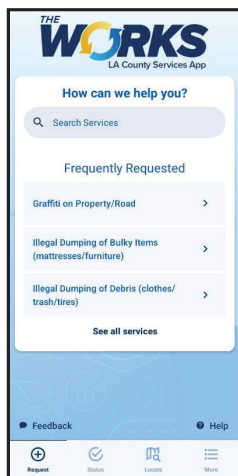


Stay Connected with THE **WORKS** LA County Services App

The Official LA County Public Works App for Quick and Easy Issue Reporting

The Works is a smartphone app that allows you to easily report issues such as illegal dumping, graffiti, and potholes in unincorporated areas of Los Angeles County. If you reside in a city, please contact your local city hall to report any issues.



1 Download the app by visiting the App Store on your phone or by going to our website at dpw.lacounty.gov/theworks. Select the appropriate version for your Android or Apple phone.

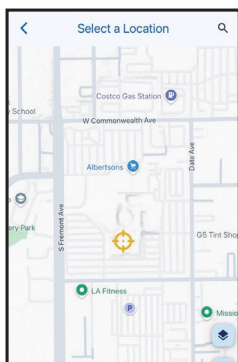
2 After the app is installed, look for the icon below on your phone.

For best results, make sure your phone's location services are enabled when using the app, especially if you're near the issue you're reporting, as this will help pinpoint its exact location.



3 To report an issue, open the app and you'll be directed to the home page. From there, you can easily report issues such as graffiti, illegal dumping, potholes, and more.

Reporting Illegal Dumping



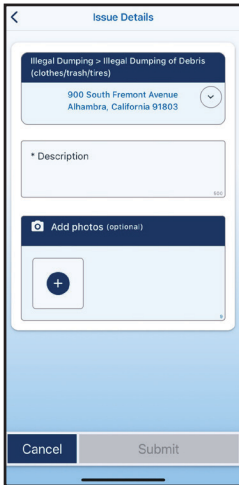
4 To view the illegal dumping categories, type 'illegal dumping' in the search bar or click 'See All Services.' Select the appropriate **Illegal Dumping** category and a map will appear. If you're near the issue and your location services are enabled, the app will automatically use your GPS coordinates.

If location services are disabled, please select the search icon in the upper right corner and enter the location manually (e.g., street address) or provide a clear description (e.g., northwest corner of Vermont and 120th Street). Once the location is correct, press **Continue**.

5 The app will ask for your contact information. If you prefer to remain anonymous, turn off the "include your contact information" and the corresponding fields will disappear. Then press **Skip**.

However, if you don't provide an email, you won't receive updates on the status of your report. Providing an email or phone number is strongly recommended so we can contact you if more information is needed. Incomplete or unclear reports may be closed if we're unable to follow up. Once you're ready, press **Continue**.

Reporting Illegal Dumping



- 6** On this next screen, enter a detailed description of the issue (e.g., green sofa dumped on the sidewalk in front of 123 Main Street). The more specific the description, the easier it is for our team to locate and address the problem. You can also upload photos from your phone to help us identify the item(s). When you're finished, press **Submit**.
- 7** After submitting, you will receive a notification that your report was received.
- 8** Within a few days, you will receive a notification indicating that your report has been closed. Please note that a closed report does not necessarily mean the issue has been resolved. The message will include additional details and the expected resolution timeline. In some cases, such as those involving an encampment of people experiencing homelessness or if multi-agency coordination is required, it may take longer to address the issue and could require direct contact with the appropriate agency.

Thank you for using
THE WORKS
LA County Services App

We appreciate your help in keeping
Los Angeles County clean and safe.