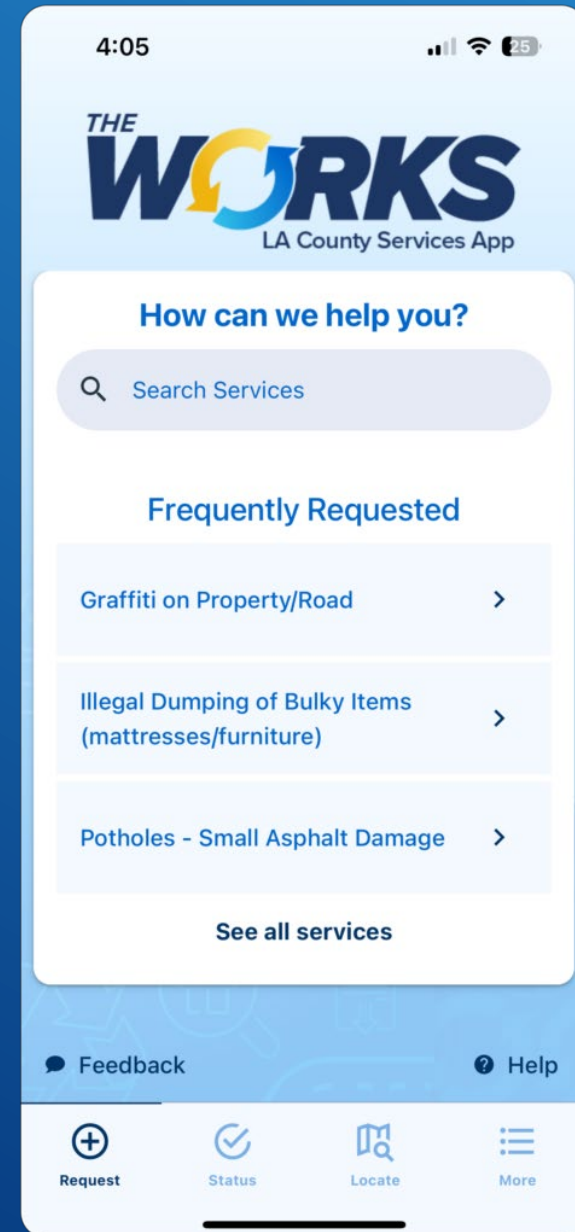


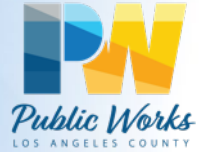
The Works

March 12, 2025: Community Services Cluster Meeting

Presented by:
John Calas, Chief Information Officer



Background



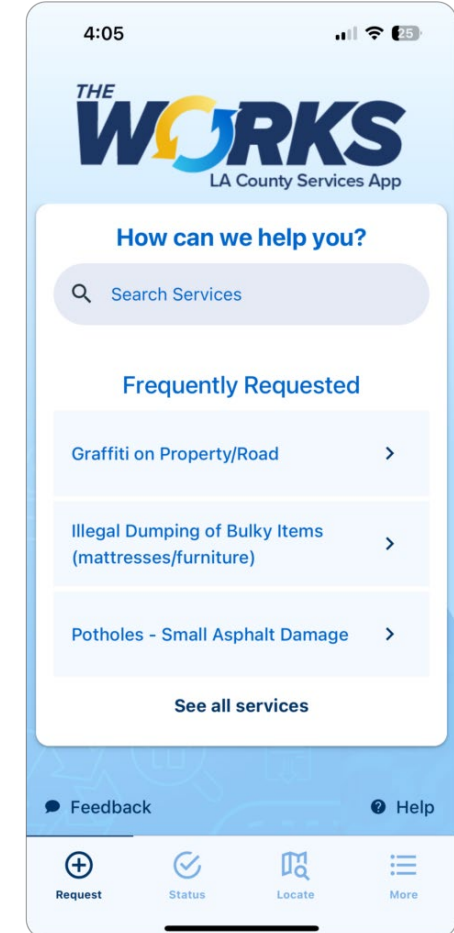
The Works is a one-stop solution for customers to report and track service requests.

First released in 2011

Major refresh in April 2024

Five departments currently use The Works:

*Department of Economic Opportunity,
Parks, Public Health, Public Works, and
Regional Planning*



Functionality

The Works has three core functions:

Request: Create new issue or service requests

Status: View status of your submitted requests

Locate: Find available services in your area

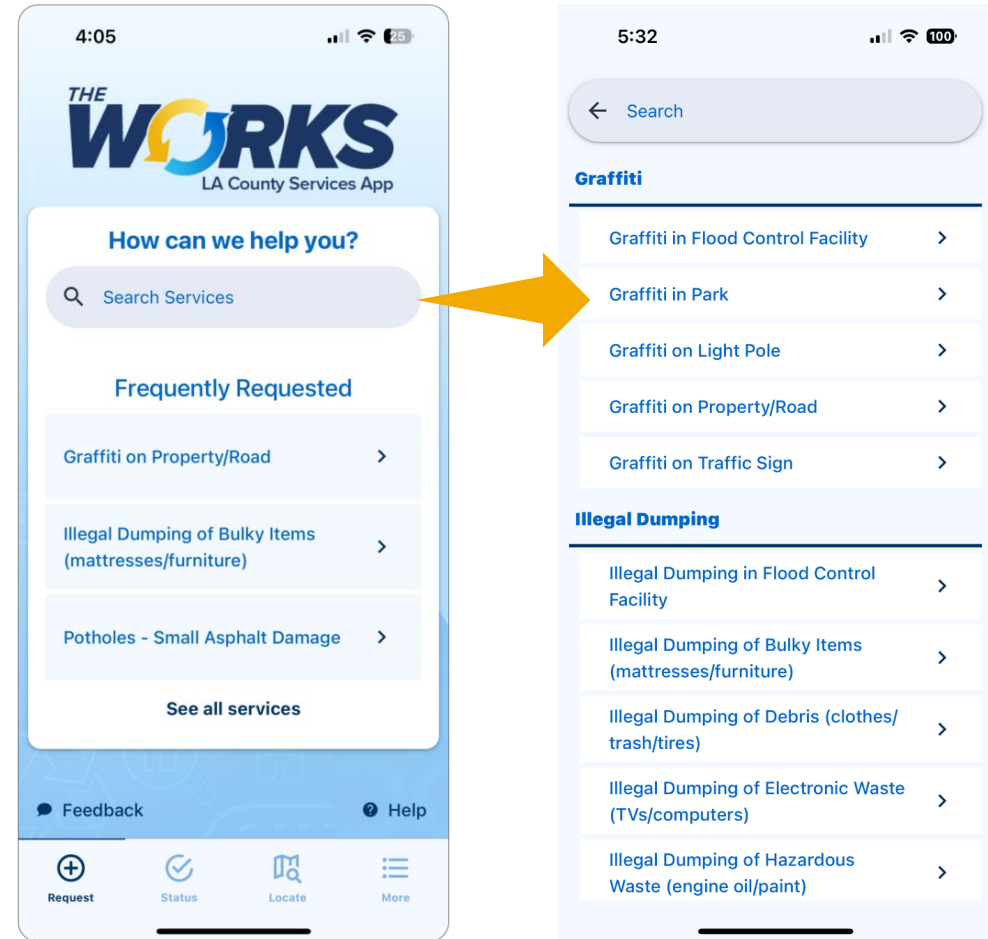


Request: Workflow - Category

The Works employs a simple workflow for customers to use to request service.

Select a Category: Search or scroll for the service you would like to request

 *Currently, there are 81 services to choose from*



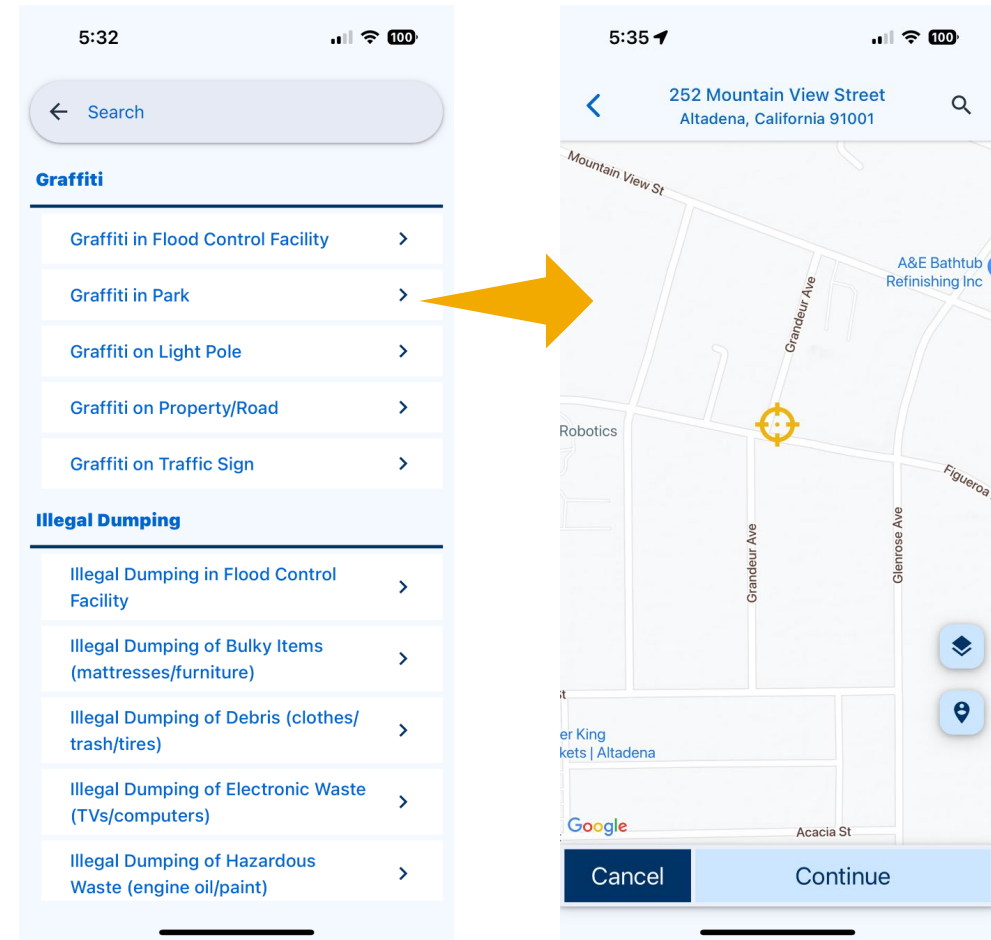
Request: Workflow - Location

The Works employs a simple workflow for customers to use to request service.

Set a Location: Search for an address or place the cursor on the location of your request



We use GIS to check the service type against the location to determine if we provide service for that area



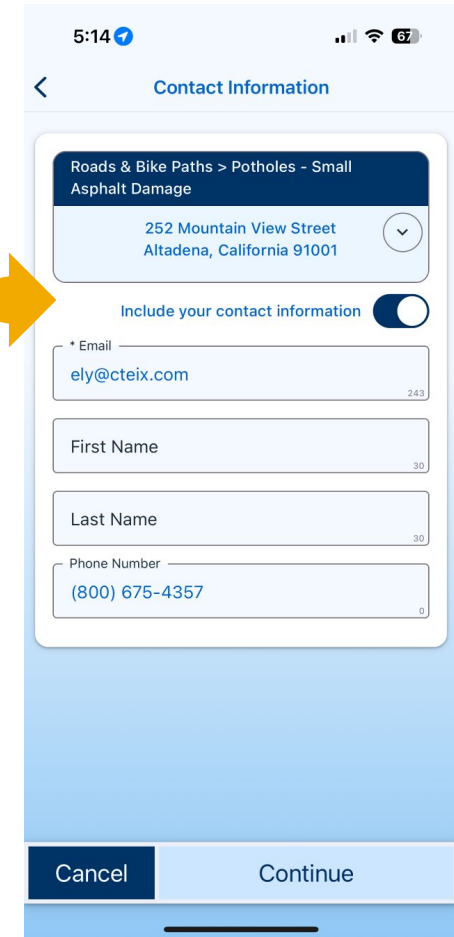
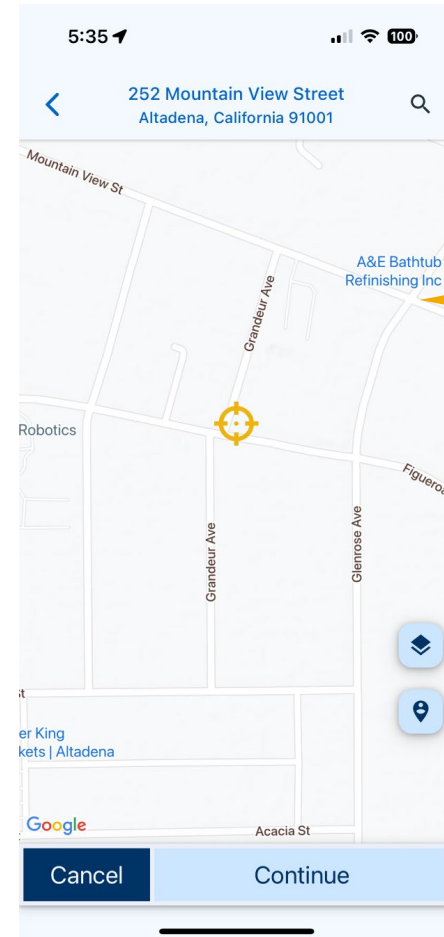
Request: Workflow - Contact

The Works employs a simple workflow for customers to use to request service.

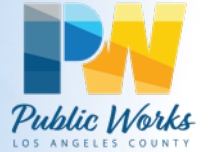
Add Your Contact Information: Add your information for us to contact you about your request



You are not required to add your information. You can always submit requests anonymously




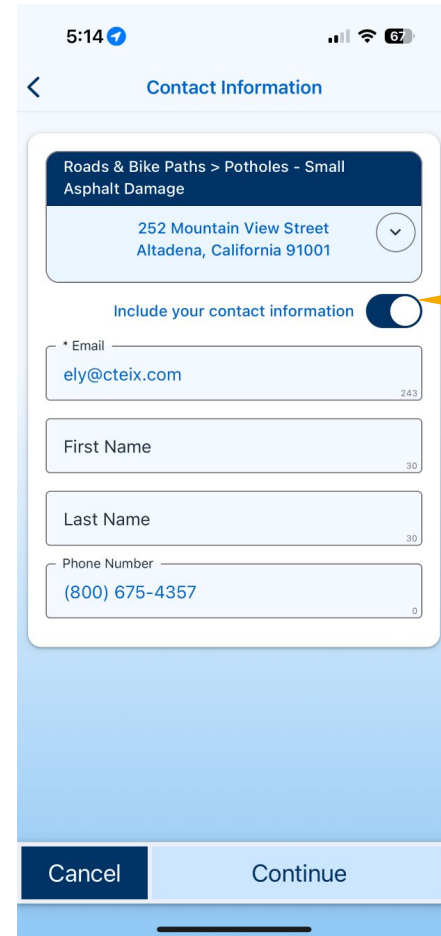
Request: Workflow - Photos



The Works employs a simple workflow for customers to use to request service.

Add Other Details: Add **photos** and a **description** to add context to your request

 *Once submitted, the request is routed to the appropriate team at Public Works or to the other participating departments*



5:14

Contact Information

Roads & Bike Paths > Potholes - Small
Asphalt Damage

252 Mountain View Street
Altadena, California 91001

Include your contact information

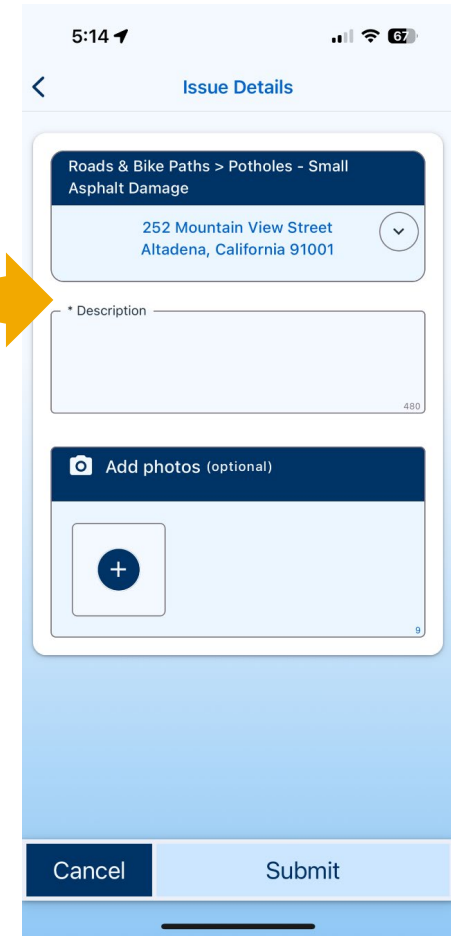
* Email
ely@cteix.com

First Name

Last Name

Phone Number
(800) 675-4357

Cancel Continue



5:14

Issue Details

Roads & Bike Paths > Potholes - Small
Asphalt Damage

252 Mountain View Street
Altadena, California 91001

* Description

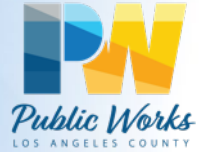
Add photos (optional)

+

Cancel Submit

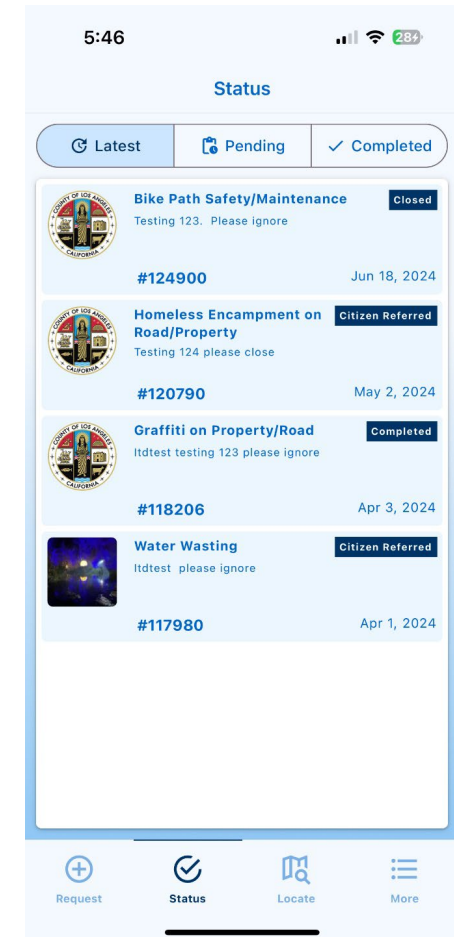


Status



At any time, the customer can get a status update for their requests.

You can filter by **Latest**, **Pending**, or **Completed** requests



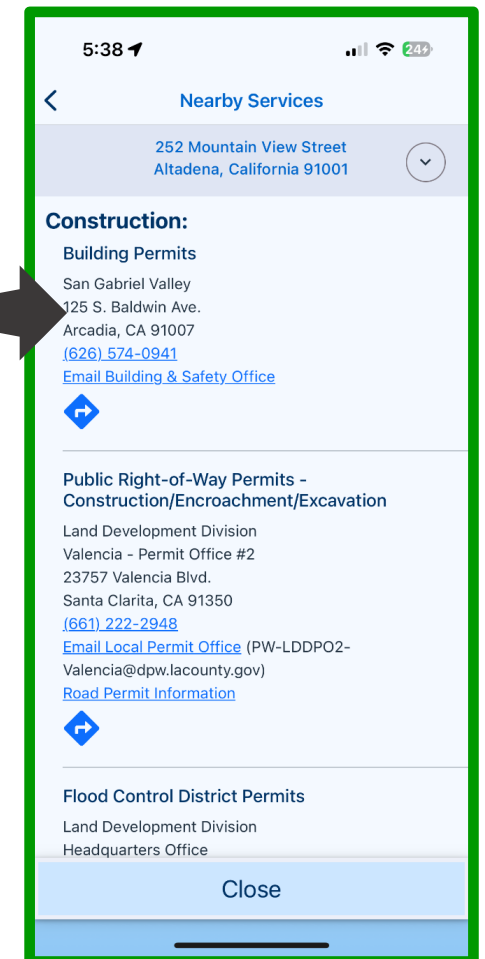
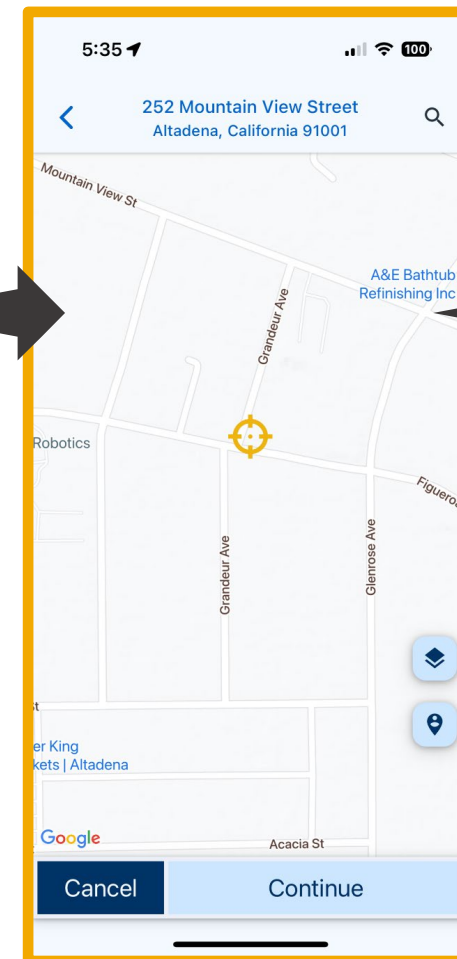
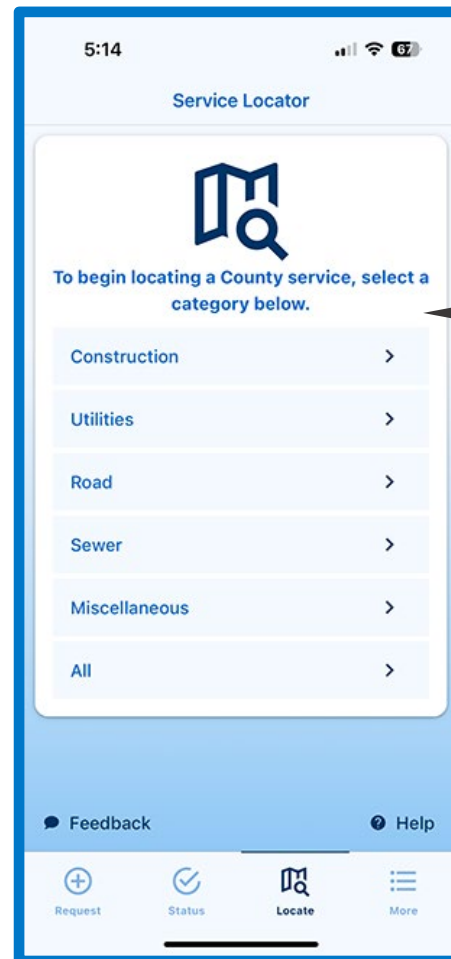
Locate

You can also locate County services near you using The Works.

You can filter by various functions or choose to see all services

You select your location

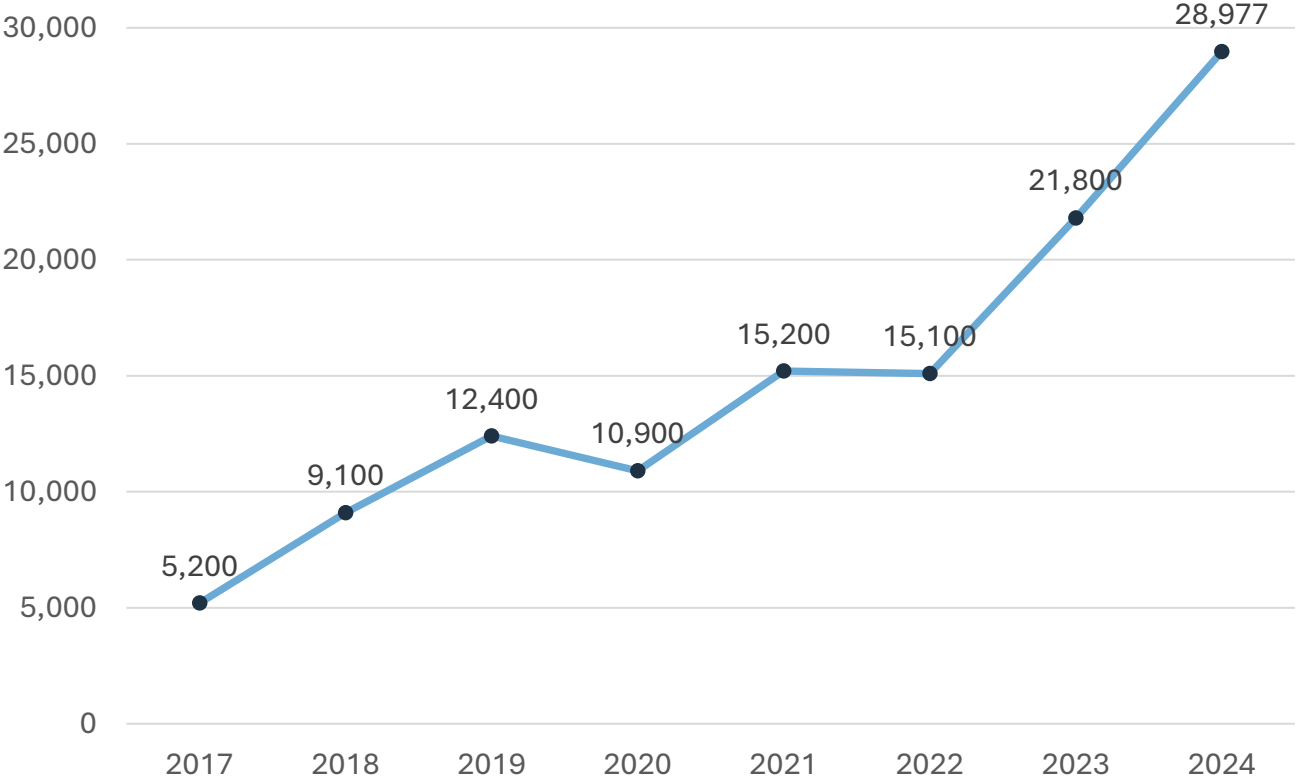
Then, nearby services are shown



Statistics



Requests per Year



Downloads

- iOS: 22,900 (5,508 in 2024)
- Android: 15,500 (2,491 in 2024)

Most Commonly Reported Issues

1. Graffiti Abatement
2. Illegal Dumping
3. Homeless Encampment Requests

Thank You



<http://pw.lacounty.gov/theworks>