

Abstract geometric lines in the top left corner, consisting of several overlapping, irregular polygons and lines in a light beige color.

# CITY OF ALAMEDA SEEClickFix 2024

Emphasis: Accessibility-Related Requests

# WHAT IS SeeClickFix?

SeeClickFix is a free, online service that enables city residents, visitors, and City staff to submit “Requests” directly to the designated City departments. Requests include location data, user information, optional photos, and description of the issue.

Department representatives manually review requests and tend to follow this process:



# EXAMPLE REQUEST

Sidewalk damage / tripping hazard reported by a resident with City Staff comments to acknowledge and address.

Open

Acknowledged

In Progress

Needs Review

Closed

Franklin Park

San Antonio Ave

San Jose Ave

Paro St

#19857578

37.76800939454127, -122.26044533879517

Edit Location

Sidewalks

1014 Paro St Alameda, California, 94501

Created Date: 08/27/2025 11:28 AM

Details

Liquid Amber roots pushing up side walk and bricks in front yard. Heavily traveled by school kids who trip on their way to Franklin School which is 1/2 block away.

Secondary Questions

Please select from the drop down menu what this request is about.

Sidewalk Repair

2 3

Request Information

Category: Sidewalks

Assigned to: Maintenance Management

Due Date: 10/08/2025

SLA Expires at: 10/08/2025

Priority: Normal

Recategorize

Assign

Change Due Date

Prioritize

Subscribers

City of Alameda

Maintenance Management

Subscribe

Status Log


Opened: 08/27/2025 11:28 AM

Acknowledged: 08/27/2025 11:30 AM

Alameda, CA Neighbor | Guest

Opened

Liquid Amber roots pushing up side walk and bricks in front yard. Heavily traveled by school kids who trip on their way to Franklin School which is 1/2 block away.



08/27/2025 11:28 AM

Alameda, CA | Verified Official

Assignment

Alameda, CA assigned this issue to Maintenance Management

Flag - 08/27/2025 11:29 AM

SeeClickFix Requester | Verified Official

Acknowledged

Thank you for your request (#25-08-0349) to help ensure Alameda's sidewalks are as safe as possible. Per Alameda's municipal code and state law, property owners are responsible for the sidewalk adjacent to their property. As a courtesy, the City makes sidewalk repairs caused by City-maintained street trees. We will inspect this reported issue to determine if caused by a City-maintained street tree. If the repair is not caused by a City-maintained tree, the owner will be sent a notice to repair the sidewalk. If the repair is caused by a City-maintained street tree, maintenance staff may install a temporary make-safe repair, such as an asphalt fillet or cutting the uplifted concrete. A permanent repair is when new concrete is poured to fix the sidewalk. Each year, funds for permanent replacements are focused in one of five sidewalk zones. Given City Council's recent investments in sidewalks, the backlog of repairs has been significantly reduced; however, sidewalks continue to age and tree roots continue to grow and cause conflicts. Thank you in advance for your help (and patience) in maintaining Alameda's sidewalks.

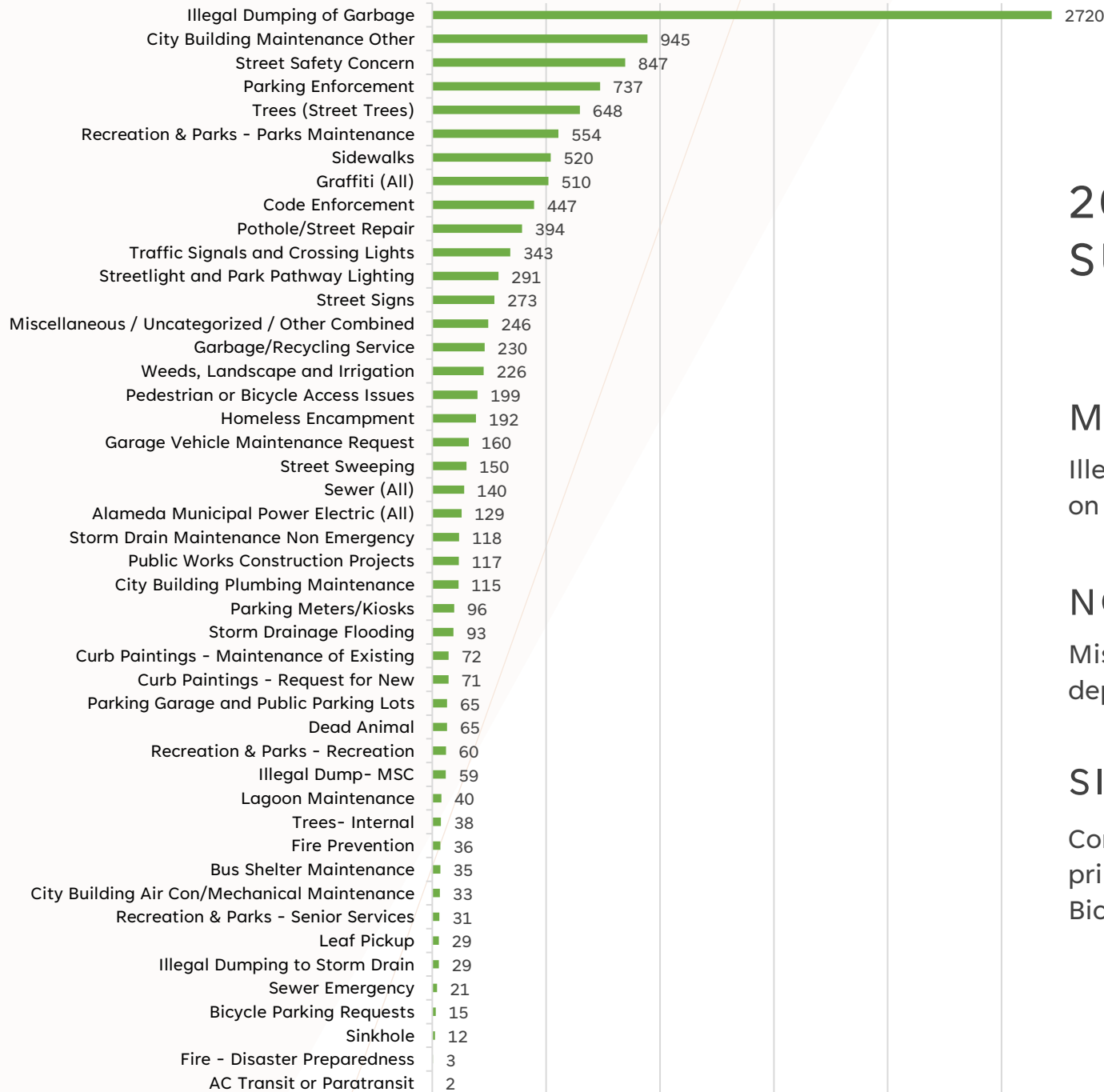
Flag - 08/27/2025 11:29 AM

SeeClickFix Requester | Verified Official

System Comment

Your request (#25-08-0349) is now a work order, assigned to staff. Thank you for helping to keep Alameda a great City. This is an automated response. If your request is an emergency, please call 911.

Flag - 08/27/2025 2:00 PM



# 2024 SEECLICKFIX REQUEST SUMMARY

## MOST SELECTED CATEGORY

Illegal Dumping of Garbage (2,720 Requests) – includes items left on sidewalks that block pedestrian / mobility access

## NOTE

Misc / Uncategorized / Other Combined – includes specific City departments, one-off descriptions, etc.

## SIDEWALK REPAIR PROGRAM

Concerns about sidewalk damage, uplift, and repair requests are primarily in categories Sidewalks, Trees (Street Trees), Pedestrian or Bicycle Access Issues

# ACCESSIBILITY-RELATED REQUESTS

Descriptions (text submitted by the Requester) analyzed using the following text searches:

Rule (applied in order shown)	Format
Cell Value contains 'trip'	AaBbCcYyZz
Cell Value contains 'handicap'	AaBbCcYyZz
Cell Value contains 'disability'	AaBbCcYyZz
Cell Value contains 'disabled'	AaBbCcYyZz
Cell Value contains 'ADA'	AaBbCcYyZz
Cell Value contains 'sidewalk'	AaBbCcYyZz
Cell Value contains 'crosswalk'	AaBbCcYyZz
Cell Value contains 'curb ramp'	AaBbCcYyZz
Cell Value contains 'wheelchair'	AaBbCcYyZz
Cell Value contains 'access'	AaBbCcYyZz

Sequential order of rules to code/color data in list of 12,159 Requests;

e.g., one Request includes text “disabled” and “wheelchair,” it will be coded and counted under “disabled”

# ACCESSIBILITY-RELATED REQUESTS

## “MISC”

## AVERAGES

## COUNTS

Requests related to landscape encroachment, pedestrian signal, downed tree; not using coded text

Averages (Acknowledged/Closed) may skew higher because of Requests that are still sitting open or sat open for longer than usual.

There may be some requests not explicitly related to accessibility included in the count; conversely, there may be some that were not included because of Description text not used in a rule.

Description Text Rule		Count	% of All Requests	Avg Minutes to Acknowledged	Avg Hours to Acknowledged	Avg Days to Acknowledged	Avg Minutes to Closed	Avg Hours to Closed	Avg Days to Closed	Not Closed
	trip*	415	3.4%	2560.6	42.7	1.8	70166.0	1169.4	48.7	115
	ADA / "handicap"	89	0.7%	3418.7	57.0	2.4	47159.1	786.0	32.7	24
	disability / disabled	17	0.1%	1431.3	23.9	1.0	10730.0	178.8	7.5	3
	sidewalk	839	6.9%	2931.5	48.9	2.0	56514.2	941.9	39.2	122
	crosswalk	207	1.7%	17596.5	293.3	12.2	28869.0	481.2	20.0	99
	curb ramp	2	0.0%	3602.5	60.0	2.5	34974.0	582.9	24.3	1
	wheelchair	12	0.1%	9255.3	154.3	6.4	65788.3	1096.5	45.7	1
	access	126	1.0%	5907.8	98.5	4.1	40722.4	678.7	28.3	31
	misc	4	0.0%	0.0	0.0	0.0	7646.8	127.4	5.3	0
		1711	14.1%	5189.4	86.5	3.6	40285.5	671.4	28	396
		total	total	avg	avg	avg	avg	avg	avg	total

Total SeeClickFix Requests, 2024	All Avg Min to Acknowledged	Avg Hours to Acknowledged	Avg Days to Acknowledged	Avg Minutes to Closed	Avg Hours to Closed	Avg Days to Closed
12159.0	3485.6	58.1	2.4	46994.7	783.2	32.6

STREET SAFETY  
CONCERN >  
TRANSPORTATION  
PLANNING

“There needs to be a 4-way stop sign at the Buena Vista Ave and Willow Street intersection installed ASAP. I walk here all the time with my dog, and my neighbors walk their kids to school crossing this intersection, and there have been way too many close calls where cars do not acknowledge this **crosswalk** and do not stop. The current pedestrian crosswalk sign has been ineffective in alerting drivers to slow down and look for pedestrians. Please install a 4-way stop sign to add an additional crosswalk on the other side of Willow Street and to ensure pedestrian safety crossing this intersection.” – still open

TREES (STREET TREES)  
> PW MAINT JESSE

“City tree branch has fallen and is on **sidewalk** blocking public right of way.” – closed in 41 minutes

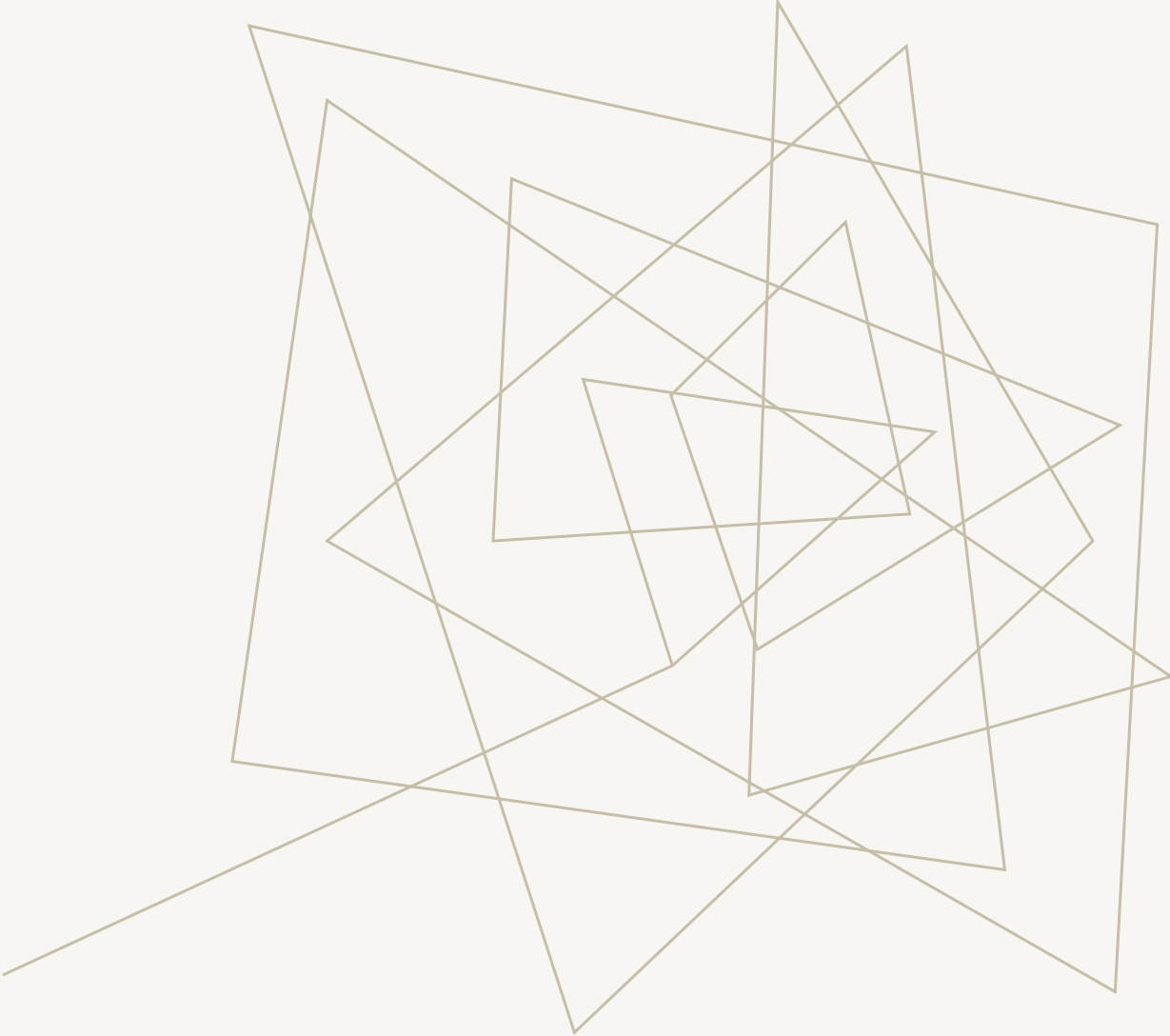
PEDESTRIAN OR  
BICYCLE ACCESS >  
CODE ENFORCEMENT

“Vegetation from the Streetside and from the house has grown so much towards the sidewalk that it’s difficult for one person to walk in front of this house. Please work with the homeowner to clear the **sidewalk** access for pedestrians and bicycles.” – closed in less than 1 day

PARKING ENFORCEMENT >  
MAINT MANAGEMENT

“At the end of the school day every day, there are multiple cars, double parked vehicles, parked in **handicap** parking without placards, making it very dangerous for children to cross the crosswalk.” – closed in two days

## EXAMPLE REQUESTS



QUESTIONS?