

## Service Request Quick Reference Guide

<i><b>Service Type Expected Response Level</b></i>	<i><b>Service Request Process</b></i>	<i><b>Staff Contact for Follow Up if Expected Response Level has not been met</b></i>
<ul style="list-style-type: none"> <li><b>Pavement &amp; Potholes</b> - Fill potholes within 48 hrs</li> </ul>	<b>DOT Dispatch: (408) 794-1900</b> <a href="mailto:Streets.dispatch@sanjoseca.gov">Streets.dispatch@sanjoseca.gov</a>	Kaile Vierra: (408) 794-6818 <a href="mailto:kaile.vierra@sanjoseca.gov">kaile.vierra@sanjoseca.gov</a>
<ul style="list-style-type: none"> <li><b>Streetlight Repair</b> - Burned out bulbs 7 to 14 days - Other outages 1 to 6 months</li> </ul>	<b>Streetlight: (408) 794-1903</b> <a href="mailto:street.lights@sanjoseca.gov">street.lights@sanjoseca.gov</a>	Tony Ortiz: (408) 794-1969 <a href="mailto:tony.ortiz@sanjoseca.gov">tony.ortiz@sanjoseca.gov</a>
<ul style="list-style-type: none"> <li><b>Signs/Roadway Striping Repair</b> - Repair within 7 to 21 days</li> </ul>	<b>DOT Dispatch: (408) 794-1900</b> <a href="mailto:signsandmarkings@sanjoseca.gov">signsandmarkings@sanjoseca.gov</a>	<b>Signs</b> Albert Juarez: (408)794-6821 <a href="mailto:Albert.juarez@sanjoseca.gov">Albert.juarez@sanjoseca.gov</a>  <b>Markings</b> Kenny Brager: (408)794-6819 <a href="mailto:kenny.brager@sanjoseca.gov">kenny.brager@sanjoseca.gov</a>
<ul style="list-style-type: none"> <li><b>Sanitary Sewers &amp; Storm Drains</b> - Plugged sewer/spills response 24/7 - Plugged storm drains within 24 hrs</li> </ul>	<b>DOT Dispatch: (408) 794-1900</b>	Ben Nguyen: (408) 794-6450 <a href="mailto:ben.nguyen@sanjoseca.gov">ben.nguyen@sanjoseca.gov</a>
<ul style="list-style-type: none"> <li><b>Street Trees</b> - Fallen tree in street/sidewalk immediate to within 24 hrs - Pruning and removal permits</li> </ul>	<b>Arborist Office: (408) 794-1901</b> <a href="mailto:arborist@sanjoseca.gov">arborist@sanjoseca.gov</a>	David Murphy: (408) 794-1909 <a href="mailto:david.murphy@sanjoseca.gov">david.murphy@sanjoseca.gov</a>
<ul style="list-style-type: none"> <li><b>Sidewalk Inspection &amp; Repair</b> - Inspection within 30 days - Property Owner repair within 90 days</li> </ul>	<b>Sidewalks: (408) 794-1901</b> <a href="mailto:sidewalks@sanjoseca.gov">sidewalks@sanjoseca.gov</a>	David Murphy: (408) 794-1909 <a href="mailto:david.murphy@sanjoseca.gov">david.murphy@sanjoseca.gov</a>
<ul style="list-style-type: none"> <li><b>Landscape Medians &amp; Parcels</b> - Hazard within 4 hrs - Non hazardous within 7 days</li> </ul>	<b>DOT Dispatch: (408) 794-1900</b> <a href="mailto:Streets.dispatch@sanjoseca.gov">Streets.dispatch@sanjoseca.gov</a>	Jose Avalos Jr: (408) 975-7163 <a href="mailto:jose.avalos@sanjoseca.gov">jose.avalos@sanjoseca.gov</a>
<ul style="list-style-type: none"> <li><b>Illegal Dumping on Street/Sidewalk</b> - Hazard within 4 hrs - Non hazardous within 7-9 days</li> </ul>	<b>DOT Dispatch: (408) 794-1900</b> <a href="mailto:Streets.dispatch@sanjoseca.gov">Streets.dispatch@sanjoseca.gov</a>	Jose Avalos Jr: (408) 975-7163 <a href="mailto:jose.avalos@sanjoseca.gov">jose.avalos@sanjoseca.gov</a>
<ul style="list-style-type: none"> <li><b>Pedestrian, Bike &amp; Traffic Safety</b> - Basic request/studies in 35 days - Comprehensive studies not funded</li> </ul>	<b>DOT Front Desk (408) 535-3850</b> <a href="mailto:traffic.safety@sanjoseca.gov">traffic.safety@sanjoseca.gov</a>	Jim Bittner: (408) 975-3205 <a href="mailto:jim.bittner@sanjoseca.gov">jim.bittner@sanjoseca.gov</a>
<ul style="list-style-type: none"> <li><b>School Safety &amp; Education</b> - Field visit/meeting within 30 days</li> </ul>	<a href="mailto:info@getstreetsmarts.org">info@getstreetsmarts.org</a>	Cordell Bailey: (408) 975-3238 <a href="mailto:cordell.bailey@sanjoseca.gov">cordell.bailey@sanjoseca.gov</a>
<ul style="list-style-type: none"> <li><b>Traffic Flow &amp; Signal Adjustment</b> - Basic within 14 days - Complex electrical 6 to 12 months</li> </ul>	<b>TMC: (408)975-3700</b> <a href="mailto:traffic.signals@sanjoseca.gov">traffic.signals@sanjoseca.gov</a>	Ken Jung: (408) 975-3262 <a href="mailto:ken.jung@sanjoseca.gov">ken.jung@sanjoseca.gov</a>
<ul style="list-style-type: none"> <li><b>Parking &amp; Abandoned Vehicles (VA)</b> - Routine same day and next day - Abandoned cars within 7 to 10 days</li> </ul>	<b>DOT Front Desk: (408) 535-3850</b> <a href="mailto:Parking.compliance@sanjoseca.gov">Parking.compliance@sanjoseca.gov</a> <a href="http://www.sanjoseca.gov/VArequest">www.sanjoseca.gov/VArequest</a>	Gina Novello: (408) 534-2901 <a href="mailto:gina.novello@sanjoseca.gov">gina.novello@sanjoseca.gov</a>