

# CITY OF LOS ANGELES

CALIFORNIA



**KAREN BASS**  
MAYOR



INFORMATION TECHNOLOGY AGENCY

CITY HALL EAST  
200 N MAIN ST, ROOM 1400  
LOS ANGELES, CA 90012  
213.978.3311

[ita.lacity.org](http://ita.lacity.org)

**TED M. ROSS**  
GENERAL MANAGER  
CHIEF INFORMATION OFFICER

**MARYAM ABBASSI**  
ASSISTANT GENERAL MANAGER

**BHAVIN PATEL**  
ASSISTANT GENERAL MANAGER

**TITA ZARA**  
ASSISTANT GENERAL MANAGER

**EDUARDO MAGOS**  
ACTING ASSISTANT GENERAL MANAGER

April 19, 2023

REF: EXE-195-23

Honorable Members of the City Council  
City of Los Angeles  
Room 395, City Hall  
Los Angeles, CA 90012

Attn: Government Operations Committee

Subject: **REPORT ON SERVICE REQUESTS AGING IN THE MYLA311 SYSTEM THAT FALL INSIDE THE BOUNDARIES OF COUNCIL DISTRICT 1 (COUNCIL FILE 22-1569)**

Pursuant to City Council File No. 22-1569, the Information Technology Agency (ITA) is submitting the following report on the status of all 311 open cases in Council District 1 with a breakdown of categories these cases fall under, and the length of time these have been open.

## Background

MyLA311 is an important and critical resource for City residents to submit repair and/or service requests. It provides a central, easily accessible service-request intake and management tool, used by several departments as their primary service fulfillment system, and a City services knowledge base repository that contains over 1500 articles on a wide variety of topics, City programs and services, and other government-related information.

The system handles over 2.1 million service requests per year, and almost a million information requests per year as well. Almost 40% of all service requests are submitted by the public using the self-service MyLA311 mobile application or our MyLA311 website. It is managed jointly by ITA and Bureau of Sanitation (LASAN), with participation from several "fulfillment" departments such as LASAN, Bureau of Street Services (Streets LA), Department of Transportation (DOT), Bureau of Street Lighting, and Rec and Parks. ITA provides user log-ins to the departments that rely on the system day to day, and also to Council and Mayor's office staff, since it provides access to constituent requests by type, by district, by date range, and more. This information is invaluable in their service delivery and decision making processes. Using the system is a partnership between departments and also between constituents and the City.

ITA's 311 Call Center handles intake of service requests and provides helpful information to the public using the MyLA311 system. City departments are responsible for service request fulfillment and for alerting ITA when their services are changed so that the related articles can be updated and information shared with the 311 team. This is per Service Level Agreements in place that outline responsibilities for the system.

## MyLA311 Reporting Data

It is the responsibility of the fulfillment departments to inspect, dispatch, and complete service requests that are logged in the system. Departments are also responsible for updating the status

of service requests in MyLA311 and as such continuously access the system and make updates to their data. To provide access to the latest and most updated status for open service requests, ITA provides login access and training for City staff, including Council offices, to run self-service access and run real-time reports as needed and to assist constituents that call them directly for assistance.

MyLA311 service request data is also available for the public view by accessing the City's Open Data Portal, without needing user access to the MyLA311 system using the following link - <https://data.lacity.org/browse?q=myla311&sortBy=relevance>.

**Status of 311 Cases in Council District 1**

In response to this motion, ITA forwarded listings of open service requests that are aging in the system to the fulfillment departments with a request to review and update / close requests before a report is generated in order to get the most accurate information. It's important to note that some service request types remain open for long periods of time due to the nature of the request and funding availability, such as sidewalk repairs. That is also true for some services such as reporting homeless encampments since there are many departments involved in providing services before clean-up can occur.

Service Request (SR) types with more than 100 requests currently open in MyLA311 for more than 1 month (aging) for Council District 1, as of April 17, 2023, are shown in the table below.

(Service request types with fewer than 100 aging service requests are NOT shown.)

SR Type	# of SRs aging	1 Month to 12 Mo	More than 1 year
Bulky Items	234	205	29
Graffiti	286	198	88
Homeless Encampments	1221	1173	48
Illegal Dumping	314	281	33
Multiple Streetlight	333	303	30
Park Homeless or Security	167	21	146
Sidewalk Repair	439	272	167
Single Streetlight	298	262	36
Street Tree Inspection	173	0	173
Tree Permits	417	81	336
<b>Total in MyLA311</b>	<b>5496</b>	<b>3198</b>	<b>1881</b>

Honorable Members of the City Council

April 19, 2022

Page 3

### **Recommendations**

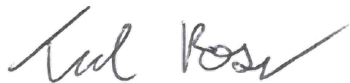
To facilitate the timely closure of resident and business service requests, the ITA recommends for each Council office to assign staff to monitor the status of open and aging requests within their district. ITA can provide MyLA311 login access and training to any Council office staff not already accessing the system to manage service requests and assist constituents with City services and status. Council offices should direct the responsible fulfillment departments to review aging service requests periodically to update or close those that should be closed.

Most MyLA311 service request data can also be viewed by the public from the City's Open Data Portal without needing user access to the MyLA311 system using the following link - <https://data.lacity.org/browse?q=myla311&sortBy=relevance>.

### **Fiscal Impact Statement**

There is no General Funds impact for the above recommendations.

Respectfully submitted,



Ted Ross

Chief Information Officer, General Manager

ec: Councilmember Eunisses Hernandez, Vice Chair  
Ivette Serna, Chief of Staff, CD 1  
Helene Rotolo, Deputy Chief of Staff, CD 1  
ITA Executive Team  
Donna Arrechea, ITA