

Communication from Public

Name: Esteban Escobar

Date Submitted: 04/11/2026 09:04 PM

Council File No: 26-0162

Comments for Public Posting: Public Comment – Council File 26-0162 Re: MyLA311 System Issues, Service Delivery, and Work Order Accountability I am writing in response to Council File 26-0162 regarding MyLA311, including technical issues, service delivery impacts, work order completion rates, and ongoing operational challenges and solutions. I would like to raise concerns regarding both the functionality of the MyLA311 system and the actual service outcomes in my neighborhood, specifically in the alley on El Valle Street in Northridge. Since moving to this area in November 2025, I have repeatedly reported illegal dumping of bulky items through MyLA311. Despite multiple service requests being submitted and marked as completed, the issue continues without lasting resolution. This raises concerns about the accuracy of completion reporting versus actual field conditions. To improve the system, I respectfully recommend the following: First, expand bulky item reporting categories by adding an “Other” option. The current list is too limited and does not reflect the wide variety of materials illegally dumped in alleys and public spaces. This limits accurate reporting and delays appropriate response. Second, implement stronger accountability measures for completed work orders. Specifically, require cleanup crews or vendors to submit “before and after” photo documentation for each bulky item pickup request. This would help ensure that work marked as completed accurately reflects real cleanup in the field. In my area, the alley on El Valle Street is heavily impacted by ongoing illegal dumping. It serves as a primary access route for apartment buildings along Roscoe Boulevard and Schoenborn Street, from Zelzah Avenue to Lindley Avenue, providing access to residential carports. Because of this, it is a critical infrastructure alley requiring consistent enforcement and maintenance. Current conditions include recurring illegal dumping, broken glass, trash accumulation, and potholes. I have also requested installation of “No Dumping” signage on existing poles to help deter continued dumping. If coordination with LADWP is a barrier, I respectfully request consideration of installing dedicated metal poles with permanent signage. These concerns are submitted for consideration in relation to Council File 26-0162, with the goal of improving both system functionality and field accountability. Sincerely, Esteban Escobar Northridge, CA