



CALIFORNIA DEPARTMENT OF TRANSPORTATION

## Submit a Customer Service Request

<https://csr.dot.ca.gov/>

Enter this link into your Smartphone browser to experience the mobile version Please never use while operating a vehicle

### Caltrans District 7 Maintenance Support

For citizens without Internet service or computer capabilities, call District 7 Maintenance Support in Los Angeles at 213-897-4426. This line is staffed Monday-Friday from 8 am to 5 pm to communicate and log issues and concerns on the state highway system in Los Angeles and Ventura counties only.

### After-Hour Response

See a ladder or a tire on the freeway? Report potential hazards on the state highway system after work hours and weekends by calling the California Highway Patrol (CHP) who can investigate and be dispatched.

**For emergencies, call CHP 9-1-1.**

### Graffiti Vandalism and Illegal Dumping

Are you a witness to acts of vandalism or illegal dumping on the freeway?

These are reportable law enforcement issues. **Call CHP 9-1-1.**

### Traffic or Construction Work Zone question or concerns:

Click on this link to submit a concern or question about traffic or a construction work zone on the state highway system.

Emails are read during business hours only. **This form should NOT be used to report emergencies. Report highway emergencies by calling 9-1-1.**

<http://www.dot.ca.gov/paffairs/pioform.html>



### Customer Service Request (CSR)

Caltrans Customer Service Request (CSR) system is an e-form online portal that logs, schedules and tracks maintenance service requests with the nearest Caltrans Maintenance crew.

It is a statewide system where citizens and staff of local agencies and elected officials – who have access to the Internet, a computer and an email address – can submit CSRs conveniently online, anytime.

The CSR system communicates issues directly with 5 regional maintenance field offices in District 7 to investigate, plan and schedule the work as requested.

The portal uses easy pull-down menus and comment boxes. Please share as much information as possible when describing a location, including the direction of roadway travel (east-, west-, north-, or southbound), the highway/freeway route number, nearest exit, and closest city or community. Not all California cities are listed in the pull-down menu.

**This form should NOT be used to report highway emergencies. Report emergencies by calling 9-1-1.**

Caltrans District 7 is responsible for maintaining the state highway system on 42 freeways and highways in Los Angeles and Ventura counties.

California Department of Transportation, District 7, serving Los Angeles and Ventura counties.  
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