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Office of the City Clerk, City of Los Angeles

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**Council File Number**

[99-1939-S1](#)

**Title**

Telephone Service Issues / Los Angeles Department of Animal Services

**Last Change Date**

03/16/2020

**Expiration Date**

03/16/2020

**Reference Numbers**

Information Technology Agency Report: EXE-237-17

**Mover**

PAUL KORETZ

**Second**

MONICA RODRIGUEZ

**Action History for Council File** [99-1939-S1](#)

Date	Activity
03/16/2020	File expired per City Clerk policy, Council file No. 05-0553.
03/22/2018	Personnel and Animal Welfare Committee transmitted Council File to Information, Technology, and General Services Committee.
03/21/2018	Personnel and Animal Welfare Committee noted and filed item(s). October 19, 2017 ITA report
03/16/2018	Personnel and Animal Welfare Committee scheduled item for committee meeting on March 21, 2018.
10/24/2017	Information, Technology, and General Services Committee; Personnel and Animal Welfare Committee continued item to/for 30 days for report from the Information Technology Agency, the City Administrative Officer, and the Department of Animal Services relative to recommendations and a detailed implementation plan for enhancing the Department's telephone system and call response.
10/20/2017	Information, Technology, and General Services Committee; Personnel and Animal Welfare Committee scheduled item for committee meeting on October 24, 2017.
10/20/2017	Information Technology Agency document(s) referred to Information, Technology, and General Services Committee; Personnel and Animal Welfare Committee.
10/20/2017	Document(s) submitted by Information Technology Agency, as follows:  Information Technology Agency report EXE-237-17, dated October 19, 2017, relative to customer service and call management associated with the telephone systems installed at the Department of Animal Services.
09/20/2017	Motion document(s) referred to Information, Technology, and General Services Committee; Personnel and Animal Welfare Committee.