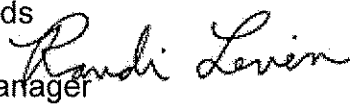


CITY OF LOS ANGELES
INTER-DEPARTMENTAL CORRESPONDENCE

Date: July 5, 2011 REF: EXE-195-11

To: Honorable Elected Officials
All City Department Heads

From: Randi Levin, General Manager 
Information Technology Agency

Subject: **3-1-1 CALL CENTER REDUCED OPERATING HOURS EFFECTIVE TUESDAY, JULY 19, 2011**

Although the Information Technology Agency (ITA) has made every effort to preserve the 3-1-1 call center as a priority public service, ITA has lost a number of 3-1-1 employees due to retirements, transfers, terminations, and layoffs since the budget crises began. In the new fiscal year 2011-12, ITA has lost an additional eight (8) positions from the 3-1-1 call center, which will make it unsustainable for the 3-1-1 call center to continue to operate two shifts (Day and PM shifts). Therefore, the PM shift will have to be eliminated, and the 3-1-1 call center will continue to be operational everyday, including weekends and holidays, but during business hours from 8:00 am to 4:45 pm.

In preparation for this transition, ITA has started working with departments that receive direct services during the PM shift to ensure an adequate transition. The last operational PM shift will be on Monday, July 18, following the I-405 weekend closure. **Effective Tuesday, July 19, 2011, the operating hours for the 3-1-1 call center will be from 8:00 am to 4:45 pm everyday.** The agents will continue working from 4:45 to 5:00 pm to finish answering the calls remaining in the call queue.

During the call center closure hours, callers to 3-1-1 will hear a message notifying them of the new operating hours, offering them the option of an automated transfer to access high-priority services, or instructing them to call back when the call center is open. The message will be available in both English and Spanish. This automated transfer option has been available and working well since the AM shift was eliminated on July 18, 2010, and now will be expanded to include the hours when PM shift is closed.

During the closed hours, callers may select an automated transfer for:

- Any parking enforcement, traffic control or traffic signal related calls – (calls will be transferred to LADOT Communications)
- Power outages, water emergencies, opened or damaged access covers, and street lighting pole knock downs – (calls will be transferred to DWP)
- Reporting an injured animal, animal attack or animal cruelty - (calls will be transferred to Animal Services Shelters)
- City Employee requiring off hour vehicle assistance – (calls will be transferred to GSD)
- During the hours of 7 am to 8 am, inspection related calls – (calls will be transferred to LADBS Specialty Group)

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Callers will also be directed to the web at www.lacity.org to access the 3-1-1 Citywide Services Directory. For life threatening emergencies, callers will continue to be instructed to hang up and dial 9-1-1.

We appreciate everyone's patience and understanding since we recognize that the reduction of 3-1-1's operating hours will have a direct impact on both the residents of Los Angeles as well as City departments. We will continue to work with departments to identify technology solutions to help mitigate the reductions in service.

For further information or questions, please contact Agnes Lung-Tam, Chief Management Analyst, at 473-3228.