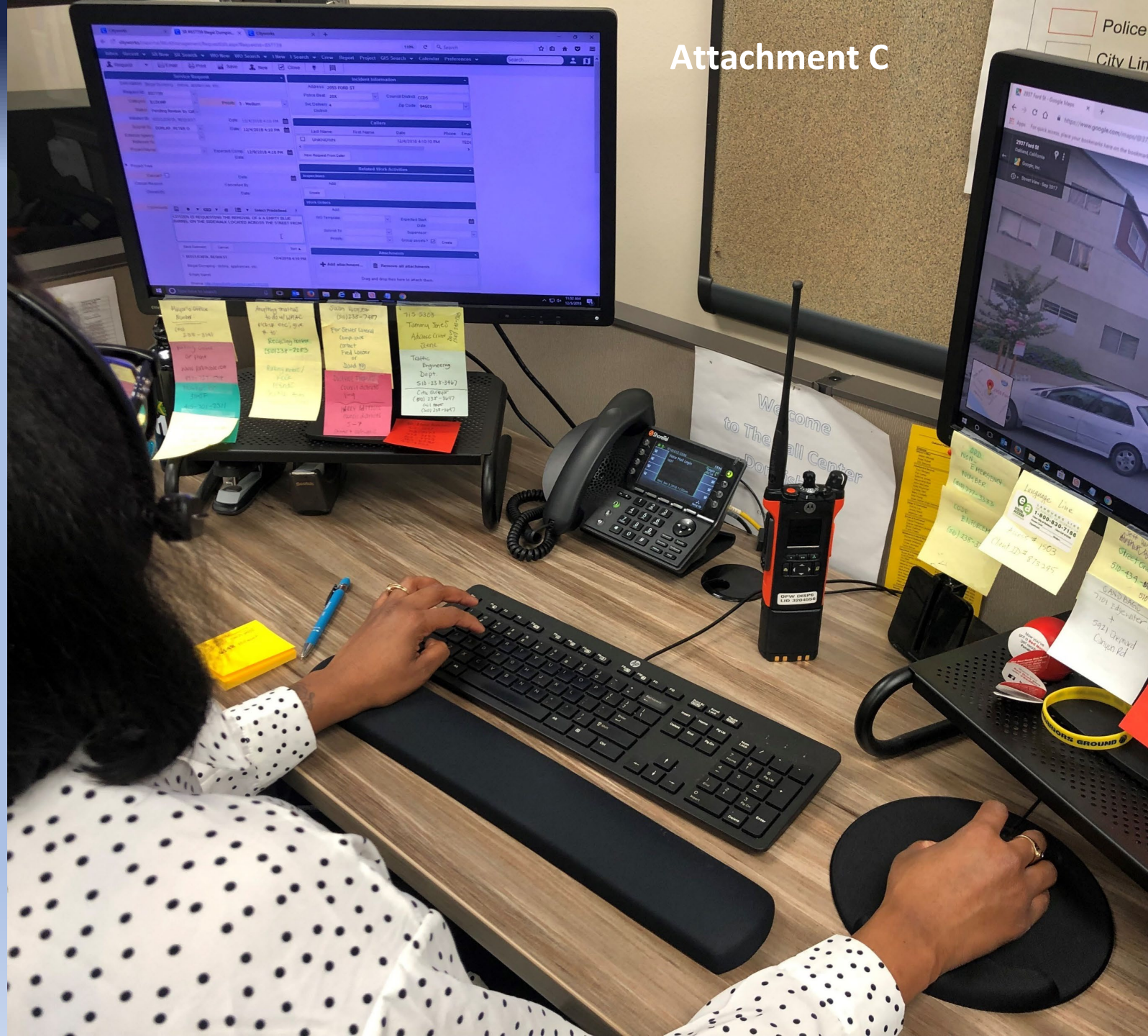


How it Works!

- OAK311 receives the initial request from an internal or external customer.
- The information is documented in Cityworks – our data base system, a service request is generated and sent to your email electronically.
- PLEASE KEEP your tracking number!
- The request is assigned to the responsible Operations Supervisor for crew deployment and repairs.
- Contact Oak311 for updates or other questions.



Attachment C