

From: [Cityworks](#)  
To: [Wong, Jason](#)  
Subject: Request: 391914  
Date: Monday, October 07, 2013 10:56:39 AM

---

### City of Oakland Public Works Agency Call Center

#### Service Request Information

Request Number:	391914
Description:	Sidewalk - Damage
Problem Address:	398 GRAND AV
Submitted To:	SMITH, DALE C
Category:	Streets & Sidewalks
Date / Time Reported:	12/20/2011 10:12:04 AM
Service Priority:	High
Initiated By:	WONG, JASON
Status:	Closed
Associated Cityworks Project:	
Council District:	CCD3

#### Caller Information:

Name	Phone	Date & Time Of Call	Customer Email
	Home: Work: Other: Cell:	12/20/2011 10:08:51 AM	

#### Related Work Orders:

Work Order Id	Category	Description	Submit To	WO Status
437406	Streets & Sidewalks	Streets&SW - Sidewalk Repair Defective (Tree-Related)	MOLINA, RODOLFO	Closed

#### Q&A & Comments:

Caller:   
Q: Where is it located?  
A: Sidewalk  
Q: Is there a tree nearby with roots that may be the cause?  
A: Don't Know / No Answer  
Q: Has anyone been hurt by it?  
A: YES  
Q: Please describe the precise location (e.g., next to the bus bench)  
A: IN FRONT OF 398 GRAND AVE.  
By WONG, JASON: 12/20/2011 10:12:04 AM  
CITIZEN REPORTING A SIDEWALK RAISED TWO INCHES, AT 398 GRAND AVE.  
  
By CHEN, KENNETH: 12/21/2011 8:45:30 AM  
CITIZEN FOLLOW UP E-MAIL. PLEASE SEE COMMENTS:   
  
  
  
By LOESER, FRED: 12/21/2011 4:04:53 PM  
awaiting arborist report and field verification  
  
By LOESER, FRED: 12/21/2011 4:05:40 PM  
request sent to Sidewalk Maintenance for make/safe  
  
By LOESER, FRED: 12/21/2011 4:09:32 PM  
Google photo shows small section of curb stone missing.

By LOESER, FRED: 12/22/2011 9:49:27 AM  
Arborist reports OT

This is a courtesy email to let you know that a member of the public requested service. If you are not a City of Oakland PWA Cityworks user, this email is our way of communicating it to you. If you are a City of Oakland PWA Cityworks user, log into Cityworks (<http://cityworks/cwportal>) to update the request. **DO NOT REPLY to this automated email.**

**Public Works Agency Call Center** | (510) 615-5566

[www.oaklandpw.com](http://www.oaklandpw.com) | [pwacallcenter@oaklandnet.com](mailto:pwacallcenter@oaklandnet.com) | Mobile app: [SeeClickFix](#)

The City of Oakland Public Works Agency is an American Public Works Association Accredited Agency.