



Moving Los Angeles Forward

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LADOT LAUNCHES NEW WEBSITE & MYLADOT APP

LOS ANGELES, CALIFORNIA (September 24, 2013) – The City of Los Angeles Department of Transportation (LADOT) today launched a completely new website (ladot.lacity.org) aimed at improving customer service and the customer experience. Service requests can be made directly at myladot.lacity.org/sr with the “I want to...” button.

Mayor Eric Garcetti said, "Since taking office, I've been calling on city departments to increase the efficiency of their services by using improved technology. LADOT answers that call with the MyLADOT online service request system. It's a great tool for people that will enhance the quality of the service they receive from the city."

Councilmember Bob Blumenfield, Chair of the city's Technology Committee said, "The LADOT website and new MyLADOT App are two examples of our ongoing commitment to utilizing the latest technology to make constituent services more reliable, efficient and accessible for the citizens of Los Angeles."

"I'm pleased to see LADOT improve their online service request system," said Councilmember Mike Bonin, Chair of the City Council's Transportation Committee. "Improving the LADOT website is an example of how we are using technology to remove roadblocks as we improve LA's transportation infrastructure."

The new site features a completely new online service request system called "MyLADOT" that can be accessed from the comfort of your smart phone, tablet, or computer through LADOT's website or directly at myladot.lacity.org/sr. This quasi-app is programmed in HTML 5 so that it is device independent and will scale to any size screen. MyLADOT features a simple customer interface to report a problem, a map to identify the location precisely, the ability to upload photo, and progress updates by text or e-mail on the status of your request. MyLADOT makes it easier than ever to notify LADOT of any problems you may encounter on the streets of Los Angeles such as downed stop signs or flashing traffic signals or to request improvements for your neighborhood.

The site also offers an easier navigation to information about parking, bicycling, traffic conditions, and transit services.

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