

Laws Every Resident Should Know



Dogs

All dogs must be licensed through DocuPet: syracuse.docupet.com. Dog control can be reached by calling (315) 442-5346.



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, visit syr.gov/cityline or call (315)448-CITY (2489). Learn more about the City's parking rules at syr.gov/parking



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 Cityline at (315)448-CITY (2489).

Adopt-A-Block

Learn about how to join an Adopt-A-Block team to keep your neighborhood clean all year-round at syr.gov/adoptablock

Parks and Recreation

Recreational and educational programs for individuals of all ages and interest groups are offered year-round. Learn more and register at syracuse.recdesk.com.

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



CITY OF SYRACUSE
BEN WALSH, MAYOR

315-448-CITY

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2024

CITY SERVICES GUIDE



CITY OF SYRACUSE
BEN WALSH, MAYOR

Contacts Every Resident Should Know

Fire-Police-Medical Emergency		911
Police Non-Emergency	syr.gov/police	(315) 442-5111
Dog Control	syr.gov/police	(315) 442-5346
Animal Cruelty	syr.gov/police	(315) 442-5336
Water Emergency	syr.gov/water	(315) 448-8360
Parking Violations	syr.gov/parking	(315) 479-5300
Property Taxes	syr.gov/assessment	(315) 448-8270
Code Enforcement	syr.gov/code-enforcement	(315) 448-8695
Central Permit Office	syr.gov/central-permit-office	(315) 448-8600
Parks and Recreation	syr.gov/parks	(315) 473-4330
Street Trees	syr.gov/parks	(315) 473-4330
Mayor's Office	syr.gov/mayors-office	(315) 448-8005
Common Council	syr.gov/common-council	(315) 448-8466
School District	syracusecityschools.com	(315) 435-4499
City Clerk	syr.gov/city-clerk	(315) 448-8216
Claims/Law Department	syr.gov/law	(315) 448-8400
Greater Syracuse Land Bank	syracuselandbank.org	(315) 442-2301
Cityline	syr.gov/cityline	(315) 448-2489
OCRRA	ocrra.org	(315) 453-2866




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How to Discard

Trash For residences with city-issued trash carts

- Place bagged waste in your trash carts. Loose trash will not be collected.
- Securely close the cart lid to prevent litter and scavenging.
- Place your cart at the end of the driveway or in front of your house between the sidewalk and the street on your regular collection day.

 Do not include TV's, electronics, or hazardous waste in your trash. To dispose of these items, call OCRRA at (315)453-2866.

Recycling

Recycling carts are coming in 2024. Visit syr.gov/carts to learn more.

- Call **Cityline** for a Blue Recycling Bin. Bins can be picked up at designated locations. Call Cityline for locations or visit syr.gov/recycling
- Recyclable materials include paper, flattened cardboard & food boxes, metal cans, milk & juice jugs, glass jars & bottles, and plastic bottles & tubs.
- Do not bag your recyclables.
- When in doubt, throw it out. Visit www.ocrra.org to learn more.



HOLIDAY TRASH AND 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
- Christmas Day

Sharps Needles, syringes, lancets, etc.

- Pharmacies, hospitals, doctors' offices and the Veterans Administration can help residents dispose of "sharps."
- 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.

For a full list of sharps instructions, visit ocrra.org/how-do-i-get-rid-of/sharps/.

Bulk Items Includes furniture, carpets, mattresses, excess bags of trash, etc.

Visit syr.gov/carts for the most up to date information.

You must schedule a bulk pickup at least two days in advance by contacting Cityline. You may incur a fine if you do not call ahead.

- Residents are allowed a maximum of four bulk pickups per year.
- Bulk items cannot be more than two cubic yards (approx. size of a washer and dryer side by side). More than two cubic yards may incur a fine.

Tires

- Residents are allowed a maximum of four tires per household per year.
- You must call **Cityline** at least two days in advance or visit: syr.gov/Cityline.

How to Maintain

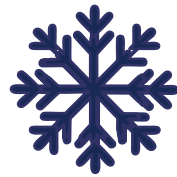
Your Yard

- 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. To learn more about how to apply for public art murals go to art.syr.gov.

Your Sidewalks

- The City repairs and maintains sidewalks via a multi-year planning process. **Municipal Sidewalk work is not performed by request.**
- Visit syr.gov/sidewalks to learn about how to repair or replace your sidewalk and about associated fees.
- 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) 448-8600**. Please note that property owners who elect to replace their sidewalk do so at their own cost and would not be subject to an exemption of the annual municipal sidewalk fee.

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. For information on snow events go to syr.gov/winter

Your Sewer Service

Property owners are responsible for properly maintaining sewer service lines, maintenance and protection of the sewer vent riser and cap, and calling a plumber for blockages.

DO NOT POUR THE FOLLOWING DOWN THE DRAIN

- 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

Your Water Service

City water bills are the responsibility of the property owner where the service is provided and, therefore, are sent to the owner of the property. Landlords and tenants should make other arrangements to obtain billing information if the water bill, by lease agreement, is the responsibility of the tenant.

- To contact the Water Finance Division please call **(315) 448-8238** or visit syr.gov/water.
- For water emergencies please call **(315) 448-8360**

Quadrant Pickups

Yard Waste, Construction Debris, Leaves

Please remember to always set yard waste, leaves, trash and construction debris adjacent to the curb.



You must adhere to the following schedule for each special pickup. 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

APRIL - OCTOBER

Yard waste must be separate from all other waste. Yard waste includes brush, small twigs, branches, limbs, and leaves. Do not block fire hydrants, poles, trees, vents or catch basins. Place your yard waste between sidewalk and curb. If a contractor was used they must remove the debris.

Construction Debris

MAY & SEPTEMBER ONLY

You must call Cityline at (315)448- CITY (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 may incur a fine. 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.

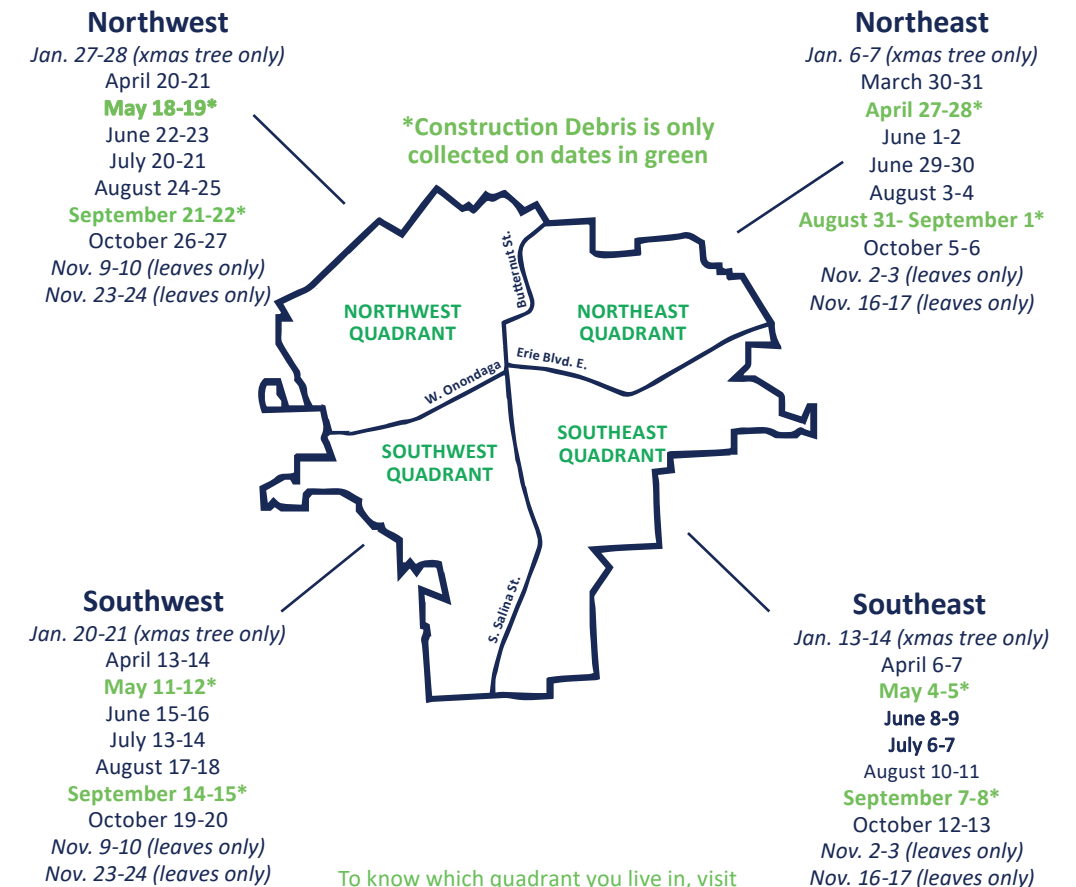
Leaves

NOVEMBER ONLY

Place leaves in paper bags (no plastic bags) in between the sidewalk and curb. If leaves are in the roadway, you may be cited. Do not block fire hydrants, poles, trees, vents or catch basins. If a contractor was used to gather leaves, 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/PublicWorks, or call Cityline