



Frequently Asked Questions for Citizens

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Now, you can easily file a police report from your own phone or computer by using the DORS program!

1. Contacting the Police

Q. When do I call 911 as opposed to a non-emergency number?

A. Call 911 in an emergency if there is a **life-threatening** situation.

Q. What is the non-emergency phone number?

A. Call (717) 558-6900 to obtain assistance with any Police non-emergency issue.

Q. What if I need to ask a question about an issue in the City of Harrisburg that is not related to the Police?

A. Locally you can dial 311 to reach the City of Harrisburg or (717) 255-3040.

Q. How do I get in contact with a specific Police Officer? I would like to reach/call an Officer – what is her/his number?

A. Please call the non-emergency number (717) 558-6900 and indicate that you would like to speak with Officer “Name” – if you have her/his badge number, then that would be very helpful. Please indicate your name, your phone number, and what the call is in reference to.

Please understand that the officer you are looking for may not be on her/his shift at this very moment; and/or may be engaged in a public safety situation. Your call will be relayed directly to the officer, and you can expect a returned call soon.

2. Police Reports and Processes

Q. How do I file a police report?

A. If it is an emergency, immediately call 911. For non-emergency calls, please dial (717) 558-6900 and tell the Dispatcher that you would like to file a police report in the City of Harrisburg.

Upon taking your information, a patrol officer will either call you or come to your location. It may also be possible to arrange for an officer to meet with you at the Downtown Police Bureau (123 Walnut St.).

Q. Can I file a police report on-line?

A. You can use the Desk Officer Reporting System (DORS) to file a report for certain crimes on-line without having to speak directly to an Officer. Information on how to use the DORS system can be [found here](#).

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Q. How do I get a copy of a Police Report?

A. You can call the Bureau of Police Records Office at (717) 255-3197 or email at records@harrisburgpa.gov. Copies of reports cost \$15 for accident reports and \$10 for property reports. Reports are only provided for insurance purposes.

Q. I need to be fingerprinted for a job. Where can I obtain fingerprints?

A. The City of Harrisburg Bureau of Police does not provide fingerprint services. Some local townships may provide the services and there are some commercial services available. Your potential employer should be able to direct you to the service they prefer that you use.

Q. I need to be fingerprinted due to an order by a Judge. Where can I obtain fingerprints?

A. The Dauphin County Prison conducts legal fingerprinting. They are located at 501 Mall Road, Harrisburg, PA 17111. Call before you go to ensure that they are available (717) 780-6800. Alternately you may be able to receive service from the Pennsylvania State Police. Call to inquire at (717) 783-5599.

Q. There is a drug dealer operating in my neighborhood that I would like to report anonymously, how can I do that?

A. [You can click here](#) to be taken to a form you can fill out on-line to report the drug sales activity. Your information will remain anonymous.

Q. How do I obtain an Accident report, Damaged Property report, or Stolen Property Report?

A. Please visit the Records Department at 123 Walnut St., Second Floor, or call (717) 255-3191/3197.

Q. How do you apply for a Protection From Abuse (PFA) order?

A. The Dauphin County Victim Witness Program can assist you in filing for a Protection From Abuse Order. Call (717) 780-7075. They are located in the Dauphin County Human Services Building, 25 S. Front Street, 7th Floor, Harrisburg, PA 17101 (next to the courthouse). You can read more on this topic at their [web site here](#).

If you require immediate or emergency protection during the night, on weekends, or during hours when the courthouse is closed, you should contact the emergency on-call advocate with Dauphin County Victim Witness at (717) 780-7077.

Q. I have a drug or crime tip that I would like to report. Who should I contact?

A. Please dial (717) 558-6900 and tell the Dispatcher that you would like to file a police report in the City of Harrisburg. Yes, you can remain anonymous.

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3. Complaints or Compliments

Q. How do I file a complaint against a Police Officer or submit a compliment?

A. You can fill out a Citizens Complaint or Compliment Form and submit it to the Harrisburg Bureau of Police by visiting us at 123 Walnut Street. You can find the Citizens Complaint or Compliment Form at our public policy [web site here](#). Printed copies of the Citizens Complaint or Compliment Forms are also available in the lobby at 123 Walnut Street, and in the lobby of the MLK City Government Center at 10 N. Second Street.

4. Parking and Towed Vehicle Information

Q. I received a parking ticket in the City of Harrisburg. Can I make payment on-line?

A. Yes, you can pay on-line. Go to [Online Payment Service by VPS \(paylocalgov.com\)](#) . Use the pull-down menu to select Parking Tickets and follow the instructions.

Q. Where can I find information on parking in Harrisburg / How to obtain a Resident Parking Permit / How to obtain a Disabled Parking Permit / How to arrange Handicap Parking?

A. Parking information is provided through the Office of Parking Enforcement, [click here](#).

Q. My vehicle was towed by the City of Harrisburg, where can I obtain a Tow Slip?

A. Come to the Harrisburg Bureau of Police at 123 Walnut Street. Enter the lobby and use the phone to connect with a Police Officer to request your Tow Slip. You must be the registered owner of the vehicle and you must bring your legal identification with you.

Q. My vehicle was ticketed or booted by SP+ Municipal Services, how to I make payment or get the boot removed?

A. SP+ Municipal Services is a private company. Information on their procedures can be found at <https://parkharrisburg.com/> or by calling (717) 234-2274.

5. Right-to-Know Requests

Q. How do I file a Right-To-Know request to obtain records or other information?

A. You can complete a request form for the City of Harrisburg [on line here](#). You can also find information on the Right-To-Know law and City of Harrisburg policy about how to file a request on our public portal under the Resources tab and [Right-To-Know Folder](#).

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6. Animal Complaints

Q. I would like to report a stray dog or a dead animal. Who should I contact?

A. Please contact the non-emergency number to request an Animal Control Officer at (717) 558-6900.

7. Firearm Related Questions

Q. I have a gun I no longer want. What should I do?

A. Please contact Dauphin County Administration Building at (717) 780-6300.

Q. Can the City of Harrisburg issue a Carry/Concealed handgun permit?

A. No. The Dauphin County Sheriff's Office handles all firearm permit requests for Dauphin County residents. You may find information about requirements and how to submit an application on their [web site here](#). If you are not a resident of Dauphin County, you must contact the Sheriff in the county in which you reside.

8. Civil Issues

Q. Can the Police assist me on a civil matter?

A. City of Harrisburg Police Officers are not permitted to take sides in a civil dispute, such as between a landlord and a tenant or a rooming house and a roomer. You should contact your servicing District Justice for assistance. The City of Harrisburg is served by five District Justices who provide support based on your home or business address. Look at this interactive map [Harrisburg Ward and District Justice Map](#) to determine which District Justice serves your address, or contact the Dauphin County Lawyer Referral Service at (717) 232-7536.

9. Other Complaints

Q. Who do I speak with about heating complaints, mold, roof leaks and other violations by my landlord?

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A. For heating complaints, you can contact the Bureau of Codes office; an inspector will be contacted immediately. At which time, the codes inspector will contact the landlord who will be given 24 hours to provide some form of heating. A [landlord/tenant complaint form](#) will need to be submitted for all other complaints. Please be advised, the Bureau of Codes does not take care of any mold issues, but will check for leaks that cause mold. The Bureau of Codes office can be reached at (717) 255-6553.

Q. There is an illegal car repair shop on my street. How do I report this?

A. You will need to complete a Property Maintenance Complaint Form. Please visit the Bureau of Codes at the City Government Center room 205 or download it by [clicking here](#).

Q. My landlord is not maintaining the property. How do I file a complaint?

A. You will need to complete a Tenant-Landlord Complaint Form. Please visit the Bureau of Codes at the City Government Center room 205 or download it by [clicking here](#).

Q. My neighbor is not taking care of their yard or property. How do I file a complaint?

A. You will need to complete a Property Maintenance Complaint Form. Please visit the Bureau of Codes at the City Government Center room 205 or download it by [clicking here](#).

10. How to Become a Police Officer

Q. I am interested in finding out more about how to become a Police Officer and serve my community, where can I go for more information?

A. Please visit our [Police Recruitment page](#) to explore the requirements and process to become a Police Officer.

11. Pennsylvania laws and City of Harrisburg code and ordinances

Q. Where can I read and research Pennsylvania laws and City of Harrisburg code and ordinances?

A. Pennsylvania statutes are available on the [Pennsylvania General Assembly page](#). The City of Harrisburg code and ordinances are [available here](#).

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