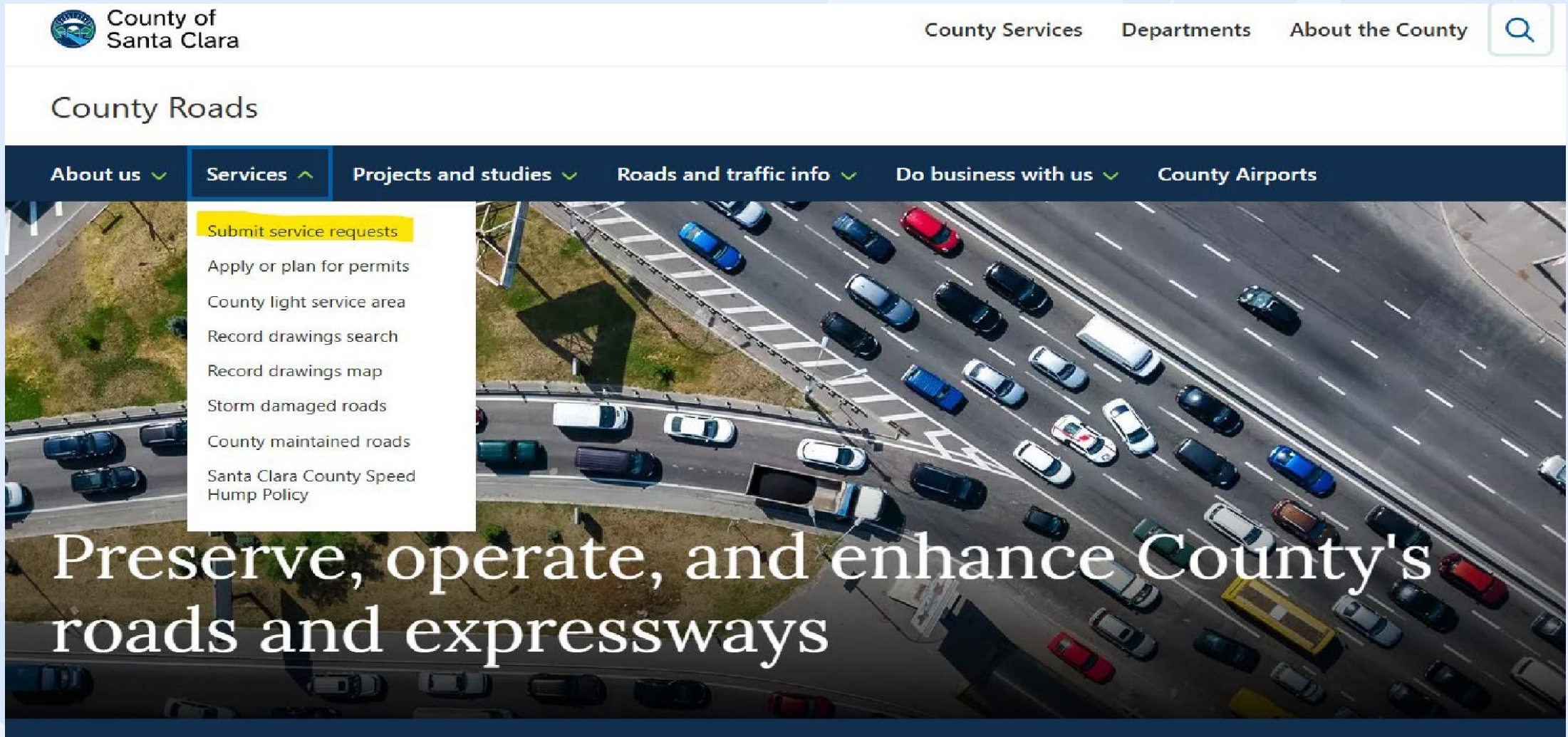


How to create a work request for County of Santa Clara Roads and Airports Department

Visit the Department's website at <http://www.countyroads.org> and select "Services" to submit service requests.

Please note: If this is an emergency, dial 911.




The image is a screenshot of the County of Santa Clara website. At the top left is the County of Santa Clara logo. To the right are navigation links for "County Services", "Departments", and "About the County", along with a search icon. Below this is a "County Roads" header. A dark blue navigation bar contains links for "About us", "Services", "Projects and studies", "Roads and traffic info", "Do business with us", and "County Airports". The "Services" link is highlighted, and a dropdown menu is open, listing several options: "Submit service requests" (highlighted in yellow), "Apply or plan for permits", "County light service area", "Record drawings search", "Record drawings map", "Storm damaged roads", "County maintained roads", and "Santa Clara County Speed Hump Policy". The background of the page features an aerial view of a busy highway with many cars. At the bottom, a large white text overlay reads "Preserve, operate, and enhance County's roads and expressways".

A second option would be to go directly to the website:
<https://santaclara.Maintstar.Co/portal/#/default-1/myrequests>

The first time you visit the website; you will need to register.

MAINTSTAR



Santa Clara County
Roads & Airports

User ID

Password

This is a new request system as of 12/11/20, please re-register if you had an account prior to this date.

[Login](#) [Register](#)

[Forgot Password](#)

Create a User ID and Password.

Name, cell phone number and email address must be entered.

MAINTSTAR

Register

User ID

Full Name

Password

Repeat Password

Primary Phone

+1

Phone 2

+1

Email

[Back to login screen](#) [Register](#)

When complete, click “Register”.

MAINTSTAR

Register

User ID

Full Name

Password

Repeat Password

Primary Phone


Phone 2

Email

This will bring you back to the Login page.

Type User ID and Password, then select “Login”.

MAINTSTAR



Santa Clara County
Roads & Airports

User ID

Password

This is a new request system as of 12/11/20, please re-register if you had an account prior to this date.

[Login](#) [Register](#)

[Forgot Password](#)

On the home page, select your preferred language.
Then, click “Add New Request”.

The screenshot displays a web application interface. At the top, a dark blue navigation bar contains a menu icon, a location pin icon, and the text "My Req" and "My Tagged Req". A yellow dropdown menu labeled "Select Language" is open. Below the navigation bar, the "My Requests" section is visible, featuring a "Refresh" button and a "Filter" button. The main content area of this section displays "No records found". To the right of the "My Requests" section is a green button labeled "Add New Request". The right side of the interface is dominated by a topographic map of the San Francisco Bay Area. A dashed black line highlights a specific region on the map, which includes the cities of San Jose, Sunnyvale, and Santa Clara. The map also shows various geographical features such as the "COASTAL RANGE" and "SANTA CRUZ MOUNTAINS", along with several state parks and mountains like Mt. Diablo State Park and Henry W. Coe State Park. The map includes standard navigation controls like a zoom in (+) and zoom out (-) button, a search icon, and a full-screen icon.

Select the location of the issue on the map by zooming in and clicking and holding to move the map around so the location is under the pin.

When you have found the location, click “Update Location”.

My Req My Tagged Req Select Language

New request

Search

Road Maintenance >

Traffic Signal/St Lights >

Facilities >

Traffic Engineering/Study >

Airports >

95138, San Jose, CA, USA

Select

Slide the Map and click "Update Location"

Return Next

Next, click on each Operation and review the lists until you have located the issue you are reporting.

The screenshot displays a web application interface for reporting a request. The top navigation bar includes a menu icon, 'My Req', 'My Tagged Req', and a 'Select Language' dropdown. The main content area is split into two panels. The left panel, titled 'New request', features a search bar and five category buttons: 'Road Maintenance >', 'Traffic Signal/St Lights >', 'Facilities >', 'Traffic Engineering/Study >', and 'Airports >'. The right panel shows a map of the San Jose area with a location pin at '95138, San Jose, CA, USA'. A tooltip over the pin says 'Slide the Map and click "Update Location"'. The map includes zoom controls (+/-) and a search icon. At the bottom, there are 'Return' and 'Next' buttons.

Road Maintenance includes issues related to: Bridge, Drainage, Erosion/Slide, Graffiti, Guardrail/Fence, Ice/Snow, Irrigation/Sprinklers, Pothole/Pavement, Road Shoulder, Sidewalk/Curb, Signs, Trash, Tree, Weeds, Soundwall, Street Sweeping, Traffic Striping/Markings, Homeless Encampment, Animal Removal, Engineering, Other.

My Req My Tagged Req Select Language

Road Maintenance

- Bridge
- Drainage
- Erosion/Slide
- Graffiti
- Guardrail/Fence
- Ice/Snow
- Irrigation/Sprinklers
- Other
- Pothole/Pavement
- Road Shoulder
- Sidewalk/Curb
- Signs
- Trash
- Tree
- Weeds
- Soundwall
- Street Sweeping
- Traffic Striping/Markings
- Homeless Encampment
- Animal Removal
- Engineering

E Capitol Expy, San Jose, CA, 95111, USA

Select

Slide the Map and click "Update Location"

Return Next

Traffic Signal/ST Lights includes issues related to: Traffic Signals, Streetlights, Poles and Cabinets, Graffiti on Traffic Poles/Cabinets.

New request

Search

Road Maintenance >

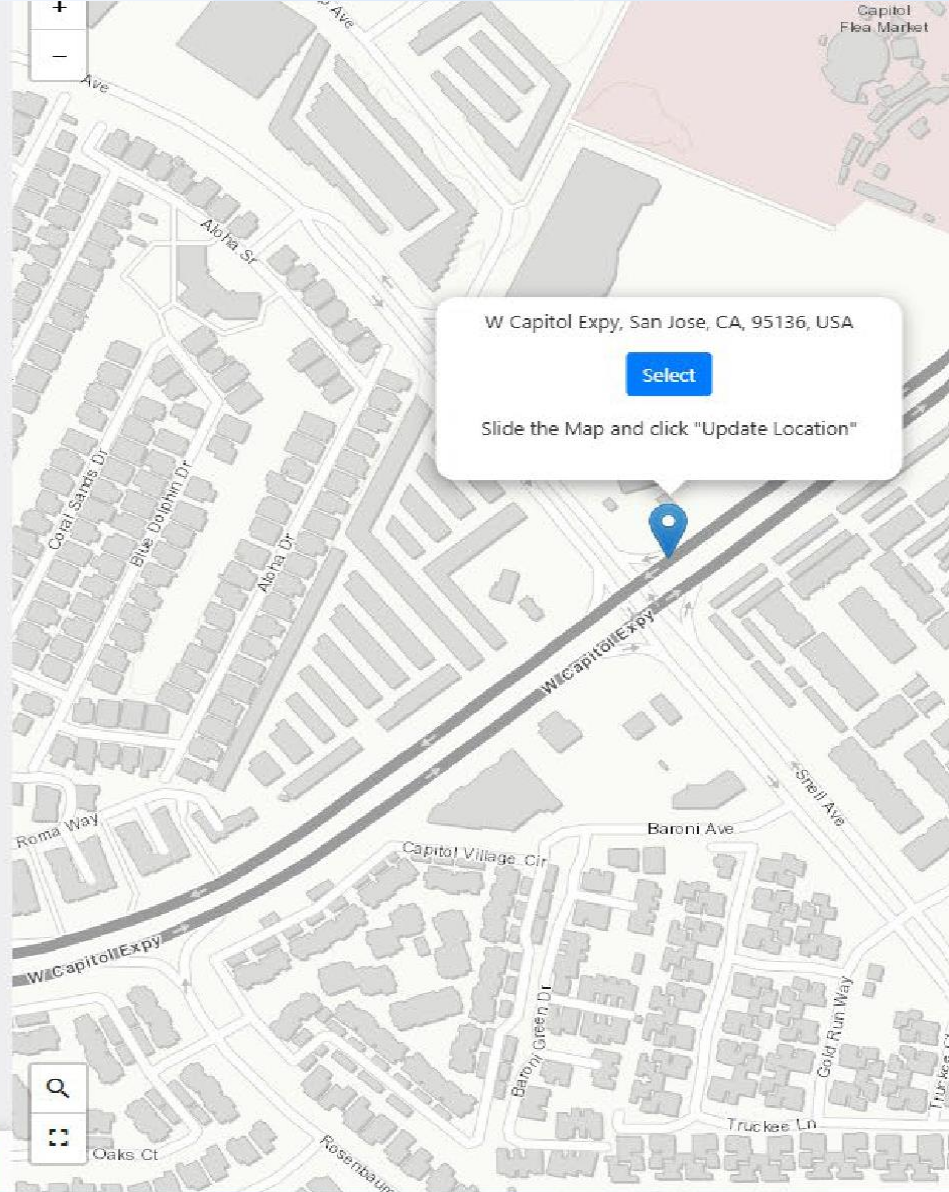
Traffic Signal/St Lights ▾

- Traffic Signal
- Street Light
- Poles and Cabinets
- Graffiti

Facilities >

Traffic Engineering/Study >

Airports >



Return

Next

Facilities Operation is for internal use only.

New request

Search

[Road Maintenance >](#)

[Traffic Signal/St Lights >](#)

Facilities ▾

- East Yard
- Mt. Hamilton
- South Yard
- West Yard
- Skyport
- Reid-Hillview Airport
- San Martin Airport
- Foothill Exp Hub - ITS Fiber Hub
- Almaden Hub - ITS Fiber Hub
- Central Exp Hub - ITS Fiber Hub
- San Tomas Hub - ITS Fiber Hub
- Alma Pump Station and Generator
- Central-Fair Oaks Pump Station and Generator
- Central-De La Cruz Pump Station
- Lawrence-Central Pump Station
- Chula Vista Dewater Pump Station

[Return](#) [Next](#)

1505 Schallenberg Rd, San Jose, CA, 95131, USA

Select

Slide the Map and click "Update Location"

Traffic Engineering/Study includes issues related to: Traffic/Speed Study, Signal Timing, Signage (requests for new signs), Traffic Calming, Jurisdiction and Other.

New request

Search

Road Maintenance >

Traffic Signal/St Lights >

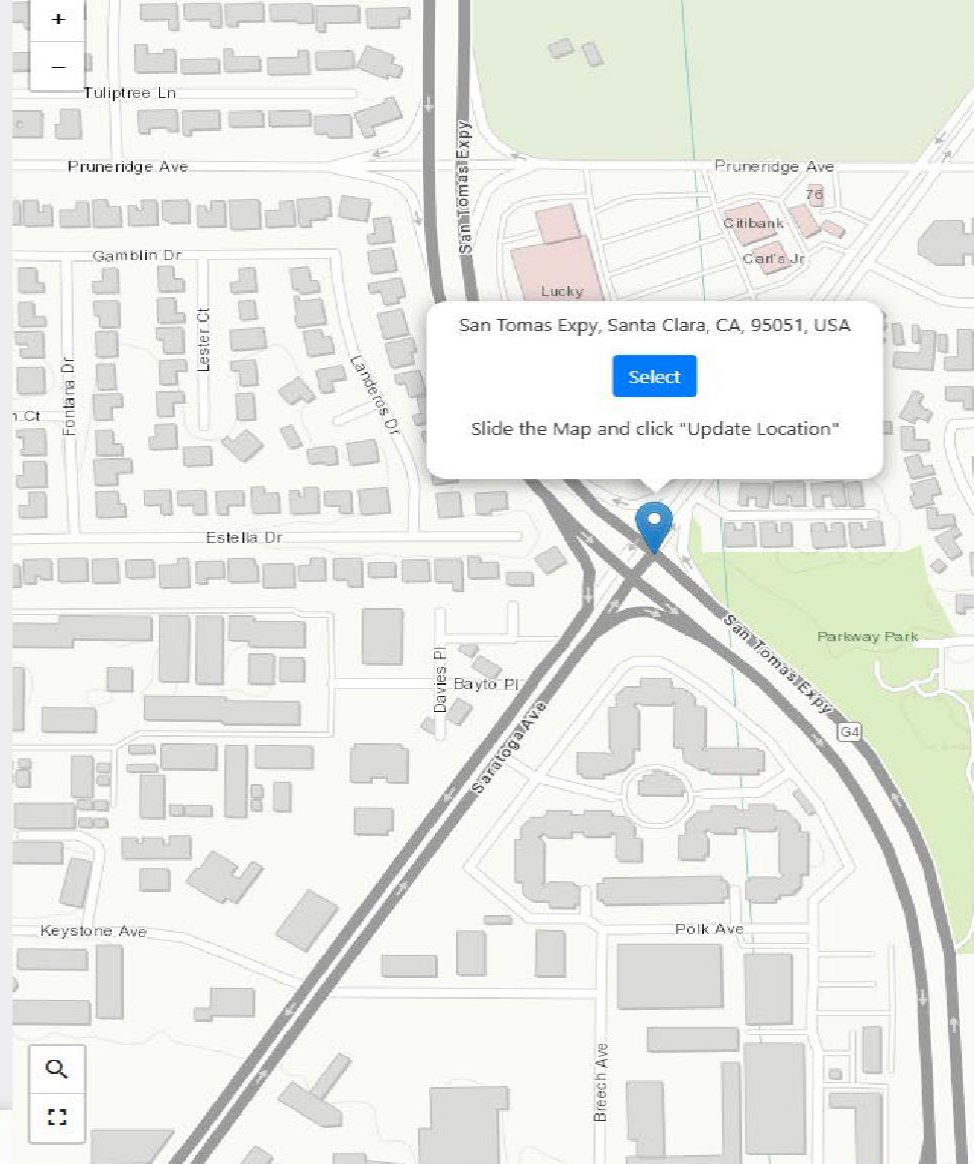
Facilities >

Traffic Engineering/Study ▾

- Traffic/Speed Study
- Signal Timing
- Signage
- Traffic Calming
- Other
- Jurisdiction

Airports >

Return Next



Airports Operation is for tenants and staff of the airport only. Includes issues related to: Shelter, Tiedown, Swift Building, Terminal Building, Operations and Maintenance Shop, Runway/Taxiway, Hangar, Used Oil Pick-Up, Electrical, Gates/Locks, Operations and Maintenance, Plumbing, Ramps/Parking, Weeds, Perform Work, PAPI, Lighting, and Other.

New request

Search

Road Maintenance >

Traffic Signal/St Lights >

Facilities >

Traffic Engineering/Study >

Airports ▾

- Shelter
- Tie-down
- Swift Building
- Terminal Building
- Operations and Maintenance Shop
- Runway/Taxiway - Movement area
- Other
- Hangar
- Used Oil Pickup - Indicate where to pickup
- Electrical
- Gates/Locks
- Operations & Maintenance

2555 Robert Fowler Way, San Jose, CA, 95148, USA

Select

Slide the Map and click "Update Location"

Reid-Hillyew Airport

Return Next

Once you have selected your Operation and Issue, click “Next”.

New request

Search

Road Maintenance ▾

- Bridge
- Drainage
- Erosion/Slide
- Graffiti
- Guardrail/Fence
- Ice/Snow
- Irrigation/Sprinklers
- Other
- Pothole/Pavement
- Road Shoulder
- Sidewalk/Curb
- Signs
- Trash
- Tree
- Weeds
- Soundwall
- Street Sweeping
- Traffic Striping/Markings
- Homeless Encampment

Return

Map: Reid-Hillview Airport, 3005 E Capitol Expy, San Jose, CA, 95148, USA. Select. Slide the Map and click "Update Location".

Next

The location from the map will populate the street and city information. Please list a Location Description (in front of trash can, in carpool lane, ½ mile from stop sign, etc.) And then, enter in your Request (two potholes, signal light out, graffiti, etc.). If you have a picture you wish to include, click “Add Attachment”. Once you have completed these steps, click “Next”.

CONTACT INFO

****Please provide contact name and email/phone for request status communication****

Primary Phone
+1 (408) 555-1212

Email *
jsmith@xxxxxx.com

REQUEST INFORMATION

Street No
3008

Street Name *
Capitol

City
San Jose

Cross Street

Location Description *
Capitol Expressway/North past Tully in carpool lane

Request *
Potholes need to be repaired

Req Comments

Add Attachment

Next

3008 E Capitol Expy, San Jose, CA, 95148, USA

Update Location

Slide the Map and click "Update Location"

Verify all your information is correct and then click "Submit".

New request

Select an Operation / Details / Review & Submit

Operation
Road Maintenance

Issue Id
Pothole/Pavement

CONTACT INFO

****Please provide contact name and email/phone for request status communication****

Primary Phone
+1 (408) 555-1212

Email *
jsmith@xxxxx.com

REQUEST INFORMATION

Street No
3008

Street Name *
Capitol

City
San Jose

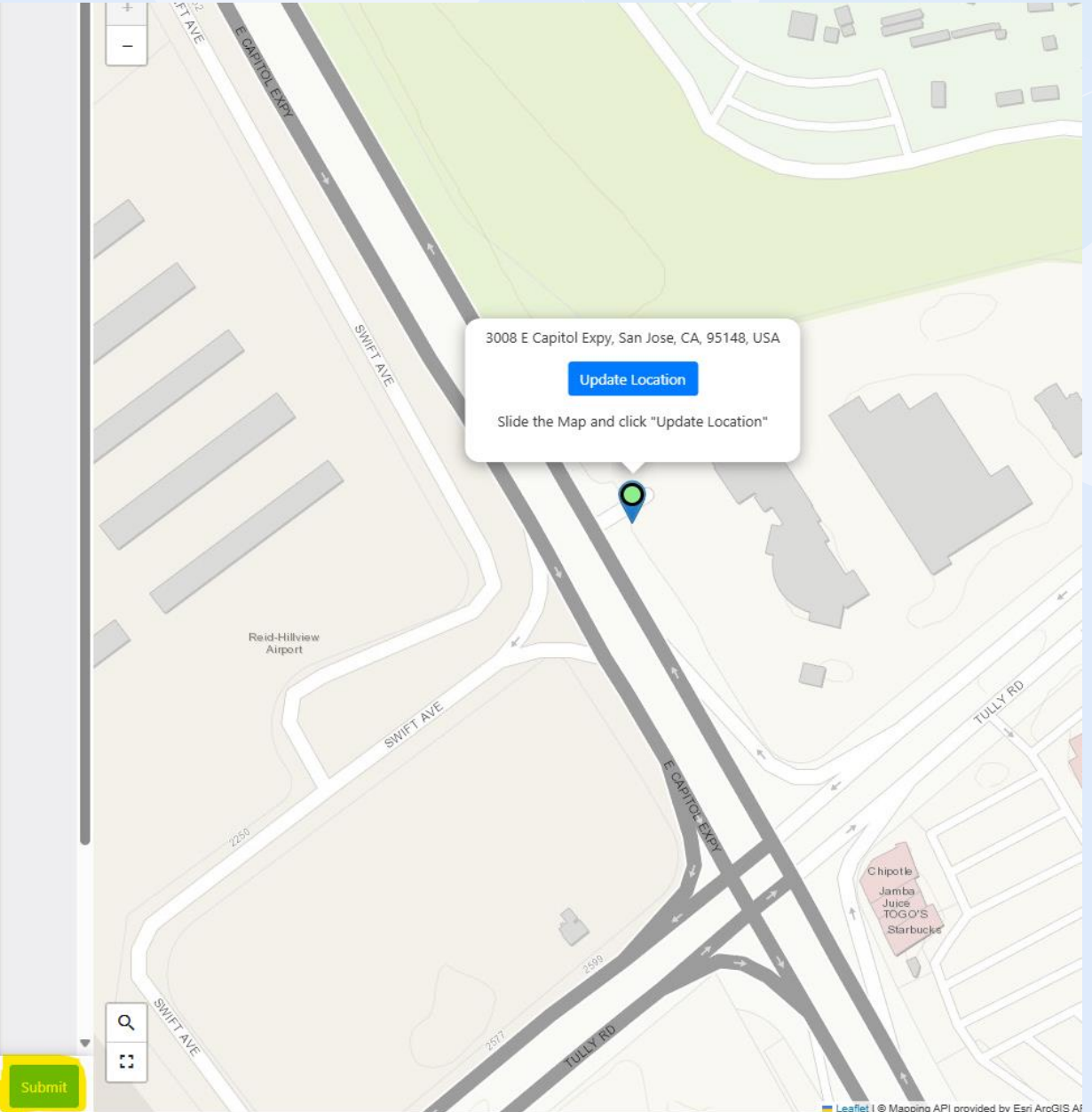
Cross Street

Location Description *
Capitol Expressway/North past Tully in carpool lane

Request *
Potholes need to be repaired

Req Comments

Submit



Once a work request has been submitted, you will see a pop-up box stating that you have submitted an issue along with your work request number.

You can then click “Open My Requests” to see a list of all the requests you have created.

The image shows a web form for submitting a work request. The form is partially obscured by a confirmation pop-up and a map. The form fields include:

- Operation: Road Maintenance
- Issue Id: Pothole/Pavement
- CONTACT INFO**
- **Please provide contact name and email/phone for request status communication***
- Primary Phone: +1 (408) 555-1212
- Email: jsmith@xxxxxx.com
- REQUEST INFORMATION**
- Street No: 3008
- Street Name: Capitol
- City: San Jose
- Cross Street: [Empty]
- Location Description: Capitol Expressway North past Tully in carpool lane
- Request: Potholes needs to be repaired
- Req Comments: [Empty]
- Submit button

The confirmation pop-up reads:

Thank you!
You submitted an issue #WR00023034.
If this an emergency, call 911.

Below the pop-up is a green button with a location pin icon and the text "Open My Requests".

The map in the background shows a street view of the location. A blue location pin is placed on the map, and a grey information box above it displays the address: "3008 E Capitol Expy, San Jose, CA, 95148, USA". Below the address is a blue "Update Location" button and the instruction: "Slide the Map and click 'Update Location'".

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

My Requests

Add New Request

Refresh Filter

| | Tag | WR # | Reported | Status | Status Details | Issue | Operation | Request | Address | Asset | Closed Date | Location |
|--|--------------------------|----------------------------|---------------------|--------|----------------|------------------|------------------|-------------------------------|------------------------|-------|-------------|----------|
| | <input type="checkbox"/> | WR00023034 | 04/18/2025 02:31 PM | Open | | Pothole/Pavement | Road Maintenance | Potholes needs to be repaired | 3008 Capitol, San Jose | | | |