



REPORTING PROBLEMS TRAFFIC SIGNALS AND STREET LIGHTS

HOW DO I REPORT A BROKEN OR MISSING TRAFFIC SIGNAL, TRAFFIC SIGN OR STREET LIGHT?

Report a damaged or missing traffic light or traffic sign using [311 Online](#) or by calling (219) 881-5280.

Report a damaged or missing street lights online or by calling (219) 881-5280.

Please be prepared to give the exact location of the damaged or missing sign, signal or light.

HOW LONG DO REPAIRS TAKE?

For traffic signals, the Traffic Division contractors are required to arrive at the scene of the most serious problems (e.g., all lights out, or a knocked-down pole) within two hours of notification. If a bulb is out, contractors are required to respond within 48 hours.

For traffic signs, the Traffic Division prioritizes repairs to signs which have a direct impact on safety. These include Stop, One Way, Do Not Enter, Yield and certain school signs. The Traffic Division also prioritizes repairs to certain parking regulation signs if their absence causes confusion. The Traffic Division's goal is to repair all safety-related signs within nine business days.

For street lights, Traffic Division contractors have 4 hours to respond to emergency conditions (such as a fallen pole or a low voltage condition). For other issues, contractors must report on the problem within 10 days.

HOW DO I DETERMINE IF THE CITY IS RESPONSIBLE FOR A SPECIFIC STREET LIGHT?

The City of Gary owns and maintains street lights with metal poles.

All street lights in the City of Gary that have wooden poles are owned and operated by NIPSCO. To report a street light outage with a wooden pole, please visit <http://www.nipsco.com/en/our-services/streetlight-outage.aspx> or call the Traffic Division at (219) 881-5280 for further assistance.