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Office of the City Clerk, City of Los Angeles

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**Council File Number**

[21-0278](#)

**Title**

311 Call Center / Customer-First Approach

**Last Change Date**

11/02/2022

**Expiration Date**

11/01/2024

**Reference Numbers**

Related Council Files: 11-1013-S2; 11-1013-S7,Information Technology Agency Report: EXE-035-22; EXE-291-22

**Initiated by**

Controller

**Action History for Council File [21-0278](#)**

- | Date       | Activity                                                                                                                                                                                                                                                                      |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 11/02/2022 | Council action final.                                                                                                                                                                                                                                                         |
| 11/01/2022 | Council adopted item, subject to reconsideration, pursuant to Council Rule 51.                                                                                                                                                                                                |
| 10/28/2022 | City Clerk scheduled item for Council on November 1, 2022.                                                                                                                                                                                                                    |
| 10/26/2022 | Community Impact Statement submitted by Atwater Village Neighborhood Council.                                                                                                                                                                                                 |
| 10/18/2022 | Council continued item to/for November 1, 2022 .                                                                                                                                                                                                                              |
| 10/14/2022 | Council meeting of October 14, 2022 cancelled. Item continued to October 18, 2022.                                                                                                                                                                                            |
| 10/12/2022 | Item continued to October 14, 2022 due to loss of quorum.                                                                                                                                                                                                                     |
| 10/07/2022 | City Clerk scheduled item for Council on October 12, 2022.                                                                                                                                                                                                                    |
| 09/21/2022 | Personnel, Audits, and Animal Welfare Committee noted and filed item(s). w/ further recommendation                                                                                                                                                                            |
| 09/15/2022 | Information Technology Agency document(s) referred to Personnel, Audits, and Animal Welfare Committee.                                                                                                                                                                        |
| 09/14/2022 | Document(s) submitted by Information Technology Agency, as follows:<br><br>Information Technology Agency report EXE-291-22, dated September 14, 2022, relative to the completion of the consultant's Citywide customer contact strategy and evaluation of the MyLA311 system. |
| 03/25/2022 | Council action final.                                                                                                                                                                                                                                                         |
| 03/25/2022 | Council adopted item forthwith.                                                                                                                                                                                                                                               |
| 03/22/2022 | City Clerk scheduled item for Council on March 25, 2022.                                                                                                                                                                                                                      |
| 03/02/2022 | Personnel, Audits, and Animal Welfare Committee approved item(s) .                                                                                                                                                                                                            |
| 02/25/2022 | Personnel, Audits, and Animal Welfare Committee scheduled item for committee meeting on March 2, 2022.                                                                                                                                                                        |
| 02/24/2022 | Information Technology Agency document(s) referred to Personnel, Audits, and Animal Welfare Committee.                                                                                                                                                                        |
| 02/23/2022 | Document(s) submitted by Information Technology Agency, as follows:<br><br>Information Technology Agency report EXE-035-22, dated February 23, 2022, relative to the status of hiring a consultant to evaluate the City's 311 System.                                         |
| 07/01/2021 | Council action final.                                                                                                                                                                                                                                                         |

- 06/30/2021 Council adopted item forthwith.
- 06/25/2021 City Clerk scheduled item for Council on June 30, 2021.
- 06/16/2021 Personnel, Audits, and Animal Welfare Committee approved as amended .
- 06/11/2021 Personnel, Audits, and Animal Welfare Committee scheduled item for committee meeting on June 16, 2021.
- 04/21/2021 Personnel, Audits, and Animal Welfare Committee continued item to/for for 30 days..
- 04/16/2021 Personnel, Audits, and Animal Welfare Committee scheduled item for committee meeting on April 21, 2021.
- 03/17/2021 Corrected Referral per Council President to change referral to Personnel, Audits, and Animal Welfare Committee.
- 03/12/2021 Controller document(s) referred to Information, Technology, and General Services Committee.
- 03/11/2021 Document(s) submitted by Controller, as follows:

Controller report, dated March 11, 2021, relative to instructing the Information Technology Agency, with the assistance of other departments, to prepare a citywide customer contact strategy that re-evaluates how the City engages its residents, and the role of 311 and other department call centers.