

Travelers Act as Eyes, Ears on Road Needs

Service Request Process Improved With More Customer Reps; New App Coming

Potholes topped the list of highway concerns that Californians wanted fixed last year, according to a tally of customer service requests that travelers submitted to Caltrans. Graffiti, litter and homeless encampments also ranked high.

On average, Caltrans receives about 134 customer service requests, or CSRs, a day. Statewide, the number for calendar year 2017 was 49,053. The number of requests has increased each year. In 2013, it was 18,962.

Caltrans values those reports so much that it is in the final stages of developing a mobile app that lets users report issues with map technology and also gives the option of sending photos of what needs to be fixed (although photos should never be taken while driving).

Caltrans last year created a team of employees around the state whose primary function is to respond to CSRs and see them to completion.

The customer service liaisons respond to a wide variety of [service requests](#). Although requests come from travelers all over the state, three districts — 7 (Los Angeles and Ventura counties), 4 (San Francisco Bay Area) and 12 (Orange County) — generate 70 percent of the service requests.



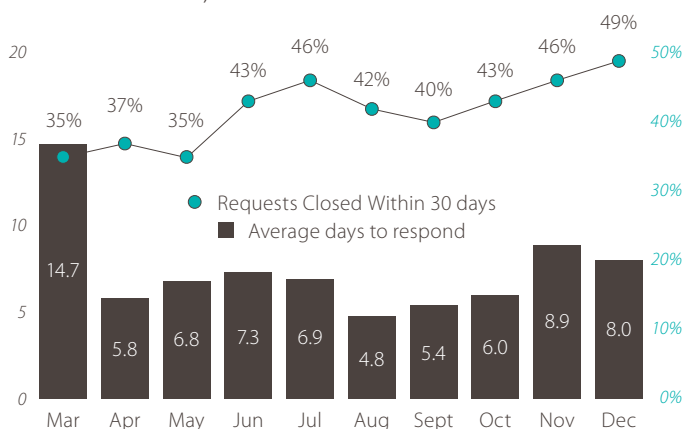
Customer Service Liaisons Diana Jaschke, left, and Sheli Wright respond to customer requests in Caltrans' Sacramento-Sierra District 3.

The online customer service request system was initiated in the mid-2000s so the public could alert Caltrans about potholes and other service needs. But while the concept was good, an audit by the state in 2015 recommended improvements, and the system was revamped.

Caltrans' goal is to close 60 percent of the CSRs within 30 days. By 2020, it's expected that 90 percent of the CSRs will be resolved in 30 days or less. **MM**

Customer Service Requests Processed

March-December, 2017



Sources: Patrick Olsen, public information officer; Andrew Daniels, associate governmental program analyst; David Prizmich, Assistant Division Chief, Office of Administration and Budgets

2017 Top Five Customer Service Requests

1. Roadway/Pothole | 7,075
2. Graffiti | 6,034
3. Illegal Encampment | 5,663
4. Litter — Trash and Debris | 5,281
5. Landscaping — Weeds and Trees | 4,564