ATTACHMENT D

CRM - Answer Point: Public Works, BPAC Add Request **Request** Report Help **JWitthaus**

Find Criteria Find Clear

Status closed

Req. #

Staff

Sort Req. # Desc

Find Result Prev Next

Possibliy more than 100 matches found, showing the first 100.

28875 . C . 10-09-13 . insert
28842 . C . 10-08-13 . stagnant water
28832 . C . 10-07-13 . Street Light Out
28811 . C . 10-06-13 . Street light out on Morse
28800 . C . 10-05-13 . Potholes
28790 . C . 10-04-13 . Golf
28784 . C . 10-03-13 . Flashing Street Light
28783 . C . 10-03-13 . signal at Pastoria and El Camino Real

Action Reply Reassign Close with no reply **Reopen** Print Request

Request	28708 **19 of 100**	**Status**	Closed
Assigned To	fmoralez	**Priority, Contact**	Regular WebForm
From	Joe Lenzo <DOZEROTT@yahoo.com> 408-736-9160	**Receive Date**	09-29-13 8:39 am
To	BPAC <jwitthaus@ci.sunnyvale.ca.us>	**Reply Needed**	**Yes**
Subject	cyclists who run stop signs	**Close Date**	09-30-13 8:55 am

Message

I just received my utility bill that had your flyer in it. I wonder if you are as concerned about cyclists that harass motorists as you are motorists that harass cyclists. I live in the Birdland neighborhood. We have many four way stop intersections. I see cyclists run these stop signs everyday. Not kids, adults. I have been yelled at, challenged to fight, & flipped off by some of these people. What do you intend to do about these people, or are you only interested in going after the majority of us who drive? I asked one of these rude cyclists one day why he never stops at stop signs. He said he will stop when I begin to stop. I always stop at a stop sign. Lucky for him I do or I would have run him over. Please keep in mind that this small minority of people who ride bikes have the same laws to follow as the rest of us who drive. This whole idea you seem to convey that motorists are always the bad guys is just wrong. I did contact Public Safety about this issue but I have seen no action on their part so far. I will be waiting to hear from you.

Actions

Action	ReplyClosed
Date	09-30-13 8:55 am
From	jwitthaus@ci.sunnyvale.ca.us - BPAC
To	DOZEROTT@yahoo.com -
cc	fmoralez@ci.sunnyvale.ca.us
Subject	Re: Request #28708 - cyclists who run stop signs
Message	Dear Joe Lenzo,

Thank you very much for your thoughts on the bicycle safety bill stuffer. The City of Sunnyvale is concerned about traffic safety in general, and conducts traffic enforcement in a balanced manner. There is certainly no intent to target any one group of travelers for poor behavior. The Sunnyvale Bicycle and Pedestrian Advisory Commission has a mission to promote safe bicycling, hence the topic of the utility bill stuffer that they sponsored.

With respect to your observation of cyclists running stop signs, this has been reported to the Department of Public Safety for enforcement. The Department enforces traffic laws irrrespective of the mode of travel. You can contact the Department at any time to request enforcement if you are observing chronic traffic violations. Please contact me with any further questions or comments at (408)730-7415.

Thank you,
Jack Witthaus

Ratings

Version 1.0.21 2011-11-01

CRM - Answer Point: Public Works, BPAC

Add Request **Request** Report Help **JWitthaus**

Find Criteria Find Clear

Status closed

Req. #

Staff

Sort Req. # Desc

Find Result Prev Next

Possibliy more than 100 matches found, showing the first 100.

28875 . C . 10-09-13 . insert
28842 . C . 10-08-13 . stagnant water
28832 . C . 10-07-13 . Street Light Out
28811 . C . 10-06-13 . Street light out on Morse
28800 . C . 10-05-13 . Potholes
28790 . C . 10-04-13 . Golf
28784 . C . 10-03-13 . Flashing Street Light
28783 . C . 10-03-13 . signal at Pastoria and El Camino Real

Action Reply Reassign Close with no reply **Reopen** Print Request

Request	28554 **39 of 100**	**Status**	Closed
Assigned To	SMorton	**Priority, Contact**	Regular WebForm
From	james rudoy <jamesrudoy@gmail.com> 408-462-1135	**Receive Date**	09-19-13 2:31 pm
To	Public Works <pubworks@ci.sunnyvale.ca.us>	**Reply Needed**	Yes
Subject	Christian Greenbelt Walkway Lights	**Close Date**	09-23-13 8:40 am
Regarding Location	Christian Greenbelt Walkway		

Message The Christian Greenbelt Walkway lacks, and needs, lighting where it runs in the west half of Lakewood Park and along the Lakewood Elementary School campus.

Actions

Action Reassign
Date 09-19-13 2:55 pm
From Frances Moralez - Public Works
To Scott Morton - Public Works
cc ichristiansen@ci.sunnyvale.ca.us
bc ksteffens@ci.sunnyvale.ca.us
Subject Web Request - Reassign 28554 from: Frances Moralez to: SMorton, subject: Christian Greenbelt Walkwa
Message Hi Scott,

Please respond to the customer.

Thanks,

Frances
x7390

Action ReplyClosed
Date 09-23-13 8:40 am
From pubworks@ci.sunnyvale.ca.us - Public Works
To jamesrudoy@gmail.com -
cc ichristiansen@ci.sunnyvale.ca.us, fmoralez@ci.sunnyvale.ca.us, ldunn@ci.sunnyvale.ca.us
bc ksteffens@ci.sunnyvale.ca.us
Subject Re: Request #28554 - Christian Greenbelt Walkway Lights
Message Dear james rudoy,

There is an unfunded capital project to make improvements, including lighting and landscaping, to the JWC Greenbelt on the western end of the Lakewood School site. This project will be considered for funding when the capital project program is next reviewed in Fiscal Year 14/15. In the meantime please contact the Parks Division at parks@sunnyvale.ca.gov or (408) 730-7506 with any maintenance issues or me at smorton@sunnyvale.ca.gov or (408) 730-7596 if I may be of further assistance.

CRM - Answer Point: Public Works, BPAC Add Request **Request** Report Help **JWitthaus**

Find Criteria Find Clear

Status closed

Req. #

Staff

Sort Req. # Desc

Find Result Prev Next

Possibliy more than 100 matches found, showing the first 100.

28875 . C . 10-09-13 . insert
28842 . C . 10-08-13 . stagnant water
28832 . C . 10-07-13 . Street Light Out
28811 . C . 10-06-13 . Street light out on Morse
28800 . C . 10-05-13 . Potholes
28790 . C . 10-04-13 . Golf
28784 . C . 10-03-13 . Flashing Street Light
28783 . C . 10-03-13 . signal at Pastoria and El Camino Real

Action Reply Reassign Close with no reply **Reopen** Print Request

Request	28550 **41 of 100**	**Status**	**Closed**
Assigned To	fmoralez	**Priority, Contact**	Regular WebForm
From	James Calkins <jcalkins@jps.net> 775-747-4202	**Receive Date**	09-19-13 12:04 pm
To	Public Works <pubworks@ci.sunnyvale.ca.us>	**Reply Needed**	**Yes**
Subject	Defective Pedestrian Walk Light at El Camino Real & Cezanne	**Close Date**	09-19-13 4:16 pm

Message 9/19/13 This is my third complaint about the defective pedestrian walk light for walking from the SE to SW corners of El Camino Real and Cezanne. The first complaint was submitted online 3 to 6 months a go. The second complaint was submitted in writing to Sunnvale personnel on the back of a Public Works Traffic engineer business card on 9/12/13 or 9/13/13. Today, I pushed the walk light button at the SE corner of El Camino Real and Cezanne during the last half of a full light cycle so I could walk to the SW corner of El Camino Real and Cezanne. The walk light never appeared. A new light cycle started and I did not push the button a second time because the walk button had already been pushed without the walk light ever appearing. Neither the walk light nor the tweeting walk sound ever appeared during the new full light cycle. I then viewed the start of a second new light cycle and I pushed the walk button at the time. Neither the walk light nor the tweeting walk sound appeared at the appropropriate time. During the extended period of time of traffic traveling east and west on El Camino Real across Cezanne, I pushed the walk light button, which lighted the walk light. The defective walk light described above is a significant waste of time for a pedestrian abiding by walk light law, as I do, and constitutes a hazardous condition. Also, I feel like I am wasting my time submitting these complaints.

Actions

Action	ReplyClosed
Date	09-19-13 4:16 pm
From	pubworks@ci.sunnyvale.ca.us - Public Works
To	jcalkins@jps.net -
cc	jwitthaus@ci.sunnyvale.ca.us
bc	ksteffens@ci.sunnyvale.ca.us
Subject	Re: Request #28550 - Defective Pedestrian Walk Light at El Camino Real & Cezanne
Message	Dear James Calkins,

Thank you very much for your message in regards of the malfunctioning pedestrian signal at El Camino Real and Cezanne Drive.

This message is to inform you that this location is operated and maintained by Caltrans. I have submitted on your behalf a maintenance request, see attached.

Once again, thank you very much for the message.

Sincerely,

Carmen Talavera

CRM - Answer Point: Public Works, BPAC

Add Request **Request** Report Help **JWitthaus**

Find Criteria Find Clear

Status closed

Req. #

Staff

Sort Req. # Desc

Find Result Prev Next

Possibliy more than 100 matches found, showing the first 100.

28875 . C . 10-09-13 . insert
28842 . C . 10-08-13 . stagnant water
28832 . C . 10-07-13 . Street Light Out
28811 . C . 10-06-13 . Street light out on Morse
28800 . C . 10-05-13 . Potholes
28790 . C . 10-04-13 . Golf
28784 . C . 10-03-13 . Flashing Street Light
28783 . C . 10-03-13 . signal at Pastoria and El Camino Real

Action Reply Reassign Close with no reply **Reopen** Print Request

Request	28512 **53 of 100**	**Status**	**Closed**
Assigned To	CTalavera	**Priority, Contact**	Regular WebForm
From	James Takasugi <jtakasug@comcast.net>	**Receive Date**	09-17-13 6:24 pm
To	Public Works <pubworks@ci.sunnyvale.ca.us>	**Reply Needed**	**Yes**
Subject	Stop sign and pedestrian crosswalk at Mango x Heatherstone	**Close Date**	09-18-13 11:53 am

Message The vehicle on Mango do not have to stop at this intersection but Heatherstone has lots of pedestrians and bicyclist crossing this intersection due to 1) Cherry Chase School on Heatherstone and 2) the new pedestrian and bike bridge across Hyw 85 on Heatherstone. Please install both a stop sign and a crosswalk before someone is injured.

Actions

Action Reassign
Date 09-18-13 10:01 am
From Kathi Mcgraw - City Manager
To Gloria Barron - Public Works
Subject Web Request - Reassign 28512 from: Kathi Mcgraw to: GBarron, subject: Stop sign and pedestrian cros
Message Gloria,

Could you please forward this to the appropriate person to respond? Thanks.

Kathi

Action Reassign
Date 09-18-13 11:27 am
From Gloria Barron - Public Works
To Carmen Talavera - Public Works
cc jwitthaus@ci.sunnyvale.ca.us
bc ksteffens@ci.sunnyvale.ca.us
Subject Web Request - Reassign 28512 from: Gloria Barron to: CTalavera, subject: Stop sign and pedestrian c
Message Hi Carmen,

Please respond to the resident.

Thank you,

Gloria

Action ReplyClosed
Date 09-18-13 11:53 am
From pubworks@ci.sunnyvale.ca.us - Public Works

27

CRM - Answer Point: Public Works, BPAC

Add Request **Request** Report Help **JWitthaus**

Find Criteria Find Clear

Status closed

Req. #

Staff

Sort Req. # Desc

Find Result Prev Next

Possibliy more than 100 matches found, showing the first 100.

28875 . C . 10-09-13 . insert
28842 . C . 10-08-13 . stagnant water
28832 . C . 10-07-13 . Street Light Out
28811 . C . 10-06-13 . Street light out on Morse
28800 . C . 10-05-13 . Potholes
28790 . C . 10-04-13 . Golf
28784 . C . 10-03-13 . Flashing Street Light
28783 . C . 10-03-13 . signal at Pastoria and El Camino Real

Action Reply Reassign Close with no reply **Reopen** Print Request

Request	28509 **54 of 100**	**Status**	Closed
Assigned To	JArreola	**Priority, Contact**	Regular WebForm
From	Sandy Johan <sandy_johan@sbcglobal.net> 408-720-8918	**Receive Date**	09-17-13 4:57 pm
To	Public Works <pubworks@ci.sunnyvale.ca.us>	**Reply Needed**	No
Subject	Unsafe Intersection near middle school	**Close Date**	10-08-13 11:10 am
Regarding Location	Heatherstone and Mango intersection		

Message Unsafe intersection, even though it has a two-way stop sign. Please consider making it a four-way stop sign. During school drop off times it is especially unsafe for kids walking to/from school. There was almost an accident just last week when a van on Mango fish-tailed to a stop to avoid hitting cross traffic during the morning school drop off time.

Actions

Action	Reassign
Date	09-30-13 2:14 pm
From	James Boone - Traffic Safety
To	Joel Arreola - Public Works
Subject	Web Request - Reassign 28509 from: James Boone to: JArreola, subject: Unsafe Intersection near midd
Message	

Action	ReplyClosed - by Other
Date	10-08-13 11:10 am
From	pubworks@ci.sunnyvale.ca.us - Public Works
To	pubworks@ci.sunnyvale.ca.us -
cc	jwitthaus@ci.sunnyvale.ca.us, ctalavera@ci.sunnyvale.ca.us
bc	ksteffens@ci.sunnyvale.ca.us
Subject	Re: Unsafe Intersection near middle school
Message	This message is to inform you that we are currently conducting an evaluation of this intersection for a Multi-way Stop Sign installation. As soon as we have completed the study I will contact you with our recommendations.

Ratings

Version 1.0.21 2011-11-01

28

CRM - Answer Point: Public Works, BPAC

Add Request **Request** Report Help **JWitthaus**

Find Criteria Find Clear

Status closed

Req. #

Staff

Sort Req. # Desc

Find Result Prev Next

Possibliy more than 100 matches found, showing the first 100.

28875 . C . 10-09-13 . insert
28842 . C . 10-08-13 . stagnant water
28832 . C . 10-07-13 . Street Light Out
28811 . C . 10-06-13 . Street light out on Morse
28800 . C . 10-05-13 . Potholes
28790 . C . 10-04-13 . Golf
28784 . C . 10-03-13 . Flashing Street Light
28783 . C . 10-03-13 . signal at Pastoria and El Camino Real

Action Reply Reassign Close with no reply **Reopen** Print Request

Request	28504 **57 of 100**	**Status**	**Closed**
Assigned To	CTalavera	**Priority, Contact**	Regular WebForm
From	Sonya Moreno <sonyamoreno8@gmail.com>	**Receive Date**	09-17-13 2:56 pm
To	Public Works <pubworks@ci.sunnyvale.ca.us>	**Reply Needed**	**Yes**
Subject	speed bumps, 4way stop sign & crosswalks, & no cal train par	**Close Date**	09-25-13 4:52 pm
Regarding Location	160 Florence St 37.37825, -122.03582 Washington Avenue and Florence Street		

Message

My family and I take evening walks everyday and I have come to realize how unsafe Washington Avenue/ Florence Street is. There is a blind spot (bush on left) for drivers at the stop sign for traffic coming from Matilda. It should be a four-way stop. Since Washington is a major street in that neighborhood with steady traffic flow, it would be great to have light up cross walks making it safer for pedestrians and bicyclist. Especially being that the park is nearby. On several occasions cars do not see pedestrians and then have to make immediate stops. Also, since the close of Charles street heavy traffic is now passing through Florence Street at high speeds. Making it unsafe for the children in our neighborhood. I would like to request speed bumps on Florence Street to slow things down. Lastly, when are you going to do something about the cal - trains parking on Florence and surrounding streets. It is RIDICULOUS! There is no parking for residents. I should not have to walk down the street with my baby in hand just to park near my home, so some cheap cal trains rider can save $5-10! I know that there used to be signs that were posted and you removed them at the request of residents. That was because we were being ticketed for parking in front of own home. Then you made us pay a permit fee to cover the cost of printing- well I complained because that should have been free of charge to residents. I mean come on; the taxes that we pay can't cover a permit! Really, you have office pens that cost more than the printing costs! I think you should post the signs and send the residents a free permit.

Actions

Action Reassign
Date 09-24-13 7:19 am
From James Boone - Traffic Safety
To Carmen Talavera - Public Works
Subject Web Request - Reassign 28504 from: James Boone to: CTalavera, subject: speed bumps, 4way stop sign
Message

Action ReplyClosed - by Email
Date 09-25-13 4:52 pm
From pubworks@ci.sunnyvale.ca.us - Public Works
To pubworks@ci.sunnyvale.ca.us -
Subject Re: Request #28504 - speed bumps, 4way stop sign & crosswalks, & no cal train par
Message

Dear Ms. Moreno,

Thank you very much for your message on the various issues for the Washington Avenue and Florence Street area.

CRM - Answer Point: Public Works, BPAC

Add Request **Request** Report Help **JWitthaus**

Find Criteria Find Clear

Status closed

Req. #

Staff

Sort Req. # Desc

Find Result Prev Next

Possibliy more than 100 matches found, showing the first 100.

28875 . C . 10-09-13 . insert
28842 . C . 10-08-13 . stagnant water
28832 . C . 10-07-13 . Street Light Out
28811 . C . 10-06-13 . Street light out on Morse
28800 . C . 10-05-13 . Potholes
28790 . C . 10-04-13 . Golf
28784 . C . 10-03-13 . Flashing Street Light
28783 . C . 10-03-13 . signal at Pastoria and El Camino Real

Action Reply Reassign Close with no reply **Reopen** Print Request

Request	28502 **58 of 100**	**Status**	**Closed**
Assigned To	JArreola	**Priority, Contact**	Regular WebFo
From	ram.prabhala@yahoo.com <ram.prabhala@yahoo.com> 408-393-7474	**Receive Date**	09-17-13 12:35 p
To	Public Works <pubworks@ci.sunnyvale.ca.us>	**Reply Needed**	**Yes**
Subject	Heatherstone Ave & Mango AVe	**Close Date**	09-24-13 8:38 am

Message I request you to put a 4-way STOP sign at this intersection for the safety of all the kids & parents that cross this intersection on their way to and from Cherry Chase School & Sunnyvale Middle.

Actions

Action Reassign
Date 09-24-13 7:18 am
From James Boone - Traffic Safety
To Joel Arreola - Public Works
Subject Web Request - Reassign 28502 from: James Boone to: JArreola, subject: Heatherstone Ave & Mang AVe
Message

Action ReplyClosed
Date 09-24-13 8:38 am
From pubworks@ci.sunnyvale.ca.us - Public Works
To ram.prabhala@yahoo.com -
cc jwitthaus@ci.sunnyvale.ca.us, ksteffens@ci.sunnyvale.ca.us, ctalavera@ci.sunnyvale.ca.us
bc jboone@ci.sunnyvale.ca.us
Subject Re: Request #28502 - Heatherstone Ave & Mango AVe
Message Dear ram.prabhala@yahoo.com,

Thank you very much for taking the time to contact us with your request to install a stop sign and crosswalk at the intersection of Mango Avenue and Heatherstone Avenue.
This message is to inform you that we are currently conducting an evaluation of this intersection for a Multi-way Stop Sign installation. As soon as we have completed the study I will contact you with our recommendations.
Should you have any questions or need additional information on this matter please do not hesitate to contact me at your earliest convenience.
Sincerely,
Carmen Talavera

Carmen P. Talavera, P.E.Senior Transportation Engineer Department of Public WorksDivision of Transportation & TrafficP.O. Box 3707Sunnyvale, CA 94088-3707 Phone: (408) 730-7522E-mail: ctalavera@sunnyvale.ca.gov

Thank you,
Carmen Talavera, P.E. Senior Transportation Engineer
Public Works
Division of Transportation and Traffic

30

CRM - Answer Point: Public Works, BPAC

Add Request **Request** Report Help **JWitthaus**

Find Criteria Find Clear

Status closed

Req. #

Staff

Sort Req. # Desc

Find Result Prev Next

Possibliy more than 100 matches found, showing the first 100.

28875 . C . 10-09-13 . insert
28842 . C . 10-08-13 . stagnant water
28832 . C . 10-07-13 . Street Light Out
28811 . C . 10-06-13 . Street light out on Morse
28800 . C . 10-05-13 . Potholes
28790 . C . 10-04-13 . Golf
28784 . C . 10-03-13 . Flashing Street Light
28783 . C . 10-03-13 . signal at Pastoria and El Camino Real

Action Reply Reassign Close with no reply **Reopen** Print Request

Request	28485 **62 of 100**	**Status**	Closed
Assigned To	CTalavera	**Priority, Contact**	Regular WebForm
From	Kenneth Wescott <s0methingrare@hotmail.com> 408-431-3905	**Receive Date**	09-16-13 3:55 pm
To	Public Works <pubworks@ci.sunnyvale.ca.us>	**Reply Needed**	**Yes**
Subject	Traffic dangerous to walking small students	**Close Date**	09-18-13 11:54 am
Regarding Location	843 Mango Av 37.36661, -122.05223 Mango and Heatherstone intersection		

Message Hi Sunnyvale reps, The intersection at Mango and Heatherstone needs to be a 4-way stop and cross-walk areas painted. It is a high traffic route for children walking to Cherry Chase, and cars on Mango just zip by without yield. Can you please help? Thank you! Ken Wescott 866 Maranta

Actions

Action Reassign
Date 09-17-13 9:18 am
From Frances Moralez - Public Works
To Jack Witthaus - Public Works
bc ksteffens@ci.sunnyvale.ca.us
Subject Web Request - Reassign 28485 from: Frances Moralez to: JWitthaus, subject: Traffic dangerous to wal
Message Hi Jack,

Please respond to the customer.

Thanks,

Frances
x7390

Action Reassign
Date 09-18-13 11:46 am
From Jack Witthaus - Public Works
To Carmen Talavera - Public Works
cc jwitthaus@ci.sunnyvale.ca.us
bc ksteffens@ci.sunnyvale.ca.us
Subject Web Request - Reassign 28485 from: Jack Witthaus to: CTalavera, subject: Traffic dangerous to walki
Message Hi Carmen,

Please respond to the customer.

Thanks,

Frances
x7390

CRM - Answer Point: Public Works, BPAC

Add Request **Request** Report Help **JWitthaus**

Find Criteria Find Clear

Status closed

Req. #

Staff

Sort Req. # Desc

Find Result Prev Next

Possibliy more than 100 matches found, showing the first 100.

28875 . C . 10-09-13 . insert
28842 . C . 10-08-13 . stagnant water
28832 . C . 10-07-13 . Street Light Out
28811 . C . 10-06-13 . Street light out on Morse
28800 . C . 10-05-13 . Potholes
28790 . C . 10-04-13 . Golf
28784 . C . 10-03-13 . Flashing Street Light
28783 . C . 10-03-13 . signal at Pastoria and El Camino Real

Action Reply Reassign Close with no reply **Reopen** Print Request

Request	28484 **63 of 100**	**Status**	**Closed**
Assigned To	fmoralez	**Priority, Contact**	Regular WebForm
From	Lisa Wong <lisaleew@yahoo.com> 408-737-1813	**Receive Date**	09-16-13 3:55 pm
To	BPAC <jwitthaus@ci.sunnyvale.ca.us>	**Reply Needed**	**Yes**
Subject	traffic danger at Heatherstone and Mango Ave	**Close Date**	09-17-13 8:36 am

Message I almost was hit by a driver last week walking to Cherry Chase School. Requesting traffic lights to be installed at this intersection.

Actions

Action	ReplyClosed
Date	09-17-13 8:36 am
From	jwitthaus@ci.sunnyvale.ca.us - BPAC
To	lisaleew@yahoo.com -
Subject	Re: traffic danger at Heatherstone and Mango Ave
Message	Dear Lisa Wong, Thank you very much for expressing your concerns to the City. City Traffic staff will conduct an engineering study at this location to determine if traffic controls are warranted. Please contact Joel Arreola with any questions at (408)730-7415. Thank you, Jack Witthaus BPAC

Ratings

Version 1.0.21 2011-11-01