



DISTRIBUTION DATE: 4/5/12

City Administrator's Office

MEMORANDUM

TO: HONORABLE MAYOR &
CITY COUNCIL

FROM: Vitaly B. Troyan

SUBJECT: PWA Call Center

DATE: April 4, 2012

City Administrator
Approval

Deana Aka

Date

4/5/12

Effective immediately and in an effort to ensure accurate, timely reporting of all infrastructure maintenance, facility or engineering service requests, employees and the public are requested to submit concerns to the Public Works Agency Call Center. For your convenience, below are several options for reporting issues. Please note that online reporting via SeeClickFix or the website is highly encouraged, as you will immediately receive a service request tracking number for your records. Here are the reporting options:

Options for Reporting A Problem to the Public Works Agency Call Center:

- Public Works Agency Website: www.oaklandpw.com
- Email the Call Center: pwacallcenter@oaklandnet.com
- Phone the Call Center: (510) 615-5566
- Mobile app: [SeeClickFix](#) (see attached for installation instructions)

The Call Center is a 24/7 operation; standard business hours are Monday through Friday, 8:00am to 4:30pm (excluding mandatory closures, holiday, or weekends). After-hours urgent requests are responded to by the PWA Standby Supervisor via Fire Dispatch Services (510) 615-5566. The following are types of requests that are processed through the Call Center:

- Building Maintenance
- Cut & Clean (overgrown vegetation)
- Flooding
- Graffiti
- Illegal Dumping
- Park Maintenance
- Parking Lots (city owned)
- Parking Meters
- Pot Holes
- Sewer/Storm Drain Issues
- Sign and Striping Maintenance
- Sidewalks (damaged)
- Street Cleaning
- Street Lights
- Traffic Signals
- Trees Issues (limb/tree down, removal, planting, re-stake, pruning)

Thank you for your continued support in keeping Oakland beautiful. For questions please contact Sabrina Jones, Call Center Manager, at (510) 615-5509.

Respectfully submitted,

Vitaly B. A.
VITALY B. TROYAN, P.E.
Director, Public Works Agency

Report a Problem using the SeeClickFix iPhone app

2/9/12 - SeeClickFix joins (510) 615-5566, PWACallCenter@oaklandnet.com, and the www.oaklandpw.com web page as a way to report non-emergency community issues such as illegal dumping, graffiti, and broken street lights. There are SeeClickFix mobile web, web, iPhone, Android, and Blackberry options. This document shows how the iPhone mobile app works.

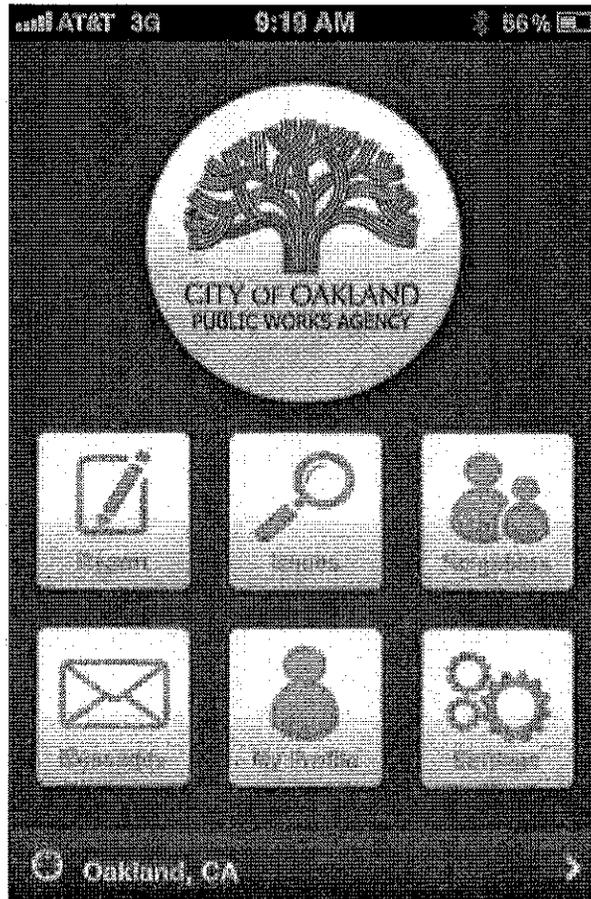


Figure 1 Home Screen



Figure 2 After tapping Report, it uses GPS to identify your current location (double-check it!)

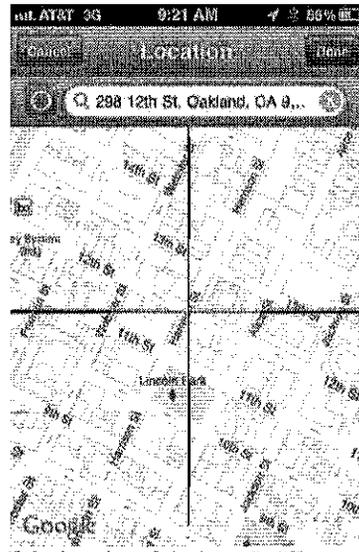


Figure 3 If the location of the issue is different from your current location, you can type in a location. In this case, I typed in 12th & Harrison, Oakland, CA and it automatically entered it as 298 12th St.

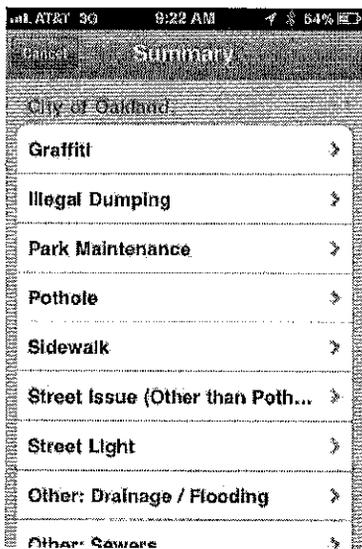


Figure 4 Tapping Summary from the home screen gives you a list of choices

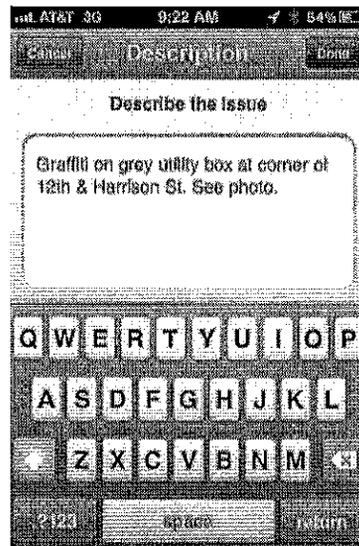


Figure 5 Tap Description from the home screen and enter more details, to help the City quickly understand the issue

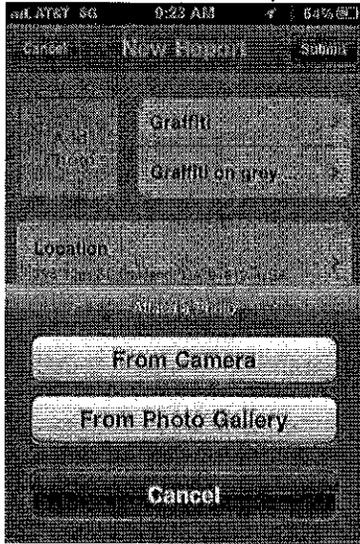


Figure 6 Adding a photo is very helpful - it can help the City know which crew to send to address an issue (e.g., depending on the size of illegally dumped materials, or surface that graffiti is on)

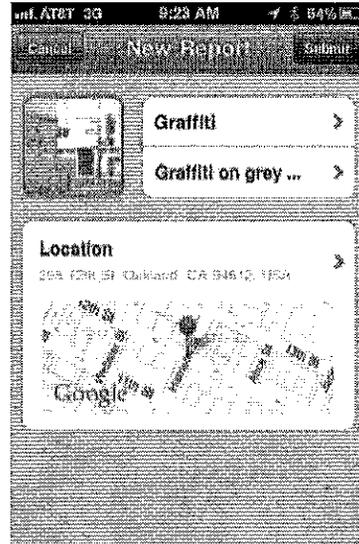
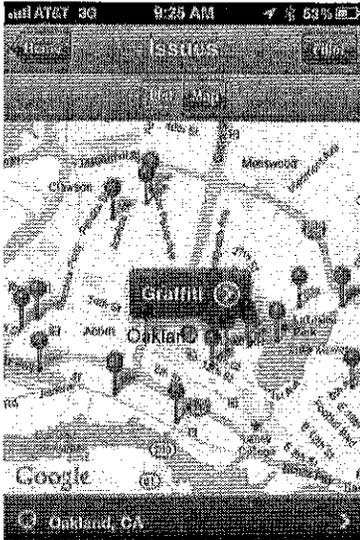


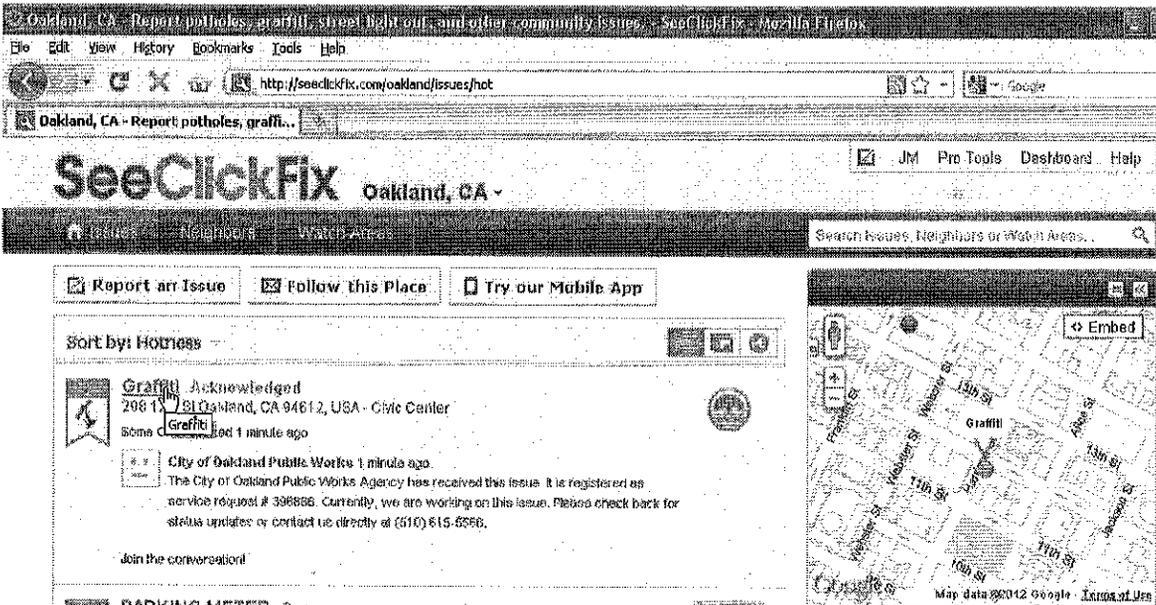
Figure 7 Tap Submit and it will be publicly documented and automatically entered into the Public Works tracking system (Cityworks)

Now that the issue has been submitted, anyone can view it.

Mobile app:



Website:



The issue is automatically "Acknowledged" by Oakland Public Works and entered into its tracking system. When the issue is resolved, it is automatically closed in SeeClickFix. The person who reported the issue gets an email when they submit the issue, when there are comments on the issue, and when the issue is closed.