



For Immediate Release:

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Reporting Swimming Pool Complaints Just Got a Little Easier Los Angeles County Launches Update to ‘The Works’ Mobile Application

LOS ANGELES – Today, the Los Angeles County Department of Public Health joined the Departments of Public Works, Parks and Recreation, and Regional Planning in launching an update to the Los Angeles County iPhone app, called “The Works.” Residents can now report complaints to the Department of Public Health through “The Works” app about potential health violations at hotels, motels and apartments – such as unclear or cloudy pool water, broken pool gates or fences, and missing pool lights or drain covers.

“This is another step forward in our use of technology to provide the residents of Los Angeles County with another convenient option to report concerns and potential health violations,” said Jonathan E. Fielding, MD, MPH, Public Health Director and Health Officer. “With the rapid growth of technology, we will continue to seek new and innovative solutions to better serve our residents.”

Initially launched in 2012, “The Works” app enables constituents to connect with the County to request services and report possible violations. Residents can also interact with the Departments of Parks and Recreation, Public Works and Regional Planning for the following services:

- Requesting facility and trail maintenance at County parks, as well as reporting potential health and safety concerns
- Requesting service for pothole repair, graffiti removal and street sweeping
- Reporting incidents of alleged illegal dumping, trash accumulation and property violations
- Reporting possible property violations, including excessive vegetation, junk or trash; illegal parking; inoperable vehicles; occupied RVs; and improper signs or banners

Users can submit a detailed description of an issue and attach related site photos. While not required, users may provide contact information for additional follow-up. They are also able to see status updates to their request in real time when they subsequently access the app.

The app targets users in the County unincorporated areas, as well as in incorporated cities that contract with the County. The app is able to determine the appropriate agency based on the address or GPS coordinates. If a user requests a service that is handled by a local city, the individual will be provided with a phone number to contact for further investigation.

For more information and to download the app, visit: <http://dpw.lacounty.gov/theworks/>

The Department of Public Health is committed to protecting and improving the health of the nearly 10 million residents of Los Angeles County. Through a variety of programs, community partnerships and services, Public Health oversees environmental health, disease control, and



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community and family health. Public Health comprises nearly 4,000 employees and has an annual budget exceeding \$750 million. To learn more about Public Health and the work we do please visit <http://www.publichealth.lacounty.gov>, visit our YouTube channel at <http://www.youtube.com/lapublichealth>, find us on Facebook at <http://www.facebook.com/lapublichealth>, or follow us on Twitter: @LAPublicHealth.

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