

CITY OF PHILADELPHIA  
MANAGING DIRECTOR'S OFFICE

# TAKE THE CHALLENGE PACKET

VER. MD-04/06

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**JOHN F. STREET,**  
MAYOR

**PEDRO A. RAMOS,**  
MANAGING DIRECTOR

**THOMAS M. CONWAY,**  
DEPUTY MANAGING DIRECTOR  
NEIGHBORHOOD SERVICES DIVISION



# CITY OF PHILADELPHIA

John F. Street, *Mayor*

Pedro A. Ramos, *Managing Director*

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The City of Philadelphia continues its fight against blight on a daily basis.

The Street Administration's Neighborhood Transformation Initiative (NTI), the Managing Director's Office (MDO) and their operating departments have taken the lead by creating several effective, efficient programs to improve the quality of life in our neighborhoods.

- The Philadelphia Police Department's Abandoned Vehicle Unit leads an aggressive all-out campaign against abandoned vehicles, removing over 235,000 in the last six years.
- The Vacant Lot Program has cleaned over 70,000 parcels and removed over 50,000 tons of debris since the project began in 2001.
- In June of 2000, the Community Partnership Program was created to assist organizations with cleaning their neighborhoods. Since its inception, this program has processed 2,500 supply requests for rakes, brooms, bags, etc. and loaned out 45,000 pieces of equipment.
- The MDO is partnering with the court system through the Community Service Program (CSP) to assist non-violent offenders complete their mandated community service hours. Over 18,000 clients have been processed through this program to help clean and beautify our city.
- The Graffiti Abatement Team continues its aggressive pace in eradicating graffiti from properties, removing over half a million instances of graffiti since 1997. In addition, the Anti-Graffiti Paint and Supply Voucher Program has processed 3,900 requests from graffiti fighters.

Please review the following descriptions of City Departments, agencies and non-profit organizations. If you think they can assist your community group, feel free to call them for further information. The only way we are going to effectively fight blight is to have the City of Philadelphia and its communities working together for a common goal: cleaner, safer neighborhoods.

Sincerely,

A handwritten signature in black ink that reads "Thomas Conway".

Thomas M. Conway,  
Deputy Managing Director  
Neighborhood Services Division

# COMMUNITY CLEAN-UP QUICK REFERENCE GUIDE

ISSUE	ORGANIZATION / PROGRAM	PHONE
COMMUNITY CLEAN-UPS	<p><b>Community Partnership Program:</b> The City of Philadelphia Managing Director's Office loans rakes, street brooms, shovels, bags etc. to community groups interested in cleaning up their neighborhood. Please call this program to receive an equipment form or to find out additional information.</p>	(215) 685-9558
	<p><b>Philadelphia More Beautiful Committee (PMBC):</b> PMBC supports citizen leadership through registered Block Captains. These captains enlist the support of their neighbors to organize volunteer block cleaning events on designated days. PMBC provides these Block Captains and volunteers with the tools and supplies necessary for cleaning their block. It also arranges for the collection of trash generated by each clean up. If you are interested in becoming a block captain in your neighborhood, please call this number for more information. A Block Captain application can also be found in this packet.</p>	(215) 685-3981
	<p><b>Pennsylvania Horticultural Society / Philadelphia Green:</b> Philadelphia Green provides materials, technical assistance and educational programs to support organized neighborhood groups that are involved in community greening efforts. It also acts as a community outreach program sponsored by the Pennsylvania Horticultural Society.</p>	(215) 988-8800
ANTI-GRAFFITI PROGRAMS & MURALS	<p><b>Graffiti Abatement Team (GAT):</b> GAT will provide homeowners, businesses and community organizations with free graffiti removal services to combat graffiti vandalism. Call this Zero Tolerance Hotline to report graffiti. To speak to someone directly about these services, please call <b>686-6178</b>.</p>	(215) 686-0000
	<p><b>Anti-Graffiti Paint &amp; Supply Voucher Program:</b> The Managing Director's Office will provide free paint and supplies to businesses, homeowners and community groups so that they can remove graffiti from painted surfaces. To obtain an application for this program, please call this number. To speak to someone directly about this program, please call <b>686-2024</b>.</p>	(215) 685-9556
ABANDONED VEHICLE REMOVAL	<p><b>Mural Arts Program:</b> This program has established a partnership with communities throughout Philadelphia to create over 2,000 murals and also provides artistic opportunities to youth. Please contact the Mural Arts Program if you are interested in having a mural created in your neighborhood, or would like to volunteer your artistic talents designing murals.</p>	(215) 685-0750
	<p><b>Abandoned Vehicle Program:</b> The City of Philadelphia Abandoned Vehicle Program tows and disposes abandoned vehicles. The Police Department's Citywide Abandoned Vehicle Unit investigates all reported vehicles and removes those determined to be abandoned under Pennsylvania State Law.</p>	(215) 683-CARS (2277)
COMMUNITY SERVICE PROGRAM	<p><b>Community Service Program (CSP):</b> CSP provides a structured program for non-violent offenders (age 16 and up) to complete court ordered community service hours. Duties include cleaning lots and underpasses, sweeping streets and beautification projects. CSP collaborates with probation / parole departments, various courts, high schools and other facilities.</p>	(215) 685-3071

## STREETS DEPARTMENT AND LICENSES & INSPECTIONS SERVICES

ISSUE	STREETS DEPARTMENT	PHONE
<b>DUMPSTER VIOLATIONS</b>	<b>Dumpster Code Violations Unit:</b> The Unit will take your calls if you have questions regarding the Dumpster Code, or would like to report violations (dumpsters overflowing with garbage e.g.).	(215) 685-4275
<b>STREET REPAIR</b>	<b>Highway Division:</b> This division is responsible for repairs of city streets. If you wish to report a pothole or any other type of street repair, please call this number.	(215) 686-5560
<b>RECYCLING</b>	<b>Recycling Unit:</b> This office has information about recycling and coordinates the public distribution of recycling buckets and bins.	(215) 685-7329
<b>CLEAN-UP SUPPORT</b>	<b>Sweep:</b> Sweep supports and enhances individual and community efforts to maintain a clean city. Specially trained sanitation officers meet with residents and individuals responsible for the operation of businesses and apartment buildings to review clean-up duties.	(215) 686-5560
<b>STREET SIGNS</b>	<b>Traffic Engineering:</b> The Traffic Engineering Division is responsible for all traffic control devices on surface streets in Philadelphia. To report a missing, malfunctioning or damaged street sign, please call the Traffic Engineering Division.	(215) 686-5560

### LICENSES & INSPECTIONS

<b>PROPERTY DEMOLITION</b>	<b>Neighborhood Services Division:</b> This division of L & I focuses on assisting neighborhoods by sealing and demolishing troubled properties, taking enforcement action against negligent businesses and land owners and processing complaints. <i>This division also has a <b>HEAT CRISIS UNIT</b> to handle requests for heating assistance during the winter months (215) 686-2590.</i>	(215) 686-2463
<b>LICENSES &amp; PERMITS</b>	<b>Construction Services Division:</b> The Construction Services Division has many customer service units found in the concourse of the Municipal Services Building located at 1401 JFK Boulevard. The following is a list of the services offered through the division.	(215) 686-2471
	<b>Building Clerical:</b> Provides information on property violations on a particular building.	(215) 686-2448
	<b>Certification:</b> Produces certification statements for real estate transactions.	(215) 685-2448
	<b>License Issuance:</b> Produces all businesses licenses for the City of Philadelphia.	(215) 686-2490
	<b>Mechanical Services:</b> Processes electrical and plumbing permits.	(215) 686-2580
	<b>Zoning Unit:</b> Handles zoning inquiries and permits.	(215) 686-2420

# COMMUNITY DEVELOPMENT ORGANIZATIONS

ISSUE	ORGANIZATION / PROGRAM	PHONE
<b>COMMUNITY OUTREACH</b>	<b>MOCS Community Organizing Program:</b> This outreach program offers technical assistance to individuals, neighborhoods and community organizations. Assistance comes in the form of providing information on rent rebates, LIHEAP and other resources people may need to better manage their lives.	(215) 685-7437
<b>NEIGHBORHOOD SAFETY</b>	<b>Operation Town Watch:</b> This program organizes groups throughout the city and provides training to its members. Once the group receives sufficient training, they are given Town Watch equipment such as communication radios, flashlights, vests etc.	(215) 686-1459
<b>YOUTH SUPPORT</b>	<b>Philadelphia Department of Recreation:</b> This is a public agency dedicated to providing recreational opportunities to city residents. Volunteers are always needed for clean-ups in both parks and recreational centers. To find out more about park clean-ups in your area, please call (215) 683-3682. If you are interested in cleaning up a recreation center, please call (215) 683-3625. Supplies for these clean-ups are available through the Maintenance Division at (215) 683-3622.	(215) 683-3622

## ADDITIONAL ANTI-GRAFFITI PHONE NUMBERS

LOCATION	CONTACT ORGANIZATION	PHONE NUMBER
Street signs and traffic signals	Streets Department	(215) 686-5560
Parking meters and signs	Philadelphia Parking Authority	(215) 683-9612
Newsstands	Newsstand Association	(215) 557-7611
PGW Property	PGW	(215) 684-6288
PECO Property	PECO	(215) 731-3001
Newspaper vending boxes	Philadelphia Inquirer/Daily News	(610) 292-6312
City buildings and properties	Managing Director's Office	(215) 686-2024
Mailboxes	U.S. Postal Service	(215) 895-8610
Verizon Phones	Verizon	1-877-220-7560
Verizon Buildings	Verizon	1-800-685-1608
Non Verizon Phones	Central Atlantic Payphone Assoc.	(814) 235-6252
Septa bridges	Septa	(215) 580-8280

## POLICE DISTRICT PHONE NUMBERS

<u>DISTRICT</u>	<u>PHONE</u>	<u>DISTRICT</u>	<u>PHONE</u>	<u>DISTRICT</u>	<u>PHONE</u>
1	686-3010	9	686-3090	22	686-3220
2	686-3020	12	686-3120	23	686-3230
3	686-3030	14	686-3140	24	686-3240
4	686-3040	15	686-3150	25	686-3250
5	686-3050	16	686-3160	26	686-3260
6	686-3060	17	686-3170	35	686-3350
7	686-3070	18	686-3180	39	686-3390
8	686-3080	19	686-3190		

# IMPORTANT PHONE NUMBERS

## CITY GOVERNMENT SERVICES

Abandoned Houses & Vacant Lots	686-2463
Human Relations Commission	686-4670
Mayor's Action Center	686-3000
Philadelphia Corp. for Aging	765-9000
PMBC	685-3981
Recreation Department	683-3600
Records Dept. (Deeds, Fire, Police)	686-2260
Voter's Registration	686-1500

## CHILDREN & YOUTH SERVICES

Big Brother/Big Sister Association	790-9200
Boys and Girls Club	735-8818
Department of Human Services	683-4347
Job Corporation	985-3650
Philadelphia Futures	790-1666
Youth Study Center	686-4845
Youth Works (Summer Employment)	685-2730

## EMERGENCY SERVICES

American Red Cross	299-4000
Child Abuse Hotline	683-6100
Food Hotline	1-800-366-3997
Office of Emergency Shelter & Services	686-5671
Salvation Army	787-2800
United Way	568-3750
Women Against Abuse	1-866-SAFE-014
Youth Crisis	1-800-448-4663

## FEDERAL GOVERNMENT

Federal Information	1-800-688-9889
Postal Service Information	1-800-275-8777
Social Security	1-800-772-1213

## HEALTH DEPARTMENT

Philadelphia Health Dept.	686-5000
Poison Control	386-2100
Air & Noise Pollution	685-7580
Food Protection	685-7495
Insect Control	685-9027
Rat Control	685-9000
Lead Poisoning	685-2797
Maternal & Child Health	985-3300

## HOUSING

Fair Housing	686-3237
Philadelphia Housing Authority	684-4000
Redevelopment Authority	854-6500
Office of Housing Development Corp.	448-3000
Housing & Urban Development	656-0503

## LEGAL ASSISTANCE

Community Legal Assistance	981-3700
District Attorney	686-8000
Lawyer Referral (Bar Assoc.)	238-1701
Public Defenders Association	568-3190
Victim Services (DA's Office)	686-8027

## POLICE

Police, Fire, Medical Emergencies	911
Abandoned Cars	683-2277
Community Relations	686-3380
Police General Information	686-3149

## MOTOR VEHICLE & PARKING

Department of Motor Vehicles	1-800-932-4600
Handicap Parking (PPA)	683-9736
Moving Violations	686-1675
Parking Violations	561-3636
Philadelphia Parking Authority	683-9600

## STATE GOVERNMENT SERVICES

Governor's Action Center	1-800-932-0784
Liquor Control Board	1-800-932-0602
Vital Records (Birth / Death Certificates)	560-3054

## STREETS DEPARTMENT

Sanitation	686-5560
Recycling	685-7329
Street Repair	686-5560
Street Lighting	934-5030
Signs (Repair / Replace)	686-5560
Alley Lights	686-5516

## TRANSPORTATION

Amtrak	1-800-877-7245
Greyhound	1-800-231-2222
Paratransit	580-7720
Philadelphia Int'l Airport	1-800 PHL-GATE
SEPTA	580-7852

## UTILITY COMPANIES

Philadelphia Electric Company (PECO)	841-4000
PECO Emergency	841-4141
Philadelphia Gas Works (PGW)	235-1000
PGW Emergency	235-1212
Philadelphia Water Department	685-6300
Water Revenue Bureau	686-6880

## UTILITY GRANTS

LIHEAP	560-2970
Heater Hotline	568-7190



**John F. Street, Mayor**  
 Pedro A. Ramos, *Managing Director*  
 Thomas M. Conway, *Operations Director*

**CITY OF PHILADELPHIA**  
**PHILADELPHIA ANTI-GRAFFITI NETWORK**  
 1401 JOHN F. KENNEDY BLVD., ROOM 930  
 PHILADELPHIA, PA 19102

Phone: (215) 686-6178 Fax: (215) 686-9919

## *Graffiti Removal Release Form*

*(Circle One)*

I \_\_\_\_\_, *am the owner of the property / business*  
 (print name here)

located at the following address:

\_\_\_\_\_  
 (number and street)

\_\_\_\_\_  
 (city, state, zip code)

*As the owner of the property I do not need anyone else's permission to allow work to be done or to sign this form. I give permission for the City of Philadelphia and their agents and contractors to come on my property to remove or cover the graffiti using methods they decide on. ("Graffiti Work") I release the City of Philadelphia and their agents and contractors from any claim or damages related to the Graffiti Work on my property.*

*I understand that only the area covered by graffiti will be cleaned and not the entire building. I understand that there are no promises being made to me about the quality of the services or materials used in doing this Graffiti Work. I also understand that by signing this form I give the City and its agents and contractors permission to remove the graffiti from my property but that they are not obligated to do so. I also understand that if graffiti returns to my property during the time period checked below, the City and its agents and contractors may also remove this graffiti but has no obligation to do so.*

\_\_\_\_\_  
 (Property Owner/signature)

\_\_\_\_\_  
 Date Signed

( ) \_\_\_\_\_  
 Day Telephone Number

Duration of Consent:  
 6 months [ ] 1 year [ ]

**Type of Structure (Circle):** house, building, apartment, fence, garage/door, stucco wall, unpainted brick wall, unpainted cinderblock wall, security grate,

Other: \_\_\_\_\_

**Location of Graffiti (Circle):** front, back, side, driveway, alleyway, 2<sup>nd</sup> level

Other: \_\_\_\_\_



**John F. Street, Mayor**  
 Pedro A. Ramos, Managing Director  
 Thomas M. Conway, Operations Director

**CITY OF PHILADELPHIA**  
 MANAGING DIRECTOR'S OFFICE

# COMMUNITY PARTNERSHIP PROGRAM

*A partnership to clean vacant lots, playgrounds, parks & streets.*

**Instructions:** Fill out all of the information correctly. Be sure to fill in the number of each item requested. Fax or mail the application to our address below. This form must be received at least one week prior to the pick up date. Supplies are to be picked up at our warehouse located at 4000 N. American Street (entrance on Luzerne St.). **Pick up and drop off times are Wednesday – Friday between 9:00 a.m. and 1:00 p.m.** A photo ID must be presented before the supplies can be taken from the warehouse. If you have any questions, please call (215) 685-9558.

## A. ORGANIZATION INFORMATION *(Please Print)*

Organization Name \_\_\_\_\_ Contact Person \_\_\_\_\_

Address \_\_\_\_\_ Zip Code \_\_\_\_\_ # of Volunteers for Clean-up \_\_\_\_\_

Phone Number (Home) \_\_\_\_\_ (Work) \_\_\_\_\_ Fax \_\_\_\_\_

Date of Clean-Up \_\_\_\_\_ Pick Up Date \_\_\_\_\_ Return Date \_\_\_\_\_

## B. LIST OF SUPPLIES & EQUIPMENT REQUESTED

	Loaned Out	Returned	Not Returned
Bow Rakes	_____	_____	_____
Leaf Rakes	_____	_____	_____
Square Shovels	_____	_____	_____
Digging Shovels	_____	_____	_____
Brooms:	_____	_____	_____
Bags:	_____	_____	_____

## C. SANITATION PICK UP SITE/S *(Trash must be dropped off at the nearest corner to the clean-up site/s which should be completed by 1:00 pm. Separate arrangements need to be made for bulk items, concrete and hazardous waste)*

1. \_\_\_\_\_ Zip Code \_\_\_\_\_ 2. \_\_\_\_\_ Zip Code \_\_\_\_\_

3. \_\_\_\_\_ Zip Code \_\_\_\_\_ 4. \_\_\_\_\_ Zip Code \_\_\_\_\_

*I understand that the above equipment and supplies are only a loan and I agree to return the above mentioned in the same condition as I received them.*

**Pick Up Date:**

**Return Date:**

**Received By:**

**Received By:**

**Warehouse Staff:**

**Warehouse Staff:**

*Please mail or fax this form to:*

**1401 John F. Kennedy Blvd., Room 930,  
 Philadelphia, PA 19102  
 Attention: Manuel Ramos  
 Phone: (215) 685-9558  
 Fax: (215) 685-9557**

**Philadelphia More Beautiful Committee**

2601 W. Glenwood Ave. -2<sup>nd</sup> floor

Philadelphia, PA 19121

Phone: (215) 685-3981

PLEASE CHECK ONE:

New Block Captain \_\_\_\_\_

Block Captain Change \_\_\_\_\_

Police District: \_\_\_\_\_

Date: \_\_\_\_\_

Registration#: \_\_\_\_\_

Dear PMBC Officer:

We, the residents of \_\_\_\_\_, wish to register and organize as a Philadelphia More Beautiful Committee Clean Block.

The attached petition indicates residents' agreement. We understand that upon receipt and review of this agreement, the PMBC Officer will contact the residents to discuss guidelines and to present the Block Captain's Card.

Respectfully yours,

**BLOCK CAPTAIN**

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Address: \_\_\_\_\_ Zip Code: \_\_\_\_\_

**CO-CAPTAIN**

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Address: \_\_\_\_\_ Zip Code: \_\_\_\_\_

PMBC Officer: \_\_\_\_\_

Below are signatures of at least fifty-one (51%) of the residents on our block who do hereby consent to this request: ONLY ONE SIGNATURE PER HOUSEHOLD.

	NAME	ADDRESS	PHONE#
1.	_____	_____	_____
2.	_____	_____	_____
3.	_____	_____	_____
4.	_____	_____	_____
5.	_____	_____	_____
6.	_____	_____	_____
7.	_____	_____	_____
8.	_____	_____	_____
9.	_____	_____	_____
10.	_____	_____	_____



**John F. Street, Mayor**  
 Pedro A. Ramos, *Managing Director*  
 Thomas M. Conway, *Operations Director*

**CITY OF PHILADELPHIA**  
 MANAGING DIRECTOR'S OFFICE

## ANTI-GRAFFITI: PAINT & SUPPLY VOUCHER APPLICATION

**Instructions:** Fill out all of the information on the application completely and correctly. Be sure to include addresses of all properties that will be cleaned of graffiti. Write the number of gallons of each color requested as well as the number of supplies if needed. Fax or mail the application to our office (address below). Once the application is received you will be contacted by our office to verify that all the information is correct. After verification is made, the turn around time to receive your voucher is approximately one week. If you have any questions, please call (215) 686-2024.

### A. ORGANIZATION INFORMATION *(Please Print)*

Organization Name \_\_\_\_\_ Contact Person \_\_\_\_\_

Address \_\_\_\_\_ Zip Code \_\_\_\_\_ Date \_\_\_\_\_

Phone Number (Home) \_\_\_\_\_ (Work) \_\_\_\_\_ Fax \_\_\_\_\_

Date of Clean-Up \_\_\_\_\_ Council District \_\_\_\_\_ Police District \_\_\_\_\_

### B. GALLONS OF PAINT REQUESTED

Red \_\_\_\_\_ Gray \_\_\_\_\_ Buff \_\_\_\_\_ Cement \_\_\_\_\_ Black \_\_\_\_\_ White \_\_\_\_\_ Brown \_\_\_\_\_ Green \_\_\_\_\_

### C. SUPPLIES REQUESTED

Roller Handles \_\_\_\_\_ Roller Covers \_\_\_\_\_ Paint Pans \_\_\_\_\_ Paint Pan Inserts \_\_\_\_\_

Extension Poles \_\_\_\_\_ Drop Cloths \_\_\_\_\_ Brushes \_\_\_\_\_

### D. PROPERTIES TO BE CLEANED *(Please write exact addresses of tagged properties for verification purposes.)*

Address	Zip Code	Paint/Color	Power Wash (Y/N)	Release Form (Y/N)
1) _____	_____	_____	_____	_____
2) _____	_____	_____	_____	_____
3) _____	_____	_____	_____	_____
4) _____	_____	_____	_____	_____
5) _____	_____	_____	_____	_____

**Official Use Only**

PAINT \_\_\_\_\_ (Gal.) SUPPLIES \$ \_\_\_\_\_ BRUSHES \$ \_\_\_\_\_

Approved By \_\_\_\_\_ Date \_\_\_\_\_

Please mail or fax to: 1401 John F. Kennedy Blvd., Room 930, Philadelphia, PA 19102  
 Attn: John Tucci, Assistant Managing Director  
 Phone: (215) 686-2024  
 Fax: (215) 686-9919