



JONATHAN E. FIELDING, M.D., M.P.H.
Director and Health Officer

CYNTHIA A. HARDING, M.P.H.
Chief Deputy Director

313 North Figueroa Street, Room 806
Los Angeles, California 90012
TEL (213) 240-8117 • FAX (213) 975-1273

www.publichealth.lacounty.gov

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February 26, 2014

TO: Each Supervisor

FROM: Jonathan E. Fielding, M.D., M.P.H. *J.E. Fielding*
Director and Health Officer

SUBJECT: **OPENING OF THE DEPARTMENT OF PUBLIC HEALTH ENVIRONMENTAL
HEALTH CUSTOMER CALL CENTER**

The Los Angeles County Department of Public Health, Environmental Health Division (EH) is pleased to announce the opening of its new Customer Call Center. Traditionally, each of the Division's 16 district offices, on a daily basis, would receive dozens of phone calls, faxes, emails, and other correspondence that addressed a variety of questions, concerns, and complaints from the public. The new Customer Call Center centralizes the intake and response to these communications. Constituents who report a problem or notify EH of activities that may be of public health concern are now able to dial one centralized toll-free number, where a telephone agent is able to assist in both English and Spanish.

Constituents can direct their inquiries and complaints as follows:

Environmental Health Customer Call Center
Toll-free Number: 888-700-9995
Fax Number: 626-813-4829
Email address: ehmail@ph.lacounty.gov

It is our goal to provide excellent customer service to each person we communicate with, and the Customer Call Center will be an integral part of that service delivery.

If you have any questions or need additional information, please let me know.

JEF:ajb

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors