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Councilmember Tom LaBonge
Council District 4
City Hall, Room 480
200 N. Spring Street
Los Angeles, CA 90012

Dear Tom,

The Los Feliz Improvement Association takes great interest in your recent motion to create an interactive complaint system based upon the SeeClickFix website for the Bureau of Street Services to ease the locating and repair of street potholes.

We note, however, that except for the Los Angeles Police Department, there is currently no formal written complaint process for any city department. Thus the LFIA requests that you broaden your initiative to include all city departments (e.g. the City Attorney, the DWP, Parks and Recreation, etc).

We know that the 311 contact number provides an avenue for registering complaints or requesting information and services, but the subjective nature of this process can result in frustrating delays and inappropriate connections or misinformation (see Steve Lopez's Los Angeles Times column on January 20, 2010). The applications of the SeeClickFix.com website suggest that it could be used for a much broader and more objective process and thus a more satisfactory interface between the citizens and their city government. We therefore encourage you to expand your motion to enable the Information Technology Agency to develop a system that will include all city departments and agencies.

Sincerely yours,

Donald A. Seligman
President

cc. Councilmember Cardenas, Chair of the Information Technology
and Government Affairs Committee.
Mr. Carl Olson

