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)

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

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"

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

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.

4. 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

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.

5. 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.