

INNOVATION, GRANTS, TECHNOLOGY, COMMERCE AND TRADE COMMITTEE
REPORT relative to the multilingual capabilities for the MyLA311 Constituent Relationship
Management website and mobile application.

Recommendations for Council action, as initiated by Motion (Martinez - Wesson):

1. AUTHORIZE the Information Technology Agency (ITA) to work with 3Di Inc. for the development of Option No. 2 pilot - Google Translate Service in the public MyLA311 web portal, as detailed in the ITA's report dated July 25, 2016, attached to the Council file.
2. INSTRUCT the ITA, with the assistance of the Office of the City Clerk, Election Division, to report in 60 days on the three most requested non-English languages for City-based information from residents; and identifying sources of funding to implement Option No. 1 - Coding 311 System and Human Translation Services, as detailed in the ITA's report dated July 25, 2016, to create a better built out MyLA311 Constituent Relationship Management System for primary languages.

Fiscal Impact Statement: The ITA reports that approving the recommendation above will result in a General Fund expenditure totaling \$35,000.

Community Impact Statement: None submitted.

SUMMARY

At the meeting held on August 2, 2016, your Innovation, Grants, Technology, Commerce and Trade Committee considered an ITA report relative to the multilingual capabilities for the MyLA311 Constituent Relationship Management website and mobile application. The ITA General Manager provided an overview of the matter and responded to related questions. During the discussion of the matter, Councilmember Martinez requested to amend the ITA's recommendations to include a report back in 60 days on the three most requested non-English languages for City-based information from residents; and identifying sources of funding to implement Option No. 1 - Coding 311 System and Human Translation Services, as detailed in the ITA's report dated July 25, 2016, attached to the Council file, to create a better built out MyLA311 Constituent Relationship Management System for primary languages. An opportunity for public comment was held. After a further discussing the item, the Committee moved to approve the recommendation contained in the ITA's report as modified, as detailed above. This matter is now forwarded to the Council for its consideration.

Respectfully Submitted,

INNOVATION, GRANTS, TECHNOLOGY, COMMERCE, AND TRADE COMMITTEE

A handwritten signature in blue ink, appearing to read "BR Bluminger".

<u>MEMBER</u>	<u>VOTE</u>
BLUMENFIELD:	YES
BONIN:	YES
KREKORIAN:	YES
BUSCAINO:	YES
MARTINEZ:	YES

ME

-NOT OFFICIAL UNTIL COUNCIL ACTS-