Your Guide to City Services
We are a city for all and responsible for each other.

- Mayor Jim Kenney
Table of Contents

ALL ABOUT PHILLY311
About Philly311 ........................................1
311 or 911? ........................................2
Using the Philly311 App .................................3

HOW TO: REPORT YOUR ISSUE
Reporting Your Issue ....................................5
Reporting Illegal Dumping ................................6
Reporting Potholes ......................................7
Reporting Graffiti ......................................8
Reporting Street Trees ...................................9
Reporting Vacant Lots ..................................10
Reporting Abandoned Vehicles .......................11
Reporting Abandoned Houses .......................12

HOW TO: CONNECT WITH YOUR GOVERNMENT
Other Ways to Connect ..................................13
City Council ............................................14
Police Districts .........................................16
Neighborhood Liaison Program ......................18

FREQUENTLY REQUESTED NUMBERS
..................................................19
FOLLOW US!
..................................................20
CONTACT PHILLY311 .................................21
About Philly311

Philly311 is the City of Philadelphia’s centralized non-emergency Contact Center and serves as the gateway to City government information and services. Our goal is to provide world-class service by phone, email, mobile, and web. By working closely with city departments, we develop valuable insights that help to improve Philadelphia.

Who is Philly311 for?

Everyone! Whether you are a Philadelphia resident or a tourist, you can always reach out to us for information regarding city services. You can provide your name and contact information or remain anonymous!

Interpreting services are available in multiple languages.
311 or 911?

Should you call 311 or 911? Making the right call will get the help you need faster. When trying to decide, remember the following:

- Requesting a non-emergency city service such as cleaning illegal dumping or graffiti removal.
- Crimes in progress.
- Information about a City related event
- A fire!
- Immediate threat to the safety of you or others.
- Contact information for any department in the city!
Using the Philly311 Mobile App

With the Philly311 app, you can submit a service request right from your phone! You can download it from your phone's app store.

With the Philly311 app, you can:

Submit a new request or review nearby requests
View after school activities in your area
Search our Knowledgebase for city related information.
View a property's license and inspection history

Remember:
You can sign into the app to easily track your service requests but you can always remain anonymous!
Using the Philly311 Mobile App

Submitting a request is easy as 1-2-3!

1. Select the issue that you would like to have resolved. If it is not listed, select Other.

2. Enter the street address where the issue is taking place, and click Next.

3. Complete the form with as much information as possible!

Remember:

⚠️ If you have a picture, upload it by clicking the camera! A photo can be helpful for the servicing department.
Reporting Your Issue to Philly311

When you report your issue to Philly311, we log it in our system and forward the request to the servicing department right away.

The servicing department may have a **Service Level Agreement** or **SLA** for your request. An SLA is the amount of time the servicing department has in order to take action on the request.

Get an update on your request at any time by contacting Philly311 and providing your **Service Request Number** given to you when you made your request. You can do this by visiting our website, using our app, or giving us a call!
Reporting Illegal Dumping

If you see illegal dumping in progress, call 911. **Do not confront the individual in the process of dumping!**

Be prepared to provide the following:
- Where the illegal dumping occurred
- The make, model, color, and license plate of the vehicle that is dumping
- A full description of the individuals who are dumping
- A full description of the materials being dumped

If you see illegal dumping after the fact, contact Philly311.

Be prepared to provide the following:
- The exact street address where the illegal dumping occurred
- A full description of the materials dumped
- Whether debris is dumped on the sidewalk, street, vacant lot, waterway, or park

The Streets Department will investigate the report within 5 business days.
Reporting Potholes

Potholes are bowl-shaped openings that can be up to 10 inches deep. They occur when the top layer of the roadway has worn away, exposing the concrete base.

If you see a pothole, contact Philly311 with the exact street address or intersection of its location.

The Streets Department will investigate the report within 3 business days.

Remember:
The City has 11 crews per day working to repair potholes across the city. Main streets will be considered priority.

Potholes can only be repaired on dry days when the temperature is at least 40 degrees Fahrenheit.
The **Graffiti Abatement Team (GAT)** provides homeowners, businesses, and community organizations with free power wash and painting services to combat graffiti vandalism. Contact Philly311 to report graffiti covered by GAT and be prepared to provide the following:

- Exact street address of graffiti
- Where the graffiti is located on the building

Graffiti removal normally takes place 7 business days from the time it is reported, depending on weather conditions.

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**Reporting graffiti not covered by GAT:**

**Graffiti in Center City**: report to the Center City District (CCD) by dialing (215) 440-5500. To view district boundaries, visit [centercityphila.org/ccd-boundary-map](http://centercityphila.org/ccd-boundary-map).

**Graffiti on mailboxes**: Report to the United States Postal Service (USPS) by calling (215) 895-8610.

**Graffiti on public schools**: Report to the School District of Philadelphia by calling (215) 400-6434.
Reporting Street Trees

Requests can be made for a new street tree to be planted or for street tree maintenance work (planting, pruning, removal, raised sidewalk, and/or insects). Eligible trees are located between the sidewalk and curb, or in the grass planting strip immediately adjacent to curb. Contact Philly311 for requests regarding street trees.

Remember:
Trees that are located in an alley, front yard, or backyard are not the City's responsibility. It is the responsibility of the property owner.
Reporting Vacant Lots

The Vacant Lot Program cleans up vacant lots that are neglected by the property owners in order to help maintain the quality of life within our neighborhoods.

Contact Philly311 to submit a vacant lot complaint. Be prepared to provide the following:

- Any information about the property owner
- Details regarding the nature of neglect

Remember:

- Yards, parking lots and parks are not considered vacant lots.
Reporting Abandoned Vehicles

Contact Philly311 to report an abandoned vehicle and be prepared to provide the following:

- The exact street address where the vehicle is located
- The make, model, color, license plate and condition of the vehicle
- Whether or not the vehicle has a damaged steering column

The police will decide if the vehicle is classified as abandoned within 30 business days. This may be extended due to seasonal resources.

Remember:

If the vehicle was abandoned on private property (residential or commercial belonging to someone else and accessible to the public), the property owner’s written consent is required by the Police Department in order to ticket and/or tow the vehicle. The owner’s contact information is required when submitting the request.
A residential property is considered vacant if there are no legal residents living there.

When reporting an abandoned house, please have the exact address ready to report to Philly311.

The Department of Licenses and Inspections (L&I) will conduct an inspection within 20 business days.

**Remember:**

- L&I does not clean and seal commercial properties. However, the structure may receive violations.
- If there is no safe entry, L&I will not be able to conduct an inspection.
- L&I cannot clean and seal a property while squatters are present. If squatters are in the property, please call 911.
Other Ways to Connect

Philly311 is not the only way to connect with city government. Contacting your local elected officials can encourage change and represent your ideas. Here are a few ways that you can reach out to your city government.

**Contacting your City Council Person (page 14)**

Reaching out to your local City Council Person can provide essential insight to your elected officials about concerns within a community.

**Visiting Your Local Police District (page 16)**

Your local police district is a great source for information about concerns in your neighborhood.

**Becoming a Neighborhood Liaison (page 18)**

The Neighborhood Liaison records items discussed during community meetings and contacts Philly311 for action and answers!
City Council

Contacting your City Council Representative is a great way to communicate your ideas and concerns to policy makers of the city. All City Council offices are in City Hall located at 1400 John F. Kennedy Blvd, Philadelphia, PA, 19107.

**District 1:**
Room 332
(215) 686-3458, (215) 686-3459
FAX: (215) 686-1931

**District 2:**
Room 580
(215) 686-3412, (215) 686-3413
FAX: (215) 686-1932

**District 3:**
Room 408
(215) 686-3418, (215) 686-3419
FAX: (215) 686-1933

**District 4:**
Room 404
(215) 686-3416, (215) 686-3417
FAX: (215) 686-1934

**District 5:**
Room 313
(215) 686-3442, (215) 686-3443
FAX: (215) 686-1901

**District 6:**
Room 484
(215) 686-3444, (215) 686-3445
FAX: (215) 686-1935

**District 7:**
Room 319A
(215) 686-3448, (215) 686-3449
FAX: (215) 686-1936

**District 8:**
Room 312
(215) 686-3424, (215) 686-3425
FAX: (215) 686-1937

**District 9:**
Room 577/584
(215) 686-3454, (215) 686-3455
FAX: (215) 686-1938

**District 10:**
Room 562
(215) 686-3422, (215) 686-3423
FAX: (215) 686-1939
City Council

City of Philadelphia: City Council Districts

Council District: 1
Council District: 2
Council District: 3
Council District: 4
Council District: 5
Council District: 6
Council District: 7
Council District: 8
Council District: 9
Council District: 10

15
# Police Districts

Visit your local police district headquarters to file police reports and learn about any crimes in your area.

<table>
<thead>
<tr>
<th>1st district:</th>
<th>9th district:</th>
<th>12th district:</th>
</tr>
</thead>
<tbody>
<tr>
<td>24th St. and Wolf St.</td>
<td>401 N. 21st St.</td>
<td>65th St. and Woodland Ave.</td>
</tr>
<tr>
<td>Philadelphia, PA 19145</td>
<td>Philadelphia, PA 19130</td>
<td>Philadelphia, PA 19142</td>
</tr>
<tr>
<td>(215) 686-3010</td>
<td>(215) 686-3090</td>
<td>(215) 686-3120</td>
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<table>
<thead>
<tr>
<th>2nd district:</th>
<th>22nd district:</th>
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<tbody>
<tr>
<td>Harbison Ave. and Levick St.</td>
<td>17th St and Montgomery Ave.</td>
</tr>
<tr>
<td>Philadelphia, PA 19149</td>
<td>Philadelphia, PA 19124</td>
</tr>
<tr>
<td>(215) 686-3020</td>
<td>(215) 686-3220</td>
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<thead>
<tr>
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<th>24th district:</th>
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<tbody>
<tr>
<td>11th St and Wharton St.</td>
<td>3901 Whitaker Ave.</td>
</tr>
<tr>
<td>Philadelphia, PA 19147</td>
<td>Philadelphia, PA 19124</td>
</tr>
<tr>
<td>(215) 686-3030</td>
<td>(215) 686-3240</td>
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<tr>
<th>5th district:</th>
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<tbody>
<tr>
<td>Ridge Ave and Cinnaminson St.</td>
<td>3901 Whitaker Ave.</td>
</tr>
<tr>
<td>Philadelphia, PA 19128</td>
<td>Philadelphia, PA 19124</td>
</tr>
<tr>
<td>(215) 686-3050</td>
<td>(215) 686-3240</td>
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<thead>
<tr>
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<th>26th district:</th>
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<tbody>
<tr>
<td>235 N 11th St.</td>
<td>E. Girard Ave and Montgomery Ave</td>
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<tr>
<td>Philadelphia, PA 19107</td>
<td>Philadelphia, PA 19125</td>
</tr>
<tr>
<td>(215) 686-3060</td>
<td>(215) 686-3250</td>
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<tr>
<th>7th district:</th>
<th>35th district:</th>
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<tbody>
<tr>
<td>Bustleton Ave. and Bowler St.</td>
<td>N Broad St and Champlost St.</td>
</tr>
<tr>
<td>Philadelphia, PA 19115</td>
<td>Philadelphia, PA 19141</td>
</tr>
<tr>
<td>(215) 686-3070</td>
<td>(215) 686-3350</td>
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<th>8th district:</th>
<th>39th district:</th>
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<tbody>
<tr>
<td>Academy Rd. and Red Lion Rd.</td>
<td>2201 W. Hunting Park Ave.</td>
</tr>
<tr>
<td>Philadelphia, PA 19154</td>
<td>Philadelphia, PA 19140</td>
</tr>
<tr>
<td>(215) 686-3080</td>
<td>(215) 686-3390</td>
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<tr>
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<tbody>
<tr>
<td>65th St. and Woodland Ave.</td>
<td>20th St and Federal St.</td>
</tr>
<tr>
<td>Philadelphia, PA 19142</td>
<td>Philadelphia, PA 19146</td>
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<tr>
<td>(215) 686-3120</td>
<td>(215) 686-3170</td>
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<th>11th district:</th>
<th>33rd district:</th>
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<tr>
<td>14th district:</td>
<td>55th St and Pine St.</td>
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<tr>
<td>Haines St and Germantown Ave.</td>
<td>Philadelphia, PA 19143</td>
</tr>
<tr>
<td>Philadelphia, PA 19144</td>
<td>(215) 686-3180</td>
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<tr>
<th>12th district:</th>
<th>34th district:</th>
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<tr>
<td>16th district:</td>
<td>61st St and Thompson St.</td>
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<tr>
<td>17th district:</td>
<td>Philadelphia, PA 19151</td>
</tr>
<tr>
<td>20th St and Federal St.</td>
<td>(215) 686-3190</td>
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<tr>
<th>13th district:</th>
<th>35th district:</th>
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<tbody>
<tr>
<td>18th district:</td>
<td>2201 W. Hunting Park Ave.</td>
</tr>
<tr>
<td>55th St and Pine St.</td>
<td>Philadelphia, PA 19140</td>
</tr>
<tr>
<td>Philadelphia, PA 19143</td>
<td>(215) 686-3390</td>
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<tr>
<th>14th district:</th>
<th>36th district:</th>
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<tr>
<td>19th district:</td>
<td>750 Race St.</td>
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<tr>
<td>61st St and Thompson St.</td>
<td>Philadelphia, PA 19106</td>
</tr>
<tr>
<td>Philadelphia, PA 19151</td>
<td>(215) 686-3053</td>
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### Police Administration Building:

750 Race St.
Philadelphia, PA 19106
(215) 686-3053
Police Districts
What is a Neighborhood Liaison?

Neighborhood Liaisons are community heroes who document quality of life concerns in their neighborhood and contact Philly311 for action and answers!

Neighborhood Liaisons centralize community concerns with partner accounts directly within Philly311's database, allowing all community requests to be visible in one central location. Engaged communities are happy communities. Neighborhood liaisons encourage community engagement and can improve overall quality of life.

Become a Neighborhood Liaison

Periodic trainings are held throughout the city. Contact our community engagement team to find out about future training dates.

311 or (215) 686-8686  
311nlp@phila.gov
Frequently Requested Numbers

Adult Probation and Parole  (215) 683-1000
Central Booking  (215) 686-3304
City Hall Court Fines & Costs  (215) 683-7999
City Hall Tours & Visitor Center  (267) 686-4757
Civil Motions  (215) 683-4251
CJC Court Fines and Costs  (215) 683-7721
Common Pleas Criminal Listings  (215) 683-7004
Copies of Deeds (Reference Room)  (215) 686-2261
Criminal Motions  (215) 686-3469
Department of Revenue  (215) 686-6600
District Attorney's Office  (215) 686-9604
File New Deeds (Recorder of Deeds)  (215) 686-2290
Liens and Judgments  (215) 686-8859
Marriage Licenses  (215) 686-2233
Municipal Criminal Listings  (215) 683-7297
Office of Judicial Records  (215) 686-6652
Police & Fire Reports  (215) 686-2266
Register of Wills  (215) 686-6250
Sheriff's Office  (215) 686-3530
Veterans Advisory Commission  (215) 686-3256
Water Department  (215) 685-6300
Follow Us!

Follow Philly311 on social media to receive more tips on how to use our services and to stay informed on upcoming city events!

Facebook
facebook.com/Philly311

Youtube
youtube.com/philly311center

Twitter
twitter.com/philly311

KnowledgeBase
phila.gov/311/findananswer
Contact Philly311

Have a question? Want to submit a request? Visit online or in our walk-in center to submit a service request or ask us a question!

311
(215) 686-8686

Walk-in Center
City Hall, Room 167

Philly311@phila.gov
Phila.gov/311
Philly311 Mobile App

Scan here to download our app!