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

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
Puget Sound Energy 1-888-225-5773
Alcohol & Drug Help Line 722-3700
Child & adult abuse reporting 1-866-363-4276
Crisis Clinic 1-866-427-4747
Washington Poison Center 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

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

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

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) 477-1050
King County Ombudsman 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. 684-7147
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

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

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

CITY OF SEATTLE INFORMATION GUIDE 3
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
Disabled parking 477-4000
Food worker, plumbing & gas piping 263-9566

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

POLICE RECORDS 684-5454

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

PORT OF SEATTLE 787-3000

POST OFFICE INFORMATION 1-800-275-8777

POTHOLES (24/7) 386-1218

PROPERTY TAXES & ASSESSMENTS
Foreclosures 263-2649
King County assessment info 296-7300
Real estate tax bills 263-2890
Senior citizen/disabled exemptions 296-3920

RATS, PUBLIC HEALTH – SEATTLE & KING COUNTY
263-9566

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
King County Parks 477-4527
Pike Place Market 682-7453
Seattle Aquarium 386-4300
Seattle Art Museum 654-3100
Visitor Center & Concierge Services 461-5840
Woodland Park Zoo 548-2500

SEATTLE PUBLIC SCHOOLS 252-0000

SEATTLE PUBLIC UTILITIES 684-3000

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

TICKETS
Parking & traffic 684-5600

TRAFFIC SIGNS & SIGNALS
Neighborhood traffic concerns 684-7623
Neighborhood Traffic Operations, 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
Gas (Puget Sound Energy) 1-888-225-5773

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

VETERANS
Veterans Affairs 1-800-827-1000
Veterans Information & Assistance 1-877-904-8387

VOLUNTEERS
Seattle Parks & Recreation 684-8028
Community information line 211

VOTING INFORMATION 296-VOTE (8683)

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 planting strips 615-0808
From public property 386-1218

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

Printed on 100% recycled paper. NER1393(3/19)