



Key City Departments

The Managing Director's Office	www.phila.gov/mdo
The Philadelphia Fire Department (PFD)	www.phila.gov/fire
The Philadelphia Police Department (PPD)	www.ppdonline.org
The Philadelphia Department of Public Health (PDPH)	www.phila.gov/health
The Philadelphia Department of Licenses and Inspections (L&I)	www.phila.gov/li
The Philadelphia Department of Human Services (DHS)	www.phila.gov/dhs
The Philadelphia Streets Department (Streets)	www.phila.gov/streets
The Philadelphia Water Department (PWD)	www.phila.gov/water
The Recreation Department (Recreation)	www.phila.gov/recreation
The Fairmount Park Commission (FPC)	www.fairmountpark.org
The Philadelphia Free Library	www.freelibrary.org

City of Philadelphia
January 2008
Guide to City Services

Mayor Michael A. Nutter
Dr. Camille Cates Barnett, Managing Director



THE CITY OF PHILADELPHIA



Guide to City Services

COURTESY OF
THE MANAGING DIRECTOR'S OFFICE



**City of Philadelphia
Guide to City Services**

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Hotline & Tiplines (contd.)

Issue	Number	Agency
Trash or debris in streams	215-685-6300	Philadelphia Water Department
Trash put out too early	215-686-5560	Streets Department SWEEP Unit
Trash-strewn lot	215-686-9004	Vacant Lot Abatement Team
Tree limbs in contact with electrical wires	215-841-4141	PECO Emergency Services
Uncollected Recyclables	215-685-7329	Streets Department Recycling Unit
Uncollected Trash	215-686-5560	Streets Department Sanitation Unit
Underage drinking	215-726-6200	State Police Liquor Control Enforcement

The Managing Director's Eyes & Ears Program

**Email: EyesAndEars@phila.gov
Phone: 215-686-3491**

Eyes and Ears works with the City's operating departments to resolve non-routine issues that tend to require the resources of multiple departments. Eyes and Ears regularly works with Licenses & Inspections, Streets, Public Property, the Graffiti Abatement Team and the Vacant Lot Abatement Team.



City of Philadelphia Guide to City Services

Introduction

A variety of City agencies provide critical services that impact the quality of life in our homes and neighborhoods; ensure the safety and well-being of our citizens; and promote civic pride and leadership within our communities. City departments, such as Police, Public Health, Streets, License & Inspections, Recreation, Fire and Human Services, all have roles in protecting our quality of life, ensuring the public safety and working with the community to promote civic pride, leadership and resolve issues.

This guide is designed to help citizens navigate through the system of city agencies. It lists the most common issues and requests received by City departments and provides the contact information for the primary agency responsible for addressing the issue. Please note, this document does not list every city agency or service. This guide can serve as a companion to the city website (www.phila.gov). The web pages of key operational departments are provided on the back cover.

In the event that you are faced with an issue, request or complaint that this guide and the City's websites cannot resolve, please contact "The Managing Director's Eyes and Ears" hotline by telephone at 215-686-3491 or send an email to EyesAndEars@phila.gov.



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Hotline & Tiplines (contd.)

Issue	Number	Agency
Nuisance from neighboring housing project	215-684-4000	Philadelphia Housing Authority
Open fire hydrant	215-685-6300	Philadelphia Water Department
Potholes	215-686-5560	Streets Department Maintenance Unit
Snow and ice on roads	215-686-5560	Streets Department Maintenance Unit
Suspected arson activity	215-686-1362	Fire Marshal
Suspected criminal activity	215-685-1137	The Criminal Intelligence Division
Suspected drug activity	215-686-DRUG	Differential Police Response Unit (DPR)
Suspected terrorist activity	215-685-1170	Philadelphia Police Counter terrorism and Homeland Security Bureau



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Hotlines & Tiplines

Issue	Number	Agency
Abandoned or dangerous building	215-686-2463	L&I Services and Operations
Asbestos contamination or violations	215-685-7576	Philadelphia Department of Public Health Air Management Services
Broken pay phone	Number posted on phone	Telephone Provider
Collapsed Street	215-686-5560	Streets Department Maintenance Unit
Curfew violations	215-683-5770	Curfew Enforcement
Graffiti	215-686-0000	Graffiti Abatement Team
Heat Emergency	215-765-9040	Philadelphia Department of Public Health
Illegal dumping	215-686-2463	L&I Services and Operations
Illegal guns	215-683-GUNS	The Gun Recovery Reward Information Program (GRRIP)
Nuisance Bar	215-686-2463	Nuisance Bar Task Force



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The Quality of Life in our
Homes and Neighborhoods

Improving and protecting the quality of life in our homes and neighborhoods is key to a healthy and enjoyable life in our city. Therefore, many different city agencies have functions and responsibilities that focus on handling quality of life issues.

Blight		
Issue	Number	Agency
Abandoned or dangerous building	215-686-2463	L&I Services and Operations
Abandoned vehicle (in river)	215-685-6300	Philadelphia Water Department
Abandoned vehicle (on land)	215-683-CARS (2277)	Abandoned Vehicle Program
Graffiti	215-686-0000	Graffiti Abatement Team
Illegal dumping	215-686-2463	L&I Services and Operations
Trash-strewn lot	215-686-9004	Vacant Lot Abatement Team



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The Quality of Life in our Homes and Neighborhoods (contd.)

Code Violations

Issue	Number	Agency
Auto repair on public street	215-686-2463	L&I Services and Operations
Trash put out too early	215-686-5560 csstreets@phila.gov	Streets Department SWEEP Unit
Unshoveled sidewalk	215-686-2463	L&I Services and Operations
Unkempt Lawn	215-686-2463	L&I Services and Operations

Crime

Issue	Number	Agency
Anonymously Report Crime or Tips	215-685-9521	Town Watch Integrated Services (TWIS)
Report Illegal Guns	215-683-GUNS	Philadelphia Police Department
Suspected arson activity	215-686-1362	Fire Marshal
Suspected criminal activity	215-685-1137	The Criminal Intelligence Division
Suspected drug activity	215-686-DRUG	Differential Police Response Unit (DPR)
Suspected terrorist activity	215-685-1170	Philadelphia Police Counter Terrorism and Homeland Security Bureau



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City-Sponsored Community Organizations (contd.)

Reentry One-Stop Center

Building upon the demand for services by the ex-offender population, The One Stop Center has been designed to provide previously incarcerated individuals with an even broader range of transitional services to help them address the barriers many face as they strive to regain self-sufficiency and secure employment. The goal of the One Stop Center is to reduce recidivism and to increase public safety by offering a comprehensive menu of support to former inmates at one location, under one roof. Proposed services for FY08 include on-site career link accessibility; legal classes/services; child support modification assistance; paternity testing; GED/ABE classes; entrepreneurial seminars; and motivational lectures. While many of the services are accessible on site, other critical resources are made available through a streamlined referral process to outside partners. The support provided by the City's Reentry Partners including: Adult Probation and Parole; Department of Behavioral Health; Office of Supportive Housing; Philadelphia Defender's Association; Faith Based Partners; Philadelphia Prison System and the District Attorney's Office, have contributed to the success of this multi-faceted center.

Phone: (215)685-3370
Online: www.phila.gov/reentry

Curfew Center Initiative

The curfew center initiative is an important Operation Safer Streets program that combines three components of Safer Streets: police activity, intensive social services and community engagement. The goal of curfew centers is to get young people off the streets and "out of harm's way." All of the families of youth picked up for curfew violations are referred to the Department of Human Services (DHS) for preventive services. These services include counseling, parenting training, anti-violence programming, mentoring support, after-school programs, case management, tutoring, mental health and behavioral health.

Residents in curfew center areas have reported noticeable decreases in youth being outside late at night and a quieter community since the centers opened. Police officers commented that their authority has been restored with youth. There has also been an increase in community cohesion as evidenced in the community being empowered to impact youth violence and network amongst each other. The number of minors involved in violent crime in the area dramatically decreased since the inception of the curfew center program.

Phone: (215)683-5770



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**City-Sponsored
Community Organizations**

Philadelphia More Beautiful Committee (PMBC)

The Philadelphia More Beautiful Committee (PMBC), a part of the Streets Department's Sanitation Division, began 53 years ago as a "Clean-Up, Paint-Up, Fix-Up" initiative. Over the years, this initiative has evolved into an urban environmental partnership between city government and 6,500 Block Captains and their organized blocks. PMBC has become the most workable approach to combating neighborhood grime with organized block cleanings and beautification efforts, and has grown to be one of the largest volunteer organizations of its kind in the country.

Phone: (215)685-3981
Email: csstreets@phila.gov
Online: www.phila.gov/streets

Town Watch Integrated Services (TWIS)

Operation Town Watch Integrated Services (TWIS) promotes neighborhood safety through Community Policing and through our Community Support initiative, which provides for intervention and capacity building. The services we provide promote safety in the neighborhood by engaging institutions, community-based organizations, and local leaders to dialogue toward developing an agenda for action. These actions and plans involve pre and post intervention services while developing viable partnerships. TWIS' comprehensive approach to intervention will leave a community better able to identify, prioritize and implement its own action plan to address their challenges.

Phone: (215)686-1453
Online: www.phila.gov/townwatch



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**The Quality of Life in our
Homes and Neighborhoods (contd.)**

Public Nuisance

Issue	Number	Agency
Loud Noises or Vibrations	215-685-7580	Philadelphia Department Of Public Health Air Management
Nuisance Bar	215-686-2463	Nuisance Bar Task Force
Nuisance from neighboring housing project	215-684-4000	Philadelphia Housing Authority
Open fire hydrant	215-685-6300	Philadelphia Water Department
Overflowing Dumpster	215-686-5560 Csstreets@phila.gov	Streets Department SWEEP Unit



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The Quality of Life in our Homes and Neighborhoods (contd.)

Public Health & Safety

Issue	Number	Agency
Animal Feces	215-686-2463	L&I Services and Operations
Dead animal in abandoned building	215-686-2463	L&I Services and Operations
Flooded Intersection	215-685-6300	Philadelphia Water Department
Foul odor	215-685-7580	Philadelphia Department of Public Health Air Management
Heat Emergency	215-765-9040	Philadelphia Department of Public Health
Rats, raccoons, rodents, insects or other pests.	215-685-9000	Philadelphia Department of Public Health Vector Control



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Health & Public Safety (contd.)

Repair & Maintenance

Issue	Number	Agency
Collapsed Street	215-686-5560	Streets Department Maintenance Unit
Missing or broken street sign, street light, traffic light or alley light	215-686-5560	Streets Department Traffic Engineering Unit
Open fire hydrant, Sewer inlet cleaning or water inlet cleaning	215-685-6300	Philadelphia Water Department
Trimming or removal of tree on public property	215-685-4363 fpc.streettree.info@phila.gov	Fairmount Park Commission



City of Philadelphia Guide to City Services

Health & Public Safety (contd.)

Environmental

Issue	Number	Agency
Loud Noises or Vibrations	215-685-7580	Philadelphia Department of Public Health Air Management
Overflowing Dumpster	215-686-5560	Streets Department SWEEP Unit
Trash or debris in streams	215-685-6300	Philadelphia Water Department

Hazardous Conditions or Materials

Issue	Number	Agency
Asbestos contamination or violations	215-685-7576	Philadelphia Department of Public Health Air Management Services
Gas leak	215-235-1212	Philadelphia Gas Works
Heat Emergency	215-765-9040	Philadelphia Department of Public Health
Missing manhole cover (PECO)	215-841-4141	Philadelphia Electric Company
Missing manhole cover (PGW)	215-235-2050	Philadelphia Gas Works
Missing manhole cover (Water Dept)	215-685-6300	Philadelphia Water Department
Snow and ice on roads	215-686-5560	Streets Department Maintenance Unit
Tree limbs in contact with electrical wires	215-841-4141	Philadelphia Electric Company Emergency Services



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The Quality of Life in our Homes and Neighborhoods (contd.)

Service & Maintenance

Issue	Number	Agency
Broken street light, traffic light, alley light or street sign	215-934-5030	Streets Department Traffic Engineering Unit
Collapsed Street	215-686-5560	Streets Department Maintenance Unit
Highway Repair	1-800-349-7623	Pennsylvania Department Of Transportation
Potholes	215-686-5560	Streets Department Street Maintenance Unit
Sewer Inlet Cleaning	215-685-6300	Philadelphia Water Department
Trolley Track Repair	215-580-7852	SEPTA
Water Inlet Cleaning	215-685-6300	Philadelphia Water Department
Uncollected Trash	215-686-5560	Streets Department Sanitation Unit



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Health & Public Safety

Animal-Related Issues

Issue	Number	Agency
Animal Feces	215-686-2463	L&I Services and Operations
Dead animal in abandoned building	215-686-2463	L&I Services and Operations
Rats, raccoons, rodents, insects or other pests.	215-685-9000	Philadelphia Department of Public Health Vector Control

Blight

Issue	Number	Agency
Abandoned or dangerous building	215-686-2463	L&I Services and Operations
Abandoned vehicle (in river)	215-685-6300	Philadelphia Water Department
Abandoned vehicle (on land)	215-683-CARS (2277)	Abandoned Vehicle Program
Illegal dumping	215-686-2463	L&I



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Health & Public Safety (contd.)

Emergency

Issue	Number	Agency
Crime	911	Philadelphia Police Department
Fire	911	Philadelphia Fire Department
Medical Emergency	911	Emergency Medical Services
Poisoning (Chemical exposure by ingestion or inhalation)	215-386-2100	Poison Control Hotline
Report child abuse or neglect	215-683-6100	The Department of Human Services

Crime Prevention

Issue	Number	Agency
Curfew Violation	215-683-5770	Curfew Centers
Illegal dumping	215-686-2437	L&I
Illegal guns	215-683-GUNS	The Gun Recovery Reward Information Program (GRRIP)
Suspected arson activity	215-686-1362	Fire Marshal
Suspected criminal activity	215-685-1137	The Criminal Intelligence Division
Suspected drug activity	215-686-DRUG	Differential Police Response Unit (DPR)
Suspected terrorist activity	215-685-1170	Philadelphia Police Counter- terrorism and Homeland Security Bureau
Underage drinking	215-726-6200	State Police Liquor Control Enforcement