

MOTION

MyLA311 is a vital component of Los Angeles’s digital infrastructure, allowing residents to report non-emergency issues like illegal dumping and graffiti while accessing vital neighborhood services. MyLA311 provides a critical connection between residents and City staff that ensures the City is being upkept and well-maintained. Keeping MyLA311 modern and user-friendly is a top priority, ensuring that both the community and City staff have the dependable tools they need to succeed.

On March 28, 2025 a new MyLA311 website and app were launched with new features meant to streamline service requests and improve communication with the City. However, since the launch the City has received numerous complaints from both residents and City staff regarding the updated website and app. Many constituents have experienced problems with GPS functionality and difficulty inputting address information. City staff, specifically the Bureaus within the Department of Public Works have expressed frustration with the new rollout of the MyLA311 app, citing that it has taken more staff time to input their response to requests and inability to log proactive work that doesn't have a service request tied to it. These issues have hindered the City's ability to provide timely, transparent service and have led to concerns regarding the system's overall functionality and accountability.

I THEREFORE MOVE that Council INSTRUCT the Department of Public Works, including its Bureaus and Board of Public Works, to report on their issues with MyLA311 including how these technical issues impact service delivery timelines and work order completion rates.

I FURTHER MOVE that Council INSTRUCT the Information Technology Agency (ITA) to report on the performance of the new MYLA311 system, identifying any persistent operational issues and providing potential solutions to address them.

PRESENTED BY:

  
IMELDA PADILLA  
Councilmember, 6th District

SECONDED BY:



ORIGINAL

  
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