Lights On Campaign

The City of Little Rock is dedicated to improving the safety of our city. A simple way to increase community safety is to ensure that our neighborhoods are adequately lit at night. Help us increase safety in your neighborhood by performing a streetlight canvass with your neighborhood association or community based group. There is a three (3) step process for performing a street light canvass. See each step on the following pages.

Little Rock Streetlight Facts

There are about 26,000 streetlights in the city limits.

The City of Little Rock owns and operates about 2,000 streetlights in the greater downtown area.

The other 24,000 streetlights are managed by Entergy.

There are three (3) steps to completing a successful streetlight canvass:

Step 1: Create canvass maps. (page 2 and 3)

Step 2: Learn what to report. (page 4)

Step 3: Go canvass! (page 4)

If you perform a canvass, please let us know by emailing data@littlerock.gov City staff can assist neighborhoods needing help creating the maps.

Step 1: Create canvass route maps

This step is the most time consuming of all the steps, but it is the most important. Without proper route maps, it will be difficult to ensure that your entire area is canvassed. There is also the possibility that duplicate streetlight outage reports will be submitted.

A. **Find your neighborhood boundaries** using the Citizen Connect site.

Use Citizen Connect:

1. Go to www.littlerock.gov.
2. Scroll to the middle of the page and click on the Citizen Connect image.
3. In the upper left corner, under Map Options, select Neighborhood Association Boundaries.
4. Click on the magnifying glass icon to pull up a list of all the neighbor-hoods.
5. Type your neighborhood in the search box, click the name and then the OK button.

B. **Create canvass routes** using Google Maps.*

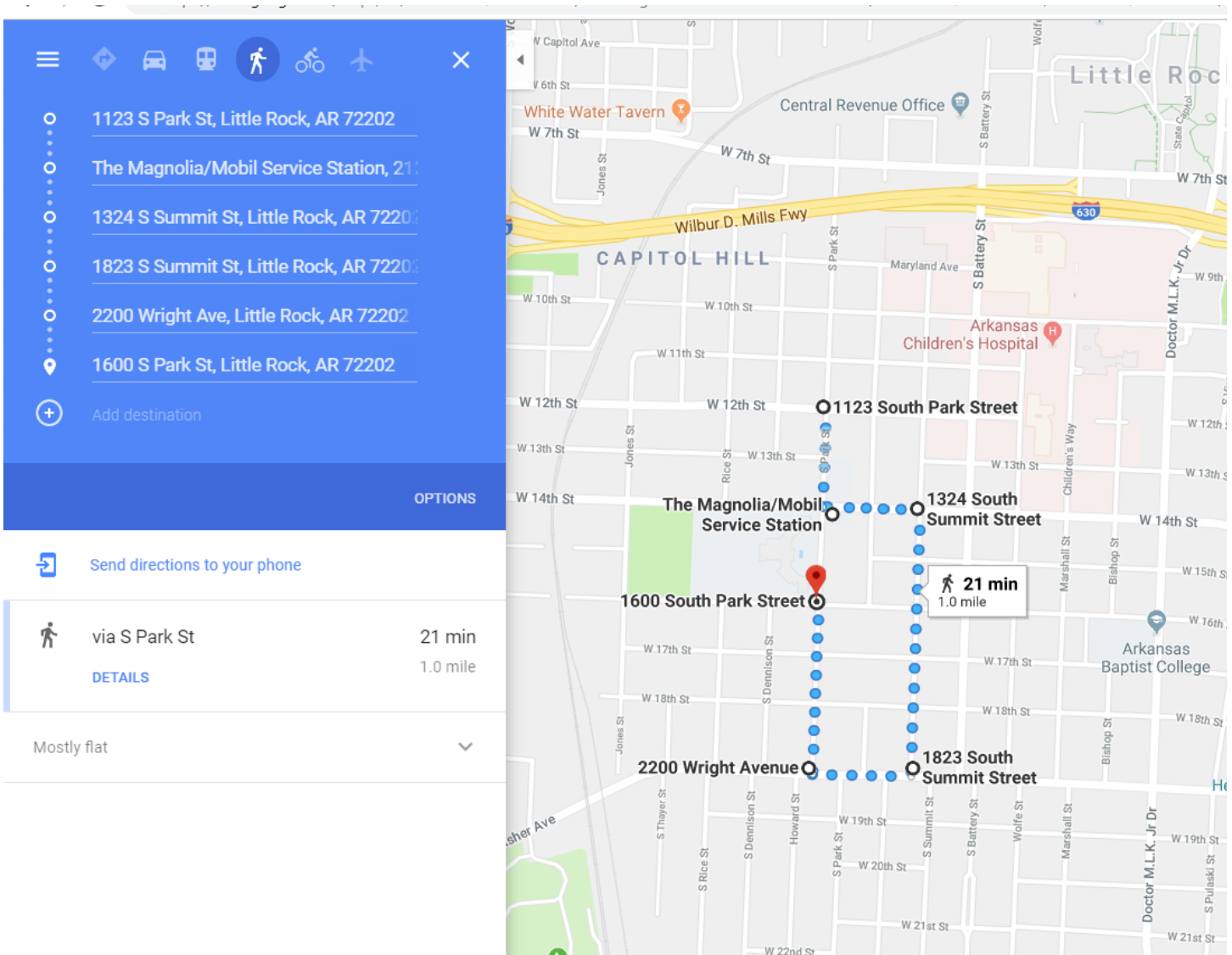See next page for an example image and instructions.

Tips for Route Development:

1) Start every route at the same location.

2) It is easiest to create routes that run north-south and routes that run east-west.

3) There will be overlap in routes and that is OK.

4) You can create a route with up to 10 turn points on Google Maps.

*The City of Little Rock has staff available to help your neighborhood create canvass routes. Contact us at data@littlerock.gov Upon notification staff will have routes prepared within two weeks.

Step 1 continued

How to create multi-point routes on Google Maps:

1) Make sure "walking" is selected as transportation mode.

2) Set canvass start location as "starting location."

3) To add the first turn point, click on desired location on the map.

4) To add additional points click "Add destination."

5) When finished with route, you can use the print screen function on computer to copy image of the google route, then paste into Word, Publisher or other program

Example North—South route from Central High Neighborhood.

Blue dots indicate walking route.

Step 2: Learn What to Report and How

What to report:

1) Streetlights with bulbs that are burned out.

2) Streetlights that are fully or partially blocked by vegetation.

How to Report:

1) Download the LR 311 app (image right).

2) Turn on Location Services.

3) Pull up the 311 app and click on New Request.

4) Scroll to the bottom of the service list and select Street Light Out.

5) Click Location. Make sure the position on the map is accurate.

6) Click Description and add any additional information needed.

7) Select one of the Problem/Issue options. Click Done.

    A. Bulb Burned Out ⭐

    B. Lights Burn During Daytime

    C. Light Cycling Off & On ⭐

    D. Pole Damaged—Leaning

    E. Pole Damaged—On Ground

    F. Globe Broken

    G. Light Shot Out

⭐ Indicates requests likely to be used.

8) Click Submit in the upper right corner.

Step 3: Go Canvass!

- Whether driving or walking it is easiest to canvass in pairs.

- Let the City of Little Rock (data@littlerock.gov) know when you have completed your canvass and check out 311 reports from your canvass on [Citizen Connect](#).