

CITY OF PHILADELPHIA

HOW TO BE A GOOD BUSINESS NEIGHBOR

The Department of Commerce is the umbrella organization for all economic development activity in Philadelphia.

It takes ALL of us—let's work together to create an inviting shopping area! Here is what you need to know:

MAINTAINING CLEAN STREETS

Trash

- Trash cannot be left on the curb until two hours prior to collection or 30 minutes before closing the night before
- Know your trash collection day! Pick-up is delayed by one day for the rest of the week whenever the City is closed for a holiday. Schedules may be adjusted when there is snow or extreme weather. Call 311 for up-to-date schedules
- Avoid a mess! Trash left for pick-up should be well-packaged in sealed plastic bags or in a trash can to avoid spilling or scattering during windy weather or when Sanitation picks it up
- During business hours, businesses selling food for takeout must have a trash receptacle within 10 feet of all public entrances
- Illegally disposing of trash from your business or your home will result in a \$150 fine. Do not place your business trash in, or next to, public trash cans. Do not leave your trash on the sidewalk, other than on trash day

Business Dumpsters

- Keep dumpsters in good condition and clean them at least twice a year to keep them free of offensive odors
- Lids should be closed tightly when not in use, and the surrounding area free of litter and debris
- Dumpsters must be emptied weekly. Dumpsters with “non-grindable” food waste must be emptied every 3 days
- Paint over graffiti on dumpsters promptly
- If you have a dumpster, you must obtain an annual license and attach a medallion from the City to the dumpster so inspectors can identify who is responsible for the dumpster
- Dumpsters placed on the sidewalk require special approval from the Streets Dept Right of Way unit
- For information on all dumpster rules, visit: www.philadelphiastreet.com/commercial/dumpster-laws



Restaurants/Grease and Oil Disposal

- **Grease, oils, and fats** should never be poured down the drain because they block the sewer system
- Businesses that use large amounts of grease must install grease traps and have a contract with a reputable cooking oil recycling and disposal center. More information can be found here: <http://www.phillywatersheds.org/doc/Billstuffers/InsOutsGreasDisposal.pdf>
- Used cooking oil awaiting pick-up should be stored on-premises, not in containers on the sidewalk

Recycling

- Recycle! Flattened cardboard, cartons, mixed paper, glass jars and bottles, plastic containers (#1-7), and metal food and beverage cans can be recycled.
- Plastic bags should not be placed in recycling bins because they are not currently recyclable and damage the machines that the City uses to sort recycling material
- Recycling can be set out in any durable container of up to 32-gallons marked with the word “recycling”
- All commercial properties must submit a recycling plan using the following website: <http://www.phila.gov/streets/CRPlan>
- The Commercial Recycling Toolkit describes commercial recycling rules in detail. For more information, see here: http://www.philadelphiastreet.com/images/uploads/documents/commercial_recycling_toolkit.pdf
- Recycling bins can be obtained at the City's Sanitation Convenience centers. For more information, see here: <http://www.philadelphiastreet.com/sanitation/residential/sanitation-convenience-centers> for hours and locations

A clean, orderly, and attractive storefront along with a litter-free sidewalk says “welcome!” to customers and makes a great first impression. When merchants take pride in their community, it shows, and creates a more enjoyable shopping experience for visitors coming to the area.

(...continued from *Maintaining Clean Streets*)

Sidewalks

- You must sweep and pick up to ensure that your property and sidewalk are free of trash and litter. Dispose of litter you sweep up with the rest of your trash.
- Never sweep trash into the street or into storm drains, or put swept trash into public trash receptacles
- When it snows, shovel to maintain a 36”-wide clear path on the sidewalk. Sidewalks must be cleared within 6 hours of snowfall. Do not shovel snow into the street
- Leaves should be swept up and may be disposed of with trash. During “leaf season” the Streets Department provides for drop-off of leaves and performs limited curbside collection. Call 311 for details.

Contact Info

- Call the Philadelphia Streets Department at 215-686-5560 for more information trash, recycling, and snow removal
- Call the Philadelphia Water Department at 215-685-6213 for more information on grease disposal

PUBLIC SAFETY AND NUISANCE ACTIVITY

Philly311 Hotline

- Call 311 to report non-emergency issues, such as graffiti, abandoned automobiles, potholes or other street defects, broken traffic signals, illegal dumping, improper residential maintenance conditions, trash-filled vacant lots, etc.
- Before you call, identify the exact street address of the problem location, including zip code, not just the cross streets
- For graffiti, identify the type and color of the vandalized structure, as well as the required removal procedure (paint or power wash). Graffiti can be reported by calling 311 or submitting the online form: <http://www.phila.gov/311/form/Pages/default.aspx>
- If graffiti is on Post Office property, such as a mailbox, call USPS directly at 215-895-8610
- For abandoned automobiles, identify the make, model, color, and license plate state and number, and vehicle condition



The Police, 911

- Call 911 to report crimes in progress or urgent issues such as drug activity, prostitution, and suspicious loitering
- If you have security cameras, register your system with the Police Department here: <https://safecam.phillypolice.com/>
- If you don't have cameras, consider installing a system with help from the Commerce Business Security Camera Program. More information: <http://www.phila.gov/commerce/Documents/Business%20Security%20Camera%20Program.pdf>
- To report an **emergency issue**, dial 9-1-1. For chronic problems, speak with your police district. You can find out what police district you are part of by inputting your address here: <https://www.phillypolice.com/districts/index.html>. Speak with the Lieutenant of your Police Service Area (PSA) or ask for the Community Relations Officer