

# Resource Manual



# 2008

Austin Police Department  
Community Liaison Office  
974-4700  
(January 2008)

# EMERGENCY? CALL 9-1-1!

## WHAT IS 9-1-1?

9-1-1 is the telephone number to use in an emergency situation. It serves as your communication link to Police, Fire and EMS!

## BENEFITS OF 9-1-1

- There is only one telephone number to remember in an emergency, so you will not have to look up the number for Police, Fire or EMS.
- 9-1-1 eliminates the need to determine which emergency agency to call.
- Thanks to Enhanced 9-1-1 technology, which displays your calling location, you do not have to be able to speak in order for the 9-1-1 call-taker to know your address. Most Public Safety Answering Points (PSAP's) in Texas use this technology.
- All emergency agencies have devices called a Telecommunication Device for the Deaf (TDD) to communicate with hearing impaired callers.

## WHAT HAPPENS WHEN YOU DIAL 9-1-1

- Your call is automatically routed to the correct PSAP based on your location.
- With E9-1-1, your address and telephone number are automatically displayed on a computer screen in front of the call-taker.
- Based on this information, the call-taker will dispatch police, fire and EMS in your area.

## WHEN CALLING 911 DO THE FOLLOWING

- Give the location of the emergency. Try to be as specific as possible.
- Specify the kind of emergency: Police, Fire or Medical.
- Report if weapons are involved.
- Report number of persons involved.
- Report obstacles or conditions that would prevent public safety responders from rendering service such as vicious animal on premises, or person can only be reached by helicopter, etc.

# 3-1-1 for Police Non-Emergencies

## WHAT is 3-1-1?

- ◆ 3-1-1 is a new, telephone number that allows individuals in the city limits of Austin to request police services in non-emergency situations.
- ◆ 3-1-1 allows you to request non-emergency police services more easily, and allows the Austin Police Department to handle those requests more efficiently.

## WHEN SHOULD I CALL 3-1-1?

You should call 3-1-1 to report incidents and situations that are non-emergencies, non-life threatening or not currently in progress. In addition, you should use 3-1-1 to request general information from the Police Department. Examples of typical 3-1-1 calls include:

- ◆ Property crimes that are no longer in progress and the offender is no longer on the scene. These include crimes such as vandalism, thefts, graffiti, stolen autos and garage burglaries.
- ◆ Animal control problems.
- ◆ Illegally parked vehicles or vehicles blocking alleys or driveways.
- ◆ Telephone numbers, addresses, hours of operation, etc., of the Austin Police Department's Divisions or programs.

# Alphabetical listings of City Services

## Abandoned Vehicles on Street – 974-8119

Citizens can report vehicles left on public property (streets) to the Police Department. An abandoned vehicle is defined as a vehicle that is visually inoperable. The vehicle will be tagged with a 48-hour notice. If the vehicle is not moved or corrected in that 48 hours the Police Department will impound it. The vehicle owner has 20 days to redeem the vehicle and pay all storage and wrecker fees owed the City or the vehicle will be sold at public auction. Trailers not hooked to motor vehicles and left on public property can also be reported and are handled in the same manner.

## Animals Running Loose – 3-1-1

Animal Control Unit of the Animal Services Division of the Health and Human Services Department responds to loose dog complaints. This function is no longer the Environmental Health Services Division, which was re-organized. The name for the City shelter is the Town Lake Animal Shelter.

## Blind Corners and Mid-block Obstructions – 3-1-1

### Corners:

Vegetation or trees blocking the view of oncoming traffic on corners should be reported immediately to the Parks and Recreation Department. The type of obstruction and exact location are needed. (Example: a large bush is blocking the NorthEast corner of X Street and Y Avenue. An inspector will check the obstruction as soon as possible. If the bushes are ornamental (i.e. planted by owner) the owner will be notified and given two weeks to trim; otherwise, the City will trim them. Weeds and brush are cut at the initial inspection.

### Mid-block:

Vegetation or trees located in the middle of a block and hanging over the street, sidewalk, or right-of-way should be reported to the Parks and Recreation Department. The exact location of the problem area is needed (example: a large tree in front of 1900 XYZ Street). An inspector will be sent to view the obstruction. If it is an immediate hazard and is located in the City right-of-way (example: preventing people leaving neighboring driveways from seeing oncoming traffic), it will be cut back immediately. If not an immediate hazard, it will be placed on the list to be handled in the order in which the complaint is received. If it is located on private property, the property owner will be notified to cut back the growth.

## Boarding of Houses – 3-1-1 (Code Compliance Office)

In order for a home to be boarded the house needs to be open and completely accessible to the public. If the inspector considers it to be a danger to the public it may be boarded within three (3) days.

## City of Austin Main Information – 974-2000

## Creek Drainage Complaints – 3-1-1

Report overgrown/trashed creeks and drainage areas to the Watershed Protection Department. The exact location of the problem is needed. An inspector will be sent to investigate the reported area. If the location is the responsibility of the private property owner, the owner will be contacted.

## Curb Ramps and Sidewalk Requests – 3-1-1

To request the installation or repair a curb ramp, call Transportation Planning and Sustainability. Give exact information (i.e. the ramp on the southwest corner of ABC Street has concrete missing.) An engineer will be sent to the access the damage and/or need and arrange for repair.

## Crosswalks – 3-1-1

To request installation of a new crosswalk or the maintenance of an existing crosswalk.

## Dead Animals – 3-1-1

Dead animals in the right of way are collected within a twenty-four-- (24) hour period Monday - Saturday by calling the above number.

## Flooding Complaints – 3-1-1

Complaints about areas prone to flooding should be directed to the Watershed Protection Department. An inspector will visit the location and determine what might be done to cure the problem. These situations are often complex and may require a large amount of money to fix. Should the problem be of sufficient size and cost, it may require scheduling and funding as a Capital Improvement Project.

## Garbage Pick Up – 3-1-1

The Solid Waste Services Department picks up residential waste and recyclable products. If you have questions about garbage that has not been picked up or how to get a recycling bin call the number above.

## Graffiti Removal – 974-1028

The City can assist property owners at no charge in the removal of graffiti. The City's Graffiti Abatement program can also supply free paint or other graffiti removal materials to property owners. To report graffiti or for assistance in graffiti removal, call the above number.

## Household Hazardous Waste Collection Facility – 974-4334

The home chemical collection site is located at 2514 Business Center Drive. The Center is open two (2) days a week - Tuesday and Wednesday from 12 noon to 7 p.m. to accept chemicals from City of Austin and Travis County residents. They accept automotive products, including oil and batteries, pool chemicals, gardening chemicals, aerosol cans, paint, acid and miscellaneous cleaning products.

## Illegal Dumping – 3-1-1

The Solid Waste Services Department responds to reports of illegal dumping in the city. To report illegal dumping or an illegal dumpsite, call the Dumping Hotline number above.

## Junked/Nuisance Vehicles on Lots – 974-8119

Citizens can report abandoned motor vehicles that are left on private property. An abandoned “junked” car is defined as having an expired license plate or states inspection sticker AND is wrecked, dismantled, or otherwise visually inoperable. The vehicle must be visible from the public roadway. A ten (10) day notice is placed on the vehicle giving the property owner 10 (ten) days to move or correct the vehicle or to request a hearing through Municipal Court. If the vehicle is not moved or corrected and a hearing is not requested the vehicle will be impounded by the Police Department and demolished.

The Austin Police Department will also haul away vehicles that are abandoned if the property owner will sign an affidavit stating that the vehicle has been on their property without their consent for more than forty eight (48) hours and giving the Police Department permission to tow the car off the lot. It takes about three to five days before the vehicle is removed and there is no charge for this service.

## Municipal Court – 974-4800

## Obstructions in the Roadway – 3-1-1

Items in the driving lanes of the roads or in alleys should be reported to the Department of Public Works and Transportation. Exact location and type of obstruction should be reported (example: large box in the left-hand lane of XY Blvd in the 1000 block heading north) A crew will be sent immediately to remove the obstructions.

## Parks Maintenance – 3-1-1

Maintenance in City parks should be reported to the Parks and Recreation Department between 8 a.m. - 4 p.m. After hours reports may be made to the Austin Energy dispatch number 322-9100. Be as specific as possible about the problem (example: drinking fountain on the southeast side of X park is broken.) Park's personnel will be sent to investigate and fix the problem.

## Pedestrian Sidewalk Program - 3-1-1

To request sidewalk and pedestrian information or report a problem in areas other than school zones, call the above number.

## Police – Helpful Numbers

Alarm Unit – 974-5730

Auto Theft Information (H.E.A.T. & VIN Etching) – 974-5713

Auto Theft Tip Line – 974-5096

Citizens Police Academy – 974-6202

Civil Defense Battalion – 974-4719

Community Liaison Office – 974-4700

District Representatives

Central East – 974-4711

Central West – 974-4409

Downtown – 974-5709

North Central – 974-5722

Northeast – 974-5598

Northwest – 974-5743

South Central – 974-4711

Southeast – 974-8204

Southwest – 974-5903

Gang Hotline – 974-5098

Homicide Tip Line – 477-3588

Jail – 854-9889

Main - Austin Police Department – 974-5000

National Night Out – 974-4900

Neighborhood Watch – 974-4736

Non-Emergency – 974-5750

Operation Blue Santa – 974-4900

Police Report (To purchase a copy) – 974-5212

Public Information Office – 974-5017

Recruiting – 974-4211

Robbery Tip Line – 974-5092

Sex Crimes Tip Line – 974-5095

Traffic Office – 974-5789

TRIAD or S.A.L.T. (Seniors and Law Enforcement Together) – 974-4736

Volunteers in Policing (VIP's) – 974-4719

## Police Reports by Phone - 974-5750

Police reports can be made by telephone IF the situation is NOT an emergency and it not necessary for a police officer to come to the scene of the crime. For instance, old thefts can be reported by telephone for insurance claims. However, if the situation is an emergency and a police officer is needed, callers must call 911.

## Pothole Complaints – 3-1-1

Report potholes to the Public Works and Transportation Department. An inspector will be sent to look at the pothole and evaluate the urgency of the repair. It will put on a list for repair in priority order.

## Rodent/Vector Control (rats, mosquitoes) – 972-5600

Rodent and Vector Control (RVC) program is a consultative (non-regulatory) program that provides services to our citizens regarding:

- How to eliminate rodents through site assessments, consultations and baiting or providing bait as needed;
- How to eliminate mosquitoes through site assessments, consultations, larviciding (applying chemical treatment to pools of water that breed mosquitoes or have mosquito larvae) and spraying for adult mosquitoes;
- Respond to citizens regarding stinging insects by conducting site assessments, referrals, consultations and in a few cases, treatment which consists of using an approved insecticide.

Many diseases may be transmitted from rodents and mosquitoes to humans. Examples of diseases transmitted by mosquitoes are St. Louis Encephalitis, malaria, and yellow fever. Rodents can transmit murine typhus fever, plague, salmonellosis, trichinosis, leptospirosis and rat bite fever. All staff members, including the supervisor, are non-commercial certified pesticide applicators. For more information call the number above.

## School Sidewalk Safety – 3-1-1

To report a dangerous condition or request an evaluation to have a school crossing guard assigned near a school, call the above number.

## School Signs – 3-1-1

To request a school zone sign be posted or for the repair or maintenance of an existing school sign, call the above number.



## School Zone Light Malfunction – 3-1-1

To report a school zone light malfunction, call the above number.

## Sewage Problems – 972-1000

Contact the Environmental Health Services Division of the Health and Human Services Department to report an outside sewage problem. The division will respond to complaints on private property within 24 hours or make referrals to other departments as appropriate.

## Stop Signs – 3-1-1

Stop signs are installed as safety measures to assign right of way. To determine if a stop sign is needed, there must be one of several conditions including heavy traffic, poor visibility, and pattern of accidents or near schools. Citizens can call the number above for a service representative to monitor the location. If the location poses an imminent danger a sign will be put up quickly; otherwise, it takes approximately 4-6 weeks to install a stop sign.

## Street Lighting and Nightwatchman Lights--see appropriate numbers below

Contact Austin Energy for information about additional lighting to make the roadways and alleyways safer in your neighborhood. Anyone living inside the Austin City limits may request streetlights for their neighborhood. An adjoining property owner must make specific requests for alley lighting. Austin Energy will survey the area to determine if additional street or alley lighting is required and the best location. Construction may take 10-12 weeks.

Nightwatchman lights are similar to streetlights, but can be leased for private security by people living inside the Austin City limits. Nightwatchman lights can also be used for lighting public or private areas that are outside the city limits, but inside the Austin Energy service area.

To request a streetlight or Nightwatchman light call, to report a problem with streetlights or Nightwatchman lights, and for billing questions on Nightwatchman lights, call **505-7617**.

## Street and Bridge Repairs - 3-1-1

Citizens can report when street surfaces or pothole conditions are considered dangerous and a possible threat to public safety. Hazardous conditions are defined as: items in the street, oil spills, and guard/bridge rail damage of any kind or excessive rocks on the street. Emergency conditions or threats to public safety will be responded to immediately. If the citizen's request is non-hazardous, a supervisor will inspect the site and estimate when it will be cleaned up. Minor repairs are usually done within five days. Major repairs may take months depending on the situation.

## Street Signs Down – 3-1-1

Citizens can report a downed street sign or request a replacement sign by notifying the Transportation Planning and Sustainability Department at the above number. Signs are either classified as hazard or non-hazard. Hazard signs are Stops, Yield, Do not enter, etc. or signs that have fallen in such a manner as to be a hazard to pedestrians or vehicles. Hazard signs are dispatched for repair immediately. Signs that do not fall into the hazard category are typically replaced within four to six weeks.

## Traffic Signal Malfunction – 3-1-1

Citizens can report malfunction of traffic signals to the Transportation Planning and Sustainability Department. The response time is normally within an hour for an inspector to survey the damage. However, depending on the severity (example: downed pole, flashing lights) turn around time is prioritized ranging within a couple of hours to a week. Damaged signals from heavy storms may take even longer to repair.

## Traffic Signals – 3-1-1

Traffic signals are installed to control traffic. Criteria for traffic signals are stringent and traffic conditions must justify the installation. To install a traffic signal, one of the following criteria must be met: heavy volume of traffic and/or numerous accidents at an intersection. Call the Transportation Planning and Sustainability Department and give the location where a traffic signal is needed. An inspector will assess the situation by determining volume of traffic or if a pattern of accidents is occurring.

## Tree Trimming – 3-1-1

Austin Energy manages a tree-trimming program that helps lower the number of power outages caused by fallen tree limbs. The system operates in four-year cycles and designed to trim limbs that can blow into critical electrical equipment and cause service interruptions. In addition to the regular tree-trimming program, Austin Energy accepts special requests for trimming tree limbs away from power lines. Call Austin Energy at the above number for assistance regarding trees on property that are growing over or into electrical equipment.

## Trees Hanging over the Roadways – 3-1-1

Trees hanging over the driving lanes or over a portion of the City's right-of-way should be reported to the Parks and Recreation Department. Please be as specific as possible about the locations (example: large tree limbs hanging in the left hand lane of ABC Blvd. on the north side in the 2000 block.) Park's personnel will be sent to assess the situation and schedule the removal on a prioritized basis.

## Utility Outages/Emergencies

Electric-494-9400

Water--912-1000

The automated reporting system, called PowerLink, can route calls faster if the customer has the PowerLink number for the location experiencing the outage. The PowerLink number is the middle six digits of the City of Austin utility account number.

The Water Trouble line is 912-1000.

Utility Services -- 494-9400

The Call Center handles calls regarding electric, water and various other fees that may appear on the City of Austin utility bill. Information includes tips on efficient or safe usage of utilities, payment or billing options, consumption histories, billing, or consumption troubleshooting and rates. Requests for transfer, termination, accounts that were cut for non-payment, or initiation of these services can be handled by the Call Center at the above number or use the following web page.

austinenergy.com (website) and click on the following sub-titles  
customer service  
other services  
street lighting

Call and leave a voice mail 505-7617 7:00-3:30 M-F  
or e-mail link  
lightingrepair@austinenergy.com

Information to be included in message or e-mail:

Customer's Name  
Customer's Address  
Day Time Phone Number  
Address of pole needing repair ( 6 Digit Pole number if available).  
Problem (light out, light stays on during day, hit pole, etc.)

## Victim Services - 974-5037

Victim Services is a crisis intervention division of the Austin Police Department that helps citizens in immediate traumatic crime situations. Counselors usually arrive within 30 minutes after the police officers have notified the crisis team. Victim Services will later arrange for an appointment to be made for additional counseling. All services rendered by Victim Services are at no cost to the citizen and are available 24 hours a day.



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**Housing resource guide edited by the  
Blackshear/Prospect Hill Neighborhood Association  
(03/20/05)**

**FOR HELP LOCATING ANY KIND OF HOUSING OR HUMAN SERVICES  
CALL 211**

**Agencies that help folks have safe and decent homes, many have income rules, some can't help renter**

### HANDICAP ACCESSIBILITY

wheel chair ramps, hand rails, grab bars, etc.

- Meals on Wheels & More 332-0125
- Austin Area Urban League 478-7176
- City of Austin Barrier Removal Programs 974-3119
- Hands on Housing 386-9145

### BASIC HOME REPAIR

Many can only do small jobs, some can do major jobs like roofs and floors

- City of Austin Neighborhood Housing
- Austin Area Urban League 478-7176
- Travis County Home Repair and Weatherization Services 854-8355
- Hands on Housing 986-9145

### BUY A HOME

Most of these only help people buy their first home, some allow prior owners to buy

- City of Austin Down payment Assistance Program 974-3100
- Texas Dept. of Housing and Community Affairs 1-800-792-1119
- Texas Home of Your Own Coalition (HOYO) 472-9195 (DISABLED PEOPLE ONLY)
- Travis County Strategic Housing Finance Corp. 480-8245
- Austin Housing Finance Corp. 974-3863
- Guadalupe Development Corp. 479-6275
- Blackshear Neighborhood Development Corp. 476-3088
- Casa Verde Homes by American Youth Works 744-1900
- Habitat for Humanity 472-8788 option 6

### RENTAL HOUSING

These are for low-income people

- Austin Housing Authority 477-4488
- Travis County Housing Authority 480-8245
- Foundations Communities 447-2026
- Blackshear Neighborhood Development Corp. 450-0336

## **EVICTIONS/LANDLORD DISPUTES**

This agency helps renters with landlord and eviction problems

- Austin Tenants' Council 474-1961

## **HOMELESS**

These agencies help people connect with shelter, housing, services and benefits like SSI

- Austin Resource Center for Homeless (ARCH) 305-4100
- Foundation for the Homeless 453-65570

## **PROPERTY TAX PAYMENT PLANS**

It's never too late to deal with back taxes – don't sell, set up a payment plan.

Call the Tax Office and ask to talk to someone to set up a payment plan

- Travis County Tax Office 854-9473

## **UTILITY BILL ASSISTANCE**

Get help reducing your utility. They have free toilets, help getting new air Conditioners, even low interest loans to completely weatherize your home, just call and tell them what you need.

- Austin Energy Customer Assistance Program 974-7827

## **To Report Illegal Activity**

For assistance from the Austin Police Department call one of the numbers listed below.

- Call 911 for emergencies and call 311 for non-emergency police matters
- Drug & Gang Activity Hotline 974-8609
- Graffiti Hotline 974-1028