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KAREN BASS  
MAYOR

March 25, 2026

Councilmember Imelda Padilla, Chair  
Government Operations Committee  
Attn: Adam Lid

RE: COUNCIL FILE TRANSMITTAL

On March 25, 2026, the Public Works Committee considered a Motion (Padilla – Rodriguez) relative to issues with the MyLA311 system, Council file No. 26-0162. After consideration, the Committee moved to approve the following recommendations (amendments are bolded):

1. INSTRUCT the Department of Public Works (DPW), including its Bureaus and Board of Public Works (Board), to report on their issues with MyLA311 including how these technical issues impact service delivery timelines and work order completion rates.
2. 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. **The report should also include 311 survey results, identifying major themes and how user feedback will be incorporated, if feasible, into system improvements.**
3. **INSTRUCT the DPW, including its Bureaus and Board, in coordination with the ITA, to provide quarterly reports on the MyLA311 service request data, including total requests received, total requests closed, any backlogs, and average response times, disaggregated by Council District.**
4. **INSTRUCT the Bureau of Sanitation, in collaboration with the ITA, to improve the MyLA311 bulky item and illegal dumping request interface to improve clarity, streamline the submission process, and reduce confusion for constituents.**

This file is now transmitted to the Government Operations Committee.

A handwritten signature in black ink, appearing to read "Michael Espinosa".

Michael Espinosa  
Legislative Assistant  
Public Works Committee  
(213) 978-1064

<u>MEMBER</u>	<u>VOTE</u>
HERNANDEZ	YES
PADILLA	ABSENT
HUTT	YES