

Resource Manual



2005

Austin Police Department
Community Liaison Office
974-4700
(June 2005)

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.

Other 911 information at the end of this Manual.

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 – 280-0075

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 - 972-6060 (dispatcher) (fax 972-6036)

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-440-5150(fax 440-5165)

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 – 974-1855 (fax 974-2326) (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 - 974-3366

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 - 974-7240 or 974-7046

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 - 457-4851 (fax 457-4868)

To request installation of a new crosswalk or the maintenance of an existing crosswalk, call the 974-7129.

Dead Animals - 494-9400

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 - 974-3355 (fax 974-3360)

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 – 494-9400

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 – 974-4343 (fax 974-4341)

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 – 494-9400

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 – 280-0075

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 - 440-8444

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 - 440-5150 (fax 440-5165)

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 - 974-7240

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 – 974-4738

Community Liaison Office – 974-4700

District Representatives

Central East – 974-5919

Central West – 974-4490

Downtown – 974-4711

NorthCentral – 974-5722

Northeast – 974-5598

Northwest – 974-5589

SouthCentral – 974-5919

Southeast – 974-8241

Southwest – 974-8241

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 – 974-0100

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) – 974-4732

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 – 974-8750 (fax 974-8770)

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 - 974-7240

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 - 457-4885

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 - 457-4851

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

Sewage Problems – 972-5600

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 - 457-4885

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 - 974-8750

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 - 457-4885

Citizens can report a downed street sign or request a replacement sign by notifying the Transportation Planning and Sustainability Department at the above number. After hours calls can be referred to the emergency dispatcher at 322-9500. 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 - 457-4850 or 457-4891

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. After hours, call emergency dispatch at 322-9500.

Traffic Signals – 457-4870

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 – 322-6771

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 is 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 – 440-5174 or 440-5150

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--912-6000

Electrical outages should be reported to 322-9100. 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 912-6000.

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.

City of Austin CODE ENFORCEMENT SERVICES

The City of Austin provides a wide-spectrum of code compliance and enforcement services including inspections, site monitoring, regulatory enforcement, permitting and licensing.

Department	Code Enforcement/Inspection Service(s)	Contact Number
Austin Police Department (APD)	<input type="checkbox"/> Junk vehicles on <u>private</u> property <input type="checkbox"/> Abandoned Vehicles on <u>public</u> property <input type="checkbox"/> Front/Side Yard Parking Ordinance (Contact Neighborhood District Representative)	280-0075
Austin Fire Department (AFD)	<input type="checkbox"/> Occupancy limits for commercial and residential structures (new construction to remodels) <input type="checkbox"/> Fire alarm systems including exit signs, sprinkler systems, alarms, fire extinguishers, hazardous materials	974-0150
Health and Human Services (HHSD)	<input type="checkbox"/> <u>Food Establishments</u> inspections for restaurants, grocery stores, child care facilities, mobile food vendors, temporary food service establishments, food borne illness investigations, City Smoking in Public Places ordinance, Minors Access to Tobacco Ordinance <input type="checkbox"/> <u>Public pools, spas, recreational water sites</u> <input type="checkbox"/> <u>Rodent/Vector Control</u> (rats, mosquitoes) <input type="checkbox"/> <u>Graffiti Removal Program</u> <input type="checkbox"/> Animal control for complaints on loose dogs, dog bits	972-5600 972-5600 HOTLINE 854-4125 HOTLINE 972-6060
Parks & Recreation Department (PARD)	<input type="checkbox"/> Inspecting trees, maintenance and removal, mowing of medians	440-5150
Neighborhood Planning & Zoning Department (NPZD)	<input type="checkbox"/> <u>Housing</u> : substandard structures, dangerous structures <input type="checkbox"/> <u>Zoning</u> : home occupations, accessory uses, fences, adult-oriented businesses, signs, change of use, certificate of occupancy	974-7695
Solid Waste Services (SWS)	<input type="checkbox"/> Overgrown weeds, junk, trash/debris, illegal dumping, stagnant water, overflowing dumpsters, blind corners and sidewalks obstructed by high weeds	494-9400
Water and Waste Water Department	<input type="checkbox"/> Sewage facilities, water supply systems <input type="checkbox"/> Solid waste disposal sites	972-1000
Watershed Protection and Development Review (WPDR)	<input type="checkbox"/> Issues relating to buildings that are currently under construction including monitoring mechanical, electrical, plumbing, electronic and structural issues, pollution infractions <input type="checkbox"/> Environmental issues related to a development site <input type="checkbox"/> Environmental issues related to storm water discharge, environmental spills and hazards, flood and erosion. <input type="checkbox"/> Creek vegetation control, open waterway maintenance, pond maintenance, storm sewer rehabilitation.	974-2747 974-2278 974-2550 HOTLINE 974-3355

EMERGENCY? CALL 9-1-1!

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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.

WHAT IS AND IS NOT AN EMERGENCY

An emergency is any serious situation where a police officer, fire fighter, or emergency medical help is needed right away.

Emergency (IN PROGRESS)	Not an Emergency (UNLESS IN PROGRESS)
Fire	Found Property (Except Narcotics)
Crime in progress	Burglary of Vehicle, Residence or Business
Breathing problems	Counterfeiting
Choking	Forgery
Unconsciousness	Theft of Property
Poisoning	Lost License Plate
Drowning	Harassment over Telephone
Stabbing	Runaway
Other life-threatening situations	Criminal Mischief

***If your call is a non-emergency,
please call Teleserve at 974.5750.***

IN AN EMERGENCY REMEMBER TO

- Dial 9-1-1.
- Stay calm.
- State which emergency agency you need.
- Police/Sheriff.
- Fire Department.
- Emergency Medical Services (EMS)/Ambulance.
- Speak clearly.
- State your emergency.
- State your address - it is very important to verify the address.
- **STAY ON THE LINE!**
- **DO NOT HANG UP until the operator tells you.**
- The call-taker may ask questions regarding the emergency or an EMS dispatcher may give you instructions to help stabilize the patient before the ambulance gets to your location. If you can, stay by the telephone in case the 9-1-1 call-taker needs to call you back.

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.

WHAT TO DO IF YOU CAN'T SPEAK

- Stay calm.
- Dial 9-1-1.
- Either leave the telephone hanging or make some sort of noise to let the dispatcher know there is an emergency.
- With Enhanced 9-1-1 providing your address, the call-taker can dispatch police assistance to your location.

TYPES OF PHONES THAT CAN ACCESS 9-1-1

- Touch-tone.
- Cordless.
- Rotary.
- Cellular/Mobile.
- Pay telephones (no change is needed.)
- TDD/TTY (Telecommunication Device for the Deaf/Teletypewriter).

DIALING 9-1-1 ON A CELLULAR PHONE

If you are in your vehicle pull off to the side of the road:

- Dial 9-1-1 and press the **SEND** button.
- Tell the call-taker the location of the emergency, your call back number and your name. Use landmarks such as mile markers, billboards, etc. to describe the location of the emergency. *Cellular calls do not have an address or location on the dispatcher's screen.*
- Be patient. Cellular/wireless calls are not automatically routed to the nearest PSAP. Often times you may need to be transferred to the correct agency in that area.
- Stay on the line until the call-taker has all the necessary information.
- **Be sure to leave your telephone on in case they need to call you back for more information.**

IDEAS TO HELP IN THE HOME

- Keep your telephone at an easy to reach level, like on the coffee table.
- A cordless telephone offers mobility in the home.
- Write your address in large print on or near your telephone.
- Make sure your address is on your mailbox and on the front of your house.
- Do not program 9-1-1 into speed dial. It can inadvertently be dialed.

KNOW YOUR LOCATION IN AN EMERGENCY!

KNOW YOUR LOCATION

Of all the information you first give 9-1-1 emergency services, the LOCATION OF THE EMERGENCY is by far the most important.

- Understand that if you cannot give an adequate location of where the emergency is occurring, emergency services probably will not be able to send the help you need.
- Also, giving the location of the emergency is critical because if you are cut-off during the call, the 9-1-1 operator will know the location of the emergency if nothing else. This is especially crucial when using cellular telephones.

GIVE LOCATION FIRST

First, give the 9-1-1 operator the location of the emergency and then the nature or kind of emergency.

- For example: If someone is breaking into your neighbor's house on Maple Street. Your call should sound something like this: "At 414 Maple Street, someone is breaking into the house." "They are entering through the south back window."
- If a car is on fire, your call should sound like this: "At the south-east corner of Maple and Main Streets, there is a car on fire with two people inside."
- A life and death emergency should be communicated as follows: " This is 410 East Main Street." " In the backyard, a baby has fallen into the swimming pool's deep end and I can't swim."

PINPOINT THE LOCATION

- Give emergency services the best possible location of the emergency or trouble you can, under the circumstances. You should try to provide them with a SPECIFIC LOCATION or at least TRY TO PINPOINT the emergency to a certain location or area.
- It would be of little help to say to the 9-1-1 operator that someone is breaking into a house on Maple Street.
- The operator would need more specific information as to the part of the house on Maple Street that was being broken into along with the method used.
- They need to know the street address and where the criminal(s) had gained entry. State it as follows: "At 414 South Maple Street, someone is entering the house through the east back window."

WHAT TO DO IF YOU DON'T KNOW THE LOCATION

If you find yourself in a strange area and do not know the location of the emergency you are reporting, do the following:

- Immediately call 9-1-1 whether you know the location or not - emergency services may already know where you are calling from.

WHAT WILL HELP YOU DETERMINE YOUR LOCATION

The following may help you determine the location of the emergency:

- If you are calling from an unfamiliar telephone, the location of the telephone and its number may be on or near the telephone itself.
- Most pay phones have the location of the telephone as well as its telephone number.
- Look for anything that will help you determine the location such as:
 - A piece of mail containing the address.
 - Cross streets.
 - Specific buildings.
 - Person(s) in the area knowledgeable about the location.
- Landmarks, geographical markings, or any clue that could help you determine the approximate location of the emergency situation.

KNOW YOUR DIRECTIONS

Your ability to give emergency services a SPECIFIC LOCATION requires that you know basic directions for your area and the names of streets and other identifying points within your community.

- The way to determine direction is first know which way is NORTH.
 - From that, you can determine SOUTH, EAST and WEST.
 - You can determine NORTH by looking at a map of your area. Carefully study a map of your community and know your points of direction.
- Know all of your neighborhood street names by heart and how they "run" - North and South, East and West.
 - "There is a fire on the NORTHEAST corner of Maple Street - the fire is in the north side of the building's upper floor."
 - "I saw the suspect going east on the 400 block of Main Street."

Avoid telling emergency services that the suspect went or turned left or right, as this often makes the point of direction either wrong or impossible to determine.

GIVE THE FULL STREET ADDRESS

- Always give, if possible, the most complete numerical address including apartment or suite number of where the emergency is occurring.
- State whether the address is a street, avenue, road, etc.
- An example of a full numerical address would be: "This is 417 South Main Street, Apartment #5."
- Also provide any other specific data, like whether the emergency is upstairs or downstairs, in the garage, in the bedroom, in the backyard, halfway across the bridge, etc.

WHEN TRAVELING

- When you are in an unfamiliar location, and plan to be there any length of time, become familiar with the emergency services in that locality. Remember 9-1-1 is NOT AVAILABLE IN ALL AREAS.
- Check the phone book regarding how to dial and get emergency services in the new area.
- When you are staying in an unfamiliar place, immediately upon arrival become aware of the address and how to get emergency services if necessary.
- Also, your local library will have many telephone directories of different cities, states, and counties that you can refer to before traveling to a different location.
- An important consideration when accessing Public Safety Services is understanding when to use 911. Any time **immediate** assistance is needed, dial 911. If you are unsure as to the immediacy of the need, dial 911 and let the responders decide. Example: If your car has been broken into, but the perpetrator is nowhere in sight, do not call 911. Use the non-emergency reporting number listed in the telephone directory. If you observe someone breaking into your car, call 911 if there is an immediate need for assistance to stop/catch the person.

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