MyLA311 Fact Sheet

Services provided by MyLA311

The Los Angeles MyLA311 service mission is to connect people to non-emergency City services and information, quickly and easily, via a communication channel of their choice.

- Provide general City and government-related information to citizens, local businesses, and visitors from various resources including the MyLA311 knowledge base, City and Department web sites, etc.
- Perform Service Request intake on behalf of City Departments.
- Connect people to the appropriate City Department when subject matter experts are needed.

Benefits of MyLA311

- Quick, easy access to City services and information
- Service Request intake for things like graffiti, illegal dumping, potholes, street lights out, and more.
- Central knowledge base of City service information with links to web sites with additional details
- Variety of communication channels for access 24x7 – self-service, email, call…
- Elected officials have visibility into Service Requests submitted to monitor activities in their districts.
- Options to receive status of Service Requests by email or personalized web account

MyLA311 Communication Channels:

- MyLA311 mobile app: Available for iPhone and Android users. Also available in Spanish, Korean, Armenian, and Chinese. Check your app store for MyLA311
- Web https://myla311.lacity.org/portal/ This link provides web access to submit Service Requests and to look up information from our City Services Directory knowledge base, or to register for an account to track Service Requests. This site also uses Google Translate to allow viewing in other languages.
- Twitter: @MyLA311 Follow us to receive occasional tweets about City services or send us a tweet. You can even report problems via Twitter with a few words, picture, and detailed location.
- Call: 3-1-1 or (213) 473-3231 or (800)367-2562. 311 Contact Center Business hours - 7:00am to 7:00pm on weekdays and 8-4:45 on weekends and holidays. After-hours - leave a voice mail, send email, or use the WEB or mobile app options. 3-1-1 (3-digit dialing) only works within the City limits. 311 provides service in 250 languages.
- Email: 311@lacity.org

Helpful Tips

- A video on “How to use the MyLA311 mobile app” is available at https://www.lacity.org/myla311
- Look up and use the appropriate SR types so requests get to the right department immediately. The “Other” request type is only for things not already listed and may add delays to getting service.
- When submitting Service Requests, exact location is critical, so when problems are “hard to find” adding comments like “in the alley behind”, or “in a parking lot near the NW corner”, etc. are important to add.
- The mobile app can use your location if you have that service activated on your phone but sometimes it is not the exact location for the problem so add comments to provide a more exact location.
- If we need additional information or the issue needs to be referred to another agency (non-City issue) we may need to call or email to communicate with you. If your requests are not getting responded to you may want to consider including contact information which is optional in many cases.
- Some types of Service Requests take longer to handle than others and some can only be done if the City gets additional funding. Some need to get referred to other agencies such as the County or CalTrans
- For life-threatening situations – continue to call 9-1-1

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