



James Johnson
City of Long Beach
Councilmember, Seventh District

Date: November 20, 2012

To: Honorable Mayor and Members of the City Council

From: Councilmember Patrick O'Donnell, Fourth District
Councilwoman Gerrie Schipske, Fifth District
Councilmember James Johnson, Seventh District

Subject: Accessing City Services Online

RECOMMENDATION:

Request the City Manager review the feasibility of allowing residents to make park reservations online and identify other potential city services that may be made accessible online, and report back to the City Council within 60 days.

DISCUSSION

Currently, park reservations and park permits cannot be obtained over the Internet. For example, residents wishing to obtain a permit to gather at a local park for a birthday party must either submit the application in person at the Parks and Recreation Office in El Dorado Park or download the form and submit it via mail.

The ability to submit park reservations online would be a convenience for residents, and may also lead to additional compliance with the City's park regulations. Residents who find the current process too burdensome may simply bypass the process and have unpermitted events, leading to potentially negative effects in our neighborhoods and shifting City costs for such events from the hosts to taxpayers.

Residents may now access many City services online, including utility bills, garage sale permits, and animal licenses. It is appropriate that the City Manager review park permitting to see if this function can also be processed online. Additionally, there may be other City services that can be accessed online within current budget resources. Thus, the City Manager is also requested to report back to the City Council about other potential services that could feasibly be accessed online.

FISCAL IMPACT

There is no significant cost to this item. To the extent that City services are eventually made accessible online, the fiscal impact is currently unknown, as any one-time costs could be offset by reduced operating costs and additional future fee revenue from additional compliance.