

Your Community Impact Statement has been successfully submitted to City Council and Committees.

If you have questions and/or concerns, please contact the Department of Neighborhood Empowerment at NCsupport@lacity.org.

This is an automated response, please do not reply to this email.

Contact Information

Neighborhood Council: Wilshire Center-Koreatown

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The Board approved this CIS by a vote of: Yea(22) Nay(0) Abstain(0) Ineligible(1) Recusal(0)

Date of NC Board Action: 12/09/2019

Type of NC Board Action: For

Impact Information

Date: 12/12/2019

Update to a Previous Input: No

Directed To: City Council and Committees

Council File Number: 11-1013-S7

Agenda Date:

Item Number:

Summary:



WILSHIRE CENTER KOREATOWN NEIGHBORHOOD COUNCIL



Los Angeles City Council File #11-1013-S7

Contact Information:

Wilshire Center-Koreatown Neighborhood Council
4001 Wilshire Blvd. PNB #F400
Los Angeles, CA 90010

The Wilshire Center-Koreatown Neighborhood Council (WCKNC), at its duly noticed General Board meeting on December 9, 2019, voted unanimously (22-0) in favor of its agenda Item IV(C): Motion to submit a Community Impact Statement in support of City Council File #11-1013-S7 in translating the MyLA311 mobile app into multiple languages, starting with Spanish, Chinese, Korea, Tagalog and Bengali. The app was released in April 2013 but yet is still only available in English.

Our Neighborhood Council district is one of the most diverse in the city while having the largest number of constituents. The illegal dumping and bulky items left on parkways, e scooter issues and graffiti can be overwhelming and damage the quality of life not only in WCKNC, but also in the rest of our great city.

The MyLA311 is a valuable tool for communicating with the City that leaves a large percentage of our residents left out and frustrated. Our four million residents speak over 200 languages, with approximately one-quarter of us not speaking English well (2010 census info). The City's 311 website has 105 languages available and yet the best way to request City services is English only. It effectively denies service to far too many taxpayers. Not every household has a computer or internet access at home, but the majority of all people will have a smartphone. We feel that not having the MyLA311 app available in multiple languages is a huge disservice to the residents of Los Angeles.

As a start, we ask that the MyLA311 app be translated into the top languages used in our city, Spanish, Korean, Tagalog, Chinese and Bengali until other languages can be identified.

It is vital that all stakeholders have equal access to City Services.

Sincerely,
Wilshire Center-Koreatown Neighborhood Council