

# Overview

For this job, you will imagine that you are a resident of **Manhattan, New York**, and you come across non-emergency problems while going about your daily life.

After seeing each problem, you decide to call **311** to **report** it.

## Info

### What is a 311 call?

Dialing 311 is similar to dialing 911; however, 911 is a help line for emergencies, whereas **311** is a help line for **non-emergencies**. For example, if my neighbor's house is on fire, then I would call 911, but if I saw that one of the street lights on my street was burnt out, I would call 311.

## Steps

1. Examine the image. Determine what is happening in the scene shown.
2. Type into the text box what you would say to the 311 operator who answered your call.
  - You must report to the operator the problem that you see in the **scene** shown in the **image**.

## Rules & Tips

### Rules:

- Identify the **civic problem** presented in the image. Keep in mind that reports to 311 are about non-emergency problems that affect citizens' every day lives.
- Keep your reports fairly short and to-the-point, but make sure to keep them realistic! Adding a little personality to your reports is encouraged!
  - **Clue:** Reports that are only one or two words, like "broken lamp", are **not** realistic! :)
- Please do not merely list the clue phrase as your issue report, such as listing "Damaged Tree", or "Street Condition". These clues are listed to help you identify the targeted civic issue in the image, not to provide you with an answer. Your **authentic** and **creative** words are what we want!

- Please **do not** copy and paste any of the reports from the examples given in these instructions into your answer - you will be flagged!

### **Tips:**

- Feel free to add a general made-up location in your report, like "in my neighborhood", "by my school", or "outside the library".
- See below examples for ideas (but please don't copy the examples!).

### **Clues:**

- If you are having trouble figuring out what the civic problem in the image is, try looking for the following things:
  - graffiti, or somebody spraying graffiti
  - damaged or leaking manholes, road markings (lane line, traffic pattern paint) that are not easily visible, or potholes
  - dying tree, uprooted tree

## **Examples**

### **Example 1:**

Hmm! You have come across the scene depicted in the image below, and you want to report it by calling 311.



**Clue:** Public Lighting Condition

**Please write, in your own words, what you would say to the 311 operator to report the problem.**

**Correct Answer:** "A bird made a nest in a street lamp on my street"

**Correct Answer:** "There's a broken street light outside my office"

**Correct Answer:** "This street light next to me is smashed. I think some crazy kids hit it with a baseball bat"

**Correct Answer:** "Hello, I found a street lamp 8th Ave and West 37th St that is broken with a bird's nest in it"

**Incorrect Answer:** "broken light"

**Incorrect Answer:** "Public Lighting Condition"

**Incorrect Answer:** "I'm at 8th Ave and West 37th St."

**Incorrect Answer:** "There is a Public Lighting Condition at 112 8th Avenue."