

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.

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The Board approved this CIS by a vote of: Yea(11) Nay(0) Abstain(0) Ineligible(0) Recusal(0)

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Type of NC Board Action: For

Impact Information

Date: 11/13/2020

Update to a Previous Input: No

Directed To: City Council and Committees

Council File Number: 20-1259

Agenda Date:

Item Number:

Summary: As summarized by the Controller's report, as the City gradually re-opens, it should continue reassessing its processes and deliver the digital services that Angelenos expect and deserve. The City has a long way to go – many services, payment options, and internal processes still rely heavily on paper or in-person service delivery. Instead of simply returning to these outdated processes, the City should continue its momentum and develop even more digital options to supplement existing services. At the same time, barriers to accessing a computer and high-speed internet, especially among lower-income households, means that the benefits of online services are less likely to reach those with the greatest need. Within the City, this digital divide is particularly true in low-income areas like South LA. These facts are even more pronounced during COVID-19 as more activities are brought online, making internet access an essential service. More digital inclusion programs — like the City's OurCycle LA project to provide computers to underserved communities — are needed to bridge this gap. For these reasons, the North Westwood Neighborhood Council supports Council File 20-1259 'A Stronger Connection / Expanding Digital Government Services'.

The North Westwood Neighborhood Council supports Council File 20-1259, 'A Stronger Connection / Expanding Digital Government Services'.

The City of Los Angeles offers numerous services that Angelenos count on. Traditionally, City services have been delivered in-person, at different locations, and with paper forms, if required — and City workers have shown up to designated worksites each day. While in-person assistance is necessary in certain circumstances and preferable in others, it is not always the most effective way to get residents the help they need.

This Neighborhood Council supports improvement to digital communication within the City's Depts, and ways to relay relevant information to the public more efficiently, not sure if that includes more funding, but definitely more streamlined ways to transmit digital information in light of COVID.

The City's ability to deliver digital services and the steps it must take to improve them, including by integrating telework into the City's operations, is the subject of the Controller's accompanying report, as the City continues to adapt to the difficulties posed by COVID-19, it should reimagine the way it uses technology to deliver services, both for City employees and the people they serve. This Council File, Supported by an accompanying report from Controller Galperin's Office makes the following recommendations:

Reimagining services

- **Adopt a digital services strategy that includes the City's overall vision, objectives, and plan for providing digital services to the public. The strategy should be drafted by a working group or committee consisting of staff from City departments, Council, and the Mayor's Office, with significant input from the public, and include clear goals and a road map to ensure its success.**
- **Adopt a framework to support telework as a viable City workforce strategy, with implementation led by the Personnel Department, and require all departments to develop a policy to determine eligibility for their employees.**
- **Implement program changes through executive or legislative action to adopt a framework of requirements — similar to those enacted at the federal level — that support telework as a viable workforce strategy for the City. At a minimum the City should:**
 - **assign responsibilities to Personnel and the departments to support and implement telework Citywide, even as the pandemic eventually subsides;**
 - **formally incorporate telework into its emergency planning processes;**
 - **require all departments to develop a telework policy that includes eligibility and participation criteria;**
 - **determine telework eligibility and inform all workers of their eligibility; and**

- **provide training to all employees and supervisors participating in telework to improve productivity and success.**

As summarized by the Controller's report, as the City gradually re-opens, it should continue reassessing its processes and deliver the digital services that Angelenos expect and deserve. The City has a long way to go – many services, payment options, and internal processes still rely heavily on paper or in-person service delivery. Instead of simply returning to these outdated processes, the City should continue its momentum and develop even more digital options to supplement existing services.

At the same time, barriers to accessing a computer and high-speed internet, especially among lower-income households, means that the benefits of online services are less likely to reach those with the greatest need. Within the City, this digital divide is particularly true in low-income areas like South LA. These facts are even more pronounced during COVID-19 as more activities are brought online, making internet access an essential service. More digital inclusion programs — like the City's OurCycle LA project to provide computers to underserved communities — are needed to bridge this gap.

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