of stakeholders have been silenced, DONE can and must make right as many wrongs as possible.

NCs must be able to trust that if they file a CIS through the designated portal, the CIS will actually be filed. What is the point of the NC system if even this basic service is not guaranteed? The ball has been dropped. For 13 years. We ask that we all come together to pick it up again.

The Reseda Neighborhood Council voted on this community impact statement in a Brown Act compliant meeting on August 22, 2022. The vote was unanimous with 9 yes, 0 no, 0 abstain, 0 recused, and 6 absent.