

**PART OF MAKING YOUR CITY GOVERNMENT WORK FOR YOU IS KNOWING WHO TO CONTACT WHEN ISSUES ARISE. HERE'S A HELPFUL GUIDE.**

# Guide to City Services

Graphic by BRAD GUIGAR / Guigar.com

**Fuel Oil**  
215-685-7580

**Abandoned Buildings/Vacant Lots**  
215-686-2463 or 311

**Sick/Stray Animals**  
267-985-3800

**Handicap Parking**  
311

**Abandoned Vehicles**  
215-685-9500

**Mar Chivalry**  
6-604-7722

**Parking Tickets**  
215-683-9611

**Missing Manhole Cover**  
215-686-5560

**Smoking/Poison**  
215-686-5560

**Broken Water Main**  
215-685-6300 (Dial "4")

**Philadelphia School District**  
215-400-4000

**School Enrolling**  
215-400-SAFE

**Abused/Neglected Child (Press 1)**  
215-683-6100

**Birth/Death Certificate**  
215-560-6011

**Talent/Educations**  
215-686-2901

**Landlord Complaints**  
215-686-4670

**Crain Removal**  
215-226-2261 or 311

**Suspicious Packages**  
911

**Illegal Dumping**  
215-686-8686 or 311

**Uncollected Trash**  
215-685-4293

**Missed Buses**  
215-686-6858

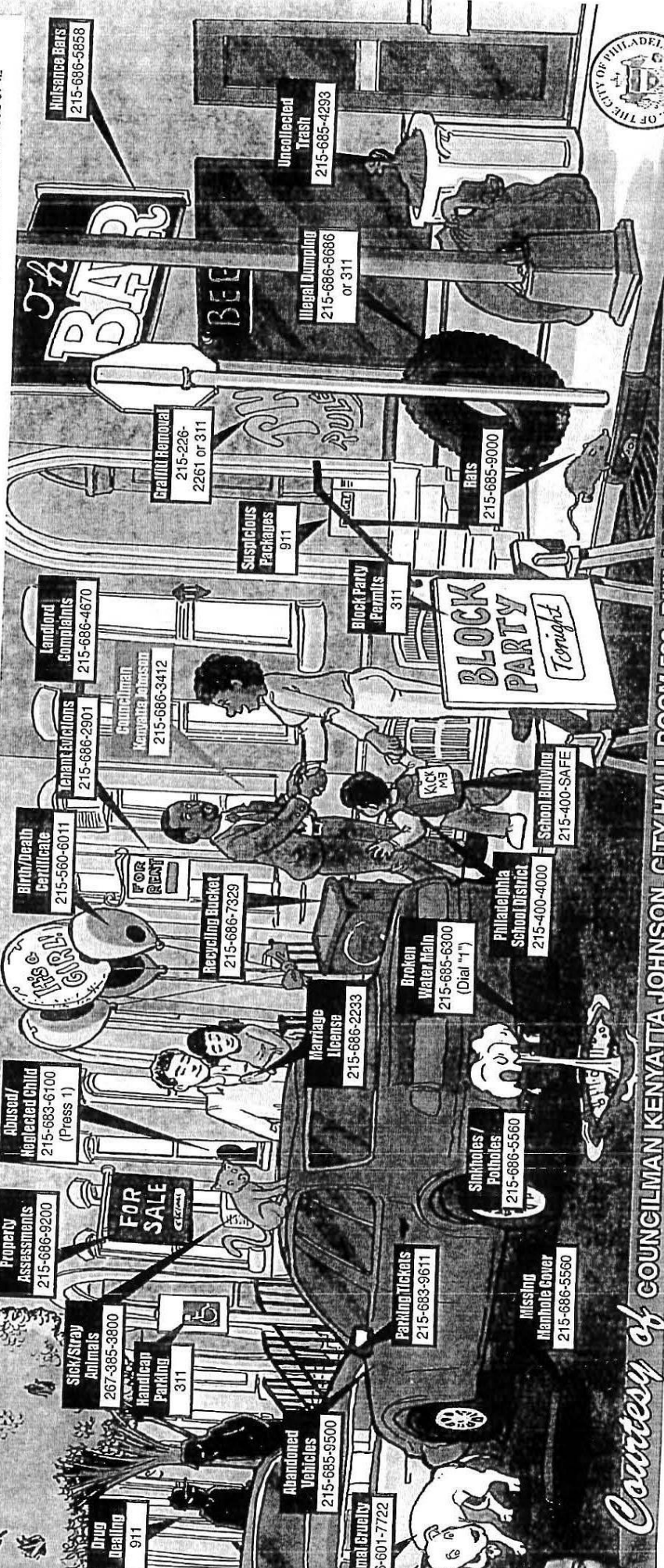
**MORE NUMBERS TO KNOW**

- Legal Help: 215-981-3700
- Mayor's Commission on Aging: 215-686-8450
- Mayor's Office of Re-integration Services for ex-offenders (M.I.S.E.): 215-683-3370
- Parks & Recreation: 311
- Paratransit: 215-580-7720
- Rec: 215-841-4000
- PEW: 215-235-1000
- Philadelphia Housing Authority: 215-684-4000
- Police District/1st: 215-686-3010
- Police District/3rd: 215-686-3030
- Ballroom Missions: 215-683-7726
- Child Support/Family Court: 215-686-7466
- Department of Public Welfare: 800-692-7462
- Emergency Shelter: 215-686-7150
- Financial Aid Info: 1-800-433-3243
- Flash Mobs: 911
- Free Library: 215-686-5322
- Heating Help: 215-560-1583
- Help With Domestic Violence: 1-866-723-3014

- Police District/9th: 215-686-3090
- Police District/12th: 215-686-3120
- Police District/17th: 215-686-3170
- Property Tax Appeals: 215-686-9283
- SEPTA Bus Info: 215-580-7800
- Snow/Ice: 311 or 215-686-5560
- Social Security Administration: 1-800-772-1213
- Traffic Tickets: 215-686-1675
- Philadelphia Water Dept.: 215-686-6880
- Witness Intimidation: 215-686-8027
- Youth Summer Jobs: 267 502 3742

**Broken Street Lights & Signs**  
215-686-5560

**Police/Fire Emergencies**  
911



Courtesy of COUNCILMAN KENYATTA JOHNSON, CITY HALL ROOM 580, PHILADELPHIA, PA 19107 (215) 686-3412

Open burning in Philadelphia is completely illegal. If you live near a business that is a nuisance to your community please report its violations whether it is an odor, smoke or drainage problem.

To report illegal burning call [Air Management Services](#) at [215-685-7580](tel:215-685-7580) to report smoke/noise/vibrations. Mention the name of the facility, their address and where the smoke or odor is coming from. You do not have to give AMS your information but the city will take you more seriously if you do.

If you need AMS after normal work hours please call Municipal Radio at [215-686-4514](tel:215-686-4514)/15.

If you live near a business or dumping site that floods, clogging drain pipes and dispersing toxic substances please call the Water Department. The general water line is [\(215\) 685-6300](tel:215-685-6300). You can also report broken storm drains.

You can call 311 for any hazard report at [\(215\) 686-8686](tel:215-686-8686).

You can call the Streets Department at [215-686-5560](tel:215-686-5560) to report dumping on a street or sidewalk.

Visit [cleanair.org/complaints](http://cleanair.org/complaints) for more information after letting the City know about illegal dumping, flooding or any hazard in your neighborhood.

Please call Russell Zerbo at 215.567.4004 x130 or e-mail [rzerbo@cleanair.org](mailto:rzerbo@cleanair.org) if you have any questions about reporting incidents or want to describe an interaction with the city.

Visit [guide.seventy.org](http://guide.seventy.org) online to view your elected officials. Simply type your address into the bar at the top.