

PUBLIC WORKS and GOVERNMENT OPERATIONS COMMITTEES' REPORT relative to issues with the MyLA311 system.

Recommendations for Council action, as initiated by Motion (Padilla – Rodriguez):

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.

Fiscal Impact Statement: Neither the City Administrative Officer nor the Chief Legislative Analyst has completed a financial analysis of this report.

Community Impact Statement: Yes

For:
Sylmar Neighborhood Council
North Hollywood Northeast Neighborhood Council

SUMMARY

At the meeting held on March 25, 2026, your Public Works Committee considered a Motion (Padilla – Rodriguez) relative to issues with the MyLA311 system. After an opportunity for public comment was held, the Committee moved to approve the recommendations contained in the Motion as amended, as detailed above.

Subsequently, at its meeting held on April 21, 2026, the Government Operations Committee considered this matter and concurred with the prior committee's action above. This matter is now forwarded to the Council for its consideration.

Respectfully Submitted,

PUBLIC WORKS COMMITTEE

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

GOVERNMENT OPERATIONS COMMITTEE

<u>MEMBER</u>	<u>VOTE</u>
PADILLA	YES
LEE	YES
JURADO	YES

ME

-NOT OFFICIAL UNTIL COUNCIL ACTS-