

Your Community Impact Statement has been successfully submitted to City Council and Committees.

If you have questions and/or concerns, please contact the Department of Neighborhood Empowerment at [NCsupport@lacity.org](mailto:NCsupport@lacity.org).

This is an automated response, please do not reply to this email.

#### Contact Information

Neighborhood Council: Atwater Village Neighborhood Council

Name: Karen Barnett

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The Board approved this CIS by a vote of: Yea(12) Nay(0) Abstain(0) Ineligible(0) Recusal(0)

Date of NC Board Action: 10/13/2022

Type of NC Board Action: For

#### Impact Information

Date: 10/26/2022

Update to a Previous Input: No

Directed To: City Council and Committees

Council File Number: 21-0278

Agenda Date:

Item Number:

Summary: We support the modernization of a 311 System which is easier to use, for all users from the City of Los Angeles. The current system relies on old technology and no longer effectively serves the needs of residents. The system's interface is very cumbersome to use, often leaving users frustrated and unable to complete a ticket. Furthermore, we have experienced closed tickets without service or explanations. Providing a modernized 311 system that effectively communicates with residents and standardizes communications with city departments will reduce overall complaints, enhance government relationships and beautify LA. Attached board letters are in one pdf file: 1 - Support for the modernization of 311 system )10-13-2022) 2 - Letter regarding community problems with MyLA311 app (6-8-2021)



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P.O. Box 105, Los Angeles, CA 90039  
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**AVNC Officers** Co-Chairs: Josh Hertz, Edward Morrissey • Treasurer: Anthony Forester • Secretary: Brett Kushner

October 13, 2022

Dear Mayor Garcetti, Councilmember O'Farrell, and Councilmember Raman,

Atwater Village has experienced deficiencies of the current 311 platform's MyLA311 and website when reporting issues along the LA River and within the community. Our community has reported issues such as graffiti, bulky item pickup, illegal dumping, trash, obstructions, dead animals, and more without resolution and explanation.

On May 28, 2022, the City's consultant, Grant Thornton, provided a final report. The final step of the engagement with the consultant included the development of a Statement of Work for a RFP to modernize the MyLA311 system and incorporate some of the key customer strategy recommendations included in their report.

We support the modernization of the system and the study's key findings. Key findings that are important to our experiences:

- Estimated the time to complete a service request type.
- Streamline the customer interface process for reporting issues (ease of use)
- Provide a timeline for all services.
- Provide an explanation for canceled and closed tickets
- Capture all city assets, including the LA River, bike path, the east bank, bridges, and park areas. (with assets of infrastructure such as storm drains and outfalls)
- Use GPS coordinates for all service requests vs. addresses.
- Update the GIS locator to provide service locations to areas without addresses, such as the LA River, bike path, the east bank, bridges, Griffith Park, Sunnynook River Park, North Atwater Park, and various pocket parks. *Geolocate customer information in areas where an address does not exist.*
- Formalize 311 reporting format for all City departments to receive and/or transfer ticket information. All departments' backend systems should have an integration that captures latitude and longitude information along with pictures and other service ticket information.

Moving forward, *depending on the scope and proposals received, the full project cost is estimated to come in between \$4M - \$10M.* Fully realizing the modernization of the 311 System and incorporating the study's key findings will have a positive impact on all residents of Los Angeles. Nearly 4 million residents would have better service through modernization and implementation. Businesses and visitors of Los Angeles would see the benefits of a modernized 311 System that truly advocates for citizens to "improve their city"

Hopefully, you will champion the modernization of the 311 System for Atwater Village and all residents of Los Angeles.

Sincerely,

*Edward Morrissey*  
Edward Morrissey  
Co-Chair

*Josh Hertz*  
Josh Hertz  
Co-Chair





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**AVNC Officers** Co-Chairs: Josh Hertz, Edward Morrissey • Treasurer: Anthony Forester • Secretary: Tim Jennings

June 8, 2021

**RE: Lack of Response to MyLA311 Requests**

Dear Mayor Garcetti and Council Member O'Farrell,

The Atwater Village Neighborhood Council (AVNC) River Committee and residents of the community have often struggled to get acceptable responses to requests for action on the LA River, with which Atwater Village shares a 4-mile border, submitted via the MyLA311 app. For example, requests for trash or graffiti removal are often closed with no action. Please see Example 1 of a request to clean up illegal dumping along the East bank of the LA River that was closed erroneously.

It's been the observation of many community members that the reason for the lack of resolution is often due to employees of LASAN, LADOT or the Office of Beautification not being able to find the correct location.

In an effort to explore these challenges, the AVNC River Committee met with a group of developers from the LA City IT department who are responsible for the MyLA311 app on January 7, 2021. This meeting was organized by Wilson Yuen. From this meeting it became apparent that simply providing the service organizations (LASAN, LADOT or the Office of Beautification) with the latitude and longitude of an issue will not enable them to locate it. This could be due to the technology that they have at their disposal, either in the field or in a home office, or other operational barrier.

When tickets are closed but the actual issue has not been resolved, an inaccurate picture of the effectiveness city services is created. Please see Example 2 of a data queried from [311-data.org](http://311-data.org). This query states that over the past 6 months one hundred seventy-one (171) 311 tickets for illegal dumping in Atwater Village were opened. Fifty-four percent (54.2%) of them were opened via the "Mobile App (MA)." One hundred sixty-four (164) of them were closed and with a median time to close of two (2) days. Seventy-five percent (75%) of these tickets were closed in four (4) days or less and the maximum close time was thirty-eight (38) days. This would be interesting and useful data, but due to the inaccurate recording of the data by the service delivery organizations, the data is suspect.

Given the amount of resources that have been invested in developing the MyLA311 app itself and the subsequent data reporting, we are requesting your action to ensure all city service organizations, but primarily LADOT, LASAN and the Office of Beautification, efficiently and accurately resolve issues along the LA River reported via the MyLA311 app.

It's clear that a significant amount of resources were invested into the development of these systems and we are keen on being able to fully utilize them. We ask that you implement the necessary updates to the 311 system that allows for the ability to submit issues via the MyLA311 app and successfully complete clean up actions along the Los Angeles River.

Thank you,

A handwritten signature in black ink, appearing to read "Josh Hertz". The signature is stylized with a cursive "J" and "H".

Josh Hertz, Co-Chair

A handwritten signature in black ink, appearing to read "Ed Morrissey". The signature is stylized with a cursive "E" and "M".

Edward Morrissey, Co-Chair

Example 1: Attempt to report

Example 1: Attempt to report

Service Request Type

**Bulky Items Illegal Dumping Pickup**

Your Current Status

**Closed**

Your item(s)/container(s) were not out in an accessible public area for collection.

Service Request Location

2960 N GLENMANOR PL, 90039

Contact Info

Name: Seymour Liao

Email: seymour\_1@yahoo.com

Teleph

Service Request Details

dumping on the East river bank does not resolve issue

Example 1: Attempt to report

Service Request Type

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Your Current Status

**Closed**

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Service Request Location

2960 N GLENMANOR PL, 90039

Contact Info

Name: Seymour Liao

Email: seymour\_1@yahoo.com

Teleph

Service Request Details

Filters

\* Indicates to make at least one selection

Date Range Selection \* 1

Start 12/08/2020 To 06/08/2021

Last 6 Months

Neighborhood Council (NC) Selection \* 1

Type Neighborhood Council

Select All/Deselect All

+ North East Valley (9)

+ North West Valley (8)

+ South West Valley (8)

+ South East Valley (9)

+ Central 1 (8)

+ Central 2 (9)

+ East (6)

Request Type Selection \* 1

Select/Deselect All

Dead Animal [DAN]

Homeless Encampment [HLE]

Single Streetlight [SSL]

Multiple Streetlight [MSL]

Feedback [FRK]

Bulky Items [BLK]

E-Waste [EWT]

Metal/Household Appliances [MHA]

Graffiti [GFT]

Illegal Dumping [ILD]

Other [OTH]

Criteria 1

Date Range From 12/08/2020 to 06/08/2021

Neighborhood Council District Atwater Village

Legend 1

Illegal Dumping [ILD]

Number of Requests 1

179

Example 2: Query of 311 data (311-data.org) for illegal dumping in Atwater Village

