

PHONE NUMBERS

(all numbers 215 area code)



Call one number
686-5560

Cellular Phone call *FIX

For the Streets Department's Customer Affairs Unit

•Trash and Recycling Collection

Recycling Hotline

685-RECY(CLE)

685-7329

•Illegal Dumping/Clean-up

•Philadelphia More Beautiful Committee

(PMBC- Block Captains)

•SWEEP

•Pothole and Street Repair

•Traffic Signals and Signs

•Alley Lighting

•Street Lighting (24 hours, call 934-5030)

Visit us online at www.phila.gov/streets

Cleaning Related Services Provided by Other City Departments

Abandoned Cars 683-2277

Litter Enforcement/Illegal Dumping 685-3097

Police Department

Abandoned Houses/Littered Lots 686-2463

Licenses and Inspections

Water/Sewer Inlet Cleaning 685-6300

Water Department

CITY OF PHILADELPHIA



The Honorable Michael Nutter

Mayor

Camille Cates Barnett, Ph.D.

Managing Director

STREETS DEPARTMENT



Clarena I.W. Tolson

Streets Commissioner

Charles J. Denny

Chief Traffic Engineer

CLEAN AND SAFE STREETS

Streets Department Internet site:

www.phila.gov/streets

Streets Department Customer Service

Phone: (215) 686-5560

On Cellular phones: *FIX

Email: csstreets@phila.gov

Prepared by the Streets Department
Planning and Public Affairs Office

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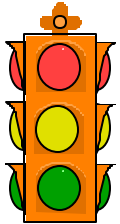
Traffic Engineering Division



*A guide to services
and useful contact information*

Traffic Engineering Division

The Traffic Engineering Division is responsible for all traffic control devices on surface streets in the City of Philadelphia. This includes approximately:



1,975 miles of city streets
353 miles of state highways
2,950 signalized intersections
3,000 all-way stop intersections
15,000 conventional stop intersections

Our services range from parking concerns on the smallest local street to the safe and efficient movement of over 95,000 vehicles/day on a 12-lane boulevard with 60 signalized intersections.

- 1. Contact the Streets Department's Customer Affairs Unit at 215-686-5560 between 8:00 AM and 5:30 PM when:**
 - A traffic sign/street name sign is missing.
 - The white/yellow paint lines or crosswalks on the street are missing or faded.
 - Parked cars are blocking a driveway. Request a Driveway Paint Permit. Provide your name and address and an application will be mailed to you.
 - A traffic signal is malfunctioning, turned, out, knocked down, or otherwise needs repair (after 5:30 PM, call 911).



- 2. Contact the Philadelphia Parking Authority for information when you need:**
 - Signs for Loading Zones (215-683-9742).
 - Signs for Handicap Parking (215-683-9736).
 - Signs for Limited Time Parking (215-683-9736, you will be directed from there according to your area of the City).
 - Residential permit parking (215-683-9730).



- 3. Please write to:**

**Chief Traffic Engineer
Streets Department
Room 980 – Municipal Services Building
1401 J.F.K. Blvd.
Philadelphia, PA 19102**

 - When an All-Way Stop sign may be needed. Your request will be acknowledged and a study will commence. We are obligated by the results of the study.
 - When you wish to prohibit trucks from parking on a residential street.
 - When there may be a need to install or change a traffic signal installed (e.g., more green time, an arrow, etc.).



- 4. Contact your District Councilperson when:**
 - You wish to change the direction of traffic on your street. Upon receipt of the request from Council, the Streets Department's Traffic Division will investigate the effect on safety and circulation.
 - Requesting flashing lights for your child's school. The school principal should request an application.



- 5. Contact the Streets Department's Traffic Division at 215-686-5525, no later than 3:00 PM the business day prior to your need when:**
 - You wish to temporarily prohibit parking for moving, construction work, delivery, etc.



- 6. Contact the Streets Department's Traffic Division at 215-686-5524 or Highway Division at 215-686-5500 when:**
 - You wish to start the permit process to block the street and sidewalk. You will need to explain why, how long, and when.



- 7. Please write to:**

**Records Custodian
Traffic Engineering
Room 980 – Municipal Services Building
1401 J.F.K. Blvd.
Philadelphia, PA 19102**

 - When you wish to request information regarding the existing regulations for a traffic/parking ticket you received. Describe what you wish to know, including the location where the incident occurred and include a copy of the citation.

