



*Let's get back to basics.  
The Citizens Information Guide  
will help you find the service you  
need. Please keep it handy!*

Gregory J. Nickels  
Mayor of Seattle

For more information contact:  
**Citizens Service Bureau**  
600 4th Avenue, Floor 1, Seattle City Hall  
PO Box 94726  
Seattle, WA 98124-4726  
684-CITY (2489) / (TTY) 615-0476  
Web/Online Request Form: [www.seattle.gov/citizenservice](http://www.seattle.gov/citizenservice)

- All area codes 206 unless otherwise noted.
- *Non-city government agencies italicized.*
- Use the Washington Relay Service, (711) for services without a TTY number.

### ELECTED OFFICIALS

|  |          |
|--|----------|
| Greg Nickels, Mayor (TTY 615-0476)           | 684-4000 |
| Thomas A. Carr, City Attorney (TTY 233-7206) | 684-8200 |
| Municipal Court Judges (TTY 684-5210)        | 684-8709 |
| City Council Members (TTY 233-0025)          |          |
| Jim Compton                                  | 684-8802 |
| Richard Conlin                               | 684-8805 |
| Jan Drago                                    | 684-8801 |
| Nick Licata                                  | 684-8803 |
| Richard McIver                               | 684-8800 |
| David Della                                  | 684-8806 |
| Jean Godden                                  | 684-8807 |
| Peter Steinbrueck                            | 684-8804 |
| Tom Rasmussen                                | 684-8808 |
| City Council information                     | 684-8888 |

### 24-HOUR SERVICES

|  |                |
|--|----------------|
| Police, Fire, Medic One (V/TTY)        | 9-1-1          |
| Non-emergency police (V/TTY)           | 625-5011       |
| City Light (emergencies)               | 684-7400       |
| Seattle Public Utilities               | 386-1800       |
| Street repair & maintenance            | 386-1218       |
| Child & Adult Abuse Reporting          | 1-866-363-4276 |
| Crisis Clinic (TTY 461-3219)           | 461-3222       |
| Poison Center (TTY 1-800-572-0638)     | 1-800-222-1222 |
| Sexual Assault/Traumatic Stress Center | 521-1800       |

### INFORMATION AND REFERRAL

|  |                |
|--|----------------|
| Seattle City government info (TTY 615-0476)  | 684-CITY(2489) |
| Community Information Line (TTY 461-3610)    | 461-3200       |
| King County government information           | 296-0100       |
| Wa. State government information             | 1-800-321-2808 |
| Federal government info (TTY 1-800-326-2996) | 1-800-333-4636 |

### AIRPORT, SEATTLE-TACOMA INTL 431-4444

#### ANIMAL INFORMATION

|                             |          |
|-----------------------------|----------|
| Animal Control              | 386-7387 |
| Pet licenses, Seattle       | 386-4262 |
| Spay/Neuter Clinic, Seattle | 386-4260 |
| Animal Control, King County | 296-7387 |

#### ALCOHOLISM & DRUG TREATMENT

24-hr. Helpline 722-3700

#### AUTOMOBILES

|  |          |
|--|----------|
| Abandoned (public areas)                         | 684-8763 |
| Inoperative (on private property) (TTY 233-7156) | 684-7899 |
| Impounded (from public property)                 | 684-5444 |
| Vehicle/vessel licenses                          | 296-4000 |

#### BIRTH & DEATH CERTIFICATES

Public Health-Seattle/King Co. 296-4769

#### BUILDING & LAND USE

|   |          |
|---|----------|
| 24-hr. information  | 684-8600 |
| Bldg., electrical, HVAC, furnace, & sign inspection requests (TTY 233-7156) | 684-8900 |
| Permit, land use & zoning info (TTY 233-7156)                               | 684-8850 |

#### BUSES

|  |                |
|--|----------------|
| Metro rider information (TTY 684-1739) | 553-3000       |
| Community Transit (TTY 425-778-2188)   | 1-800-562-1375 |
| Sound Transit (TTY 1-888-713-6030)     | 1-888-889-6368 |

#### BUSINESS LICENSE & TAXES (Seattle)

|   |          |
|---|----------|
| Disadvantaged Business Enterprise Program | 684-8484 |
| BIA & LID payments                        | 684-0219 |

#### CARPOOL

|                                 |          |
|---------------------------------|----------|
| Carpool parking                 | 684-0816 |
| Metro Ride Share (TTY 684-1855) | 625-4500 |

#### CHILD & YOUTH INFORMATION

|  |                |
|--|----------------|
| Child Care Referral Services           | 329-5544       |
| Childhaven Crisis Nursery              | 328-5437       |
| Emergency Shelter                      | 1-800-495-7802 |
| Family Helpline                        | 233-0139       |
| Family & Youth Services (TTY 684-0274) | 386-1001       |
| Subsidized Child Care (TTY 684-0274)   | 386-1050       |

#### CITY LIGHT (TTY 233-7241)

|                        |          |
|------------------------|----------|
| Billing                | 684-3000 |
| Conservation Help Line | 684-3800 |
| Outage Hotline         | 684-7400 |
| Street light repair    | 684-7056 |

#### CLAIMS, AGAINST THE CITY

684-8213

#### CLEAN SEATTLE INITIATIVE

386-9765

#### COMPLAINTS

|  |                |
|--|----------------|
| City of Seattle (TTY 615-0476)         | 684-CITY(2489) |
| Construction & Land Use (TTY 233-7156) | 684-7899       |
| Seattle Police Internal Investigations | 684-8797       |
| King County (V/TTY)                    | 296-3452       |
| Metro Transit (TTY 684-2029)           | 553-3060       |

#### CONSUMER & CREDIT SERVICES

|                             |                |
|-----------------------------|----------------|
| Credit Counseling           | 1-800-634-2227 |
| Attorney General, Wa. State | 464-6684       |

#### COURTS

|   |          |
|---|----------|
| Municipal Court (Seattle) (TTY 684-5210)    | 684-5600 |
| Bankruptcy Court (US)                       | 553-7545 |
| District Court (King County)                | 205-9200 |
| Superior Court (King County) (TTY 205-5048) | 296-9300 |

#### DISCRIMINATION

|                                       |          |
|---------------------------------------|----------|
| Office of Civil Rights (TTY 684-4503) | 684-4500 |
| Wa. State Human Rights (V/TTY)        | 464-6500 |

#### DISPUTES, CIVIL

Dispute Resolution Center 443-9603

#### DOMESTIC ABUSE & VIOLENCE

|                                       |                |
|---------------------------------------|----------------|
| Domestic Violence Hotline (V/TTY)     | 1-800-562-6025 |
| Sexual & Domestic Violence Prevention | 233-2774       |

#### DOMESTIC PARTNER REGISTRATION

(TTY 233-0025) 684-8344

#### DRAINAGE PROBLEMS

Surface flooding in street (24-hr.) 386-1800

#### DRIVERS LICENSES & STATE ID

|                             |          |
|-----------------------------|----------|
| 320 N. 85th St.             | 706-4269 |
| 907 N. 135th St.            | 368-7262 |
| 5811 Rainier Ave. S.        | 721-4560 |
| 8830 25th Ave. S.W. *       | 764-4144 |
| 380 Union St. *             | 464-6845 |
| *Renewals and ID cards only |          |

#### DRUG ACTIVITY

|             |          |
|-------------|----------|
| In progress | 9-1-1    |
| On-going    | 684-5797 |

#### EMPLOYMENT

|   |                |
|---|----------------|
| City of Seattle Job Line (TTY 684-7888)                         | 684-7999       |
| King County Job Line  | 296-5209       |
| Wa. State Job Line (TTY 360-664-0389)                           | 281-6320       |
| Federal Job Line  | 1-703-724-1850 |
| Post Office Job Line  | 442-6240       |
| WorkSource: North Seattle Office (TTY 440-2464)                 | 440-2500       |
| Rainier Office (TTY 721-5986)                                   | 721-6000       |
| Wage claims, work permits, min. wage information (TTY 515-2803) | 515-2770       |
| Unemployment claims   | 766-6000       |

#### FIRE

|                               |          |
|-------------------------------|----------|
| Fire Department information   | 386-1400 |
| Fire Prevention, Fire Marshal | 386-1450 |

#### FOOD EMERGENCIES

Community Information Line (TTY 461-3610) 461-3200

#### GARBAGE/SOLID WASTE (TTY 233-7241)

|  |          |
|--|----------|
| Collection, recycling, yard waste      | 684-3000 |
| Transfer stations (see Trash Disposal) | 684-3000 |

#### GRAFFITI

|                                 |          |
|---------------------------------|----------|
| Graffiti Hotline (TTY 233-7241) | 684-7587 |
| Metro Transit shelter graffiti  | 684-1800 |

**HATE CRIMES**

Information & referral (TTY 684-4503) 684-4500  
 Reporting 9-1-1

**HEALTH SERVICES**

Information (TTY 296-4631) 296-4600

**HOMELESS**

Shelter Info/Donation Service (TTY 461-3610) 461-3200

**HOUSING**

Home Improvement Loans 684-0244  
 Inspection/complaints (TTY 233-7156) 684-7899  
 Minor home repair (eligibility) (TTY 448-5025) 448-5751  
 Seattle Housing Authority (housing-Porchlight) (TTY 1-800-833-6384) 239-1500

**ILLEGAL DUMPING (TTY 233-7241)**

684-7587  
 296-1234

**LANDLORD/TENANT PROBLEMS**

Just Cause Eviction information (TTY 233-7156) 684-7899  
 Landlord/Tenant Hotline (FPA) (TTY 694-6710) 694-6767  
 Tenants Union (TTY 723-0523) 723-0500

**LEGAL SERVICES, FREE, LOW FEE**

Columbia Legal Services (TTY 464-1518) 464-5911  
 Lawyers Referral Service 267-7010  
 K.C. Office of Public Defense (TTY 296-5242) 296-7662  
 Free neighborhood clinics 267-7070

**LIBRARY**

Quick Information Line (TTY 386-4697) 386-4636  
 King County Library System 425-462-9600  
 Talking Book & Braille Library (TTY 615-0419) 615-0400

**LICENSES**

Business 684-8484  
 Boiler, gas piping, refrigeration & steam (TTY 233-7156) 684-5174

**LITTER**

In public & private areas (TTY 233-7241) 684-7587  
 Litter receptacles 615-1700  
 Metro Transit bus shelters (TTY 684-2029) 553-3060

**MARRIAGE LICENSES**

296-3933

**NEIGHBORHOOD SERVICE CENTERS (TTY 733-9595)**

Ballard: 2305 N.W. Market St.\* 684-4060  
 Capitol Hill: 425 Harvard Ave. E. 684-4574  
 Central: 2301 S. Jackson St. #208 \*/\*\* 684-4767  
 Delridge: 5405 Delridge Wy S.W. \* 684-7416  
 Downtown: 820 Virginia St. 233-8560  
 Fremont: 908 N. 34th 684-4054  
 Greater Duwamish: 3801 Beacon Ave. S. 233-2044  
 Greenwood: 8515 Greenwood Ave. N. 684-4096  
 Lake City: 12707 30th Ave. N.E. \* 684-7526  
 Queen Anne/Magnolia 157 Roy St. 684-4812  
 Southeast: 4859 Rainier Ave. S. \* 386-1931  
 University: 4534 University Wy N.E. \* 684-7542  
 West Seattle: 4750 California Ave. S.W. \* 684-7495

\* Utility payments and passport applications

\*\* Cable payments & equipment returns

**NEIGHBORHOODS (TTY 733-9595)**

Historic Preservation Program 684-0228  
 Neighborhood Matching Fund 684-0464  
 Neighborhood Planning Implementation 684-0464  
 P-Patch Program 684-0264

**NOISE**

Noise Abatement Program (TTY 233-7156) 684-7843  
 KCIA/Boeing Field Aircraft 205-5242  
 Sea-Tac Aircraft 433-5393

**NURSING HOME COMPLAINTS & ABUSE**

1-800-562-6078

**PARKING**

Defective meters 684-5260  
 Illegal (on public property) 625-5011  
 Abandoned vehicles (over 72 hrs) 684-8763

**PASSPORTS**

King County District Court 205-9200  
 Also, see Neighborhood Service Centers (TTY 733-9595) 615-0725

**PERMITS**

Department of Planning & Development information (TTY 233-7156) 684-8600  
 Building permits, land use, zoning (TTY 233-7156) 684-8850  
 Boiler, electrical, furnace, elevator, refrigeration permits (TTY 233-7156) 684-8464  
 Foodworker permits (King County) 296-4791  
 Gun permits 684-5500  
 Plumbing & gas piping permits (TTY 233-7156) 684-5198  
 Residential parking permits 684-5086  
 Streets, sidewalks, planting strips & alleys 684-5283  
 Truck over legal requirements 684-5086

**POLLUTION CONTROL**

Surface Water Quality (TTY 233-7241) 684-7587  
 Burn ban 1-800-595-4341  
 Puget Sound Clean Air Agency 343-8800  
 Wa. State Department of Ecology (TTY 425-649-4259) 425-649-7000

**POTHOLES (24-hr.)**

386-1218

**POST OFFICE INFORMATION**

1-800-275-8777

**PROPERTY TAXES & ASSESSMENTS**

King County assessment information 296-7300  
 Real estate tax bills 296-3850  
 Senior citizen/disabled exemptions (TTY 296-7888) 296-3920

**RATS, Public Health Seattle-King County**

205-4394

**RECREATION / ENTERTAINMENT**

Seattle Aquarium 386-4320  
 Seattle Center events info (TTY 684-7100) 684-8582  
 Parks and Recreation, Dept. of 684-4075  
 Woodland Park Zoo (TTY 684-4026) 684-4800  
 Convention & Visitors Bureau 461-5840  
 King County Parks 296-4232  
 Seattle Art/Seattle Asian Museums (TTY 654-3137) 654-3100

**SCHOOLS, Seattle Public**

252-0000

**SEATTLE PUBLIC UTILITIES**

684-3000

**SENIOR CITIZENS**

Mayor's Office for Senior Citizens (TTY 233-2778) 684-0500  
 Aging & Disability Services (TTY 684-0702) 684-0660  
 Meals on Wheels 448-5767  
 Senior Info & Assistance (TTY 448-5025) 448-3110  
 Social Security (TTY 1-800-325-0778) 1-800-772-1213

**SEWERS**, side (permits & inspections) 684-5362

**SIDEWALKS** (information & complaints) 684-5253

**STREETS & ALLEYS (24-hr.)**

Street repair & maintenance 386-1218  
 Surface flooding, streets 386-1800

**TRAFFIC SIGNS & SIGNALS**

Neighborhood Traffic Concerns 684-7623  
 Circle requests 684-0817  
 Repairs/replacements 386-1206  
 Signal requests 684-5118

**TRASH DISPOSAL/RECYCLING**

Seattle Public Utilities (TTY 233-7241) 684-3000  
 Transfer Stations: (TTY 233-7241) 684-3000  
 1350 N. 34th St.  
 8100 2nd Ave. S.  
 Household Hazards 296-4692  
 Composting Hotline 633-0224  
 Recycling Hotline (Wa. State) 1-800-RECYCLE

**TREES**

Parks, open space & boulevards 684-4113  
 Street tree information (arborist) 684-7649  
 Trees in power lines (TTY 233-7241) 386-1663

**UTILITY BILLS**

City Light, drainage & wastewater, solid waste & water (TTY 233-7241) 684-3000  
 Puget Sound Energy (gas) (TTY 1-800-962-9498) 425-454-2000

**UTILITY LOCATOR - CALL BEFORE YOU DIG**

1-800-424-5555

**VETERANS**

Veterans Aid & Employment 296-7656  
 Veterans Affairs (1-800-829-4833) 1-800-827-1000

**VOLUNTEERS**

Community Information Line (TTY 461-3610) 461-3200  
 Volunteer Matching Programs (TTY 233-2778) 684-0639  
 Parks and Recreation 684-4075

**VOTING INFORMATION**

Registration, absentee ballots 296-VOTE (8683)  
 Election information 296-1565  
 Registration locations:  
 Branch libraries (TTY 386-4697) 386-4636  
 See Neighborhood Service Centers listing  
 Seattle School District 252-0000

**WATER SERVICE, Seattle**

Emergency service (24-hr.) 386-1800  
 Drinking water quality (TTY 233-7241) 684-7404  
 Service and inspection (TTY 233-7241) 684-5800  
 Water billing information (TTY 233-7241) 684-3000

**WEATHERIZATION/ENERGY CONSERVATION**

Energy Conservation Help Line 684-3800  
 Grants (eligibility information) 684-0244

**WEEDS/OVERGROWTH**

Private property (TTY 233-7156) 684-7899  
 Public property 386-1218

For internet links to the services listed here, see [www.seattle.gov/CitizenService/infoguide.htm](http://www.seattle.gov/CitizenService/infoguide.htm)