

PERSONNEL, AUDITS, AND ANIMAL WELFARE COMMITTEE REPORT relative to modernizing of the City's 3-1-1 System.

Recommendations for Council action:

1. NOTE and FILE the September 14, 2022 Information Technology Agenda (ITA) report, inasmuch as this report is does not require Council action.
2. INSTRUCT the ITA to report in regard to the results of the Request for Proposals (RFP) to modernize the City's 311 system as described in the September 14, 2022 ITA report, attached to the Council File, and the proposed schedule for implementing said 311 system.

Fiscal Impact Statement: The ITA reports that the September 14, 2022 ITA report, attached to the Council File, is an informational report and has no fiscal impact to the General Fund. Additional funding requests for the project implementation will be submitted through the budget process.

Community Impact Statement: None submitted.

Summary:

On September 21, 2022, your Committee considered a September 14, 2022 ITA report relative to modernizing the City's 3-1-1 System. According to the ITA, on June 30, 2021, the ITA was instructed, with assistance from the Controller, to report on the status of funding and contracts available to hire a qualified consultant to evaluate 3-1-1's current "as-is" processes, propose "to-be" processes and best practices, and conduct an assessment of the existing 3-1-1 Customer Relationship Management (CRM) system.

The consultant's work was completed on May 28, 2022. The final step of the engagement with the consultant included the development of a Statement of Work for a RFP to modernize the MyLA311 system and incorporate some of the key customer strategy recommendations included in their report. This Statement of Work consolidates past MyLA311 system requirements, new Bureau of Sanitation system requirements, and customer strategy recommendations from the GT final report. Initial funding for this project in the amount of \$1,567,000 was approved in the FY 2022-23 budget for ITA. Depending on the scope and proposals received, the full project cost is estimated to come in between \$4 million to \$10 million. After consideration and having provided an opportunity for public comment, the Committee moved to recommend approval of the recommendation contained in the ITA report, as amended. This matter is now submitted to Council for its consideration.

Respectfully Submitted,



Personnel, Audits, and Animal Welfare Committee

| COUNCILMEMBER | VOTE |
|----------------------|-------------|
| KORETZ: | YES |
| HARRIS-DAWSON: | YES |
| BONIN: | ABSENT |

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9/21/22

-NOT OFFICIAL UNTIL COUNCIL ACTS-