

MOTION

MyLA311, the City's help center, provides non-emergency services and information via a toll-free line, online, or through the mobile application. This service provides the public with one centralized point of entry for City service requests using multiple methods of communication. A direct link for residents of LA to connect with city services, MyLA311 is a valuable tool that empowers communities across LA. MyLA311 is able to take service requests for City Departments to hasten the flow of communication from constituents to their designated departments.

The benefits MyLA311 provides to users are plentiful, and the City previously had the foresight to translate the web portal into multiple languages. However, the mobile app settings only allow the app to be accessed in English. A majority of Los Angeles residents speak a language other than English at home (Spanish, Chinese, Tagalog, etc.) The City should ensure that all residents, including non-English speaking residents, of Los Angeles have adequate and direct access to the MyLA311 services.

I THEREFORE MOVE that the City Council instruct the Information Technology Agency (ITA) to report back on the feasibility of adding a multiple languages feature to the MyLA311 mobile phone application in order for non-English speaking constituents to utilize this tool. The minimum languages included should be Spanish, Chinese, Tagalog, and Korean, as those are the most spoken languages, besides English, by Los Angeles residents.

I FURTHER MOVE that the ITA, in consultation with the CLA, report back on cost estimates to add these languages to the MyLA311 and recommended funding sources.

Presented by:


MIKE BONIN

Councilmember, 11th District

Seconded by



ORIGINAL

NOV 13 2019

