What is a Neighborhood Liaison

The role of a Neighborhood Liaison is one who records items discussed during community meetings such as streetlight repair, missed rubbish, vacant lots, abandoned vehicles, etc. and contacts Philly 311 for action and answers!

Recruit a Philly311 Neighborhood Liaison

At your next board meeting, recruit a volunteer to serve as your Philly311 Neighborhood Liaison. This volunteer would attend all of your meetings and when a concern is voiced, they would record it and commit to entering it into the Philly311 system for action.

Contact Information

3-1-1
215-686-8686*
*For those with VoIP (Voice over Internet Protocol) or calls from outside of Philadelphia

Call Center
Monday - Friday
8am - 8pm

Closed Saturday
Closed Sunday

Walk-in Facility
City Hall, Room 167
Philadelphia, PA 19107

Walk-in Office Hours
Monday - Friday
9am - 5pm

Email
philly311@phila.gov

Website
phila.gov/311

Interpreter services available.

خدمات الترجمة الشفهية متوفرة لدينا

提供口译服务

Services d'interprétation disponibles.

통역이 제공됩니다

Предоставляются услуги устного переводчика.

Se brindan servicios de interpretación.

Có sẵn dịch vụ thông dịch.
Advantages of a Neighborhood Liaison

- Provides assurance that an issue was addressed and action is being taken!
- Makes it easy for citizens to use Philly 311. Just dial 3-1-1 or contact your Neighborhood Liaison
- Centralizes all concerns and issues of the community by creating an account for your neighborhood to get action taken
- Access to status of issues or concerns at any time by checking the status of the issue through our Website or contacting your Neighborhood Liaison
- Builds the community by getting people involved

Get Action for your Neighborhood Association Issues

How many times have you sat in meetings where a board member or visitor brought up an issue that needed to be addressed by a City of Philadelphia operating department? The discussion could have been on a pothole that needed to be repaired, a defaced traffic sign that needed to be replaced or an unsightly property that needed to be cited. Sometimes the item is discussed for a long time taking away valuable time on your meeting agenda.

As leaders, you need a tool to immediately funnel these concerns into a program to get action! Recruiting a volunteer to serve as your association’s Philly311 Neighborhoods Liaison could be the answer!

Interested in Other City Programs?

“QR” codes can be found on your mobile app store

Learn about the PhillyRising Program
Learn about the Philly Spring Clean Up
Learn about the Philly More Beautiful Program

Contact your local provider on downloading “QR” code readers

Become a Neighborhood Liaison

For more information on how to become a Neighborhood Liaison contact:

Phone: 215.686.8686
Or email Philly311@phila.gov

Classes will be held on the third Wednesday of each month. Please call the number below to reserve seating.