



City of Newark
Cory A. Booker, Mayor

Municipal Council
Mildred C. Crump, Council President
Council Member-At-Large

Luis A. Quintana, Vice President
Council Member-At-Large

Augusto Amador, Council Member, East Ward
Carlos M. Gonzalez, Council Member-At-Large
Oscar S. James, II, Council Member, South Ward
Donald M. Payne, Jr., Council Member-At-Large
Anibal Ramos, Jr., Council Member, North Ward
Ronald C. Rice, Council Member, West Ward
Current vacancy in the Central Ward

Newark Press Information Office
920 Broad Street, Room 214
Newark, New Jersey 07102

Department of Administration
Michelle L. Thomas, Acting Business Administrator

Office of Communications
Desiree Peterkin Bell, Director

www.ci.newark.nj.us

CITY OF NEWARK
Community Engagement

6 SIXTY GROUP
Crossroads for Productive Alliances

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2008 CITY OF NEWARK Community Engagement



Newark
Non-Emergency
Call Center
(973) 733-4311



Newark Non-Emergency Call Center

On September 10, 2008, the city of Newark will launch the 4311 Newark Non-Emergency Call Center, a consolidated call center that provides constituents with one telephone number for quick, reliable access to city services. The call center hours of operation are Monday through Friday from 7:00 a.m. to 9:00 p.m. This call center makes City government more accessible and responsive to City residents.

Our Mission:

To provide effective and efficient resolution of non-emergency service concerns for the citizens of Newark.

Our Commitment:

As we continue to grow and our service volume increases, Newark's 4311 Non-Emergency Call Center will:

- Manage the concerns of constituents with accountability
- Provide quality customer service
- Deliver with a courteous response

Purpose

The Newark 4311 Non-Emergency Call Center is designed to provide constituents with quality service and direct contact with the appropriate departments and municipal services.

Residents can request the following services through our office:

- Garbage/recycling pick-ups
- Bulk trash pick-up
- Housing inspections
- Snow plowing
- Street and sidewalk repair
- Tree trimmings and/or removals
- Vacant lot clean-ups

**FOR ALL EMERGENCIES,
PLEASE CALL 911**

Residents can report the following concerns through our office:

- Abandoned vehicles
- Graffiti
- Housing Code violations
- Illegal dumping
- Pot holes
- Problems with street lights or signs
- Suspicious or annoying behavior by individuals or groups
- Traffic signal problems

Information to have before you call:

- Try to find out the address where the problem/concern is located and any pertinent contact information. This makes it easier and faster to resolve the problem when it is referred to the appropriate City department.
- Try to have all pertinent information concerning the issue at hand –i.e. addresses, dates, times, and a detailed description of your complaint, cross streets of location, and any additional information that you can provide.

What to expect:

- A service agent will answer your call
- Your call will be assigned a Service Request Identification Number to be used for subsequent calls and status on your request.
- You have the option of remaining anonymous



YOU MAKE THE CALL
WE'LL MAKE THE DIFFERENCE!