



## **STREET DEPARTMENT**

### **Frequently Asked Questions**

#### **How do I report a pothole?**

You can report a pothole on the City's website under the Streets Webpage, <https://denisontx.citysourced.com/> or by calling the Public Works Department at 903-465-2720 x2040.

#### **How can I report a missing or damaged street sign?**

You can report the missing or damaged signs online under the Streets Webpage, <https://denisontx.citysourced.com/> or by calling the Public Works Department at 903-465-2720 x2040.

#### **What do I do if a streetlight is not working?**

If you notice a streetlight not working, you can report the streetlight online under the Streets Webpage, <https://www.cityofdenison.com/streets>, where the link for Oncor street light outage is located or by calling the Public Works Department at 903-465-2720 x2040. When the City receives a report a work order will be placed with Oncor streetlights are repaired by Oncor.

#### **What if there are trees are blocking a street or obstructing the view of street signs?**

Please report the low hanging tree limbs or downed trees online under the Streets Webpage, <https://denisontx.citysourced.com/> or by calling the Public Works Department at 903-465-2720 x2040.

#### **What if a sidewalk is damaged?**

If you notice a sidewalk that is damaged, you can report the damaged sidewalk online under the Streets Webpage, <https://denisontx.citysourced.com/> or by calling the Public Works Department at 903-465-2720 x2040.

#### **How do I get a sidewalk installed at my house?**

If you would like a sidewalk installed in front of your house the City offers a 50/50 cost share sidewalk program. If this is something you would be interested in, you can go to the City's website, <https://www.cityofdenison.com/publicworks/page/sidewalk-program>, to fill out the application. Once the application is complete, you can email it to [asaldivar@cityofdenison.com](mailto:asaldivar@cityofdenison.com).



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A staff member will be in touch with you shortly after the application is received to discuss your request. This program does have limited funds each year so it is a first come, first serve program.

#### **Why does the city close streets?**

Most street closures are for utility repairs, updating water mains/sewer mains and street repairs/rebuilds. If the street is going to be closed for more than a few hours the City sends out notifications on multiple outlets (social media, news outlets, City webpage). The City tries to minimize any inconvenience with street closures; however, some street closures have longer durations.

#### **Will the City replace my driveway approach?**

No, the City will not replace a driveway approach. If there is damage from a tree that is in the city's right-of-way, the City may split the cost 50/50 with the homeowner.

#### **My street floods every time it rains. How do I get this problem addressed?**

Often streets flood due to blocked storm drain inlets. To report obstructions in the inlet, call the Public Works Department at 903-465-2720 x2040 or go online <https://denisontx.citysourced.com/> to report the issue. Be specific as to its location as there may be multiple inlets in the area.