CUSTOMER SERVICE REQUEST (CSR) SYSTEM

Training Guide

December 2016
Revised May 2017
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CALIFORNIA DEPARTMENT OF TRANSPORTATION
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Introduction

What is a CSR?

A Customer Service Request (CSR) is the electronic form available to California’s traveling public that allows them to communicate concerns with the State Highway System, such as potholes, graffiti, damaged signs, or signals.

To create a CSR ticket, the public is directed to the external (Internet) CSR website, https://csr.dot.ca.gov, where they fill out the electronic form.

To create a CSR ticket, employees are directed to the internal website (intranet), https://csr.dot.ca.gov/admin/ where the employee fills out the electronic form for the customer. The internal portal is to be used when a complaint about the State Highway System comes to Caltrans by telephone, letter, or in-person contact.

Purpose of the CSR System

The CSR System offers the traveling public with a way to effectively communicate concerns with the California State Highway System. The CSR System also provides real-time reporting, accurate data tracking, and a central place to gather historical data regarding public complaints about our highways. Properly opening, assigning, and closing tickets will benefit the Department’s goals of being more transparent, while attempting to close tickets within 30 days.
Special Instructions

This section outlines instructions to process CSRs with specific designations.

Adopt-A-Highway (AAH) Role & CSR

The AAH code in the CSR is for AAH contractors to report AAH signs that need to be repaired or replaced. CSR tickets will be opened when an AAH concern is sent through the CSR system. Caltrans’ goal is to have the necessary work completed in a timely manner.

The Customer Service Liaison (CSL) will forward all AAH concerns to the district AAH coordinator for review. An Integrated Maintenance Management System (IMMS) Service Request is not required. The AAH Coordinator will ensure all AAH Program requirements are met and that required work is performed. The CSL should track the ticket using the same process as “other divisions,” which is explained below. A list of AAH Coordinators is available here [http://adopt-a-highway.dot.ca.gov/coordinators.htm](http://adopt-a-highway.dot.ca.gov/coordinators.htm)

Americans with Disabilities Act (ADA)

The HQ ADA Infrastructure Program began receiving and processing ADA Grievances using the CSR system January 2016 through July 16, 2017. On July 17, 2017 an ADA System was launched to specifically address ADA requests.

Although the CSR home page refers customers to the ADA online grievance form, customers might submit an ADA request into the CSR system. If the CSL finds a request that is not noted as ADA, but refers to a broken or missing curb ramp, please email the ADA Program at [ada.compliance.office@dot.ca.gov](mailto:ada.compliance.office@dot.ca.gov). The ADA Program will review and confirm if the ADA Program will handle the request.

If there is a request submitted to install Accessible Pedestrian Signals (APS) the CSL will refer this request to the district Traffic Operations Division.

If there is a request to repair an APS unit, the CSL will refer this request to the district Maintenance Division.
"Other Divisions"

The CSL will route non-maintenance CSR tickets to the proper division program personnel, document, monitor, and follow up with appropriate division contacts. The appropriate division should be selected in the CSR system, and the ticket should remain open until work is completed. The date opened, ticket number, status, date closed, and other relevant information should be recorded on a spreadsheet and checked monthly for progress. The CSL will also inform the customer of the initial time estimate for the work to be completed and will follow up with the customer when work is completed. Please see flow chart on page 11 for proper work flow regarding these types of tickets. The spreadsheet template is available from the Headquarters Customer Service Officer (CSO) in Public Affairs.
CSR Forms

External/Public-Facing CSR Form
The CSR form (Figure 1 – External CSR Form to the right) is available to the public on the main [dot.ca.gov](https://www.dot.ca.gov) webpage under Online Services. This form is what the travelling public can use to submit requests for maintenance or repairs on the California State Highway System.

Note that Caltrans email addresses are not accepted on the external form. If you are an employee, please use the internal form to submit a public request received by telephone, letter, social media, or in-person contact.

External CSR Form
The external public form can be found at [https://csr.dot.ca.gov/](https://csr.dot.ca.gov/).

Internal CSR Form
The internal portal can be found at [https://csr.dot.ca.gov/admin/](https://csr.dot.ca.gov/admin/).

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**Submit a Customer Service Request**

You can use the form below to submit a request for customer service. Requests are limited to the drop-down list. If you do not find what you want to report on the drop-down list then submit your request using the Traffic or Work Zone Concern form.

Most of the fields on the form are required fields. Please fill out the information completely and submit the service request. The location will be reported to the nearest maintenance facility for evaluation.

Customer Service Requests are handled Monday through Friday, 8AM to 4PM. This form should NOT be used to report any kind of Highway emergency. Report highway emergencies to 911 or the California Highway Patrol immediately.

- **California County:** (Required)
  - Select County
- **State Highway Number (Route):** (Required)
  - Select Route
- **Direction of Travel:** (Required)
  - Select Direction
- **Nearest Town or City:** (Required)
  - Select City/Town
- **Nearest Cross Street:** (Required)
- **Mode of Transportation:** (Required)
  - Select Method
- **What time of day did you notice the situation:** (Required)
  - Select Time of Day
- **Please select the type of Customer Service:** (Required)
- **Service Request** must match drop-down list. If your request is not listed use the Traffic or Work Zone Concern form.
- **Select Situation Type**
- **Please describe nature of the situation:** (Required)

You have used 0 of 500 characters above

**Please describe geographic location of the situation:** (Optional)

You have used 0 of 500 characters above

**Enter your complete e-mail address you@yourdomain.com:** (Required)

We strongly encourage leaving your name and phone contact information to help us serve you better. This will help our crews if more information is needed to identify and address your reported issue. Thank you.

**Name:** (Optional)

**Phone Number:** (Optional)

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*Figure 1 – External CSR Form*
Internal/Onramp CSR Form for Caltrans Employees

The internal CSR form (Figure 2 – Internal CSR Form below) will be used to track CSR requests received on behalf of the public by telephone, written letter, in person, social media, or other methods.

The Internal form is the same as the external form, but has two extra fields:

- The first field is the method received (phone, in person, etc.).
- The second field will be used to add internal comments such as customer name, phone number, etc.
Logging in to the CSR System

Any employee who has access to Caltrans’ Intranet/Onramp has the ability to sign in as a Guest, and can locate specific tickets in the system to see any progress or can download data for analysis.

CSR Login IDs are required for Caltrans employees who respond to CSR tickets. This is typically the CSL or Headquarters Administrator (ADMIN). If a supervisor or other user needs to be included on a ticket, you may add specific email contacts to bcc when communicating about an assigned ticket. If an email contact has any problems with the system, a CSL or ADMIN can sign in administratively to resolve the issue.

The CSL logs in to the CSR system with his or her user name (usually an “s” number) and password to view and respond to open tickets in their district and to update employee email bcc information or passwords. The CSR Welcome page is https://csr.dot.ca.gov/admin/

Login

When a CSL logs in to the CSR System, they will see the “Review Open Tickets” screen. These tickets can be responded to directly, assigned to a different district, or directed to the appropriate Caltrans employees to resolve the issue. The CSL can also use the Administrative link to update other users’ information and access CSR Reports.
ADMIN Login

When an ADMIN logs in to the CSR System, they will be directed to the CSR Reports screen. ADMIN is able to make changes to existing accounts or create new accounts in the system. Various automated reports are available.

Guest Login

Anyone with access to Caltrans’ Onramp/Intranet can log in as a guest. A guest will see the “View Tickets” screen. Guests can find an individual ticket with the specific ticket number or download CSR ticket data in a single Excel file. Various filters can be used to narrow a search and reduce data size.

Note: The ticket numbers began with the number 500,000 in March of 2010.
CSR Intake Instructions

1. When a request is received from external source, ask them if they’d prefer to report the incident on the website. If the customer does not want to use the website, record the information, filling out all required information on the CSR Intake Form (see appendix B).

2. Ask the customer if he or she has an email address or phone number for a response. If no email address, use the CSL’s email address.

3. Create a CSR from the information gathered from the customer on the internal CSR form. The form is found on the intranet at https://csr.dot.ca.gov/admin/.

4. Treat this CSR just as you would if created by a citizen.
CSR Processing Instructions

1. Select the CSR tab from the Division of Maintenance intranet site at https://csr.dot.ca.gov/admin/

2. Enter your username and password and click Login as seen below.

4. Select Open Ticket to review.

**Note:** To find specific tickets, enter ticket number into Find Ticket # field and click Search.

https://csr.dot.ca.gov/admin/index.php/Reviewopentickets/

5. Read the entire ticket to confirm district responsibility. Note the customer. This particular sample ticket appears to be from a private citizen. For tickets from neighboring cities, counties, government officials, or the legislature please follow internal district protocol. Determine who is responsible for receiving and resolving the matter outlined in the ticket.

   a. After you click on “Commitment,” select appropriate division, route, and notify responsible division contact if it’s not Maintenance. Request estimated time for work to be completed from division contact and relay to the customer. Check with division contact monthly on work progress through completion. Upon completion, notify customer and close ticket. Record completion on spreadsheet. Spreadsheet template can be obtained through Headquarters CSO in Public Affairs.

   b. If the request is out of Caltrans jurisdiction or on private property, respond and close ticket.

   c. If Maintenance is responsible, but in another district, reassign ticket to appropriate district. You will be prompted to check the appropriate recipient of the forwarded ticket so they are notified of the new assignment.

https://csr.dot.ca.gov/admin/index.php/Processopenticket
d. If Maintenance is responsibility, continue to next step.

6. Determine the responsible crew to resolve this matter.

**NOTE:** District to use their own methodology to determine crew responsibility.
7. Refer to the IMMS training guide for steps 8 through 11. The IMMS training guide is available at [http://onramp.dot.ca.gov/hq/maint/imms/ManRef.htm](http://onramp.dot.ca.gov/hq/maint/imms/ManRef.htm).

8. Enter the responsible crew **Supervisor's name** into the **Inspect** field of the IMMS Service Request. Select corresponding **Problem** code related to **CSR concern**, enter the **date** of the CSR into the **Call Date** field, and enter **Source** code CSR.
9. Click into **Location** tab, and enter **district number** into the **District** field.

![Image of Location tab with district number entered]

10. Select and copy the **CSR information** from the CSR ticket, and paste into the IMMS Service Request **Comments** tab. Click **ADD** and create the IMMS Service Request, which will send the Service Request directly to the Supervisor’s Visual Resource Manager (VRM).

**NOTE:** Using keyboard shortcuts works best in this step to copy and paste.

![Image of CSR ticket with information copied]

11. Note the IMMS Service Request number. Go back to the CSR Process Open Ticket, and click **Respond to Customer** at the bottom of page.

![Image of CSR Process Open Ticket with Respond to Customer button highlighted]
12. Click the **Commitment** button, as we are committing to resolving this CSR. When Maintenance is selected, the IMMS ticket number field will populate. Enter the IMMS service request number (see screenshots on the next page). Then Click appropriate **Situation Acknowledged** response. Click in the **Additional Message** box and paste in the appropriate **Standard Response**, then click **Send Response**.

https://CSR.dot.ca.gov/admin/index.php/Respondtocustomer/
Standard CSR Responses

The provided Standard CSR Responses are designed to be templates for scenarios that might arise; the highlighted portion should be tailored to individual district needs.

General Response

Dear Citizen,

We have received and appreciate your recent submission to the Customer Service Request System.

Once we have verified that the reported issue is under Caltrans’ jurisdiction, the Region Area Superintendent and Supervisor will investigate your concern.

Scheduling and completion of the reported issue may be affected by several factors, including available resources, safety issues, and priority level.

Thank you for your concern for the California transportation system.

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Responses within Caltrans Jurisdiction

Traffic Lighting – Possible Wire Theft

Dear Citizen,

Thank you for your recent submission to the Customer Service Request System. Caltrans appreciates your concern for the California transportation system.

The majority of light outages you have observed are due to copper wire theft.

When repairs are made, Caltrans also installs deterrents to prevent future theft. Deterrents include disguising pull box facilities, installing theft-deterrent pull-box covers, and using aluminum conductors (which have less value to thieves).

Caltrans is also investigating new methods for deterring copper wire theft and communicating with utility companies, railroads and other states to identify best practices for fighting theft.

The public should continue to report any suspicious activity to local law enforcement.

Thank you again.
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Graffiti

Dear Citizen,

Thank you for your recent submission to the Customer Service Request System. Caltrans appreciates your concern for the California transportation system.

The responsible Region Area Superintendent and Supervisor have been notified and will investigate your graffiti concern.

Caltrans maintenance workers regularly remove graffiti from highway structures. Each year, Caltrans spends more the $5 million removing graffiti.

Scheduling and completion of the reported issue may be affected by several factors, including available resources, safety issues, and priority level. The need for special equipment, lane closures, and coordination with outside agencies may cause a longer-than-normal response time to remove the graffiti.

Thank you again.
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Litter Removal

Dear Citizen,

Thank you for your recent submission to the Customer Service Request System. Caltrans appreciates your concern for the California transportation system.

The responsible Region Area Superintendent and Supervisor have been notified and will investigate your concern.

Scheduling and completion of the reported issue may be affected by several factors, including available resources, safety issues, and priority level.

Caltrans is serious about keeping California’s highways clean, having spent $76 million in 2015 to remove 153,000 cubic yards of litter, trash and debris from our state highways.

We appreciate your interest in keeping our highways safe and clean. To learn more about California’s Adopt-A-Highway Program, please visit the Adopt-A-Highway website at http://www.dot.ca.gov/maintenance/adopt-a-highway/index.html.

You can also call the the Adopt-A-Highway Program at (XXX) 897-4273 Coordinator – Insert Coordinator information

The Adopt-A-Highway program, which began in 1989, has been one of the truly successful government-public partnerships of our time. More than 120,000 Californians have cleaned and enhanced over 15,000 shoulder-miles of roadside.

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Claims

Dear Citizen,

Thank you for your recent submission to the Customer Service Request System.

If you have a claim, you may contact the Claims office at email or (XXX) 897-0816. To submit a claim online, visit http://dot.ca.gov/damageclaims.html.

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Illegal Encampment Removal

Dear Citizen,

Thank you for your recent submission to the Customer Service Request System. Caltrans appreciates your concern for the California transportation system.

The responsible Region Area Superintendent and Supervisor have been notified.

Unfortunately, 21 percent of the homeless population in the U.S. resides in California (according to the U.S. Department of Housing and Urban Development). This is not only a Caltrans issue, it is a social concern that requires cooperation between federal, state, and local communities working together to develop long-term solutions.

Before the removal of an illegal encampment, a 72-hour notice must be posted at the site.

Scheduling and removal may be affected by available resources, safety concerns, and coordination with outside agencies.

Caltrans is not a law enforcement agency. If there is an immediate safety concern, please contact your local law enforcement agency.

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Sign Replacement

Dear Citizen,

Thank you for your recent submission to the Customer Service Request System. Caltrans appreciates your concern for the California transportation system.

The responsible Region Area Superintendent and Supervisor have been notified and will investigate your concern.

Scheduling and completion of the reported issue may be affected by several factors, including available resources, safety issues, and priority level. Safety-related signs will have highest priority.

If a noncritical sign needs to be special ordered, it may take additional time. A minimum three-month waiting period can be expected.

Thank you again.
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Traffic Safety Lighting

Dear Citizen,

Thank you for your recent submission to the Customer Service Request System. Caltrans appreciates your concern for the California transportation system.

The Area Superintendent and Supervisor responsible for maintaining traffic lighting will investigate your concern.

Scheduling and completion of the reported issue may be affected by several factors, including available resources, safety issues, and priority level. Safety-related lighting will have highest priority.

Thank you again.
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Striping, Reflective Lane Markers

Dear Citizen,

Thank you for your recent submission to the Customer Service Request System. Caltrans appreciates your concern for the California transportation system.

The Area Superintendent and Supervisor responsible for maintaining striping and reflective lane markers have been notified and will investigate your concern.

Scheduling and completion of the reported issue may be affected by several factors, including available resources, safety issues, and priority level.

Thank you again.
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Duplicate from One Individual

Dear Citizen,

Thank you for your recent submission to the Customer Service Request System (CSR). Caltrans appreciates your concern for the California transportation system.

We are aware of the issue and are working to resolve it as quickly as possible.

Since this is a duplicate request, your concerns will be addressed under CSR Ticket #XXXXXX, which was previously assigned.
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**Generic Closing Paragraph to address CSRs older than 12/31/15**

Dear Citizen,

You are receiving this email because you had formerly notified Caltrans about a situation or concern through our Customer Service Request (CSR) system.

Caltrans appreciates and values your CSR submission, as it helps our maintenance crews maintain a safe and efficient transportation system.

Caltrans is changing our MSR system to a new and improved version, Customer Service Request (CSR), which will improve our ability to receive and respond to maintenance requests more effectively. The integration of this new system will require us to close your ticket. Your prior request may have been addressed but never got closed out in our system. However, if you feel the issue hasn’t been resolved we would appreciate it if you take a moment to fill out a new CSR to complete the request. We apologize for any inconvenience this step causes, but we are confident our new system will help us achieve a higher degree of success and accountability towards providing a safe, sustainable and efficient transportation system. Here is the link to the new CSR form: [https://csr.dot.ca.gov/](https://csr.dot.ca.gov/)

Thank you for your concern for the California transportation system.

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RESPONSES OUTSIDE OF CALTRANS JURISDICTION

Illegal Encampment Removal – outside of Right-of-Way Area

Dear Citizen,

Thank you for your recent submission to the Customer Service Request System. Caltrans appreciates your concern for the California transportation system.

While Caltrans takes the matters of illegal encampments and homelessness seriously, this particular illegal encampment falls outside of Caltrans’ jurisdiction, and must be reported to the appropriate agency.

Please contact [enter County or City] to address this matter.

Caltrans is not a law enforcement agency. For immediate safety concerns please contact your local law enforcement agency.

Unfortunately, 21 percent of the homeless population in the U.S. resides in California (according to the U.S. Department of Housing and Urban Development). This is a social issue that requires cooperation between federal, state, and local communities to develop long-term solutions.

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County or City Responsibility

Dear Citizen,

Thank you for your recent submission to the Customer Service Request System. Caltrans appreciates your concern for the California transportation system.

Caltrans would like to serve you regarding your concern for the safety of our highways, but your concern falls under the jurisdiction of the [enter County or City] Department of [enter Department].

Please contact the [enter County or City] [enter Department] at [insert contact information].

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**Rail Responsibility**

Dear Citizen,

Thank you for your recent submission to the Customer Service Request System. Caltrans appreciates your concern for the California transportation system.

Caltrans would like to serve you regarding your concern for the safety of our highways, but your concern falls under the jurisdiction of the [insert rail jurisdiction here]. Please call [insert contact information].

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---

**Flood Control**

Dear Citizen,

Thank you for your recent submission to the Customer Service Request System. Caltrans appreciates your concern for the California transportation system.

Your concern falls under the jurisdiction of the [Insert Region Flood Control]. Please contact [Insert Region Flood Control and contact information].

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**Soundwall**

Dear Citizen,

Thank you for your recent submission to the Customer Service Request System. Caltrans appreciates your concern for the California transportation system.

Eligibility for new soundwall construction is typically associated with a proposed project that adds capacity or substantially moves traffic lanes on an existing highway. A noise study report for a new project would be conducted to examine present and future noise levels. Caltrans does not program stand-alone soundwall projects or retrofit existing soundwalls built by developers. You may check with your local Caltrans district Public Information Office for any planned projects in your area. Also, you may contact County Transportation Authority at [insert contact information] to ask if they have any proposed projects in your area that would propose a new soundwall, or if they would consider a stand-alone soundwall project for your location.

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Call Boxes

Dear Citizen,

Thank you for your recent submission to the Customer Service Request System. Caltrans appreciates your concern for the California transportation system.

Your concern falls under the jurisdiction of the [Insert local transportation partner here] at [insert contact information].

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1. From the View Tickets screen, select criteria from dropdown fields. 
   https://csr.dot.ca.gov/admin/index.php/Viewtickets/

2. Click Filter.
3. Click Download Table as .csv.

4. Data will download into Excel.
CSR Reporting

System Generated

The CSR System has a built-in reporting tool. Filter for yearly/quarterly performance reports, tickets older than 30 days, or summaries by district/type of CSR. Select from the dropdown menu and click Submit to generate reports.
Data Generated

The data downloaded from the View Tickets screen can also be displayed to reflect other requested reports.

Note: Columns to calculate number of days will need to be added to the data for some reports.

Sample Report: All CSR Tickets Received

<table>
<thead>
<tr>
<th>Year</th>
<th>Count of Ticket</th>
<th>District 1</th>
<th>District 2</th>
<th>District 3</th>
<th>District 4</th>
<th>District 5</th>
<th>District 6</th>
<th>District 7</th>
<th>District 8</th>
<th>District 9</th>
<th>District 10</th>
<th>District 11</th>
<th>District 12</th>
<th>Grand Total</th>
</tr>
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<td>50</td>
<td>5</td>
<td>5</td>
<td>5</td>
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Each year can be expanded to show month.
### Sample Report: Average Days to Respond and Close Tickets

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</table>

**Grand Total** | **21,252** | **5** | **189**
Administrative

This is where the ADMIN adds, deletes, and updates user information.

Add a New User

1. From the Administrative screen, select Add New User.

2. Collect and enter the user information.
3. Assign the new user a temporary password, which they will sign in and change later.

4. Click Add to add the user.
Update User Information

1. Find the user you would like to update from the Administrative screen. Click Update on the corresponding row.

2. Update fields with new information. To change a password, check the box next to Change Password.
3. Enter the new password and click **Update**.

### Delete User

1. Find the user you would like to delete from the Administrative screen. Click **Delete** on the corresponding row.

2. Click **OK**.
Logging Out

To log out of the CSR system, click **Logout** on the left-hand side of the screen.
# Appendix A - Role Acronyms and Definitions

<table>
<thead>
<tr>
<th>ROLE</th>
<th>DEFINITION</th>
</tr>
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<tbody>
<tr>
<td>CSL</td>
<td>Customer Service Liaison - Responsible for managing all facets of the district’s CSR database. This includes inputting all CSRs and routing to responsible program (Maintenance or non-Maintenance), monitoring progress and closing completed requests, as well as notifying the reporting party of appropriate contact information for non-Caltrans issues.</td>
</tr>
<tr>
<td>CUST</td>
<td>Customer (anyone requesting maintenance service on a road in the California State Highway System)</td>
</tr>
<tr>
<td>CSR</td>
<td>Customer Service Request (ticket)</td>
</tr>
<tr>
<td>DDDM</td>
<td>Deputy District Director of Maintenance</td>
</tr>
<tr>
<td>DCHF</td>
<td>Maintenance Division Chief</td>
</tr>
<tr>
<td>ADMIN</td>
<td>Headquarters CSR Administrator – Creates new login credentials, resolves issues with CSR Software. Main point of contact with CSR Webmaster in IT Division</td>
</tr>
<tr>
<td>DCON</td>
<td>District Contact (Superintendent, Area Supervisor, ADA Liaison, Adopt-A-Highway Coordinator). Does not log in to CSR system, but is included in communications about the ticket(s) by email.</td>
</tr>
<tr>
<td>CC / BCC</td>
<td>Email contact – is included in relevant communications about specific CSR tickets by email.</td>
</tr>
<tr>
<td>RESP</td>
<td>Responsible Party (the person the CSR ticket is assigned to, assesses the ticket, directs or performs the needed work or repair) Field Crew Chief, ADA Liaison, Adopt-A-Highway Coordinator, Maintenance Manager, etc.</td>
</tr>
<tr>
<td>OTHR</td>
<td>Anyone listed in the CSR database as a potential email contact (CC/BCC) regarding and CSR issue</td>
</tr>
<tr>
<td>IT</td>
<td>Headquarters Admin – Liaison to IT/Webmaster</td>
</tr>
</tbody>
</table>
Appendix B - CSR Intake Form

1. California County - (Required): ________________________________________________
2. State Highway Number/Route - (Required): ______________________________________
3. Direction of Travel - (Required): ______________________________________________
4. Nearest Town/City - (Required): ________________________________________________
5. Nearest Cross Street: _________________________________________________________
6. Mode of Transportation - (Required): __________________________________________
7. Date and Time of Day Did You Notice the Situation? - (Required):
   ____________________________________________________________
8. Type of Service Requested - (Required):
   ____________________________________________________________
9. Comment Field, “Please describe nature of the situation” - (Required):
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________
10. Comment Field, “Please describe geographic location of the situation”:
    ____________________________________________________________
    ____________________________________________________________
    ____________________________________________________________
11. Email Address – (Enter customer’s complete e-mail address. If unavailable, then enter your official DOT e-mail address: yourname@domain.type / your.name@dot.ca.gov
    ______________________________________________________________________
12. Customer Name and phone number (Optional)
    ______________________________________________________________________
13. Mode of Contact (Email, Walk-In, Phone, or Social Media) (Required):
    ______________________________________________________________________
14. Internal Comments- (CSR taken by, any additional information-