

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
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.

Visit us online at www.philadelphiastreet.com

Cleaning-Related Services Provided by Other City Departments

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



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.philadelphiastreet.com

Streets Department Customer Service
Phone: (215) 686-5560
On Cellular phones: *FIX
Language interpretation services available.

Prepared by the Streets Department
Planning and Public Affairs Office

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Traffic Engineering

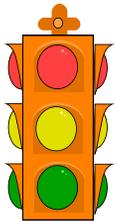


ONE WAY

**A guide to services
and useful contact information**

Traffic Engineering

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



2,180 miles of city streets
360 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 5:00 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).
- Loading Zones (215-683-9738).

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.

8. To view the Tour Passenger Carrier Safety Reports for Tour Passenger Carriers, visit our website at

http://www.philadelphiastreet.com/transportation-traffic_engineering-tour_passenger.aspx