

Recommendations made by Councilmember Lee- 10/21/25

M O T I O N

I MOVE that the matter of the Information Technology Agency (ITA) report regarding MyLA311 System / Performance and Efficiency Reporting / System Enhancements (Council File 11-1013-S12) be amended to include:

1. A report on current 311 call center staffing, answer rates, and call back response times;
2. Recommendations for 311 call center improvements;
3. A report on current 311 communications with the Bureau of Sanitation for Bulky Item Pickups and any shortcomings that need to be addressed to streamline communication and ensure accuracy reports and services requested.