

BROKEN CURBS & FOOTWAYS

Who is responsible for maintaining and repairing broken curbs & footways/sidewalks or pavements?

Property owners are responsible for maintaining curbs and footways. Broken and damaged curbs and footways should be repaired by property owners to maintain a safe and passable sidewalk.

What happens if a property owner's curb, footway, sidewalk or pavement is damaged by a contractor or city forces during street resurfacing or paving?

If a property owner's curb, footway, sidewalk or pavement is damaged by a contractor, the contractor is responsible for repairing the damage. If the damage is done by the city, the city will repair the damage.

ICE & SNOW COMPLAINTS

Who is responsible for removing snow from sidewalks and curbs after the end of a snowstorm?

Sidewalk and curb maintenance, by city ordinance, is the responsibility of the property owner. The property owner, agent or tenant, as the owner may determine, is responsible for removing snow from the sidewalk at the end of a snowstorm.

Does the whole sidewalk have to be cleared after a snowstorm?

No. The regulations require that there should be a path cleared of not less than 30 inches in width, on the sidewalk, abutting the property. As a courtesy to your neighbors and other pedestrians, provide as wide a path as possible, and cut out handicap ramps and inlets.

What should you do to have your street plowed or salted following a snow or ice storm?

You should call the Streets Department's Customer Affairs Unit at 215-686-5560, or dial (star) *FIX on your cellular phone (a free cellular call) to request that your street be plowed or salted following a snow or ice storm. The representative will route your request to the appropriate Highway district for service.

OIL SPILL ON THE STREET

What should you do if you encounter an oil spill on the street?

You should call the Streets Department's Customer Affairs Unit at 215-686-5560 or dial (star) * FIX on your cellular phone (a free cellular call) to report an oil spill. The representative will route your request to your respective Highway district for service. After hours, oil spill complaints should be reported to 215-686-1776, the main City Hall switchboard.

STREET LIGHTS

How do I report a broken street light?

All customer service requests for defective street lights are taken by the Streets Department's Customer Affairs Unit at 215-686-5560. From 7:00 PM to 7:00 AM, please call the maintenance contractor at 215-686-5610. The 100,000 street lights are owned by the city and repaired by a combination of contractors, electrical utility and city workers. The contractor responds to all service complaints, inspects the system for lights not working and replaces all defective lamps and photocontrols. The electric utility (PECO) provides power to all street lights and repairs all aerial and underground utility lines. City workers repair all knockdown street light poles, defective luminaries and replace obsolete equipment with modern fixtures.

GUIDELINES FOR CITY TRASH COLLECTION

How can I find out which day I should put out my trash?

Place your trash out only on your scheduled collection day. Collections are scheduled for Wednesday evenings in the center city area east of 20th Street, and for Thursday evenings west of 20th Street. If you are unsure of your collection day, call the Streets Department's CUSTOMER AFFAIRS UNIT at 215-686-5560. Your trash is to be placed on your property.

What time should I put out my trash?

For evening collection, put trash out after 4pm on the day of pickup.

What are the limits on trash containers?

Place all trash in personal trash cans or sealed plastic bags, filled only to the 75-pound limit. Package your trash securely. Collapse cardboard boxes and tie them into secure bundles.

Can I dispose of my trash in city litter baskets?

City litter baskets are for pedestrian use only. Do not use them to dispose of your household trash.

Is there a weekly limit on trash collections?

You may set out up to four containers (32 gallon maximum) or ten 30"x37" plastic bags, for a maximum of 220 pounds. Private collection is required if you exceed these limits, if your business is manufacturing or wholesaling, or if your building includes more than six units. To arrange for private collection, look in the Yellow Pages under "Rubbish and Garbage Removal." Businesses contracting for private trash services are not entitled to any collection by the City. Note that property owners are responsible for informing tenants of these regulations.

MISSED COLLECTION/HOLIDAYS

What happens if the trash truck misses my house or block?

The Customer Affairs Unit will get detailed information from you (i.e. location, time and vehicle number on the door) and report it to the Area Supervisor. In some instances, the trash may have been set out too late or there are visible contaminants in the trash.

Should I set my trash out on holidays for collection?

No. You should not set your trash out on holidays for collection. Trash will be collected a day late after holidays.

Bulk Items

What types of items are considered bulk items?

Appliances, such as stoves, washing machines, refrigerators, hot water heaters, and furniture are considered bulk items. Construction debris will not be picked up as bulk by the Sanitation Division because Contractors are responsible for removing their own debris.

When will my bulk items be collected?

Your bulk items will be picked up on the same day as your regular trash pick-up or 1-3 days after they have been called in. They are picked up by a special crew using bulk trucks. To be assured that your bulk item is picked up, please call in advance of your collection day.

Do I need to call to schedule a bulk pick-up?

Yes. You should call 215-686-5560 one day before your trash day to schedule bulk pickup. In most cases, you will have a better chance of having your bulk items picked up if you call ahead.

Recyclables

Why Should I Recycle?

Recycling diverts waste from being landfilled or incinerated, conserves energy since it takes less energy to produce new products from recycled materials and saves natural resources that sometimes cannot be replaced.

Do I Have to Recycle?

Yes. Recycling is the law in Philadelphia. If you don't recycle, you can be fined up to \$300.00.

How Do I Get a Recycling Bin?

Just call 215-685-RECYCLE (7329).

In what types of containers should recyclables be placed?

Cans, bottles and jars should be cleaned and placed in 20-gallon buckets (without lids or tops) and weigh no more than 25 lbs. Newspapers and Magazines should be tied with string in bundles or placed in paper bags. NEVER use plastic bags for recyclables.

What types of containers should I use for recyclables?

You may use any sturdy, plastic or metal container that holds 20 gallons or less. For information on receiving a Recycling Sticker for your container, call 215-685-7329. NEVER set recyclable material out in cardboard boxes.

What types of items are considered recyclables?

Newspapers, glass bottles and jars, aluminum beverage cans and metal food cans, magazines, junk mail, and telephone books.

When will my recyclable items be collected?

Your recyclables will be picked up the same day as your trash day every week, according to the schedule set by sanitation.

What happens when regular rubbish trucks pick up recyclables?

Area supervisors are responsible for looking into matters of this nature. In some instances, regular trash trucks are used to collect recyclables because there are not enough recycling trucks available. Detailed information should be given to the Area Supervisor if this should happen (i.e. location, time, place and vehicle number on door).

What happens if a recycle truck misses someone's house or block?

This should be handled in the same manner as missed trash. It should be called in to the Customer Affairs Unit. They will handle it. Please be sure to record the required information. The Recycling hotline number is 215-685-7329.

City-wide Cleaning (Illegal Dumping)

Who cleans public areas that have illegal dumping?

Citywide Cleaning Unit uses a short dump crew to clean public areas that have illegal dumping.

What other services are done by Citywide Cleaning?

Citywide cleaning is responsible for cleaning after Special Events such as parades and ball games. They also collect Saturday Clean-ups and leaves during fall. They use compactors for Saturday during neighborhood clean-ups (Approved by PMBC - Philadelphia More Beautiful Committee). They will be responsible for collecting yard waste during the month of June.

Who is responsible for cleaning Alleys and Driveways?

Cleaning of Alleys and Driveways is the sole responsibility of the property owner.

GUIDELINES FOR BUSINESSES WITH PRIVATE TRASH COLLECTION

What are the regulations for private trash collections?

Trash must not be put out more than two hours prior to collection. For collection scheduled after business hours, trash must be put out no more than 30 minutes prior to the close of business. Dumpsters not licensed for public right-of-way placement must be kept inside the business premises until the proper setout time.

What are the regulations for private trash containers?

Regulations require rigid containers equipped with lids for all trash and garbage put out for private collection. Each lid must be securely closed when waste is in the receptacle and garbage containers must be fully leak-proof. Newspapers, wood scraps, cardboard boxes and other loose items do not require containment provided they are bundled securely enough to withstand wind and rain and do not violate the Fire Code. Cardboard boxes may never be used as containers for trash, regardless of who collects it!

Can I dispose of my trash in city litter baskets?

City litter baskets are for pedestrian use only. Do not use them to dispose of your trash.

Who is required to obtain a dumpster license?

Philadelphia requires every dumpster user to obtain a license! Chapter 1-722 of the Philadelphia Code indicates that the user (not the hauler) is required to obtain a license for a dumpster in excess of one cubic yard.

A dumpster license is issued when a dumpster is placed on private property. Private property also includes parking lots, private alleys and driveways. A one-time fee of \$50.00 is required. Newly constructed buildings and also buildings that have modified their usage are required to provide trash storage inside the building.

An annual license is issued for a dumpster in the public right-of-way (i.e. street or sidewalk). A fee of \$300.00 is required. You are required to complete a questionnaire that shows your need for placement in the public right-of-way.

Dumpsters one-cubic yard or less are considered trash cans. Since trash cans are not permitted for public right-of-way storage, they are required to be stored in or on private property. Commercial set-out regulations apply to trash cans. Temporary Construction Dumpsters that are placed in the public right-of-way require a special permit. For additional information, contact the Streets Department's Permit Unit at 215-686-5500.

Every dumpster should have the hauler's name or company logo, telephone number, and a unique identification number. The user is required to be identified on the dumpster.

All dumpsters are required to be emptied at least once a week. If they contain "non-grindable" foods waste, they should be emptied every three days. (Additional collections may be required by the City.)

Dumpsters should be kept clean, in good repair, and free of offensive odors. They should be cleaned a minimum of two times a year. (Additional cleaning may be required by the City.) Cleaning dumpsters on the street or sidewalk is not permitted.

Dumpsters may not be used for the disposal of grindable garbage. All food-handling establishments are required to install garbage disposals for disposal of grindable garbage.

The area surrounding each dumpster should be maintained free of litter, lids should be kept tightly secured when not in use, and dumpsters should not be overflowing with debris.

Dumpsters located on private property should be screened from public view by shrubbery, an opaque fence, a shed or other such device.

Dumpster users who do not comply with the Dumpster Code Provisions may be fined and may have their Business Privilege License revoked. Dumpsters placed on the public right-of-way without a license will be presumed to be abandoned, and subject to removal.

How do I obtain a dumpster license?

Applications can be obtained from your hauler or by calling Licenses and Inspections at 215-686-2491.

What is considered when reviewing a license application?

For dumpster placement in the public right-of-way, the width of the sidewalk, volume of pedestrian and vehicular traffic, and availability of alternative trash handling methods are considered. In instances where a dumpster may impede pedestrian passage or offend nearby residents, users may be required to handle their trash in an alternate manner that does not require a dumpster. Dumpsters will not be approved on the public right-of-way in predominately residential blocks or retail/commercial strips.

If my application for a license is rejected, how do I appeal?

Anyone rejected for a dumpster license may appeal the decision to the Licenses and Inspections Review Board, Municipal Services Building, Concourse Level. 215-686-2427

How do I appeal the placement of a dumpster near my home?

Call 215-686-2418 to investigate if the dumpster is licensed. If it is, you may file an appeal to the Licenses & Inspections Review Board. If it is not licensed, see the next question.

How do I complain about a dumpster that violates the law?

The Streets Department's Streets & Walkways Education & Enforcement Program (SWEEP) is the primary enforcer of the dumpster law. You may call them at 215-685-5618. In sections of the city not yet serviced by SWEEP, the Environmental Police Unit (215-686-3082) or your Police District's Sanitation Officer can enforce the law. The Department of Health (215-823-7495) will enforce the regulations on violations of food disposal. **Please see the website for a listing of dumpster licenses.**

CHRISTMAS TREE COLLECTION AND RECYCLING PROGRAM

How should I dispose of my Christmas tree?

During the two-week program, a separate complement of sanitation crews and compactors are assigned to collect only trees, for recycling purposes. Set your Christmas tree out on your rubbish collection day at your scheduled collection site. Trees will be collected city wide along rubbish collection routes. Christmas Trees must be free of all decorations, should not be in plastic bags, should not be tied. Citizens (non-commercial) who wish to drop off their tree may take it to a Streets Department Citizen Drop-off Site:

Sanitation Area 1 1600 S. 51st St. off Grays Ave.

Sanitation Area 2 3033 S. 63rd St. (entrance on 61st St. side)

Sanitation Area 4 300 block Domino Lane

Sanitation Area 5 Delaware Ave. & Wheatsheaf Lane

ANIMAL LICENSING PROGRAM

Who is required to license a dog in Philadelphia?

All owners of dogs are required to have a license for their dogs. Owners of non-mandated animals, such as cats, have the option of voluntarily taking advantage of the lost pet recovery service. While State and City regulations require that the owner of any dog apply for a license for their dog, the City of Philadelphia animal licensing program has some added features that benefit you and your pet. Only one animal tag will be needed per animal over its lifetime. An attractive stainless steel tag in the shape of a Liberty Bell. Each tag is stamped with a 24-hour telephone number for reporting lost and found animals. There is a simplified license renewal system once a year.

Can I purchase just one license that will include more than one pet?

No. Each pet must have its own license tag.

How often do I have to renew my pet's license?

Once a year. Pet licenses expire one year from the date of application or renewal. The tag is good for the life of the pet, still, pet owners are required by law to renew the license for each pet every year.

Are there penalties against the owner if his/her dog is not licensed or if the license is not renewed each year?

Yes. Enforcement includes ticketing the owner of the pet and possible further legal action. Information & Complaints: (215) 683-LOST Hours: Monday - Friday 8:30 am - 4:30 pm

Where can I acquire license applications and purchase animal tags?

- 1) License applications are conveniently located at: District Health Centers Public Libraries Participating pet stores and pet supply stores SPCA (upon the adoption of an animal)
- 2) Animal license tags may be purchased by mailing a completed animal license tag application and the required fee to: Department of Public Health, Vector Control Services, 111 W. Hunting Park Avenue, Philadelphia, PA 19140. If your dog has a micro chip or tattoo, there is a one-time fee.

PARKING VIOLATIONS

How can I pay my parking ticket?

By mail, send your check or money order to:

City of Philadelphia Parking Violations Branch
P.O. Box 41818
Philadelphia, PA 19107

Do not send your check to the Philadelphia Parking Authority.

In person, 8:00 a.m. - 8:00 p.m. weekdays, or 9:00 a.m. - 1:00 p.m. Saturdays, at the following address:

Parking Violations Branch
913 Filbert Street
Philadelphia, PA 19107

By phone, call (215) 561-3636 (24 hours/seven days). After the voice response system introduction, press "1" and have your credit card information ready. Visa and Mastercard only. A \$2/session fee is charged for this service.

Payment must be received by the Parking Violations Branch within eight (8) calendar days. You will be responsible for payment of all penalties if fine payment is received after eight calendar days. Do not mail cash. Remember to write your ticket number on your check or money order.

What if I don't agree with my parking ticket?

If you desire a hearing, you must request a hearing in writing. If you request a hearing within eight days, penalties will not be added. All hearings requested after eight days will have penalties assessed and due if found liable. To request a hearing, write to the Bureau of Administrative Adjudication, P.O. Box 13850, Philadelphia, PA 19101. Be sure to write you ticket number on your request.

What rights do I have?

You have the following rights: to be represented by a lawyer or other representative; to appear and testify if you choose; to present evidence, including pictures, tow receipts, etc, or witnesses; and to appeal a decision against you.

What if I believe my parking meter was defective?

If you need to report a defective meter, or if you have other questions, call the Parking Violations Branch at (215) 561-3636, or mail correspondence to:

Parking Violations Branch
P.O. Box 41819
Philadelphia, PA 19101.

What if I don't respond to my parking ticket?

Failure to answer or appear on a parking violation shall be considered an admission of liability. Failure to pay the amount due may result in civil action, including impoundment of your vehicle.

Contact Information

William B. Moore, Executive Director (215) 683-9610 General Information: (215) 683-9600

To pay a parking ticket, contact:

City of Philadelphia Parking Violations Branch
P.O. Box 41818
Philadelphia, PA 19101-1818

CARS OR TRUCKS PARKED ON YOUR SIDEWALK

What do I do about cars parked on my sidewalk?

Current Philadelphia Parking Authority policy allows for 20 minute parking on sidewalks if two wheels of a vehicle remain on the street. Four wheels on the sidewalk gets an automatic violation notice. A new towing law has been enacted that allows for vehicles to be towed from neighborhood sidewalks. Call Fran Westerfer of PPA at 215-683-9785 to get sidewalk-parked cars towed from your block, or PPA communications-dispatch at 215-683-9773 to request investigation by a meter police-person.

L&I'S CIRCULAR-NON-DELIVERY PROGRAM

How do I join the Circular Non-Delivery Program so I can stop getting unsolicited advertising?

Much of the trash littering Philadelphia streets comes from door-to-door distribution of advertising. The distribution of unsolicited advertising is not just a nuisance to individuals who do not want to receive it. It is a form of environmental pollution that gives our neighborhood the abandoned and neglected look that invites crime. By posting a non-delivery decal on your property you can advise door-to-door distributors of advertising not to leave their material at your door. Decals are free through the Department of Licenses & Inspections. You can get one by calling L&I at 215-685-3731 or sending or faxing (215-685-3711) the form below to--

**Department of Licenses & Inspections
Business Regulatory Enforcement Division
Attention: Circular Free Property Coordinator
990 Spring Garden Street, 3rd Floor
Philadelphia, PA 19123**

CITY OF PHILADELPHIA DEPARTMENT OF LICENSES & INSPECTION

"Circular Non-Delivery" Form

Please provide the information below. If you own more than one property list on a separate sheet of paper. Note: Only the property owner or the property owner's lessee/agent may request addition to the "Non-Delivery" list.

PRINTED NAME
ADDRESS
ZIP CODE

___ I do ___ I do not authorize the department of Licenses & Inspections to use my address on Code Violation Notices (tickets) when fining violators who leave unsolicited material at my property.

Signature

Date

CCRA SIDEWALK-CLEANING PROGRAM

What is the CCRA Sidewalk-Cleaning Program?

Since 1997, CCRA has sponsored a program of sidewalk cleaning throughout Rittenhouse/Fitler. On a weekly basis, the Center City District (CCD) provides sidewalk cleaning the day after trash day (Thursday east of 20th Street, Friday west of 20th Street). CCD cleans only non-vegetative debris (no leaves, sticks, etc.). This program has a substantial impact on the condition of the neighborhood after trash day; debris that would have remained for days or weeks is now cleaned up immediately.

In Fall 2001, CCRA expanded its cleaning program to provide another day of cleaning every other week, monthly graffiti removal, and special cleaning for weeks that contain a holiday. This new cleaning program now includes vegetative debris and has helped to keep our neighborhood even cleaner.

How can I participate in the CCRA Sidewalk-Cleaning Program?

The total program costs about \$50,000 per year and is paid for through contributions by residents, property owners, and business people. We urge you to support this essential project by sending a contribution of \$50 or more payable to "CCRA Sidewalk Cleaning." Send to Center City Residents Association, 1616 Walnut Street, Suite 810, Philadelphia, PA 19103.