

Syracuse Services

New York



448-CITY

City Line (315) 448-2489

Submit and track service requests online at CityLine.SyrGov.net

Report potholes by email to Potholes@SyrGov.net

Important Phone Numbers:

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 & Rec (315) 473-4330

Street Trees (315) 473-4330x3014

Mayor's Office (315) 448-8005

Common Council (315) 448-8466

School District (315) 435-4499

City Clerk (315) 448-8216

Greater Syracuse

Land Bank (315) 422-2301

www.SyrGov.net



@Syracuse1848

Connect with us on  [Nextdoor.com](https://www.Nextdoor.com)

Household Waste

Syracuse offers municipal trash, yard waste, and recycling collection. Help us ensure prompt pick-up by observing the following rules:



Trash

Trash is collected weekly. Set trash out **after 8 p.m.** the evening before, or **by 6 a.m.** the day of scheduled pick up. Trash should be on the ground adjacent to the curb line at the edge of the road in plain view. Trash should be placed away from your sewer vent pipe and snow banks.

- Store trash in up to three 30-gallon trash cans or clear trash bags. The maximum weight per container is **50 pounds**.
- Call **(315) 448-CITY** (315-448-2489) to schedule a bulk trash pick-up at least two days in advance. Bulk household trash includes furniture, appliances, carpet (cut into 3 ft. rolls), mattresses, scrap metal, etc. The volume of trash may not exceed two cubic yards (about the size of a washer and dryer side by side).
- Call **(315) 448-CITY** to schedule disposal of a maximum of four tires per year.
- Trash pick-up will be one day late after the following holidays: New Year's Day, Martin Luther King Day, Memorial Day, July 4th, Labor Day, Thanksgiving, and Christmas. If a holiday falls on a Sunday, pick-up will be a day late.

Recycling (only in DPW-provided blue bins)

Recyclables are collected weekly, the same day as scheduled trash pick-up. "Blue recycling bins" are available at **(315) 448-CITY** (315-448-2489).

- **PAPER ITEMS** collected for recycling include: newspapers, magazines, junk mail, flattened cardboard, softcover books, school and office papers, and food boxes (such as pasta and cereal boxes).
- **CONTAINERS** collected for recycling include: metal cans, glass jars, plastic bottles, and plastic "wide mouth" containers with the numbers **1, 2** or **5** (such as margarine tubs and cottage cheese containers). To learn more, please visit OCRRA's website at www.OCRRA.org, or call **(315) 453-2866**.



Household Hazardous Waste (cannot be put in weekly trash)

- Residents can dispose of household hazardous waste year-round at no charge; visit www.OCRRA.org to make an appointment.

Sharps

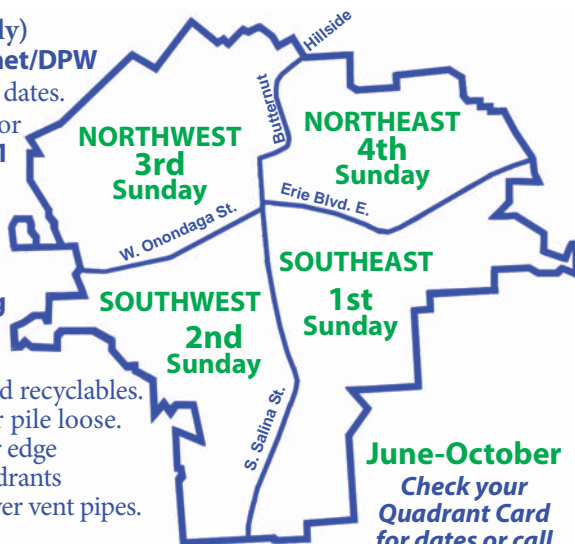
- Sharps – including needles, syringes and lancets used for home medical care – must be stored separately in a sealed container clearly labeled "sharps." Acceptable storage containers include: a biohazard-labeled sharps container or a clean, leak-proof, shatter-proof, and puncture-proof container with a screw top such as a durable plastic bleach or laundry detergent bottle.
- The container must be placed **next to the regular trash container, not inside trash container or blue bin**.
- Pharmacies, hospitals, doctors' offices, and the Veterans Administration will help residents dispose of Sharps properly. For a full list of organizations that can dispose of Sharps go to: www.SyrGov.net/sharps



Yard Waste (April-October Only)

Check your Quadrant Card, visit SyrGov.net/DPW or call **(315) 448-CITY** (315-448-2489) for dates.

- **Initial Spring Clean Up** set out dates for **2018** are: **Southeast Mar. 31-April 1**
Southwest April 14-15
Northwest April 28-29
Northeast May 12-13
- Set yard waste out the weekend before your scheduled week of pick up. **Spring clean up will be 2 weeks in each quadrant.** Separate yard waste from construction debris, household trash, and recyclables. Use paper bags only (no plastic bags) or pile loose.
- Set yard waste adjacent to the curb line or edge of the road. Piles should not block fire hydrants or touch poles, street trees, bushes, or sewer vent pipes.
- The city will not remove trees, limbs or yard waste cut by a contractor.



June-October
Check your
Quadrant Card
for dates or call
(315) 448-CITY.

Construction Debris (April-October Only)

You may dispose of up to two (2) cubic yards of construction debris (wood, sheetrock, toilets, etc.). Check quadrant card for dates or call **(315) 448-CITY** (315-448-2489) from April to October. To dispose of excess construction debris, contact OCRRA at **(315) 453-2866**.



- **Schedule construction debris pick-ups** the week prior to your scheduled quadrant collection, by calling **(315) 448-CITY** (315-448-2489) or online at **CityLine.SyrGov.net**.
- Do not store any form of construction debris in plastic bags, boxes or cans.
- Pile construction debris neatly at the curb.
- **Contractors must arrange with a private hauler for the proper and legal disposal of debris generated during construction.** The city will not pick up debris generated by a contractor.

Leaf Collection

The city begins leaf collection in November.

- Leaves should be bagged in paper leaf bags or piled loosely between the sidewalk and the curb. You are encouraged to mulch leaves into the lawn, or you may dispose of leaves yourself at OCRRA. Visit OCRRA's website at **www.OCRRA.org** or call **(315) 453-2866**.
- Leaves must not be mixed with trash or construction debris.
- **Do not place leaves on or around sewer vent pipes or catch basins.**



Property Maintenance

Yards

Grass and shrubbery should be cut regularly with grass not exceeding eight inches. Property must be free of trash and debris. To report a violation, call **(315) 448-CITY** (315-448-2489).



Sidewalks

Repair and maintenance of sidewalks is the responsibility of the property owner.

- If repairs are not made to sidewalks within the allotted time frame following condemnation, the city will make necessary repairs and assess the cost to the property owner's tax bill.
- Property owners may choose to repair sidewalks through a private contractor. Permits must be obtained through the Permit Consultation Office **(315) 448-4715**.
- Sidewalks must be repaired with **concrete only**. Asphalt, tarvia, blacktop, etc. are not acceptable materials. Concrete sidewalks must continue across driveways to establish a clear pedestrian walkway.
- Property owners may choose to pay for sidewalk repair using the Sidewalk Assessment program, which has a 7% financing rate, and is guaranteed for two years.
- To report a damaged or unsafe sidewalk, call **(315) 448-CITY** (315-448-2489).



Snow Removal

- 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 space or sidewalk.** Any person found guilty of violating this ordinance shall be subject to a fine not to exceed \$100.00 per violation, or \$150.00 for snow removal contractors.
- To report a blocked sidewalk, call **(315) 448-CITY** (315-448-2489).



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.

- **NO cooking or automotive oils, grease products, diapers, baby wipes, hygiene products, cigarette butts, plastic objects, etc.** should be disposed of down the sewer drain.
- **Always set trash, leaves, yard waste and construction debris away from the sewer vent pipe for pick up.**

Street Trees

Trees in the Right-Of-Way (usually, but not always, between the curb and sidewalk) are the responsibility of the city. City-owned trees will be inspected and managed upon request. Property owners can also request a tree planting. It is illegal to plant, trim or remove a city-owned tree without a permit. Any person violating this ordinance shall be subject to a fine not to exceed \$150.00 per violation. Please contact the Forestry Division at **(315) 473-4330 x3014** to make a service request or for more information.



House Numbers

All buildings must be clearly labeled with the appropriate house number. Numbers must be visible from the street to aid in emergency response.

Rental Registry

Owners of one- and/or two-family Non-Owner Occupied Dwellings rented or leased within the city are required to obtain a Rental Registry Certificate for each property. The Rental Registry, amended in 2010, is implemented by quadrants in six-month intervals. For more information and the implementation schedule, please visit www.SyrGov.net/RentalRegistry.

Noise

Unnecessary Noise that crosses property boundaries is prohibited by city ordinance. Violations may result in a ticket. To report a violation of the Noise Ordinance, call the police non-emergency line **(315) 442-5111**.



Parking

Parking is prohibited:

- On the sidewalk, or between the sidewalk and the curb.
- Blocking the entrance to a driveway.
- Within 10 feet of a fire hydrant.
- On any lawn, vegetated area, or bare ground, publicly or privately owned.

Vehicles in violation may be ticketed or towed at the owner's expense. 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. Such vehicles in violation of this rule will be marked with a red tag. If the vehicle is not removed, it will be towed by the Syracuse Police Department at the vehicle owner's expense. Violations may be reported to Police Ordinance Enforcement at **(315) 448-8650**.



Accessible Parking for Syracuse Residents

To obtain an accessible parking permit, call **(315) 448-CITY** (315-448-2489).

Dogs

Dogs must be cared for in a responsible manner. Violation of dog ordinances may result in seizure of the dog, fines, and court appearances.

- Residents may keep a maximum of three dogs per property.
- All dogs over four (4) months of age must be licensed by the City Clerk's Office, **(315) 448-8384**.
- Dogs must be leashed at all times when not confined to their own yards.
- Dog owners are responsible for cleaning up after their pets throughout the city. Yards must be kept in a sanitary condition, free of waste.
- To report a case of nuisance barking, dogs attacking people or animals, unlicensed or loose dogs, call Dog Control at **(315) 473-6608**. Hours of operation are Monday to Friday, 8 a.m. to 4 p.m.
- To report cases of animal neglect or abuse, please contact the SPCA Animal Cruelty Division at **(315) 454-3469**.
- To report dog related issues that pose a safety threat during evening hours or on weekends, call the Syracuse Police Department at **911**.



Street Lighting and Street Signs

To report any or concerns about lighting or signage, call **(315) 448-CITY** (315-448-2489).

Get involved . . .



Neighborhood Watch

(315) 448-8762

syracuseneighborhoodwatch.org

nwgs@syracuseneighborhoodwatch.org



Tomorrow's Neighborhoods Today (TNT)

TNT planning councils meet regularly to discuss important issues in their neighborhoods, and how residents work together to reach their goals. To learn more, call the TNT Coordinator at (315) 448-8178, or visit www.tomorrowsneighborhoodstoday.org

Help Keep Syracuse Clean



- Graffiti is illegal. • Littering is prohibited.
- Signs are not allowed on City Right-Of-Way.
- To report an issue, call (315) 448-CITY (315-448-2489).

Submit and track **Complaints and Service Requests** at
CityLine.SyrGov.net

**Televisions,
Monitors, and
Electronics** are
banned from
the trash.

For disposal options:
www.ocrra.org
(315) 453-2866
or (315) 448-CITY

SYRACUSE SAYS YES TO EDUCATION



The Say Yes strategy begins in kindergarten, offering every student the resources and support needed for success. Say Yes partners provide after school and summer camp programming, tutoring, mentoring, legal clinics, and the promise of free college tuition for Syracuse City School District graduates who meet residency and college admission requirements.

Syracuse is committed to positive change for our students, our city and our region.

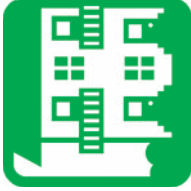
For more information call (315) 435-6461

211 CNY

CONNECTING PEOPLE WITH SERVICES • Dial 211 • 211cny.com



Ben Walsh, Mayor
203 City Hall
233 E. Washington Street
Syracuse, New York 13202



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www.SyrGov.net

2018