

This document is an extract of a larger publication.

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Web Contact Form – It is available on the *Ask Don* page at the Fourth District website. This is accessed through the *Contact* pull-down menu. Fill in the requested information, click on the *Send* button, and “Your question was sent successfully. Thanks” will be displayed on the web page.

Fifth Supervisorial District: Michael D. Antonovich

Offices –The Fifth District has five field offices. Mail should be addressed to the Hall of Administration office. The following information is available on the district’s website under *Contact* and *Office Locations*.

Downtown Office 500 West Temple Street, Room 869 Los Angeles, CA 90012 (213) 974-5555 (213) 974-1010 FAX	Antelope Valley 1113 W. Avenue M-4, Suite A Palmdale, CA 93551 (661) 726-3600	Pasadena 215 N. Marengo Ave., Suite 120 Pasadena, CA 91101 (626) 356-5407
San Gabriel Valley 615 East Foothill Blvd., Suite A San Dimas, CA 91773 (909) 394-2264	Santa Clarita Valley 27441 Tourney Road, Suite 180 Santa Clarita, CA 91355 (661) 287-3657	San Fernando Valley 21943 Plummer Street Chatsworth, CA 91311 (818) 993-5170

Email – FifthDistrict@lacbos.org

Website – <http://antonovich.com/>

Web Contact Form – It is available on the *E-mail* page at the Fifth District website. This is accessed through the *Contact* pull-down menu. Fill in the requested information, click on the *Send* button, and “Your question was sent successfully” will be displayed on the web page.

FINDINGS

1. The office of each Supervisor helps constituents in dealing with Los Angeles County departments. The Grand Jury interviewed staff members in each office. Those directly involved with aiding constituents appear to be knowledgeable and dedicated.
2. Each supervisorial office enters complaints and requests into the Constituent Relationship Management system (CRM). Routinely, all correspondence regarding the case is recorded in this system. Thus anyone in the office has easy access to the information and can continue processing the case. When a conclusion is reached, that information is entered into the system. This allows generation of a report listing cases that have been open too long. A disadvantage of the system is that it can be cumbersome. Requests not requiring follow-up are often not recorded.

3. There are a variety of ways to contact a Supervisor’s office: phone, letter, and email/web. Some of the other methods of making requests or complaints are fax, walk-in, board meeting, and at a community meeting. Letters are the best way to contact the Fourth and Fifth Districts. For information on the frequency of contacts through each source see Table 1 below.

Table 1 Source of Contact by Supervisorial District⁴ (Oct 2011-Sept 2012)

Source	District 1	District 2	District 3	District 4	District 5	Total
Phone	1106	739	702		384	2931
Letter	76	249	148	*281	858	1612
Email/Web	331	483	133		1170	2117
Other	227	170	25		79	501
Total	1740	1641	1008	*281	2491	7161

*The Fourth District office provided CRM data only for requests submitted through letters.

These tables were produced from data furnished by each District using the CRM system. The tables of the submitted data are in Exhibits 1-5. Exhibit 6 contains two tables submitted by the Fourth District. With the exception of actual data for letters received and entered into CRM, all other “data” are estimates which are vastly out of range from the CRM data provided by the other offices. Through communication by a staff member of the Fourth District the Grand Jury learned that only information received by letter was available in CRM.

4. Another way of looking at the contacts is monthly, as in the table below. A quick review indicates no apparent seasonal trends.

Table 2 Contacts by Month⁴

	2011			2012									Total
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
District 1	169	165	121	113	131	116	166	187	173	152	158	89	1740
District 2	66	99	105	144	132	140	156	167	163	138	151	180	1641
District 3	60	51	65	101	102	95	96	94	117	97	58	72	1008
District 4*	33	11	17	30	13	46	24	21	26	25	27	8	281
District 5	283	213	189	179	231	186	198	173	138	187	260	**254	2491
Total	611	539	497	567	609	583	640	642	617	599	654	603	7161

* Fourth District—Office provided CRM data only for requests submitted through letters.

** Fifth District—September data was collected in 2011.

In interpreting the above tables, note that only requests requiring follow-up are entered into CRM. Requests that can be satisfied immediately are usually not recorded. Phone requests are routinely under-reported. District data may differ because of these reporting issues as well as demographics and geography.

⁴ Each Supervisorial District Office furnished data for these tables in response to a Grand Jury request.

- All of the Supervisorial districts have web contact forms on their websites. The Grand Jury was particularly impressed with the First District’s web form, which repeated the entire request on submission. This allows the constituents to review their request and save it for their records.

Figure 1 Sample Web Contact Form

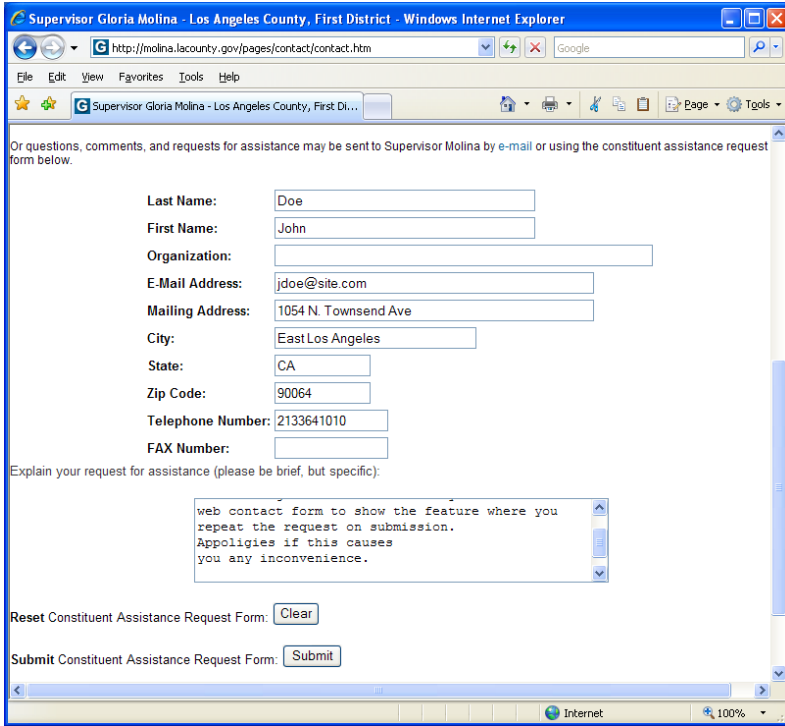
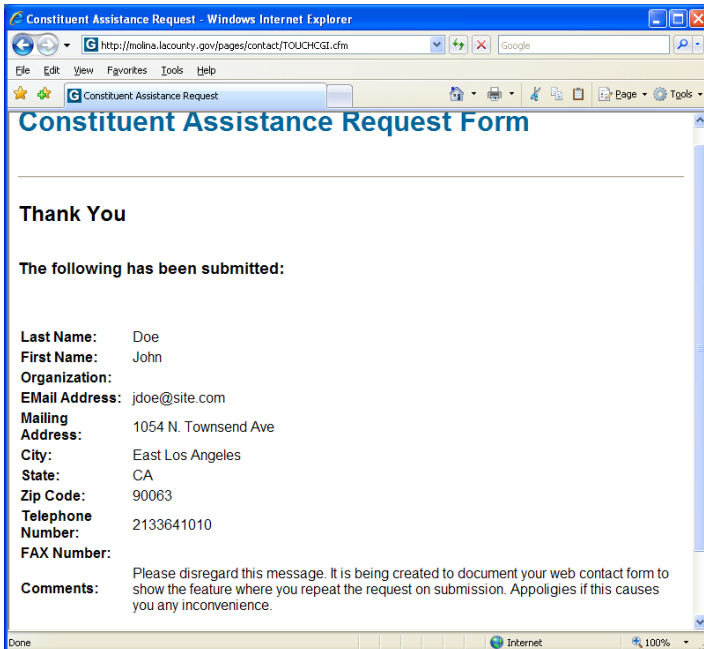


Figure 2 First District response when form is submitted.



6. To maximize the use of the Supervisor's office for requests, a constituent should:
 - a. Determine if the problem is with a County department.
 - b. If it is difficult to determine who to contact and the constituent suspects that the appropriate agency is a county department, the office of the supervisor is a good resource to help you determine who to contact.
 - c. Contact the appropriate county department and attempt to resolve the problem with them first.
 - d. If the problem has still not been resolved the constituent can contact the office of the their supervisor for help.

Responses are required from:

Recommendation	Responding Agencies
7.2, 7.3	Office of the Supervisor of the 1 st District
7.1, 7.2, 7.3	Office of the Supervisor of the 2 nd District
7.1, 7.2, 7.3	Office of the Supervisor of the 3 rd District
7.1, 7.2, 7.3, 7.4	Office of the Supervisor of the 4 th District
7.1, 7.2, 7.3	Office of the Supervisor of the 5 th District