



**PUBLIC REQUEST TO ADDRESS
THE BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES, CALIFORNIA**

MEMBERS OF THE BOARD

HILDA L. SOLIS
HOLLY J. MITCHELL
LINDSEY P. HORVATH
JANICE HAHN
KATHRYN BARGER

Correspondence Received

The following individuals submitted comments on agenda item:				
Agenda #	Relate To	Position	Name	Comments
23.		Other	Dakota Kelley	<p>Department of Treasurer and Tax Collection has erected several barriers for property owners to resolve their tax issues. These issues should be immediately addressed before the Board seizes anyone's property to sell. The following noncustomer-friendly policy initiatives should be resolved before voting on the seizure of private property.</p> <p>Problems with office management and customer service:</p> <ol style="list-style-type: none"> 1. Extremely difficult to speak with a human to resolve any issues because communication is blocked by a recording instructing the customer to keep pushing buttons and then it disconnects. Corrective Action: Rehire humans as clerks to answer phones respond to simple inquiries, schedule office appointments, and send messages for callbacks to the right persons. 2. Reopen office hours for personal contact to immediately resolve tax issues. There should be office hours for appointment or walk ins Mon-Saturday. This should occur immediately. 3. No lien should be placed on any property without contacting the owner by mail – first. 4. Any electronic recording should have a device for a call back within 24 hours.
		Item Total	1	
Grand Total			1	