

Government Vehicle Related Complaints

Our number is on the side of all the City and County vehicles so if someone is upset with the way an employee is operating the vehicle or if we receive a complaint related to a City work crew we will need to determine the owner of the vehicle to be able to get the community member in contact with the appropriate supervisor to address the concern.

On occasion we have also received complaints about vehicles other than City/County vehicles (State of Oregon vehicles for example.)

If a community member calls with a driving complaint or perhaps a concern about a City work crew where City vehicles are present:

1. First clarify if this is a City, County or other vehicle (about 90% of the calls we get are related to City vehicles) If it is a County vehicle then you can put the community member in touch with Garrett Garret Vanderzanden, 503-988-3424, the County Fleet Manager. If it is a State Vehicle put them in contact with the State Department of Administrative Services Risk Management: 503-373-7475 Press 0
2. If it is a City vehicle, ask the community member if they are able to look at the side of the vehicles where it lists our number and the City logo to see if the name of the bureau is identifiable (Parks, Transportation, Water, etc.) If we can get this information than our task is easy – just put the community member in contact with the complaint contact or the bureau/department or take down their information and get it to the complaint contact.

Info needed - Date and time, vehicle id number/license plate, type of vehicle, description of the driver if available and description of the incident/concern. If relaying a message be sure to ask caller if they would like a call/email back from the appropriate supervisor.

3. If the community member does not know the bureau/department then hopefully they have either a vehicle id number (on the side of the vehicle) and/or a license plate number, then we can look it up in the City Fleet Database. If they don't have this information, it won't likely be possible for us to track down the vehicle and the operator of the vehicle as there are literally hundreds of City vehicles driving around the City at any given time. If the community member is upset about this then we could connect them with City Fleet Services to see if they are able to determine the vehicle based on information available.

To lookup vehicles in Fleet Database –

Look up vehicle on

<https://cityfleet.portlandoregon.gov/FLEETFAPROD/FASuiteInfoCenter.aspx>

If you need a login you can use User ID - IRJOHND (password = Chiqui3205)

Home

User ID:

Password:

Login

Welcome ✎

Welcome to the CityFleet's FleetAnywhere (FA) Web Portal!

Noticing **issues with a CityFleet fuel site**? Report the problem via **this form**.

To **request a fuel key/fob** fill out **this form**.

If you would like to make a **request for vehicle data** or reporting, please fill out **this form**.

Motor Pool Users:

- Please enter your User ID and Password in the left menu bar to log in.
- For account login/password assistance, please contact the CityFleet front desk at [503-823-2277](tel:503-823-2277)
- For all other questions, please email motorpool@portlandoregon.gov

Click "Reporting" tab and then you can click to either search by License Plate or Equipment Number...

Home Reporting

Reporting

Reports:

My Favorites

- City of Portland
 - [Cost Analysis](#)
 - [Enterprise Purchasing](#)
- Equipment Info
 - [Fuel Info](#)
 - [Greenhouse](#)
 - [Incident Info](#)

My Favorites

- COP-Equipment Inventory List by License Number Non-Police
- COP-Equipment List by Equipment Number Non-Police

Plates all start with E and should include 6 numbers after the E. If you have a partial number you can try searching with the "*" symbol as a "wildcard". Enter number and then click "Show Report"

Report Viewer - Google Chrome

cityfleet.portlandoregon.gov/FLEETFAPROD/Reporting

Show Report Schedule

Enter full or partial license number - use * as wildcard (e

E22206*

Show Report

It may take a few seconds but you should get a report showing vehicles with the plate number inclusive of the numbers you enter...

Report Viewer - Google Chrome

cityfleet.portlandoregon.gov/FLEETFAPROD/Reporting/ReportViewer.aspx?DisplayName=COP-Equipment+Inventory+List+by+License+

Show Filter To PDF Schedule COP-Equipment Inventory List by Lic Add to Favor

1 of 1 100%

SAP CRYSTAL REPORT



FASuite Information Center
Keeping Your Business in Focus...



COP-Equipment Inventory List by License Number Non-Police

Report Date: 01/27/2021

Equipment ID Description	License No	Manufacturer Year Model	Department Department Name
014013 FLATBED TRUCK W/CREWCAB	E222069	FREIGHTLINER 2002 FL50	159072 MAINT TRAFFIC
014015 FLATBED TRUCK W/CREW CAB	E222064	FREIGHTLINER 2002 FL50	159055 STREET MAINTENANCE
021029 4-DOOR HYBRID SEDAN	E222060	TOYOTA 2002 PRIUS	159029 PARKING ENFORCEMENT
021030 4-DOOR HYBRID SEDAN	E222061	TOYOTA 2002 PRIUS	159029 PARKING ENFORCEMENT
021033 4-DOOR HYBRID SEDAN	E222063	TOYOTA 2002 PRIUS	159029 PARKING ENFORCEMENT

In this case there are 5 possibilities. After further discussion with my caller it was clearly a flatbed truck so must be PBOT Maintenance.

- Using the database find the complaint contact for the bureau/division. In this case I went to the PBOT Maintenance db screen and found that complaints can be directed to 823-1700 and/or pbotmofleet@portlandoregon.gov

City of Portland Service Detail
City Transportation Maintenance Operations

Service
City Transportation Maintenance Operations

Keywords
Director, Maintenance Operations, Maintenance Bureau, Bureau Office of Transportation, utility locates, bom, emergency, 24 hour, downed trees, stop sign

Dept/Bureau PBOT Bureau of Transportation
Division Maintenance Operations
Section Transportation
Mail Stop 2929 N Kerby
Search Portland
Zip / Mail stop 97227 316
E-mail pdxroads@portlandoregon.gov
WWW URL <http://www.portlandoregon.gov/transportation/47144>

Phone Numbers
Voice: 503-823-1700
Clerical: 503-823-1700
Fax: 503-823-4043
TTY: 711

Speed Dial 43
Service Record ID: 2993
Hours 7:00am-3:30pm
M-F (Office)
24 hour hotline

RELATED SERVICES

Service	Relationship
Transportation Administration /	Admin office of
County Bridge Section	Related to
County Transportation	Related to
State Department of	Related to
Albina Yard	Program of
Alleys & City Street Inventory	Program of
City Sign Repair	Program of
City Signal Repair Shop	Program of
City Street Repair	Program of
Decorative Street Name Sign Cap	Program of
Leaf Removal	Program of

RELATED PEOPLE
Click name to view employee record

Liaison	Chris Ellinger 503-865-2355
Commissioner	Jo Ann Hardesty 503-823-4151
Director	Chris Warner 503-823-1055
Deputy Director	Tara Wasiak 503-823-1758
Complaint Contact	Front Desk, 503-823-1700
Complaint Contact	pbotmofleet@portlandoregon.gov
Manager	Scott Clement 503-823-5178

SERVICE DESCRIPTION
Sections include Transportation Operations, Street Maintenance, Environmental Systems, Street Cleaning, Construction & Operational Support, Business Services, Structure, Sidewalks, Sunderland Yard
Map showing Street Maintenance Responsibility (City, State, Private) - <https://pdx.maps.arcgis.com/apps/webappviewer/index.html?id=322fb44af46e48de9345dd491f5dc437>
Gibbs Street (Darlene Hooley) Pedestrian Bridge is owned and maintained by PBOT. The elevator is maintained by OMF Facilities by intergovernmental agreement, 503-823-5252
The City of Portland does not share in the cost of constructing streets or maintaining substandard streets-
Local Improvement District Contact: Andrew Aebi, 503-823-5648
Portland Odor Monitor Report Online: <http://www.portlandonline.com/index.cfm?c=40202>
STAFF NOTES
Maintenance Operations Group Manager: Tara Wasiak, 503-823-1758
Admin Assistant: Chris Spencer, 503-823-1570
Maintenance Dispatch Line Supervisor: Mike Anderson, 503-823-1715

Sometimes this process to lookup a vehicle can take some time so you may want to just gather all the information from the caller and get their contact back information so you or an appropriate supervisor can get back to them so that you don't have to keep the caller on the line during this time consuming lookup process.

- Either connect the caller to the complaint contact or relay a message to the complaint contact on behalf of the caller. If the caller wants a call back be sure to note their contact information in the relayed message.