

3-1-1 will assist with non-emergency services and requests to the following departments:

Animal Care Services

- Report Stray Dogs
 - Response to collect information on locations of calls where loose animals are present, animals do not have owners, or the complainant is unaware of who the owner is to plan and execute coordinated sweeps of areas with high stray call volume.
- Animal Bite
 - Conduct investigations into reported non-critical bites to determine quarantine requirements for biting animals as the Rabies Control Authority for Bexar County. Document and enforce established protocols/laws for confirmed "bites" as defined by Texas Health and Safety Code as well as providing enforcement for owners of animals found to be free of restraint.
- Aggressive Dogs
 - Response to calls when the caller is in immediate danger from an animal that is loose and actively attacking, growling, or charging citizens. This call also covers situations where an animal-to-animal attack has occurred that results in death of an owned animal. This includes cases where dogs have attacked and maimed or killed domesticated pets or livestock.
- Animal Cruelty/Neglect
 - Provide response to calls for animals living in substandard condition or not receiving appropriate care for extended periods as defined in Chapter 5 of the City Municipal Code. Examples of Neglect include (but are not limited to) lack of Food/Water/Shelter, Untreated Injuries/Medical Conditions, Use of Chain when Tethering and Documented Abandonment.
- Sick/Injured Animals
 - Response when an animal has been injured to include the animal is immobile (not able to move) or if the animal is Vomiting or Bleeding from injury, Bleeding from rectum, is stumbling, has visible injuries or has been hit by a car. These calls will typically entail animals not under care of an owner or are roaming. Owned animals that are sick or injured and on an owner's property should be reported as Neglect.

Parks and Recreation

- Sanitation

- Parks staff will remove visible outdoor trash or litter.
- Mutt Mitt Re-stock
 - Parks staff will restock mutt mitts dispensers.
- Playground Maintenance
 - Park staff will conduct maintenance of playground and fitness equipment.

Public Works

- Potholes/Sinkholes
- Traffic Signal Issues
- Missing/damaged traffic signs
- Drainage Channel

Solid Waste Management

- Additional Cart
 - Please call 3-1-1 to request additional blue, green or brown cart. There are no fees for blue and green containers. The fees for the brown container ranged based on size.
- Missed trash Pick-up
 - If your collection service is missed, call 3-1-1. Carts containing unacceptable items cannot be collected.
- Damaged/Lost Cart
 - The Solid Waste Management will repair damaged carts with no fee. If your cart or lid is damaged, please contact 3-1-1 to arrange repairs.
 - The Solid Waste Management department will replace a lost/stolen cart.
- Dead Animal Pick Up
 - SWMD Collects dead animal from city streets and from residents who place them in bags or boxes at their curb. Please do not place in carts. The service is available seven days a week (subject to holiday changes). SWMD personnel cannot collect dead animal from attics, ditches, under buildings or on private property.

Dead Animal Collection is also provided for veterinary clinics who purchase stickers for pick up from the Solid Waste Management department. The fees are \$10 per sticker.

- Brush/Bulky Pickup
 - The Solid Waste Management department provides brush and bulky curbside collection services twice per year. The department delivers notices that indicate the start date of collection. These notices are delivered to residents 10 days in advance of scheduled collection services. Residents who did not receive a notice for services should advise the department. SWMD will schedule a new date for brush or bulky to be collected.

Development Services

- Illegal Parking
 - This service request addresses front/side yard parking concern where a vehicle is illegally parked on an unpaved or unimproved surfaces in a residential yard.
- Junk Vehicles
 - This service request type is for any vehicle that is inoperable, wrecked or dismantled for more than 10 days on private property.
- Graffiti
 - The City abates graffiti on private property including buildings and fences.
 - The City abates graffiti on public property including curbs, sidewalks, concrete, retaining walls, drainage channels, traffic control boxes, traffic signals poles, and guardrails.
- Overgrown Yard/Trash
 - This service request addresses occupied properties, those with structures, which have overgrown vegetation more than 12 in and/or have trash/debris in public view on the property.
- Sidewalk Obstructions
 - This service request addresses piles of trash, tree limbs, and debris piles placed at the curb out of cycle of a scheduled pick-up.
- Broken Sewer Line
 - This service request addresses leaking or broken sewer lines on private property.