

Report a Problem to Oakland Public Works



Create a Safer, Cleaner Oakland

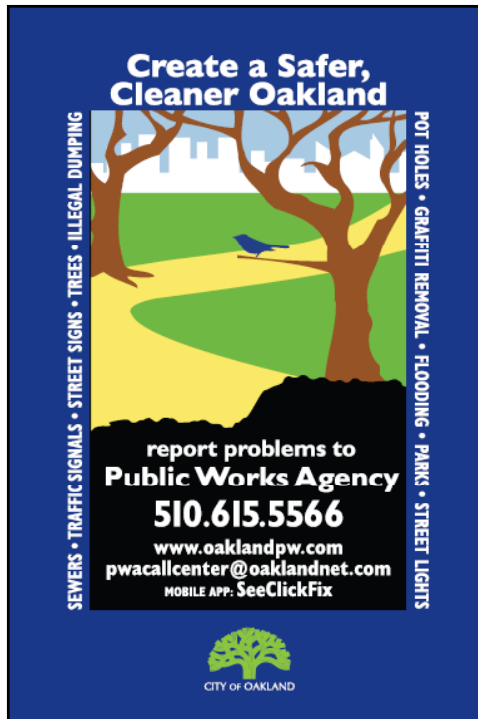
SEWERS • TRAFFIC SIGNALS • STREET SIGNS • TREES • ILLEGAL DUMPING

POT HOLES • GRAFFITI REMOVAL • FLOODING • PARKS • STREET LIGHTS

report problems to
Public Works Agency
510.615.5566
www.oaklandpw.com
pwacallcenter@oaklandnet.com
MOBILE APP: SeeClickFix



CITY OF OAKLAND



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seeclickfix mobile app

SeeClickFix mobile web, web, iPhone, Android and Blackberry options, for reporting non-emergency community issues like illegal dumping, graffiti and broken street lights.

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Step 1 - Select a Service Request Type

What Type of Problem Is It?

You can scroll through the complete list of service request types, or use the keyword search to narrow the choices. Then click the "Select" button next to your choice, to move to the next step.

Keyword:

Note: Use only ONE WORD in the Keyword Search.

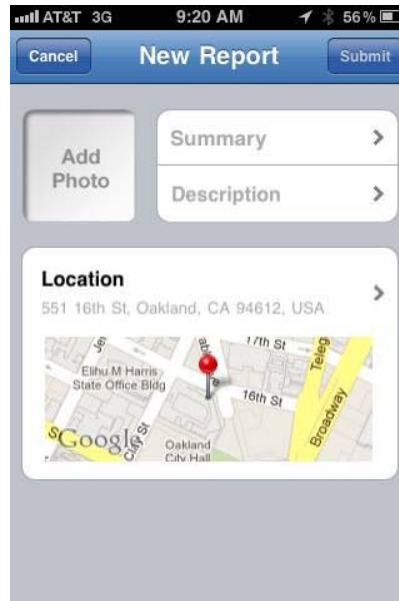
Examples of keywords you can use: *garbage, graffiti, pothole, tree, drain, light, sign*

SeeClickFix mobile app



Report

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



Location

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.



Summary

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



Description

Tap Description from the home screen and enter more details,

to help the City quickly understand the issue



Photo

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)



Submit

Tap Submit, and it will be publicly documented,

And automatically entered into the Public Works tracking system

When the issue is resolved, it is closed in SeeClickFix.

Emails sent:

- When issue is submitted
- When there are comments
- When issue is closed

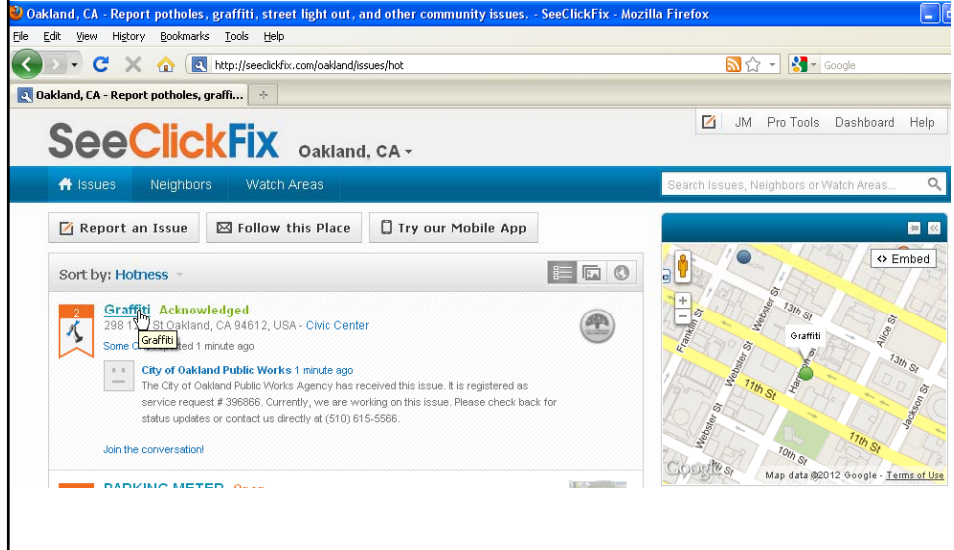


If an issue is submitted with
SeeClickFix,
anyone can view it...

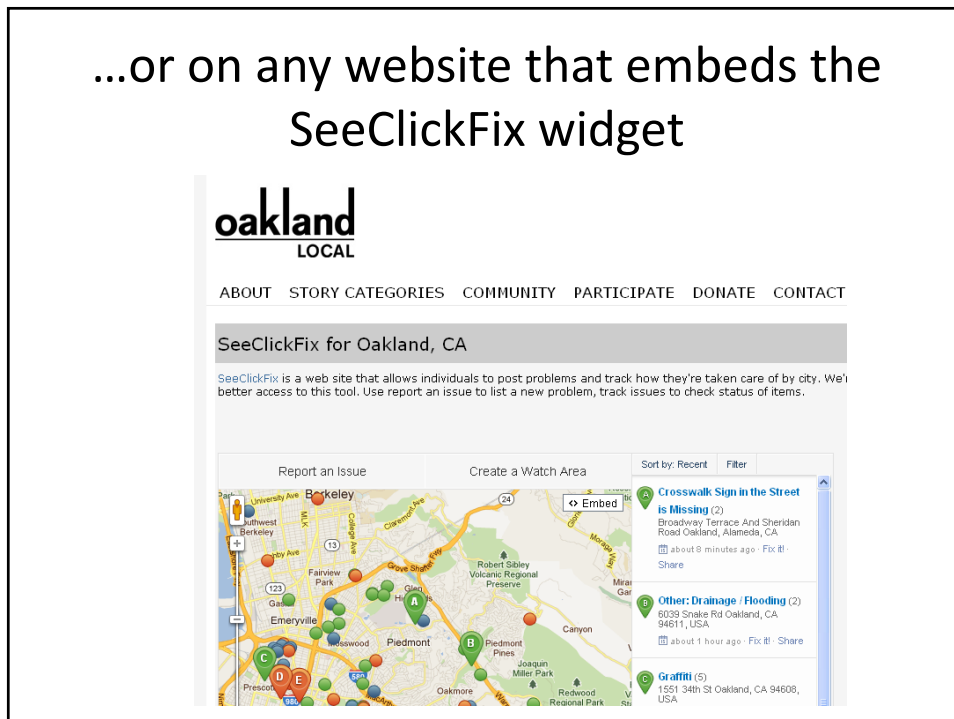
...on the mobile app:



...on the SeeClickFix website



...or on any website that embeds the SeeClickFix widget



Another way to Report a Problem

- (510) 615-5566
- opwcallcenter@oaklandnet.com
- www.oaklandpw.com
- **seeclickfix**
 - mobile web
 - Web (www.seeclickfix.com)
 - iPhone, Android and Blackberry

