

MOTION

The City of Los Angeles' MyLA311 mobile app and the 311 Call Center provides various options to connect to a wide variety of non-emergency City services and general City information. Amongst the various services provided by these two entities there are popular service requests like bulky item pickup, graffiti removal, and illegal dumping pickup.

On the MyLA311 website, users are able select from over fifty languages like English and Spanish, making it easier for individuals to navigate the website and make the appropriate request. On the mobile app, however, the option to select a preferred language is unavailable.

Additionally, the City has introduced the website "Get Connected Los Angeles" where Angelenos can locate resources providing low-cost to no-cost internet services and computers. The website is also only available in English.

Within the County of Los Angeles, it is estimated that roughly forty-percent of the population is Spanish speaking. In an effort to make the MYLA311 mobile app and the Get Connected Los Angeles website more effective, the option to select the preferred language, like Spanish, should be added on the interface.

I THEREFORE MOVE that the City Council instruct the Information Technology Agency (ITA) and any other departments as necessary to evaluate the feasibility of adding languages other than English that are commonly spoken by residents of Los Angeles, like Spanish, to the MyLA311 mobile app and the "Get Connected Los Angeles" website, and report back to Council in 30 days with findings and recommendations.

PRESENTED BY:



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SECONDED BY:



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