

MOTION

The MyLA311 system serves as a critical tool for Angelenos to report non-emergency issues, access neighborhood services, and receive updates on the status of their requests. It is one of the most widely used digital platforms in the City and plays an essential role in connecting residents with departments responsible for addressing issues such as graffiti removal, bulky item pickup, and illegal dumping. With the City's ongoing focus on modernization and improving public access to services, MyLA311 must remain a reliable and user-friendly system for both the public and the internal staff who rely on it to do their work effectively.

However, since the launch of its most recent update, there have been persistent issues reported by both residents and City staff. On the user side, many constituents have experienced problems with GPS functionality and difficulty inputting address information into the system. Internally, staff have raised concerns about limited access to accurate data, which is essential for tracking service progress and providing timely updates to constituents. There have also been reports of service requests being marked as closed without confirmation that the issue was actually resolved. These problems have impacted the City's ability to deliver timely and transparent service, and have raised questions about the overall functionality and accountability of the system.


I THEREFORE MOVE that the City Council INSTRUCT the Information Technology Agency (ITA), with the assistance of the Chief Legislative Analyst (CLA), the Bureau of Sanitation, and all relevant departments that utilize the MyLA311 system, to report on the system's current performance, usability and efficiency. The report should include:

- A comparison of key system functions and performance before and after the most recent MyLA311 update;
- An evaluation of any efficiencies gained, cost savings achieved, and improvements to user experience as a result of the update;
- Data and feedback on issues experienced by both users and staff, including:
 - GPS navigation problems;
 - Limitations in reading or accessing internal service notes;
 - Instances where service requests were marked as closed without being completed;
 - Optimization of service requests and work orders;
 - An internal data dictionary;
- Recommendations to improve usability, system transparency for City staff, internal communication features, and data accuracy across departments;
- A plan to gather and incorporate feedback from contractors, field crews, and other personnel who rely on MyLA311 to fulfill service requests; and
- The feasibility of integrating a feature that allows internal system users to request outreach from LASAN ambassadors at locations with frequent illegal dumping complaints.
- The feasibility of transitioning from a one-size-fits-all locator to multiple tailored locators based on the distinct operational requirements of individual service requests;

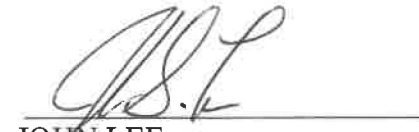
I FURTHER MOVE that the City Council INSTRUCT ITA, with the assistance of the Board of Public Works, to report back on an outreach plan to engage the City's Clean Teams, overseen by the Office of Community Beautification, in order to assess their experience with MyLA311 and gather input on opportunities for system enhancements.

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JUL 08 2025

PRESENTED BY:


MONICA RODRIGUEZ
Councilwoman, 7th District

SECONDED BY:


JOHN LEE
Councilmember, 12th District

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