The Honorable James Kenney
Mayor

Michael DiBerardinis
Managing Director

Michael A. Carroll, P.E.
Deputy Managing Director of Transportation

STREETS DEPARTMENT

Carlton Williams
Streets Commissioner

Richard Montanez
Deputy Streets Commissioner of Transportation

CLEAN AND SAFE STREETS

All City Services
Phone 3-1-1

Streets Department Internet site:
www.philadelphiastreets.com

Streets Department Customer Service
Phone: (215) 686-5560
On Cellular phones: *FIX

Prepared by the Streets Department Planning and Public Affairs Office
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Cleaning-Related Services Provided by Other City Departments

Abandoned Cars 683-2277
Police Department
Abandoned Houses/Littered Lots 3-1-1
Licenses and Inspections
Water/Sewer Inlet Cleaning 685-6300
Water Department

Visit us online at www.philadelphiastreets.com

Call one number
686-5560
Cellular Phone call *FIX

For the Streets Department’s
Customer Affairs Unit

• Trash and Recycling Collection
  Recycling Hotline
  215-685-RECY(CLE)
  215-685-7329
• Illegal Dumping/Clean-up
• Philadelphia More Beautiful Committee
  (PMBC- Block Captains)
• SWEEP
• Pothole and Street Repair
• Traffic Signals and Signs, for requests after
  5pm, call 3-1-1.
• Alley Lighting, for requests after 5pm,
  call 3-1-1.
• Street Lighting, for requests after 5pm,
  call 3-1-1.
• White/yellow lines or crosswalks
  missing/faded, for requests after 5pm,
  call 3-1-1.

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Traffic Engineering

A guide to services
and useful contact information
1. Contact the Streets Department’s Customer Affairs Unit at 215-686-5560 between 8:00 AM and 5:00 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 5:00 PM, call 311).

2. Contact the Philadelphia Parking Authority for information when you need:
   - Signs for Limited Time Parking and Handicap Parking should be referred to the Philadelphia Parking Authority (215-683-9735).
   - Residential permit parking (215-683-9729).

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 or 5531 no later than four business days prior to your need when:
   - You wish to temporarily prohibit parking for moving, construction work, delivery, etc. Requests made later than 4 business days will not be processed. There is a permit fee of $25.00 per 40 feet of space (40’ equals two parking spaces.)

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. Boulevard
     Philadelphia, PA 19102
   - When you wish to request information regarding the existing regulation 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.