
Office of the City Clerk, City of Los Angeles

This report was generated by the Council File Management System on 04/26/2024

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: 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: 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.