



## FORT WAYNE SERVICES

### 311 Call Center & Website

311 is a centralized call center and website that makes it easier for Fort Wayne residents to reach City and County staff and departments. You can call 311 (or dial 260-427-8311) for information, to make a request, express a concern, or be directed to a specific division or department. You can also visit the 311 Citizen Services website at [fortwayne.thesmartcity311.com](http://fortwayne.thesmartcity311.com) or download the 311 mobile app on your phone or tablet. Please remember that 311 is not intended to be used for emergencies. If you are experiencing an emergency, *call 911 immediately.*



### Police Department



The Fort Wayne Police Department (FWPD) maintains public order and safety. If an incident occurs but there is no threat or injury- or if you would like to request police presence at an event (i.e., a block party), please contact them using the non-emergency number at (260) 427-1222 or by visiting their website at [www.fwfpd.org](http://www.fwfpd.org). If you are experiencing an emergency, *call 911 for immediate help.*

### Fire Department

The Fort Wayne Fire Department (FWFD) prevents loss of life in our community by providing various efforts and resources to prevent and suppress fires, rescue and educate the public, and train professionals. For more information call (260)-427-1478 or visit [www.fortwaynefiredepartment.org](http://www.fortwaynefiredepartment.org). *Call 911 in cases of a fire-related emergency.*



### Public Works



The Public Works Division is responsible for planning, designing and maintaining our City's streets, sidewalks, and streetlights. Contact them with concerns related to construction, structures, or events in the Right of Way (like block parties, banners, tents, and sidewalk improvements). This division also houses the Solid Waste Department- which manages the City's garbage, recycling, and leaf collection. Call 311 or visit [cityoffortwayne.org/publicworks/public-works.html](http://cityoffortwayne.org/publicworks/public-works.html)

### Community Development

The Community Development Division houses the City's Redevelopment, Neighborhood Code, Historic Preservation, Planning, Housing, Neighborhood Activation, and Public Art efforts. Learn more about their current projects and offerings by visiting [fwcommunitydevelopment.org](http://fwcommunitydevelopment.org) or by calling 311.



## Animal Care & Control



Fort Wayne Animal Care and Control services to promote wellbeing of animals and humans. You can reach out to them with questions and concerns about pet adoption and registration or to report issues related to lost or neglected animals. Call 311 or visit their website at [cityoffortwayne.org/animal-care-and-control.html](http://cityoffortwayne.org/animal-care-and-control.html) for more information.

## City & County Zoning

The Allen County Department of Planning Services provides information about local zoning standards (regulations that specify what building types, dimensions and materials can be used where). Their mapping website [www.acimap.us](http://www.acimap.us) is also a great way to find additional information about property ownership and zoning status.



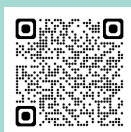
## Neighborhood Code



Neighborhood Code Compliance works to improve health, safety, and value of our community by enforcing safe housing standards, securing vacant buildings, and cleaning up blighted areas. Contact them to report concerns like unsafe buildings, abandoned vehicles, tall grass or weeds, vacant structures and trash and debris by calling 311. You can also check out their website ([www.fwcommunitydevelopment.org/code-compliance](http://www.fwcommunitydevelopment.org/code-compliance)) and general brochure for more information.

## Building Code

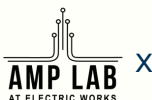
The Allen County Building Department enforces codes and standards for buildings, building systems (i.e., electrical, heating, plumbing, and sanitation systems) and signs. Contact them by calling 311 before you start your next building or construction project to obtain permits or learn more about the licensing exams and requirements for various building trades. Visit [allencounty.us/building-department](http://allencounty.us/building-department)



## Parks and Recreation



Fort Wayne Parks and Recreation provides resources and services for Fort Wayne citizens of all ages and abilities. They offer leisure, entertainment, and recreational activities. Fort Wayne Parks and Recreation also maintains the local parks, golf courses, and some trails. Visit their website at [www.fortwayneparks.org](http://www.fortwayneparks.org), call 311 or scan the QR code for more information.



*This guide was created by the City's Department of Neighborhoods and AMP Lab students in partnership with the City of Fort Wayne. For more information visit our website or scan the QR Code.*



[www.fortwayneguides.org](http://www.fortwayneguides.org)