

CM Fuentes Direction on Item 7- Authorize an amendment to a contract with Motorola Solutions Inc.

The City Manager is directed to explore implementing an update to the 311 app to offer increased language access capabilities and a user experience that is easier to navigate. The Office of Innovation and the Office of Performance Management should be consulted on the user experience and necessary technology functionality and upgrades.

The City Manager shall also explore the expansion of reporting via text messages, chat, social media in addition to the current mobile application and website.

Priority should be given to changing the “case closed” status to one that accurately reflects the case status has been transferred to the respective department for services.

The City Manager shall provide a report on the status of these technology upgrades and service expansion by March 1, 2023.