

## Department: Austin 3-1-1

Austin 3-1-1 is the non-emergency number for city related information and city department service requests. When you dial 3-1-1, your call is answered by a friendly and knowledgeable City of Austin ambassador. Our ambassadors are always ready to answer any question or assist with any issue you may have regarding the City of Austin departments or services 24 hours a day, 7 days a week, 365 days a year.

### Department: Animal Services Office

The Animal Services Office (ASO,) mission is to place all adoptable animals in forever homes through adoption, foster care, or rescue groups. ASO has numerous programs and partnerships to accomplish this goal. Serving as the municipal shelter of the city of Austin and unincorporated Travis County is how ASO thrives.

Call 3-1-1/ 512-974-2000	Austin 3-1-1 Mobile App	Citizen Web Intake (Online)	Service Request Description	Service Level Agreement
Animal Protection - Animal Bite	N/A	N/A	This service request is used when a resident has been bitten by an animal and the caller needs to request a callback from Animal Protection to create a bite report. If there is an immediate danger to life or safety, there is a medical emergency, or if a person has been bitten by a snake, 911 deems this an emergency call. Please hang up and dial 911 directly. There may be a short wait on the 911 line, stay on the line and your call will be answered in the order it's received. Hanging up on 911 and calling back could delay the assistance you need. If a caller is reporting a dog biting another animal, submit an Animal Protection - Vicious Dog Complaint Service Request. If the animal is a bat, coyote, fox, raccoon, or skunk, submit a Wildlife Exposure Service Request instead.	Animal Protection will contact you within 72 hours to create a bite report.

Animal Protection - Animal In Vehicle	N/A	N/A	This service request is used to report animals locked in an enclosed vehicle. If the animal's life is in immediate danger (excessive drooling, lethargy, loss of consciousness, etc.), direct the caller to contact 911. Please do not remove the animal from the vehicle. Wait for the proper authorities to arrive. Only submit if this is within the City of Austin, if this is occurring in the county refer caller to the Travis County Sheriffs.	Animal Protection will respond within 2 hours. Response time may vary based on the weather conditions.
Animal Protection - Animal Proper Care	N/A	N/A	This service request is used to report any concern with care of and well-being of a pet. If the animal is in immediate danger of injury or death, APD deems this an emergency call. Please hang up and dial 911 directly. There may be a short wait on the 911 line, stay on the line and your call will be answered in the order it's received. Hanging up on 911 and calling back could delay the assistance you need. If ONLY a tethering issue, change service request type to Dog Restraint Issues. If the animal has been abandoned contact Austin 3-1-1 by dialing 512-974-2000.	Animal Protection will review the request within 3 days and contact you if additional information is needed.

Animal Protection - Animal Roadside Sales	N/A	N/A	This service request is used to report on the roadside sales of animals within Austin city limits. If outside of Austin city limits Travis County allows for roadside sales to happen. If the animal's life is in danger (excessive drooling, lethargy, loss of consciousness, etc.) contact 911.	Animal Protection will contact you within 72 hours.
Animal Protection - Animal Trapped in Storm Drain	N/A	N/A	This service request is used to report live animals trapped in an enclosed storm drain. If reporting a dead animal in a storm drain use the WPD - Lost Item in Storm Drainage System service request. Contact information is required to submit this service request. If you are the animals' owner, Animal Protection will review your service request and will address it on a case-by-case basis. Animal Protection business hours are Sun - Sat and holidays, 7AM - 4PM.	Animal Protection will review your request within 24 - 48 hours and contact you if additional information is needed.
Animal Protection - Assistance Request	N/A	N/A	This service request is used to request contact from Animal Protection regarding an issue. For copies of records please direct the caller to <a href="http://www.austintexas.gov/pir">http://www.austintexas.gov/pir</a> .	A representative with the Pet Resource Center will contact you within 3 business days.

Animal Protection - Dog Restraint Issues	N/A	N/A	<p>This service request is used to report a dog being left alone on a chain or tether. Do not submit if the owner is physically present at all times as the City of Austin allows tethering as long as the dog owner is present. Only submit for City of Austin addresses. Use the address of where the dog is tied up as the location. If the animal is in immediate danger of injury or death, APD deems this an emergency call. Please hang up and dial 911 directly. There may be a short wait on the 911 line, stay on the line and your call will be answered in the order it's received. Hanging up on 911 and calling back could delay the assistance you need. If animal does not have proper access to food, water, or shelter, submit an Animal Proper Care service request. Dogs tethered in Travis County (outside Austin city limits) cannot be on a chain and the tether must be attached to a properly fitted collar or harness. If the dog is on a chain or tether and is not attached to a properly fitted collar or harness, contact the Travis County Sheriff's Office 512-974-0845.</p>	<p>Animal Protection will review the request within 3 days and contact you if additional information is needed.</p>
--	-----	-----	--	---

Animal Protection - Found Animal Assistance	N/A	N/A	<p>This service request is used when you find a dog that is in a confined location, and you are unable to keep it until the owner is found. If you would like to keep the dog until the owner is found, submit a Found Pet Animal Protection will review the request within 48 - 72 hours and provide you with your available options and assistance.</p> <p>If reporting a loose dog, submit a Loose Dog service request.</p>	Animal Protection will review the request within 48 - 72 hours and provide you with your available options and assistance.
Animal Protection - Injured/Sick Animal	N/A	N/A	<p>This service request is used to report sick or injured stray animals and wildlife. If the animal is a bird or squirrel, you can take it to the Austin Wildlife Rescue for a quicker response at 5401 E MLK Jr. Blvd or call 512-472-9453, Animal Protection will call you within 2 hours and advise of estimated time of arrival. Please stay with the animal until contacted by Animal Protection.</p> <p>If you are not able to take the bird or squirrel, submit this request. For injured deer, please call Austin 3-1-1 or 512-974-2000. If an animal is already dead, submit a Dead Animal Collection service request. If you are the animals' owner do not submit a service request. Animal owners should contact their Vets office or, if after hours, an emergency vet clinic.</p>	Animal Protection will call you within 2 hours and advise of estimated time of arrival. Please stay with the animal until contacted by Animal Protection.

Animal Protection - Loose Animal Not Dog	N/A	N/A	<p>This service request is used for loose livestock and non-indigenous animals (not native to TX). Animal Protection will not respond to healthy native wildlife (opossums, squirrels, etc.). For bats, raccoons, skunks, or foxes use the Wildlife Exposure service request. For coyotes use the Coyote Complaints service request. If the coyote is actively attacking or attacked a domesticated pet, submit the Wildlife Exposure service request. Animal Protection does not respond to loose chickens, if the chicken is injured/sick, Animal Protection will review the service request within 24 hours.</p> <p>Submit the Injured/Sick Animal service request. If the animal is attacking a person or causing an immediate, imminent threat, 911 deems this an emergency call. Please hang up and dial 911 directly. There may be a short wait on the 911 line, stay on the line and your call will be answered in the order it's received. Hanging up on 911 and calling back could delay the assistance you need.</p>	Animal Protection will review the service request within 24 hours.
--	-----	-----	---	--

Animal Protection - Loose Dog	Loose Dog	N/A	This service request is used to report loose dogs. For assistance with confined dogs, submit a Found (Confined) Dog Assistance service request. If dog is off leash at a park and acting aggressive, call Austin 3-1-1 at 512-974-2000. If dog is currently attacking a person or causing an immediate, imminent threat, 911 deems this an emergency call. Please hang up and dial 911 directly.	Animal Protection responds to these types of requests during normal business hours, Saturday through Sunday from 7:00 AM to 4:00 PM. During normal business hours, Animal Protection will review this request between 2 to 96 business hours.
Animal Protection - Vicious Dog Complaint	N/A	N/A	This service request is used when an animal is attacked by a dog and the resident would like to request an Animal Protection investigation. The location is the address where the complainant lives. If there is an immediate danger to life or safety or a medical emergency, 911 deems this an emergency call. Please hang up and dial 911 directly. There may be a short wait on the 911 line, stay on the line and your call will be answered in the order it's received. Hanging up on 911 and calling back could delay the assistance you need. If reporting a dog biting a human, submit an Animal Bite Service Request.	Animal Protection will contact you within 72 hours.

Animal Protection - Wildlife Exposure	N/A	N/A	<p>This service request is used to report wildlife exposure to bats, foxes, racoons, or skunks. Animal Protection will not respond to wild animals trapped in attics, walls, chimneys, roofs, or other inaccessible areas. If there is an immediate risk of severe injury or death to a human, APD deems this an emergency call. Please hang up and dial 911 directly. There may be a short wait on the 911 line, stay on the line and your call will be answered in the order it's received. Hanging up on 911 and calling back could delay the assistance you need. To report an interaction with a coyote, utilize the Coyote Complaints service request. If the coyote is actively attacking or attacked a domesticated pet, continue with this service request.</p>	Animal Protection will contact you within 2 hours.
Animal Services - Contact Request	N/A	N/A	<p>This service request is used to request contact from the Austin Animal Center regarding animals that have been adopted, impounded, or surrendered. For questions regarding animals that have been adopted from or surrendered to Austin Animal Center, email <a href="mailto:asoanimaladoption@austintexas.gov">asoanimaladoption@austintexas.gov</a>. Only submit service request if caller indicates they do not have email access. If you believe your pet has been impounded by the Austin Animal Center, please visit the center as soon as possible. Only submit a service request if you are unable to go to the Austin Animal Center.</p>	A representative with Animal Services will contact you within 72 hours.



--	--	--	--	--

Pet Resource Center - Assistance Request	Pet Resource Assistance	N/A	This service request is used to assist residents who need resource assistance in caring for their pets. or residents who are fostering a stray until its owner is found and need further assistance caring for the pet, who need resource assistance in caring for their pets.	A representative with the Pet Resource Center will contact you within 3 business days.
Pet Resource Center - Found Pet Report	Found Pet Report	Found Pet Report	This service request is used when someone finds an animal and wishes to keep it until the owner is found. Animal Center staff will create a "Found Report" based on the information submitted that will be made available to resident searching the Austin Animal Center and website for their lost animal. The Found Report will be kept on file for 2 weeks and includes the animal description and picture, if available. Please include as much information as possible to help reunite the lost pet with its owner. Contact information is required and will be provided to animal owners who believe the animal found matches their lost pet. Use location field to capture address, where animal was found.	Austin Animal Center staff will review this request within 3 business days and call you back if additional information is needed.

## Department: Austin Energy

Austin Energy is a community owned utility nonprofit for the City of Austin. Austin Energy's greatest pride is serving over 1700 customers 24 hours a day, 365 days a year. Providing the community with safely delivered clean, affordable, reliable energy with excellent customer service is how Austin Energy strives to be customer driven and community focused.

Call 3-1-1/ 512-974-2000	Austin 3-1-1 Mobile App	Citizen Web Intake (Online)	Service Request Description	Service Level Agreement
AE - Electric Vehicle Station Issues	Electric Vehicle Station Issues	Electric Vehicle Station Issues	This service request is used to report an issue with a Plug-In Austin Electric Vehicle charging station. Austin Energy will review service requests within 3 business days. For safety concerns, call 911. To locate a charging station visit <a href="https://driver.chargepoint.com/">https://driver.chargepoint.com/</a> For issues with the ChargePoint card or mobile application, visit <a href="https://www.chargepoint.com">https://www.chargepoint.com</a> or call 1-888-758-4389. A picture is required to submit the service request.	Austin Energy will investigate the issue within 3 business days.
AE Street Light Issue - Address	Austin Energy Street Light Issues - Address	Austin Energy Street Light Issues - Address	This service request is used to report street lights, moonlight or nightwatchman lights not working. This service request is not used to report traffic signal issues. Austin Energy will investigate the issue within 3 business days. The repair time depends on the problem, most are repaired during the site visit. You may be contacted by phone or email if further information is required.	Austin Energy will investigate the issue within 3 business days.

AE Street Light Issue - No Address	N/A	AE Street Light Issues – No Address	This service request is used to report street lights, moonlight, or night watchman lights not working and no address is available, but there is a pole number. The repair time depends on the problem, most are repaired during the site visit. You may be contacted by phone or email if further information is required.	Austin Energy will investigate this issue within 3 business days.
------------------------------------	-----	-------------------------------------	--	---

**Department: Austin Fire Department (AFD)**

Austin Fire Department is now one of the 20 largest departments in the country, with 52 fire stations located throughout the city and more than 1,200 employees. AFD responds to more than 85,000 calls annually, with approximately 70 percent medical in nature. Other calls include fires, hazardous conditions, and rescues (cave, high-angle, rope, vehicle, structural, etc.). AFD Prevention section does about 25,000 building safety inspections annually; AFD’s firefighters do about 11,000 hydrant inspections per year. AFD’s arrest rate for arsons is four times the national average, and they contain 82 percent of structure fires and 92 percent of apartment fires to their room of origin, meaning less spread and damage.

Call 3-1-1/ 512-974-2000	Austin 3-1-1 Mobile App	Citizen Web Intake (Online)	Service Request Description	Service Level Agreement
AFD – Wildfire Education	Wildfire Education	Wildfire Education	For active fires, contact 911. *DO NOT SUBMIT FOR FIREWORK COMPLAINTS. If this is a fireworks complaint from December 30th - January 1st or July 3rd-5th, submit a Fireworks Complaint Service Request. For any other time of the year, submit a Non Emergency Noise Complaint. * This service request is used to request a wildfire presentation or HIZ (Home Ignition Zone) evaluation by the AFD Wildfire Division. You can have your community property or individual residence evaluated to educate you on ways to reduce the risk of potential wildfire. Your contact information (Name, Phone Number, Email Address, Physical Address) is needed so that the Wildfire Division can make contact and schedule a Home Ignition Zone Evaluation. For overgrown vegetation causing a fire concern, dial 3-1-1.	A representative with AFD will be in contact with you within 2 business days. If you would like more information on wildfire resources, visit: <a href="https://www.austintexas.gov/department/wildfire">https://www.austintexas.gov/department/wildfire</a>

AFD – Fireworks Complaint	Fireworks Complaint	Fireworks Complaint	This service request is used to report fireworks complaints to Austin Fire Department during New Years holiday and 4th of July holiday. If the fireworks complaint is causing an immediate threat to life or safety, contact 911.	Austin Fire Department Non Emergency will review your request within 1 hour. Non Emergency crews will respond, as needed, in marked and unmarked vehicles.
---------------------------	---------------------	---------------------	--	--

**Department: Austin Police Department**

The Austin Police Department works to handle all emergency calls and investigations for the City of Austin. Austin Police Department works to protect the community beyond expectations.

Call 3-1-1/ 512-974-2000	Austin 3-1-1 Mobile App	Citizen Web Intake (Online)	Service Request Description	Service Level Agreement
APD - Non Emergency Collision	Non Emergency Collision	Non Emergency Collision	This service request is used to report minor vehicle collisions. If the collision involves a City of Austin vehicle, injuries, fighting, disabled vehicles on major/high speed roadways, intoxicated drivers, drivers without license or insurance, or bicyclists hit by a vehicle, contact 911. Do not submit service request. In a minor accident all involved parties should fill out a Driver’s Crash Report (Blue Form) and save it for their records. The form should include the name, address, insurance, and license plate (or VIN) information from all parties involved. Do not submit service request. Residents are encouraged to file this report online at <a href="http://ireportaustin.com">ireportaustin.com</a> or download the CaseNumber.com app on Google Play or Apple Store. Residents can also dial 512-291-5695 to receive a direct link via text to download the app.	Austin Police Department Non-Emergency will review your request within 14 days. Non-Emergency callbacks are not made between the hours of 10pm and 8am. If your callback timeframe falls between those hours, you will receive a callback the following day after 8am. Austin Police Department will make 2 attempts to contact you. If you miss both calls, you will need to call us back to start the process over.

APD - Non Emergency Evidence/Property	Non Emergency Evidence/Property	Non Emergency Evidence/Property	This service request is used to assist residents who are calling regarding found property or criminal evidence. Contact information is required for this service request.	Austin Police Department Non-Emergency will review your request within 14 days. Non-Emergency callbacks are not made between the hours of 10pm and 8am. If your callback timeframe falls between those hours, you will receive a callback the following day after 8am. Austin Police Department will make 2 attempts to contact you. If you miss both calls, you will need to call us back to start the process over.
APD - Non Emergency Existing Police Report	Non Emergency Existing Police Report	Non Emergency Existing Police Report	This service request is used to follow up on an existing police report. Contact information is required for this service request. Use Incident Report Database at <a href="https://services.austintexas.gov/police/reports/index.cfm">https://services.austintexas.gov/police/reports/index.cfm</a> to find investigator information. If unable to locate, continue with service request.	Austin Police Department Non-Emergency will review your request within 14 days. Non-Emergency callbacks are not made between the hours of 10pm and 8am. If your callback timeframe falls between those hours, you will receive a callback the following day after 8am. Austin Police Department will make 2 attempts to contact you. If you miss both calls you will need to call us back to start the process over.

<p>APD - Non Emergency Family Protection/Child Custody</p>	<p>Non Emergency Family Protection/Child Custody</p>	<p>Non Emergency Family Protection/Child Custody</p>	<p>This service request is used to report violations of restraining orders and child custody disputes. If a violation of a protective order and/or a disturbance is occurring, contact 911 and do not submit service request. If a custody order has been issued, both parties are not on the scene and you need a police report to document the violation, residents are encouraged to file this report online at <a href="http://ireportaustin.com">ireportaustin.com</a> or download the CaseNumber.com app on Google Play or Apple Store. Residents can also dial 512-291-5695 to receive a direct link via text to download the app.</p>	<p>Austin Police Department Non-Emergency will review your request within 14 days. For restraining order issues, Austin Police Department Non-Emergency will review your request and call back within 6 hours. Non-Emergency callbacks are not made between the hours of 10pm and 8am. Austin Police Department will make 2 attempts to contact you. If you miss both calls you will need to call us back to start the process over.</p>
<p>APD - Non Emergency Miscellaneous</p>	<p>N/A</p>	<p>N/A</p>	<p>This service request is used to capture non-emergency inquiries that are not already categorized within an existing service request.</p>	<p>Austin Police Department Non-Emergency will review your request within 14 days if no callback is requested. If a callback is requested, Austin Police Department will review your request and call you back within 14 days. If the caller knows someone has a warrant and requests a callback, Austin Police Non-Emergency will review request and call back within 6 hours. Non-Emergency callbacks are not made between the hours of 10pm and 8am. The Austin Police Department will make 2 attempts to contact you. If you miss both calls you will need to call us back to start the process over.</p>



<p>APD - Non Emergency Noise/Alarm</p>	<p>Non Emergency Noise Complaint</p>	<p>Non Emergency Noise/Alarm</p>	<p>This service request is used to report noise complaints. These issues include animal noise, car alarms, loud people, construction noise, loud music, or other noise issues. If this is a fireworks complaint from December 30th - January 1st or July 3rd - 5th, submit a Fireworks Complaint service request and do not submit this service request. If you hear threats, arguments or disturbance, gunshots seen or heard, a home, business facility or unknown alarm is in progress, car alarms if you can see damage or suspect nearby, Austin Police Department deems this as an emergency, contact 911.</p>	<p>Austin Police Department Non-Emergency will review your request within 14 days. For car alarm noise issues, Austin Police Department Non-Emergency will review your request and call back within 6 hours. Non-Emergency callbacks are not made between the hours of 10pm and 8am. If your callback timeframe falls between those hours, you will receive a callback the following day after 8am. Austin Police Department will make 2 attempts to contact you. If you miss both calls you will need to call us back to start the process over.</p>
<p>APD - Non Emergency Officer Contact Request</p>	<p>Non Emergency Officer Contact Request</p>	<p>Non Emergency Officer Contact Request</p>	<p>This service request is used to assist residents/visitors who need to speak with an Austin Police Department Officer/Investigator or speak to Austin Police Department regarding a general issue.</p>	<p>Austin Police Department Non-Emergency will review your request and call you back within 14 days. If you are requesting to speak with a specific officer or an officer that has left the scene within the last hour, Austin Police Department Non-Emergency will review your request within 2 hours and forward your information to the requested officer. Non-Emergency callbacks are not made between the hours of 10pm and 8am. If your callback timeframe falls between those hours, you will receive a callback the following day after 8am. Austin Police Department will make 2 attempts to contact you. If you miss both calls you will need to call us back to start the process over.</p>

APD - Non Emergency Request Police Report	N/A	N/A	This service request is used for residents who need to request a callback from Austin Police Department Non-Emergency for assistance in creating an Austin Police Department Police Report.	Unless otherwise indicated, Austin Police Department Non-Emergency will review your request and call you back within 14 days. Non-Emergency callbacks are not made between the hours of 10pm and 8am. If your callback timeframe falls between those hours, you will receive a callback the following day after 8am. Austin Police Department will make 2 attempts to contact you. If you miss both calls you will need to call us back to start the process over
APD - Non Emergency Vehicle Issues	Non Emergency Vehicle Issues	Non Emergency Vehicle Issues	This service request is used to assist with vehicle related issues, such as borrowed and not returned, illegally parked or suspicious vehicle. For vehicles blocking traffic on any roadway, contact 911. Do not submit service request. For junked or abandoned vehicles call Austin 311 or 512-974-2000. For parking violations such as ADA, residential parking violations, and time limit violations, use the Parking Violation service request.	Austin Police Department Non-Emergency will review your request within 14 days. and call you back as needed. Non-Emergency callbacks are not made between the hours of 10pm and 8am. If your callback timeframe falls between those hours, you will receive a callback the following day after 8am. Austin Police Department will make 2 attempts to contact you. If you miss both calls you will need to call us back to start the process over.
APD - Vehicle Abatement Callback Request	Vehicle Abatement Callback Request	Vehicle Abatement Callback Request	This service request is used when a resident/visitor is requesting a callback from Austin Police Department Vehicle Abatement regarding a police notice placed on their vehicle as well as other issues such as requests for extensions.	Vehicle Abatement will review this service request within 2 business days.

APD - Vehicle Abatement Report	Junked/Abandoned Vehicles	Austin Police Department Vehicle Abatement Report	<p>This service request is used to allow residents to report abandoned, junked or nuisance vehicles either on public or private property. If you are reporting multiple vehicles, you will need to submit one service request for each vehicle.</p> <p>For a vehicle to be removed from your private property, you will need an affidavit signed and notarized. Visit <a href="http://austintexas.gov/departments/vehicle-abatement">austintexas.gov/departments/vehicle-abatement</a> for further information. Vehicle Abatement cannot remove a car that is legally parked on a public street, even if the vehicle is parked in front of someone's home. If you are not sure if the vehicle is illegally parked, call 311 for assistance.</p>	Austin Police Department Vehicle Abatement will make every effort to review this issue within 60 calendar days. However, depending on the current workload it may take longer.
--------------------------------	---------------------------	---	---	--

**Department: Austin Public Health**

Protecting the well-being of all through disease prevention, wellness promotion is the mission of Austin Public Health. APH believes in protecting the community from environmental health hazards while strengthening collaborations and partnerships that advance community health in all policies.

Call 3-1-1/ 512-974-2000	Austin 3-1-1 Mobile App	Citizen Web Intake (Online)	Service Request Description	Service Level Agreement
APH - Community Connections Coronavirus	N/A	N/A	This service request is used when a callback is clearly being requested. If call is regarding any other service, do not complete this service request. Participant information is required.	A request for contact will be submitted to the appropriate department who will contact you within 2 business days.
APH - Environmental Health Services - City	Environmental Health Services - City	Environmental Health Services - City	This service request is used to report Environmental Health issues in the City of Austin. If the issue is in the county or a neighboring community use the Environmental Health Services - County service request. Do not	Environmental Health Services will begin investigation or contact resident within 3 business days.

			submit the service request if you are reporting food borne illness. Please call the Austin Public Health-Epidemiology Division at 512-972-5555. Sewer leaks, water main breaks, water leaks, water outages, high/low water pressure should be report to Austin Water Dispatch Customer Service Center at 512-972-1000.	
APH - Environmental Health Services - County	Environmental Health Services - County	Environmental Health Services - County	This service request is used to report Environmental Health issues in the county and surrounding area of Austin. If the issue is in the City of Austin use the Environmental Health Services - City service request. Do not submit the service request if you are reporting food borne illness. Please call the Austin Public Health-Epidemiology Division at 512-972-5555. Sewer leaks, water main breaks, water leaks, water outages, high/low water pressure should be report to Austin Water Dispatch Customer Service Center at 512-972-1000.	Environmental Health Services will begin investigation or contact resident within 3 business days.

APH - Graffiti Abatement - Public Property	Graffiti Abatement – Public Property	Graffiti Abatement - Public Property	This service request is used to report graffiti or tagging on City of Austin public property. Various City of Austin Departments work collaboratively to remove graffiti and may provide recycled paint for removal. Please submit one request per address and provide a detailed description of the location of graffiti. If vandalism, including graffiti, is in progress, please call 9-1-1. To report graffiti on the assets listed, submit the following service request: Traffic Sign: Sign-Traffic Sign Maintenance service request Lady Bird Lake Bridge/Pflugers Bridge: Park Grounds Maintenance service request.	Austin Public Health will review the service request within 5 business days.
APH - Health Equity Line	COVID Vaccination Inquiry	COVID Vaccination Inquiry	This service request is used to submit questions regarding appointments, testing, registration, or account information to APH Health Equity Division. Reporter information is required for this service request.	This service request will be reviewed within 2 business days.

**Department: Austin Resource Recovery (ARR)**

Austin Resource Recovery (ARR,) is all about keeping The City of Austin clear with a commitment to zero waste by reducing trash in landfills by 90% by 2040. In collecting trash, compost, recycling, large brush, bulk items, and even deceased animals ARR is keeping Austin clean. ARR sweeps the streets and safely disposes of hazardous waste, while making sure Austin’s methods for repurposed and recycled resources are in the forefront of ARR’s vision.

Call 3-1-1/ 512-974-2000	Austin 3-1-1 Mobile App	Citizen Web Intake (Online)	Service Request Description	Service Level Agreement
ARR - Brush	N/A	N/A	This service request is used to report missed collection on brush pick up or to request an out of cycle collection of brush. The account holder, or authorized representative as listed on	Austin Resource Recovery will usually pick up items within 2 business days. If a 2nd pick-up attempt is needed, that will happen within an additional 2 business days.

			the account with City of Austin Utilities, will need to report services related to brush collection.	
ARR - Bulk	N/A	N/A	This service request is used to report missed collection on bulk pick up or to request an out of cycle collection of bulk. The account holder, or authorized representative as listed on the account with City of Austin Utilities, will need to report services related to brush collection.	Austin Resource Recovery will usually pick up items within 2 business days. If a 2nd pick-up attempt is needed, that will happen within an additional 2 business days.
ARR - Compost	N/A	N/A	This service request is used to report compost collection related issues. The account holder, or authorized representative as listed on the account with City of Austin Utilities, will need to report services related to brush collection.	Austin Resource Recovery will contact you, within 3 business days, to verify account holder information before picking up.
ARR - Dead Animal Collection	Dead Animal Collection	Dead Animal Collection	This service request is used to report dead animals that need collection on city-maintained street, right-of-way, and within the Austin Resource Recovery service area. An intersection should not be used as the location for this service request. Austin Resource Recovery needs a street address to pick up.	Austin Resource Recovery will pick up the animal within 1 business day. If a 2nd pick-up attempt is needed, that will happen within as additional business day.
ARR - Employee Behavior	Austin Resource Recovery – Employee Behavior	Austin Resource Recovery – Employee Behavior	This service request is used to report Austin Resource Recovery employee behavior items. If reporting property damage or injury, submit an ARR - Property Damage/Injury Report service request instead. Do not use it at an intersection to validate this service request. Austin Resource Recovery needs a street address.	Austin Resource Recovery will review the request within 2 business days.

ARR - Escalation	N/A	N/A	This service request is for internal use only between Austin 3-1-1 and Austin Resource Recovery (ARR). The service request is to capture escalations from residents that have previously submitted an ARR service request and have not received communication and/or updates from the department on the initial service request made. This service request is to be entered by Helpline/Command Center staff only.	Austin Resource Recovery will review this request and contact you within 2 business days, if requested.
ARR - Garbage	N/A	N/A	This service request is used to report garbage collection related issues. The account holder, or authorized representative as listed on the account with City of Austin Utilities, will need to report services related to brush collection.	Austin Resource Recovery will usually pick up items within 2 business days. There are Saturday pickups for missed garbage.
ARR - General	N/A	N/A	This service request is used to report an Austin Resource Recovery (ARR) issue that does not fit any of the other ARR service request types. This could include specific questions related to collections or to follow up on previously submitted service requests.	Austin Resource Recovery will review this request and contact you within 2 business days, if requested.
ARR - Homeless - Violet Kiosk and Storage Carts	Homeless – Violet Kiosk and Storage Carts	Homeless – Violet Kiosk and Storage Carts	This service request is to capture requests for items related to Homeless Violet Bag Kiosk and to request additional storage carts from Austin Resource Recovery. Any other items refer to the 311 Homelessness service request.	Austin Resource Recovery will review this request and contact you within 2 business days, if requested.

ARR - Household Hazardous Waste	N/A	N/A	This service request is used to request household hazardous waste pick up for residents. Austin Resource Recovery customers are able to schedule 3 on-call household hazardous waste collections per year.	Austin Resource Recovery will contact you to schedule your pick-up date within 2 business days. Do not set out your household hazardous waste until you are instructed to do so.
ARR - On Call Brush	N/A	N/A	This service request is used to request brush pickup for residents within the on-call brush routes 3 and 7 only. Austin Resource Recovery customers are able to schedule 3 on-call brush collections per year. The account holder, or authorized representative as listed on the account with City of Austin Utilities, will need to report services related to brush collection.	Austin Resource Recovery will contact you to schedule your pick-up date within 2 business days. Do not set out your brush until you are instructed to do so.
ARR - On Call Bulk	N/A	N/A	This service request is used to request bulk pickup for residents within the on-call bulk routes. The account holder, or authorized representative as listed on the account with City of Austin Utilities, will need to report services related to brush collection.	Austin Resource Recovery will contact you to schedule your pick-up date within the next 2 business days. (If email address is provided, residents will be contacted via email from Austin Resource Recovery). Please do not set out your items until you are instructed to do so.
ARR - Pet Search	Austin Resource Recovery – Pet Search	Austin Resource Recovery – Pet Search	This service request is used to report that a resident's animal is missing and request Austin Resource Recovery to perform a search of dead animals collected.	Austin Resource Recovery will review their logs and call you back within 2 business days. If there were tags on collar, Austin Resource Recovery will contact the number on the tags.
ARR - Property Damage Report	Austin Resource Recovery – Property Damage Report	Austin Resource Recovery – Property Damage Report	This service request is used to report any alleged property damaged that might have been caused by an Austin Resource Recovery employee. Do not use an intersection to validate this service request. Austin Resource Recovery needs the street address.	Austin Resource Recovery will investigate and contact you within 2 business days, if requested.
ARR – Recycling	N/A	N/A	This service request is used to report recycling collection related issues.	Austin Resource Recovery will usually pick up items within 2 business days.



ARR – Special Services	N/A	N/A	This service request is used for residents wanting to start/stop special services collection request with Austin Resource Recovery. Confirmation using the Viewer is required for the service request.	<p>Start services: Austin Resource Recovery will mail an application to start special service pick up. Temporary collection will begin while waiting for the signed application to be returned. Customers have 90 days to return the signed application.</p> <p>Stop Services: Austin Resource Recovery will remove your address from the special services collection list.</p>
ARR – Spillage Trash/Fluids	Austin Resource Recovery – Spillage Trash/Fluids	Austin Resource Recovery – Spillage Trash/Fluids	This service request is used to report fluid or trash spillage from an Austin Resource Recovery collection truck. If you are entering an intersection, please provide street block number. Example: 1900 South Lamar or 1300 West Mary.	Austin Resource Recovery addresses these types of requests as soon as possible; however, it can take up to 2 business days.
ARR- Storm Debris Collection	<p>Storm Debris Collection</p> <p>This service request is active after a storm event.</p>	<p>Storm Debris Collection</p> <p>This service request is active after a storm event.</p>	This service request is used to request pickup of bulk and brush items that have been damaged due to the recent weather events. Items must be separated into brush/yard debris and bulk debris. Items must be ready for pick up before request is entered. Weather event collection will be available for a limited time.	Collection time will extend past the normal 10–14-day collection timeframe given for this request.
ARR – Street Sweeping	Street Sweeping	Street Sweeping	This service request is used to report city streets that need to be cleaned. This would include items such as general litter, glass, and dirt.	Austin Resource Recovery will investigate and resolve the issue within 3 to 5 business days. If a 2nd sweep attempt is needed, that will happen within an additional 2 business days.

## Department: Austin Transportation and Public Works Department (TPWD)

The City of Austin Transportation and Public Works Department (TPWD) is a department of the City of Austin responsible for a variety of transportation, mobility, and safety functions throughout the community. TPW works with all modes of transportation and many Austin-area partners and agencies to deploy an all-ages and abilities network, as well as ensure the transportation network is reliable, safe, and well-maintained for all users.

### Transportation

Call 3-1-1/ 512-974-2000	Austin 3-1-1 Mobile App	Citizen Web Intake (Online)	Service Request Description	Service Level Agreement
ATD - Bicycle & Pedestrian Issues	N/A	Bicycle & Pedestrian Issues	This service request is used to request new bicycle lanes within the City of Austin. If you are reporting someone violating the No Parking sign, submit the Parking Violation Enforcement service request. Austin Transportation Department will review this service request within 10 business days.	Austin Transportation Department will review this service request within 10 business days.
ATD - Booting Complaint	N/A	Booting Complaint	This service request is used to report complaints or issues related to booting companies on private property. If you are in immediate danger or harm, please call 9-1-1. If there is a Municipal Court sticker on your car contact Municipal Court to set up payment options or to release your vehicle. To expedite the release of your vehicle, call Boot/Tow 24hr hotline at 512-974-4821 immediately and have you credit card or debit card available to make payment. Austin Transportation will review the service request within 2 business days.	Austin Transportation will review the service request within 2 business days. Austin Transportation will review the service request within 2 business days.

ATD - Construction Concerns in Right of Way	Construction Concerns in Right of Way	Construction Concerns in Right of Way	This service request is used to submit construction concerns in the City of Austin Right of Way. For concerns on highways or frontage roads, contact Texas Department of Transportation at 512-832-7000. Provide specific details of concern allowing staff to handle more efficiently. Austin Transportation will review the service request within 7 business days.	Austin Transportation will review the service request within 7 business days.
ATD – Dig Tess Request	N/A	N/A	This service request is used to report digging within 2 hours or digging that is in progress line hit. You must submit locations with intersections whenever possible. Do not submit this service request for any work greater than 2 hours in advance.	Austin Transportation will investigate the request within 3 hours. Austin Transportation will investigate within 72 hours.
ATD - Lane/Road Closure Notification	Lane/Road Closure Notification	N/A	This service request is used by contractors to report emergency routine or updates to the right of way closures on sidewalks, bike lanes, travel lanes and/or full roadway closures. This service request is routed to the appropriate departments for notification purposes only.	This service request is routed to the appropriate departments for notification purposes only.
ATD - Parking Machine Issue	N/A	ATD - Parking Machine Issue	This service request is used to request maintenance on Multiple Space Pay Stations.	Parking machine issues will be reviewed within 1 business day.
ATD - Parking Sign Maintenance	Parking Sign Maintenance	Parking Sign Maintenance	This service request is used to report issues with city-maintained parking signs. To request a new parking sign of any type use the Traffic Sign New Service Request. To report violations of existing parking signs use the Parking Violation Enforcement service request. For	Sign maintenance requests typically require up to 21 days for completion.

			Illegal Dumping signs call Austin 3-1-1 or 512-974-2000. Allow Austin Transportation Department up to 21 days for completion.	
ATD - Parking Violation Enforcement	Parking Violation Enforcement	Parking Violation Enforcement	This service request is used to report Parking Violations Monday Tuesday 7:30AM - 6PM, Wed Fri 7:30AM-11:30PM and Saturday 10AM - Midnight. For parking issues after hours, submit a Non-Emergency - Vehicles Issues service request. Allow up to 3 business days for Austin Transportation to respond to the issue.	Allow up to 3 business days for Austin Transportation to respond to issue.

<p>ATD - Pay-by-Phone App</p>	<p>Pay-by-Phone App</p>	<p>Pay-by-Phone App</p>	<p>This service request to used to capture questions or concerns regarding paid parking with the Austin Transportation Departments Pay-by-Phone App. Information is collected for tracking purposes. You may be contacted if additional information is needed. If needed, someone from the department will contact you within 5 business days. For app issues, contact ParkATX tech issues customer service number: (704) 817-2500 and email support@passportinc.com</p>	<p>If needed, someone from the department will contact you within 5 business days, excluding holidays.</p>
<p>ATD - Road Markings/Striping - Maintenance</p>	<p>Road Markings/Striping - Maintenance</p>	<p>Road Markings/Striping - Maintenance</p>	<p>This service request is used to report existing marking/striping maintenance requests on City of Austin streets only. To request new markings submit the Road Markings/Striping New service request. Any request for highways/frontage roads contact TxDOT at 512-832-7000. Allow Austin Transportation Department up to 60 business days for competition. Contact information is recommended is Austin Transportation Department needs to contact you.</p>	<p>Please allow up to 60 days for completion.</p>
<p>ATD - Road Markings/Striping - New</p>	<p>Road Markings/Striping - New</p>	<p>ATD - Road Markings/Striping - New</p>	<p>This service request is used to request new markings/striping on City of Austin maintained streets only. If the issue is regarding faded markings or needed maintenance enter the Road Markings/Striping Maintenance service request. If the road was paved more than 2-3 weeks ago enter the Road Markings/Striping Maintenance Service Request. Any requests on highways/frontage roads contact TxDOT at 512-832-7000. New requests</p>	<p>New requests typically require 8-10 weeks to evaluate.</p>

			typically require 8-10 weeks to evaluate. Contact information is required.	
ATD - School Zone Beacon - Maintenance	School Zone Beacon - Maintenance	School Zone Beacon - Maintenance	This service request is used to report timing and maintenance issues with school zone beacons. Traffic Signal staff will be notified and investigate within 1 business day.	Traffic signal staff will be notified and investigated within 1 business day.
ATD - School Zone Sign Maintenance	Sign – School Zone Sign Maintenance	School Zone Sign Maintenance	This service request is used to report issues with existing school zone signs. To request new or modify school zone signs, use the Traffic Sign New service request. For school zone beacon issues, enter a School Zone Beacon - Maintenance service request. Allow Austin Transportation up to 21 days for completion.	Please allow up to 21 days for completion.
ATD - Shared Micromobility	Shared Micromobility	Shared Micromobility	Shared Micromobility issues are sent to the permitted service provider. This service request is used to report issues involving accessibility and waterways. If you see a toppled device, please reposition it if possible. Safe mobility is in the hands of our community. The Austin Transportation Department in partnership with Shared Micromobility service provider, will review within 3 business days.	The Austin Transportation & Public Works Department, in partnership with Shared Micromobility service provider, will review within 3 business days.

ATD - Special Event	Special Event	Special Event	<p>This service request is used for tracking purposes only and to report inquiries regarding a Special Event or Neighborhood Block Party in the City of Austin. If the department needs any additional information, they will follow up within 5 business days. If the loud music is coming from an indoor commercial venue, music festival, residence, house party or vehicle, submit the APD Non Emergency Noise/Alarm service request. If coming from an outdoor commercial venue, submit DSD - Outdoor Commercial Venue Complaint.</p>	<p>If the department needs any additional information, they will follow up within 5 business days.</p>
ATD - Speed Management	Speed Management	Speed Management	<p>This service request is used to request speed limit signs or speed management options. This service request should be submitted when reporting in residential neighborhoods only. If you would like to be contacted, a phone number and/or email address must be provided. For additional program information, visit <a href="http://www.austintexas.gov/speedmangement">www.austintexas.gov/speedmangement</a>. If additional information is needed, Transportation Engineering may contact you within 10 business days.</p>	<p>If additional information is needed, Transportation Engineering may contact you within 10 business days.</p>

ATD - Street Name Sign Maintenance	Street Name Sign Maintenance	Street Name Sign Maintenance	This service request is intended for reporting problems with street name signs only. For signs that are blocking sidewalks/roadways or broken and protruding from the ground, please call Austin 3-1-1 or 512-974-2000. Please allow up to 12 weeks for missing signs to be replaced, and up to 2 weeks for trimming obstruction vegetation. Contact information is recommended.	Please allow up to 12 weeks for missing signs to be replaced and up to 2 weeks for trimming obstructing vegetation.
------------------------------------	------------------------------	------------------------------	--	---



ATD - Traffic Sign Emergency	N/A	N/A	This service request is used to report issues with signs that are critical regulatory signs such as "Stop", "Yield", "One-Way", "Do Not Enter" or any sign that has a broken pole protruding from the ground (potential tripping hazard), pole obstructing a sidewalk or a roadway. If sign is on a signal wire, change SR type to ATD Traffic Sign Maintenance. TxDOT maintains all sign issues on TxDOT highways and frontage roads, except street name signs.	Please allow 4-8 hours for completion if the sign issue type is regarding: Damaged, Hanging, Missing, Obstruction, On Ground, Reversed/Facing Wrong Direction or Tree Limbs Blocking Sign.
ATD - Traffic Sign Maintenance	Traffic Sign Maintenance	Traffic Sign Maintenance	This service request is used to request maintenance on existing, non-emergency traffic signs. For new sign requests, use the Sign New service request. Do not submit this service request for sign issues on TxDOT roads, instead call TxDOT at 512-832-7000. To request a new dumping sign call Austin 3-1-1 or 512-974-2000. Allow Austin Transportation Department up to 21 days for completion.	Please allow up to 21 days for completion.
ATD - Traffic Sign New	Traffic Sign New	Traffic Sign New	This service request is used to report for a new traffic sign at a particular location. To report an existing traffic sign in need of maintenance, or illegal dumping sign, use the appropriate sign maintenance service request or call Austin 3-1-1 or 512-974-2000. New sign requests typically require 8-10 weeks for evaluation.	New sign requests typically require 8-10 weeks for evaluation.

ATD - Traffic Signal - Modification	Traffic Signal - Modification	Traffic Signal - Modification	This service request is used to request changes to existing Traffic Signals, Pedestrian Crossings and Warning Beacons. Austin Transportation Department will contact you within 45 business days.	Austin Transportation will contact you within 45 business days.
ATD – Traffic Signal – New	Traffic Sign – New	Traffic Signal – New	This service request is used to request a new Traffic Signal, Pedestrian Crossing, Warning Beacons or Dynamic Message Sign (DMS). Austin Transportation Department will contact you within 45 business days.	Austin Transportation will contact you within 45 business days.

ATD - View Obstruction and Fencing at Intersection	View Obstruction and Fencing at Intersection	View Obstruction and Fencing at Intersection	This service request is used to report obstructions at intersections on City of Austin publicstreets only. This does not apply to private streets and driveways. For sign issues on highways or frontage call TXDOT at 512-832-7000. The concern will be reviewed by Transportation Engineering within 14 business days. Contact information is required in case transportation Engineering needs to contact you with additional questions to address your request.	An inspector will investigate the issue within 14 business days.
--	--	--	---	--

### **Public Works**

<b>Call 3-1-1/ 512-974-2000</b>	<b>Austin 3-1-1 Mobile App</b>	<b>Citizen Web Intake (Online)</b>	<b>Service Request Description</b>	<b>Service Level Agreement</b>
PW – School Issues – Crossing Guard	School Issues – Crossing Guard	School Issues – Crossing Guard	This service request is used to report any type of issues in reference to Crossing Guards.	Safe Routes to School will review your request and contact you within 5 business days, if requested.
PWD - Mowing Medians	Mowing Medians	Mowing Medians	This service request is used to report medians that need to be mowed due to high grass/weeds or if vegetation debris is left in the median after mowing.	Public Works will respond within 21 calendar days.

PWD - Tree Issue Right of Way	Tree Issue Right of Way	Tree Issue Right of Way	This service request is used to report issues with a tree in the ROW (Right-of-Way). Issues with trees along state highways and frontage roads should be reported to TXDOT at 512-832-7000. Trees on private property are the responsibility of the property owner to maintain.	Public Works will respond within 21 calendar days.
SBO – Alley & Unpaved Street Maintenance	N/A	Alley & Unpaved Street Maintenance	This service request is used to report maintenance issues in alleys or unpaved streets.	Street and Bridge will review the request within 90 calendar days.
SBO – Bridge Repair	N/A	Bridge Repair	This service request is used to report problems on city-maintained bridges which do not pose an immediate hazard. Common concerns include guardrail issues, structural issues, erosion, and cosmetic concerns.  For issues on highways/frontage roads, contact TxDOT at 512-832-7000.	Street and Bridge will review the request within 90 business days.
SBO – Curb/Gutter Repair	Curb/Gutter Repair	Curb/Gutter Repair	This service request is used to report issues with curbs or gutters along a street or sidewalk which do not pose an immediate hazard, such as damaged or cracked curbs.	Street and Bridge will investigate the reported issue and temporarily make hazards safe within 2 business days. In most cases, the permanent repair will be added to the future request list however, funds are limited.

SBO – Debris in Street	Debris in Street	Debris in Street	<p>This service request is used to report debris on streets that are maintained by the city only. Street and Bridge do not maintain private streets. If the debris is diverting traffic, contact 911.</p> <p>For issues on highways or frontage roads, contact TxDOT at 512-832-7000.</p>	Street and Bridge will investigate within 2 calendar days.
SBO – Guardrail New/Repair	Guardrail New/Repair	Guardrail New/Repair	<p>This service request is used to report existing guardrails which have been damaged, such as in a traffic accident, or to request a new guardrail.</p> <p>For issues on highways/frontage roads, contact TxDOT at 512-832-7000.</p>	Street and Bridge will review this request within 180 business days.
SBO – New Sidewalk/Curb Ramp/Route	New Sidewalk/Curb Ramp/Route	New Sidewalk/Curb Ramp/Route	This service request is used to request new sidewalks, new curb ramps, and information on ADA policies related to sidewalks.	Street and Bridge will contact you within 30 business days regarding your request.
SBO – Obstruction in the Right of Way	Obstruction in Right of Way	Obstruction in Right of Way	This service request is used to report obstructions in the right of way.	Street and Bridge will review the request within 14 business days.
SBO – Pavement Failure	Pavement Failure	Pavement Failure	This service request is used to report surface problems (other than potholes) on city-maintained streets. Common issues include rough or bumpy surfaces, undermined or sunken surfaces and buckling or cracking pavement.	Street and Bridge will review requests within 21 calendar days.
SBO – Pothole Repair	Pothole Repair	Pothole Repair	<p>This service request is used to report a pothole(s) on paved city streets only.</p> <p>Potholes on TXDOT maintained roads should be reported to TxDOT at 512-832-7000. Potholes between rails of a railroad should be reported to the railroad company.</p>	Street and Bridge will review the request within 7 calendar days.
SBO – Roadway Spillage	Roadway Spillage	Roadway Spillage	This service request is used to report any roadway spillage, not related to Austin Resource Recovery, on City of Austin maintained streets. If spillage is diverting traffic, contact 911. For spillage issues on highways and frontage roads, contact TxDOT at 512-832-7000.	Street and Bridge will investigate within 2 calendar days.

SBO – Sidewalk Repair	Sidewalk Repair	Sidewalk Repair	<p>The service request is used to report issues with sidewalk.</p> <p>To report sidewalk issues along toll roads, contact TxDOT.</p>	<p>Street and Bridge will review the request. Hazardous situations will be made safe with an asphalt level-up or other means within 24 hours. Permanent concrete repairs will be made as resources become available. For locations where repairs are not made in the near-term, a database of outstanding repair requests will be maintained.</p>
SBO – Street and Bridge Miscellaneous	Street and Bridge Miscellaneous	Street and Bridge Miscellaneous	<p>This service request is used to report general inquiries for Street and Bridge.</p> <p>For issues on highways or frontage roads, contact TxDOT at 512-832-7000.</p>	<p>Street and Bridge will review the request within 30 calendar days.</p>
SBO – Street Resurfacing	Street Resurfacing	Street Resurfacing	<p>This service request is used to report a City of Austin maintained street that needs resurfacing.</p> <p>This service request is not used to report potholes.</p> <p>For highways or frontage roads, contact TxDot at 512-832-7000.</p>	<p>Street and Bridge will review the request within 21 calendar days. Street and Bridge may contact you, if needed.</p>
SBO – Utility Cut Repair	Utility Cut Repair	Utility Cut Repair	<p>This service request is used to report utility cuts, made by the City of Austin, that need attention.</p> <p>Most issues about construction in the street should be referred to Right of Way Management at 512-974-7180. Austin Water Utility should be contacted at 512-972-1000 if the issue was a water line repair. If it is still unclear on who performed the work, continue with the service request.</p>	<p>Street and Bridge will typically investigate within 7 calendar days.</p>

**Department: Austin Water (AW)**

Drawing water from the Colorado river, Austin Water AW) strives to ensure the quality and safety of water used in homes and businesses throughout The City of Austin. With 3 regional treatment locations, AW is committed to providing safe, reliable, and high-quality water for consumption use daily.

<b>Call 3-1-1/ 512-974-2000</b>	<b>Austin 3-1-1 Mobile App</b>	<b>Citizen Web Intake (Online)</b>	<b>Service Request Description</b>	<b>Service Level Agreement</b>
AW - Water Conservation Violation	Water Conservation Violation	Water Conservation Violation	This service request is used to report water conservation violations at residential or commercial properties. Watering restrictions are in effect. Visit <a href="https://austintexas.gov/department/find-your-watering-day">https://austintexas.gov/department/find-your-watering-day</a> for current watering restriction information. Water emergencies or main water breaks should be reported to Austin Water Customer Service Center Dispatch at 512-972-1000.	Allow Water Conservation 10 calendar days to send notices and for issues to be corrected.

AW - Water Related Issues	Water Related Issues	Water Related Issues	This service request is used to report bees in water meters, taste, discoloration, manhole issues and sewer odor. Reports of sewer leaks, water main, high/low water pressure should be reported to Austin Water Dispatch Customer Service Center at 512-972-1000. Do not submit this request for lids on Storm Drain Inlets. For lids on private property/easement, the property owner is responsible for maintaining. If issues are occurring within an apartment complex, apartment maintenance must be contacted to resolve the issue.	This issue will be investigated in 1 to 3 business days.
---------------------------	----------------------	----------------------	--	--



AW – Water Emergency Water Issues (Seasonal service request activated by Austin Water during emergency water situations.)	Emergency Water Issues	Emergency Water Issues	This service request is report water emergency issues to Austin Water Customer Service Center. This service request is only activated during situations that Austin Water deems are emergency events. If an issue is occurring within an apartment complex, apartment maintenance should be notified.	This request will be forwarded to Austin Water for investigation. Crews will be dispatched according to severity.
AW - Water Theft Report	N/A	Water Theft Report	This service request is used to report water theft from a fire hydrant and for any illegally accessed water meters or bypassing water meters. This is for residential or commercial locations.	Austin Water will investigate within 5 business days.

**Department: Communications and Public Information Office (CPIO)**

The Communications and Public Information Office fosters positive relationships with local and national media, and provides timely, proactive and responsive information to media inquiries; creates opportunities for the community to engage in the decision-making processes of the City of Austin; and actively promotes City projects, programs and initiatives.

Call 3-1-1/ 512-974-2000	Austin 3-1-1 Mobile App	Citizen Web Intake (Online)	Service Request Description	Service Level Agreement
-----------------------------	----------------------------	--------------------------------	-----------------------------	-------------------------

CPIO – Community Voices	Community Voices	Community Voices	This service request is used to capture feedback regarding a City of Austin meeting, event, or initiative. To report an issue or make a request that is not related to a current City of Austin meeting, event, or initiative, use the "Other" service request type.	The Community Engagement team will contact you within 5 business days.
-------------------------	------------------	------------------	--	--

**Department: Development Services Department (DSD) /Austin Code Department (ACD)**

The Development Services department’s goal is to provide excellent customer service while conducting timely plan review and inspections, properly stewarding financial resources by protecting Austin’s tree canopy, conducting timely plan reviews and inspection. This supports ACD’s vibrant community through responsible development. ACD wants to preserve the beauty of Austin while evolving to the future.

By educating and collaborating with the community at large Austin Code, makes sure Austin is a safe and livable city. This is done by working with neighborhoods, businesses, nonprofits and residents alike. ACD works to provide a safe environment, with strong community relations that ensure fair and just administration.

**Development Services Department**

Call 3-1-1/ 512-974-2000	Austin 3-1-1 Mobile App	Citizen Web Intake (Online)	Service Request Description	Service Level Agreement
DSD - Environmental Complaint	Environmental Complaint	Environmental Complaint	This service request is used to report tree and environmental complaints.	An Environmental Inspector will initiate an investigation within 3 business days. If the complaint is discharge of sediment or any tree complaint the Environmental Inspector will initiate an investigation within 1 business day.
DSD - Follow-Up	DSD – Follow-Up	DSD - Follow-Up	This service request is used to request follow-up from DSD staff, schedule appointments, or if you have an online payment inquiry. Validate the service request with the project address. Participant information (Name, number, and email) is required to save this service request.	DSD will contact you within 5 business days.

DSD - Outdoor Commercial Venue Music Complaint	Outdoor Commercial Venue Music Complaint	Outdoor Commercial Venue Music Complaint	This service request is used to report issues with loud music from outdoor commercial venues between the hours of 8pm-2am. If outside of these hours, or the call is regarding a residential complaint, or noise from a vehicle, submit the APD Non Emergency Noise/Alarm service request. Validate the service request with the commercial venue's address or the closest cross street.	DSD staff will investigate within 1 day and may contact you within 3 business days.
DSD - Billboard Complaint	Billboard Complaint	Billboard Complaint	This service request is used to report concerns and complaints with existing billboards. If the resident has an issue with content of the billboard, refer them to their District Representative for the address of the billboard. Please validate the address in the APD Service Request to identify which sector the address is located in. If the resident chooses to remain anonymous when submitting this service request type, they will not be able to receive any follow-up from the Austin Code Department.	Austin Code will review the service request within 5 business days.

DSD - Case Updates/Code Connect Messages	N/A	N/A	<p>This service request is used to report specific Austin Code Department issues/concerns only. The service request typically addresses updates to existing Austin Code service requests, and questions about Austin Code Department inspections. This Service Request can be entered for calls regarding Austin Code Department matters outside of normal Code Connect business hours, M – F 8:00 AM to 4:00 PM, or if a Code Connect operator is unavailable to receive a transfer from Austin 3-1-1. If the resident chooses to remain anonymous when submitting this service request type, they will not be able to receive any follow-up from the Austin Code Department. Information on a case that was submitted can be found by searching the property address on Citizen Connect: <a href="https://citizenconnect-acd.austintexas.gov/">https://citizenconnect-acd.austintexas.gov/</a></p>	Austin Code will review the service request within 3 business days.
--	-----	-----	--	---

DSD- Construction Rest Break Complaint	Construction Rest Break Complaint	Construction Rest Break Complaint	This service request is used to report violations of the City of Austin ordinance requiring rest breaks at construction sites. The service request must be validated with the job/work-site location address and an employer's name must be provided in order to save the service request. If resident chooses to remain anonymous when submitting this service request, follow-up information regarding the case will not be provided from the Austin Code Department from the investigator.	Austin Code will review the service request within 5 business days.
DSD - Private Hauler License Violation	Private Hauler License Violation	Private Hauler License Violation	This service request is used to report an unlicensed private hauler within the City of Austin. Resident must have the company name and vehicle description for the service request to be entered. <b>**IMPORTANT**</b> Advise resident that if they choose to remain anonymous when submitting this service request, they will not be able to receive any follow-up from the Austin Code Department or from the investigator. Information on a case that was submitted can be found by searching the property address on Citizen Connect: <a href="https://citizenconnect-acd.austintexas.gov">https://citizenconnect-acd.austintexas.gov</a>	Austin Code will review the service request within 5 business days.

DSD - Request Code Officer	Grass/Weeds Over 12" Tall  Structural Conditions  Trash/Debris on Property	ACD - Request Code Officer	This service request is used to report primary private property violation types related to land use violations, property abatement, structure condition violations and work without permit. If resident chooses to remain anonymous when submitting this service request type, follow-up information regarding the case will not be provided from the Austin Code Department or from the investigator.	Allow up to 5 business days for Austin Code Department to respond to issue. Depending on the request, it may take up to 30 business days to be resolved.
DSD - Short Term Rental Complaint	Short-Term/Vacation Rentals	Short-Term/Vacation Rentals	This service request is used to report complaints regarding residential or commercial short term rental properties rented for less than 30 consecutive days. For example, advertising/operating without a license. If the resident chooses to remain anonymous when submitting this service request type, they will not be able to receive any follow-up from the Austin Code Department.	Allow up to 5 business days for Austin Code Department to respond to issue.

**Department: Homeland Security and Emergency Management (HSEM)**

Homeland Security and Emergency Management (HSEM,) is here to ensure that Austin is a disaster prepared and resilient community. HSEM accomplishes this by serving as the coordinating vehicle for preparedness, response, recovery and education in any emergency disaster that disrupts the community. By partnering with other community organizations, HSEM can manage disastrous situations and protect the Austin community when needed most.

Call 3-1-1/ 512-974-2000	Austin 3-1-1 Mobile App	Citizen Web Intake (Online)	Service Request Description	Service Level Agreement
HSEM – Heat Advisory	This service request is activated when the temperature hits a predetermined threshold by the Homeland Security and Emergency Management department.	This service request is activated when the temperature hits a predetermined threshold by the Homeland Security and Emergency Management department.	***This Service Request is only to be used for inquiries about the heat advisory***  Homeland Security Emergency Management Office (HSEM) has activated its heat emergency plan which requires Austin 3-1-1 to track heat-related calls.	This service request is used to track heat-related calls to better assist with cooling station locations.

**Department: Parks and Recreation Department (PARD)**

The Parks and Recreation Department are stewards of Austin’s public lands. PARD protects and maintains parkland and urban forests. PARD strives to honor the past and embrace the future by embracing the diversity of Austin. Through a plethora of programs from aquatic activities to arts programs, to sports and educational enrichment, PARD strikes a balance between generations, traditions, and innovations.

Call 3-1-1/ 512-974-2000	Austin 3-1-1 Mobile App	Citizen Web Intake (Online)	Service Request Description	Service Level Agreement
PARD - Aquatic Maintenance	City Pool Maintenance	PARD - Aquatic Maintenance	This service request is used to report issues with pool facilities. Use common locations to validate the address.	The Aquatics division will review this request within 2 business days.
PARD - Aquatic Program Inquiries	City Pools & Lifeguard Issues	PARD - Aquatic Program Inquiries	This service request is used to report issues with pool passes, lifeguards, and pool access information. Use common locations to validate the address.	The Aquatics division will review this request within 2 business days.

PARD - Commercial Use of Parkland	Commercial Use of Parkland	Commercial Use of Parkland	This service request is used to report a business/vendor using parkland without a vendor permit, inquiring if a business has a permit, or to report use on unauthorized parkland. Please use common locations to validate the address. For homelessness issues in city parks, submit a Park Maintenance – Grounds service request. If you are inquiring about obtaining a vendor permit refer to the park website. PARD business hours are 7AM – 4PM Mon-Fri except COA city holidays.	PARD will investigate the request within 1 business day, excluding city holidays.
Park Maintenance - Building A/C & Heating Issues	Parks Building A/C & Heating Issues	Park Maintenance - Building A/C & Heating Issues	This service request is used to report A/C or heating issues in park-maintained buildings. Park business hours are 6:30am-3pm Monday through Friday except for city holidays. Use common locations to help validate an address for a park facility.	Issues will be reviewed within 2 business days.
Park Maintenance - Building Electrical Issues	Parks Building Electric Issues	Park Maintenance - Building Electrical Issues	This service request is used to report electrical issues in park-maintained buildings. Park business hours are 6:30am 3pm Monday-Friday, except city holidays. Use common locations to help validate an address for a park facility.	Issues will be reviewed within 2 business days.
Park Maintenance - Building Issues	Parks Building Issues	Park Maintenance - Building Issues	This service request is used to report issues with park-maintained buildings that are not related to electrical, plumbing, heating or air conditioning issues. Park business hours are 6:30am - 3pm Monday through Friday except for city holidays. Use your common locations to help validate an address for a park facility.	The issue will be reviewed within 2 business days.



Park Maintenance - Building Plumbing Issues	Parks Building Plumbing Issues	Park Maintenance - Building Plumbing Issues	This service request is used to report plumbing issues in park-maintained buildings. If sprinklers are going off due to smoke or fire, ensure 911 has been called. Park business hours are 6:30am - 3pm Mon-Fri except for city holidays. Use common locations to help validate an address for a park facility.	The issue will be reviewed within 2 business days.
Park Maintenance - Cemeteries	Parks Cemeteries	Park - Cemeteries	This service request is used to report issues on City of Austin Cemeteries. Cemetery business hours are 7am-4pm Monday-Friday, except for city holidays. Gate hours are 7am-7pm year-round. The issue will be investigated by parks within 2 business days.	The issue will be investigated by Parks within 2 business days.
Park Maintenance - Grounds Electrical Issues	Park Grounds Electrical	Park Maintenance - Grounds Electrical Issues	This service request is used to report electrical issues with park-maintained grounds and trails. Use your common locations to help validate an address for a park facility.	The issue will be reviewed within 2 business days.
Park Maintenance - Grounds Plumbing Issues	Parks Grounds Plumbing	Park Maintenance - Grounds Plumbing Issues	This service request is used for reporting plumbing issues with park-maintained grounds and trails. Use your common locations to help validate an address for a park facility.	These issues will be reviewed within 2 business days.
Park Maintenance - Grounds	Park Grounds Maintenance	Park Maintenance - Grounds	This service request is used to report issues on park grounds, greenbelts and trails that are not electrical or plumbing related. For tree related issues on park grounds, submit a Park-Tree Issues service request. For pool facilities related issues, submit an Aquatic Maintenance service request.	Issues will be reviewed within 2 business days.

Park -Tree Issues	N/A	N/A	This service request is used to report tree related issues in city parks. Park Urban Forestry business hours are 6 am-2:30pm Mon-Fri except for city holidays. Use common locations to help validate an address.	These issues are reviewed within 2 business days.
-------------------	-----	-----	--	---

**Department: Telecommunications and Regulatory Affairs (TARA)**

Telecommunications and Regulatory Affairs (TARA,) provides regulatory oversight and access to information technology resources and infrastructure so that consumers are protected, revenue maximized, and city services are supported. As a financial services department of the city TARA’s services often include but are not limited to: resolving consumer utility complaints, ensuring utility increases are reasonable, promoting digital inclusion via information, technology devices and trainings.

<b>Call 3-1-1/ 512-974-2000</b>	<b>Austin 3-1-1 Mobile App</b>	<b>Citizen Web Intake (Online)</b>	<b>Service Request Description</b>	<b>Service Level Agreement</b>
TARA – Telecommunication Complaint	Telecommunication Complaint	Telecommunication Complaint	This service request is used to report a complaint regarding a telecommunication provider such as AT&T, Google, or Texas Gas. If there is a gas smell or to report a gas leak call 911.	All requests are reviewed within 6 business days.

**Department: Watershed Protection Department (WPD)**

The Watershed Protection Department’s priority is to protect lives, property, and the environment of the Austin community by reducing the impacts of floods, erosion, and water pollution. By continuously assessing the conditions of our water sheds, WPD is able to reduce the impact of water damage, minimize drainage flooding and prioritize projects for improvement.

<b>Call 3-1-1/ 512-974-2000</b>	<b>Austin 3-1-1 Mobile App</b>	<b>Citizen Web Intake (Online)</b>	<b>Service Request Description</b>	<b>Service Level Agreement</b>
ERM– Harmful Algae	Harmful Algae	Harmful Algae	This service request is used to report if you suspect potential contact with harmful algae in Lady Bird Lake, Lake Austin and other waterways in Austin.	Watershed Protection Environmental Resource Management will respond within 48 hours.
WPD - Channels/Creek/Drainage Issues	Channels/Creek/Drainage Issues	Channels/Creek/Drainage Issues	This service request is used to report problems in channels (artificial waterways lined with grass or concrete), creeks or drainage easements (areas of private property designated for drainage).	An investigator from Watershed Protection will review the request within 5 business days.
WPD - Ditch/Driveway Pipe Services	Ditch/Driveway Pipe Services	Ditch/Driveway Pipe Services	This service request is used to report issues with driveway pipes (run underneath a driveway) and ditches. This service request is not used to report roadway issues, water leak issues or storm drain issues.	An investigator from Watershed Protection will review the site within 10 business days.
WPD - Drainage Pond Maintenance	Drainage Pond Maintenance	Drainage Pond Maintenance	This service request is used to report issues with drainage ponds.	Watershed Protection will review the request within 5 business days.
WPD - Erosion	Erosion	Erosion	This service request is used to report erosion along waterways.	Watershed Protection will review the site within 10 business days.
WPD - Flooding Current	Flooding Current	Flooding Current	This service request is used to report current flooding incidents. Do not submit if issues are after a flooding event. If there is a current flooding situation that is causing a threat to life or safety, contact 911.	An investigator from Watershed Protection will review the request within 5 business days.

WPD - Flooding Past	Flooding Past	Flooding Past	This service request is used to report previous flooding, flooding damage or potential flooding issues after a rain Event. If it is flooding now, submit the WPD – Flooding Current service request.	An investigator from Watershed Protection will review the site within 10 business days.
WPD - Lady Bird Lake Debris Issues	Lady Bird Lake Debris Issues	Lady Bird Lake Debris Issues	This service request is used to report issues with trash and debris in Lady Bird Lake and on its shores.	Watershed Protection will review the site within 3 business days.
WPD - Lost Item in Storm Drainage System	Lost Item in Storm Drainage System	Lost Item in Storm Drainage System	This service request is used to report lost items in a storm drainage system. Note to Agent: Use this service request if animal Protection request assistance from WPD-Drainage.	Watershed Protection will respond to the issue within 1 business day.
WPD - Standing Water	Standing Water	Standing Water	This service request is used to report standing water issues on a property. A drainage investigator will survey the site to determine the best course of action.	Watershed protection will investigate the issue within 20 business days.
WPD - Storm Drain Services	Storm Drain Services	Storm Drain Services	This service request is used to report problems with storm drain inlets and storm pipes. This service request is not used to report manhole issues. Manholes are generally in the street and storm drain inlet covers and pipes are behind the curb.	A field crew will respond within 1 business day.
WPD - Watershed Grow Zone Issues	Watershed Grow Zones	Watershed Grow Zone Issues	This service request is used to report issues related to Watershed Protection grow zones. Verify this is a Watershed Protection maintained property by using the MOWS <a href="https://austin-parks-and-recreation-Austin.hub.arcgis.com/pages/mows">https://austin-parks-and-recreation-Austin.hub.arcgis.com/pages/mows</a>	If requested, Watershed Protection will review and call back within 5 business days.