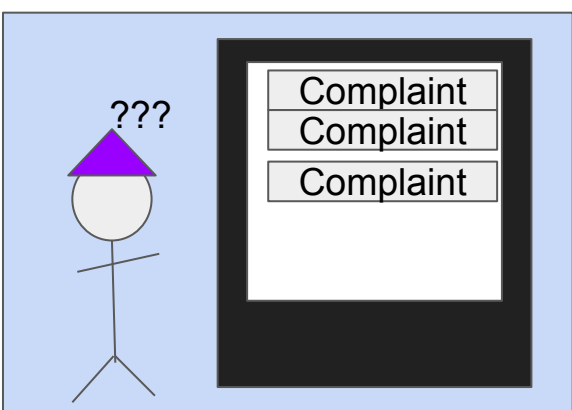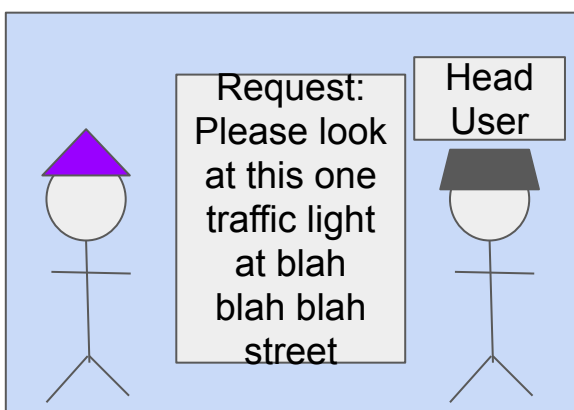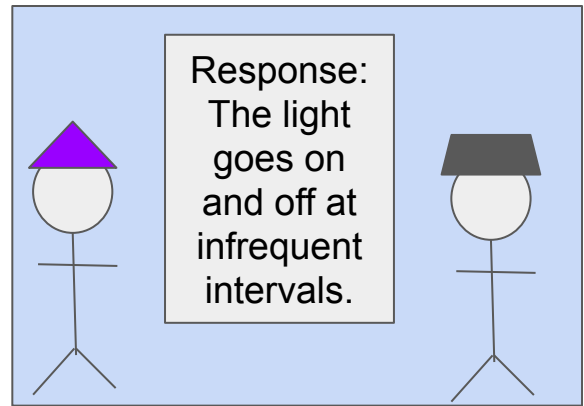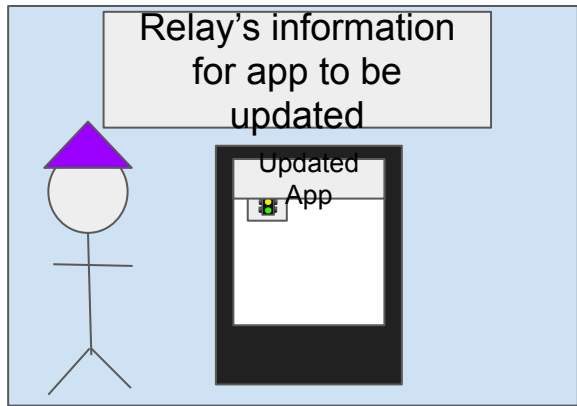Lon overlooks progress over the mobile app

He notices that there is a complaint over one of the traffic lights

He sends a request over to one of the head users to check on traffic light

He receives feedback from head user

Gives feedback to admins to fix the issue.