

GOVERNMENT OPERATIONS COMMITTEE REPORT relative to the status of all 311 open cases in Council District One.

Recommendations for Council action:

1. ASSIGN Staff from each Council Office to monitor the status of open and aging requests within their district. Information Technology Agency (ITA) can provide MyLA311 login access and training to any Council Office Staff not already accessing the system to manage service requests and assist constituents with City services and status. Council Offices should direct the responsible fulfillment departments to review aging service requests periodically to update or close those that should be closed.
2. INSTRUCT the ITA to report within 30 days on options to utilize or create tools to provide automated reporting to Council Offices and relevant Departments, as appropriate. These reports would place less burden on already overworked Council Staff, as well as help Departments see and prioritize aging requests.

Fiscal Impact Statement: The ITA reports that there is no General Fund impact for the above recommendations.

Community Impact Statement: None submitted

TIME LIMIT FILE – AUGUST 7, 2023

(LAST DAY FOR COUNCIL ACTION – AUGUST 4, 2023)

SUMMARY

At its regular meeting held on June 13, 2023, your Government Operations Committee considered an ITA report, dated April 19, 2023, relative to the status of all 311 open cases in Council District One.

After an opportunity for public comment was held, the Committee moved to approve the recommendation in the ITA report, as amended, as detailed above. This matter is now forwarded to the Council for its consideration.

Respectfully Submitted,

GOVERNMENT OPERATIONS COMMITTEE

<u>MEMBER</u>	<u>VOTE</u>
HARRIS-DAWSON:	YES
HERNANDEZ:	YES
HUTT:	YES

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-NOT OFFICIAL UNTIL COUNCIL ACTS-