


CITY OF LOS ANGELES
INTER-DEPARTMENTAL CORRESPONDENCE

Date: June 5, 2009 REF: SPP-213-09

To: All City Department Heads

From: Randi Levin, General Manager
Information Technology Agency 

Subject: **311 Reduction in Service – Cancellation of AM Shift**

As July 1st, 2009, the Information Technology Agency (ITA) will be eliminating the AM (midnight) Shift, due to Budget Reductions requested of the Agency.

311 currently coordinates calls for many City Departments that will be affected by this change in service. 311 currently receives over 50,000 calls during this shift annually. I have attached the Departmental Breakdown of calls for the shift being eliminated.

311 will continue to take calls from 7 AM to 11 PM daily, as it currently does. 311 will also be open during Holidays and the 2nd/4th Friday Furloughs.

ITA acknowledges the criticality of departmental business operations. Therefore, it is critical that your staff work with us to coordinate this reduction to minimize future impact to your business operations.

If you have any questions regarding the 311 Reduction in Service, please feel free to contact Kevin Crawford, at (213) 978-3311. Thank you for your cooperation and assistance.

Attachments

cc: ITA Managers

311 Call Volumes for AM Shift for 2008-2009

Department	Annual Volume	Monthly Volume
AGING	52	4
Animal services	1,241	103
City Attorney	215	18
Bureau of Contract Administration	15	1
Bureau of Sanitation	6,229	519
Bureau of Street Lighting	2,109	176
Bureau of Street Services	909	76
Cultural Affairs	11	1
City Administrative Officer	17	1
CCYF	3	0
Community Development	77	6
Ethics	1	0
City Clerk	84	7
Redevelopment	5	0
Controllers	31	3
Planning	24	2
Disability	16	1
Neighborhood Councils	9	1
Dept of Transportation	7,712	643
Water and Power	2,191	183
Environmental Affairs	1	0
Engineering	25	2
EPD	3	0
ERB	3	0
General Services	124	10
Housing Authority	47	4
Harbor Dept.	1	0
Information Technology	689	57
Convention Center	7	1
LACERS	36	3
Building and Safety	1,468	122
Fire Dept.	920	77
Housing	210	17
Homeless Services	37	3
Police	27,343	2,279
Airports	63	5
Libraries	7	1
Mayor	343	29
OOF	141	12
Personnel	105	9
Recreation and Parks	134	11
ZOO	4	0
Total for AM Shift	52,986	4,415