

Request	Department	Topic	Entered date	Description	Date closed	Reason closed	Status
4218534	Police - Neighborhood Services	Illegal Signs	1/2/2019	██████████, Owner of business put out a sign on the sidewalk stating parking in front of ██████████ business is for ██████████ customers only. The neighboring business is upset because ██████████ said it is a City street and open to public parking ██████████ would like it addressed as soon as possible. Thank you!	1/3/2019	Thank you for using ASK STOCKTON. Neighborhood Services is opening a case for this address/location. A Code Enforcement Officer will investigate and take appropriate action as soon as possible. Please allow approximately 15 days to see a posted warning for any verified violations identified. With cooperation from the property owner, 30 days is a reasonable time frame to expect to see visible results.	Closed
4235615	Public Works - Operations & Maintenance	Trash - Dumped City Right-of-Way	1/14/2019	Couch with other debris dumped on sidewalk in front of the vacant lot.	1/23/2019	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed
4235710	Public Works - Operations & Maintenance	Trash - Dumped City Right-of-Way	1/14/2019	A very large sofa has been dumped across the street from ██████████, you will see it you're going north on the ██████████.	1/17/2019	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed
4235712	Public Works - Operations & Maintenance	Traffic Signs - Maintenance	1/14/2019	The speed bump sign in front of ██████████ Street fell in RP's front lawn.	1/16/2019	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed
4247127	Public Works - Operations & Maintenance	Potholes	1/22/2019	Caller stated on ██████████ in front of ██████████, in between ██████████, going southbound, in front of ██████████, there is a huge pothole and it is deep and wide enough to cause damage. Person who called in wanted to report this pothole as a danger and can cause damage to vehicles.	1/28/2019	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed
4248081	Public Works - Operations & Maintenance	Trash - Dumped City Right-of-Way	1/23/2019	Furniture dumped in the mow strip in front of the vacant lot at ██████████.	1/23/2019	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed
4251122	Public Works - Operations & Maintenance	Potholes	1/24/2019	Received a phone call from a citizen whom wished to be anonymous ██████████ stated ██████████ has called in for the last 6 weeks and there has been nothing done. The address of ██████████ is a ██████████, caller did not know the name of ██████████ stated that the pothole is big and deep and can cause serious damage. ██████████ also stated the if you go north for a couple of blocks you get to ██████████ going east there is another pothole, not as big as the one located at ██████████. Caller stresses that the pothole is very dangerous, big and deep. Please assess. Thank you	2/1/2019	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed

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4251806	Public Works - Solid Waste & Recycling	Carts - Repair or Replacement	1/25/2019	Customer called Republic Service to report missing recycling cart. Customer was told it likely fell into the hopper and was promised a replacement cart on next service day. It has been approximately a month now and has still not received a replacement recycling cart. Each time calls in, is told the delivery order was cancelled for some unknown reason and again promised a new container the following service day. Customer is now holding a month's worth of recycling in garage and is ready to throw it away.	1/28/2019	Republic Services reported a recycling cart was delivered to the resident today, January 28.	Closed
4266963	Public Works - Operations & Maintenance	Curb, Gutter, & Sidewalk Repairs	2/4/2019	Citizen called in to the Clerk's Office, and have tripped and fallen over a metal square protruding from the sidewalk on several times. It is located across the street from, on their way to, is unsure of the exact home address, but it appears to have been where a sign was once placed said it is right after where is blocked off.	2/7/2019	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed
4271386	Public Works - Operations & Maintenance	Park Maintenance Issues - Other	2/6/2019	Received a phone call from a citizen, who runs daily in the, is making a complaint regarding the garbage and mess that homeless people are creating. It is making it hard to proceed with daily run. Could someone please give a call. Thank you.	2/11/2019	This request is being closed because we are unable to contact the customer has called several places and several staff have tried to call back does not answer and voicemail box is full. The is expected to re-open around April 1, 2019 on a trial basis. If vandalism at the site continues, there may be another closure. This is the first complaint about the homeless that staff has received at this and the information was passed on to PD. Thank you!	Closed
4275725	Public Works - Engineering	Street Parking, Red & Loading Zones New or Changes	2/8/2019	Received a phone call from has a complaint and wanted to speak to City Manager would like to get assistance without having to go to City Manager complaint is sidewalk curve was painted red. feels it is because neighbor complained that blocked mail box. said it was just painted last week and it was only in front of home. spoke to, and gave a couple of different reasons and when repeated reasons to; said was not understanding what was saying. said could not get a straight answer, would like to speak with a supervisor if that is possible. Please contact feels that is being discriminated (those are words). Thank you.	4/9/2019	I spoke with by phone yesterday and I've emailed the regulations concerning the required length of parking spaces. The curb that was painted red is between two driveways and is too short to be a legal parking space. There may be other reasons for the curb to have been painted red, but that is the most important one and that is the reason that the City can't remove the red curb now. also has concerns about other traffic safety items in neighborhood and those will be address in a separate Ask Stockton Request.	Closed
4292483	Public Works - Operations & Maintenance	Trash - Dumped City Right-of-Way	2/19/2019	Received a phone call from stated that the house next to at is a rental. The tenants have moved out and the owner paid someone to clean the place up. Whoever cleaned up threw all of the garbage behind their houses in the alley behind caller's home and rental. Caller stated that there is garbage now all over number is, Thank you.	2/26/2019	Complaint confirmed and case opened	Closed

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4308123	Public Works - Operations & Maintenance	Trash - Dumped City Right-of-Way	2/28/2019	I received a complaint of mattresses dumped on the curb along the ██████████. Thanks, ██████████	3/1/2019	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed
4318528	Public Works - Operations & Maintenance	Curb, Gutter, & Sidewalk Repairs	3/6/2019	██████████ called to report that ██████████ tripped over an uneven sidewalk in front of ██████████. Referred ██████████ to Risk Services to file a claim. ██████████ can be reached at ██████████. The area of concern is in front of a house located at ██████████.	3/7/2019	Thank You for using Ask Stockton. This morning, I spoke to ██████████ and explained the City's Sidewalk Policy. Per the Municipal Code the City is only responsible to fix/maintain sidewalk when it has been damaged by a City controlled tree. The City does not have a record of a City tree at this address. Per the Municipal Code, the adjacent Property Owner is responsible to maintain the sidewalk for the public convenience. As a courtesy, I have issued a Work Order to have the sidewalk dislocations patched. Hopefully the patching will occur within two weeks. Regards,	Closed
4325930	Public Works - Operations & Maintenance	Potholes	3/11/2019	Citizen's first name provided only, ██████████. ██████████ would like a call back acknowledging complaint. ██████████ stated ██████████ has called before with the same concern and nothing was done. ██████████ complaint is regarding street flooding on ██████████ and up to ██████████. These streets are flooded and caller stated that there must be severe pot holes because a big u-haul truck was almost knocked over. ██████████ tried to go through the streets. ██████████ did not go through. ██████████ turned around and found another street to get through. Before ██████████ was able to turn around another SUV went through and ██████████ could not see what ██████████ was driving over. ██████████ pulled over to inspect if there was damage, this is per caller. Thank you. ██████████	3/26/2019	In response to your service request, work has been completed by our Street Maintenance Crew. If you notice any further problems please let us know. Again, we would like to thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of street problems. If you require further information please contact us by email or call us at (209) 937- 8341.	Closed
4332651	Police - Neighborhood Services	Code Enforcement - Other	3/14/2019	Citizen reported that the ivy growth in the front yard at this location has extended onto the sidewalk. The ivy has taken over 2/3 of the sidewalk causing a trip hazard.	3/14/2019	Thank you for using ASK STOCKTON. Neighborhood Services is opening a case for this address/location. A Code Enforcement Officer will investigate and take appropriate action as soon as possible. Please allow approximately 15 days to see a posted warning for any verified violations identified. With cooperation from the property owner, 30 days is a reasonable time frame to expect to see visible results.	Closed
4337353	Public Works - Operations & Maintenance	Trash - Dumped City Right-of-Way	3/18/2019	Continuous issues with people dumping junk and debris on public right of way.	3/20/2019	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed
4341763	Public Works - Operations & Maintenance	Trash - Dumped City Right-of-Way	3/20/2019	There is a large pile of furniture and junk dumped in the street on the ██████████ side of ██████████.	3/21/2019	This request has been turned over to Code Enforcement department for review	Closed
4361649	Public Works - Operations & Maintenance	Trees - Other	4/1/2019	██████████ came into office on Monday morning about 10 am. ██████████ complaint is the tree roots are causing damages and ██████████ would like someone to contact ██████████ as soon as possible.	4/2/2019	Thank you for your inquiry. A work order has been entered to perform a site inspection. If you have any questions please contact the Tree Office at 937-8317.	Closed

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4371459	Public Works - Operations & Maintenance	Trash - Dumped City Right-of-Way	4/5/2019	Citizen called and said [REDACTED] reported illegal dumping near [REDACTED] home 2-3 days ago. Wall to wall carpet and garbage bags. Someone has now opened up the bag of garbage and it is strewn about [REDACTED] would like to have this scheduled for pick up on 4/8/19.	4/11/2019	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed
4380227	Public Works - Solid Waste & Recycling	Clean Sweep By Appointment	4/10/2019	Pile in excess of 10 yards of service not completed [REDACTED]	4/15/2019	Per SW&R Inspector Ajay Powell, the pile has been removed.	Closed
4407151	Police - Traffic	Abandoned/Inoperable Vehicle - Street	4/25/2019	WRECKED VEHICLE ACROSS THE STREET FROM [REDACTED]	4/25/2019	We have already received a complaint regarding this vehicle. It is already on our list of complaints to check on.	Closed
4407721	Police - Neighborhood Services	Garbage, Junk, Debris - Private Property	4/25/2019	Filth and debris, build up that is unattractive, smelly and drawing flies and a unpleasant odor. Located at [REDACTED] This building has been abandoned forever!	4/30/2019	Thank you for using ASK STOCKTON. Neighborhood Services is opening a case for this address/location. A Code Enforcement Officer will investigate and take appropriate action as soon as possible. Please allow approximately 15 days to see a posted warning for any verified violations identified. With cooperation from the property owner, 30 days is a reasonable time frame to expect to see visible results.	Closed
4431071	Police - General	City Manager's Office - Referrals Only - Police Department (Internal)	5/8/2019	[REDACTED] called regarding animal control. [REDACTED] says that [REDACTED] trapped a cat and asked animal control to pick it up. Per [REDACTED] arrived to pick up the injured cat and treated [REDACTED] very poorly and ended up letting the cat escape from the trap. [REDACTED] also called the council office twice yesterday to place a complaint re: animal control - [REDACTED] spoke with Florence Low.)	5/13/2019	Capt. Jernigan spoke with [REDACTED] and handled this.	Closed
4433290	Public Works - Operations & Maintenance	Trash - Dumped City Right-of-Way	5/9/2019	[REDACTED], in the parking lot there has been a mattress dumped there for two weeks, now there is a couch, a desk and other items.	5/12/2019	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed
4438291	Police - Traffic	Abandoned/Inoperable Vehicle - Street	5/13/2019	PARKED ON THE STREET FOR MONTHS WITHOUT MOVING.	5/14/2019	We have received your complaint and it has been added to our list of complaints to check on.	Closed
4442129	Public Works - Operations & Maintenance	Curb, Gutter, & Sidewalk Repairs	5/14/2019	[REDACTED] - The City painted the curb red for no parking and it is now fading and people are starting to park there. [REDACTED] would like it repainted.	3/30/2020	Work completed	Closed
4442982	Public Works - Operations & Maintenance	Park Maintenance Issues - Other	5/15/2019	We received a letter from a concerned citizen. The [REDACTED] located on [REDACTED]. The concern is the play ground area. The swings are not children friendly. According to [REDACTED], the two swings are too high for children to reach and cannot get on swings unless they are helped. [REDACTED] states that the play area is not children friendly.	6/24/2019	Thank you for bringing this to our attention [REDACTED]. I'm sorry for the delayed response. We have addressed all areas of concern. Thank you.	Closed

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4451227	Public Works - Solid Waste & Recycling	Carts - Repair or Replacement	5/20/2019	The City Manager received a call from [REDACTED], who lives at [REDACTED] phone [REDACTED]. [REDACTED] called to complain about Waste Management Co. [REDACTED] said that six weeks ago [REDACTED] reported to Waste Management that [REDACTED] garbage can has a split in it and [REDACTED] needs a new can. It has become a health issue with garbage leaking out the side. [REDACTED] was told to leave [REDACTED] garbage can out on Fridays (regular pick-up day) and they would replace it. Nothing has been done as of today, six weeks later [REDACTED] said that [REDACTED] made a few calls to Waste Management in the past few weeks and is getting the run around. [REDACTED] is angry and wants the City Manager to handle this. Is it possible to have PW staff contact Waste Management and ask them to contact [REDACTED] to resolve this issue? Let me know. Thank you.	5/21/2019	Waste Management contacted customer and confirmed that a replacement cart was dropped off on May 20th in the afternoon.	Closed
4455979	Public Works - Operations & Maintenance	Trash - Dumped City Right-of-Way	5/22/2019	Northwest corner of the intersection someone dumped furniture and garbage.	5/31/2019	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed
4458900	Public Works - Operations & Maintenance	Trash - Dumped City Right-of-Way	5/23/2019	A couch has been dumped and is partially blocking the sidewalk.	5/28/2019	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed
4464403	Public Works - Operations & Maintenance	Trash - Dumped City Right-of-Way	5/28/2019	In the alley way behind this location there are bags of garbage that was dumped over the weekend.	6/9/2019	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed
4469734	Police - Traffic	Abandoned/Inoperable Vehicle - Street	5/30/2019	Citizen states 2 vehicles have been parked on street for weeks. [REDACTED] believes they are inoperable. One - Mustang, white with black stripe and one small pickup truck, green with lighter green stripe	5/30/2019	We have received your complaint and it has been added to our list of complaints to check on.	Closed
4472021	Police - Traffic	Abandoned/Inoperable Vehicle - Street	5/31/2019	[REDACTED] from the [REDACTED] called to report a mobile home parked on the street [REDACTED] said between [REDACTED]), however I couldn't get that location to come up and after looking at the map determined it to be [REDACTED]. I spoke with Alex Martinez, code supervisor, who stated this is not a code issue. [REDACTED] said there is someone living out of the mobile home and there is lots of garbage underneath it.	6/3/2019	We have received your complaint and it has been added to our list of complaints to check on.	Closed
4490035	Police - Traffic	Abandoned/Inoperable Vehicle - Street	6/10/2019	RP states the person that lives at [REDACTED] is parking [REDACTED] boat on the street in front of the park. [REDACTED] is upset that there is no parking there and there are other veh's parked on the street that never move.	6/10/2019	We have received your complaint and it has been added to our list of complaints to check on.	Closed

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4506004	Public Works - Operations & Maintenance	Trash - Dumped City Right-of-Way	6/18/2019	Just [REDACTED] of [REDACTED], on the sidewalk, right before you go into the community, some has dumped a couch, lazy boy, and other garbage, junk and debris	6/18/2019	It appears that a duplicate service request was generated and one request is being canceled. If you require further information please contact us by email or call us at 209-937-8341.	Closed
4508945	Public Works - Operations & Maintenance	Trash - Dumped City Right-of-Way	6/19/2019	There was a vehicle fire in front of this residence and the fire department was able to put the fire out and the car was towed away, however there is now glass and other debris in the street/sidewalk from this vehicle. The RP is requesting it be cleaned up before it goes in to the sewer.	6/20/2019	In response to your service request, the asset is not located within City limits and is maintained by San Joaquin County. Please contact the County regarding your issue. Contact information can be found at <a href="http://www.co-san-joaquin.ca.us/">http://www.co-san-joaquin.ca.us/</a> If you require further information please contact us by email or call us at 209-937-8341.	Closed
4515145	Police - Traffic	Abandoned/Inoperable Vehicle - Street	6/24/2019	A RED VAN WITH A SHATTERED WINDSH ELD AND A WHITE CHEVY PICKUP TRUCK THAT DOESNT LOOK LIKE IT HAS MOVED. MAY BE OTHERS ON THAT FRONTAGE ROAD. THANKS SO MUCH,	6/24/2019	We have received your complaint and it has been added to our list of complaints to check on.	Closed
4515416	Public Works - Operations & Maintenance	Alley Maintenance	6/24/2019	In the alley way there are tires, garbage, junk and debris.	6/29/2019	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed
4523043	Public Works - Operations & Maintenance	Trash - Dumped City Right-of-Way	6/27/2019	side of the wall by [REDACTED] and [REDACTED] there is a water heater that has been dumped	7/2/2019	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed
4524169	Police - Traffic	Abandoned/Inoperable Vehicle - Street	6/27/2019	Black NISSAN SUV, vandalized with homeless living in it.	6/27/2019	We have received your complaint and it has been added to our list of complaints to check on.	Closed
4524460	Public Works - Operations & Maintenance	Trash - Dumped City Right-of-Way	6/27/2019	Bags of trash, bags of clothing, old rug dumped at the corner of [REDACTED], also a big tire, possibly off of an 18 wheeler truck right in front of the church, [REDACTED].	6/28/2019	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed
4531611	Public Works - Operations & Maintenance	Trash - Dumped City Right-of-Way	7/2/2019	GJ&D IN FRONT OF [REDACTED]. CODE ENFORCEMENT WAS OUT. NEED PUBLIC WORKS TO PICK UP. THANKS	7/3/2019	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed
4544374	Police - Traffic	Abandoned/Inoperable Vehicle - Street	7/9/2019	Small Red Van with the windshield caved in setting in front for the house for months. Also, several other vehicles that are setting on the street without moving. This is the [REDACTED] off [REDACTED]. Thanks,	7/9/2019	We have received your complaint and it has been added to our list of complaints to check on.	Closed
4545032	Police - Traffic	Abandoned/Inoperable Vehicle - Street	7/9/2019	There has been an abandoned car on the street between [REDACTED] it has been there for over a week. Light blue, Ford Focus, Lic # [REDACTED]; there's cobwebs growing under it. Thank you.	7/9/2019	We have received your complaint and it has been added to our list of complaints to check on.	Closed
4550769	Police - Traffic	Abandoned/Inoperable Vehicle - Street	7/11/2019	The trailer in question is a Haulmark Transport DLX single axle cargo trailer, [REDACTED] parked on the street in front of driveway for 3 months.	7/11/2019	We have received your complaint and it has been added to our list of complaints to check on.	Closed

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4552340	Public Works - Operations & Maintenance	Potholes	7/12/2019	This is the 2nd report that [REDACTED] has submitted. The first report #5416845 - [REDACTED] stated that [REDACTED] was never contacted by the due date and report was closed. Since then [REDACTED] states that the pothole has gotten bigger [REDACTED] will submit pictures on Monday July 15th. Please contact [REDACTED] per [REDACTED] request. Thank you!	7/15/2019	It appears the service request you submitted was canceled by the supervisor. At this time, no reason was noted. If you require further information please contact us by email or call us at 209-937-8341.	Closed
4556725	Police - Traffic	Abandoned/Inoperable Vehicle - Street	7/15/2019	Citizen stated this vehicle has been parked on street for over a month, without being moved.	7/15/2019	We have received your complaint and it has been added to our list of complaints to check on.	Closed
4561144	Public Works - Operations & Maintenance	Tree Branch - Hanging or Hazard	7/17/2019	City tree located at [REDACTED] tree branches hanging low blocking stop sign and street signs.	7/17/2019	Thank you for your inquiry. A work order has been entered to perform a site inspection to assess the situation. If you have any questions please contact the Tree Office at 937-8317.	Closed
4569735	Public Works - Operations & Maintenance	Trash - Dumped City Right-of-Way	7/22/2019	In the alley way a trailer was left (call given to traffic for the trailer) with stuff in it. RP advised the homeless are going through the trailer and have scattered all of this garbage, junk and debris all over the alley.	9/19/2019	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed
4569920	Public Works - Operations & Maintenance	Trash - Dumped City Right-of-Way	7/22/2019	TREE BRANCHES LEFT ON THE STREET	8/13/2019	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed
4571052	Public Works - Solid Waste & Recycling	Garbage Service for Businesses	7/22/2019	A representative for [REDACTED] called to report a complaint about an excessive overflow fee. The account # for this business is [REDACTED]. They report that since July 2018, Waste Management has charged them a total of \$34,152 in overflow fees. Overflow fees are being charged every time the lid of the container does not close 100%. They would like this evaluated and they are also preparing to switch waste haulers.	7/30/2020	[REDACTED], I apologize for the very long delay in responding to your service request. My division was extremely short staffed last year, even this year, until recently. I hope the information provided below gives all the information you need. If you need anything else, please call me directly at (209) 937-7848. Grace Smith  According to the attached service notes, WM attempted to address the issue of overages with you over an extended period of time. While trying to resolve the issue, overfilled containers continued. I've attached the WM-provided service notes. These notes are listed in chronological order with screen prints and additional comments describing the note on the screen print. Regarding the reported \$34,152 in overflow fees: * WM reports "The customer has been charged \$4,050 for overages from the period of July 2018 to June 2019." * WM used the words "overage service" on your invoices. These words describe when there is insufficient capacity for the amount of waste generated. In other words, the container is filled above the container rim. WM could have refused to service the containers as they were overfilled. Had that occurred, a return trip would have been scheduled on a non-service day resulting	Closed

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4589846	Public Works - Operations & Maintenance	Park Maintenance Issues - Other	7/31/2019	Caller left a message to complain about the trash bins at [REDACTED]. Apparently the bins there are all overflowing with trash and the wind is blowing it everywhere. [REDACTED] asked that someone please come and empty the trash bins in the park. [REDACTED] left no name or address.	8/5/2019	Parks supervisor visited the park later on this date and found that the trash was picked up. Thanks for bringing this to our attention.	Closed
4597537	Public Works - Operations & Maintenance	Trash - Dumped City Right-of-Way	8/5/2019	Trash dumped there, mattress, garbage, cabinets, wood, RP saw a Lincoln navigator dumping the items, but didn't get a plate number.	8/18/2019	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed
4599466	Public Works - Operations & Maintenance	Trash - Dumped City Right-of-Way	8/6/2019	Across from [REDACTED] trash dumped on this lot. RP lives at [REDACTED] and believes it is the homeless people dumping their trash there. A homeless man told her that Cal Trans told them to just dump it there,	8/13/2019	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed
4600737	Public Works - Administration	Public Works - Councilmember Referral (Internal Only)	8/6/2019	The Mayor's office received the following correspondence via email at mayor@stocktonca.gov. Please review below at earliest convenience On Wed, Jul 17, 2019, 4:23 PM [REDACTED] wrote: Dear Mr. Mayor Tubbs, I am the [REDACTED] located at [REDACTED] called in a trash compactor pull and return on Monday 7/15 and your FRANCHISED HAULER REPUBLIC says that the can not get the compactor emptied until Friday 7/19 General rule of thumb... compactor pulls are done within 124-48 hours and not 5 days. This is not good for this location to wait 5 days for a trash compactor putt.. not to mention the smell of the trash permeating into the store and also having your City Sanitation fine the store or shut it down for trash odors. I have called and spoke to Republic several times since Monday to no avail. I can not get anyone on the phone further that Customer Service Rep. I did however, get an email for the driver's Supervisor [REDACTED] which I sent an email to and left [REDACTED] several messages for the past 3 days with no response. I spoke to Monica at your City Clerk's office who did the same thing and only got a hold of customer service and they said Friday. I do not know what is happening at this	1/9/2020	Email address removed from this request. I am not sure who removed it. I am closing this request as the service was marked completed. "The compactor was emptied on 6/4 and 7/19 (customer called in on 7/15 for service). No other requests to empty the compactor since have been made."	Closed
4607300	Public Works - Operations & Maintenance	Trash - Dumped City Right-of-Way	8/9/2019	Trash dumped all the way down [REDACTED] to [REDACTED].	8/21/2019	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed



Request	Department	Topic	Entered date	Description	Date closed	Reason closed	Status
4610169	Police - Traffic	Abandoned/Inoperable Vehicle - Street	8/12/2019	RECD ON THE VOICE MAIL. N NSS. UNABLE TO GET THE FULL LICENSE #. VEHICLE HAS BEEN PARKED THERE SINCE 12/18.	8/13/2019	Thank you for your report of an abandoned/inoperable vehicle. Due to the number of reports received daily, it may take several days or weeks to address your complaint. We have added this complaint to our list, and it will be addressed as quickly as possible. We appreciate your report and will locate the vehicle to cite and/or tag the vehicle, prior towing and impounding. Please make sure that you have provided the following information: - license plate number; - vehicle description, including make, model and color; - detailed location of the vehicle, for example, cross streets and/or street address nearest where the vehicle is located; and - pictures, if possible. Vehicles with current or recent registration require a longer interval and notice to the owner. While the tags may appear to be expired, the vehicle may have current or recent registration on record with the DMV. Thank you for your patience.	Closed
4610218	Police - Traffic	Abandoned/Inoperable Vehicle - Street	8/12/2019	PARKING IN FRONT OF THE HOUSE FOR SEVERAL WEEKS. RECD N NSS ON THE VM DATED 8/10/19	8/13/2019	Thank you for your report of an abandoned/inoperable vehicle. Due to the number of reports received daily, it may take several days or weeks to address your complaint. We have added this complaint to our list, and it will be addressed as quickly as possible. We appreciate your report and will locate the vehicle to cite and/or tag the vehicle, prior towing and impounding. Please make sure that you have provided the following information: - license plate number; - vehicle description, including make, model and color; - detailed location of the vehicle, for example, cross streets and/or street address nearest where the vehicle is located; and - pictures, if possible. Vehicles with current or recent registration require a longer interval and notice to the owner. While the tags may appear to be expired, the vehicle may have current or recent registration on record with the DMV. Thank you for your patience.	Closed
4611355	Police - Traffic	Abandoned/Inoperable Vehicle - Street	8/12/2019	FLAT TIRES AND D RTY HAS BEEN THERE FOR SEVERAL MONTHS.	8/13/2019	Thank you for your report. Due to the number of reports received daily, it does take time to locate, cite, tag and tow abandoned/inoperable vehicles. We have an existing report and have scheduled this to be addressed within the next few weeks. If the vehicle is moved, it may take longer to address. Thank you for your patience.	Closed
4614799	Public Works - Solid Waste & Recycling	Trash and Recycling - Other	8/14/2019	Employee drive home between 4:00 am and 6:00 am in the company truck. Leaves the truck running and empties garbage. Like been removing trash from remodeling home. This has been going on for over 2 years. Died down for awhile, but has continued. It not that cares about the trash, but it's the noise that is loud at that hour. The phone number is the customer's contact. The address of the employee is . This is where the employee picks up garbage. The truck says Republic Services.	8/21/2019	Per Republic Services, issue is being researched and will e handled internally.	Closed

Request	Department	Topic	Entered date	Description	Date closed	Reason closed	Status
4615028	Public Works - Operations & Maintenance	Trash - Dumped City Right-of-Way	8/14/2019	At the end of the cul-de-sac 2-3 bags of trash has been dumped and now someone has opened the bags and trash is going everywhere.	8/23/2019	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed
4615664	Public Works - Operations & Maintenance	Trash - Dumped City Right-of-Way	8/14/2019	██████████, right across the street from this location, bags of yard waste (dry grass) was dumped over a week ago. RP is concerned of a fire hazard.	8/17/2019	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed
4616306	Public Works - Operations & Maintenance	Traffic Signs - Maintenance	8/14/2019	Parents picking up their kids from ██████████ park on the ██████████ side of ██████████, taking up most of the right lane and parking dangerously close to the ██████████ intersection. There is a no parking sign after the gas station driveway on ██████████ but nothing between the driveway and the intersection. I would like to see a no parking sign here and some parking enforcement. Thank you.	4/13/2020	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed
4629185	Police - Animal Services	Excessive Noise - Rooster	8/21/2019	ROOSTER CROW NG DAY AND NITE COMPLAINT RECD ON VM IN NSS DATED 8/21/19..	8/21/2019	Thank you for your complaint. We have dispatched a call for one of our Officers to further investigate the issue at the above address.	Closed
4629384	Police - Traffic	Abandoned/Inoperable Vehicle - Street	8/21/2019	NSS RECD COMPLAINT ON 8/20/19 VOICE MAIL. NEVER MOVES, CAR IS DIRTY WITH COB WEBS.	8/21/2019	You will need to resubmit this complaint with the proper vehicle information provided. We do not respond out to check complaints with generic description of a vehicle. You must provide vehicle make/model and color.	Closed
4633674	Public Works - Solid Waste & Recycling	Street Sweeping	8/23/2019	Complaining about he street sweeping. Rides his bike on ██████████ to ██████████ to ██████████ to ██████████. Too many rocks in the street. Have busted tires as well as fell from bike. If necessary, please call for more information.	8/29/2019	See attached photo. Found small amounts of litter, cars parked illegally on the street and garbage cans in the street - all impediments to the street sweeper. Streets were relatively free of debris despite the impediments.	Closed
4635830	Police - Neighborhood Services	Code Enforcement - Other	8/24/2019	Very loud noises most of the day every day plus air tools and graining is a full blown body shop ██████████ to ██████████ can even watch a movie in my own home socks	8/26/2019	Thank you for using ASK STOCKTON. Neighborhood Services is opening a case for this address/location. A Code Enforcement Officer will investigate and take appropriate action as soon as possible. Please allow approximately 15 days to see a posted warning for any verified violations identified. With cooperation from the property owner, 30 days is a reasonable time frame to expect to see visible results.	Closed
4637584	Police - General	Police - Other	8/26/2019	Boats on the ground, blocking the sidewalk. last week they were on the south side of the street and now they are on the north side of the street. The owner just keeps moving them from one side to the next - near to ██████████	9/10/2019	Complaint confirmed and case opend citaions issued	Closed
4641768	Public Works - Operations & Maintenance	Tree Branch - Hanging or Hazard	8/27/2019	██████████ came into City Clerk's office to complain about a tree branch that is hanging low over sidewalk and ██████████ fence. The tree is in a park I don't know if it is ██████████ or another one. ██████████ stated that the tree branch is broken and is blocking the sidewalk and ██████████ fence to her yard. ██████████ would like a call to acknowledge ██████████ report. Thank you.	9/5/2019	Called customer about issue. Area not maintained by city. t is the ██████████ of the house. Let customer know they needed to contact the home owner's association. There may be a language issue.	Closed

Request	Department	Topic	Entered date	Description	Date closed	Reason closed	Status
4674398	Public Works - Operations & Maintenance	Weeds - Overgrown or Hazard Public Right-of-Way	9/4/2019	THE PUBLIC RIGHT AWAY AT THE END OF ██████████ -OPEN F ELD. WHICH IS PUBLIC RIGHT AWAY. BORDERED BY ██████████ AND EXTENDS TO THE RAILROAD TRACKS. COMPLA NT FROM NSS.	9/4/2019	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed
4679580	Public Works - Solid Waste & Recycling	Missed Garbage Pickup	9/6/2019	Service was supposed to be on September 4th. Regular garbage picked up. Green waste was not. Called WM and they said driver said cans was not out in time. Customer says the entire block's can were put out the night before. WM said they would send someone to have it picked up. Customer has called WM three times and cans are still out in the court.	9/16/2019	Per Waste Management, the green waste cart was emptied on 9/06/19.	Closed
4683128	Public Works - Solid Waste & Recycling	Street Sweeping	9/9/2019	This ██████████ is very upset that ██████████ street didn't get swept last Friday ██████████ had ██████████ whole neighborhood move all the cars this time, and then the sweeper didn't come by at all and ██████████ waited. ██████████ is an ██████████ in pain, and this caused ██████████ a lot of efforts. ██████████ is very disappointed with the City and the waste hauler for not providing promised services. ██████████ would like an update about her complaint and assurance that ██████████ street is swept next time.	9/23/2019	Per Waste Management, the street sweeper re-swept this street on 9/23/19.	Closed
4683603	Public Works - Operations & Maintenance	Tree Branch - Hanging or Hazard	9/9/2019	██████████, walked into office on morning of 09/09/2019. ██████████ requested a report made to take out/trim the tree. The tree is hanging over ██████████ sidewalk and is a nuisance. ██████████ stated ██████████ has been trying to trim the tree ██████████ but the tree is too big ██████████ is requesting a return call. Thank you!	9/9/2019	Thank you for your inquiry. A work order has been entered to perform a site inspection to assess the situation. If you have any questions please contact the Tree Office at 937-8317.	Closed
4684033	Public Works - Operations & Maintenance	Trash - Dumped City Right-of-Way	9/9/2019	GJ&D, HOMELESS, FECES AND DEAD ANIMALS ON THE RIGHT OF WAY BEH ND THE ABOVE NAMED ADDRESS. ██████████ THE REMOVAL OF THE DEAD ANIMAL WAS SENT TO ANIMAL CONTROL ASK STKN #: 4627359. THE COMPLAINT WAS RECIEVED IN NSS. THANKS,	9/18/2019	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed
4688959	Public Works - Operations & Maintenance	Trash - Dumped City Right-of-Way	9/11/2019	TRASH LEFT BETWEEN TR PLEX ON STREET. TENANTS AT LOCATION STATED SOMEONE DUMPED AT THIS LOCATION.	9/17/2019	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed
4690784	Public Works - Solid Waste & Recycling	Street Sweeping	9/12/2019	Didn't get close to curb and left dirt. Came by yesterday and the dirt is close to curb.	9/23/2019	Per Republic Services, the area received a second sweeping.	Closed
4698749	Police - Neighborhood Services	Code Enforcement - Other	9/16/2019	Is this property licensed for the sale of used automobiles?	9/20/2019	Responded to customer and forwarded information to Code.	Closed
4707190	Public Works - Solid Waste & Recycling	Missed Garbage Pickup	9/20/2019	██████████ reports that ██████████ recycle cart was missed on Thursday, ██████████ last regularly scheduled service day. ██████████ also reports several neighboring streets recycle carts are always missed about every 6 weeks as well. Please phone ██████████ to inquire about ██████████ concerns. Reference Ask Stockton Request: 4697292 for original complaint.	9/20/2019	Customer reports that ██████████ recycling cart was emptied on 9/19/19, ██████████ regular service day. ██████████ does not have any extra recyclables from the missed service on 9/12/19. Customer will use Ask Stockton to report any subsequent missed services as ██████████ states this has been an ongoing, random service issue for approximately 3 years.	Closed

Request	Department	Topic	Entered date	Description	Date closed	Reason closed	Status
4715909	Public Works - Solid Waste & Recycling	Carts - Repair or Replacement	9/25/2019	Caller contacted WM customer service number to ask for a replacement of his green cart since the lid is broken. WM customer service told [REDACTED] to contact the city of Stockton to get a replacement, but [REDACTED] was not given a phone number to call. After calling various numbers from the city, [REDACTED] reached billing and they couldn't help [REDACTED] either. Finally [REDACTED] contacted the City Manger office to complain and it is finally entered here. Please replace the green cart for this customer on Monday, September 30, that is [REDACTED] next pick up date. [REDACTED] would also appreciate a call back from WM as [REDACTED] is not happy with customer service.	10/28/2019	Per Waste Management, 90g green waste cart was replaced.	Closed
4777204	Public Works - Operations & Maintenance	Trash - Dumped City Right-of-Way	10/31/2019	A LARGE PILE OF GARBAGE BETWEEN [REDACTED] ON [REDACTED] FOR 2 WEEKS. NSS recd a call. No other information was provided. Thanks,	11/8/2019	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed
4779021	Municipal Utilities	Storm Drain - Flooding & Cleanout	11/1/2019	[REDACTED] came into office on Thursday, October 31, 2019. [REDACTED] is upset because [REDACTED] has spoken to a few people with the COS and has not received a call as of yet. Please contact [REDACTED] regarding the situation, I spoke to [REDACTED] this morning and [REDACTED] did not want to discuss the situation with me, [REDACTED] would like someone to come out to [REDACTED] home and assess the situation. Thank you!	11/18/2019	The problem has been taken care of.	Closed
4779765	Public Works - Operations & Maintenance	Potholes	11/1/2019	[REDACTED] called and is concerned over a matter [REDACTED] called into the office and left a message about. [REDACTED] said that 20 days ago [REDACTED] reported the "grading" on [REDACTED]. in front of the ball park was flipped over and when passing on his bicycle [REDACTED] took a tumble. [REDACTED] went on to say that 15 days later as [REDACTED] once more passed on his bike the grading had not yet been turned over. At that time [REDACTED] was able to get a hold of SPD Officer J. Morris, who [REDACTED] said was very nice and helpful and flipped the grading over for [REDACTED]. [REDACTED] does want to express that [REDACTED] feels that the city is handling these matters poorly. [REDACTED] asked that if anyone would like to speak with [REDACTED] to please feel free to give [REDACTED] a call.	11/5/2019	Issue has been solved.	Closed
4782554	Public Works - Operations & Maintenance	Curb, Gutter, & Sidewalk Repairs	11/4/2019	[REDACTED] called on behalf of [REDACTED], [REDACTED], who is wheelchair bound. [REDACTED] said that in front of the residence roots have raised the sidewalk. When attempting to pass the area [REDACTED] wheelchair became stuck in the sidewalk crack along with his foot. [REDACTED] did sustain some injuries and therefore would like to make a complaint.	1/28/2020	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed
4785298	Public Works - Operations & Maintenance	Street Name - Signs Maintenance	11/5/2019	A concerned citizen came into office to request a street sign with name of street be replaced. Name of street is [REDACTED]. Sign has been missing for over a year and residents would like it replaced. Thank you.	11/14/2019	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed

Request	Department	Topic	Entered date	Description	Date closed	Reason closed	Status
4825862	Municipal Utilities	Storm Drain - Flooding & Cleanout	12/3/2019	came into office yesterday, December 2nd. states that the gutters in front of home keep on flooding up to door. Please contact . Thank you!	12/17/2019	Steve elms addressed this issue bad grade in gutter.	Closed
4826603	Public Works - Operations & Maintenance	Trash - Dumped City Right-of-Way	12/3/2019	Garbage and junk dumped as always on street and sidewalk.	12/11/2019	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed
4827020	Police - Traffic	Abandoned/Inoperable Vehicle - Street	12/3/2019	Received citizen complaint about inoperable vehicle parked in front of house.	12/3/2019	Thank you for your report of an abandoned/inoperable vehicle. Due to the number of reports received daily, it may take several days or weeks to address your complaint. We have added this complaint to our list, and it will be addressed as quickly as possible. We appreciate your report and will locate the vehicle to cite and/or tag the vehicle, prior towing and impounding. Please make sure that you have provided the following information: - license plate number; - vehicle description, including make, model and color; - detailed location of the vehicle, for example, cross streets and/or street address nearest where the vehicle is located; and - pictures, if possible. Vehicles with current or recent registration require a longer interval and notice to the owner. While the tags may appear to be expired, the vehicle may have current or recent registration on record with the DMV. Thank you for your patience.	Closed
4830732	Police - Neighborhood Services	Code Enforcement - Other	12/5/2019	came into City Clerk's office yesterday, December 5, 2019. complaint is that neighbors that are behind and to the left side of residence are not in compliance w/city and/or county ordinances and/or codes. backyard fence that surrounds the back and left side of yard is falling down due to the neighbor's on both sides letting their dogs knock boards loose and the boards fall down. The neighbors' dogs come into backyard and scare . The neighbors also have chickens and possibly a duck. They also go into customer's yard. Also, customer has complaints of neighbors having excessive garbage and dog feces all over and the smell is overbearing with all the garbage. Please have code enforcement contact as soon as you can. Thank you!	12/5/2019	Three cases opened for these issues for fence, garbage, feces, roosters/chickens/pigeons; for fence; and for fence.	Closed

Request	Department	Topic	Entered date	Description	Date closed	Reason closed	Status
4850600	Police - Neighborhood Services	Code Enforcement - Other	12/18/2019	The Tree Supervisor inspected the site on 12/18/19 and confirmed that the subject tree is not a City tree. Trimming & maintenance of that tree is the responsibility of the property owner. Please notify the property owner of the below request. Thank you. the city of Stockton said this is a home owners issue low hanging street tree hanging over [REDACTED] just [REDACTED] of [REDACTED] one of my BIG end dump 10 wheeler had a Mirror brake off from this tree Hi [REDACTED]. This is Accounts Payable's and Payroll. You will need to contact City Trees for this issue at: 209-937-8317. thank you [REDACTED]	12/18/2019	Thank you for using ASK STOCKTON. Neighborhood Services is opening a case for this address/location. A Code Enforcement Officer will investigate and take appropriate action as soon as possible. Please allow approximately 15 days to see a posted warning for any verified violations identified. With cooperation from the property owner, 30 days is a reasonable time frame to expect to see visible results.	Closed
4865314	Police - Animal Services	Excessive Noise - Barking Dog	12/31/2019	Customer complained of continuous barking at [REDACTED]	12/31/2019	Thank you for your complaint. We have dispatched a call for one of our Officers to further investigate the issue at the above address.	Closed
4888570	Community Development - Operations & Customer Services	Building, Planning, Zoning - Other	1/15/2020	I have received several calls from Zoning Info regarding requested information - [REDACTED]. Please contact [REDACTED] with Zoning Info [REDACTED] contact information is in Customer information. Thank you!	2/4/2020	Requested information provided to customer.	Closed
4896515	Public Works - Solid Waste & Recycling	Street Sweeping	1/21/2020	Resident said the street sweeper came past [REDACTED] home, turned on [REDACTED] and circled back past [REDACTED] house at midnight. [REDACTED] was very adamant about the time because [REDACTED] was up watching TV due to insomnia. [REDACTED] would like a call back.	2/17/2020	CSS confirmed speaking with the customer on 2/7/2020. Customer reported the issue because the time was unusual and [REDACTED] thought the sweeper may have been stolen. No further action needed.	Closed
4997842	Public Works - Solid Waste & Recycling	Missed Garbage Pickup	3/24/2020	Their trash and recycling was not been picked up again. The week before it wasn't picked up either. Trash is picked up Wednesdays, Recycling is picked up Mondays. Their trash cart is completely full right now and they want it to be emptied asap. Please contact this customer to resolve the issue.	3/30/2020	I called the customer and [REDACTED] said that both dumpsters were serviced by the same truck.	Closed
5005932	Police - General	COV D-19 - Police Department Referral	3/30/2020	Report of tax preparation business at [REDACTED], advertising on Facebook that they are open to prepare taxes and ensure Federal Government subsidy.	3/30/2020	Tax Preparation business fall under Accounting/Bookkeeping and are considered essential businesses under the guidelines. We will reach out to the business to ensure they are practicing Social Distancing and other CDC recommended measures to prevent the spread of COV D-19. -Lt. Jonathan Swain, Strategic Operations Section, Stockton Police Department.	Closed
5011246	Public Works - Operations & Maintenance	Public Works - Other	4/2/2020	[REDACTED] called regarding holes that are in the levee. Location is the walking area near the [REDACTED] heading [REDACTED] facing [REDACTED] [REDACTED] said that [REDACTED] called SJC, but that they advised [REDACTED] that the City maintains the levee. [REDACTED] would like someone to check the holes to see if they're damaging the levee and to give [REDACTED] a call back.	4/17/2020	I spoke with the customer and advised [REDACTED] that we shared [REDACTED] reported information with Reclamation District 828 - "Weber Tract" which is managed by Kjeldsen, Sinnock & Neudeck, Inc. (Stockton, CA) with Chris Neudeck as the contact person at (209) 946-0268. RD828 inspects the levees weekly; they were going to dispatch a special boat inspection just to double check.	Closed

Request	Department	Topic	Entered date	Description	Date closed	Reason closed	Status
5041424	Police - Traffic	Abandoned/Inoperable Vehicle - Street	4/23/2020	RIGHT ACROSS THE STREET FROM [REDACTED] THERE HAS BEEN AN ABANDONED RV FOR TWO WEEKS AND THERE ARE TWO [REDACTED] THAT COME AND GO FROM IT.	4/28/2020	Thank you for your report of an abandoned/inoperable vehicle. Due to the number of reports received daily, it may take several days or weeks to address your complaint. We have added this complaint to our list, and it will be addressed as quickly as possible. We appreciate your report and will locate the vehicle to cite and/or tag the vehicle, prior towing and impounding. Please make sure that you have provided the following information: - license plate number; - vehicle description, including make, model and color; - detailed location of the vehicle, for example, cross streets and/or street address nearest where the vehicle is located; and - pictures, if possible. Vehicles with current or recent registration require a longer interval and notice to the owner. While the tags may appear to be expired, the vehicle may have current or recent registration on record with the DMV. Thank you for your patience. TRAILER IS GONE AS OF 4/28/20 AT 2:05 PM.	Closed
5041431	Police - Traffic	Abandoned/Inoperable Vehicle - Street	4/23/2020	THERE HAS BEEN A TRAILER FOR TWO MONTHS IN FRONT OF [REDACTED] RES DENCE THAT IS SEMI BLOCKING HER DRIVEWAY	4/27/2020	Thank you for your report. Due to the number of reports received daily, it does take time to locate, cite, tag and tow abandoned/inoperable vehicles. We have an existing report and have scheduled this to be addressed within the next few weeks. If the vehicle is moved, it may take longer to address. Thank you for your patience. TRAILER IS GONE 4/27/20 AT 10 50 AM.	Closed
5046765	Police - Traffic	Abandoned/Inoperable Vehicle - Street	4/27/2020	Caller said an unknown Black Honda Civic was parked in [REDACTED] driveway	4/28/2020	Thank you for your report of an abandoned/inoperable vehicle. Due to the number of reports received daily, it may take several days or weeks to address your complaint. We have added this complaint to our list, and it will be addressed as quickly as possible. We appreciate your report and will locate the vehicle to cite and/or tag the vehicle, prior towing and impounding. Please make sure that you have provided the following information: - license plate number; - vehicle description, including make, model and color; - detailed location of the vehicle, for example, cross streets and/or street address nearest where the vehicle is located; and - pictures, if possible. Vehicles with current or recent registration require a longer interval and notice to the owner. While the tags may appear to be expired, the vehicle may have current or recent registration on record with the DMV. Thank you for your patience. MOVED TO PRIVATE PROPERTY IN MY PRESENCE. 4/28/20 2:50 PM.	Closed

Request	Department	Topic	Entered date	Description	Date closed	Reason closed	Status
5064701	Public Works - Operations & Maintenance	Curb, Gutter, & Sidewalk Repairs	5/6/2020	the sidewalk is crumbling. The RP is also complaining about the garbage, junk and debris in the alley ways in that area as well.	5/11/2020	Thank you for using Ask Stockton. As per the Stockton Municipal Code Section 12 04.040. The City is only responsible for fixing damage to the sidewalk, curb and gutter when the damage was caused by a City controlled tree. The damage to the sidewalk in front of 2329 E Sonora St was not caused by a City tree. Please note that Section 12 04 040 of the Stockton Municipal Code requires the adjacent property owner to maintain frontage improvements in a safe and usable condition. The adjacent property owner will have to purchase an encroachment permit and hire a licensed contractor to repair the sidewalk.	Closed
5099541	Public Works - Solid Waste & Recycling	Trash and Recycling - Other	5/26/2020	Citizen called regarding - stated some type of dark liquid is dripping from either the street sweeper or the garbage truck	6/1/2020	Contract Sweeping checked their equipment and advised they found no leak on the truck that swept this area..	Closed
5112240	Public Works - Solid Waste & Recycling	Waste Hauler Referral (Internal Only)	6/2/2020	Customer states has tried to close Republic Services commercial account since early April 2020. Each time the customer calls in, is sent to account manager who tells cannot cancel account. (Customer signed a service contract; end date unknown.) When asked to speak to a manager, the customer claims told "there is no manager". Customer has since signed up with Waste Management. still needs Republic account closed.	7/29/2020	Molly Gomez from Republic Services confirmed the following. "We are working together to change the service levels to match what WM has offered. I will also be taking over account moving forward."	Closed
5129043	Public Works - Solid Waste & Recycling	CE Referral - Clean Sweep and Paid Bulky Pick-ups	6/10/2020	Pile in excess of 10 yards of service not completed	6/22/2020	Pile at was removed on June by Friday, June 12. Other junk and debris in the vicinity was referred to Public Works for removal.	Closed
5129174	Public Works - Solid Waste & Recycling	CE Referral - Clean Sweep and Paid Bulky Pick-ups	6/10/2020	Pile in excess of 10 yards of service not completed	6/24/2020	A Violation Warning Notice was issued on 6/15/20 to remove the pile. Upon re-inspection, the pile was no longer there.	Closed
5135060	Public Works - Solid Waste & Recycling	CE Referral - Clean Sweep and Paid Bulky Pick-ups	6/14/2020	Over 10 cubic yards, did not service	6/24/2020	A Violation Warning Notice was issued on 6/15/20 to remove the pile. Upon re-inspection, the junk and debris had been removed.	Closed
5170550	Community Development - Planning & Engineering	City Tree - Removal	7/1/2020	came into City Clerk office and was upset stated that the COS tree service came out and marked the tree in front of home. They did not remove the tree, a few days ago the branch fell and could have fell on and . This has been on ongoing problem. would like someone to come out to home and address the problem.	7/7/2020	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed
5171348	Public Works - Solid Waste & Recycling	City Facility Garbage and Recycling Service	7/2/2020	The Garbage and Recycle bins at have not been emptied for 2 weeks or more. Location	7/27/2020	Per field inspection 7/6/20, "the gate with the sticky lock was open and both bins were serviced." New keys provided to WM and both locks sprayed with WD40.	Closed
5181343	Public Works - Operations & Maintenance	Graffiti Report - Public Works (Internal)	7/8/2020	Graffiti on restroom in the park, multiple sides	7/9/2020	In response to your repair request, the work has been completed. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of issues. If you need additional information or notice further problems, please contact us by email or at 209-937-8341.	Closed



Request	Department	Topic	Entered date	Description	Date closed	Reason closed	Status
5185068	Public Works - Administration	Public Works - Councilmember Referral (Internal Only)	7/9/2020	Reported large amounts of trash near and at the Stockton Waterfront.	8/5/2020	In response to your request, the work has been completed. If you notice any additional problems, please contact us. We thank you for taking the time to inform us of this problem. We depend on citizens to keep us informed of these issues. If you need additional information or notice further problems please contact us by email or at 209-937-8341.	Closed
5191254	Public Works - Solid Waste & Recycling	Street Sweeping	7/13/2020	Resident sent a letter detailing complaint with the enhanced Downtown Area street sweeping schedule. See attached PDF for his handwritten letter. Customer requests street sweeping be completed at 10 00 p.m. or earlier in the expanded area (effective 1/1/20).	7/27/2020	Follow-up reports show street sweeping has occurred generally between 9:00 p.m. to 10 30 p.m for the last two weeks. If the sweeping times change in the future, please feel free to let us know via a new Ask Stockton request. Thank you again for your patience. Grace Smith	Closed
5195363	Police - Traffic	Abandoned/Inoperable Vehicle - Street	7/15/2020	ABANDONED VEHICLE/BOAT STUFFED WITH OLD MATTRESSES Boat on unregistered trailer parked on between adjacent to empty lot. Boat with mattresses was on empty lot property. Code Enforcement cited owners. Owners response appears to be to move boat onto the street	8/20/2020	Thank you for your report of an abandoned/inoperable vehicle. Due to the number of reports received daily, it may take several days or weeks to address your complaint. We have added this complaint to our list, and it will be addressed as quickly as possible. We appreciate your report and will locate the vehicle to cite and/or tag the vehicle, prior towing and impounding. Please make sure that you have provided the following information: - license plate number; - vehicle description, including make, model and color; - detailed location of the vehicle, for example, cross streets and/or street address nearest where the vehicle is located; and - pictures, if possible. Vehicles with current or recent registration require a longer interval and notice to the owner. While the tags may appear to be expired, the vehicle may have current or recent registration on record with the DMV. Thank you for your patience. TRAILER TOWED 8/20/20 AT 10:59 AM.	Closed
5231901	Police - General	Police - Other	8/3/2020	Citizen stated at is growing marijuana in the back yard. Citizen stated there are over 25 plants in a and is worried this activity will attract someone to to get into and steal the illegal plants. Due to fearing retaliation for calling the police, citizen wishes to remain anonymous. Citizen will be calling back to the CM office for an update of what can be done or what will be done. Citizen called back on 8/13/2020 with following update: with arrives at residence every morning between 6:30 a.m. - 7 00 a.m. to uncover the structure, van returns every evening with between 6:30 p.m. - 7 00 p.m. to cover the structure for the night.	9/26/2020	Reopened due to request of 9/14 I have assigned this location to a sergeant in our regional narcotics task force. I have also passed on the added information. Thank you. Lieutenant Dean Happel Field Operations Division 09/26/20 Good morning, I directed an officer to be assigned to this complaint and to conduct an investigation. As of Thursday (09/24/20), the officer informed me someone removed all of the plants in the back yard, and the plastic tarps were taken down. The officer will continue to monitor this location. Respectfully, Lieutenant Dean Happel Field Operations Division (209) 937-8377	Closed
5248058	Police - Neighborhood Services	Code Enforcement - Other	8/11/2020	called and wanted to report that is having problems with rodents and roaches in home. This morning there was a rat on bed. has notified landlord but they have refused to do anything about it.	8/11/2020	Thank you for using ASK STOCKTON. There is already an existing active case at this location. The information you provided will be forwarded to the assigned code enforcement officer for review.	Closed

Request	Department	Topic	Entered date	Description	Date closed	Reason closed	Status
5288209	Public Works - Operations & Maintenance	Trash - Dumped City Right-of-Way	9/1/2020	STREET DUMPING dumped on the street side about [REDACTED], By Big palm tree, [REDACTED] Side of the double lane	9/3/2020	It appears that a duplicate service request was generated and one request is being canceled. If you require further information please contact us by email or call us at 209-937-8341.	Closed
5291574	Municipal Utilities	Water - Other	9/2/2020	[REDACTED] called the City Manager's office to complain about the water in the channel where it meets the Center Street bridge. There is lots of garbage and brown vegetation accumulation [REDACTED] is getting lots of complaints from people about this.	9/14/2020	Reported the issue to the State of California Division of Boating and Waterways, responsible for maintaining waterways and removing floating vegetation.	Closed
5305495	Public Works - Solid Waste & Recycling	Street Sweeping	9/10/2020	Customer reports insufficient/lack of street sweeping on [REDACTED] Last week, [REDACTED] reports seeing the street sweeper at [REDACTED] but the sweeper never came back to sweep the entire length of [REDACTED]. This week, [REDACTED] reports seeing the sweeper go down [REDACTED] with its brooms up. Customer would like to see [REDACTED] swept on a regular basis.	9/14/2020	Thank you for contacting the City of Stockton. The street was reswept by Contract Sweeping. It will be swept again this week on the regular schedule.	Closed
5315867	Public Works - Solid Waste & Recycling	AUDIT USE ONLY (COS) - Verification of Trash & Recycling Service	9/15/2020	Customer reports [REDACTED] 30-gallon trash cart became damaged and [REDACTED] requested a replacement cart. WM delivered a 90-gallon wheeled cart to replace the damaged cart. Customer called Waste Management (WM) about the larger cart and was informed [REDACTED] received a 90-gallon cart because [REDACTED] was being billed for a 90-gallon cart. The WM customer service representative (CSR) referred [REDACTED] to the City of Stockton regarding the billing issue. When [REDACTED] spoke to the City CSR, notes on [REDACTED] account indicate [REDACTED] was referred back to WM to fix the billing issue. Customer would like a 30-gallon wheeled cart [REDACTED] is also seeking credit for being billed at a 90-gallon service level when [REDACTED] states [REDACTED] had a 30-gallon cart on-site.	11/5/2020	Good afternoon, Thank you for your patience. A credit has been applied to your account in the amount of \$972.84 for being billed for a 90g while having a 30g. The credit goes back to 07/01/2014 to 11/04/2020. There also was a credit of \$22.75 for garbage penalties only. The credits will not post until Tuesday to your account, but you will be able to see them reflected on your bill that goes out next Thursday. Please let us know if you have any additional questions. Have a great day. Thank you,	Closed
5322017	Public Works - Solid Waste & Recycling	Street Sweeping	9/18/2020	Customer called on 9/18/20 is saying their normal street sweeping service isn't coming around every other week like they normally do. [REDACTED] wants to know when they will be coming again because [REDACTED] street is getting piled up with trash, leaves, cigarette buds, etc. Please call customer at earliest convenience.	9/22/2020	Thank you for contacting the City of Stockton. Your area was reswept yesterday by Contract Sweeping. There was some confusion to which driver was to do this area, so it will return back to a day time sweep. Your next scheduled sweep day is Oct 2.	Closed

Request	Department	Topic	Entered date	Description	Date closed	Reason closed	Status
5330569	Public Works - Administration	City Council Meeting Follow-Ups - Public Works (Internal)	9/23/2020	Customer complaint voiced at the City Council meeting regarding a vacant property [REDACTED] owns and receiving a bill for the sewer/garbage - customer stated [REDACTED] paying for services [REDACTED] does not receive. I verified information in HTE the customer received courtesy vacancy credits on behalf of the hauler for January, February and March 2020. The customer is aware of the City Ordinance of Mandatory billing of property owner's responsibility, but [REDACTED] does not agree with the Ordinance. On 9/23/20, I spoke with Molly, Republic Services to ensure accuracy of information to the customer and reporting party, Florence Low (Employee). Molly stated they have had several conversations with the customer and informed [REDACTED] to let Republic aware when [REDACTED] property is vacant, they have also explained the vacancy credit as that being a courtesy. Molly holds firm on the 3-month rule and she believes [REDACTED] will communicate with Republic regarding vacancy at [REDACTED] property located at [REDACTED]. I sent a follow-up email to Mrs. Low to give her an update and asked if the City Council member will call the customer to discuss the Ordinance or if she needs me to call the customer. I will follow up next week with Florence and or the customer.	10/8/2020	Spoke to [REDACTED] and [REDACTED] is very clear in stance, according to [REDACTED] was told by City staff this is a law and [REDACTED] is aware it is not a law, but a City Ordinance. [REDACTED] would like to see the language in the ordinance to be clear and specific as [REDACTED] believes it is vague language. I am going to write an email recapping [REDACTED] concerns and forward to Grace, Waste Prevention Manager and Florence Low, Liaison for City Council and request she pass the email to City Council person assigned for his area, Christina Fugazi. Also, told [REDACTED] about community meetings City Council holds for the public outside of such a large forum, such as the City Council meetings.	Closed
5332918	Police - Traffic	Abandoned/Inoperable Vehicle - Street	9/24/2020	Resident of Stockton came to City Clerk's office today, September 24, 2020, to complain about abandoned cars that are blocking [REDACTED] home and not leaving room for the resident to have any company (at any given time) to park their vehicles to visit the resident. Resident recently had surgery and there was no room to park when the caregivers came to help the resident. ***PLEASE DO NOT INFORM ANY OF THE NEIGHBORS OF THIS RESIDENCE AND/OR WHOM CALLED THIS REQUEST N** [REDACTED] has had problems with the neighbors such as threats to [REDACTED] family regarding this issue.	10/6/2020	Thank you for your report of an abandoned/inoperable vehicle. Due to the number of reports received daily, it may take several days or weeks to address your complaint. We have added this complaint to our list, and it will be addressed as quickly as possible. We appreciate your report and will locate the vehicle to cite and/or tag the vehicle, prior towing and impounding. Please make sure that you have provided the following information: - license plate number; - vehicle description, including make, model and color; - detailed location of the vehicle, for example, cross streets and/or street address nearest where the vehicle is located; and - pictures, if possible. Vehicles with current or recent registration require a longer interval and notice to the owner. While the tags may appear to be expired, the vehicle may have current or recent registration on record with the DMV. Thank you for your patience. VEHICLE IS GONE 10/6/20 AT 10:33 AM.	Closed

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5333155	Police - Traffic	Abandoned/Inoperable Vehicle - Street	9/24/2020	Received a phone call from [REDACTED]. [REDACTED] is complaining of abandoned cars in front and around [REDACTED] home and neighborhood. [REDACTED] would like someone to come out to take a look at the cars that are abandoned. They are prohibiting the street sweepers from doing their job. Thank you.	10/1/2020	Thank you for your report of an abandoned/inoperable vehicle. Due to the number of reports received daily, it may take several days or weeks to address your complaint. We have added this complaint to our list, and it will be addressed as quickly as possible. We appreciate your report and will locate the vehicle to cite and/or tag the vehicle, prior towing and impounding. Please make sure that you have provided the following information: - license plate number; - vehicle description, including make, model and color; - detailed location of the vehicle, for example, cross streets and/or street address nearest where the vehicle is located; and - pictures, if possible. Vehicles with current or recent registration require a longer interval and notice to the owner. While the tags may appear to be expired, the vehicle may have current or recent registration on record with the DMV. Thank you for your patience. VEHICLE HAS BEEN MOVED 10/1/20 AT 8:59 AM.	Closed
5396345	Police - Traffic	Abandoned/Inoperable Vehicle - Street	11/3/2020	Hello. There is a white/tan Ford F-Series pickup, license [REDACTED], that has been parked on [REDACTED] at [REDACTED] near the [REDACTED] intersection since last week and does not appear to have been moved at all. Please investigate. Thank you.	11/9/2020	Thank you for your report of an abandoned/inoperable vehicle. Due to the number of reports received daily, it may take several days or weeks to address your complaint. We have added this complaint to our list, and it will be addressed as quickly as possible. We appreciate your report and will locate the vehicle to cite and/or tag the vehicle, prior towing and impounding. Please make sure that you have provided the following information: - license plate number; - vehicle description, including make, model and color; - detailed location of the vehicle, for example, cross streets and/or street address nearest where the vehicle is located; and - pictures, if possible. Vehicles with current or recent registration require a longer interval and notice to the owner. While the tags may appear to be expired, the vehicle may have current or recent registration on record with the DMV. Thank you for your patience. TRUCK HAS BEEN MOVED 11-9-20 AT 12:06 PM.	Closed
5399799	Municipal Utilities	Inspections - Stormwater Businesses	11/5/2020	the caller is from [REDACTED] and states the grate that covers the drain has fall in. There is a large hole. Requesting this be fixed before someone falls in the hole or hurts themselves.	11/5/2020	This request is being closed, we called (11/04/20) O&M Corp Yard at 8341 to report as an emergency. We asked O&M how will they track and she was entering this information into City Works.	Closed