

# Laws Every Resident Should Know

## Dogs

All dogs must be licensed through DocuPet: [syracuse.docupet.com](http://syracuse.docupet.com)

## Noise

Noise that crosses property boundaries, disturbing a person of reasonable sensibilities, is prohibited by city ordinance. Violations may result in fines and possible imprisonment. To report a violation of the City Noise Ordinance, please call the police non-emergency line at 315-442-5111.

## Parking

To report parking violations call 315-442-5111.

## Abandoned Vehicles

Any motor vehicle which is unregistered or inoperable must be enclosed in a permanent structure such as a garage. Violations may be reported to Police Ordinance Enforcement at 315-448-8650.

## Adopt-A-Block

Learn about how to join an Adopt-A-Block team to keep your neighborhood clean all year-round at [www.syr.gov.net/adoptablock](http://www.syr.gov.net/adoptablock).

## Reporting To CITYLINE

CITYLINE is the city's service request portal. It is the best place for residents to submit service requests for everyday needs. Residents can contact CITYLINE in one of several ways:

 **315-448-CITY**





## No TVs in the trash!

Call **OCRRRA** for instructions on how to dispose or recycle the various types of TVs: 315-453-2866




 CONNECT WITH US @SYRACUSE1848

 Nextdoor

**SYRGOV.NET**

PRSRT STD  
U.S. POSTAGE  
PAID  
SYRACUSE, N.Y.  
PERMIT NO. 1566

Department of Public Works  
1200 Canal Street  
Syracuse, NY 13210



CITY OF SYRACUSE  
BEN WALSH, MAYOR

**315-448-CITY**  
**SYRGOV.NET**

2021



# CITY SERVICES GUIDE

CITY OF SYRACUSE  
BEN WALSH, MAYOR

## Phone Numbers Every Resident Should Know

Fire-Police-Medical Emergency.....	911
Police Non-Emergency .....	(315) 442-5111
Dog Control .....	(315) 473-6608
Water Emergency.....	(315) 473-2860
Parking Violations.....	(315) 479-5300
Property Taxes.....	(315) 448-8310
Code Enforcement .....	(315) 448-8695
Permit Consultation .....	(315) 448-4715
Parks & Recreation.....	(315) 473-4330
Street Trees .....	(315) 473-4330
Mayor's Office .....	(315) 448-8005
Common Council.....	(315) 448-8466
School District .....	(315) 435-4499
City Clerk .....	(315) 448-8216
Claims/Law Dept .....	(315) 448-8400
Greater Syracuse Land Bank.....	(315) 422-2301




 CONNECT WITH US @SYRACUSE1848

 Nextdoor


**SYRGOV.NET**

# How To Discard

## Trash *Collected weekly- Call CITYLINE for your pickup day*

- Maximum (3) 30-gallon trash cans, **cans over 30 gallons will not be picked up & will be cited.**
- Set out between 8 p.m. the night before and 6 a.m. the morning of pickup.
- Place in plain view of the curb away from sewers and vent pipes.
- Maximum weight per container cannot exceed 50 pounds.



 **Do not include TV's, electronics, or hazardous waste.**  
To dispose of these items, call OCRRA.

## Recycling *Collected same day as trash*

- Recycling bins are available by calling **CITYLINE**.
- Only recycle paper, flattened cardboard & food boxes, metal cans, milk & juice cartons, glass jars & bottles, and plastic bottles & tubs.
- No plastic bags allowed in recycling bins.
- When in doubt, throw it out. Visit [www.ocrra.org](http://www.ocrra.org) to learn more.

### **HOLIDAY TRASH/RECYCLING PICKUP SCHEDULE**

Pickup will be one day late for the remainder of the week on the following holidays: New Year's Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas.

## Sharps *Needles, syringes, lancets, etc.*

- Must be stored separately in a sealed container labeled "sharps".
- Acceptable containers include a biohazard container or a leak-proof, shatter-proof, and puncture-proof container.
- Place in heavy plastic laundry detergent bottle with a screw-on cap and label container as "Sharps." Tape the top shut, then place in trash.
- Pharmacies, hospitals, doctors' offices and the Veteran's Administration will help residents dispose of "sharps."

For a full list of sharps instructions, visit [syrgov.net/sharps](http://syrgov.net/sharps) or call OCRRA.

## Bulk Items *Includes furniture, carpets, mattresses, etc.*

- You must call **CITYLINE** at least two days in advance.
- Bulk items cannot be more than two cubic yards (approx. the size of a washer and dryer side by side). If your bulk items are more than 2 cubic yards, you will be cited.
- Carpets must be cut into 3 foot rolls.
- Residents are allowed a maximum of four bulk pickups per year.

## Tires

- Residents are allowed a maximum of four tires per household per year.
- You must call **CITYLINE** in advance.

**CITYLINE** For City Services Requests 315-448-2489 (CITY)  
**OCRRA** (Onondaga County Resource Recovery Agency) 315-453-2866

# How To Maintain

## Your Yard

- Grass cannot be taller than 8 inches.
- Littering on your own property, streets, sidewalks or parks is illegal.
- Graffiti on public or private property is illegal.

## Your Sidewalks

- Repair and maintenance of sidewalks is the responsibility of the property owner.
- Sidewalks must be repaired with concrete only (asphalt, tarvia, blacktop, etc. are not adequate materials).
- Property owners may choose to pay for sidewalk repair using the Sidewalk Assessment program.
- Property owners may choose to repair sidewalks through a private contractor. A permit is required; call Permits office at 315-448-4715.
- When replacing or repairing an asphalt driveway (which requires a permit), you cannot pave over the sidewalk.

### **AFTER A SNOW EVENT**

It is the responsibility of the property owner to remove snow and ice from the sidewalks adjacent to their property (including corners). It is illegal to deposit or plow snow into the street, public right-of-way or sidewalk.

## Your Sewer Service

Property owners are responsible for the sewer service lateral, including maintenance, and protection of the sewer vent riser and cap. The property owner is responsible for making arrangements with a drain cleaner and/or plumber to clear blockages.

### **DO NOT POUR:**

- Cooking or automotive oils
- Grease products
- Hygiene products
- Cigarette butts
- Plastic objects
- Diapers or baby wipes (flushable wipes are not flushable)
- Tissues or paper towels
- Anything other than toilet paper & natural human waste

# Quadrant Pickups

## Yard Waste, Construction Debris, Leaves

**\*Remember always set yard waste, leaves, trash and construction debris adjacent to the curb, NOT IN THE STREET.**

### **NO EARLY/LATE PICKUPS**

You must adhere to the following schedule, failure to comply will result in a citation. Do not set out any materials during a time period not assigned to your quadrant.

## Yard Waste **APR – OCT**

Yard waste must be separate from all other waste. Do not block fire hydrants, poles, trees, vents or catch basins. Place between sidewalk and curb. If a contractor was used they must remove the debris. No leaves at this time.

## Construction Debris **\*NEW IN 2021: JULY & AUG ONLY\***

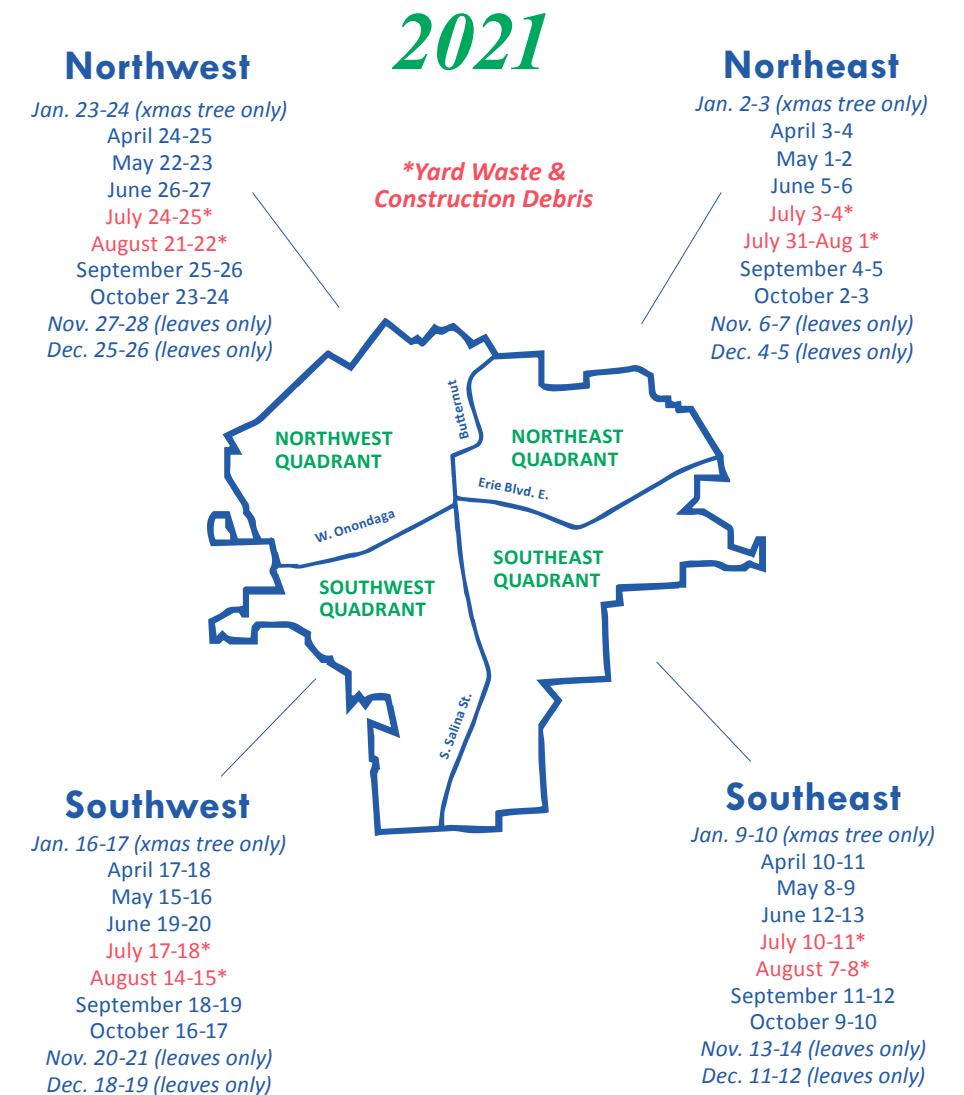
You must call 448-2489 in advance. If a contractor was used they must remove the debris. Max 2 cubic yards (size of washer & dryer), if more than 2 cubic yards, you will be cited. Debris must be separate from all other waste. Do not place in plastic bags. Put broken glass or nails in a box/bucket that you don't expect back.

## Leaves **NOV & DEC**

Place leaves in paper bags (no plastics bags) in between the sidewalk and curb. If leaves are in the roadway you will be cited.

## QUADRANT SET-OUT DATES

*Materials will be picked up during the week following these dates*



To know what quadrant you live in, visit [SyrGov.net/DPW](http://SyrGov.net/DPW), or call **CITYLINE**