



Building a Smarter Los Angeles: COVID-19 Pandemic & Beyond

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Before COVID-19, Smart Cities Were Global Phenomena

Los Angeles Times

\$4 FREE

Los Angeles announces ambitious zero emissions roadmap



AT&T 5G goes live in Los Angeles and San Francisco

Los Angeles launches urban air mobility programme

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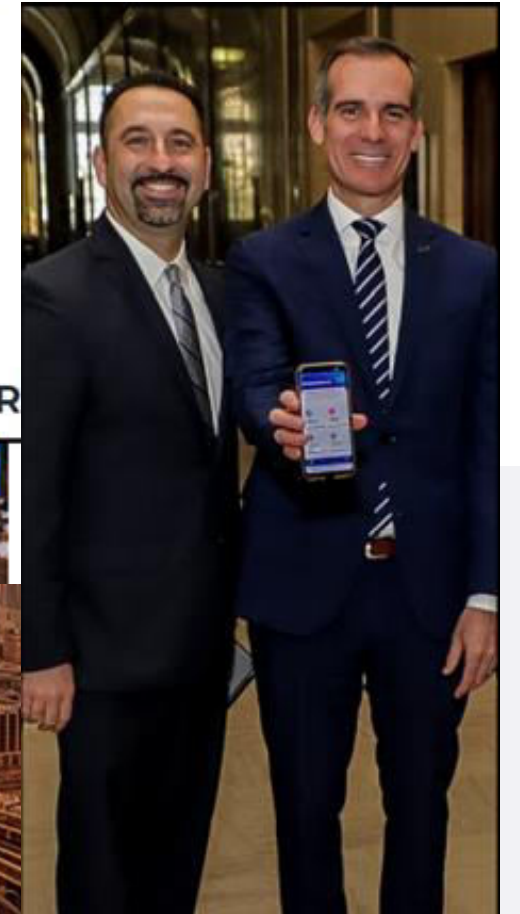


USA

Los Angeles Set to Embark on a Smart City Experiment



MORE COVER



COVID-19 Pandemic Made Smart Cities Essential

LADOT Transitions to Automatic Walk Signal Cycles

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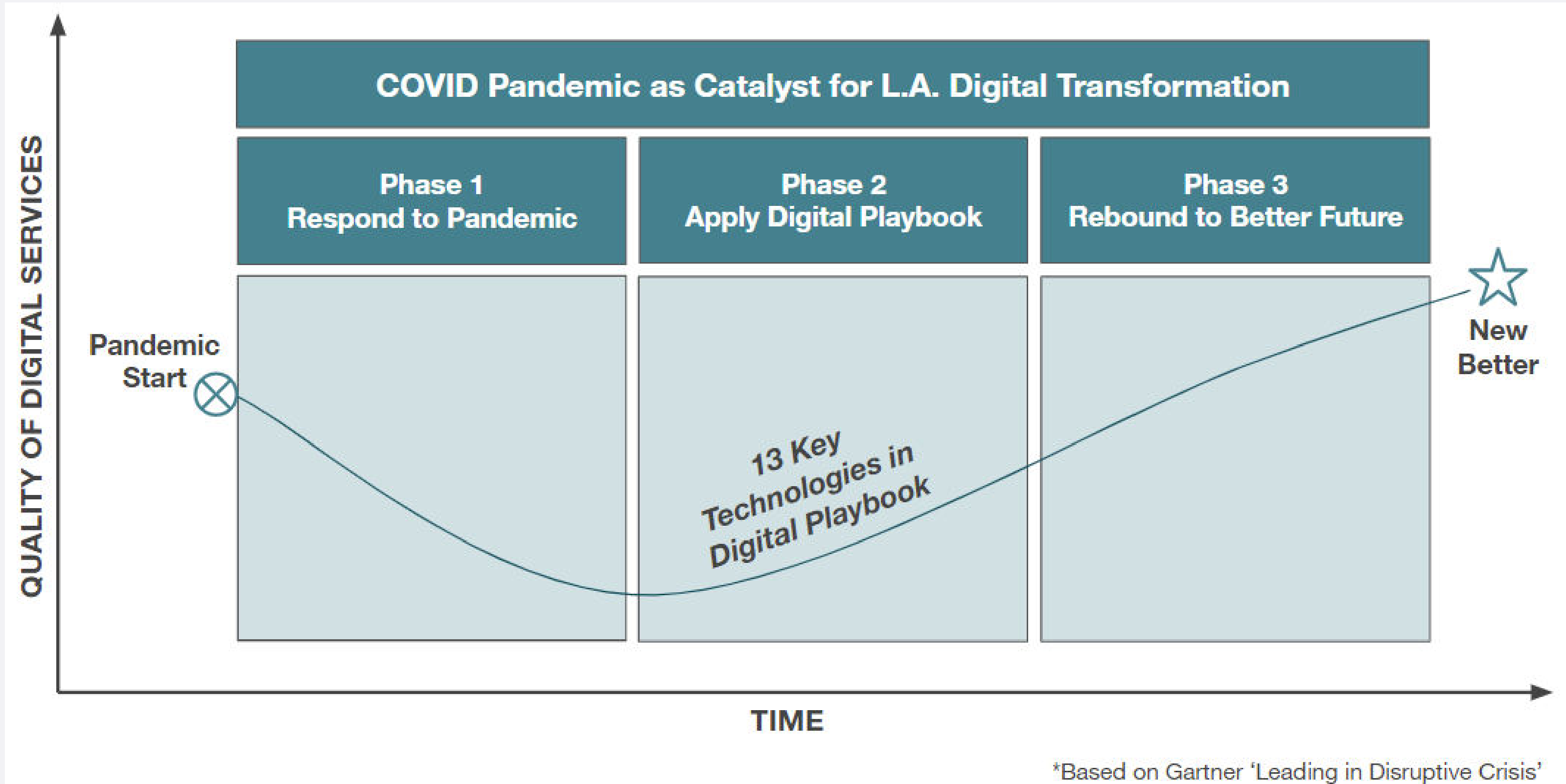
| Pandemic Set New Priorities for Smart Cities

- Exponential increase in demand for “contactless” services
- Accomplishments of past must be re-examined in light of anticipated “new normal”
- Doesn't matter where City of Los Angeles was in digital journey when COVID-19 started, must rapidly advance digital roadmap for changing world

| Opportunity for “New Better”, Not “New Normal”

- Contactless Government Initiative (Mayor Garcetti Directive 29)
- City of L.A. reviewed 97 different services paused by COVID-19 and identified methods to digitize them
- Identified key technologies that would dramatically improve L.A. City government digital services
- Technologies were compiled in [City of LA Digital Strategy: COVID-19 Pandemic & Beyond](#)

COVID as a Catalyst



| **Digital Service Technologies for a New Better**

- **Digitizing the Government Workforce** - Five initiatives to raise employee digital IQ from virtual training to smartphones
- **Unified Digital ID for Easy Access to City Apps** - “Angeleno Account”
- **Micro Services Platform for Scalable, Agile Apps**
- **Improved UX Using Net Promoter Score Across All Digital Services**
- **Next-Level Service with Case Management** - Integrated case and customer management solutions across departments
- **Contactless Contracts Through eSignature** - Eliminates in-person counters and services

| Use COVID-19 as a Catalyst for a New Better

- These are digital services lessons learned for a smarter Los Angeles
- Lessons also learned in Smart City infrastructure, data, governance, and digital inclusion
- COVID-19 has revealed new needs across every Smart City
- Urge you to use pandemic as a catalyst for a new better, not just a new normal
- If interested, check out L.A.'s Digital Strategy at ITA.LACity.org

「thank you.」