



clerk CIS <clerk.cis@lacity.org>

Community Impact Statement - Submission Details

LA City SNow <cityoflaprod@service-now.com>
Reply-To: LA City SNow <cityoflaprod@service-now.com>
To: Clerk.CIS@lacity.org

Thu, Feb 29, 2024 at 2:28 PM

A Neighborhood Council Community Impact Statement (CIS) has been successfully submitted to your Commission or City Council. We provided information below about CISs and attached a copy of the CIS.

We encourage you to reach out to the Community Impact Statement Filer to acknowledge receipt and if this Community Impact Statement will be scheduled at a future meeting. Neighborhood Council board members are volunteers and it would be helpful if they received confirmation that you received their CIS.

The CIS process was enabled by the Los Angeles Administrative Code §Section 22.819. It provides that, "a Neighborhood Council may take a formal position on a matter by way of a Community Impact Statement (CIS) or written resolution." NCs representatives also testify before City Boards and Commissions on the item related to their CIS. If the Neighborhood Council chooses to do so, the Neighborhood Council representative must provide the Commission with a copy of the CIS or resolution sufficiently in advance for review, possible inclusion on the agenda, and posting on the Commission's website. Any information you can provide related to your agenda setting schedule is helpful to share with the NC.

If the CIS or resolution pertains to a matter *listed on the Commission's agenda*, during the time the matter is heard, the designated Neighborhood Council representative should be given an opportunity to present the Neighborhood Council's formal position. We encourage becoming familiar with the City Council's rules on the subject. At the Chair's discretion, the Neighborhood Council representative may be asked to have a seat at the table (or equivalent for a virtual meeting) typically reserved for City staff and may provide the Neighborhood Council representative more time than allotted to members of the general public. They are also permitted up to five (5) minutes of time to address the legislative body. If the CIS or resolution pertains to a matter *not listed on the agenda*, the designated Neighborhood Council representative may speak during General Public Comments.

We share this information to assist you with the docketing neighborhood council items before your board/commission. If you have questions and/or concerns, please contact the Department of Neighborhood Empowerment at empowerla@lacity.org.

***** This is an automated response, please DO NOT reply to this email. *****

Contact Information

Neighborhood Council: Northwest San Pedro

Name: Melanie Labrecque

Email: melanie.labrecque@yahoo.com

The Board approved this CIS by a vote of: Yea(13) Nay(0) Abstain(0) Ineligible(0) Recusal(0)

Date of NC Board Action: 02/12/2024

Type of NC Board Action: For

Impact Information

Date: 02/29/2024

Update to a Previous Input: No

Directed To: City Council and Committees

Council File Number: 22-1140

Agenda Date:

Item Number:

Summary: There is a current crisis in 911 and non-emergency hold times. The Chief of Police provided a report on August 23, 2023, only 41% of emergency calls are achieving State mandated 15-second response times. The State mandates 90% of emergency calls need to be answered within 15 seconds. The Northwest San Pedro Neighborhood Council would like to commend Councilman Tim McOsker for requesting a report from the Board of Police Commissioners and the Personnel Department regarding the current staffing levels and response times of 911 services. (CF 23-0255) The Personnel Department reports that the increasing number of PSR vacancies has created hardships for both the current 911 PSR staff and the citizens that rely on them for critical services. The NWSPNC requests the office of Tim McOsker to

please keep us informed and updated on the ongoing collaboration between the Personnel Department and LAPD to fill vacant positions, including what changes have been devised in the recruitment process.

Ref:MSG9911262

 **2024-02-12-Letter-Re-Northwest San Pedro 911 PSRS-1.pdf**
257K

Ray Regalado, President
Chris Valle, Vice President
Melanie Labrecque, Treasurer
Victor Christensen, Secretary



Certified Neighborhood Council
Certification Date 02-12-02
NW San Pedro Neighborhood Council
638 S. Beacon Street, Box 688
San Pedro, CA 90731

TELEPHONE: (310) 918-8650 • WEBSITE: NWSanPedro.org • E-MAIL: BOARD@NWSanPedro.org

February 12, 2024

CF 23-0255 (closed) & CF 22 -1140

Regarding a report on the staffing levels of 911 Dispatch Centers, the call & emergency response times, hiring process including recruitment.

To: CD 15: Tim McOsker

CC: Captain III Raymond Valois, Communication Officer of Communication Division
CC: LAPD Harbor Division: Captain McGuyre
CC Mayor Karen Bass
CC Board of Police Commissioners
CC CPAB

There is a current crisis in 911 and non-emergency hold times. The Chief of Police provided a report on August 23, 2023, only 41% of emergency calls are achieving State mandated 15-second response times. The State mandates 90% of emergency calls need to be answered within 15 seconds.

The Northwest San Pedro Neighborhood Council would like to commend Councilman Tim McOsker for requesting a report from the Board of Police Commissioners and the Personnel Department regarding the current staffing levels and response times of 911 services. ([CF 23-0255](#)) The Personnel Department reports that the increasing number of PSR vacancies has created hardships for both the current 911 PSR staff and the citizens that rely of them for critical services.

The NWSPNC requests the office of Tim McOsker to please keep us informed and updated on the ongoing collaboration between the Personnel Department and LAPD to fill vacant positions, including what changes have been devised in the recruitment process.

We also applaud the rollout of CIRCLE (Crisis and Incident Response through Community led Engagement), which aims to decrease the burden on the 911 system & LAPD officers by redirecting 28 identified non-emergency types of distress calls to the appropriate city agencies and non-police enforcement trained professionals.

The NWSPNC would like to request Tim McOsker's office to provide regular progress updates on the CIRCLE program, and its implementation in the Harbor area. Specifically on the success of hiring qualified staff, the multitiered training program, the progress on hiring & recruitment.

Additionally, the NWSPNC recommends the City Council mandate that 911 services devise a method to capture data from Dispatch Centers, and LAPD, in order to identify if CIRCLE creates the desired improvement in response times and alleviate pressure on LAPD officers.

With that said, the NWSPNC would like to make the following recommendations for potential council action - in order to further address the crisis on citywide response times:

1. NWSPNC specifically requests budgetary considerations in the 2024-2025 fiscal year. Please direct additional funds to expedite the hiring process and provide incentives which will attract qualified individuals to fill PSR vacancies.

We ask a portion of budget be provided to recruit and retain qualified individuals. Mayor Karen Bass approved an additional \$384 million to recruit LAPD candidates with competitive pay and incentives. We ask the same budgetary considerations, including an analysis of competitive salaries in the Los Angeles area, in order to recruit and retain qualified individuals who may be attracted to civilian jobs with comparable skill sets in the California market.

2. Mitigations of "crank" calls.

- a. A method to capture data & analyze the number of crank calls, swatting, in order to measure the time / financial burden they create on existing service.
- 3. BUDGETARY CONSIDERATIONS FOR COMMUNITY EDUCATION AND OUTREACH:
 - a. 911 and Police recruitment / engagement tabling at education related events, with messaging directed to High School seniors, and college students.
 - b. Task representatives to make appearances on local News broadcasts to recruit people to CIRCLE and PSR positions.
 - c. PSAs – a focused social media PSA campaign to:
 - iv . Inform, attract, and direct qualified individuals to available PSR, CIRCLE and LAPD positions.
 - ii. Neighborhood Watch – please promote the Neighborhood Watch program, and civic engagement. The NW system can distribute valuable information at community level - to decrease abuse of the 911 system and educate what kind of specific information is needed to facilitate the correct response when there is a serious emergency.
 - iii. Educate the public on where to call (and where not to call) for different scenarios, and what information to provide. As social media tends to favor “clever” message, please consider an LAUSD High School student contest / College “hackathon” for messaging, as well as a round of visits to local broadcast news.
 - iv. PSA regarding California’s penalties for crank calls.
 - v. Additional messaging to direct people to the myLA311 app.

Yours in community collaboration,

Sincerely,



Ray Regalado, President
On Behalf of the Northwest San Pedro Neighborhood Council c

cc: Los Angeles City Councilman Tim McOsker
South Coast Air Quality Management District
Sempra Energy [SoCalGas]