



**The City of Los Angeles Virtual Local Assistance Center is designed to provide the community with resources, assistance, and to offer information on critical services needed as a result of a disaster or damage to personal property. It is intended to guide residents through the recovery process, regardless of the size of the loss.**

**The agencies listed can assist you with such services as:**

- Quick and easy connection to City services and information via a communication channel of their choice.
- Access to constituent services provided by the Mayor or City Councilmembers.
- Information on rebuilding, permits, sanitation, and animal services.
- Specific recovery needs for people with disabilities and others with access and functional needs.

Agency Type	Agency Name	Description of Resources	Agency Contact Information
City	Department of Building and Safety	Provides information regarding permits, and safety assessments.	<p>Call 3-1-1 (within the City of Los Angeles) (213) 473-3231</p> <p>Hours of Operation Monday - Friday 7:30 am - 4 pm</p> <p>Website: <a href="http://www.ladbs.org">http://www.ladbs.org</a></p>
City	Office of the City Clerk	Receive claims on behalf of the City if you feel that you have lost money or property as a result of any action or inaction by the City.	<p>Call 3-1-1 (within the City of Los Angeles) (213) 978-1133</p> <p>Hours of Operation Monday - Friday 8:00 am - 4:30 pm</p> <p><a href="mailto:Clerk.CPS@lacity.org">Clerk.CPS@lacity.org</a></p> <p>Website: <a href="https://clerk.lacity.gov/clerk-divisions/cps/file-claim">https://clerk.lacity.gov/clerk-divisions/cps/file-claim</a></p>
City	Dept. of Public Works Bureau of Sanitation	Collect, clean and recycle solid and liquid waste generated by residential, commercial and industrial users in the City and surrounding communities. These services, coupled with Livability Services to unhoused Angelenos and citywide cleanliness encompass the bulk of our work.	<p>(800) 773-2489 (24/7 Customer Care Line)</p> <p>Website: <a href="https://www.lacitysan.org/san/faces/home?">https://www.lacitysan.org/san/faces/home?</a></p>

City	Dept. of Public Works Bureau of Engineering	<p>The Bureau of Engineering, within the Department of Public Works, (Engineering) designs and constructs capital improvement projects and also issues most permits within the public right of way. With regard to emergency storm events, Engineering's primary involvement is to provide geotechnical engineers and engineering geologists to advise other City departments with regard to slope stability issues within the public right of way, and to lead repair projects where needed to restore that right of way. Engineering also supports LA Sanitation with emergency on-call staff and contractors.</p>	<p>Call 3-1-1 (within the City of Los Angeles)</p> <p>Hours of Operation Mon, Tues, Thurs, Fri 7:30 am - 4:30 pm Wednesday 9:00 am - 4:30 pm</p> <p>Website: <a href="https://engineering.lacity.gov/">https://engineering.lacity.gov/</a></p>
City	Dept. of Public Works Bureau of Street Services (StreetsLA)	<p>Bureau of Street Services (StreetsLA) manages and maintains the City's street network of 23,000 lane miles and urban forest of 650,000 street trees.</p> <p>During emergencies, StreetsLA serves as the first responder to emergencies in the public right-of-way. The Bureau is responsible for clearing debris from roadways, repairing potholes and addressing tree emergencies (including fallen or leaning trees).</p> <p>StreetsLA's first priority during any emergency is to ensure the public right-of-way is safe, clear and passable.</p>	<p>Call 3-1-1 (within the City of Los Angeles) (800) 996-2489 TTY (213) 473-5990</p> <p>Hours of Operation Monday - Friday 7:00 am - 3:55 pm</p> <p>Website: <a href="https://streetsla.lacity.org/">https://streetsla.lacity.org/</a></p>

City	Economic and Workforce Development Department	The department operates 14 WorkSource Centers and 10 BusinessSource Centers located throughout the City. These centers offer technical assistance to small businesses and serve as a personal employment agency to adults, dislocated workers, veterans, and individuals experiencing housing insecurity. <b>All services are free.</b>	<p>Call 3-1-1 (within the City of Los Angeles) 213-744-7300 TRS: 711 (formerly TTY/TTD)</p> <p>Hours of Operation Monday - Friday 8:00 am - 5:00 pm</p> <p>Website: <a href="https://ewdd.lacity.gov/index.php/recovery">https://ewdd.lacity.gov/index.php/recovery</a></p>
City	City Council Districts	Provides access to resources provided by Council District representatives	<p>Link to elected officials contact information: <a href="https://lacity.gov/directory#elected-officials">https://lacity.gov/directory#elected-officials</a></p>
City	Mayor's Office	Provides access to constituent services provided by the Mayor of the City.	<p>To request City services call 3-1-1 (213) 978-1028 (Constituent Services)</p> <p><a href="https://cityoflaprod.service-now.com/css">https://cityoflaprod.service-now.com/css</a></p> <p>Website: <a href="https://mayor.lacity.gov/Contact">https://mayor.lacity.gov/Contact</a></p>
City	Department on Disability	Provides information and referral services for the specific recovery needs for people with disabilities and others with access and functional needs.	<p>(213) 202-2764 TTY: (213) 202-3452 Fax: (213) 202-2715</p> <p>Hours of Operation Monday - Friday 8:00 am - 4:30 pm</p> <p><a href="mailto:DOD.Contact@lacity.org">DOD.Contact@lacity.org</a></p> <p>Website: <a href="https://disability.lacity.gov/services-and-programs">https://disability.lacity.gov/services-and-programs</a></p>

City	Community Investment For Families	Oversees programs that work to create paths to financial security and end generational poverty for Los Angeles community residents. Align and augment community investments for families and neighborhoods in the City and create opportunities for all Angelenos to prosper.	<p>Call 311 (within the City of Los Angeles)</p> <p><a href="mailto:CIFD.Info@lacity.org">CIFD.Info@lacity.org</a></p> <p>Website: <a href="https://communityinvestment.lacity.gov/">https://communityinvestment.lacity.gov/</a></p>
City	City of Los Angeles Housing Department	Provides tenant rights information, information regarding safety assessments for multi-residential buildings.	<p>Toll-free: 866-557-7368</p> <p>TTY: If TTY is needed, please use Telecommunication Relay Services (TRS) or dial 711.</p> <p>Hours of Operation Monday-Friday 9:00 am – 4:00 pm</p>
City	Department of Water and Power	Provides assistance with accounts, billing, transferring service, establishing new service, and referrals.	<p>1-800-DIAL DWP (1-800-342-5397)</p> <p>1-800-HEAR DWP (1-800-432-7397)</p> <p>Website: <a href="https://www.ladwp.com/">https://www.ladwp.com/</a></p>

City	Department of Aging	Provides services and resources for older adults and family caregivers including (but not limited to) case management, congregate and home delivered meals, benefits counseling, and legal assistance.	<p>Call 3-1-1 (within the City of Los Angeles)  (213) 482-7252  TDD: (213) 473-5990  Fax: (213) 482-7256</p> <p><a href="mailto:age.webinfo@lacity.org">age.webinfo@lacity.org</a></p> <p>Hours of Operation  Monday – Thursday 8:00 am – 5:00 pm  Fridays 8:00 am – 4:00 pm</p> <p>Website: <a href="https://aging.lacity.gov">https://aging.lacity.gov</a></p>
City	Department of Animal Services	Assists in replacing animal documentation, i.e., proof of rabies information and/or microchipping, and animal licenses. Also provides animal shelter location information	<p>(888) 452-7381</p> <p>Hours of Operation  Monday - Friday 11 am - 5 pm</p> <p>Website: <a href="https://www.laanimalservices.com/">https://www.laanimalservices.com/</a></p>
City	3-1-1	Quickly and easily connects people to City services and information via a communication channel of their choice. Provides general City information to citizens, local businesses, and visitors as well as perform service requests intake on behalf of City departments.	<p>Call 3-1-1 (within the City of Los Angeles)  (213) 473-3231</p> <p><a href="mailto:311@lacity.org">311@lacity.org</a></p> <p>Hours of Operation  Monday - Friday 7:00 am - 7:00 pm  Weekend &amp; Holidays: 8:00 am - 4:45 pm</p> <p>Website: <a href="https://lacity.gov/myla311">https://lacity.gov/myla311</a></p>

County	For Los Angeles County disaster recovery service providers, <a href="#">click here</a> .
State	For State of California disaster recovery service providers, <a href="#">click here</a> .