

HWTN Streetlight Outage Reporting: [MKE Mobile Action Phone App](#)

Almost all HWTN streetlights **not** inside Lake Park and **not** along either side of Lincoln Memorial Dr are maintained by the City Of Milwaukee. Outages reported via phone don't always translate well into clear, traceable reports. Therefore, it's recommended to report via the following **MKE Mobile Action** app method (or via City Of Milwaukee's Call For Action Website *detailed elsewhere*). This guideline applies to outages within HWTN boundaries, including *both* sides of streets defining its boundaries but usually not to outages actually within Lake Park or along either side of Lincoln Memorial Dr (for which there's a separate Mke County Online reporting guideline).

NOTE: If you're reporting 3 OR MORE ADJACENT outages then you must call 414-286-CITY (286-2489) to report that "emergency" instead of using this procedure.

- 1) Download the "**MKE Mobile Action**" app to your cell phone if you don't already have it.
- 2) Open the MKE Mobile Action app. Scroll down to and select "**Report Street Light Out**".
- 3) Select "**Street and Alley Lights**".
- 4) Select "**Street Light Out**" or "Street Light Cycling"
- 5) Move/expand the map under the pin until you clearly see nearby building outlines (if there are any) around the outage location. As you move you'll see the "closest address" change at top. Adjust the pin's location and ensure placement on correct street, side of street and position along street. The "final" address at the top is included when you submit the report. The app doesn't always provide a precise address versus the pin's position (e.g. if you're clearly mid-block on the W side of Downer, it may still display a corner address on nearby Bellevue). If you'd like to do better, you can type a specific **valid** address at the top, which may relocate the pin. Remember that a report with an imperfect address entry is better than no report at all. Your additional short text description (**see below**) will further clarify the outage location. When you're done with the map, click "**Next**" at the top right.
- 6) You do not need to include any photos.
- 7) Verify "**ISSUE TYPE**" and "**ISSUE LOCATION**" both show what you intend.
- 8) Under "**DESCRIPTION**" (despite it being optional), type the outage's location and your contact info. **NOTE:** It's strongly recommended you abide by the following to prevent the system from rejecting the report, or city workers from misinterpreting the request.
 - Do not use more than 600 characters total (including spaces).
 - Do not use any words or terms greater than 15 characters each.

- Use the letters N, S, E and/or W to indicate directions **relative to** streets or intersections. For example “E side of Terrace Ave, just N of Bradford Ave”.
- You can *eliminate* the N, S, E or W designations for *street names themselves* for simplicity (e.g. instead of referencing N Wahl Ave, just use Wahl Ave).
- Enter your full name and phone number so you can be contacted *if needed*. Reports are taken more seriously with a name and phone. Under normal circumstances the city won’t contact you. Do not use spaces or dashes in your 10 digit phone number, just your area code and 7 other digits (e.g. 4141231234). Indicate the request is for HWTN.
- Use one of the **example formats below** for clarity/simplicity:

N side of Bradford Ave, just W of Wahl Ave. Requested for HWTN by John Doe 4141231234

SW corner of Park Pl and Lake Dr. Requested for HWTN by Mary Doe 4141234567

E side of Downer Ave, N of Hartford Ave, middle of block. Requested for HWTN by John Doe
4141231234

Note: Only a few streetlight poles are clearly tagged with numbers. It’s not essential but if you see a pole number include it in the description (e.g. “pole 2307”).

- 9) The “**GENERAL QUESTIONS**” section isn’t needed and doesn’t appear to accept them anyway (as of 16-SEP-2022).
- 10) See the city’s remarks about service requests being marked COMPLETE.
- 11) Ensure the “**SUBMIT PUBLICLY?**” option is turned ON (i.e. displays as “ON”).
- 12) Click on “**SUBMIT REQUEST**” at the bottom.
- 13) A small window should popup indicating your issue was successfully submitted. Save the **ISSUE NUMBER**, date and descriptive info for later reference. Select “OK” at the bottom of the window to close it.