

Austin Police Department  
**OFFICE OF COMMUNITY LIAISON**

# Resource Manual



**AUSTIN POLICE DEPARTMENT**  
Office of Community Liaison  
P.O. BOX 689001  
AUSTIN, TEXAS 78768-9001  
512.974.4700  
*(Updated March 2024)*

# Make the Right Call: Use 9-1-1 for Emergencies

## EMERGENCY? CALL 9-1-1!



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In an emergency don't hesitate to call 9-1-1. This site will help you understand when you should make 9-1-1 your first call and what you can do to help operators send first responders your way as quickly as possible. Police, Fire, Emergency Medical, and Mental Health services are available 24 hours a day seven days a week.

<https://www.austintexas.gov/departments/make-right-call-use-9-1-1-emergencies>

### WHAT IS 9-1-1?

9-1-1 is the telephone number to use in an emergency. 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 for the 9-1-1 call-taker to know your address. Most Public Safety Answering Points (PSAPs) 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 IS AN EMERGENCY?

Emergency can mean different things to different people depending on the circumstances. However, there are certain times everyone should turn to 9-1-1 for help. Call 9-1-1 immediately if the situation involves the following:

- An immediate danger to life or property.
- A fire.
- A crime in progress.
- A medical emergency.
- Someone needing mental health services.

If you can't call, Text 9-1-1. Text messages only, do not include photos or videos. 9-1-1 by text is only available in English currently.

## **WHAT TO SAY WHEN YOU CALL**

One of the most important things you can do is remain calm. Speak clearly and provide as much detail as you can about what is happening and about your location including:

- An address, major intersections, or landmarks. Providing this information helps operators get first responders to the scene as quickly as possible.
- Remember, 9-1-1's top priority focus is to get you the help you need.
- Operators are not concerned with and will NEVER ask about your immigration status.

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

- Your call is automatically routed to the correct public safety answering point based on your location.
- With enhanced 9-1-1, 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 9-1-1 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 if the person can only be reached by helicopter, etc.

## **MENTAL HEALTH SERVICES**

**Call 512-472-HELP (4357)** – If you or someone you know is experiencing a need of mental health crisis, or is in need of immediate mental health services, help is available via the [Integral Care](https://integralcare.org/en/home) 24/7 mental health crisis hotline 512-472-HELP (4357).

For more information on community mental health services, visit Integral Care's website at <https://integralcare.org/en/home>

# Austin 3-1-1

## Austin 3-1-1

# 3-1-1 for NON-Emergencies

## WHAT is 3-1-1?

- ◆ 3-1-1 is a 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.
- ◆ To reach 3-1-1 for City of Austin concerns, when calling outside of Austin, call 512-974-2000.

## 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.

<https://www.austintexas.gov/department/311>

# Other City Services

## Alphabetical Listing of City Services

### **Abandoned and Junk Vehicles (Vehicle Abatement) – 512-974-8119 –**

The criteria for vehicles being tagged on the street is as follows: the vehicle is visibly inoperable (flat tires, severely wrecked, dismantled, etc.) or illegally parked (left wheel to curb, too close to the intersection, too far out from the curb, etc). Currently, City Council does not allow the Austin Police Department to tag vehicles for expired or missing registration or inspection stickers. If an officer finds a vehicle to be in violation, an orange sticker will be placed on the vehicle giving the owner 48 hours to fix the problem or remove the vehicle from the street. After 48 hours, the vehicle is rechecked and if still in violation the vehicle will be impounded. The owner has 20 days to redeem the vehicle before it is sold at public auction.

Junked/nuisance vehicles on private property must be visibly inoperable and have expired registration or inspection stickers. If an officer finds a vehicle to be in violation, a green sticker will be placed on the vehicle along with information as to why the vehicle is in violation. If a sticker is placed on a vehicle, the owner has 10 days to fix the problem or remove the vehicle from public view. If after 10 days the owner has not remedied the situation, impoundment action will be taken. Once a vehicle is impounded as junked/nuisance it is titled as such, and the owner cannot redeem the vehicle.

**Animals Running Loose – 3-1-1 –** The City of Austin’s Health and Human Services Department Animal Control Unit responds to off leash dog complaints. The Austin Animal Shelter is the largest shelter in Central Texas and provides shelter to more than 18,000 animals each year.

**Austin Resource Recovery – 512-974-4343 or 512-974-2000 –** The Facility is open to City of Austin and Travis County residents to safely dispose hazardous waste. Pouring chemicals down the drain, dumping them on the ground or putting them in the trash is dangerous and harmful to the environment. Physical Address: Recycle & Reuse Drop-Off Center, 2514 Business Center Drive, Austin, 78744

### **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 3-1-1. 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 the 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 3-1-1. 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 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**

For a home to be boarded up, 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 days. Austin Code handles these complaints.

### **Creek Drainage Complaints – 3-1-1**

Report overgrown/trashed creeks and drainage areas to 3-1-1. These complaints are investigated by the City's 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 3-1-1. 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, call 3-1-1.

### **Dead Animals – 3-1-1**

Dead animals in the right-of-way are collected by Austin Resource Recovery by calling, 3-1-1.

### **Flooding Complaints – 3-1-1**

Complaints about areas prone to flooding should be directed to the Watershed Protection Department by calling 3-1-1. An inspector will visit the location and determine what might be done to curb the problem.

### **Garbage, Recycling & Yard Trimmings Pick Up – 3-1-1**

Austin Resource Recovery 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 cart, please call 3-1-1.

### **Graffiti Removal – 3-1-1**

To report graffiti or for assistance with graffiti removal, please call 3-1-1. People interested in volunteering to remove graffiti can contact Keep Austin Beautiful at 512-391-0617 or by visiting the KAB website: [KeepAustinBeautiful.Org](http://KeepAustinBeautiful.Org)

### Illegal Dumping – 3-1-1

You may not dump garbage or unwanted items. There are several landfills in the Austin area where you may dispose of items that you no longer want for a fee. Austin Code pursues two goals with illegal dumping – ensuring the dump site is cleaned up and catching the perpetrator. If caught, offenders may be required to clean up the dump site and pay a fine. However, cleaning up the dump site is ultimately the responsibility of the property owner.

**Municipal Court (Austin) – 512-974-4800**; Email: [court@austintexas.gov](mailto:court@austintexas.gov)  
**6800 Burleson Road, Building 310, Suite 175, Austin, TX 78744**

#### The main court location’s Hours of Operation:

- Monday thru Wednesday and Friday from 8:00am to 6:00pm.
- Thursday 8:00am to 8:00pm.

The main location is currently offering in person customer services and full court docket appearances. Walk-In mitigation docket to discuss your warrants, commitments and other pending cases with a judge is available:

#### Walk-In Mitigation Docket

Monday	8:30 AM-11:00 AM	Must be checked in by 11:00 AM
	1:30 PM-3:30 PM	Must be checked in by 3:30 PM
Tuesday	8:30 AM-11:00 AM	Must be checked in by 11:00 AM
	1:30 PM-3:30 PM	Must be checked in by 3:30 PM
Wednesday	8:30 AM-11:00 AM	Must be checked in by 11:00 AM
	1:30 PM-3:30 PM	Must be checked in by 3:30 PM
Thursday	8:30 AM-11:00 AM	Must be checked in by 11:00 AM
	1:30 PM-3:30 PM	Must be checked in by 3:30 PM
	6:00 PM-8:00 PM	Must be checked in by 8:00 PM

**Dockets will close at the specified times above. If you do not check in by the deadline, you will have to return to appear at the next available docket.**

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

Items in the driving lanes of the roads or in alleys should be reported by calling 3-1-1. 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 to remove the obstructions.

### Parks Maintenance – 3-1-1

Maintenance in City parks should be reported to the Parks and Recreation Department by calling 3-1-1. Be as specific as possible about the problem (example: drinking fountain on the southeast side of X park is broken.) Parks 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 3-1-1.

## **Police Reports by Phone (Filing police reports) – 3-1-1**

Police reports can be made by telephone IF the situation is NOT an emergency, and it is 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 9-1-1.

## **Pothole Complaints – 3-1-1**

Report potholes by calling 3-1-1. 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.



## **To Report a Power Outage to Austin Energy – 512-322-9100**

## **Rodent/Vector Control (rats, mosquitoes) – 3-1-1**

The Rodent and Vector Control program assists individual property owners with eradicating mosquitoes and rodents on their property.

## **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 3-1-1.

## **School Signs and School Zone Light Malfunction – 3-1-1**

To request a school zone sign be posted or for the repair or maintenance of an existing school sign or School Zone Light, please call 3-1-1.

## **Stop Signs or Maintenance of Street Signs – 3-1-1**

Stop signs are installed as safety measures to assign right-of-way. You can report maintenance needed for a traffic sign or marking by dialing 3-1-1. Alternatively, you can also download the 3-1-1 app on your mobile device, send an email to 3-1-1, or complete a service request form online.

## **Streetlights and Night Watchman Lights – 3-1-1**

Austin Energy (AE) provides streetlight systems within the Austin city limits. In addition, they provide affordable, maintenance-free Night watchman lighting services within the Austin Energy service area. To request lighting or report an issue you may also email, [Austin311@austintexas.gov](mailto:Austin311@austintexas.gov)

Streetlights - AE will also conduct a free, onsite evaluation for customers who request more street lighting for their neighborhoods. If it is determined that additional street lighting is warranted, AE will also identify the best location for maximum illumination and coverage.



Night Watchman Lights - Outdoor lighting discourages theft and vandalism, enhances personal safety and reduces the potential for accidents. APD's Crime Prevention Team recommends the use of outdoor Night Watchman lights for your property or business. AE handles the installation, maintenance and billing for the Night Watchman lights.

### **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.

### **Street Signs Down – 3-1-1**

Citizens can report a downed street sign or request a replacement sign by calling 3-1-1.

### **Traffic Signals and Traffic Signal Malfunction – 3-1-1**

### **Tree Trimming – 512-494-9400 or 3-1-1**

Austin Energy manages a tree-trimming program that helps lower the number of power outages caused by fallen tree limbs. If you need more information, please call Customer Care at 512-494-9400 or email the Austin Energy Forestry Division at [utilityforestry@austinenergy.com](mailto:utilityforestry@austinenergy.com)

### **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 3-1-1. 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.*)

### **Utility Outages**

To report a power (electric) outage, call Austin Energy at 512-322-9100.  
To report a water outage, call Austin Water at 3-1-1.

### **Water and Wastewater Problems – 3-1-1**

Citizens can report problems with stop-ups, manhole overflows and/or bad taste in water. Once notified, an inspector investigates the complaint.



**Sewage Problems – 3-1-1 or call Austin Water Dispatch at 512-972-1000**

### **Weeds and Trash – 3-1-1**

To report high weeds or trash on vacant or occupied private property or on City property, call 3-1-1.

**For more information about City services not listed here, please visit the website at <https://www.austintexas.gov> or call 3-1-1.**

# Park ATX

## Parking In Downtown Austin –

The City of Austin enforces on-street parking rules and regulations to enhance safety and access to available parking for all users. The Austin Transportation Department's Parking Enforcement officers and Austin Police Department officers, and in some cases trained volunteers, are authorized to enforce parking regulations within the City of Austin right-of-way. The Austin Transportation Department does not tow vehicles.

## Parking Regulations

Be sure to always read posted signage. For more information on parking regulations and enforcement and fines, please visit the following websites.

- [Austin City Code on Metered Station Parking -](https://library.municode.com/tx/austin/codes/code_of_ordinances?nodeId=TIT12TRRE_CH12-3MEPASTPA)  
[https://library.municode.com/tx/austin/codes/code\\_of\\_ordinances?nodeId=TIT12TRRE\\_CH12-3MEPASTPA](https://library.municode.com/tx/austin/codes/code_of_ordinances?nodeId=TIT12TRRE_CH12-3MEPASTPA)
- [Texas Transportation Code –](https://statutes.capitol.texas.gov/Docs/SDocs/TRANSPORTATIONCODE.pdf)  
<https://statutes.capitol.texas.gov/Docs/SDocs/TRANSPORTATIONCODE.pdf>
- [State Capitol Complex parking information from the Texas Department of Public Safety – \(TX DPS\) Frequently Asked Questions –](https://www.dps.texas.gov/section/highway-patrol/faq/parking-frequently-asked-questions)  
<https://www.dps.texas.gov/section/highway-patrol/faq/parking-frequently-asked-questions>
- [University of Texas Parking Information–Questions:](https://www.parking.utexas.edu) <https://www.parking.utexas.edu>

## Parking Tickets –

Parking citations are issued for violations of State of Texas and City of Austin parking laws and regulations. If your citation was issued by an employee or volunteer with the City of Austin, please see the Austin Municipal Court website at <https://www.austintexas.gov/municipal-court/handle-a-parking-citation> for information on how to handle your citation. Otherwise, your parking citation will have contact information, likely found on the back of the ticket.

There are a few ways to pay your ticket:

1. Online through the [case portal](#)
2. By calling the courthouse at **512-974-4800**
3. By mailing a check or money order to Austin Municipal Court, P.O. Box 2135 Austin, TX 78768-2135 with the following information:
  - License plate number
  - Date of violation
  - Citation number
  - Your contact information (Name, Address, Phone number)
4. In person at one of the two courthouse locations:
  - **Main Courthouse:** 6800 Burleson Road, Building 310, Suite 175, Austin, TX 78744
  - North Substation: 2121 W. Parmer Lane Suite 116., Austin, TX 78754.

If you are unable to pay, you may [request a hearing](#) to discuss alternative payment options.

For more information on Parking in the City Limits of Austin, please visit <https://www.austintexas.gov/page/park-atx>

To download the mobile parking app, please visit... <https://www.parkatxapp.com>  
Paying for parking is easy and convenient with the [Park ATX mobile app](#). You can pay, extend and manage your parking session remotely with just a few taps. Even better, you can save money on parking by using Park ATX!

People can use up to two free 15-minute parking sessions every 24 hours through the park ATX app. Use validation codes **FREE15ATX1** and **FREE15ATX2**. These codes cannot be used for the same session, and additional time past 15 minutes will be considered a typical parking session that will charge fees. New users may need a minimum wallet amount to start.

If you're a downtown commuter looking for long-term parking solutions, check out options available through the [Affordable Parking Program](#). The program has available spaces in participating parking garages for participants to park in at low-cost monthly rates.

### How to use the Park ATX app

1. Download the Park ATX app, available for free on [Apple iOS](#) and [Android](#) devices.
2. Create an account with your mobile phone number or email address, set up payment and add your vehicle license plate(s).
3. Park where you see Park ATX app signs and decals. In the app, start a parking session and locate the zone number for where you are parking. You can find the zone number on posted signs, on the front of a pay station, or on a single space meter. If you turn on location tracking in the app, the zone number will automatically populate.
4. Select the amount of time you wish to stay by sliding the time bar at the bottom of the app and confirm your stay.
5. Enter validation codes **FREE15ATX1** and **FREE15ATX2** to park for free for 15 minutes in any paid on-street parking space. These codes are valid for separate sessions once every 24 hours.
6. Pay for the time you use and nothing more. If you have any unused time when leaving the parking space, simply stop the parking session and the remaining time will be refunded back into your wallet.

**PARK ATX**

Use the validation codes below and receive **15 minutes free** in the Park ATX app

1. Download the app: **Park ATX**
2. Start your parking session
3. Tap **Redeem** and enter one of the **validation codes**:

**Free15ATX1**

**Free15ATX2**

Codes can be used once every 24 hours. Terms and conditions may apply. No cash value except where required by law. New users may need a minimum wallet amount to start.

Looking for long-term parking? The **Affordable Parking Program** has options for you!

[AustinTexas.gov/AffordableParking](https://AustinTexas.gov/AffordableParking)



If you need technical assistance with the park ATX app, please visit the Support Center at [ParkATXapp.com](http://ParkATXapp.com).

If you experience issues with a particular parking zone or payment process, you can contact [Parking@AustinTexas.gov](mailto:Parking@AustinTexas.gov).

The Affordable Parking Program is a City of Austin and Downtown Austin Alliance initiative to reduce economic barriers for Austin community members to access downtown. Austin service and entertainment industry employees who work downtown can access park options at affordable monthly rates as early as 3 p.m. and as late as 7 a.m. during the week, and park up to 24 hours during the weekend, depending on the garage. Limited spaces are available for daytime use.

## A Few Parking Program Garages

### City Hall Garage

- 301 W. Second St.
- Hours: 1:30 p.m. – 5 a.m. Mon. – Fri. and 6 a.m. – 5 a.m. Sat./Sun. (excluding holidays)

### One Texas Center Garage

- 505 Barton Springs Rd.
- Hours: 5 p.m. – 5 a.m. Mon. – Sun.

**Waller Creek Center Garage**

- 625 E. 10th St.
- Hours: 6 p.m. - 5 a.m. Mon. – Sun.

**Austin Centre Garage**

- 701 Brazos St.
- Hours: 5 p.m.– 7 a.m. Mon.– Fri. and all-day Sat./Sun.

**Austin Convention Center Garage @ 2nd Street**

- 201 E. Second St.
- Hours: 4 p.m. – 5 a.m. Mon. – Sun. (excluding holidays)

**Austin Convention Center Garage @ 5th Street**

- 601 E. Fifth St.
- Hours: 4 p.m. – 5 a.m. Mon. – Sun. (excluding holidays)

**Capitol Garage**

- 206 E. Ninth St.
- Hours: 4 p.m. – 5 a.m. Mon. – Fri. and all-day Sat./Sun.

**Hartland Plaza**

- 1759 W. Sixth St.
- Hours: 3 p.m. – 7 a.m. Mon. – Fri. and all-day Sat./Sun. (excluding holidays and special events)

**Hartland Plaza Underground**

- 533 Campbell St.
- Hours: 3 p.m. – 7 a.m. Mon. – Fri. and all-day Sat./Sun. (excluding holidays and special events)

**Indeed, Tower Garage**

- 200 W. 6th St.
- Hours: 3 p.m. – 4 a.m. Mon – Fri. and all-day Sat and Sun.

**Littlefield Garage**

- 508 Brazos St.
- Hours: 3 p.m. – 3 a.m. Mon – Fri and all-day Sat and Sun.

**Perry Brooks Garage**

- 720 Brazos St.
- Hours: 3 p.m. – 7 a.m. Mon. – Fri. and all-day Sat./Sun. (excluding holidays and special events)

**State of Texas Garage N**

- 300 San Antonio St.
- Hours: 4 p.m. – 3 a.m. Mon. – Sun.

**Seaholm Garage**

- 211 Walter Seaholm Dr.
- Hours 24/7

**300 West Sixth Garage**

- 300 W. Sixth St.
- Hours: 4 p.m. – 7 a.m. Mon. – Fri. and all-day Sat./Sun.

**501 Congress Garage**

- 112 E. Fifth St.
- Hours: 3:30 p.m. – 7 a.m. Mon. – Fri. and all-day Sat./Sun.

**101 Colorado Garage**

- 140 W. Cesar Chavez St.
- Hours: 4 p.m. – 5 a.m. Mon. – Fri. and all-day Sat./Sun.

**405 Colorado Street Garage**

- 405 Colorado Street, Austin TX 78701
- Hours: 3 p.m. – 7 a.m. Mon. – Fri. and all-day Sat./Sun

**816 Colorado Garage**

- 816 Colorado St.
- Hours: 4 p.m. – 7 a.m. Mon. – Fri. and all-day Sat./Sun.

**500 W. Second Garage**

- 500 W. Second St.
- Hours: 4 p.m. – 5 a.m. Mon. – Fri. and all-day Sat./Sun.

For more information on these parking locations [click here](#)

**Please visit this link for an interactive map of parking in the downtown / surrounding areas:**

<https://austin.maps.arcgis.com/apps/webappviewer/index.html?id=6357fb0a495b48e3bc07640c32e6c5fa>

## iReport Austin

Visit [ireportaustin.com](http://ireportaustin.com) - You can file a report for non-emergency incidents with the Austin Police Department (APD) 24 hours a day, seven days a week year-round using APD's online incident reporting system [ireportaustin.com](http://ireportaustin.com). The portal is for incidents that are no longer in progress, when the suspect(s) are no longer on scene or in sight, or when there is no immediate threat to life or property. Examples of reports that you may file online include:

- Assault (minor or no injury, excluding domestic violence)
- Assault with Injury
- Assault by Contact
- Threats (excluding domestic violence)
- Burglary that does not involve fire/arson.
- Theft (excluding prescriptions, firearms, explosives, vehicle license plates, and motor vehicles of any kind)
- Lost or missing property (excluding narcotic prescription medication, vehicle license plates, and firearms)
- Damaged property or Graffiti
- Fraud
- Harassment
- Counterfeiting or Forgery
- Identity theft
- Illegal use of a credit or debit card
- Minor, non-criminal child custody issues for documentation only.
- Trespassing (suspect no longer on scene)
- Shoplifting reports
- Hit & Run
- Indecent Exposure
- Wrecker Ordinance Violation
- Bicycle Registration

### **By phone - Call Austin 3-1-1 or 512-974-2000**

Interpreters are available for languages other than English.

You can only report by phone if you are under 17 years old, do not have a valid email address, or the offense cannot be reported online. Otherwise, you must file a report online.

# Police – Helpful Numbers

Alarm Unit – 512-974-5730

APD Office of Community Liaison – 512-974-4700

Austin Police Department Main #512-974-5000 or dial 3-1-1.

Auto Theft Tip Line – 512-974-5096

## **District Representatives:**

**To learn more about the Austin Police District Representatives, please visit...**

**<https://www.austintexas.gov/department/apd-district-representatives>**

**To find the correct District Representative for your area please visit...**

**<https://austin.maps.arcgis.com/apps/MapSeries/index.html?appid=981bf8841c4a4bd49429d41a4bfcdcf>**

## **OTHER HELPFUL PHONE NUMBERS:**

Gang Suppression Unit – 512-974-8600; Gang Hotline – 512-974-8610

Homicide Tip Line – 512-477-3588

Narcotics Tip Line – 512-974-8609

National Night Out – 512-974-4700

Non-Emergency – 3-1-1

Office of Police Oversight – 512-974-9090

TTY – 512-974-9144

Complaint and thank-you hotline: (512) 972-2676.

Email: [policeoversight@austintexas.gov](mailto:policeoversight@austintexas.gov)

**Operation Blue Santa** – 512-974-4900; email: [bluesanta@austintexas.gov](mailto:bluesanta@austintexas.gov) ; website: [www.bluesanta.org](http://www.bluesanta.org) ; To donate toys: 4101 South Industrial Dr., Suite #260 ATX 78745

Police Report (to purchase a copy) – 512-974-5407/5408.

Public Information Office – 512-974-5017

Recruiting – 512-974-4211; Email: [APDRecruiting@austintexas.gov](mailto:APDRecruiting@austintexas.gov)

Robbery Tip Line – 512-974-5092



Sex Crimes Tip Line – 512-974-5095

Other helpful numbers:

SAFE AUSTIN (512) 267-7233

TAASA 512-474-7190 (*Texas Association Against Sexual Assault*) [info@taasa.org](mailto:info@taasa.org)

RAINN (877) 656.HOPE (4673) Toll Free (*Rape, Abuse, Incest National Network*)

S.A.L.T. (Seniors and Law Enforcement Together) – 512-974-4700

Travis County Jail – 512-854-9889; Travis County Sheriff's Office – 512-854-9770

**Victim Services – 512-974-5037**

**Victim Services** is a crisis intervention division of the Austin Police Department that helps citizens in immediate traumatic crime situations. All services rendered by Victim Services are at no cost to the citizen and are available 24 hours a day.

**Austin Police Department  
Office of Community Liaison**

**P. O. Box 689001**

**Austin, TX 78768-9001**

**Office: (512) 974-4700**

**Email: [Community.Liaison@austintexas.gov](mailto:Community.Liaison@austintexas.gov)**

For help locating housing, food pantries, human or social services, please call **2-1-1** or visit the website at <https://www.211texas.org>

All information contained within this manual was retrieved from the City of Austin website. Please visit [www.austintexas.gov](http://www.austintexas.gov) for any further information on the topics & the contents of his manual.

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