Submit a Customer Service Request
https://csr.dot.ca.gov/
Enter this link into your Smartphone browser to experience the mobile version Please never use while operating a vehicle

Caltrans District 7 Maintenance Support
For citizens without Internet service or computer capabilities, call District 7 Maintenance Support in Los Angeles at 213-897-4426. This line is staffed Monday-Friday from 8 am to 5 pm to communicate and log issues and concerns on the state highway system in Los Angeles and Ventura counties only.

After-Hour Response
See a ladder or a tire on the freeway? Report potential hazards on the state highway system after work hours and weekends by calling the California Highway Patrol (CHP) who can investigate and be dispatched.
For emergencies, call CHP 9-1-1.

Graffiti Vandalism and Illegal Dumping
Are you a witness to acts of vandalism or illegal dumping on the freeway? These are reportable law enforcement issues. Call CHP 9-1-1.

Traffic or Construction Work Zone question or concerns:
Click on this link to submit a concern or question about traffic or a construction work zone on the state highway system. Emails are read during business hours only. This form should NOT be used to report emergencies. Report highway emergencies by calling 9-1-1.
http://www.dot.ca.gov/paffairs/pioform.html

Customer Service Request (CSR)
Caltrans Customer Service Request (CSR) system is an e-form online portal that logs, schedules and tracks maintenance service requests with the nearest Caltrans Maintenance crew.

It is a statewide system where citizens and staff of local agencies and elected officials – who have access to the Internet, a computer and an email address – can submit CSRs conveniently online, anytime.

The CSR system communicates issues directly with 5 regional maintenance field offices in District 7 to investigate, plan and schedule the work as requested.

The portal uses easy pull-down menus and comment boxes. Please share as much information as possible when describing a location, including the direction of roadway travel (east-, west-, north-, or southbound), the highway/freeway route number, nearest exit, and closest city or community. Not all California cities are listed in the pull-down menu.

This form should NOT be used to report highway emergencies. Report emergencies by calling 9-1-1.

Caltrans District 7 is responsible for maintaining the state highway system on 42 freeways and highways in Los Angeles and Ventura counties.