



# Customer Service Guide 2016

*“Prompt, Fair, Results-Oriented Service for All”*

Quickly locate the service you need.

For internet links to the services listed here, please visit [www.kingcounty.gov](http://www.kingcounty.gov).

For information on King County’s Strategic Plan, visit



[www.kingcounty.gov/exec/strategy](http://www.kingcounty.gov/exec/strategy).

**Dow Constantine**  
King County Executive

- All area codes 206 unless otherwise noted
- Non-county government agencies are *italicized*
- Washington Relay Service (711)

## Elected Officials

Dow Constantine, Executive	263-9600
John Wilson, Assessor	296-7300
Honorable Susan Craighead, Superior Court	477-1435
Julie Wise, Elections Director	477-4140
Hon. Donna Tucker, Dist. Court	477-1720
John Urquhart, Sheriff	263-2555
Dan Satterberg, Prosecutor	477-1200

## Councilmembers:

Rod Dembowski, District 1	477-1001
Larry Gossett, District 2	477-1002
Kathy Lambert, District 3	477-1003
Jeanne Kohl-Welles, District 4	477-1004
Dave Upthegrove, District 5	477-1005
Claudia Balducci, District 6	477-1006
Pete von Reichbauer, District 7	477-1007
Joe McDermott, District 8	477-1008
Reagan Dunn, District 9	477-1009

## 24-hour Services

Police, Fire, Medic One	911
Sheriff non-emergency	296-3311
<i>Alcohol &amp; Drug Treatment</i>	722-3700
<i>Child &amp; Adult Abuse</i>	1-866-363-4276
<i>Crisis Clinic</i>	461-3222
Drainage Complaint Line	477-4811
Environmental complaints, urgent off-hour	1-888-437-4771
Illegal Dumping Hotline	296-SITE (7483) or 1-866-431-7483
<i>Poison Center</i>	1-800-222-1222
Road Helpline	296-8100 or 1-800-KC-ROADS (527-6237)

## General Information & Referral

<i>Community Information Line</i>	211
<i>WA State Travel Information Line</i>	511
<i>WA Relay Service for hearing impaired</i>	711
<i>Utility Locator – Call before you dig</i>	811
<i>Federal Government Info</i>	1-800-333-4636
King County Government Info	296-0100 or 1-800-325-6165
<i>Seattle City Government Info</i>	684-2489
<i>WA State Government Info</i>	1-800-321-2808

## Abandoned Vehicles

Abandoned (blocking traffic)	296-3311
Abandoned (other)	205-0969

## Agriculture Program 477-4772

## Airport

King County International Airport/ Boeing Field	296-7380
<i>Seattle-Tacoma International</i>	787-5388

## Animal Services, Regional (7387) 296-PETS

## Archives

Historical records	263-2480
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## Assessor

Assessments Information	296-7300
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## Auditor

King County Government Audits	477-1033
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## Birth & Death Certificates 897-5100

## Building & Land Use Code Enforcement

Code Enforcement (message only)	296-6680
Code Enforcement (after-hours)	1-888-437-4771

## Burn Bans

<i>Puget Sound Clean Air Agency – Air Quality Hotline</i>	1-800-595-4341
Fire Marshal	296-6600

## Business Assistance

Business Development & Contract Compliance	263-9717
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## Business Licenses

Hobby Kennels	296-2710
Taxicabs & For-hire Drivers	263-1982
Other Regulated Businesses	296-6600

## Cable Subscriber Complaints 263-7880

## Child & Youth Information

<i>Community Information Line</i>	211
<i>YouthSource</i>	477-7010
Youth & Family Services	263-9064

## Claims against the County 263-2250

## Community Service Areas Program

Community Liaison	477-4522 or 477-4523
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## Community Service Centers

Black River/Renton	477-4881
Northshore/Bothell	296-9840
Kent	477-4880
Issaquah	477-2169
Shoreline	477-2723
Vashon Island	477-6659

## County Council 477-1000 Clerk 477-1020

## Courts

District Court	205-9200
Superior Court Seattle	477-1400
Family Court	477-1500
Juvenile Court	296-1395
Juror Information	205-1457
Clerk of the Superior Court	296-9300

## Disability Access to County and Seattle Services 263-2453

Community Living Connections	962-8467
	1-844-348-KING (348-5464)

## Discrimination

Office of Civil Rights	263-2446
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## Disputes, Civil

<i>Dispute Resolution Center</i>	443-9603
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## Domestic Abuse, Violence & Trauma

<i>Child &amp; Adult Abuse</i>	1-866-363-4276
<i>Domestic Violence Hotline</i>	1-800-562-6025
<i>Sexual Assault Resource Center</i>	1-888-998-6423
<i>Harborview Sexual Assault/ Traumatic Stress Ctr.</i>	744-1600

## Domestic Partnership Registration

<i>WA State Office</i>	360-725-0377
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## Drainage Complaint Line 477-4811

## Driver License & State ID *State Department of Licensing* 464-6845

## Drug Activity

In progress	911
Ongoing (Sheriff)	296-3311

## Elections 296-VOTE (8683)

## Emergency Numbers (see also 24-hour Services)

<i>Emergency assistance</i>	911
<i>Community Information Line</i>	211
<i>24-hour Crisis Line</i>	461-3222 or 1-866-4CRISIS (1-866-427-4747)

## Emergency Preparedness 296-3830

## Employment

<i>City of Seattle Jobline</i>	684-8088
King County Jobline	296-7340
<i>WA State Jobline</i>	1-877-664-1960
<i>Federal Jobline</i>	844-872-4681

## Flooding

Flood management	477-4727
Flood Warning Center	296-8200 or 1-800-945-9263
Road flooding	296-8100 or 1-800-KC-ROADS
Sandbag info	296-8200 or 1-800-945-9263

## Food Banks

<i>Community Information Hotline</i>	211
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## Forestry Program 477-4800

## Garbage & Recycling 477-4466

## Graffiti

Metro bus shelters	553-3000
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**Hazardous Waste**  
 Complaints 263-8899  
 Household Hazards Line 296-4692  
 or 1-888-TOXIC-ED (869-4233)  
 Business Waste Line 263-8899  
 or 1-800-325-6165; ext. 3-8899

**Hate Crimes**  
 Emergency 911  
 Non-emergency 296-3311

**Health Services**  
 Public Health 296-4600

**Hearing Examiner** 477-0860

**Historic Preservation** 477-0384

**Housing Assistance & Repair**  
*Shelter/emergency housing*  
*referral/eviction prevention* 211  
 Housing repair loans (low income) –  
 outside Seattle 263-9095  
*Housing repair loans (low income) –*  
*Seattle only* 684-0244

**Human Services**  
*Alcohol/drug treatment*  
*referral* 866-789-1511  
 Developmental disabilities  
 assistance 263-9055  
 Mental health treatment  
 referral 1-800-790-8049

**Illegal Clearing & Grading** 1-888-437-4771

**Illegal Dumping Hotline**  
 296-SITE (7483) or 1-866-431-7483

**Jail**  
 Adult Detention 296-1234  
 Community Corrections 296-3600  
 Juvenile Detention 477-9916

**Landlord/Tenant Problems**  
 Housing Discrimination 263-2446  
*Landlord/Tenant Hotline* 694-6767  
*Tenants Union* 723-0500

**Legal Services, Free or Low Fee**  
*Civil legal aid* 211  
 Office of the Public Defender 296-7662

**Library**  
 King County Law Library 477-1305  
*King County Library System* 425-462-9600  
 or 1-800-462-9600

**Licenses (see also Business Licenses)**  
 Marriage 477-6620  
 Pet 296-2712  
 Vehicle/Vessel 477-4000  
 Concealed Weapon 263-2626

**Litter**  
 Adopt-A-Road 477-3600  
 Illegal Dumping Hotline 296-SITE (7483)  
 or 1-866-431-7483  
 Metro Bus Shelter 553-3000

**Maps** 477-4415

**Noise**  
 Sheriff (non-emergency) 296-3311  
 King County International Airport/  
 Boeing Field 205-5242  
*Seattle-Tacoma International*  
*Airport* 787-5393 or 1-800-826-1147

**Ombudsman/Citizen Complaints**  
 Ombudsman (main number) 477-1050  
 Rural Ombudsman  
 (land use related) 477-1058

**Parks & Recreation**  
 King County Parks 477-4527  
 King County Aquatic Center 477-4444  
 Ballfields & rental facilities  
 (non-Marymoor) 477-6150  
 Marymoor Park office 477-7275  
 Marymoor Rainout Line 205-3892

**Passport Info. Center** 1-877-487-2778

**Permits**  
 Building inspections  
 1-888-5-INSPECT (546-7728)  
 Building and land use permits 296-6600  
 Food Worker Permits 263-9566  
 Plumbing and Gas Piping 263-9566  
 Road/Right-of-Way Use 477-9350  
 Wells & Septic 477-8050

**Post Office (U.S.)** 1-800-275-8777

**Power Outage (Unincorporated KC)**  
 Puget Sound Energy 1-888-225-5773

**Property Taxes & Assessments**  
 Property Tax Advisor 477-1060  
 Property Tax Information Line 263-2890  
 Property Valuation Appeals 296-7300  
 Senior Citizen/Disabled Exemption 296-3920

**Prosecutor**  
 296-9000

**Public Records**  
 Public Disclosure Officer 263-9753  
 Recorder  
 (property, marriage records) 477-6620  
 Vital Statistics  
 (birth, death records) 897-5100

**Rats**  
 Public Health 263-9566

**Recorder**  
 Property & Marriage Records 477-6620

**Restaurant Problems**  
 Public Health 263-9566

**Roads (Unincorporated KC)**  
 296-6590  
 Damage, potholes, water over road,  
 downed trees, spills 296-8100 or  
 1-800 KC ROADS (527-6237)  
 Speeding, traffic issues 477-3612

**Senior Citizens**  
*Community Living Connections* 962-8467  
 1-844-348-KING (348-5464)

**Sheriff**  
 Emergency 911  
 Non-emergency 296-3311

**Streetlights (Unincorporated KC)**  
*Puget Sound Energy* 1-888-225-5773

**Taxi Complaint Hotline**  
 296-TAXI (8294)

**Traffic Safety (Unincorporated KC)**  
 Road Services 296-8100  
 Traffic Signals & Signs 296-8100  
 or 1-800 KC ROADS (527-6237)

**Transit**  
 Accessible Services 205-5000  
 Metro Customer Info 553-3000  
 Metro Pass & Ticket Sales 553-3000  
 Rideshare Info and Services 625-4500  
*Orca Fare Card* 1-888-988-6722  
*Community Transit* 1-800-562-1375  
*Pierce Transit* 1-800-562-8109  
*Sound Transit* 1-888-889-6368

**Underground Utilities**  
 "Call before you dig" 811

**Veterans Program** 477-8282

**Volunteers**  
 Adopt-A-Road 477-3600  
 Animal Services 296-PETS (7387)  
*Community Information Line* 211  
 Habitat Restoration 296-2990  
 Parks & Trails 477-6113

**Voter Information**  
 Elections 296-VOTE (8683)

**Wastewater Treatment** 477-5371  
 Odor Control (West Point) 263-3840  
 Odor Control (South Plant) 684-2404  
 Odor Control (Brightwater) 263-9500

**Water Quality**  
 Stormwater Services 477-4811

**Water Taxi** 477-3979

**Weeds/Roadside Vegetation Overgrowth**  
 Noxious Weed Program 477-9333  
 Roadside vegetation 296-8100 or  
 1-800 KC ROADS (527-6237)

**Wells & Septic**  
 Public Health 477-8050

**Work Training**  
 Education/training for low-income  
 youth and adults 205-3500

**Yard & Garden**  
*Gardening Hotline* 633-0224

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Alternative formats available.  
 Call 206-263-9600 or  
 TTY Relay 711