

Online Service Request Portal

HOW TO REPORT AN ISSUE

NOTICE: Please be aware that we do not handle any issues on State Highways or FM roads.

The Comal County Engineer's Office offers a convenient, streamlined method for the Public to submit issues they find on County roads to our Office. Currently, there are five main categories of issues the Public can report to our Office.



[Road Surface Issues](#)

Potholes, Road Failures, Loose Rock



[Dead Animals](#)



[Right of Way Hazards](#)

Litter, Debris, Building Materials



[Signage](#)

Downed Sign, Damaged Sign, Missing Sign



[Drainage Issues](#)

County Road or Culvert

Road Surface Issues

Potholes, Road Failures, Loose Rock

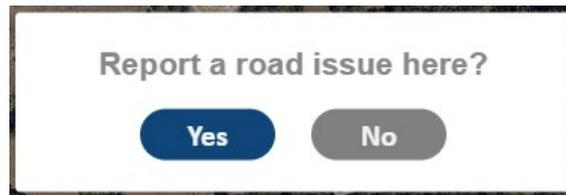


ROAD ISSUES

Potholes, Road Failures, and Loose Rock
Sweeping on County Roads

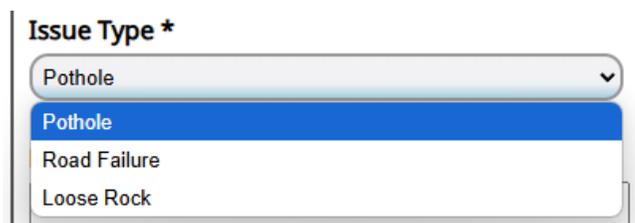
Clicking on the Road Issues icon on the Report an Issue Hub page takes you to the [Report a Road Issue map](#). Here you will see Comal County filled with blue lines representing County Maintained roads. You can zoom in to an area, search for an address in the top left search bar, or use the Find My Location icon to automatically zoom to where you are currently located.

Click on the map on a blue, County Maintained road and a popup will show, asking if you want to report an issue at this location.



Report a road issue here?

Click Yes and a simple form will open up, allowing you to describe the issue. The first detail, Issue Type, provides a dropdown of issues related to Road Surface. Select which one best fits the issue you want to report.



Issue Type *

Pothole

Pothole

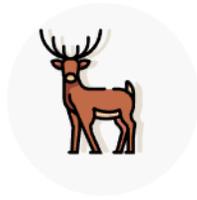
Road Failure

Loose Rock

Next, enter your contact information, so that if one of our foremen have trouble finding the issue you are reporting, they can contact you for clarification. If you are reporting from your smartphone and would like to include a picture of the issue, click the Choose File button to take a picture and upload it along with your report.

When you are done entering details, click Submit at the bottom of the form and wait a few seconds for it to send. When it is successfully submitted you will be taken to a confirmation page, after which you can return to our home page or close out your browser.

Dead Animals



DEAD ANIMAL

Pickup of Non-Domestic Dead Animals in the unincorporated area of the County

Clicking on the Dead Animal icon on the Report an Issue Hub page takes you to the [Report an Animal map](#). Here you will see the Comal County boundary. Zooming in slightly will show the boundaries of cities within Comal County. You can report a dead animal anywhere within the County boundary that is **NOT** within a city boundary or near a State maintained road. You can zoom in to an area, search for an address in the top left search bar, or use the Find My Location icon  to automatically zoom to where you are currently located.

Click anywhere on the map within the County boundary that is **NOT** within a city boundary or near a State maintained road and a popup will show, asking if you want to report an issue at this location.

A rectangular popup box with a white background and a thin black border. At the top, the text "Report a dead animal here?" is centered in a bold, dark grey font. Below the text are two rounded rectangular buttons. The left button is dark blue with the word "Yes" in white. The right button is grey with the word "No" in white.

Click Yes and a simple form will open up, allowing you to describe the issue. Enter your contact information, so that if one of our foremen have trouble finding the issue you are reporting, they can contact you for clarification. Giving as detailed a description in the Comments field of where the dead animal is located is extremely helpful in making sure our crew can locate the animal for pick up.

If you are reporting from your smartphone and would like to include a picture of the issue, click the Choose File button to take a picture and upload it along with your report.

When you are done entering details, click Submit at the bottom of the form and wait a few seconds for it to send. When it is successfully submitted you will be taken to a confirmation page, after which you can return to our home page or close out your browser.

Right of Way Hazards

Litter, Debris, Building Materials

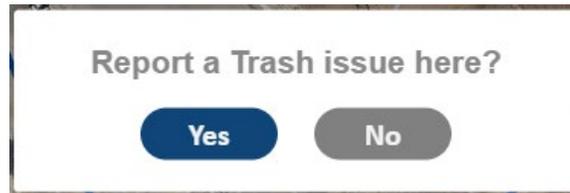


RIGHT OF WAY HAZARD

Litter, Building Materials, or Debris on County Roads

Clicking on the Right of Way Hazard icon on the Report an Issue Hub page takes you to the [Report a Trash Issue map](#). Here you will see Comal County filled with blue lines representing County Maintained roads. You can zoom in to an area, search for an address in the top left search bar, or use the Find My Location icon to automatically zoom to where you are currently located.

Click on the map on a blue, County Maintained road and a popup will show, asking if you want to report an issue at this location.



Click Yes and a simple form will open up, allowing you to describe the issue. Enter your contact information, so that if one of our foremen have trouble finding the issue you are reporting, they can contact you for clarification. Giving as detailed a description in the Comments field of where the trash or debris is located is extremely helpful in making sure our crew can locate it for pick up.

If you are reporting from your smartphone and would like to include a picture of the issue, click the Choose File button to take a picture and upload it along with your report.

When you are done entering details, click Submit at the bottom of the form and wait a few seconds for it to send. When it is successfully submitted you will be taken to a confirmation page, after which you can return to our home page or close out your browser.

Signage

Downed, Damaged, or Missing Sign



SIGNAGE

Downed Sign, Damaged Sign, or Missing Sign

Clicking on the Signage icon on the Report an Issue Hub page takes you to the [Report a Sign Issue map](#). Here you will see Comal County filled with blue lines representing County Maintained roads. You can zoom in to an area, search for an address in the top left search bar, or use the Find My Location icon to automatically zoom to where you are currently located.

When you zoom in to an area, you will see orange dots populate along most County Maintained roads. These dots indicate where there either is—or at one time was—a County sign.



Click on the map near one of these green dots and a popup will show, asking if you want to report an issue at this location.

Report a sign issue here?

Click Yes and a simple form will open up, allowing you to describe the issue. Enter your contact information, so that if one of our foremen have trouble finding the issue you are reporting, they can contact you for clarification. In the Comments field please describe where the sign is located and what kind of sign it is if possible.

If you are reporting from your smartphone and would like to include a picture of the issue, click the Choose File button to take a picture and upload it along with your report. When you are done entering details, click Submit at the bottom of the form and wait a few seconds for it to send. When it is successfully submitted you will be taken to a confirmation page, after which you can return to our home page or close out your browser.

Drainage Issue

On a County Road or Culvert



DRAINAGE

Drainage issues related to a County Maintained Road or Road Culvert

Clicking on the Drainage icon on the Report an Issue Hub page takes you to the [Report a Drainage Issue map](#). Here you will see Comal County filled with blue lines representing County Maintained roads. You can zoom in to an area, search for an address in the top left search bar, or use the Find My Location icon to automatically zoom to where you are currently located.

Click on the map on a blue, County Maintained road and a popup will show, asking if you want to report an issue at this location.

Report a drainage issue here?

Click Yes and a simple form will open up, allowing you to describe the issue. Enter your contact information, so that if one of our foremen have trouble finding the issue you are reporting, they can contact you for clarification. In the Comments field please describe where the drainage issue is located and what the problem is if possible.

If you are reporting from your smartphone and would like to include a picture of the issue, click the Choose File button to take a picture and upload it along with your report. When you are done entering details, click Submit at the bottom of the form and wait a few seconds for it to send. When it is successfully submitted you will be taken to a confirmation page, after which you can return to our home page or close out your browser.