

PERSONNEL, AUDITS, AND ANIMAL WELFARE COMMITTEE REPORT relative to expanding digital government services.

Recommendations for Council action:

1. INSTRUCT the Information Technology Agency (ITA), with the assistance of the City Administrative Officer (CAO) to report in regard to the feasibility, and with a budget request, for the development of a long-term digital strategy that would include the digitization and centralization of all appropriate internal/operational platforms and customer-facing city services with said report to include discussion of how employee productivity is enhanced and improved as a result of a policy of increased digitization and telework.
2. INSTRUCT the ITA to report in regard to:
  - a. A list of operational functions and customer-facing services, such as those noted in the Mayor's Executive Directive 29.
  - b. The digitization of city employee payroll records and processes, that have recently been digitized or would be appropriate to digitize and consolidate as part of a long-term digital strategy.
  - c. Any resources needed to implement Recommendation Nos. 2a and 2b.
  - d. The feasibility of utilizing Citizens Broadband Radio Service (CBRS) to create a citywide cellular network geared toward bridging the City's digital divide in low-income communities, similar to the Fontana Unified School District's recently approved CBRS pilot program.
3. INSTRUCT the Personnel Department, with the assistance of other City Departments as needed, to establish a telework coordinator in each Department in order to perform analysis, provide recommendations, and assist in the implementation and management of a proposed telework program.
4. INSTRUCT the Personnel Department and REQUEST the Mayor, with the assistance of the General Services Department, ITA and other City Departments as necessary, to report with a citywide telework analysis, including potential costs and resources needed, and the results of the most recent Citywide Working from Home Survey.

Fiscal Impact Statement: Neither the CAO nor the Chief Legislative Analyst has completed a financial analysis of this report.

Community Impact Statement: Yes

For:  
North Westwood Neighborhood Council

**(Information Technology and General Services Committee waived consideration of the above matter.)**

Summary:

On April 7, 2021, your Committee considered a September 30, 2020 Controller report relative to expanding digital government services. According to the Controller, local government exists to provide representational and administrative leadership to constituents living within specified geographical boundaries. The City strives to do both as well as possible. On the representational side, the goal is to involve residents in determining local public needs and how these needs can be met. Administratively, the City and its 44,000 employees offer numerous services that Angelenos count on, such as trash pickup, permitting and inspections, street and tree maintenance, public safety, park preservation, youth and senior services and more. 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 imperative in certain circumstances and preferable in others, it is not always the most effective way to get residents the help they need. People expect their interactions with the government to be as seamless and simple as possible, similar to the best private sector customer service providers.

The City of Los Angeles has moved toward improving its digital service delivery in recent years, and with the unexpected global pandemic these efforts were pushed to the fore. COVID-19 made some in-person services, such as those at customer counters, nearly impossible and forced many City employees to work virtually. Despite the challenges posed by the coronavirus, it also served as a catalyst to implement digital innovations or accelerate projects already underway, including hosting virtual meetings to facilitate public hearings, rolling out a telemedicine pilot to reduce ambulance dispatches, developing online training sessions for seniors and scaling up a largely unused telework program from 30 employees to 10,000 to keep City workers safe. These innovations, largely born of necessity, deserve to be examined and expanded, accompanied by a unified plan to broaden digital services and improve the customer experience. After consideration and having provided an opportunity for public comment, the Committee moved to make a series of recommendations as detailed above. This matter is now submitted to Council for its consideration.

Respectfully Submitted,

Personnel, Audits, and Animal Welfare Committee

| <b>COUNCILMEMBER</b> | <b>VOTE</b> |
|----------------------|-------------|
| KORETZ:              | YES         |
| HARRIS-DAWSON:       | YES         |
| BONIN:               | ABSENT      |

ARL

4/7/21

**-NOT OFFICIAL UNTIL COUNCIL ACTS-**