

HWTN Streetlight Outage Reporting: [Milwaukee County Online](#)

Most HWTN streetlights **within the confines of Lake Park OR on either side of Lincoln Memorial Dr** are maintained by **Milwaukee County Parks**. An online method for outages **actually within Lake Park itself** (not for those on either side of park border streets) OR, in exception, for outages along both sides of Lincoln Memorial Dr is below. This guideline is for a single streetlight outage report. Each streetlight outage should be reported separately.

- 1) Go to website “www.countyparks.com” to view home page.
- 2) Point to “**CONTACT**” tab near upper right of home page and click “**Issue Report**” option.
- 3) In the **Milwaukee County Issue Reporter** window that appears, click “**Proceed As Guest**” option.
- 4) Read the “**Welcome!**” window text that appears and click on its upper right “**X**” to close it.
- 5) Click on “**Park Issues**” near the upper right.
- 6) Click on the yellow background, white text “**+ Submit Issue**” area at lower right.
- 7) Under “**Report An Issue:**” area at left, fill in your **First Name, Last Name, Phone Number** and **Email Address** in fields provided.
- 8) Under “**Problem Type**” select “**Safety Concern**”.
- 9) In the “**Details:**” text box, type a short clear description of the outage’s location. Use the letters N, S, E and/or W to indicate directions relative to landmarks such as entrances, streets, walkways, park buildings, parking lots, courts, stages, unique signage, etc. *If the outage is in Lake Park* then include “**Lake Park**” in your description to avoid confusion with a different park. Add your name and 10 digit phone to this description.

Note: This reporting method is for outages **within LAKE PARK itself** (not for outages on either side of park border streets) OR, in exception, for outages **along both sides of Lincoln Memorial Drive**.

Example “Details:” descriptions

Streetlight is out on W side of N Lake Park Rd, just S of Lincoln Memorial Drive near N entrance to **Lake Park**. Requested by John Doe 4141231234

Streetlight is out on N side of **Lake Park**, on E side of N Lake Park Road, just N of road’s turnaround. Requested by John Doe 4141231234

Streetlight is out on E side of **Lincoln Memorial Drive**, just N of intersection with Water Tower Rd. Requested by Jane Doe 4141231234

10) Under “**Would you like to add a photo?**” you can add a photo *with unique surroundings* if it’s needed to help locate the outage but it typically isn’t necessary with the other info you provide.

11) Under “**Where Is the issue located?**” you can drop a pin on the map to auto-fill the address text box. On the upper left of the map shown, you can left-click “+” to zoom in, left-click “-” to zoom out or just left-click on, hold and drag the map to shift its location. Zoom and shift the map to *clearly show* the Lake Park area with the outage. Left-click once on the actual outage location to drop a pin on the map. If you make a mistake you can left-click again to relocate the pin. An “address” will auto-appear in the associated text box at bottom. The interface also allows you to manually type in a nearby address but that will be less useful for inside Lake Park.

12) Ensure all info entered is correct. Click “**Report It**” at the bottom. You should see text at the top indicating your request was submitted. You’ll receive an email from Milwaukee County with an assigned **ID number**. The email indicates “You can view the status of your request in the Milwaukee County Issue Reporter Application. Milwaukee County will also provide updates related to this request to this email address.” **Note:** Save the report’s assigned **ID number**, date and descriptive info for future reference.