



MyLA  
311



# MyLA311



*“Puts the power of City Hall in the palm of your hand”*

**City of Los Angeles 311 Contact Center**

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# MyLA311 Services OVERVIEW

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## • **MyLA311 Mobile Application**

- iPhone and Android app stores – free, available in Spanish, Korean, Armenian and Chinese
- City Service Request Intake – trash, dumping, graffiti, potholes, street lighting, Animal Services, and Park maintenance,
- Access to City Services Directory, social media feeds, pay bills, City Info

## • **MyLA311 Web Portal**

- <https://myla311.lacity.org>

## • **311 Contact Center**

- Open 7:00am – 7:00pm (Monday – Friday)
- Open 8:00am – 4:45pm (Weekends/Holidays)
- 3-1-1 or 213-473-3231
- Email – [311@lacity.org](mailto:311@lacity.org)
- Twitter or Instagram - @MyLA311

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- **Service Request types / Responsible Departments**

- **LACity Sanitation**

- Trash Collection, Bulky Item pick-up, Dumping, homeless encampments, etc

- **Streets LA**

- Roadways, sidewalks, and alleys
- Potholes, City Tree issues, obstructions on the sidewalk, etc

- **Bureau of Street Lighting**

- **Office of Community Beautification**

- **Recreation and Parks**

- **Animal Services**

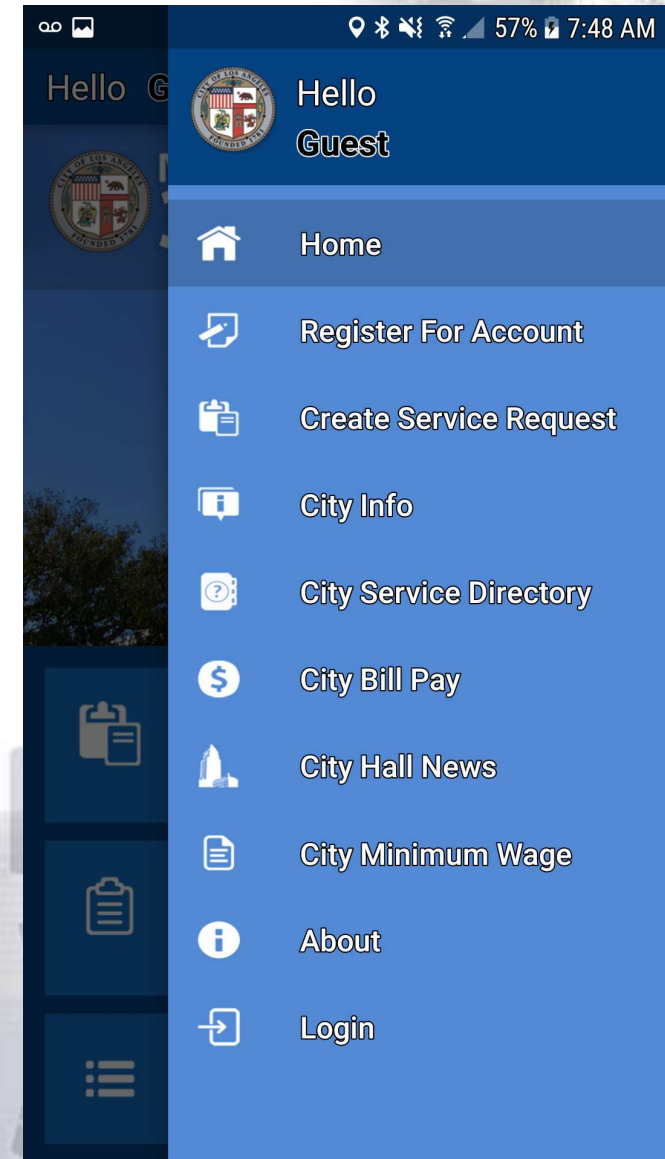
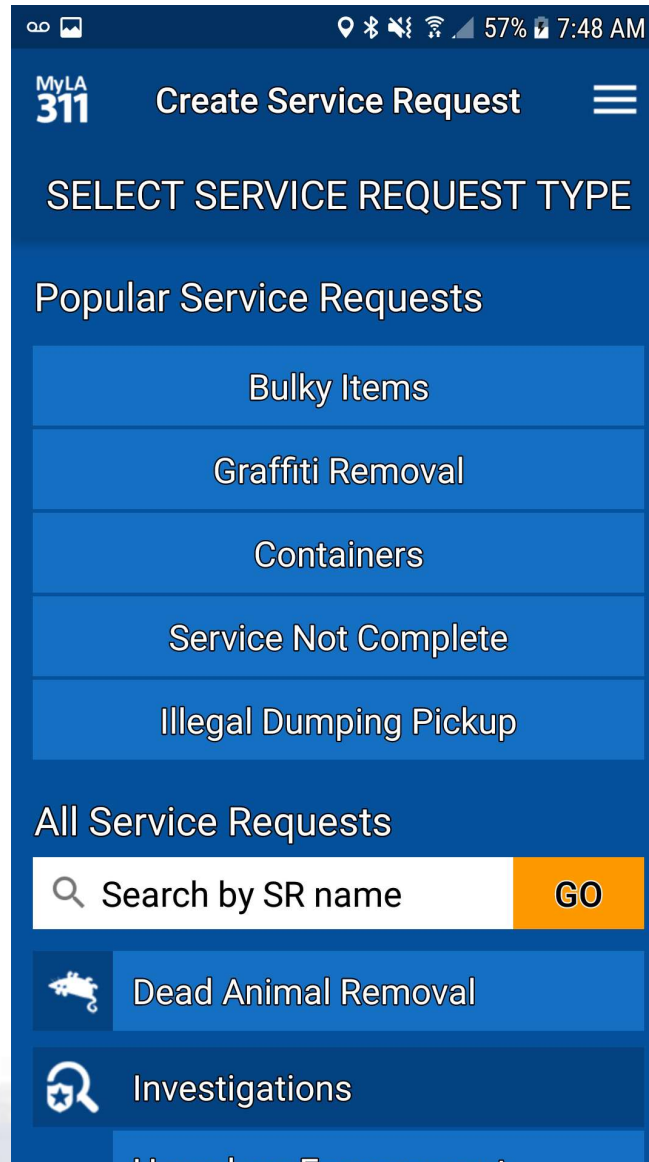
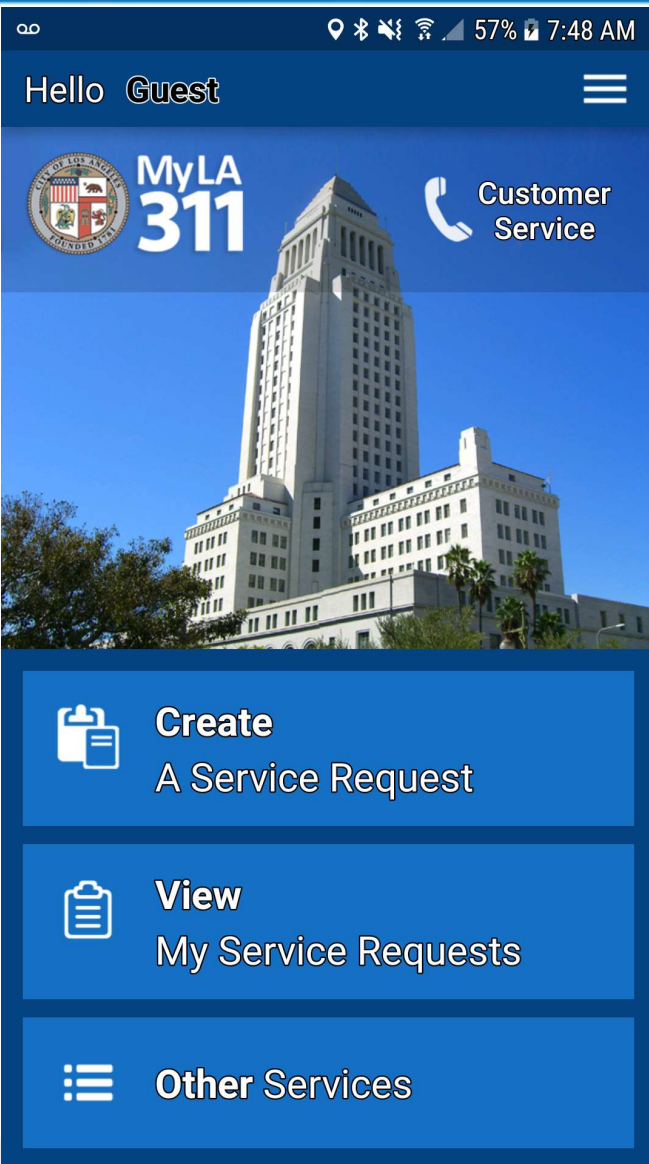
- Pet Adoptions, Lost pets, Violations, Barking dog reports

- **LADOT - Transportation**

- eScooters, Taxi complaints, more services coming soon!!

# MyLA311 Mobile App

# MyLA 311



# MyLA311 Mobile App

# MyLA 311



57% 7:52 AM

## Graffiti Removal

Location *add*

Details *add*

Contact Info *edit*

LA City Employee,  
planetmomo@gmail.com, (213) 4...

Photos (optional) *add*

Comments (optional)

Description [optional]

57% 7:53 AM

## Drag & Drop Pin

Tap & hold pin to move to a new location **DONE**

Los Angeles

Enter street address/intersection

201 N LOS ANGELES ST, 9 **FIND**

58% 7:53 AM

## Graffiti Removal

### SERVICE REQUEST DETAILS

Select the surface \*

Graffiti On >

Suggested Removal Method \*

1 Removal Type(s) Selected >

Located above the first floor?

Located on a Mural?

Contact Type

Other ▾

**DONE**

58% 7:54 AM

## Graffiti Removal

Contact Info *add*

Photos (optional)

+  
Add Photo

Comments (optional)

Description [optional]

**SUBMIT**

**CANCEL**

# MyLA311 Mobile App

# MyLA 311



MyLA 311 City Info

201 N NORTH MAIN ST, 90012

USE CURRENT LOCATION

MyLA 311 City Info

201 N NORTH MAIN ST, 90012

USE CURRENT LOCATION

**El Pueblo De Los Angeles (Olvera Str...)**  
125 E Paseo De La Plaza, 90012

**Contact Us:** [\(213\) 485-6855](tel:213-485-6855)

**Reach Us:** [Get Directions](#)

**Entrance Details:** <http://elpueblo.lacity.org/>

MyLA 311 City Hall News

Harrison F... 01:15

467 views

Harrison Ford films with LAFD & ...  
A little behind the scenes look at Harrison Ford filming with LAFD & ...  
By LAFD

**Mitch Englander @Mitch\_Englander**  
Join #CD12 & @SFVRescue during Donuts & Donations on Sat. March 3 from 10am-2pm at the Northridge Fashion Center. C... <https://t.co/qrbMyr1Rvs>

**LAFD Talk @LAFDtalk**  
By land, air and sea, @LAFD is proud to offer around-the-clock service to all who work in the @PortofLA and visit... <https://t.co/CuBHSM0pbz>

**City of Los Angeles @LACity**  
We want to know what you think! #LARiver #LA <https://t.co/TdzPxPfFCA>

**Los Angeles Mayor's Office**  
This moment was a long time coming: watch infrared video showing the moment the Aliso Canyon leak stopped. We have resources available for residents affected by the leak at <http://alisocanyon.lacity.org/>

**Los Angeles Mayor's Office**  
As our decades-long effort to revitalize and restore the LA River begins to pay-off, it's important to take a moment to think on our river's history and future.

**Los Angeles Mayor's Office**

MyLA 311 City Service Directory

LOS ANGELES

MyLA 311

Sign In / Register

Search City Services

## CITY SERVICE DIRECTORY

FILTER BY CATEGORY FILTER BY PROVIDER

**311 Call Center** [View Details](#)

The 311 Call Center provides various options to connect to a wide variety of non-emergency City services and general City information. Some of the most popular City services can be requested directly through this MyLA311 web portal or by submitting via the MyLA311 mobile application. These include bulky item collection, building construction inspection, graffiti removal and cleanup requests and to report property violations.

The 311 Call Center is open 7 days a week from 8:00 am - 4:45 pm, including holidays **except Thanksgiving Day and Christmas Day.**

**311 Call Center - Comments and Feedback** [View Details](#)

General comments and feedback regarding 311 Call Center services or staff may be directed to the 3-1-1 Call Center at 213-473-3231. Please ask to speak with a supervisor. The public may also visit our webpage

# MyLA311 – Website



LOS ANGELES

Update on coronavirus | 311 City Services | LA City Directory



Select Language

Search City Services by entering keywords (ex. Permits)



Sign In / Register



CREATE SERVICE REQUEST



VIEW ALL CITY SERVICES



## Use Quick Ticket

[View All Service Requests >](#)

- Bulky Items →
- Graffiti Removal →
- Metal/Household Appliances →
- Electronic Waste →
- Other →

- Containers →
- Service Not Complete →
- Illegal Dumping Pickup →
- Homeless Encampment →
- Dead Animal Removal →

## Search All Service Requests

Address / Location       Service Request #

## Popular Services

- COVID-19 (CORONAVIRUS) INFORMATION
- Pet Adoptions
- Animal Services Centers
- Parking Enforcement
- Estimated Inspection Time of Arrival Lookup or Inquiry
- 877 ASK-LAPD - Non-emergency Police Service
- Building Inspection
- 311 Call Center
- Finding a Lost Animal
- Official Police Garage Tow (OPG) - LAPD

# MyLA311 – City Services Directory



LOS ANGELES

Update on coronavirus City Services City Directory



Select Language

Search City Services by entering keywords (ex. Permits)



Sign In / Register

## SEARCH RESULTS

You are searching: ("311 service%")

### MyLA311 Mobile Application

[View Details](#)

The MyLA311 mobile app links Angelenos with the services and information they need to enjoy their city, beautify their community and stay connected with their local government.

- This mobile phone application is available for iPhone and Android phones - free from the App store by searching for MyLA311.
- The Submit Service Request feature allows you to quickly report problems and request the City's most popular services, including graffiti removal, pothole repair, and bulky-item pickup.
- You can keep up to date with the latest City Hall News by browsing through our Facebook, Twitter and YouTube feeds.
- MyLA311 also allows you to pay your Los Angeles Department of Water and Power or Housing and Community Investment bills right from your mobile device.
- Looking for the nearest park? Want to cool off on a hot day? Need to return a library book? The Find City Info feature conveniently maps the closest parks, libraries, fire and police stations, golf courses, public pools, tennis courts, golf courses, parking lots, and more.

If you would like to see a short video on how to use the MyLA311 mobile app please visit the link provided and scroll down to MyLA311 App Walk-Through. If you need technical assistance or having trouble using the app, please contact the 311 Call Center. Phone numbers and links are found from the View Details button.

### 311 Call Center

[View Details](#)

The 311 Call Center provides various options to connect to a wide variety of non-emergency City services and general City information. Some of the most popular City services can be requested directly through this MyLA311 web portal or by submitting via the MyLA311 mobile application. These include bulky item collection, building construction inspection, graffiti removal and cleanup requests and to report property violations.

The 311 Call Center is open Monday - Friday from 7:00 am until 7:00 pm and weekends and holidays from 8:00 am - 4:45 pm, **except Thanksgiving Day and Christmas Day.**

### Other - General Service Request

[View Details](#)

311 Call Center is responsible for processing Service Request type Other received from the public. This generic service request type should be used ONLY when no other request is applicable to the problem being reported.



# USE MyLA311 – Important tips

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Provide an email address to get status emails when SR opens and closes. SR number can be used to look up status quickly or Register for more.

Not every SR can be completed in a few days – some need a lot of time or funding, some are NOT City responsibility, some can't be done due to inaccurate location and lack of contact information to get more info.

If problem is not resolved within reasonable time – Consider calling or looking up status using the SR number or providing contact information.

Location – if problem is not directly in front of an address then location description/details can be extremely important to help the crew find the problem. **Example** – “in the alley behind...”, “half way down the block on the west side, in the vacant lot next to the bank...”

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## Ways to help improve City services in your Neighborhood:

- . Download and use the MyLA311 mobile app - Free.
- . Need help – see “How To” video - <https://www.lacity.org/myla311>
- . Website on-line -- <https://myla311.lacity.org/>
- . Promote **reporting** using the app, web, or calling 3-1-1
- . Send us your feedback!  
**311 Contact Center – open 7:00am – 7:00pm (M-F) and  
8:00am – 4:45pm (Weekends/Holidays)  
3-1-1 or 213-473-3231  
Email – [311@lacity.org](mailto:311@lacity.org)**