

MOTION

Throughout the City of Los Angeles, 311 serves as a critical resource to support resident needs for street repairs, bulky items pick up, illegal dumping, dead animal removal, etc. However, the needs for these services are not felt the same across the City. Council District 1 residents have been without an active Councilmember for many months, leaving residents of an already historically under-resourced and underserved without an elected representative to address their needs.

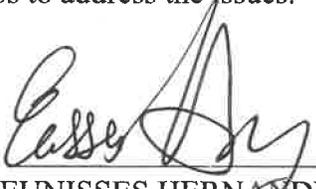
Historic racial and economic inequities have resulted in too many communities, especially low-income communities of color, without the ability to access the critical services that provide maintenance and consistent attention needed for their residents to thrive. This is especially true for Council District 1.

Wealthier parts of the City continue to be those that receive the most municipal service attention. In 2021, according to MyLA 311 data from the office of Mayor Garcetti, there were over 1.4 million service requests made through 3-1-1, call centers, email, mobile apps, website, and other sources. The majority of these calls came from Council Districts with residents with higher average income.

Given a likely backlog of open 311 service request cases in Council District 1, and the City of Los Angeles overall, we need a strategy for prioritizing the most urgent needs of Council District 1 Residents.

**I THEREFORE MOVE** that the City Council INSTRUCT the Information Technology Agency to report back within 30 days on the status of all 311 open cases in Council District 1 with a breakdown of categories these cases fall under, and the length of time these have been open.

**I FURTHER MOVE** that ITA, Streets LA, LA Sanitation (LASAN), LADOT, and all relevant departments be instructed to report back on where each of these open cases are in the process, potential roadblocks that have come up during the process of resolving these cases, and the necessary next steps to address the issues.

PRESENTED BY:   
EUNISSES HERNANDEZ  
Councilmember, 1st District

SECONDED BY:   
\_\_\_\_\_

ORIGINAL

DEC 13 2022

