

GREEN MOBILITY AMBASSADORS: HAZARD REPORTING GUIDELINES



WHEN & HOW TO REPORT HAZARDS

Is this issue an emergency requiring immediate assistance?

(such as a collision, downed power line, or flooding)

Yes

Don't submit this as a hazard report.

Call your local emergency response number instead



No

Can this request be resolved with routine maintenance by Public Works?

(like pothole fills, street sweeping, broken walk buttons - not new or upgraded infrastructure requests)

No

Contact your city staff or elected officials for assistance.

Let Bike East Bay know so we can help:

[BikeEastBay.org/contact](https://bikeeastbay.org/contact)



Yes

Make a hazard report!

Use the apps, phone numbers, or websites to send the report to the correct city, as listed at:

[BikeEastBay.org/Hazards](https://bikeeastbay.org/Hazards)



WHAT TO INCLUDE IN YOUR REPORT

1) Accurate location or street address

Use your smartphone to record the GPS location, or include the nearest street address. In areas without a street address, include recognizable landmarks in your description and photos

2) Detailed description

Include info to help the Public Works crew locate and address the issue. For example: "Pothole is in the rightmost north-bound lane on Main Street, just north of the intersection with Park Street".

3) Be specific

Make a single report for each issue. When reporting potholes, submit each one separately with a photo and location. Entire streets or blocks in need of repaving can not be addressed by a Public Works crew and should instead be reported to city staff or local elected officials.

4) Say "bicycle"

If reporting an issue on SeeClickFix, include a word like "bike" or "bicycle". This will flag the issue for Bike East Bay and we will be notified automatically.

5) Add a good photo

Include a photo of the issue showing the context of the street, **not a close up**. This will help the repair crew locate and fix it. You can circle the hole with spray paint to help others avoid it until it can be addressed.

