

**MOTION**

The City of Los Angeles is home to some of the largest parks with urban wilderness in the United States. Residents and visitors alike enjoy the hundreds of miles of hiking trails and bridle paths that traverse across our City parks.

While using the trails, residents and visitors can report maintenance needs using a variety of methods, by calling 3-1-1, calling the Department of Recreation and Parks, calling the Council Office, and by utilizing the MyLA311 Mobile Application.

However, pin pointing the exact location of where service is needed along the vast network of trails can be a challenge.

Without a well-known identifying marker or even an exact distance from the trailhead, it can be difficult for the caller to describe where the service is needed. Even with a reference point, accuracy is reliant on verbal descriptions that may be subjective or incomplete. Without an accurate location, it often requires several follow up calls and site visits to secure the information, which can delay the time it takes to fulfill that service request. A Global Positioning System (GPS) location tag would go a long way to maintaining our trails in an effective manner.

While the MyLA311 Mobile Application has GPS capabilities, there are limitations to reporting the exact location within the parks. The current system only returns the closest address from where the service request is generated which can be the general address of the park, or sometimes even an address that is outside of the park.

I THEREFORE MOVE that the Information Technology Agency, in consultation with the Department of Recreation and Parks, report on how to improve the intake of service requests at our City parks to ensure the accuracy of the location of where the service is requested.

I FURTHER MOVE that the Information Technology Agency, in consultation with the Department of Recreation and Parks, report on additional ways to improve GPS capabilities on the MyLA311 Mobile Application.

PRESENTED BY:   
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Councilmember, 12<sup>th</sup> District

SECONDED BY: 

ORIGINAL

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