REPORTING and SOLVING PROBLEMS

A list of some common problems faced by residents is presented in the quick-reference guide on the following pages. More detailed information about each of these problems can be found in the appropriate section of this guide.

If you are not sure where to go with your problem, call the city's Switchboard. The operator can provide information and assistance that facilitates timely and accurate responses to visitors' and callers' requests, complaints and suggestions regarding City of Fort Worth services.

City Switchboard
(817) 392-CALL (2255)

Staff may initiate follow-up action to assure that citizens' problems are resolved or that an acceptable reason for non-resolution is given. The staff also identifies resources to provide referral assistance to callers with problems that cannot be addressed by existing departments or city services.

When reporting a problem to the operator, please provide as much of the following information as possible:

- Your name and address
- Your daytime phone
- Your e-mail address

- Location of the problem. Please be specific:
  Examples:
  Vacant lot on the west side of 715 Texas St.
  Broken water main on southeast corner of Texas Street and Macon Street.
  Not: On the corner of Texas and Macon.

- Detailed description of the problem. Please be specific:
  Examples:
  Burned building
  Tree limb blocking stop sign
  Junked car in front of yard
  Old furniture stored on the porch
  Not: Looks bad; needs to be condemned

- Date and time observed
- Name and address of alleged violator, person or company

If a vehicle is involved:

- License plate number and state
- Make and model
- Color
- Any other helpful information

If the telephone lines are busy, your call is automatically transferred to an answering system. Feel free to record the information about your complaint or leave your name and number if you prefer a call-back. Information about any complaint is confidential and will not be shared with other neighbors.

TYPE OF PROBLEM	PROBLEM DESCRIPTION	CONTACT
AIR and WATER QUALITY	Air pollution OR Storm water pollution (storm drain discharge) **EMERGENCIES** *If you are reporting an emergency situation that will result in imminent and substantial health and safety dangers, call 911.*	Air Pollution (817) 392-6088 Storm Water Pollution (817) 392-6088 24-hr hotline: (817) 392-8700 Environmental Management During regular business hours: 8 a.m. - 5 p.m.
	Smoking vehicles	(817) 704-2522 Online Reporting: www.nctcog.org/trans/air/smoking/howto.asp
	Smoking in public facilities and enforcement of the smoking ordinance	Smoking Ordinance Hot Line (817) 212-2710 Monday-Friday: 8 a.m. to 5 p.m.
	Report possible pollution in your neighborhood creek	Environmental Management Water Quality Division (817) 392-6088
	Running water in street	Water Department (817) 392-4477
	Water from your faucet looks, smells or tastes unusual	Water Department (817) 392-4477
	Break in water main/pipe or overflowing sanitary sewer	Water Department (817) 392-4477
	Report a clogged sewer line	Water Department (817) 392-4477 *Immediately before calling a plumber*
	Chemical or Fuel Spill	EMERGENCY-911
ANIMALS	Report: • Animal bites • Possible rabid animal • A neighbor with too many animals and unsanitary animal conditions • Barking dogs • Animal abuse • Animals that dig into curbside trash • A tethered pet • Other problem animals • Dead animals on public property	Animal Care & Control Center (817) 392-3737 In times of emergency, such as if an individual is being threatened by a vicious animal, call 911
	Report: • Dead animals on city streets • A dead pet pickup	Solid Waste Customer Service (817) 392-3279
	Report dead animals on the highway	Texas Department of Transportation (817) 370-6500
	Report dead livestock on my property	Contact a rendering company
	Report nuisance bird problems	Parks and Community Services Department (817) 871-5700

TYPE OF PROBLEM	PROBLEM DESCRIPTION	CONTACT
CRIME PREVENTION	Report a crime, including drug-related crimes	EMERGENCY - 911 Non Emergency (817) 335-4222 Crime Stoppers Hotline (817) 469-TIPS (8477) Drug Hotline (817) 469-8477 Drug Hotline (Spanish) (817) 922-3250 All numbers above are answered 24 hours a day, 365 days a year
FIRE PREVENTION	Report fires and medical emergencies	EMERGENCY - 911
	Report a fire hazard	Fire Department (817) 392-6830
	Report a problem with a fire hydrant	Water Department (817) 392-4477
FLOODING/DRAINAGE	Report street, home or business flooding/drainage issues	TPW Customer Service (817) 392-8100
GARBAGE	Report a missed garbage pickup	Environmental Management Solid Waste Management Division (817) 392-3279
	Report garbage being put out too early (before 6 p.m. the night prior to pickup)	Code Compliance (817) 392-1234
	Report animals that dig into curbside garbage	Animal Care and Control Division (817) 392-3737
HEALTH and SOCIAL SERVICES	Request health screening and supplemental foods for low-income pregnant and postpartum women, along with their infants and children	Women Infant and Children Program (WIC) (817) 321-5400
	Request assistance in managing breast or cervical cancer	Tarrant County Health (817) 321-4888
	Request assistance in managing sexually transmitted diseases	Tarrant County Health (817) 321-4800
	Report problems about the sanitation conditions at a local restaurant, childcare facility, swimming pool, hotel or motel and mobile food vendors	Code Compliance Department Consumer Health Services Fort Worth: (817) 392-7255 Tarrant County: (817) 321-4701
	Request social services	United Way's First Call (817) 258-8100 or 211
	Request for social service coordination	Community Relations Department Community Outreach Team (817) 392-6200
HOUSING	File a complaint about your landlord	Apartment Association of Tarrant County (817) 284-1123 or Community Relations Department (817) 392-7525 *FWHA property only:* Fort Worth Housing Authority (817) 336-2419
	Report discrimination related to housing	Community Relations Department (817) 392-7525

TYPE OF PROBLEM	PROBLEM DESCRIPTION	CONTACT
LAND USE and ZONING	Protest proposed rezoning or variances in your neighborhood	Planning and Development Department Rezoning - (817) 392-2495 Variances - (817) 392-2414
NEIGHBORHOOD BEAUTIFICATION and MAINTENANCE	Report • Hazardous trees on city property • Trees or shrubs that obstruct traffic, block streets or obstruct traffic signs	Parks and Community Services Forestry Section (817) 871-5738 Monday-Friday: 8 a.m. to 5 p.m. Trees Blocking Streets After-Hours Emergency (817) 392-8100
	Report • Unmowed medians • Poor visibility at traffic intersections due to high grass and weeds • High weeds on medians	Parks and Community Services (817) 871-5700 (817) 871-7667
	Report • Poorly maintained homes • Unsecured and abandoned homes • Vehicles parked on grass in front or side of yard • Junk vehicles • Garbage not in a container • Items stored on a porch • Grass and weeds more than 12 inches in average height • Broken-down fence facing the street • Illegally installed barbed wire fence • Inadequate barrier for a private swimming pool • Illegal dumping • Dangerous tree on neighbor's property	Code Compliance (817) 392-1234
	Report stagnant pools of water conducive to mosquito breeding	Code Compliance (817) 392-1234
	Report • Signs in disrepair • Unwanted handbills	Planning and Development Department DevCustomerService@fortworthgov.org (817) 392-2222
	Report graffiti on personal property	Police Department (817) 335-4222
	Request assistance in graffiti removal	Graffiti Abatement (817) 212-2700 graffiti@fortworthgov.org
	Report a potential brownfield (contaminated site)	Environmental Management (817) 392-6088
NEIGHBORHOOD VITALITY	Report a person who has too many garage sales Report: • Illegal placement of garage sale signs • The use of too many garage sale signs	Code Compliance (817) 392-1234 or Planning and Development Department DevCustomerService@fortworthgov.org (817) 392-2222

TYPE OF PROBLEM	PROBLEM DESCRIPTION	CONTACT
PARKS and COMMUNITY SERVICES	Report: • Broken playground equipment in city parks • Broken lighting in city parks	Parks and Community Services (817) 871-6761
PERSONAL VEHICLES	Replace damaged or stolen license plates	Call your local Tarrant County tax office or mvt@tarrantcounty.com www.tarrantcounty.com
	Report a traffic accident	EMERGENCY: 911 Non-emergency: (817) 335-4222
	Retrieve an impounded vehicle	Auto Pound 1301 E. Northside Drive Fort Worth, TX 76102 (817) 871-5950
RAILROADS	Report railroad crossing problems *Railroad companies are responsible for maintaining crossings. However, a TPW staff liaison can refer problems to the railroad companies.*	TPW Department (817) 392-6798 or National Railroad Hotline 1-800-772-7677
STREETS	Request pothole repairs Report obstruction/debris in roadway	TPW Customer Service (817) 392-8100 Code Compliance (817) 392-1234
	Request major/comprehensive street repairs	TPW (817) 392-6311
	Report problems on freeways and state highways	Texas Department of Transportation (817) 370-6500
	Report problems on county roads	Tarrant County (817) 884-1250

TYPE OF PROBLEM	PROBLEM DESCRIPTION	CONTACT
TRAFFIC CONTROL	Report broken or malfunctioning: • Traffic signals • School zone flashers • Street lights • Street signs that are missing or damaged • Pavement markings • Parking meters	TPW Customer Service (817) 392-8100
	Report undue traffic from neighbor's home-based business	Code Compliance (817) 392-1234
	Report a reckless driver or road rage	Police Department (817) 392-SAFE (7233) OR (817) 335-4222
	Report: • The selling of merchandise or soliciting of charitable contributions on city streets or right of ways without a permit • Report door-to-door vendors operating without a registration certificate and/or engaging in vending activities at any resident or business that has a "No Soliciting" or "No Trespassing" sign posted on the property or when a vendor has been verbally informed that no solicitation of foods, goods, services or merchandise is allowed	Police Department (817) 335-4222
TRAFFIC SIGNALS	Report a traffic signal timing problem	TPW Customer Service (817) 392-8100
UTILITIES	Report water turned off by mistake Initiate new service or terminate service	Water Department (817) 392-4477 Representatives available 24 hours/7 days a week