

CITY OF LOS ANGELES

CALIFORNIA

COMMUNITY DEVELOPMENT
DEPARTMENT


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MAYOR

Date: December 31, 2002

To: All Full Service and Satellite WorkSource Centers

From: Ann Giagni, Director 
Workforce Development Division

**SUBJECT: INFORMATION BULLETIN No. 03-24
3-1-1 SERVICE AND THE CITYWIDE SERVICES DIRECTORY**

Los Angeles has established a new 3-1-1 Service that enables the public to easily access City information and services via the 3-1-1 Center or the Internet (www.lacity.org). Anyone using a landline phone within the City of Los Angeles can access the 3-1-1 Center by dialing 311, 24 hours a day, seven days a week. The 3-1-1 Call System is being implemented to minimize the use of the 9-1-1 Emergency Call System.

Assisted by the Citywide Services Directory, call center operators are trained to provide general information on City services, telephone numbers, locations, and when applicable, to transfer callers to the appropriate City agency. Operators are able to assist callers in English and Spanish. Translation service is available for more than 150 other languages.

The City of Los Angeles is committed to providing the highest quality customer service to its citizens. The Community Development Department does not currently have an automated service request system. In general, the dynamic nature of individual and family issues requires an interview with the customer to provide the appropriate services. As a result, direct contact information for our agencies, services, and staff has been entered into the 3-1-1 system. In general, call center operators will connect the caller directly to the appropriate WorkSource Center or a CDD staff member.

As a service provider funded by the City, your center will receive transferred calls originating from the 3-1-1 Center. It will be up to your staff to determine the appropriate services needed by the customer, and if eligible, provide a one-business-day response to every telephone or email inquiry. CDD is confident that all of WorkSource Centers will strive to achieve this level of customer service. In the future, this same level of customer service will be a performance requirement incorporated into all new contracts.

If you have any questions, contact your assigned program analyst.

AG:LA:LM:JH:md

