

2019 INFORMATION GUIDE

A GUIDE TO HELP YOU FIND THE SERVICE YOU NEED



For links to the services listed here, see www.seattle.gov/customer-service-bureau/customer-information-guide.

Need Help? Ask Us!

Customer Service Bureau

Monday – Friday, 8 a.m. – 5 p.m.

Seattle City Hall

601 Fifth Ave., First Floor

P.O. Box 94726

Seattle, WA 98124-4726

684-CITY (2489) • FAX 684-5529 • TTY 711

Online request form/Find It, Fix It mobile app:

www.seattle.gov/customer-service-bureau

Para mas informacion o asistencia llame al 206-684-2489

“Nêu Có bạn muốn biết thêm chi tiết hơn sự giúp đỡ, xin gọi số điện thoại: (206) 684-2489.”

若需任何資訊及協助，請撥 206-684-2489

Akhbaar iyo caawin soowac tilifoonkaan (206) 684-2489

Para sa karagdagan na inpormasyon at tulong, tumawag lang sa 206-684-2489

“자세한 정보나 도움이 필요하시면 전화주세요 (206) 684-2489”

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(206) 684-2489

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Gafiidhaf Gargarsaf Kana bilbila (206) 684-2489

საზღვრის გარეშე დახმარება (206)-684-2489 დ.დ.ლ.-#

ສາລັບລາຍລະອຽດແລະການຊ່ວຍເຫລືອ ກະລມາໂທຫາເລກ: 206-684-2489

สำหรับข้อมูลหรือฝ่ายบริการลูกค้า กรุณาติดต่อ

ที่หมายเลข 206-684-2489

“Для дополнительной информации и помощи звоните по телефону 206-684-2489”

(206) 684, 2489 إلى إعلام من مساعدة مستطلب (206) 684. 2489

Appelez-vous (206)-684-2489 pour les informations et l'assistance

Telefonate (206)-684-2489 per informazione ed assistenza

インフォメーション又は相談: 206-684-2489にお電話ください。

- All area codes 206 unless otherwise noted
- Non-City government agencies italicized
- Interpretation services available in over 240+ languages
- Accessible format available upon request

ELECTED OFFICIALS

Jenny A. Durkan, Mayor	684-4000
Pete Holmes, City Attorney	684-8200
City Council information	684-8888
Councilmembers:	
District 1 - Lisa Herbold	684-8803
District 2 - Bruce A. Harrell	684-8804
District 3 - Kshama Sawant	684-8016
District 4 - Abel Pacheco Jr.	684-8808
District 5 - Debora Juarez	684-8805
District 6 - Mike O'Brien	684-8800
District 7 - Sally Bagshaw	684-8801
Position 8 - Teresa Mosqueda	684-8806
Position 9 - M. Lorena González	684-8802
Municipal Court Judges	684-8709

24-HOUR SERVICES

Police, Fire, Medic One	911
Police non-emergency	625-5011
Seattle City Light	706-0051
Electrical service-north	615-0600
Electrical service-south	386-4200
Seattle Public Utilities	386-1800
Street repair & maintenance	386-1218
<i>Puget Sound Energy</i>	1-888-225-5773
<i>Alcohol & Drug Help Line</i>	722-3700
<i>Child & adult abuse reporting</i>	1-866-363-4276
<i>Crisis Clinic</i>	1-866-427-4747
<i>Washington Poison Center</i>	1-800-222-1222

INFORMATION & REFERRAL

Seattle City government	684-CITY (2489)
Federal government	1-844-872-4681
King County government	296-0100
Washington state government	1-800-321-2808
Community information line (statewide)	211
Directory assistance	411
Road conditions and travel alerts (statewide)	511
Washington Relay (TTY)	711
Utility locator—call before you dig	811

AIRPORT, SEATTLE-TACOMA INTL 787-5388

ANIMAL INFORMATION

Animal shelter 386-PETS (7387)
Pet licenses 386-4262
Spay & Neuter Clinic 386-4260
Washington Dept. of Fish & Wildlife 425-775-1311

BICYCLE & PEDESTRIAN PROGRAMS 684-7583

BIRTH, DEATH CERTIFICATES & VITAL STATISTICS

Public Health – Seattle & King County 897-5100

BUILDING & LAND USE

Code violations 615-0808
Dept. of Construction & Inspections 684-8600
Permits, land use & zoning 684-8850

BUSES

Community Transit 1-800-562-1375
Metro Transit 553-3000
Sound Transit/light rail 1-888-889-6368

BUSINESS ASSISTANCE

BIA & LID payments 233-7172
Business licenses & taxes 684-8484
Neighborhood business districts 684-8090

CHAMBER OF COMMERCE 389-7200

CHILD & YOUTH INFORMATION

Family & youth services 386-1001
Subsidized child care 386-1050
Child Care Resources 329-5544
Community information line (statewide) 211

CITY LIGHT

Billing 684-3000
Electrical service—north 615-0600
Electrical service—south 386-4200
Energy advisor 684-3800
Outage hotline 684-7400
Streetlight repair 684-7056

CLAIMS AGAINST THE CITY 684-8213

COMPLAINTS

City of Seattle 684-CITY (2489)
Civil rights/discrimination 684-4500
Construction, housing & land use 615-0808
Ethics & elections 684-8500
Seattle Police misconduct 684-8797
Taxicab complaints 296-TAXI(8294)
Consumer Protection, 464-6684
Attorney General (state)
King County Ombudsman 477-1050
Metro Transit 553-3000
Nursing home abuse 1-800-562-6078

COURTS

Municipal Court 684-5600

Bankruptcy court (U.S.) 370-5200
Small claims, district court (King County) 205-9200
Superior court (King County) 477-1400

CUSTOMER SERVICE CENTERS

Utility payments, passport applications, pet licenses & traffic ticket payments

Ballard: 5604 22nd Ave. NW 684-4060
Central: 464 12th Ave. 684-4767
Downtown*: 700 5th Ave., 4th Floor 684-7800
Lake City: 12525 28th Ave. NE, 2nd Floor 684-7526
Southeast: 3815 S. Othello St., Suite 105 386-1931
Southwest: 2801 SW Thistle St. 684-7417
University: 4534 University Way NE 684-7542
Mobile CSC*: see the schedule at www.seattle.gov/mobilecsc

*Does not process passport applications

DISCRIMINATION

Seattle Office for Civil Rights 684-4500
King County Office of Civil Rights 263-2446
Human rights (state) 1-800-233-3247

DISPUTES, CIVIL

Dispute Resolution Center of King County 443-9603
Mediation Clinic, UW School of Law 543-3434

DOMESTIC ABUSE & VIOLENCE

Sexual & domestic violence prevention 386-1001
Domestic violence hotline (WA) 1-800-562-6025
Sexual Assault/Traumatic Stress Center 744-1600

DOMESTIC PARTNERSHIP REGISTRATION

684-8344

DRAINAGE PROBLEMS

Surface flooding in street (24/7) 386-1800

DRIVER LICENSES & STATE ID

Driver licensing locations 360-902-3900
8830 25th Ave. SW 764-4144
205 Spring St. 464-6845

DRUG ACTIVITY

In progress 911
Ongoing 684-5797

EMERGENCY PREPAREDNESS 233-5076

EMPLOYMENT

City of Seattle Job Information Center 684-8088
Employment discrimination 684-4500
Federal jobs www.usajobs.gov
King County job line 296-7340
Unemployment claims 1-800-318-6022
Washington state jobs 1-877-664-1960
WA State Labor & Industries: 515-2800
Wage claims, work permits, minimum wage info, industrial insurance & injury claims
WorkSource WA: Downtown office 436-8600
WorkSource WA: North Seattle office 440-2500
WorkSource WA: South Seattle office 934-5304
WorkSource WA: Rainier office 721-6000

FINANCIAL ASSISTANCE

WA State Department of Social & Health Services 1-877-501-2233

FINGERPRINTING 684-5454

FIRE

Fire Department info 386-1400
Fire Prevention, Fire Marshal 386-1450

FOOD ASSISTANCE

Community information line (statewide) 211
WA State Department of Social & Health Services 1-877-501-2233

GARBAGE/SOLID WASTE/RECYCLING

Customer service 684-3000
Transfer stations:
North station: 1350 N. 34th St. 684-8400
South station: 130 S. Kenyon St. 684-8400
Household hazardous waste 296-4692
Garden Hotline 633-0224
Recycling info (state) 1-800-RECYCLE(732-9253)

GRAFFITI

Graffiti hotline 684-7587
Metro bus stop & shelter incident hotline 477-3850
to report graffiti, vandalism and broken glass

HATE CRIMES

Information & referral 684-4500
Malicious harassment 684-5621
Report crimes in progress 911

HEALTH SERVICES

Public Health—Seattle & King County 296-4600

HOMELESS

Shelter info/donation service 211

HOUSING

Down payment assistance 684-0721
Home repair/weatherization 684-0244
Inspection & complaints 615-0808
Minor home repair (eligibility) 448-5751
Seattle Housing Authority 239-1500

ILLEGAL DUMPING 684-7587

JAIL, KING COUNTY 296-1234

KING COUNTY RECORDS 477-6620

LANDLORD/TENANT PROBLEMS

Housing discrimination 684-4500
Just Cause Eviction Ordinance info 615-0808
Housing Justice Project 267-7090
Seattle Tenants Union 723-0500
Solid Ground main office 694-6700
Solid Ground Tenant Services 694-6767

LEGAL SERVICES

Columbia Legal Services 464-5911
Lawyer & mediator referral service 267-7010
Neighborhood Legal Clinics 267-7070
Office of the Public Defender (King County) 296-7662

LIBRARY

Quick Information Line 386-4636
King County Library System 425-462-9600

LICENSES

Boiler, gas piping, refrigeration & steam 684-5174
Business 684-8484
Pet 386-4262
Marriage 477-6620
Vehicle/vessel 477-4000

LITTER

Adopt-A-Street 684-7647
On private property 615-0808
On public property 684-7587
Public litter & recycling receptacles 615-1700
Metro bus shelter 553-3000

NEIGHBORHOODS

Historic Preservation Program 684-0228
Neighborhood Matching Fund 233-0093
P-Patch Program 684-0264

NOISE

Code compliance, mechanical & construction 615-0808
Noise Abatement Program 615-1190
Police non-emergency, neighbor, music & events 625-5011
King County/Boeing Field aircraft 205-5242
Sea-Tac aircraft 787-5393

OLDER ADULTS

Aging & Disability Services 233-5121
Age Friendly Seattle
Case Management Program
Community Living Connections 1-844-348-5464
Parks & Recreation Lifelong Recreation 684-4951
Social Security 1-800-772-1213

PARKING

Abandoned vehicles (over 72 hours) 684-8763
Defective meter/pay station 684-5260
Illegal parking (on public property) 625-5011

PARKS FACILITIES MAINTENANCE 684-7250

PASSPORTS

Customer service centers 615-0725
King County District Court 205-9200
National info center 1-877-487-2778

PERMITS

Boiler, building, conveyance,	684-8850
duplex, electrical, fire alarm, land use,	
mechanical, pressure vessel,refrigeration,	
sign, single family, zoning	
Fire	386-1450
Gun	684-5454
Residential parking	684-5086
Side sewer	684-5362
Streets, sidewalks, planting strips	684-5253
Oversized/overweight vehicle	684-5086
<i>Disabled parking</i>	<i>477-4000</i>
<i>Food worker, plumbing & gas piping</i>	<i>263-9566</i>

POLICE PRECINCTS

East	684-4300
North	684-0850
South	386-1850
Southwest	733-9800
West	684-8917

POLICE RECORDS

	684-5454
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POLLUTION CONTROL

Surface Water Pollution	684-7587
<i>Burn ban</i>	<i>1-800-595-4341</i>
<i>Puget Sound Clean Air Agency</i>	<i>343-8800</i>
<i>WA State Department of Ecology</i>	<i>425-649-7000</i>

PORT OF SEATTLE

	787-3000
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POST OFFICE INFORMATION

	1-800-275-8777
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POTHOLES (24/7)

	386-1218
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PROPERTY TAXES & ASSESSMENTS

<i>Foreclosures</i>	<i>263-2649</i>
<i>King County assessment info</i>	<i>296-7300</i>
<i>Real estate tax bills</i>	<i>263-2890</i>
<i>Senior citizen/disabled exemptions</i>	<i>296-3920</i>

RATS, PUBLIC HEALTH – SEATTLE & KING COUNTY

	263-9566
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RECREATION/ENTERTAINMENT

Office of Arts & Culture	684-7171
Office of Film & Music	684-8993
Seattle Center	684-7200
Seattle Channel	684-TV21 (8821)
Seattle Parks & Recreation	684-4075
<i>King County Parks</i>	<i>477-4527</i>
<i>Pike Place Market</i>	<i>682-7453</i>
<i>Seattle Aquarium</i>	<i>386-4300</i>
<i>Seattle Art Museum</i>	<i>654-3100</i>
<i>Visitor Center & Concierge Services</i>	<i>461-5840</i>
<i>Woodland Park Zoo</i>	<i>548-2500</i>

SEATTLE PUBLIC SCHOOLS

	252-0000
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SEATTLE PUBLIC UTILITIES

	684-3000
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SIDEWALKS (info & complaints)	684-7623
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STREETLIGHTS	684-7056
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TICKETS

Parking & traffic	684-5600
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TRAFFIC SIGNS & SIGNALS

Neighborhood traffic concerns	684-7623
Neighborhood Traffic Operations,	684-0353
traffic calming, traffic circles	
Repairs/replacements	386-1218
Signal requests	684-5118

TRASH DISPOSAL/RECYCLING See Garbage

TREES

Parks, open space & boulevards	386-1688
Street tree info	684-8733
Trees in power lines	386-1733

UTILITY BILLS

Electricity, water & garbage	684-3000
Utility Discount Program	684-0268
<i>Gas (Puget Sound Energy)</i>	<i>1-888-225-5773</i>

VEHICLES

Abandoned (public areas)	684-8763
Inoperative (private property)	615-0808
Impounded (from public property)	684-5444
<i>Vehicle/vessel licenses</i>	<i>477-4000</i>

VETERANS

<i>Veterans Affairs</i>	<i>1-800-827-1000</i>
<i>Veterans Information & Assistance</i>	<i>1-877-904-8387</i>

VOLUNTEERS

Seattle Parks & Recreation	684-8028
<i>Community information line</i>	<i>211</i>

VOTING INFORMATION	296-VOTE (8683)
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WATER SERVICE

Drinking water quality	684-3000
Emergency service (24/7)	386-1800
Inspections	684-5800
New water service	684-3333
Water billing	684-3000

WEATHERIZATION SERVICES

Energy advisor	684-3800
Low income	684-0244

WEEDS/OVERGROWTH

From private property or	615-0808
planting strips	
From public property	386-1218

For links go to www.seattle.gov/customer-service-bureau/customer-information-guide.



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