



**Report items around you that are in need of attention.**

*EX: Down signage, overgrown vegetation, trees down, abandoned material, power washing, and street lights.*

Simply allow LUKE to use your location services, describe the problem, and hit submit. Include a photo if you like. We like those. And then relax. We will engage the appropriate entity to help resolve your item. For further information please visit the link <https://www.getluke311.com/> .

For website use this link <https://luke.ljaengineering.com/requests>



**THE PUBLIC LUKE APP**

The LUKE App provides an easy way to report, follow and receive information on the item that you submitted. LUKE uses your phone's location to easily mark the item or you can navigate the friendly map to mark the spot without your location services.

Describe the issue and include photographs if you can (we like photographs - they help). Then submit and let LUKE help resolve your issue.



**THE PUBLIC LUKE WEBSITE - PUBLIC**

LUKE also offers a public website to report, follow and receive information. Here you can easily report an item without a smartphone, view surrounding LUKE Requests and communicate about your item.

Do everything that you can do with the App in your web browser.



Download on the  
**App Store**



GET IT ON  
**Google Play**

**LUKE is free to the Public! Download the app and create your account no approval needed.**

LUKE offers a simple solution to report non-emergency items (in the Greater Houston Area). Items, including potholes, downed signage, and overgrown or un-kept public space, are sent directly to the responsible agencies to be resolved.

LUKE additionally provides follow up services to keep you informed on the status of your request.

- Submit a Request: Location services on your device will pinpoint your request. You provide a description of the item and photos can be uploaded to support your description.
- Sent to: Based on the location of your request, a notice is sent to the appropriate agency.
- Follow Up: Both e-mail and App notifications are sent as the request moves along its path to resolution.
- Nearby: see LUKE requests in your area.
- Follow Along: Follow other requests that are important to you. The interest shown by following a request shows the importance of that request to the community, as well as the agency tasked with a response.
- Requests outside of participating areas: If your request falls outside of agencies participating in LUKE, our LUKE staff will forward the request in its entirety to the responsible agency.

And just to be clear. LUKE and or LUKE staff do not fix your problem. We bridge the gap between community issues and the responsible agencies to create the communication necessary to make change happen.

