

2025 CITY SERVICES GUIDE

CITY OF SYRACUSE
MAYOR BEN WALSH



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
City Payment Center	syr.gov/payments	315-448-8310
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
City Clerk	syr.gov/city-clerk	315-448-8216
Claims/Law Department	syr.gov/law	315-448-8400
Cityline	syr.gov/cityline	315-448-2489
City Auditor	syr.gov/SyracuseAuditor	315-448-8477
School District	syracusecityschools.com	315-435-4499
Greater Syracuse Land Bank	syracuselandbank.org	315-442-2301
OCRRA	ocrra.org	315-453-2866

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 lines and disturbs others is prohibited by the city ordinance, with violations subject to fines or imprisonment. Report violations to the police non-emergency line at 315-442-5111.



PARKING

To report parking violations, visit call 315-479-5300. Learn more about the City's parking rules at syr.gov/parking.



ABANDONED VEHICLES

Unregistered or inoperable vehicles must be stored in a permanent structure; report violations at 315-442-5111.

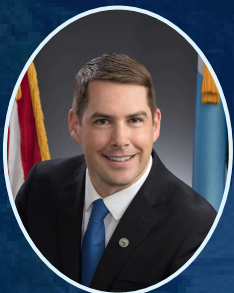
Dear Neighbor,

I am sharing the 2025 City's Services Guide, created by our Department of Public Works (DPW), as a valuable resource for residents throughout the year. The guide provides essential guidelines and dates for City services as well as contact information for various City departments.

I encourage you to use it to stay reminded of your responsibilities regarding trash and recycling disposal, sidewalk clearing and maintenance, and sewer services. Additionally, it includes a map of city quadrants for yard waste, construction debris, leaf pickup and a complete schedule for biweekly recycling in 2025.

I want to extend my heartfelt thanks to all our residents for your help and support over the past two years as we implemented the most significant changes to residential trash and recycling pickup the city has seen in decades. Change is never easy, but your cooperation has been invaluable as we worked through this transition together.

Finally, I also want to highlight SYRCityline, our dedicated service request app. SYRCityline allows residents to submit requests to various City departments. Whether you prefer using the mobile app or using the web portal, SYRCityline enables you to submit service requests, track their progress and provide feedback. For non-emergency service-related requests, download the SYRCityline app or call 315-448-CITY (2489). You can also follow our social media handle @sycityline for regular postings and updates.



Thank you for being active participants in our community. Together, we can ensure a clean, safe, and well-maintained city for all.

Ben Walsh
Mayor

HOW TO DISCARD

TRASH *For residences with city-issued trash carts*

- Trash is collected weekly.
- 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 or electronics in your trash.
To dispose of these items, go to ocrra.org/ewaste



RECYCLING *For residences with city-issued recycling carts*

- Recycling is collected bi-weekly.
- Place recyclables in the cart loose. Bagged materials are not accepted.
- On your designated recycling week, place your cart at the end of your driveway or between your sidewalk and the street.
 - To check your recycling week, see calendars on pages 6 and 7 or visit syr.gov/carts.
- Securely close the cart lid to prevent litter and scavenging.
- When in doubt, check it out at ocrra.org/how-do-i-get-rid-of

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



BULK ITEMS *Includes furniture, carpets, mattresses, excess bags of trash, etc.*

You must schedule a bulk pickup at least two days in advance by contacting Cityline. You may incur a violation 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 your trash and recycling carts side by side). More than two cubic yards may incur a fine.
- For more information, visit syr.gov/bulk.



TIRES

- Residents are allowed a maximum of four tires per household per year.
- You must call Cityline at least two days in advance to request a tire pickup.



SHARPS *Needles, syringes, lancets, etc.*

- Sharps can go in the trash if they are inside a heavy-duty laundry detergent jug with a screw-on cap that is taped shut. Label the container as "sharps." NEVER put sharps in a recycling cart where they can harm workers and halt the recycling process.
- Visit OCRRR.org/sharps for a full list of options.



HOW TO MAINTAIN

YOUR YARD

- Grass cannot be taller than 8 inches.
- Littering on streets, sidewalks, parks and even your own property 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 SIDEWALK

- The City repairs and maintains sidewalks via a multi-year planning process.
- 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 by using the SYRCityline App.
- It is the responsibility of the property owner to remove snow and ice from the sidewalks adjacent to their property (including corners).
- 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 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

- Property owners are responsible for city water bills which are sent to them directly. Landlords and tenants should arrange access to billing information if the tenant is responsible per the lease agreement.
- To contact the Water Finance Division please call 315-448-8238 or visit syr.gov/water.
- For water emergencies please call 315-448-8360.

LEAD PAINT AND PIPES

For more information about the risks associated with lead paint and pipes, as well as resources for prevention and remediation, visit syr.gov/lead.



QUADRANT PICKUPS

YARD WASTE, CONSTRUCTION DEBRIS AND LEAVES

Please remember to always set yard waste, leaves, trash and construction debris between sidewalk and 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. You are allowed a maximum of 2 cubic yards of debris. If you exceed this limit, you may incur a fine. Ensure that your debris is separated from all other waste. Do not place debris in plastic bags. For broken glass or nails, please use a box or bucket that you do not expect to receive 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

Northwest

Jan. 25-26 (xmas tree only)
April 26-27
May 24-25*
June 21-22
July 26-27
August 23-24
September 27-28*
October 25-26
Nov. 8-9 (leaves only)
Nov. 25-26 (leaves only)

Southwest

Jan. 18-19 (xmas tree only)
April 19-20
May 17-18*
June 14-15
July 19-20
August 16-17
September 20-21*
October 18-19
Nov. 8-9 (leaves only)
Nov. 25-26 (leaves only)

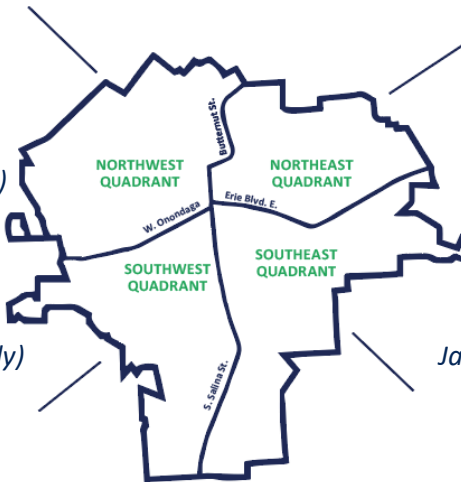
Northeast

Jan. 4-5 (xmas tree only)
April 5-6
May 3-4*
May 31- June 1
July 5-6
August 2-3
September 6-7*
October 4-5
Nov. 1-2 (leaves only)
Nov. 15-16 (leaves only)

Southeast

Jan. 11-12 (xmas tree only)
April 12-13
May 10-11*
June 7-8
July 12-13
August 9-10
September 13-14*
October 11-12
Nov. 1-2 (leaves only)
Nov. 15-16 (leaves only) **5**

**Construction Debris is only collected on dates in green*



BIWEEKLY RECYCLING SCHEDULE

A WEEK CALENDAR

JANUARY							FEBRUARY							MARCH						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4							1								1
5	6	7	8	9	10	11	2	3	4	5	6	7	8	2	3	4	5	6	7	8
12	13	14	15	16	17	18	9	10	11	12	13	14	15	9	10	11	12	13	14	15
19	20	21	22	23	24	25	16	17	18	19	20	21	22	16	17	18	19	20	21	22
26	27	28	29	30	31		23	24	25	26	27	28		23	24	25	26	27	28	29
														30	31					

APRIL							MAY							JUNE						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5					1	2	3	1	2	3	4	5	6	7
6	7	8	9	10	11	12	4	5	6	7	8	9	10	8	9	10	11	12	13	14
13	14	15	16	17	18	19	11	12	13	14	15	16	17	15	16	17	18	19	20	21
20	21	22	23	24	25	26	18	19	20	21	22	23	24	22	23	24	25	26	27	28
27	28	29	30				25	26	27	28	29	30	31	29	30					

JULY							AUGUST							SEPTEMBER						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5						1	2	1	2	3	4	5	6	
6	7	8	9	10	11	12	3	4	5	6	7	8	9	7	8	9	10	11	12	13
13	14	15	16	17	18	19	10	11	12	13	14	15	16	14	15	16	17	18	19	20
20	21	22	23	24	25	26	17	18	19	20	21	22	23	21	22	23	24	25	26	27
27	28	29	30	31			24	25	26	27	28	29	30	28	29	30				
							31													

OCTOBER							NOVEMBER							DECEMBER						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4							1	1	2	3	4	5	6	
5	6	7	8	9	10	11	2	3	4	5	6	7	8	7	8	9	10	11	12	13
12	13	14	15	16	17	18	9	10	11	12	13	14	15	14	15	16	17	18	19	20
19	20	21	22	23	24	25	16	17	18	19	20	21	22	21	22	23	24	25	26	27
26	27	28	29	30	31		23	24	25	26	27	28	29	28	29	30	31			

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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

BIWEEKLY RECYCLING SCHEDULE

B WEEK CALENDAR

JANUARY							FEBRUARY							MARCH						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4								1							1
5	6	7	8	9	10	11	2	3	4	5	6	7	8	2	3	4	5	6	7	8
12	13	14	15	16	17	18	9	10	11	12	13	14	15	9	10	11	12	13	14	15
19	20	21	22	23	24	25	16	17	18	19	20	21	22	16	17	18	19	20	21	22
26	27	28	29	30	31		23	24	25	26	27	28		23	24	25	26	27	28	29
														30	31					

APRIL							MAY							JUNE						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5					1	2	3	1	2	3	4	5	6	7
6	7	8	9	10	11	12	4	5	6	7	8	9	10	8	9	10	11	12	13	14
13	14	15	16	17	18	19	11	12	13	14	15	16	17	15	16	17	18	19	20	21
20	21	22	23	24	25	26	18	19	20	21	22	23	24	22	23	24	25	26	27	28
27	28	29	30				25	26	27	28	29	30	31	29	30					

JULY							AUGUST							SEPTEMBER							
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	
		1	2	3	4	5						1	2			1	2	3	4	5	6
6	7	8	9	10	11	12	3	4	5	6	7	8	9	7	8	9	10	11	12	13	
13	14	15	16	17	18	19	10	11	12	13	14	15	16	14	15	16	17	18	19	20	
20	21	22	23	24	25	26	17	18	19	20	21	22	23	21	22	23	24	25	26	27	
27	28	29	30	31			24	25	26	27	28	29	30	28	29	30					

OCTOBER							NOVEMBER							DECEMBER						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4							1	1	2	3	4	5	6	
5	6	7	8	9	10	11	2	3	4	5	6	7	8	7	8	9	10	11	12	13
12	13	14	15	16	17	18	9	10	11	12	13	14	15	14	15	16	17	18	19	20
19	20	21	22	23	24	25	16	17	18	19	20	21	22	21	22	23	24	25	26	27
26	27	28	29	30	31		23	24	25	26	27	28	29	28	29	30	31			



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- New Year's Day
- Martin Luther King Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

WINTER IN SYRACUSE

WINTER PREPARATION

- When clearing driveways, sidewalks, or roofs, avoid burying or damaging electric and natural gas meters, pipes, and vents, as this can disrupt service or cause danger. Keep dryer, furnace, and natural gas vents free of snow to prevent fires or carbon monoxide buildup. If you smell natural gas (rotten egg odor), evacuate and call your utility immediately. Use caution when removing snow from roofs; avoid climbing if possible, use secure ladders, and never work alone.
- Stock flashlights, extra batteries, a battery radio, non-perishable food, bottled water, essential medications, blankets, a first aid kit, a fire extinguisher, and safe heating equipment for emergency use.



SIDEWALKS

- 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.



PARKING

Parking compliance is an important factor in ensuring plows are able to clear roads after a snow event. Illegally parked cars that block plows and emergency vehicles hinder snow clearance, delay first responders, and compromise public safety.

- Observe odd/even parking restrictions on your street to accommodate plows.
- Move vehicles off the street whenever possible during significant snowfall.
- Visit syr.gov/winter to view the list of priority parking enforcement streets.



PLOWING

- Plows focus on clearing primary and service roads for emergency services. Priority areas include high-volume roadways, emergency routes, hills, and major destinations.
- The City, Onondaga County, and New York State collaborate on highways and service roads in Central New York.
- Neighborhood side streets are plowed after major routes are clear and snowfall subsides.
- Use our plow map at syr.gov/winter to track real-time road conditions before heading out in snowy weather.

