

25 May 2006

These descriptions are for items that may be phoned into the Dallas "311" system. They were copied from the city's website on May 25, 2006. They are grouped by city department. Much of the redundant information "(use this to report a ...)" have been removed for readability, and spelling errors have been corrected.

Hopefully, this will make it easier to know what services may be requested.

DPD - Dallas Police Department

24 Hour Parking/Parking Violations

vehicle that has been parked on the street over 24 hours without being moved. City ordinance states a vehicle may be parked on the street as long as it is moved once every 24 hours.

Chronic Traffic Violations

all noise complaints of a chronic or recurring nature. Other noise violations should be referred to 911.

Crime/Vandalism

Non-emergency criminal activity. BEFORE WE CAN RESPOND TO THIS REQUEST we will need detailed information on the problem, location and a contact person's name, phone, and address.

DCC - Dallas Code Compliance

A/C Inoperable Apts - DCC

Air Conditioning complaints in apartments - Multifamily. Air Conditioning is only required by ordinance from April 1 thru November 1.

A/C Inoperable Residential Tenant - DCC

landlord failing to provide refrigerated air conditioning between May 1st and October 15th.

Animal - Loose - DCC

Use this service request type is to report a loose dog, dogs, cat, cats. Dial 311 to report aggressive animals, wildlife, livestock and exotic pets,

sick/injured/confined or animal cruelty cases.

Animal - Noisy - DCC

excessive, loud barking or crying by a dog, dogs, or pets disturbing neighbors.

Animal - Pooper Scooper - DCC

a pet owner that allows their animal to defecate (poop), urinate on another persons property or failing to clean, pickup after their pets.

Building Permit - No - DCC

construction or repairs that are required to have a building permit posted where it is visible not posted or expired.

Bulky Trash Violations - DCC

It is a violation of the Dallas City Code to place brush and bulky trash items at the collection point earlier than 7am on the Thursday preceding the collection week or later than 7am on the Monday of the collection week.

Burned Out Structure - DCC

burned debris that remains at a property and there has been no repairs made.

Dumpster Violation - DCC

dumpster at an apartment or a business is overflowing with trash, garbage, solid waste, or it is not screened.

Garage Sale - DCC

continuous garage sales. Restrictions are 2 per year for 3 consecutive days in the garage (not in the yard) or on the patio. Can't sell merchandise acquired solely for resale purposes. One two foot sign is allowed on the premise (not down the block, etc).

Heat Inoperative - DCC

landlord refusing to provide heat between November 1st through April 15th.

High Weeds - DCC

when the weeds or grass is over 12 inches tall on private property.

Historic Preservation - Residential/Commercial - OLD - DCC

inappropriate renovations construction, and landscaping to structures in areas designated as Historic Districts without a Certificate of Appropriateness.

Illegal Dumping - DCC

illegal dumping of trash, garbage, solid waste on private property.

Illegal Fence - DCC

fence that is barbed wire, cyclone, illegally placed, illegal height (4 ft limit in the front, 9ft in rear) or sub-standard/falling down.

Illegal Garbage/Placement - DCC

garbage that is illegally placed such as, garbage placed in a place other than where the city garbage truck picks up the garbage or when the automated can is left on the front all the time. (alley pickup customers are allowed to leave the automated can in the alley).

Illegal Land Use (Residential/Business) - DCC

report illegal land use which includes no Certificate of Occupancy, land use that violates zoning ordinance; specific use permit, illegal business in a residential area, people living in a trailer at a residence. Church operating illegally at residence or building.

Illegal Outside Storage - DCC

Old appliances, junk, building materials or any item that will deteriorate under normal weather conditions. No more than 5% of yard space is allowed. for the storage. RV's can be parked in the front driveway. Trailers, boats and motor homes may park in the back or side yard behind the building line and must be parked on approved surface.

Illegal Vending - DCC

illegal vending on public and private property

Junk Motor Vehicle - DCC

inoperable, (partially dismantled or wrecked), expired license plates and inspection sticker on private property.

Litter - DCC

litter on residential or commercial property, occupied or unoccupied.

No House Number - DCC

residential location with no house number or the house number is not visible.

Obstruction Alley/Sidewalk/Street - DCC

overhanging tree limbs and vegetation into the street/alley/sidewalk. DO NOT USE to report STREET SPILLAGES OR HAZARDOUS street obstructions. Call 311 for all other street obstructions.

Obstruction Corner Clip - DCC

complaints regarding shrubs, fences or signs that blocks visibility at the corner.

Open and Vacant Structure - DCC

open and vacant structure residential or commercial. Windows broken or unlocked, doors open or unlocked.

Overcrowding - DCC

more than 4 unrelated adults living in a single family dwelling.

Oversized Vehicle - DCC

oversized vehicles parked in residential areas or on private property. (weighing over 1 1/2 tons)

Parking - Unapproved Surface - DCC

parking on an unapproved surface such as the grass. An approved surface is either 6 inches of gravel with a border, concrete, or asphalt.

Pool Complaint - No fence/Unsecured - DCC

condition of fencing that surrounds residential swimming pools. This service request does not address stagnant water or chemicals not being properly kept. Use the Mosquito SR to address Stagnant water.

Signs - Political - DCC

political signs on private or public property, put up too soon (30 Days before an election or still up 10 days after an election).

Signs - Public Right of Way - DCC

cardboard or paper signs on the right of way, median, utility poles or other public property.

Substandard Structure - DCC

occupied or unoccupied residential and commercial, detached garage, storage building or carport in need of repair, broken windows, torn screens, structure not in weather tight condition, including in need of paint, or any other dilapidated condition.

Water Conservation Violation - DCC

water conservation complaint where water is being wasted such as watering a sidewalk or driveway. Watering during any form of precipitation, operating an irrigation system with broken or missing sprinkler heads or one that is poorly maintained and leads to water waste. Watering a landscape or lawn in a manner that wastes water or causes runoff. Watering lawns or landscapes is prohibited (except by hand held hose), between the hours of 10am and 6pm from June 1-Sept 30.

DEV - ?

Tree Removal - DEV

illegal removal of "protected" trees from public and/or private property or no protection of a "protected" tree that is endangered by construction. - If requesting tree or limb removal from the parkway refer to Tree Trimming/Parkway Maintenance - Parks.

DFD - Dallas Fire Department

Illegal Spray Painting - DFD

Businesses that are not using the proper painting booth, and vapors are going into the neighborhood.

Lock/Unlock Knox Lock or Box - DFD

Request to have Knox Co. lock or box opened or locked by DFD personnel

Occupancy Load Violation - DFD

Regulate occupancy Load Violation for clubs, restaurant and public places.

Parking in Fire Lane/ Fire Hydrants - DFD

Parking in Fire Lane/ Fire Hydrants.

Smoke Detector Request - DFD

Smoke detector request for owner occupied single-family and duplex residences. This does not apply to rental occupancies such as apartments or rent houses.

EHS - Environmental Health & Safety

Air Pollution Complaint - EHS

air pollution, including but not limited to emissions of smoke, dust, gas, fumes, offensive odors, burning emissions, spray painting emissions and sand blasting emissions.

Illegal Food Vending - EHS

violations concerning push carts, ice cream trucks, catering trucks, and food preparation trucks (hot trucks) or any other food stand. If food poisoning or food related illness, call 3-1-1.

Mosquitoes - EHS

concerns regarding mosquitoes, standing water causing mosquitoes or to request a mosquito control brochure. Concerns regarding unsanitary water in pools are "Pool Complaint - DCC"

Noise Pollution - EHS

Air conditioner units or other equipment that make loud noise, for trash pick-up service before 7am and after 10pm, loud music at commercial locations, construction complaints with work begun before 7am and continuing after 8pm Monday thru Saturday, or on Sunday.

Smoking/Restaurant Complaint - EHS

smoking at Food Establishments.

PWT - Public Works

Bond Program Projects - PWT

general inquiries concerning Public Works and Transportation Bond Program Projects

Drainage/Flooding Non Emergency - PWT

Drainage problems or Flooding problems. Standing water in street or in ditches should be addressed by Service Request Type Street Repair- Routine (Street Services Department) or contact 311- Non Emergency. Do not use request for Water Meter Leak; instead call 311.

Erosion - PWT

creek bank erosion problems

Guardrail - New - PWT

guardrails that have not existed before. For maintenance on guardrails, contact 311

Parking - General Request - PWT

general parking concerns except new NO PARKING signs. See Traffic - General Request for that. Requests could include those regarding parking enforcement parking meters

Parking - Report of Violation - PWT

parking violations on public property except those on unapproved surfaces, there is a separate request for that. no parking no standing tow away

Paving - Paving Petition Request - PWT

request a Property Owner Petition for concrete paving of unimproved asphalt streets that do not have curbs & gutters; or, gravel or dirt alleys, or streets that do not have existing sidewalks. For street pothole or curb repairs, resurfacing or reconstruction use Street Repairs - Routine. For alley repairs please use Alley Repair - Routine. The Property Owner Petition Program requires property owners to sign a petition and share in the cost of the paving improvements.

Sidewalk - New - PWT

request the installation of sidewalks on public streets. This program requires a petition signed by 2/3rd's of the property owners with 50% of the property frontage. Property owners will share in the cost of the improvements. For replacement of existing deteriorated sidewalks, please use the service request Sidewalk Replacement Request.

Sidewalk Replacement Program - PWT

request replacement of existing deteriorated sidewalks within public right-of-way. This is a cost share program between the City and the Citizen.

Speed Limit Change Request - PWT

request for changes in speed limits for streets within Dallas

Street Lighting - Maintenance - PWT

maintenance on existing street lights including bulbs that are out, dim or flickering, broken, pole damaged, or day burner. Pole # is needed.

Traffic - General Request - PWT

installation of new signs, signals and markings that have never existed. Stop sign, signs, traffic marking, markings, signal, signals, road humps, speed bumps, no parking, alley rumble strips, etc. It is also for the maintenance of existing signs with the exception of STOP signs that are down. Those should be called in immediately to 311.

Trinity River Corridor Project Inquiry - PWT

report or request inquiries regarding the Trinity River Corridor Project.

SAN - Sanitation

Brush/Bulk Items - Missed - SAN

missed residential bulky, brush garbage, trash, solid waste monthly scheduled collection.

Dead Animal Pick Up - SAN

collection of dead animals. Dead pet, pets must be placed at the point of garbage collection for removal by city crews. Dead pets will only be picked up from private property for the elderly or handicapped, and an adult must be on the property at the time the crew arrives or the animal will not be picked up.

Disposal/Landfill Transfer Station - SAN

problems related to the city's solid waste, garbage, refuse facilities at McCommas Bluff landfill, and three transfer stations at Bachman, Oak Cliff and Fair Oaks.

Garbage - Missed - SAN

missed residential garbage, solid waste, trash collection.

Grass Clippings - SAN

purchase of grass tags from March 1 thru April 4. A name, phone number/e-mail address is required.

Litter Cans - Sanitation - SAN

request or report Litter Cans (sidewalk trash cans).

Recyclable Collection Missed (Residential) - SAN

missed collection of residential recycling

Roll Cart - SAN

residential roll carts that are broken and need to be replaced or repaired. This service request can also be used to request additional roll carts or a trash can or container.

Sanitation Crew Complaint - SAN

report or request Sanitation Crew Complaints.

Sanitation Misc. - SAN

report or request general concerns related to garbage, brush/bulk items. To report water leaks, water main breaks, leaking/stopped sewers, or other Water related problems, please contact 311.

Sanitation Property Damage - SAN

report or request information regarding damages by Sanitation Department.

STS - Streets

Alley Repair - Routine -STS

alley repairs such as a breakdown, level ups or a base failure in the alley.

Bike Paths/Routes - STS

surface problems on bicycle paths.

Creek/ Culvert Blockage - STS

problems with culverts or creeks. A culvert is an underground pipe that is opened on both ends and is usually found under the street or driveway. The maintenance of creeks, drainage ways, channels and streams is the responsibility of the property owner. The Department of Street Services is responsible for maintaining creeks and drainage ways that are owned by the City of Dallas only.

Creek/Culvert Maintenance-Flood Control - STS

Creeks needing maintenance that are on City of Dallas property. If the creek is behind a private residence, or business, that Creek is the maintenance responsibility of the adjacent property owner.

Crew Complaints - Streets - STS

complaints against crews or vehicles that work for the City of Dallas Street Department only. Examples: Street Services truck speeding, damages on job site worked by Streets crews only.

Guardrail Repair - Routine - STS

damages to an existing guardrails or treated posts. If the damages could pose a hazardous condition that could be detrimental to vehicular or pedestrian traffic, please dial 3-1-1 when calling from inside the Dallas City Limits and 214-670-5111 when calling from outside of the Dallas City Limits.

Inlet/Storm Drain/Ditch Cleaning - STS

inlet or storm drain ditch that needs cleaning. The Department of Street Services is responsible for the maintenance of underground storm sewer main lines, inlet boxes and lateral lines on public property and drainage easements throughout the City of Dallas. The Department of Street Services is also responsible for the removal of any obstruction in culverts under City maintained streets and alleys. The City of Dallas does not clean on private property.

Inlet/Storm Drain/Drainage Ditch Repairs - STS

inlet or storm drain ditch that needs to be repaired. The Department of Street Services is responsible for the maintenance of underground storm sewer main lines, inlet boxes and lateral lines on public property and drainage easements throughout the City of Dallas. The City of Dallas does not repair inlets or storm drains on private property.

Lid Cover Broken - Routine - STS

broken lid. The Street Services will investigate to determine which type of lid is broken. The department is responsible for maintaining and repairing inlet covers, inlet grates and storm sewer manhole covers, and any lid cover that is related to storm water.

MOWmentum/Adopt-a-Roadside Program - STS

request to adopt a Median, Right-of-way, or Triangle for beautification. The MOWmentum Program is a program designed to allow homeowner associations groups, businesses and individuals an opportunity to adopt a portion of the public right-of-way for the purposes of maintaining and improving the property. (Rights-of-ways includes medians, triangles and traffic circles. Parkways are not eligible for this program).

Median/ROW Maintenance - STS Operations

Medians or Rights-of-way that need mowing or other maintenance needs.

Pavement Surface Improvements - Alley-STS

requesting that the alley be repaved. The alley must be a concrete or asphalt alley. If the alley is dirt or gravel, use Paving Petition Request. In order for the alley to be submitted to the Department of Public Works and Transportation for reconstruction, the pavement must have more than a 30% pavement defect.

Pavement Surface Improvements - Street - STS

request to have the entire street repaved. Pavement Surface Improvements division will evaluate the location and submit it to the Needs Inventory List for a future treatment program based on the results of the evaluation. Treatment programs include: street resurfacing, micro surfacing, slurry seal, restoration and rehabilitation.

Pothole Repair Routine - STS

routine pothole repairs. A routine pothole is a hole in the pavement that is 3x3 inches diameter or less.

Sand Removal Request - STS

after a snow and ice event to request sand pick up. Major thoroughfares are swept within 30 days after an event by the private contractor for the Department of Street Services. Non prime networks which consists of secondary thoroughfares , residential streets and bus routes are swept immediately after the snow and ice event.

Shopping Cart Routine Pickup - STS

shopping carts that are blocking a street, alley or sidewalk. The Department of Street Services will not remove carts from private property. If a cart is located on private property, the citizen must move the cart to the parkway (grassy area between the street and sidewalk).

Storm Sewer Line Locate - STS

Storm line locates. A Storm line locate is most often needed when construction is going to do a vertical bore or a horizontal bore. Any activity that requires digging near a street or easement should have a locate prior to digging. Line locates are occasionally requested so that construction can plan where to connect a storm drain.

Street Repair - Routine - STS

minor street repairs such as base failures, push-ups, level-ups, standing water and broken curb and gutter. Asphalt streets are commonly repaired with asphalt and concrete streets with concrete. However, concrete streets are most commonly repaired with asphalt and later repair with concrete if necessary. The Department of Street Services does not make repairs to curbs and gutters that are cosmetic in nature.

Street Sweeping - STS

sweeping on major thoroughfares only. Street Services has a systematic cleaning schedule, which ensures coverage of the major traffic thoroughfares within the City of Dallas. Cleaning includes sweeping, flushing and cleaning of gutters. Residential sweeping is not provided, however, if a hazard (glass or other debris) call 3-1-1 and city crews will respond. The Department of Street Services does not provide residential street sweeping.

Trinity River Levee Mowing/Maintenance - Routine - STS

high grass at the Trinity River Levee . The Trinity River Levee is to be maintained in a natural state and is therefore mowed twice a year by Street Services River Levee Division.

Visibility Obstruction - STS

visibility obstructions caused when a vehicle cannot see oncoming traffic due to overgrown vegetation, shrubs, grass or low hanging limbs.

Graffiti - City Parks

report graffiti @ parks & on park property.

Graffiti - City Buildings

graffiti on 320 E. Jefferson, 2014 Main ONLY

Graffiti - City Streets & Bridges

report graffiti on sidewalks, alleys, bridges, retaining walls or streets.

Graffiti - Traffic Signs/Signals

report graffiti on traffic signs and signals.

Graffiti Private Property - Residential/Commercial

report graffiti on residential/business property.

WTR e-Pay Inquiry

Water Bill Electronic Payment Inquiry. For other water issues such as meter leaks, turn ons, turn offs, burst pipes, call 3-1-1