

Communication from Public

Name: Tiffany Haynes
Date Submitted: 02/17/2026 10:13 AM
Council File No: 26-0162

Comments for Public Posting: I just listened to today's, February 17th, Special Meeting by the Government Operations & Public Works Committees. While I appreciate - and share - the Chairperson's passion and frustration on the 311 app and larger system failures, her tone was unproductive and the focus became about her and not what our communities need. I would more impactful for this committee to be better organized and focused on what they are demanding of city agencies and consultants so the public can start to see much needed improvements in our neighborhoods. It would, also, be helpful that all new committee members to go through training on council meeting procedures. It appeared they were not knowledgeable on how to add new language to an agenda item. As a member of the public that left me very concerned.

Communication from Public

Name: Norma O Chávez
Date Submitted: 02/18/2026 12:43 AM
Council File No: 26-0162

Comments for Public Posting: I support this motion. I am a regular user of the app and have become discouraged by its glitches. My usual reports are graffiti, bulky items, illegal dumping, and trash. Most of my reports were addressed within the same week. However, after the launch of the new look, I have been struggling with getting service requests fulfilled. My graffiti reports go on for weeks when in the past they were taken care the same day if I reported early in the morning or the next day. My community is overwhelmed with graffiti and even after being cleaned up the graffiti is there again the same day. There are reports still in my list of requests that have not been addressed yet. The group that cleans the graffiti is the same and they were always very responsive, but without knowing about the graffiti reports, they simply can't follow up. Please support this motion and get this app fixed asap. We are the eyes of the community, but if we spend time making reports to improve our quality of life issues we want to see results!