

## Communication from Public

**Name:**

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**Council File No:** 26-0162

**Comments for Public Posting:** Please see my public comment attached.

I am writing in response to Council File 26-0162 regarding MyLA311, including technical issues, service delivery impacts, work order completion rates, and persistent operational challenges and solutions.

I would like to thank Councilmembers Padilla, Rodriguez, and Hernandez for their leadership in elevating the issues surrounding the MyLA311 system. I also want to express my appreciation for the introduction of Council File 26-0162, which brings much-needed attention to the ongoing challenges with the system. I appreciate the Councilmembers' and their teams' continued advocacy on these issues, particularly as they relate to the rollout and implementation of the new 311 system.

As we know, the new 311 system was presented as a significant improvement intended to reduce costs, enhance functionality for City employees compared to the legacy system, and make it easier for constituents to report and track a broader range of service requests affecting their communities. Unfortunately, the rollout and ongoing performance of the system have fallen far short of these goals. As discussed, and as your teams are aware, the system continues to experience major issues related to GPS and geolocation accuracy, invalid or mislinked address ranges, and missing or incomplete service categories.

While ITA has stated that it has resolved the "fractional address" issue, this characterization is misleading to the Council, as broader geolocation and address-related problems persist. Existing addresses are still, at times, incorrectly routed to other areas of the City or even outside City boundaries. In other instances, when geolocation tags are used, the system will indicate that "the address does not exist," despite populated fields suggesting otherwise.

These inconsistencies create significant challenges for both the public and City staff in accurately routing and locating service requests. As a result, they frequently lead to confusion in the field, delays in response, and, in some cases, requests going unaddressed due to the difficulty in locating the reported issue or misdirection caused by inaccurate data.

Conversations with multiple departments and frontline employees indicate that the inability to internally track requests, view internal comments or statuses, or properly route and assign requests across departments has significantly impacted operations. Additionally, the current 311 functionality does not allow constituents to view their own service request descriptions or comments, nor does it provide transparency into where requests are referred when they must be forwarded to departments outside of the 311 system. Furthermore, LASAN and OCB contractors lack the ability to print route maps or effectively clear tickets, creating serious operational challenges that have increased response times and delayed service delivery.

These challenges are further compounded by contractor performance issues. Contractors using the 311 system, including OCB, Transizto Vector (servicing the Street and Transit Amenities Program), and dockless mobility providers for e-scooters and bikes, frequently fail to provide closure comments or verification that requests were completed. In some cases, requests are cancelled without written justification.

There are also service categories referenced in knowledge base articles that do not exist in the system, including curb repair requests and certain park-related graffiti reports. Some have explicitly been hidden, or requested to be hidden by departments, due to an overwhelming backlog of requests or the elimination of certain work programs. This creates transparency issues, as the public and departments no longer have the necessary data to track or submit requests, accurately assess the status of certain issues, or advocate for funding through data metrics. Instead, these requests are hidden, eliminating transparency and potentially misleading the public, ITA 311 operators, and elected officials on the gravity of the issues or the need for policy changes to appropriately fund programs.

Additionally, several request types are misrepresented or improperly routed. Public trash receptacle servicing is often incorrectly located, misidentified as either City- or BID-maintained, and geolocated bins are sometimes misplaced or missing altogether. Requests submitted to Recreation and Parks for park cleanliness, trash, and ground maintenance do not link to the appropriate RAP work order system. Fire hydrant issue requests are not routed directly to LADWP and are instead sent to LASAN Stormwater before being forwarded to DWP, often with incomplete information.

Given the breadth of these issues, I urge the Councilmembers to broaden the scope of inquiry beyond LASAN to include StreetsLA, Recreation and Parks, LADWP, LADOT, Animal Services, and other departments and service programs operating within the 311 system. This review should assess which service categories from the legacy system were eliminated, consolidated, or enhanced, and identify where additional integration is needed to ensure residents can easily report, track, and request City services. Consideration should also be given to establishing a 311 stakeholder advisory committee to support the interdepartmental technical working group by identifying operational issues, recommending service enhancements, and improving the overall user experience for Angelenos.

Despite clear opportunities for improvement, persistent operational challenges, and a lack of coordination and responsiveness from ITA in working with sister departments to resolve issues continue to undermine system efficiency and service delivery.

Thank you again for your time and attention to these concerns. I appreciate the Council Offices' continued engagement on this issue and look forward to further discussion on potential solutions.