



Be the change
you want to see
in your
community!



WHAT IS A NEIGHBORHOOD LIAISON?

A Neighborhood Liaison is a community hero. This person works with their neighbors to identify key quality of life issues and reports them to the City using Philly311 services. They have a direct connection to agents, knowledge base information, and a social feature to help them organize community meetings, block parties, and neighborhood clean-ups.

HOW DOES IT WORK?

- Attend a training session on how to use the 311 system
- Get specific questions answered relating to your neighborhood
- Learn how you can track and monitor requests through to completion
- Create an account to organize your community concerns
- Become a leader in your community

HISTORY OF THE NEIGHBORHOOD LIAISON

The Neighborhood Liaison Program began in 2009. The program was created to give concerned citizens the ability to work with the City, hands on, to stabilize their communities. We have trained more than 1,000 neighborhood liaisons since the program began. We hope to train 1,000 more. Philadelphia can only be at it's best if we all chip in to make it better.

WHY SHOULD YOU SIGN UP?

- Centralizes community concerns
- Better understanding of 311 operations
- Full access to the City's knowledge base
- Receive support from a 311 community representative to troubleshoot difficult requests

JOIN US

Become a part of an exciting and positive initiative that empowers you to make meaningful change that helps build your community. Sign up for a Neighborhood Liaison training session today!

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Philly311NeighborhoodLiaison

PHILLY311: NONEMERGENCY CONTACT CENTER

City of Philadelphia,

Office of the Managing Director

Interested? For more information contact
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