



ELIZABETH BUENROSTRO GINSBERG
TREASURER AND TAX COLLECTOR

**COUNTY OF LOS ANGELES
TREASURER AND TAX COLLECTOR**

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October 22, 2024

ADOPTED

BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

27 October 22, 2024

Edward Yen
EDWARD YEN
EXECUTIVE OFFICER

Dear Supervisors:

**APPROVAL FOR APPROPRIATION ADJUSTMENT TO USE FUNDS FROM THE COUNTY'S
LEGACY SYSTEM MODERNIZATION FUND FOR THE IMPLEMENTATION OF A CLOUD-BASED
CALL CENTER SYSTEM
(THREE DEPARTMENTS AFFECTED)
(ALL SUPERVISORIAL DISTRICTS) (4-VOTES)**

**CIO RECOMMENDATION: APPROVE (X) APPROVE WITH MODIFICATION ()
DISAPPROVE ()**

SUBJECT

The Department of Treasurer and Tax Collector (TTC) requests Board approval and authorization to use \$187,000 from obligated fund balance Committed for Information Technology (IT) Enhancements to support the design and implementation of a cloud based call center system, which will replace the current legacy telephone system.

IT IS RECOMMENDED THAT THE BOARD:

Approve an appropriation adjustment and authorize the use of \$187,000 from obligated fund balance Committed for IT Enhancements (commonly known as the County's IT Legacy Modernization Fund) to implement a cloud-based call center system, which includes the cost of implementation and customization. TTC will centrally manage the new system that will serve the Assessment Appeals Board (AAB), Department of Auditor-Controller (A-C), and TTC.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The County's IT Legacy Modernization Fund was established to fund replacement of legacy systems with modern technology that improves the delivery of services to the public, generates operational improvements to one or more departments or programs, and improves interdepartmental or interagency collaboration.

Annually, TTC mails over three million property tax bills to constituents throughout Los Angeles County. As these mailings reach constituents, questions arise, and constituents attempt to contact the various departments for assistance with particular matters. During fiscal year (FY) 2023-24, TTC, AAB, and A-C received over 565,000 phone calls from constituents. Collectively, staff were able to speak with only approximately 28 percent of those constituents, due to high call volumes during peak seasons and some staffing shortages. We recognize a need to transform the call center system to assist constituents efficiently and effectively.

Currently, AAB, A-C, TTC, and the Office of the Assessor (Assessor) share a phone system, which has been in place since FY 2015-16 and is serviced under two master agreements that will reach end of life in January 2025. That system utilizes landlines and is a collaboration between two vendors, ATT and Lumen services, with limited functions and expandability for potential enhancements. In consultation with the Internal Services Department (ISD), TTC identified replacement options and evaluated the functionality of the solutions. Amazon Web Services (AWS), a cloud-based application, was identified as the most effective platform to replace the current phone system. TTC, AAB, and A-C have determined that AWS is the most effective solution, due to its ability to be customized to the needs of the departments, and will provide better overall efficiencies to both staff and constituents. The Assessor is moving forward with their own new cloud-based phone system with the same vendor which will create a seamless experience for constituents. The new platform will support the goal of streamlining information to constituents, with the ability to make information available through the use of chatbots, while allowing the various departments to be more readily available for constituent contact.

Implementation of Strategic Plan Goals

The recommended actions support the County's Strategic Plan North Star 3 - Realize Tomorrow's Government Today, Focus Area Goal A, Communication and Public Access. The implementation of a new cloud-based call center system allows for additional functionalities, which constituents can access to receive better government services. For example, a new cloud-based system allows for a callback feature which would reduce long hold times for taxpayers needing to speak with an agent. A modern system will allow the various departments to provide constituents with an elevated level of customer service.

FISCAL IMPACT/FINANCING

The attached FY 2024-25 appropriation adjustment transfers \$187,000 in one-time funding from obligated fund balance Committed for IT Enhancements to TTC's operating budget for the implementation of a cloud-based call center system. Ongoing costs will be funded through TTC's operational budget with reimbursements from AAB and A-C.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

There are no legal requirements or prohibitions to this recommended action. TTC has obtained implementation consulting services from a certified AWS partner through the Enterprise Service Master Agreement (ESMA) Work Order process for implementation services. AWS will be procured through an ISD Master Agreement.

CONTRACTING PROCESS

TTC utilized the ESMA Program to solicit and award a Work Order for project implementation management services.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Approval of the recommended action will allow TTC to implement an industry recognized, web-based solution with additional functionalities, which would include efficiencies for both staff and constituents. A new call center system would provide a modern solution resulting in greater access to information for constituents. Under the current ATT and Lumen services, we average approximately \$32,000 in monthly charges. Moving to a new cloud-based contact center using AWS, we anticipate monthly charges to average around \$20,000 resulting in an average monthly saving of \$12,000 or approximately 38 percent.

Respectfully submitted,



ELIZABETH BUENROSTRO GINSBERG
Treasurer and Tax Collector



Peter Loo
Chief Information Officer

EBG:MD:DB:SM:ms

Enclosures

- c: Assessor
- Chief Executive Officer
- Executive Officer, Board of Supervisors
- Assessment Appeals Board
- Auditor-Controller
- County Counsel
- Internal Services Department

October 22, 2024

COUNTY OF LOS ANGELES

REQUEST FOR APPROPRIATION ADJUSTMENT

DEPARTMENT OF TREASURER AND TAX COLLECTOR

AUDITOR-CONTROLLER:

THE FOLLOWING APPROPRIATION ADJUSTMENT IS DEEMED NECESSARY BY THIS DEPARTMENT. PLEASE CONFIRM THE ACCOUNTING ENTRIES AND AVAILABLE BALANCES AND FORWARD TO THE CHIEF EXECUTIVE OFFICER FOR HER RECOMMENDATION OR ACTION.

ADJUSTMENT REQUESTED AND REASONS THEREFORE

FY 2024-25

4 - VOTES

SOURCES		USES	
GENERAL FUND		TREASURER AND TAX COLLECTOR - OPERATING	
A01-3052		A01-TT-5500-10900-10950	
COMMITTED FOR IT ENHANCEMENTS		OTHER CHARGES	
DECREASE OBLIGATED FUND BALANCE	187,000	INCREASE APPROPRIATION	187,000
SOURCES TOTAL		USES TOTAL	
	\$ 187,000		\$ 187,000

JUSTIFICATION

Reflects the cancellation of obligated fund balance Committed for IT Enhancements for design and implementation costs of a cloud-based property tax call center system.

Julie A. Benavides

Digitally signed by Julie A. Benavides
Date: 2024.10.10 17:47:06 -07'00'

AUTHORIZED SIGNATURE

BOARD OF SUPERVISOR'S APPROVAL (AS REQUESTED/REVISED)

REFERRED TO THE CHIEF EXECUTIVE OFFICER FOR---

ACTION

RECOMMENDATION
Lan Sam
Digitally signed by Lan Sam
Date: 2024.10.11 13:42:57 -07'00'

BY
DATE **10/11/24**

APPROVED AS REQUESTED

APPROVED AS REVISED

CHIEF EXECUTIVE OFFICER

Yolanda Reyes

Digitally signed by Yolanda Reyes
Date: 2024.10.15 08:28:11 -07'00'

BY
DATE **10/15/24**

B.A. NO. **042**