



# Download MYLA311 App!

## Request City services from your phone

1) If a ticket is created and residents call again to follow up on the same issue, is a new/repetitive ticket created or is there a way for the system to 'vet' repetitive call-ins? MyLA311 has a duplicate check process for most SR types that should bring up other SRs of the same type that are still open within x feet of one already reported. This is configurable for each SR type. In some cases it is not used for SRs submitted via the website or mobile app and in other cases it will pop up and inform. Once you see that you will have the option to continue with your own report or to provide your email and get a notification when the existing SR closes.

2) If residents call in an issue at a location without a specific address (e.g. Temescal Canyon Rd dumping or with recent storms, trees downed on street locations without a pinpointed address) should everyone call in even if it burdens the system and creates compounded tickets for the same item? No, it is important to try to get the closest address or intersection as a starting point for the SR location and if it is difficult to find- use the comments to provide directions, landmarks, etc. to help the crew to find the location. More reports are not needed and can cause wasted trips out if the department does not realize all are reporting the same location or problem.

3) How long does the city expect to be backed up for a decade on sidewalk repairs? What about the liability to the city for not talking care of these structural matters? Streets LA and Engineering are responsible for City sidewalks and the related programs. If sidewalk problem is reported, Streets will do an assessment and possibly provide a "temporary asphalt patch" for safety. then the location goes to BOE and is added to a list and prioritized based on severity. Access for persons with disabilities, and those willing to make their own repairs and get some rebate funds, are prioritized ahead of others and now we heard the wait list was 7 + years but I am not sure about that. To learn more we need to hear from BOE and Streets LA.

4) Does 311 respond with a case update or "case closed" email to let people know the outcome of what they've reported? If you supply your email when submitting an SR there is automation that will send an email when SR opens and when SR closes. It should include some comments about what was done - however sometimes the departments closing them forget to include "public" comments and the "closing codes" they apply are not always easy to understand either. The City is aware of this common complaint and is planning to resolve it as we embark on our next generation MyLA311 system



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5) Is it better to call in or use the app? (Any difference in response time) No difference in response time for the work, but if you call 311 it has to be during our business hours and sometimes there can be a long wait to speak with a live person. We offer a callback option which allows you to hang up and get a call back from us as soon as an agent is available. The mobile app and website can be used 7x24. Most departments also only work M-F 7:am - 3:30 so that also impacts response.

6) How do we report graffiti in open spaces with no address? E.g., at mouth of Potrero Canyon or in State Park mountains? State park would not be handled by the City... If inside the city limits and in a location serviced by the city crews - you would report it just like #2

7) comment: I've had good response with 311 app regarding potholes — even though no address for some that are at describable intersections. How do we report issues in the trails areas since they're state property, and no address? Like above and if the property belongs to the County or State we would not handle. Same for some private property. Graffiti in City parks gets reported with a different SR type specifically for Parks