

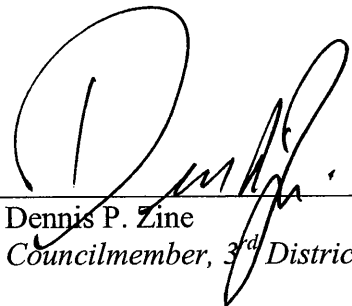
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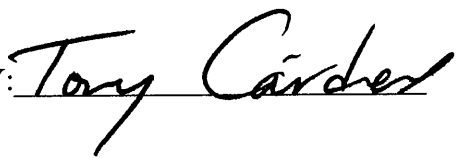
On May 29, 2007, a large threatening dog ran loose onto the campus of an elementary school in the Los Angeles Unified School District. Despite repeated phone calls by school officials to the Department of Animal Services Call Center, no assistance could be obtained. Callers reported that after numerous attempts to reach the Department over a period of more than an hour, they could only reach an automated voicemail system.

This lack of response to urgent animal-related public safety calls raises serious questions about the ability of the Department to perform its core functions. In a Daily News article about the elementary school incident, it was reported that the Animal Services Call Center handles approximately 700 calls per day with five employees. Given the role of the Department as first responders in a wide range of animal related cases, the Call Center must be adequately staffed at all times.

Unrestrained malicious animals present a clear danger to the public, especially on and around school campuses. In order to protect the residents of Los Angeles against these serious threats, the Department of Animal Services must be able to respond immediately to all reports of emergencies.

I THEREFORE MOVE that the Department Animal Services report to the Public Safety Committee on the status of operations of its Call Center, including call loads and prioritization, staffing levels, average wait times, and current efforts to improve service.

PRESENTED BY: 
Dennis P. Zine
Councilmember, 3rd District

SECONDED BY: 

JUN 0 5 2007

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