

MOTION

On January 12, 2023, Mayor Bass declared a Local Emergency due to the "high winds and substantial precipitation brought on by a series of atmospheric river storm systems." Communities across Los Angeles have felt the impacts of these storms and it is essential that we use all available avenues and resources to respond and recover and to better prepare ourselves for similar weather events in the future.

As part of this response, Angelenos have been relying on 311 to get storm-related issues resolved. Problems such as mud and landslides are being reported at high volumes and while our Departments are working hard to address all the requests, it's important to ensure that the public have as transparent a view as possible into that progress.

Residents should have access to the information necessary to assure them their needs are being met. Right now, that is not always the case. Sometimes, for example, a Service Request is closed because it is duplicative of an existing open ticket submitted by someone else, but the person who submitted the duplicative request is not notified of that reason or provided the Service Request for the same issue that is still open. This leads to confusion, frustration, and a lack of transparency in the way our City addresses these issues in our neighborhoods.

Another point of frustration, specifically with the mud and landslide complaints, which has been exacerbated in the wake of the recent storms, is that a ticket is closed once the Bureau of Street Services has cleared the obstructions from the area, but concerns often linger around the integrity of the slope that caused the slide. A closed Service Request means there is no longer transparency with the community around whether the hillside has been or will be assessed, which is often the responsibility of the Bureau of Engineering.

I THEREFORE MOVE that the City Council direct the Bureau of Street Services, with the assistance of the Information Technology Agency, report directly to Council within 7 days with an accounting of all storm-related 311 Service Requests. The report should outline all tickets opened, reasons for each closed ticket, and next steps for each pending ticket.

I FURTHER MOVE that the Council direct the Bureau of Engineering, with assistance from the Bureau of Street Services and the Information Technology Agency, report within 7 days on the current process for 311 Service Requests related to landslides and mudslides as well as improvements that can be made to ensure that as well as obstruction clearance, the integrity of these slopes is assessed and corrected, and that the public has a way, through 311, to follow that process.

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JAN 24 2023

PRESENTED BY:



EUNISSES HERNANDEZ
Councilmember, 1st District

SECONDED BY:



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