

## Frequently Asked Questions

### **Q: How do I report a problem, concern or need to the City's Maintenance Department?**

The City of Shoreline Customer Response Team is available to receive requests 24 hours a day at (206) 801-2700. After 5:00 p.m., please leave a voice mail and on-call staff will be paged.

### **Q: There appears to be a water leak of some sort in the City right-of-way. Who do I call?**

Call the City of Shoreline Customer Response Team at (206) 801-2700. After 5:00 p.m. leave a voicemail message and the CRT Representative who is on-call will call you back within five minutes.

### **Q: Where can I find out about City recycling events?**

The City holds two recycling events each year, typically one in spring and the other in fall. A variety of hard-to-recycle items are collected at these events, such as appliances, scrap metal and batteries. The dates for the recycling events and a complete list of items to be collected are advertised as soon as they become available. For more information, contact the Surface Water and Environmental Services department at: (206) 801-2455.

### **Q: I'm going to be digging on my property. What do I need to know about underground utility lines and pipes?**

To request underground utilities be located/marked, call 811. This is a free service for citizens. If calling 811 does not work, dial (800) 424-5555

### **Q: Where can I dispose of household hazardous waste?**

For disposal and recycling of household hazardous waste, call the Household Hazards Line at (206) 296-4692, Monday - Friday, except holidays, 9:00 a.m. to 4:30 p.m. Visit Local Hazardous Waste Management Program ([lhwmp.org](http://lhwmp.org)) for more information.

### **Q: Who do I contact regarding dog/cat complaints?**

Complaints should be directed to King County Animal Control at (206) 296-PETS (7387) regarding any animal concerns such as: a dead dog or cat in the road, a barking dog, lost or stolen pets, or animals running loose. Or visit their [website](#). They can also answer questions about pet licensing. [Pet licenses](#) are also available through the Shoreline City Clerk's Office, Shoreline City Hall, 17500 Midvale Avenue N, (206) 801-2230.

### **Q: What can I do about raccoons or other wild animals?**

The City of Shoreline does not provide trapping services. If you would like a list of trappers visit the Washington State Trappers Association [website](#). For information regarding other wildlife, please call the Washington State Department of Fish & Wildlife at (425) 775-1311.

### **Q. What can I do about a rat problem?**

The City of Shoreline does not have a program for rat control. We recommend that residents refer to the Public Health-Seattle King County web page: [How to get rid of rats](#) and click on the external url link. If you are having problems with rats please **DO NOT** call Seattle King County Public Health. **You may call Customer Response Team at (206) 801-2260 but we do not provide pest control service.**

**Q: Where do I go to pay a parking ticket or change my court date?**

You can pay a parking ticket or change your court date at Shoreline Division of King County District Court, which is located at 18050 Meridian Avenue N in Shoreline. The Court is open from 8:30 a.m. to 4:30 p.m. Monday through Friday. At the District Court you can obtain passports and passport information; file small claims, anti-harassment and domestic violence cases; get a name change; and pay traffic citations. Although you cannot obtain a marriage license at the District Court, (you will have to go to the Superior Court in downtown Seattle) you can have a marriage ceremony performed. For driving directions or more information, contact the court at (206) 205-9200.

**Q: Where do I go to get a Business License for the City of Shoreline?**

The City has established a business license that is required for most profit and nonprofit businesses. Businesses that are operated in a home, but have annual gross receipts less than \$12,000 and do not include any retail activity are exempt as are federal, state and local governments. The business license fee is \$40 with nonprofits exempt from the fee.

Licenses may be purchased from the [Washington Department of Licensing website](#). For questions, contact the City Clerk's Office at (206) 801-2230.

**Q: Where can I go to rent a Parks Department field or facility?**

For Parks field and facility rentals, [click here](#).

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