



# Customer Service Guide 2020

*“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  
 Hon. Jim Rogers, Superior Court..477-1597  
 Julie Wise, Elections Director ... 477-4140  
 Hon. Donna Tucker, Dist. Court ...477-1720  
 Mitzi Johanknecht, Sheriff.....296-4155  
 Dan Satterberg, Prosecutor .....477-1200

### Councilmembers:

Rod Dembowski, District 1.....477-1001  
 Girmay Zahilay, 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**.....477-3876

### Airport

King County International Airport/  
 Boeing Field..... 296-7380  
 Seattle-Tacoma International..... 787-5388

**Animal Services, Regional** .....296-PETS (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

General Information .....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..... 263-9566  
 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

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

**County Council** 477-1000

Clerk ..... 477-1020

### Courts

District Court ..... 205-9200  
 Superior Court (Kent) ..... 477-2600  
 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  
 Sandbag info 296-8200 or 1-800-945-9263

### Food Banks

Community Information Hotline ..... 211

**Forestry Program** .....477-4800

**Garbage & Recycling** .....477-4466

### Graffiti

Metro bus shelters..... 553-3000

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

**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

**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  
Department of Public Defense .... 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..... 477-8100  
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** ... 296-7387

**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..... 477-8100  
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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Alternative formats available.  
Call 206-263-9600 or  
TTY Relay 711