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REF: EXE-188-22

Honorable Members of the City Council
City of Los Angeles
Room 395, City Hall
Los Angeles, CA 90012

Attn: Information Technology & General Services Committee

REPORT BACK ON THE TIMELINES FOR ALL DEPARTMENTS TO COMPLY WITH THE INFORMATION TECHNOLOGY AGENCY'S (ITA) WEBSITE STANDARDS POLICY AND WHEN THE CITY'S WEBSITES WOULD BE ACCESSIBLE TO LANGUAGES OTHER THAN ENGLISH, COUNCIL FILE NO. 22-0600-S28

The City of Los Angeles has over 120 official websites with tens of thousands of pages of content. Enabling L.A. residents and businesses to efficiently and easily access the information they desire is the top priority for the Information Technology Agency. To accomplish this task, the ITA is leading new and ongoing improvements with assistance and in coordination with City departments and offices.

Launch LACity.gov - Completed
The ITA has redesigned the City's official website, LACity.org, and re-launched the new version under the new web address LACity.gov on June 22, 2022. ".Gov" domains are registered by the U.S. Cybersecurity and Infrastructure Security Agency (CISA) and are only provided to legitimate government entities in the United States. Therefore, Angelenos who access our ".gov" website can have additional assurance they are dealing with the real City of Los Angeles secure government website. An online and social media marketing campaign, supported by ITA's Web Services, Channel 35 Media Group, and 311 Call Center, provided public outreach and information distribution redirecting LA residents and businesses to access the new LACity.gov website.

Develop New City of LA Web Policy and Standards - Fall 2022
The new ".gov" domain for websites, starting with "lacity.gov", is just one part of the City's long-term plans to improve how residents, businesses, and visitors digitally engage with L.A. City government. Upcoming plans include a citywide effort by the IT Policy Committee (ITPC), which is chaired by ITA and consists of IT managers and/or web masters representing Council-controlled and proprietary departments, to review, consolidate, and update existing policies under a new City

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of Los Angeles Web Policy and Standards. The new policy, which is expected to be drafted by Fall of 2022, will include various sections to ensure all City websites are under the LACity.gov domain, follow a standard naming convention for web site addresses (URLs), and are secure, mobile responsive, accessible, provide fillable online, forms, support language translation, have online payment options, and have up-to-date content. The new policy would be subject to the City Attorney's review and the Mayor and Council's adoption.
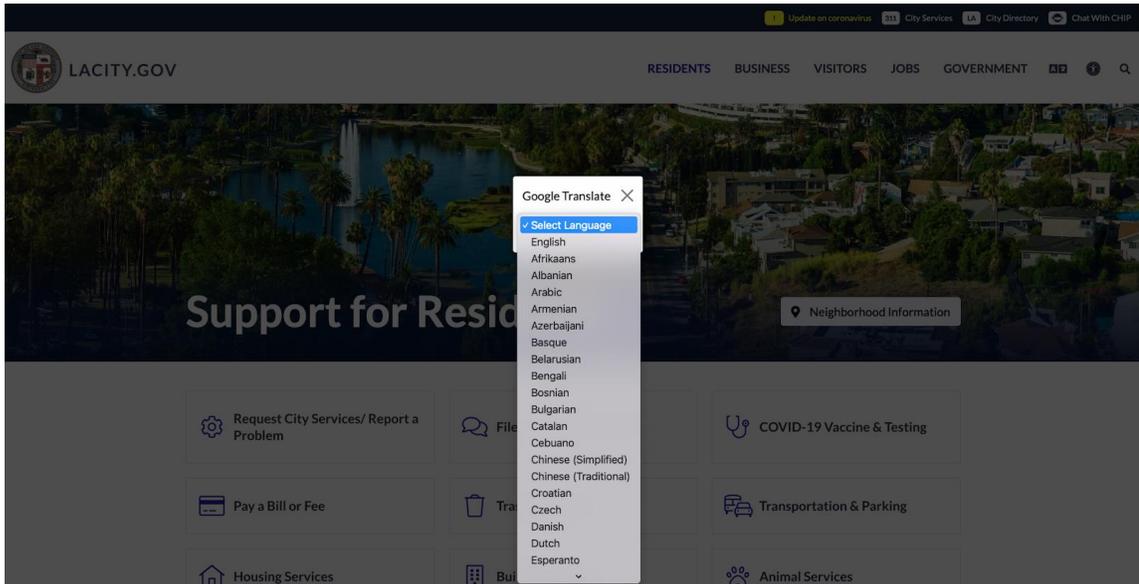
Provide LACity.gov Domain Names to Departments - Fall 2022

Through the Citywide IT Policy Committee (ITPC), ITA will work with City departments to establish and implement a standard website address naming convention (e.g. LACitySAN.org would become Sanitation.LACity.gov or LAPDOnline.org would become Police.LACity.gov). Once a consensus is reached, departments will be provided with their assigned LACity.gov subdomains based on the standard naming convention. Departments will be expected to migrate their websites to their LACity.gov subdomain within 3 months of receiving their assigned subdomain, based on the standard naming convention. Departments must also plan to advertise the changes and update all of their marketing materials and documentation. Visitors who land on the current website address can simply be redirected to the official City of Los Angeles URL web address. To assist with transitions between elected offices, the ITA will present to that new office the list of websites used by the previous administration within 60 days of a new elected official being sworn in. Some departments might require additional time and resources (budget) to migrate their websites to new LACity.gov domains.

Provide Language Translation for ITA-Supported Websites - Completed

Websites that are currently supported and maintained by ITA, such as LACity.gov, are already offering automated translation capabilities for over 100 different languages. ITA recommends machine translation technology, such as Google Translate, as the standard method for translating City websites to languages other than English. Based on ITA's research, it is rare for municipal government websites to perform human translation and maintain separate websites based on language. Cities such as New York, Chicago, Houston, Philadelphia, Seattle, Phoenix, and San Diego have all opted instead for machine translation using Google Translate. Today, when implemented, the Google Translate tool can auto translate web content in more than 108 languages. Google Translate is widely used by private companies and has been provided without cost by Google to government agencies, such as the City of Los Angeles.

Using this method, a website visitor can automatically translate the website into their language of preference.

Today, City departments can implement the "Google Translate" widget on any website that supports the ability to add custom HTML and JavaScript code. The specific JavaScript code to be added can be provided by Google or ITA. Once the piece of code is added, the Google Translate widget should appear immediately on the website at which point to be tested by the owning department to verify functionality within the website. Not all websites will allow this functionality and some departments would require rebuilding their websites on platforms that support that functionality, such as the City's standard Drupal platform. Departments may need additional resources for replatforming in this case.

<u>Instruct Standardization of Departmental Websites - Ongoing</u>
Similar to implementing other City-adopted policies, each department and elected office is responsible for taking the necessary actions for updating their websites to adhere to the new City of Los Angele Web Policy and Standards. The new policy will require departments to update their websites and implement new standards ensuring their websites are under the new LACity.gov domain, secure, mobile responsive, ADA Section 508 accessibility compliant, provide fillable online forms, support language translation, have online payment options, and have up-to-date content. Once adopted, the new policy will be available to departments for their short-term FY23-24 budget and long-term annual budget planning, if additional resources are needed.

For assistance and questions, contact ITA Web Services Team (ITA.WebServices@lacity.org).

Respectfully Submitted,

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