

Conduct City Business Remotely or Contact the Appropriate Department Directly to Schedule an Appointment

If the City Department you are looking for is not listed, or you are not sure what department you need, start with our 311 Call Center.

*** Please note, under Phase 1 the **City Clerk's Office** and **Collectors Office** will no longer be open extended hours on Thursdays. These respective offices will be closing at 4:00pm on Thursday.***

Department	Phone Number	Email Address OR Website <i>(Please put "Appointment Request" in the Subject Line of your email)</i>
311 Call Center	413-736-3111	311@springfieldcityhall.com
Submit a Service Request to 311 Online		https://citizen.springfieldma.intelligovsoftware.com/
Assessor's Office	413-886-5256	
Animal Control - TJO	413-781-1484	info@tjoconnoradoptioncenter.com
Building Dept./Code Enforcement • Permits and Inspections	413-787-6031 413-736-3111	
City Clerk	413-750-3298	clerks@springfieldcityhall.com
Capital Asset Construction	413-787-6445	
Collector/Treasurer	413-750-3299	collectors@springfieldcityhall.com
Office of Community Development	413-750-2114	
City Comptroller	413-736-3111	
City Library	413-263-6828	E-Library Access: https://www.springfieldlibrary.org/library/elibrary/
DPW (Dept. of Public Works): • Potholes • Trash Pick-up • Recycling Pick-up • Yard Waste • Bulk Pick-up • Traffic Signal Issues • Road Issues	413-736-3111	
DPW Excavation & Occupancy Permits	413-787-6584	dpwpermits@springfieldcityhall.com pgarrity@springfieldcityhall.com
Traffic Commission/Board of Public Works	413-784-4891	hvelez@springfieldcityhall.com

Site Plan Reviews	413-784-4884	akrar@springfieldcityhall.com
DPW Contracts	413-750-2728	pmerrill@springfieldcityhall.com
Other DPW Questions	413-787-6474	
Planning and Economic Development	413-787-6020	tmathews@springfieldcityhall.com splummer@springfieldcityhall.com amoore@springfieldcityhall.com
Elder Affairs	413-787-6785	
Elections Office	413-787-6190	elections@springfieldcityhall.com
Fire Department Permits and Inspections	413-787-6410	
Health and Human Services	413-787-6741	sdennis@springfieldcityhall.com
COVID-19 Hotline	413-750-3250	
Office of Housing	413-787-6500	
Human Resources	413-787-6018 413-787-6199	cjulius@springfieldcityhall.com sdestacio@springfieldcityhall.com
Law Department <ul style="list-style-type: none"> • Main Office (Admin/Claims/Contracts) • Code Enforcement • License Commission • Litigation 	413-787-6085 413-886-5206 413-787-6140 413-787-6149	
Mayor's Office	413-787-6100	cjackson@springfieldcityhall.com
Mayor's Office of Consumer Information	413-787-6437	moci@springfieldcityhall.com
Springfield Parking Authority	413-273-8440	https://springfieldparkingauthority.com/
Park Department	413-787-6461	
Police Department <ul style="list-style-type: none"> • Clerk's Office • Traffic • Non-emergency Matters • Community Liaison • Firearm Appointments and Questions <p>For record requests and other license information (Ice cream vendor etc.) and general questions, you can contact the clerks office by e-mail, phone, FAX, or mail</p>	413-787-6310 413-787-6333 413-787-6300 413-787-6359 413-787-6370 Tel: 413-787-6310 Fax: 413-787-6519	Community Liaison: sarce@springfieldpolice.net <ul style="list-style-type: none"> • LTCFID@springfieldpolice.net • Clerks_office@springfieldpolice.net <p>Springfield Police Dept Attention Clerks' office 130 Pearl Street Springfield, MA 01105</p>

<p>If you are not able to find your desired department or service, please call Records at 787-6363 or the Watch Commander at <u>787-6325</u>.</p>		
Office of Procurement	413-787-6284	
Retirement	413-787-6090	
School Department	413-787-7100	EMAIL: sps@springfieldpublicschools.com
Veteran's Services	413-787-6141	

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