

MOTION

On June 17, 2026, a fire erupted at a large cold storage warehouse facility located at 1400 South Los Palos Street in Boyle Heights, prompting shelter-in-place orders, road closures, and a multi-day emergency response. As residents sought timely information regarding air quality, public health guidance, available resources, and other emergency updates, the incident underscored the importance of having a centralized, trusted, and easy-to-use source of information during emergencies.

MyLA311 serves as the City's primary platform for connecting residents, businesses, and visitors to more than 1,500 City services and information channels through its call center, website, and mobile application. However, throughout the fire response and ongoing recovery efforts, residents often turned to multiple agencies, elected offices, community organizations, and social media to locate information and request assistance, demonstrating the need for greater public awareness of MyLA311 and its available services.

Strengthening MyLA311 through multilingual outreach, public education, and enhanced emergency communication tools would improve the City's ability to communicate timely, centralized, and reliable information before, during, and after a declared emergency.

I THEREFORE MOVE that the City Council instruct the Los Angeles Department of Transportation, Bureau of Street Services, Bureau of Sanitation, and other relevant City departments to develop and implement public informational campaigns to increase awareness of City services, including but not limited to responsibilities and services related to trash collection, traffic signal maintenance, bus bench maintenance, street repairs, and temporary housing and homelessness services. These informational campaigns should include the creation and distribution of multilingual educational materials, including infographics, digital outreach, and community-based engagement strategies, to ensure accessibility for all Angelenos.

I FURTHER MOVE that the City Council instruct the Information Technology Agency, with assistance from the Emergency Management Department (EMD) and other relevant City departments, to report back within 30 days on the feasibility of implementing an automatic emergency response notification system through activating MyLA311, and the campaign proposed above, to provide residents with timely updates, public safety alerts, and resource information during emergency events.

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