

Laws Every Resident Should Know

Dogs

All dogs must be licensed through DocuPet: 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 448-8650.

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**
 **SYRGOV.NET**
 **@SYRCityline**



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

2020



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 x3014
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




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How To Discard

Trash *Collected weekly*

- Maximum (3) 30-gallon trash cans or bags, **oversized cans will not be picked up.**
- 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 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 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.

How To Maintain

Your Yard

- Regularly cut your grass and shrubbery so that they do not grow taller than eight inches.
 - Do not leave trash and debris on your property.
 - Graffiti on public or private property is illegal.
 - Do not litter or dump on streets, sidewalks, or parks. It is prohibited.
- Learn about how to join an **Adopt-A-Block** team to keep your neighborhood clean all year-round at www.syrgov.net/adoptablock.

Your Sidewalks

- Repair and maintenance of sidewalks is the responsibility of the property owner.
- If repairs are not made to sidewalks, the City will make necessary repairs and assess the cost to the property owner's tax bill.
- 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, which has a 7% finance rate and is guaranteed for two years.
- Property owners may choose to repair sidewalks through a private contractor. Permits must be obtained through the Permits Consultation Office: 315-448-4715.
- When replacing 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

APR – OCT

***Remember always set yard waste, leaves, trash and construction debris adjacent to the curb, not in the street.**

Yard Waste & Leaves

Separate yard waste from construction debris, household trash, and recyclables. Failure to will result in a citation. Do not block fire hydrants, poles, bushes, sewer vent pipes or catch basins. Place leaves in paper bags (no plastic) or rake to area between sidewalk and curb. The City will not take trees/limbs cut by a contractor.

Construction Debris

You must call **CITYLINE** in advance of setting out construction debris. No more than two cubic yards (about the size of a washer and dryer set side by side) of construction debris (wood, sheetrock, etc.) If more than 2 cubic yards, you will be cited. Place construction debris neatly on the curb. Do not mix with recyclables or trash. Do not store any form of construction debris in plastic bags, boxes, or cans. The City will not pick up debris generated by a contractor.

NO EARLY/LATE PICKUPS

You must follow the schedule below, failure to comply will result in a citation. Do not set out any materials during a time period not assigned to your quadrant. See set out dates below:

