

Eligible SNAP Request	Capital Improvements (Non- Eligible SNAP Items)	Routine Service Items (Non- Eligible SNAP Items)
<i>(Projects and Services)</i>	<i>(Typically Considered Under CIP)</i>	<i>Year round request and CIP programs -Must Complete Application and/or Petition Process First) -Request through 311</i>
<b>Traffic Operations</b>		
	<ul style="list-style-type: none"> <li>▪ New Left/Right turn lanes or Median cut</li> <li>▪ Traffic Island/ Curb Extension/Delineator Post</li> <li>▪ Proposed Round-a-bout</li> <li>▪ Intersection Redesign                             <ul style="list-style-type: none"> <li>○ includes signal upgrades at intersections (upgrade signals heads, pedestrian heads)</li> <li>○ change in traffic hardware (span wire to mast arm)</li> <li>○ reconfigure existing intersection</li> </ul> </li> </ul>	<p><b>Neighborhood Traffic Management Program: (Application Required)</b></p> <ul style="list-style-type: none"> <li>• Program has limited funding</li> </ul> <p><b>Street Lighting: (Application Required)</b></p> <ul style="list-style-type: none"> <li>▪ A completed application is required for a survey.</li> <li>▪ Street lights are only installed on city streets.</li> <li>▪ Poles are installed 100-300 feet apart, between property lines. A pole charge may apply.</li> <li>▪ The city pays the operating and maintenance cost. Center Point Energy installs, owns, and maintains the street lights.</li> </ul> <p><i>See web link for all traffic related applications</i>  <a href="http://www.publicworks.houstontx.gov/traffic/documents.html">http://www.publicworks.houstontx.gov/traffic/documents.html</a></p> <p><i>See full list of Online Service Request/311</i></p>
<b>Engineering &amp; Construction</b>		
	<ul style="list-style-type: none"> <li>▪ Sidewalks abutting Residential/ Commercial property is owner responsibility</li> <li>▪ Pedestrian Bridge</li> <li>▪ Major Thoroughfares and Collector street reconstruction/construction</li> <li>▪ Water Line, Storm Sewer, or Sanitary Sewer Line Construction/Reconstruction</li> </ul>	<p><b>Safe Sidewalk Program: (Application Required)</b></p> <ul style="list-style-type: none"> <li>▪ The Safe Sidewalk Program provides sidewalk installation along collector streets leading to schools and streets surrounding schools. See website for criteria</li> <li>▪ The Major Thoroughfare Program provides sidewalk installation along major thoroughfares.</li> <li>▪ The Pedestrian Accessibility Review (PAR) Program addresses sidewalk curb cut / ramps for sidewalk accessibility. PAR is administered by the Dept. of Neighborhoods -- Mayor's Office for People with Disabilities.</li> </ul> <p><i>See application form and additional information at</i>  <a href="http://documents.publicworks.houstontx.gov/latest/safe-sidewalk-program-ssp.htm">http://documents.publicworks.houstontx.gov/latest/safe-sidewalk-program-ssp.htm</a></p>

Eligible SNAP Request	Capital Improvements (Non- Eligible SNAP Items)	Routine Service Items (Non- Eligible SNAP Items)
<b>Public Utilities</b>		
	<ul style="list-style-type: none"> <li>▪ Water Line or Sanitary Sewer Line Construction/Reconstruction</li> <li>▪ City participation in new development through Developer Participation Agreement (DPC)</li> </ul>	<p><b>Utility System Maintenance and Services</b></p> <ul style="list-style-type: none"> <li>▪ Investigating Customer 311 Service Request (Odor problems, re-occurring sewer problems, stoppages, excursions and wet weather).</li> <li>▪ Repair of water breaks on public properties.</li> <li>▪ Relocation of water meters and service lines to access new and larger water mains installed in the streets.</li> <li>▪ Investigation of low water pressure.</li> <li>▪ Fire hydrant repair, replacement and preventive maintenance.</li> <li>▪ Investigation of sanitary sewer odors.</li> <li>▪ Dye testing, smoke testing, and removal of sanitary sewer stoppages and overflows.</li> <li>▪ Cleaning and repair of sanitary sewer lines.</li> <li>▪ Restoration of public and private property after the repair of water and sewer lines.</li> </ul>
<b>Planning &amp; Development</b>		
<ul style="list-style-type: none"> <li>• Amendment/Removal of a Bike Lane/Route</li> <li>• Bikeway Signs-crossing signs only on approved bikeways</li> </ul>	<ul style="list-style-type: none"> <li>• Bikeway Lanes/Routes –proposals and extensions on existing routes</li> <li>• Bikeway Trails/Shared Use Paths –proposals and extensions on existing trails/shared use paths</li> </ul>	<ul style="list-style-type: none"> <li>• Maintenance of lanes, restriping, sweeping, or repair</li> <li>• Maintenance of Trails –mowing, overgrown vegetation, surface repairs</li> </ul>
<b>Street &amp; Drainage</b>		
<ul style="list-style-type: none"> <li>• Maintenance Needs Review of Neighborhood Streets (Concrete or Asphalt)</li> <li>• Maintenance Needs Review of Thoroughfare or Collector Streets (Concrete or Asphalt)</li> </ul>	<ul style="list-style-type: none"> <li>• Full Street Repair, where overlay is not justified</li> <li>• Extensive Concrete Repair where a reconstruction is needed</li> <li>• Curb Repair along residential/commercial property is owner responsibility</li> </ul>	<ul style="list-style-type: none"> <li>• Curb Repair on Esplanades or along Thoroughfares will be evaluated for safety</li> <li>• Drainage –Flooding encroaching home/ROW will be logged in 311</li> <li>• Structural Flooding –call 311 (recurring events can be submitted for local drainage project evaluation)</li> </ul> <p><b>See full list of Online Service Request/311</b></p>

**Traffic Operations Division Requests through 311 (Non- Eligible SNAP Items)**

**Service Description**

**TOD - Flashing School Beacon**

- Repair Flashing School Beacon Repair issues are those that relate specifically to malfunctioning or damaged flashing school zone beacons. Examples include: leaning beacons or those that have been knocked to the ground, burned out bulbs, graffiti, beacons that flash outside of their prescribed times.

**TOD - Install New Signal**

- Install New Signal requests relate specifically to a request for a traffic signal where one does not presently exist. (ie stop sign, traffic signal overhead sign)

**TOD - Modify Existing Signal**

- Modify Existing Signal issues are those that relate specifically to the operation of existing traffic signals. Items investigated under this type include: adding/removing left-turn arrows, altering lane use at the traffic signal, adding/removing a pedestrian signal, removing a signal completely, etc. Requests for changes to the traffic signal timing should be logged under the Traffic Signal Maintenance service request type.

**TOD - Pavement Markings**

- New Pavement Markings New issues are those that relate specifically to the application of pavement markings in areas where they do not presently exist. Items investigated under this type include: adding/removing stop bars, crosswalks, lane lines, turn-arrows, etc.

**TOD - Pavement Markings - Worn or Faded**

- Worn or Faded issues are those that relate specifically to the re-application of EXISTING pavement markings. Items investigated under this type include: re-application of stop bars, crosswalks, lane lines, turn-arrows, etc.

**TOD - Stop Sign**

- New Stop Sign relates specifically to a request for a stop sign(s) where one does not presently exist.

**TOD - Street Light Burned Out**

- Report malfunction of existing Street Lights (out, dim, off-and-on, on all day, pole leaning) to CenterPoint. Click: <http://www.centerpointenergy.com/outage/> if wrecked, burning, down, wires cut/down, CALL immediately: 713-207-2222.

**TOD - New Traffic Sign**

- New Traffic Sign relates specifically to a request for a traffic sign(s) where one does not presently exist. (ie stop sign, traffic signal sign, parking signs/restrictions, roadway signs)

**TOD - Traffic Sign Maintenance**

- Traffic Sign Maintenance issues are those that relate specifically to damaged EXISTING traffic signs and/or sign poles. Examples include: signs with faded wording or graphics, hanging signs, signs knocked off of the pole, sign and pole knocked to the ground, graffiti, etc.

**TOD - Traffic Signal Maintenance**

- Traffic Signal Maintenance issues are those relating specifically to malfunctioning or damaged EXISTING traffic signals and/or signal equipment. Examples include: flashing signals, burned out bulbs (or complete outages), leaning and/or knocked down equipment, graffiti, etc.

**TOD - Traffic Signal Timing Synchronization**

- Traffic Signal Timing Synchronization issues are those relating specifically to the timing or sequencing of traffic signals at an intersection.

**Street and Drainage Division Service Requests through 311 (Non- Eligible SNAP Items)**

**SDD Service Description**

**Bridge Maintenance Branch**

- **Barricade** - Use this service request for repairs to a barricade.
- **Bridge Repair** –Use this service request to request repair to City bridges (not freeways).
- **Graffiti on Bridge**
  - Use this service request type to report graffiti on a bridge within the City of Houston. A location description and address is required in order to process this request. To report graffiti on private property, call the Houston Service Helpline by dialing 3-1-1 or 713-837-0311.
- **Icing Bridge** –Use this request to report ice on a City bridge

**Ditch Maintenance Branch**

- **Clean Off-Road Ditches** -Use this service request to request ditch maintenance for an off-road drainage ditch.
- **Flush Culvert** – Use this service request to request flushing of roadside ditch culvert.
- **Regrade Roadside/Off-Road Ditches** - Use this service request to request regrading of a roadside or off-road drainage ditch.
- **Roadside Ditch Maintenance**
  - Use this service request type to report a drainage problem with the ditch in front of your home. A location description and address is required in order to process this request. Property owners are responsible for keeping the ditches in front of their homes free of weeds, grass, vegetation or any debris that might prevent the flow of water as stated in the City of Houston's Code of Ordinance, Chapter 10, Article XI, Section 10-451.

**Street Maintenance Branch**

- **Street Repair** -Use this request to report a street cave-in, buckling, or to report any major obstructions in the surface of the street that's affecting the normal flow of traffic. A location description and address is required in order to process this request.
- **Curb Repair**
  - Use this service request type to report a curb that has been damaged due to utility work performed by the City of Houston. A location description and address is required in order to process this request. If, however, the curb has deteriorated due to age, the city has no plans for making repairs.
  - Curbs along esplanade will only be repaired if the damage poses a safety hazard.
- **Debris/Sand Removal** -Use this service request to request debris removal from the roadway
- **Driveway Replacement**– Use this service request to request a driveway repair caused by previous work performed by Right-of-Way & Fleet Maintenance.
- **Low Area/Standing Water**
  - Use this service request type to report water standing in a low area of the street for more than two weeks. A location description and address is required in order to process this request.
- **Mow Easement** - Use this service request to request mowing along right-of-way and drainage easement.
- **Pothole**

- Use this service request type to report street potholes. Potholes are described as bowl-shaped holes of various sizes in the pavement surface of the street, with a minimum width of 6 inches and a minimum depth of 1 inch. A location description and address is required in order to process this request. If you need to report a utility cut (usually a square cut) or a sinkhole (usually a dip in the pavement or a void), please call 3-1-1 or 713-837-0311 directly.
- **Sidewalk Repair**
- Use this service request type to report a sidewalk that has been damaged due to utility work performed by the City of Houston. A location description and address is required in order to process this request. If, however, the sidewalk has deteriorated due to age, the city has no plans for making repairs.
- **Barricade - Temporary Placement**
- **Trees/Limbs Removed from Right of Way**

#### **Storm Sewer Maintenance Branch**

- **Animal in Storm Sewer** - Use this service request to report an animal in the storm sewer.
- **Clean Storm Sewer** - Use this service request to request storm sewer cleaning.
- **Flooding**
  - Use this service request type to report street and structural flooding. Structural flooding is when water enters inside the house or business (NOTE: Inside the house does not include porch, garage, tool shed, dog house, or any structure outside the living quarters.). A location description and address is required in order to process this request.
- **Inlet Maintenance** – Use this to report missing covers, shifted covers, rattling or damaged covers.
- **Inlet Needs Cleaning**
  - Use this service request type to report a storm sewer inlet with a grated cover (usually square shaped with several small square or round holes on top located next to the curb or in the middle of the street) that is clogged with trash and debris; preventing rain water to drain. A location description and address is required in order to process this request.
- **Manhole Maintenance** –Use this request to service missing covers, shifted, damaged or rattling covers, and for manhole cleanings.
- **Storm Sewer Inspection** – Use this request to inspect possible blockage in the underground storm sewer system.
- **Storm Sewer Odor** - Use this service request to report an odor coming from the storm sewer.
- **Drainage System Violation** -Use this service request if the violator is discharging substance (i.e. leaves, wash water, sewage, oil, grease, etc.) into ditches, storm sewers, inlet drains, bayous, manholes or storm sewers within the City of Houston's city limits.