



REPORT ON URMD SERVICE REQUESTS, FY 2018-19

October 16, 2019
URMDAC Meeting



URMD Service Requests Performance Measure

Review requests for service and provide timely follow-up.

Track service requests by type and report to URMDAC annually. Targets:

- 1. Respond to requests within 7 days.*
- 2. Complete requests within 30 days.*

Percentage target in LUT Strategic Plan: 85%

To Request Road-Related Maintenance Services

- call **503-846-ROAD** (846-7623),
- [e-mail us](mailto:lutops@co.washington.or.us) (lutops@co.washington.or.us)
- submit the online [Request Road Service](#) form
- use their smartphone:
[http://washtech.co.washington.or.us/reportroadp
roblem](http://washtech.co.washington.or.us/reportroadproblem)





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DEPARTMENTS

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- Permits
- Programs
- Inclement Weather
- Citizen Advisory Committees
- Reports



WC-ROADS
Visit [wc-roads](#)

Request Road Service

To request a road-related service, call **503-846-ROAD** (846-7623), [e-mail us](#), or submit the online service request form below. Or use your smartphone: <http://washtech.co.washington.or.us/reportroadproblem>.
Monitored Monday through Friday, 8 a.m. to 5 p.m.



To report a hazardous road condition outside of normal business hours, call the [Washington County 911](#) non-emergency response number: **503-629-0111**.

Related: [Pedestrian and Biking Improvement Proposal](#)
[Sheriff's Office Traffic Complaints](#) (patrol enforcement request)

Road name:

Nearest crossroad:

Location detail:

Address, distance and direction from intersection, other information which helps to identify the location

- Type:
- | | | |
|--|---|---|
| <input type="checkbox"/> Bicycle lane | <input type="checkbox"/> Culvert | <input type="checkbox"/> Curb |
| <input type="checkbox"/> Dead animal in road | <input type="checkbox"/> Debris in road | <input type="checkbox"/> Ditch |
| <input type="checkbox"/> Drainage | <input type="checkbox"/> Guardrail | <input type="checkbox"/> Pavement marking |
| <input type="checkbox"/> Pot hole | <input type="checkbox"/> Road shoulder | <input type="checkbox"/> Road surface |
| <input type="checkbox"/> Sidewalk | <input type="checkbox"/> Sign | <input type="checkbox"/> Signal |
| <input type="checkbox"/> Street light | <input type="checkbox"/> Vegetation | <input type="checkbox"/> Other |

Description:

Name:

Phone:

E-mail:

If you would like a response, please provide contact information.

SUBMIT REQUEST



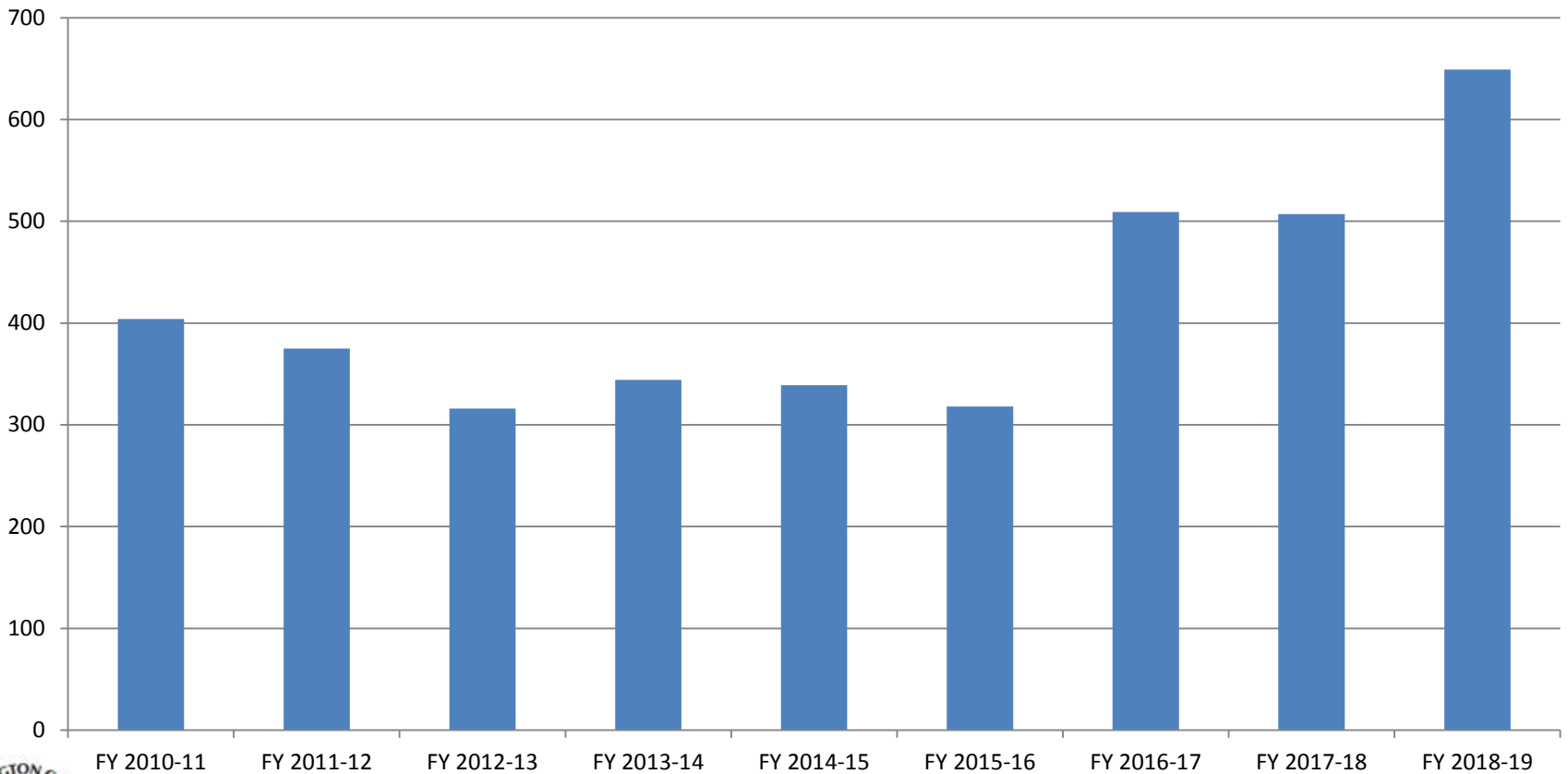


Monica, Deanna, Janelle, Deana, Sherri

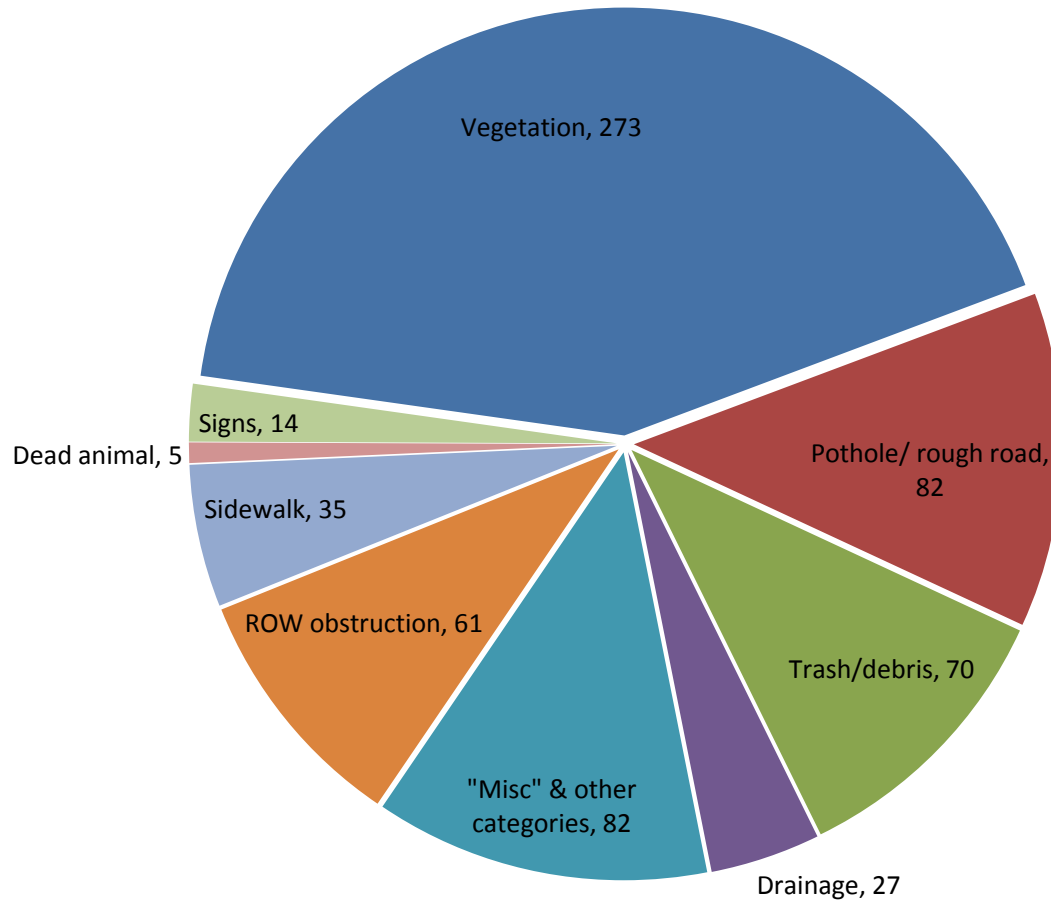


Number of Service Requests Over the Last 9 Years

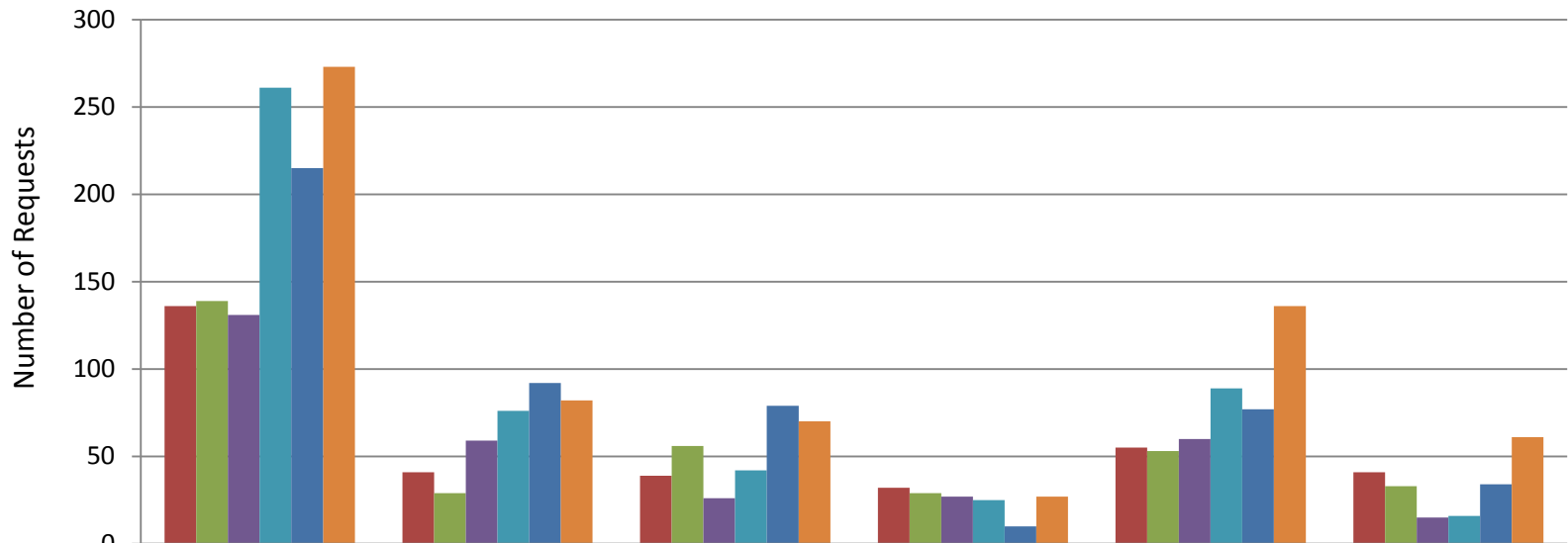
Number of Service Requests



FY 2018-19 URMD Service Requests (649 requests)



URMD Service Request Trends



	Vegetation	Pothole/ rough road	Trash/debris	Drainage	"Misc" & other categories	ROW obstruction
■ 2013-14	136	41	39	32	55	41
■ 2014-15	139	29	56	29	53	33
■ 2015-16	131	59	26	27	60	15
■ 2016-17	261	76	42	25	89	16
■ 2017-18	215	92	79	10	77	34
■ 2018-19	273	82	70	27	136	61





FY 2018-19 Service Request Response Time

Response within 7 days of submittal*: 92%

Service request has been closed within 30 days: 87%**

Ops target for service requests: 85%

* Staff have closed or assigned the service request within 7 days of the request being entered into IRIS.

** Any work to be done to respond to the request has been completed within 30 days (and that has been indicated in IRIS).

