

# NEWS

FROM THE OFFICE OF COUNCILMEMBER  
**PAUL KORETZ**  
FIFTH DISTRICT



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## Los Angeles City Council Votes to Support Controller's Audit of City's 311 System

**Los Angeles - June 30, 2021** – The City of Los Angeles voted today to support a [series of audit recommendations](#) based on LA City Controller Ron Galperin's [report](#) on the City's 311 information phone system. Now, nearly two decades after its implementation with new technologies and wider and more portable communication infrastructures, the City Council voted to evaluate the 311 system in terms of overall effectiveness, speed and reach, with an analysis of best practices from other cities. The goal is to ensure the City is communicating with Angelenos and responding to requests for service as effectively as possible.

Since it was established in 2002, the City's [311](#) system has been an important piece of the City's interaction with Angelenos — providing easier access to government services and improving civic engagement by bringing City Hall directly to them. The intent was to be a one-stop shop for non-emergency service requests in order to get graffiti erased, street lights fixed, potholes filled, bulky items removed and more. Despite adding a web portal and smartphone app, the Controller's report pointed out that 311 is not working as efficiently as it could, nor is it keeping up with the level of customer service currently provided by other large cities.

"Last year, the City's "My LA 311" system received nearly 2.3 million service requests. However, contact methods have grown beyond simple phone calls to multiple, integrated ways of communicating, such as email, social media, web portal and smartphone app" said Los Angeles City Councilmember Paul Koretz, who heard the audit in the Committee that he Chairs, Personnel, Audits, and Animal Welfare. "If the COVID-19 pandemic has taught us anything, it is that the City of LA has an obligation to provide essential services to residents no matter where they live or how they choose to reach out, and we need to be prepared to do so."

"As with other City programs, the COVID-19 pandemic put extra stress on 311 with an increased volume of contacts, further highlighting the need for an improved system," said LA City Controller Ron Galperin. "I am grateful that our City Council adopted the recommendations from my audit, and recognizes that we need to create a plan that puts Angelenos first and suits the ever - evolving needs of our city today and in the decades to come."

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