

Illegal Dumping Program

Public Works Committee | October 27, 2026

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Illegal Dumping Collection Program

To Protect Public Health and the Environment

Overview of LASAN's role on Illegal Dumping

The Livability Services Division (LSD) operates the City of Los Angeles's Illegal Dumping Collection Program through **rapid-response collection** of heavy trash, abandoned waste, and debris from streets, sidewalks, and alleys.

7 Day Operations, Dual-Shift Structure

Continuous daily field coverage and rapid operational dispatch

MyLA311 Integration

Direct community reporting channel for swift resolution

CleanStat Street Indexing

Data-driven prioritization of high-need zones

2026 Cleanliness Priorities

OPERATIONAL TARGET

48-HR

CITYWIDE RESPONSE TIME

Targeting and maintaining a 48-hour response turnaround citywide for all reported Service Request.



Operational Structure

CORE SERVICES

High-Volume Debris Clearing
Removal of large-scale illegal dumping and heavy waste.

MyLA311 Service Requests
Direct resolution of constituent-submitted requests citywide.

Emergency Cleanup Calls
Rapid response dispatch for urgent public safety and clearing hazardous conditions.

DUAL SHIFT OPERATIONS

DAY SHIFT

5:30 AM – 2:00 PM

Provides primary daytime operational deployment across city sectors to respond to ongoing requests and scheduled maintenance.

NIGHT / ALTERED SHIFT

2:00 PM – 10:30 PM

Extends daily coverage into late hours, ensuring rapid response for urgent calls and off-peak service delivery.

FIELD OPERATIONS STAFFING

68
Staff

- **26** Refuse Truck Operators
- **36** Maintenance Laborers
- **6** Environmental Inspectors

MyLA311 Service Request Metrics

Overall Program Metrics FY 25/26

July 1, 2025 - June 30th, 2026

TOTAL TONS COLLECTED*

14,715.40

Tons Total

Monthly Average

1,226.28 Tons / mo

**Period: July 2025 – May 2026*

TOTAL SERVICE REQUESTS

93,811

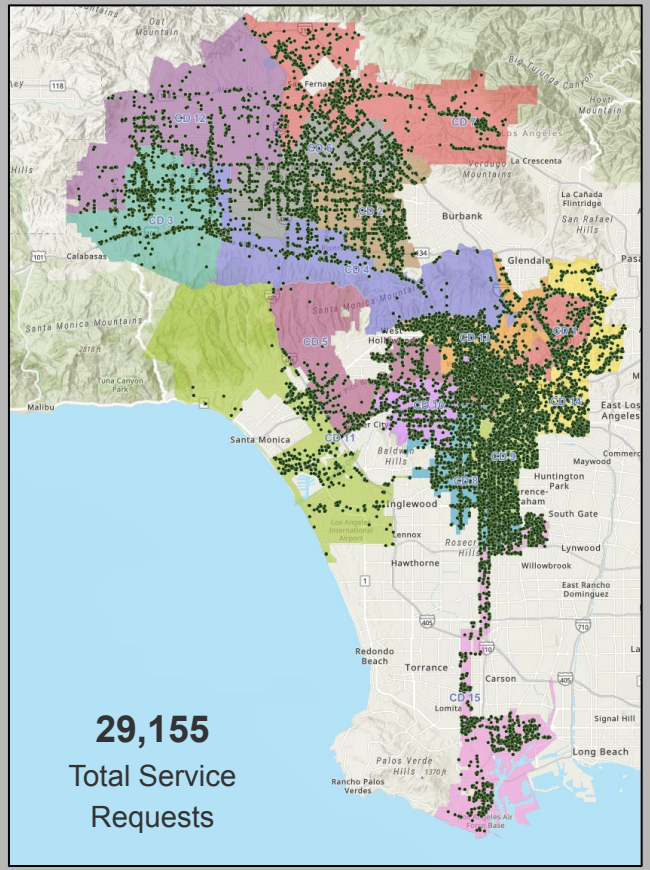
Requests Handled

Citywide Fulfillment

Direct resolution of constituent-submitted requests across 15 Council Districts

1st Quarter FY 26/27

July, 1st 2026 - Sept 30th 2026



Council District	Service Request Count
CD 1	2,248
CD 2	1,964
CD 3	1,369
CD 4	1,173
CD 5	1,112
CD 6	2,116
CD 7	1,531
CD 8	2,648
CD 9	3,511
CD 10	2,208
CD 11	665
CD 12	754
CD 13	3,106
CD 14	2,944
CD 15	1,806

SYSTEM INTEGRATION STATUS

SANSTAR Integration Into Salesforce - August 19th, 2026

KEY UPDATES & METRICS

334

SRs routed on the first day of the integration (Under 20 Mins)

Deployment: The SANSTAR integration with Salesforce officially launched within the ID Program this month to enhance the routing console and improve service coordination.

MOBILE APPLICATION STATUS

App Finalization

Development: Spatial Wave is finalizing the mobile application, with completion expected shortly.

Field Operations: Upon release, LASAN ID teams transition to the new app. Drivers temporarily continue using FSL mobile.

PILOT ROADMAP

Ongoing Monitoring

Further updates on pilot milestones and rollouts will follow as implementation progresses across collection district yards for bulky item collections.

PUBLIC ENGAGEMENT & REPORTING

24/7 Service Request Reporting Options

OPTION 01

MyLA311 Mobile App

Available on iOS and Android. Enables instant reporting and direct photo submission of illegal dumping incidents from the field.

OPTION 02

24/7 Call Center

Dial **1-800-773-2489** to reach LASAN Customer Care for round-the-clock telephone intake.

OPTION 03

Online Portal

Direct request submissions via the LASAN Illegal Dumping Clean-Up Program website (sanitation.lacity.gov).

SERVICE LEVEL COMMITMENT

48-Hour Response Turnaround Target

Across all reporting channels, the Livability Services Division maintains a strict response target for all reported illegal dumping incidents.



Thank You!

environment LASANITATION
CITY OF LOS ANGELES
zero waste • zero wasted water