



# Customer Service Guide 2017

*“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  
 Alcohol & Drug Treatment ..... 722-3700  
 Child & Adult Abuse..... 1-866-363-4276  
 Crisis Clinic ..... 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  
 Poison Center .....1-800-222-1222  
 Road Helpline..... 477-8100  
 or 1-800-KC-ROADS (527-6237)

## General Information & Referral

Community Information Line ..... 211  
 WA State Travel Information Line ..... 511  
 WA Relay Service for hearing impaired .. 711  
 Utility Locator – Call before you dig .... 811  
 Federal Government Info.... 1-800-333-4636  
 King County Government Info .... 296-0100  
 or 1-800-325-6165  
 Seattle City Government Info ..... 684-2489  
 WA State Government Info . 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  
 Seattle-Tacoma International..... 787-5388

Animal Control Services ..... 296-7387

## Archives

Historical records..... 263-2480

## Assessor

Assessments Information..... 296-7300

## Auditor

King County Government Audits . 477-1033

Birth & Death Certificates.....897-5100

## Building & Land Use Code

Enforcement.....296-6600  
 Code Enforcement (message only)..... 296-6680  
 Code Enforcement (after-hours)1-888-437-4771

## Burn Bans

Puget Sound Clean Air Agency –  
 Air Quality Hotline..... 1-800-595-4341  
 Fire Marshal ..... 296-6600

## Business Assistance

Business Development &  
 Contract Compliance ..... 263-9717

## Business Licenses

Hobby Kennels..... 296-7387  
 Taxicabs & For-hire Drivers ..... 263-1982  
 Other Regulated Businesses ..... 296-6600

Cable Subscriber Complaints 263-7880

## Child & Youth Information

Community Information Line ..... 211  
 YouthSource ..... 477-7010  
 Youth & Family Services ..... 263-9064

Claims against the County .....263-2250

## Community Service Areas Program

Community Liaison. 477-4522 or 477-4523

## Community Service Centers

Black River/Renton ..... 477-4881  
 Issaquah..... 477-2169  
 Kent ..... 477-4880  
 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

## Disputes, Civil

Dispute Resolution Center ..... 443-9603

## Domestic Abuse, Violence & Trauma

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

## Domestic Partnership Registration

WA State Office ..... 360-725-0377

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)

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

Emergency Preparedness .....296-3830

## Employment

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

## Flooding

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

## Food Banks

Community Information Hotline ..... 211

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

Pet Services, Lost and Found ... 296-4768

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..... 263-2250  
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)

Damage, potholes, water over road,  
downed trees, spills..... 477-8100 or  
1-800 KC ROADS (527-6237)

## 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 ..... 477-8100  
Traffic Signals & Signs..... 477-8100  
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 ..... 477-8100 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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 <http://twitter.com/kcnews/> and on the

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 <https://www.facebook.com/KingCountyWA>

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