How to enter a work request for County of Santa Clara Roads and Airports Department

Please note, if this is an emergency, dial 911.

Visit the Department website at [www.countyroads.org](http://www.countyroads.org) and select services, submit a request

Or you can go directly to website: [https://santaclara.maintstar.co/portal/#/default-1/myRequests](https://santaclara.maintstar.co/portal/#/default-1/myRequests)

The first time you visit our upgraded site you will need to register.
You will need to create a user ID and password. You must enter a cell phone and email address.

Once you have typed in the information, you will hit the register button.
This will bring you back to the log in page. Type in your user ID and password, then select login.

This will bring you to the home page. To create a new request, hit +Add new request.
This will bring you to the page where you can select the location on the map. Once you have placed your pin in the right location, hit select. This will populate the address. If the pin is in the wrong spot, you can move the map around. It will default to your current location if you have allowed location on.

Next you will select an Operation, you have several to choose from.
Road Maintenance Operations are for issues related to: Bridge, drainage, erosion/slide, graffiti, guardrail/fence, ice/snow, irrigation/sprinklers, pothole/pavement, road shoulder, sidewalk/curb, signs, trash, tree, weeds, soundwall, street sweeping, traffic striping/markings, homeless encampment, animal removal, engineering, other.

Traffic Signal/Lights are for issues related to: traffic signals, streetlights, poles and cabinets, graffiti on traffic poles/cabinets.
Traffic Engineering/Study includes issues related to: traffic/speed study, signal timing, signage (requests for new signs), traffic calming, jurisdiction and other.
Airports Operations is for tenants and staff of the Airport only. Issues included are: shelter, tie-down, Swift Building, Terminal Building, Operations and Maintenance Shop, runway/taxiway, hangar, used oil pick up, electrical, gates/locks, operations and maintenance, plumbing, ramps/parking, weeds, perform work, PAPI, lighting, and other.

Once you have selected your operation and issue, hit next.
The location from the map will populate the street and city information. Please list a location description (in front of trash can, in carpool lane, ½ mile from stop sign, etc.) and the enter in your request (two potholes, signal light out, graffiti, etc.) If you have a picture you wish to include, just hit Add under attachments. Once you have completed these steps, hit next.

Verify all your information is correct and then hit submit.
Once a work request has been submitted, you will get a pop-up box stating that you have submitted an issue and gives you the Work request number. You can then click open my requests to see a list of all the requests you have created.

As requests are worked on status reports will be updated on this page. When a request is assigned and closed, you will receive an email notification.