

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 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 syr.gov/Living/Our-Community/Volunteer.

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**

 **NEW!** Mobile App
SYRCityline



No TVs in the trash!

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




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 Nextdoor

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

Department of Public Works
1200 Canal Street Ext
Syracuse, NY 13210



CITY OF SYRACUSE
BEN WALSH, MAYOR

315-448-CITY
SYR.GOV

NEW! Mobile App
SYRCityline



2023 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




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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. No loose trash.**
- 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*

- Call CITYLINE for a Recycling Bin. Bins will not be delivered.
- 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 ocrra.org/how-do-i-get-rid-of/sharps/.

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. size of a washer and dryer side by side). If 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 or visit: syr.gov/Departments/Public-Works/SYRCityline

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

- The City repairs and maintains sidewalks via a multi-year planning process. Sidewalk work is not performed by request.
- Hazardous sidewalks can be reported to CITYLINE or using the SYRCityline App.
- Property owners may still choose to have their sidewalk replaced through a private contractor, for which the property owner must cover the cost. A permit is required; call the Permit Desk at 315-448-4715.
- When replacing or repairing an asphalt driveway (which requires a permit), you cannot pave over the sidewalk. Driveway work may be required to incorporate sidewalk repairs to meet City standards.
- Please consult the Municipal Sidewalk Program Fact Sheet on the City's website to learn about associated fees.

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.
- The City offers supplemental sidewalk clearing along a limited number of priority routes, however, this service does not absolve property owners of their responsibilities.

Your Sewer Service

Property owners are responsible for the sewer service lateral; maintenance and protection of the sewer vent riser and cap, and calling a plumber for blockages. City Staff cannot enter the property.

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.

Construction Debris ***MAY & SEPTEMBER ONLY***

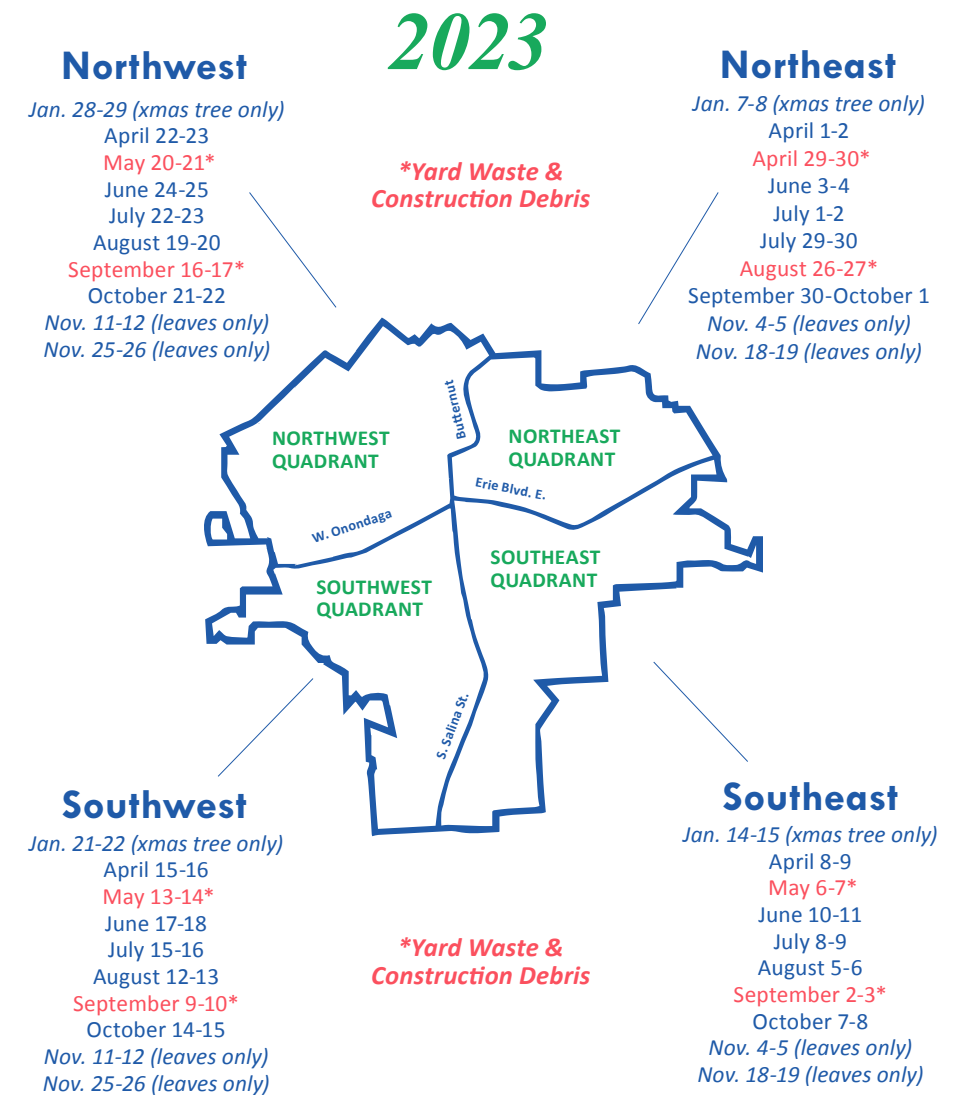
You must call 315-448-2489 in advance. If a contractor was used they must remove the debris. Max 2 cubic yards (size of washer & dryer), if more than 2 cubic yards, you will be cited. Debris must be separate from all other waste. Do not place in plastic bags. Put broken glass or nails in a box/bucket that you don't expect back.

Leaves **NOVEMBER ONLY**

Place leaves in paper bags (no plastics bags) in between the sidewalk and curb. If leaves are in the roadway you will be cited. Do not block fire hydrants, poles, trees, vents or catch basins. If a contractor was used they must remove the leaves.

QUADRANT SET-OUT DATES

Materials will be picked up during the week following these dates



To know which quadrant you live in, visit syr.gov/Departments/Public-Works, or call CITYLINE