
Saint Louis **COUNTY**



AT YOUR SERVICE

St. Louis County Government
41 South Central Avenue
Clayton, Missouri 63105
(314) 615-5000
TTY: (314) 615-5TTY (5889)
Visit us at www.stlouisco.com

2011

Serving Our Citizens



St. Louis County Government is proud to serve over one million citizens with a wide range of services. County Government wants our residents to be satisfied customers, so we strive to provide you with prompt, courteous, and quality service. At St. Louis County, we understand that government can be overwhelming and confusing to citizens at times, so we have designed the St. Louis County At Your Service guide with this in mind.

The purpose of the St. Louis County At Your Service guide is to make it easier for you to contact the correct County office when the need for services or information arises. St. Louis County Government wants you to have accurate information in a timely manner, so this guide contains both a services and a department section to help you determine who you need to call and get it right on the first try. The services section contains frequently asked questions arranged in alphabetical order, and the department section lists telephone numbers and mailing, e-mail, and web site addresses.

St. Louis County Government hopes the St. Louis County At Your Service guide helps you to better understand County Government Services. We're committed to serving you, the citizens of St. Louis County!

St. Louis County Customer Service

If you aren't able to find the answer to your question, or the County department you are looking for listed in this booklet, please call the St. Louis County General Information Line. A Customer Service Representative will answer your call during regular business hours.

(314) 615-5000

TTY (314) 615-5TTY

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County Services



Accident / Police Reports

Q: How do I obtain copies of accident or police reports?

A: Accident or police reports may be obtained in person or by mail if the incident occurred in unincorporated St. Louis County. The cost of the report is \$6.50, cash or check payable to Treasurer—St. Louis County, and you must provide the police report number. Office hours are 9:00 a.m. to 5:00 p.m., Monday-Friday.

St. Louis County Bureau of Central Police Records

7900 Forsyth Avenue, Street Level, Rm B13, Clayton, MO 63105

Telephone: (314) 615-5317 / TTY (314) 889-2345

If the incident occurred in a municipality, contact the municipal police department to obtain a copy of the report.



Accessibility

Q: Are St. Louis County meetings and publications accessible for people of all abilities? What if I have disability related questions?

A: If you require an accommodation to attend a meeting, such as disabled parking, sign language interpreter, or an assistive listening device, contact the County department holding the meeting. Some publications are available in alternative formats, such as Braille, large print, or audio cassette. Contact the department listed on the publication for alternative formats. A two-day business notice is necessary for a sign language interpreter.



Adopt-A-Road

Q: Who do I contact to adopt a St. Louis County road?

A: To adopt a St. Louis County road to clean up litter or complete beautification projects, contact:

St. Louis County Department of Highways and Traffic

Telephone: (314) 615-1111/ TTY (314) 615-5TTY

County Services



Animal Care & Control

- Q: How can I find a lost pet, adopt a pet, report a stray animal, or inform authorities of an animal bite?
- A: If you lost a pet, visit or call the animal shelter. The shelter is open from 9:00 a.m. to 6:00 p.m., Monday-Friday & 9:00 a.m. to 4:00 p.m. on Saturday.

St. Louis County Animal Shelter
10521 Baur Blvd, Olivette, MO 63132
Telephone: (314) 615-0650

If you are concerned about a stray animal or to adopt a pet, call the shelter number listed above. Report all animal bites to the nearest shelter or the St. Louis County Police at (314) 889-2341.



Assessments

- Q: Why is my real property reassessed every two years?
- A: State of Missouri law requires St. Louis County to reassess all real estate property every two years. For information, contact:
St. Louis County Assessor's Office
Telephone: (314) 615-2555 / TTY (314) 615-3746

- Q: What do I do if I do not agree with the assessed value?
- A: You may file an appeal with the St. Louis County Board of Equalization (BOE). Your appeal must be filed between May 1 and the second Monday in July. You can further appeal the BOE's decision to the Missouri State Tax Commission within 30 days of the date of the decision made by the BOE. The State Tax Commission hearings are held in St. Louis County. Office hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. For more information, contact:
Telephone: (314) 615-7195 / TTY (314) 615-3746

County Services



Assessments - continued

- Q: Where can I readily find information about the appraised and assessed values of my property?
- A: Individual property characteristics and values can be found at:
If you do not have access to a computer, contact:
St. Louis County Department of Revenue, Assessor's Office
Telephone: (314) 615-2555 / TTY (314) 615-3746



Birth / Death Certificates

- Q: How do I obtain a copy of a birth or death certificate?
- A: St. Louis County Vital Records issues certified copies of birth and death certificates for the entire state of Missouri. Birth records are available from 1920 to the present and death records are available from 1883 to the present. Deaths that occurred prior to 1980 must have occurred in St. Louis County. You may request a certified copy in person, by mail, phone at 1-866-225-2072 or online through the web address listed below. If by mail, allow 7-10 business days for processing. You must apply in person to receive copies the same day. Hours are Monday through Friday, 8:00 a.m. to 4:30 p.m. Certified copies of birth records are \$15.00 each. Certified copies of death records are \$13.00 for the first copy and \$10 per additional copy of the same death certificate ordered at the same time.
St. Louis County Vital Records
111 South Meramec Avenue, 1st Floor, Clayton, MO, 63105
Telephone: (314) 615-1720 / TTY (314) 615-5TTY

County Services



Building Permits

Q: When and why are building permits required?

A: The St. Louis County Department of Public Works enforces building codes to ensure that buildings are constructed with attention to public safety, structural soundness, and compliance with zoning codes. In unincorporated areas, a building permit is required for performing most construction work. However, a building permit is *not* required for minor repairs, general concrete work (patios, driveways, sidewalks), fences less than 6 feet in height, utility sheds under 100 square feet not on a permanent foundation, and retaining walls under 2 feet in height. For more information, see contact information under the next question.

Q: How do I apply for a building permit?

A: You will need the following to apply for a building permit:

- ✓ Completed building permit application form
- ✓ 4 copies of a current site plan, drawn to scale
- ✓ 4 complete sets of building construction plans, drawn to scale
- ✓ Zoning approval
- ✓ Municipal approval if applicable

The St. Louis County Department of Public Works handles building permit applications, provides instructions, and accepts completed applications and plans at the following locations:

- St. Louis County Department of Public Works Permit Counter**
41 South Central Avenue, 6th Floor, Clayton, MO, 63105
Telephone: (314) 615-5184 / TTY (314) 615-5TTY
Hours: 8:00 a.m. to 5:00 p.m.
- St. Louis County Government Center – North** (314) 615-7304
21 Village Square, Hazelwood, MO 63042
Hours: 7:30 a.m. to 4:30 p.m.
- St. Louis County Government Center – South** (314) 615-4076
Keller Plaza, 4546 Lemay Ferry Road, St. Louis, MO 63129
Hours: 7:30 a.m. to 4:30 p.m.
- St. Louis County Government Center – West** (314) 615-0902
74 Clarkson Wilson Centre, Chesterfield, MO 63017
Hours: 7:30 a.m. to 4:30 p.m.

County Services



Carry Concealable Firearm Permit

Q. Where do I get a Concealable Firearm Permit?

A. To obtain an application to Carry a Concealable Firearm, visit the Bureau of Central Police Records, Private Security Unit, Street Level. Applicants will be required to:

- ✓ Appear in person to the endorsement application location
- ✓ Provide a valid Missouri Drivers License, Non-Drivers license or Military ID and orders
- ✓ Complete the application affirming that all qualifications have been met
- ✓ Submit a photocopy of the firearms qualification certification
- ✓ Pay a \$76 fee– check, cash or money order payable to Treasurer-St. Louis County

The Private Security Unit is open to the public from 8:00 a.m. to 5:00 p.m., Monday– Friday.

**St. Louis County Bureau of Central Police Records
Private Security Section/Watchman Licensing
7900 Forsyth Avenue, Street Level, Clayton, MO 63105
Telephone: (314) 615-4272/TTY (314) 889-2345**

County Services



Community Development

Q: My neighborhood needs assistance. Who can help us?

A: The St. Louis County Office of Community Development administers federally funded programs to develop sustainable neighborhoods and maintain decent, safe, and sanitary housing. Funding to eliminate blight and address urgent needs in low and moderate-income neighborhoods is available. For more information, contact:

St. Louis County Office of Community Development

Telephone: (314) 615-4405 / TTY (314) 615-5TTY

E-mail: planning@stlouisco.com

The St. Louis County Department of Planning helps citizens build neighborhood organizations and develop neighborhood plans in targeted areas. For information, contact:

St. Louis County Department of Planning

Telephone: (314) 615-2520 / TTY (314) 615-5TTY

E-mail: planning@stlouisco.com

County Services



County Council

Q: Who are my elected representatives, and how do I contact them?

A: St. Louis County is divided into seven districts, and residents of each district elect a representative to serve on the County Council. You can find your district and County Council representative by visiting the St. Louis County Web site at www.stlouisco.com. Contact your County Council representative directly at:

District	Council Member	Telephone	E-mail
1st	Hazel Erby	(314) 615-5436	herby@stlouisco.com
2nd	Kathleen Burkett	(314) 615-5437	kburkett@stlouisco.com
3rd	Colleen Wasinger	(314) 615-5438	cwasinger@stlouisco.com
4th	Michael O'Mara	(314) 615-5439	momara@stlouisco.com
5th	Pat Dolan	(314) 615-5441	pdolan@stlouisco.com
6th	Steven Stenger	(314) 615-5442	sstenger@stlouisco.com
7th	Gregory Quinn	(314) 615-5443	gquinn@stlouisco.com

Q: When and where are St. Louis County Council meetings held?

A: County Council meetings are held on Tuesdays at 6:00 p.m. in the Council Chambers, Administration Building, 41 S. Central Avenue in Clayton. All meetings are open to the public. For directions, accommodations for the disabled, or more information, contact:

St. Louis County Council

Telephone: (314) 615-5432 / TTY (314) 615-5TTY

Tuesday meetings of the St. Louis County Council are broadcast on Charter Cable Channel 994 at 8:00 p.m. the following Saturday and again on Tuesday morning at 9:30 a.m. St. Louis County Council meetings are broadcast on Channel 18 in most areas, Channel 8 in Maryland Heights, Channel 40 in Ferguson, Channel 46 in Overland, and Channel 69 or 14 in Hazelwood.

County Services



County Council – continued

Q: How can I obtain ordinances, bills, and resolutions passed by the St. Louis County Council?

A: The St. Louis County web site has an on-line search to retrieve official County Council records. Ordinances enacted after April 1988 are available. Other documents are available beginning in 1992. If you do not have access to a computer, contact the **St. Louis County Clerk's Office**

Telephone: (314) 615-7173 or (314) 615-7171
TTY (314) 615-5TTY

Q: Where can I view County Council agendas and meeting minutes?

A: You can view current and past agendas and meeting minutes at If you do not have access to a computer, contact the St. Louis County Council office at the numbers listed above.



County Executive

Q: How do I contact the County Executive?

A: The St. Louis County Executive is the chief administrative officer of County Government and is responsible for promoting cooperation between political entities within the County and the metropolitan region. The County Executive is elected on a partisan basis by the registered voters of St. Louis County, and serves a four-year term. Contact the County Executive at:

Office of the County Executive – Charlie A. Dooley
41 South Central Avenue, 9th Floor, Clayton, MO 63105

Telephone: (314) 615-7016 / TTY (314) 615-5TTY

Fax: (314) 615-3727

Web site: www.stlouisco.com

County Services



Crime Statistics

Q: How do I find the type and number of crimes for a specific area?

A: The St. Louis County Police Department maintains crime statistics for unincorporated St. Louis County. To obtain crime statistics for a specific area, contact the nearest precinct station and ask to speak with a neighborhood-policing officer.

- North County Precinct 1** (314) 355-1200
11815 Benham Road, St. Louis, MO 63138
- Central County Precinct 2** (314) 567-9926
1333 Ashby Road, St. Louis, MO 63132
- Affton Southwest Precinct 3** (314) 638-5550
9928 Gravois Road, St. Louis, MO 63123
- South County Precinct 4** (314) 892-1510
3031 Telegraph Road, St. Louis, MO 63125
- West County Precinct 7** (314) 615-0700
232 Vance Road, Valley Park, MO 63021



Deeds

Q: How can I obtain an official copy of the deed to my property?

A: Visit the Recorder of Deeds Office to determine the book and page of your recorded deed. Assistance is provided. A copy of any deed is \$2.00 for the first page and \$1.00 for each page thereafter.

Q: How do I find out if there is a lien on my property?

A: The Recorder of Deeds maintains records of liens that may be recorded against property. Lien research must be done in person.

St. Louis County Recorder of Deeds Office
41 South Central Avenue, 4th Floor, Clayton, MO 63105
Telephone: (314) 615-2500 / TTY (314) 615-3746

County Services



Divorce Decrees

Q: How do I obtain a copy of my divorce decree?

A: You may obtain a copy of your divorce decree by mail, telephone, or in person from the St. Louis County Circuit Clerk. You must provide the names of both parties of the divorce and the year the divorce was granted. Certified copies are \$1.50 for the first page and \$.30 per page thereafter. Office hours are 8:00 a.m. to 5:00 p.m., Monday-Friday.

St. Louis County Circuit Clerk

7900 Carondelet Avenue, 5th Floor, Clayton, MO 63105

Telephone: (314) 615-8015 / TTY (314) 615-4567

E-mail: circuitcourt@stlouisco.com



Economic Development

Q: Does St. Louis County assist new or expanding companies?

A: The Economic Council provides information on financing, business incubation, international business, locating small businesses to a St. Louis Enterprise Center, as well as general business assistance. The Economic Council also helps rebuild St. Louis County communities.

Q: How is St. Louis County involved in international business?

A: The World Trade Center—Saint Louis (WTCSTL) provides a unique opportunity for both large and small businesses to research and participate in the ever increasing market of world trade. The Center provides enterprises in Missouri and southern Illinois with valuable services such as strategic global market research, business introductions, trade resources, and educational seminars. In addition, WTCSTL staff organizes foreign trade missions to major cities worldwide, and hosts more than 40 trade-related events annually. It is affiliated with 280 other World Trade Center organizations in 78 nations. World Trade Center—Saint Louis is the official international business assistance office for metropolitan St. Louis.

St. Louis County Economic Council

121 South Meramec, Suite 900, Clayton, MO 63105

Telephone: (314) 615-7663 / TTY (314) 615-5TTY

Web site: www.slcec.com

County Services



Employment Opportunities

- Q: What are the current job openings with St. Louis County?
A: To obtain information on current job openings, contact:
County Job Hotline: (314) 615-JOBS/TTY (314) 615-5TTY

- Q: How do I apply for a job with St. Louis County Government?
A: To apply for a position with St. Louis County Government, you need to complete an application on the St. Louis County web site. If you do not have access to a computer, require assistance completing the on-line application, or need more information, contact:

St. Louis County Division of Personnel
41 South Central Avenue, 7th Floor, Clayton, MO 63105
Telephone: (314) 615-5429 / TTY (314) 615-5TTY
E-mail: personnel@stlouisco.com



Employment Services

- Q: Where can I obtain employment services and job skills training?
A: The Missouri Career Center offers a broad range of services, such as information on area job opportunities, resume preparation, job training, job search seminars, and career assessment. Services are offered free of charge to County residents. A full range of services for employers needing to expand or upgrade their workforce, including recruitment, labor market information, resume retrieval, and on-site interviews is also offered. Contact:

Missouri Career Center
Telephone: (314) 381-6700 / TTY (314) 381-2993
Web site: www.greathires.org

County Services



Filing Court Cases/ Claims

Q: How do I file a claim with the Small Claims Court?

A: You may file a small claims case with the St. Louis County Circuit Court, from 8:00 a.m. to 5:00 p.m. Monday-Friday. A small claims pamphlet is available to assist you with filing. The pamphlet describes the Small Claims Division, who is eligible to sue in Small Claims Court, what you can sue for, advice on trying to settle a problem, and the steps you need to follow before filing a claim. The pamphlet further explains how to prepare for trial, file an appeal if you do not agree with the decision, and how to collect a small claims judgment. For a pamphlet, contact:

St. Louis County Circuit Court, Small Claims Office
7900 Carondelet Avenue, Room 177, Clayton, MO 63105
Telephone: (314) 615-2601 / TTY (314) 615-4567
24-Hour Information Line: (314) 615-8091
E-mail: circuitcourt@stlouisco.com

Q: Where do I file an adult abuse case or an order of protection?

A: Adult abuse cases are filed with the Circuit Clerk's office. Office hours are 8:00 a.m. to 7:00 p.m., Monday-Thursday, 8:00 a.m. to 5:00 p.m. on Friday, and 9:00 a.m. to 12 Noon on Saturday.

St. Louis County Circuit Clerk
7900 Carondelet Ave., Plaza Level, Rm. 156, Clayton, MO 63105
Telephone: (314) 615-8086 / TTY (314) 615-4567
E-mail: circuitcourt@stlouisco.com

County Services



Fingerprinting

- Q: Where do I get fingerprinted for a potential employer?
- A: Visit the St. Louis County Bureau of Central Police Records for fingerprinting. You will need to bring your Social Security Card and one of the following types of identification: Missouri Drivers License, State ID, or Military ID. There is a \$3.00 fee per card for fingerprinting. The Bureau of Central Police Records is open to the public from 8:00 a.m. to 5:00 p.m., Monday-Friday.

**St. Louis County Police Bureau of Central Police Records
Private Security Section / Watchman Licensing
Annex Building
7900 Forsyth Avenue, Room B-021, Clayton, MO 63105
Telephone: (314) 615-4272/ TTY (314) 889-2345**



Floodplain Regulation

- Q: How do I determine if my property is located in the floodplain?
- A: The St. Louis County Department of Public Works Zoning Review Section has floodplain information for property in unincorporated areas of St. Louis County. The office hours are 8:00 a.m. to 5:00 p.m., Monday-Friday. Contact:

**St. Louis County Dept. of Public Works Zoning Review Section
41 South Central Avenue, 6th Floor, Clayton, MO 63105
Telephone: (314) 615-5184 / TTY (314) 615-5TTY
E-mail: pwmail@stlouisco.com**

If the property in question is located in a municipality, contact the municipality directly to obtain floodplain information.

County Services



Health Centers

Q: What services are available at St. Louis County health centers?

A: St. Louis County health centers provide adult medical services, children's and teen health services, child immunizations, dental, nutrition, mental health, public health nursing, women's health and social services. An overview of all health services can be found on the web site listed below. Health services are available to all County residents regardless of income with fees based on a sliding scale. Appointments are required.

- North Central Community Health Center (314) 679-7800**
4000 Jennings Station Rd., St. Louis, MO 63121
Mon, Tues, Wed, Fri – 8:00 a.m. to 5:00 p.m.
Thursday 9:00 a.m. to 6:00 p.m.
- South County Health Center (314) 615-0400**
4580 S. Lindbergh Blvd., St. Louis, MO 63127
Mon, Tues, Thur, Fri – 8:00 a.m. to 5:00 p.m.
Wednesday 8:00 a.m. to 6:00 p.m.
TTY (314) 615-5TTY

County Services



Homeowner Assistance

Q: Does St. Louis County offer loans to assist homeowners?

A: The St. Louis County Office of Community Development offers loan programs to assist with down payment and closing costs for first time home buyers, and home improvement loans. The 1st HOME program provides zero interest forgivable loans of \$3,000 toward the purchase of a home to income qualified home buyers. Five-year forgivable home improvement loans are available to low and moderate-income residents living in qualifying areas.

St. Louis County Office of Community Development
121 South Meramec Avenue, Suite 444, Clayton, MO 63105
Telephone: (314) 615-4405 / TTY (314) 615-5TTY



Immunizations

Q: Where can I get my child immunized?

A: Immunizations are given at all County health centers and are free of charge for children birth to 18 years old. There is a \$24.00 fee for the tuberculosis skin test. Contact the nearest health center for hours of operation and to schedule appointments.

- North Central Community Health Center (314) 679-7800**
4000 Jennings Station Rd., St. Louis, MO 63121
- South County Health Center (314) 615-0400**
4580 S. Lindbergh Blvd., St. Louis, MO 63127
TTY (314) 615-5TTY

For immunizations to protect your health while traveling, contact:
Department of Health Communicable Disease Control Office
Telephone: (314) 615-1630 / TTY (314) 615-5TTY

County Services



Jail

Q: How do I visit someone who is incarcerated?

A: Inmates are allowed two visits within any continuous seven-day period. Inmates are only allowed one visit per day. Visits are 40 minutes long and run from 9 a.m. to 9 p.m. Monday through Sunday. Inmates must schedule visits and give a 24-hour notice to their housing unit officer.

Q: Can I call an inmate?

A: Incoming calls to inmates will not be accepted. Inmates are allowed to make collect calls, which will be charged to the receiving party. Calls are limited to 30 minutes and phones are turned on daily from 9 a.m. to 9:45 p.m.

Q: What address do I use to send an inmate money and mail?

A: To send mail or money to an inmate, use the following address and please include the following information:

Inmate Name/Inmate Master Number
Floor-Housing Unit-Cell Number (example 4-B-26)
P.O. Box 16060, Clayton, MO 63105

All money sent to an inmate to be put in their commissary account must be in the form of cash, cashier's check or money order. No personal checks will be accepted for any reason.

Q: How can I bond an inmate out of the St. Louis County Justice Center?

A: The bonding office is located on the street level of the Justice Center at 100 South Central Avenue. The office is open 24 hours a day, seven days a week. For more information about bonding, contact:

St. Louis County Department of Justice Services
Buzz Westfall Justice Center

100 South Central Avenue, Clayton, MO 63105

Telephone: (314) 615-JAIL (5245)/ TTY (314) 615-5TTY

County Services



Lead Paint Hazard Control

Q: How do I find out if lead poisoning is a problem in my home?

A: The St. Louis County Health Department will inspect your home and test any children for lead poisoning.

Telephone: (314) 615-LEAD

Q: Does the County offer assistance to remove lead paint?

A: The Lead Hazard Control Program provides no interest loans to low and moderate-income homeowners to remove lead-based paint. Homes must be constructed prior to 1978 and first preference is given to homes with children under the age of six.

**St. Louis County Office of Community Development
121 South Meramec Avenue, Suite 444, Clayton, MO 63105
Telephone: (314) 615-1642/ TTY (314) 615-5TTY**



Marriage Licenses

Q: How do I apply for a marriage license in St. Louis County?

A: If you are getting married in St. Louis County, both the bride and groom must appear in person to apply for a marriage license. Valid Drivers Licenses, state I.D.s or passports, and social security cards are required. The fee is \$45.00, and must be paid in cash at the time of application. There is a \$1.00 fee for an optional frameable marriage certificate. The Recorder of Deeds Office hours are 8:00 a.m. to 5:00 p.m., Monday, Wednesday, Friday, and 8:00 a.m. to 6:00 p.m., Tuesday and Thursday. Couples are encouraged to call the 24-hour information line for a detailed message on the requirements for applying for a marriage license.

**Recorder of Deeds Office, Marriage License Section
41 South Central Avenue, 4th Floor, Clayton, MO 63105
24 Hour Information Line: (314) 615-7180 / TTY (314) 615-3746
For other marriage license questions: (314) 615-2500**

County Services



Mosquito Spraying

Q: Does St. Louis County offer services to control mosquitoes?

A: The St. Louis County Department of Health will treat areas of unincorporated St. Louis County to eliminate mosquitoes by request from a resident only. Services are conducted on public easements, streets, public rights-of-way, common ground, parks, sewers, and streams. Mosquito control services are free of charge.

St. Louis County Department of Health Vector Control

111 South Meramec Avenue, Clayton, MO 63105

Telephone: (314) 615-0680 / TTY (314) 615-5TTY



Neighborhood Watch

Q: How does my neighborhood create a Neighborhood Watch group, or how do I become more involved in an existing Watch group?

A: The St. Louis County Police Department will help you organize a Neighborhood Watch group in unincorporated areas of St. Louis County. If you would like to become more involved, Neighborhood Watch meetings are held on a regular basis in every police precinct. Contact your closest precinct station to establish a Neighborhood Watch group, or to find out when the next Neighborhood Watch meeting is being held.

- North County Precinct (1) (314) 355-1200**
11815 Benham Road, St. Louis, MO 63138
- Central County Precinct (2) (314) 567-9926**
1333 Ashby Road, St. Louis, MO 63135
- Affton Southwest Precinct (3) (314) 638-5550**
9928 Gravois Road, St. Louis, MO 63123
- South County Precinct (4) (314) 892-1510**
3031 Telegraph Road, St. Louis, MO 63125
- West County Precinct (7) (314) 615-0700**
232 Vance Road, Valley Park, MO 63021

County Services



Older Residents Program

Q: Does St. Louis County offer programs to assist older residents?

A: The County Older Residents Program (CORP) keeps older adults healthy and housed by providing transportation, home maintenance, home/phone visits, legal services, computer classes and much more. Dozens of rewarding volunteer opportunities are available. Services are offered free of charge to County adults 60 years and older. Select services are offered to those 50 years and older.

St. Louis County Department of Human Services, CORP

Telephone: (314) 615-4516 / TTY (314) 615-5TTY



Parks and Recreation

Q: Where can I get information about park activities and facilities?

A: For information on upcoming events, to find the St. Louis County park nearest to you, or to request an Activity Guide, contact:

Telephone: (314) 615-PARK / TTY (800) 735-2966

Q: How much does it cost to go to a St. Louis County park?

A: There are no entrance fees for St. Louis County parks. Fees apply for some facilities, pools, ice rinks, and certain activities. For special events, a fee for parking may be charged.

Q: Are St. Louis County parks accessible for people of all abilities?

A: Yes, if you require an accommodation, or to request a Department of Parks and Recreation publication in an alternative format, contact:

Telephone: (314) 615-4FUN / TTY (314) 615-7840

Missouri Relay Operator: (800) 735-2966

County Services



Parks and Recreation - continued

Q: How do I reserve a facility or register for an activity?

A: To reserve a facility, call the number listed below from 9:00 a.m. to 5:00 p.m., Monday-Friday. To register for an activity, call the number included with the activity listing, or the number listed below. Phone registration requires payment by credit or debit card.

Telephone: (314) 615-4FUN / TTY (800) 735-2966

You may pay in person by check or cash at the following locations:

- Affton White-Rodgers Community Center (314) 615-8822**
9801 Mackenzie Road, St. Louis, MO 63123
- St. Louis County Department of Parks (314) 615-4FUN**
41 South Central Avenue, 7th Floor, Clayton, MO 63105
- Greensfelder Recreation Complex (314) 615-8472**
550 Weidman Road, Ballwin, MO 63011
- Kennedy Recreation Complex (314) 615-5572**
6050 Wells Road, St. Louis, MO 63128
- North County Recreation Complex (314) 615-8840**
2577 Redman Avenue, St. Louis, MO 63136
- St. Vincent Community Center (314) 615-8788**
7335 St. Charles Rock Road, St. Louis, MO 63133

Q: How do I purchase a commemorative/memorial bench, tree or paver to be placed in a St. Louis County park?

A: Through the St. Louis County Department of Parks and Recreation's *Urban Tree Program*, you may sponsor the planting of a tree or the placement of a bench or paver in one of three designated parks. For more information:

Telephone: (314) 822-8151 / TTY (800) 735-2966

County Services



Planning Commission

Q: What does the St. Louis County Planning Commission do, and when do they meet?

A: The St. Louis County Planning Commission reviews zoning matters and development in unincorporated St. Louis County. The Planning Commission normally meets on Monday evenings in the County Council Chambers, 41 South Central Avenue, 1st Floor, Clayton, MO 63105. On the first Monday of the month, an Executive Meeting is held at 6:00 p.m.. On the remaining Mondays, a public hearing is held at 7:00 p.m.. Public hearing notices may be viewed on the St. Louis County Web site. All meetings are open to the public. To confirm meeting dates and times, or for more information, contact:

St. Louis County Department of Planning

Telephone: (314) 615-2520 / TTY (314) 615-5TTY

E-mail: planning@stlouisco.com



Police

Q: How do I report a crime? What if I have information about a crime, but it is not an emergency?

A: Call 911 when there is a crime in progress, fire, medical emergency, someone in physical danger, or a situation in which help is needed immediately. When immediate intervention of emergency personnel is not needed, or if you have information about a crime, call the 24-hour St. Louis County Police general information line. If you live in a municipality, call your municipal police department for non-emergencies.

Emergency: 911

Non-Emergency: (314) 889-2341 / TTY (314) 889-2345

Q: How can I get a list of registered sex offenders in St. Louis County?

A: A list of registered sex offenders is available from the Bureau of Central Police Records, open 9:00 a.m. to 5:00 p.m., Monday-Friday.

St. Louis County Bureau of Central Police Records

7900 Forsyth Avenue, Street Level, Clayton, MO 63105

Telephone: (314) 615-3759/ TTY (314) 889-2345

County Services



Police - continued

St. Louis County Police Headquarters
7900 Forsyth Avenue, Clayton, MO 63105
General Information (314) 889-2341 / TTY (314) 889-2345

North County Precinct (1)
11815 Benham Road, St. Louis, MO 63138 **(314) 355-1200**

Neighborhood Stations	Address	Telephone
Black Jack	12500 Old Jamestown Road	(314) 355-0400
Glasgow	607 Shepley Drive	(314) 868-4041
Jamestown	175 Jamestown Mall	(314) 355-0372
Spanish Lake	12131 Bellefontaine Road	(314) 741-3227
Wedgwood / Barrington	3801 Vaile Avenue	(314) 831-2216

Central County Precinct (2)
1333 Ashby, St. Louis, MO 63135 **(314) 567-9926**

Neighborhood Stations	Address	Telephone
Hanley Hills	7713 Utica Drive	(314) 726-4632
Pasadena Hills	3915 Roland	(314) 381-2266

Affton Southwest Precinct (3)
9928 Gravois Road, St. Louis, MO 63123 **(314) 638-5550**

Neighborhood Stations	Address	Telephone
Marlborough	7826 Wimbledon Drive	(314) 962-5055
Southwest	13226 Tesson Ferry Road	(314) 729-0082

South County Precinct (4)
3031 Telegraph Road, St. Louis, MO 63125 **(314) 892-1510**

Neighborhood Stations	Address	Telephone
Mehlville	3229 Lemay Ferry Road	(314) 416-9113
Oakville	5445 Telegraph Road #123	(314) 845-0768

Fenton Precinct (5)
625 Smizer Mill Road, St. Louis, MO 63026 **(636) 349-8120**

Wildwood Precinct (6)
17065 Manchester Road, St. Louis, MO 63040 **(636) 458-9194**

West County Precinct Station (7)
645 Big Bend Road, St. Louis, MO 63021 **(314) 615-0700**

Valley Park	320 Benton Street	(636) 225-5252
Winchester	109 Lindy Boulevard	(636) 527-2341

County Services



Police - continued

Q: How do I report an emergency from my cellular phone?

A: To report an emergency on your cellular phone, dial 911. Your location and phone number will not be displayed for the dispatcher, so you must provide the exact location where help is needed. Also, you may not be connected to the proper 911 center if you are traveling while using your cell phone. For example, you may have just seen an accident in the City of St. Louis, but have since traveled into the County. As a result, your call may have to be transferred.

Q: What if I have information about gangs, drugs, weapons, physical abuse, or any other criminal activity that occurred at school?

A: The SAFE Schools Hotline provides an opportunity for anyone wishing to report a potential problem that may affect our children while at school, home, or play. The hotline is available 24 hours a day, 365 days a year, and is strictly confidential. The information received from the hotline is only shared with the appropriate school or police personnel.

SAFE Schools Hotline: (314) 889-SAFE / TTY (314) 889- 2345

Q: How do I become a St. Louis County Police Officer?

A: You must be at least 21 years of age, a United States citizen, and have an associates degree or 64 semester credit hours, or two years military service with high school graduation/equivalent. Your weight must be commensurate with your height, and your vision must be 20/200 uncorrected and correctable to 20/20 in each eye. A comprehensive police applicant package that covers essential job functions, selection process, and benefits is available by contacting:

St. Louis County Police Department

Telephone: (314) 615-4273 / TTY (314) 889-2345

Police applicant packages are also available at Police Precinct Stations and Police Headquarters listed on page 26 of this booklet.

County Services



Police - continued

- Q: How can I commend or complain about the specific actions of a St. Louis County Police Officer?
- A: Mail a letter or access a link from the department website and include the officer's name (if known), description of the incident, and the officer's actions. You may also call the officer's supervisor at the Police Precinct Station or the Bureau of Communications supervisor. The Chief notifies officers of all commendable letters. All officer complaints are investigated by the Bureau of Professional Responsibility.

St. Louis County Police Department, Bureau of Professional Responsibility, 7900 Forsyth Avenue, Clayton, MO 63105

Telephone: (314) 615-5340 / TTY (314) 889-2345

- North County Precinct (1)** (314) 355-1200
- Central County Precinct (2)** (314) 567-9926
- Affton Southwest Precinct (3)** (314) 638-5550
- South County Precinct (4)** (314) 892-1510
- Fenton Precinct (5)** (636) 349-8120
- Wildwood Precinct (6)** (636) 458-9194
- West County Precinct (7)** (314) 615-0700



Problem Properties

- Q: What can I do about a problem property in my unincorporated neighborhood?
- A: If a property is in disrepair, including litter, tall grass, weeds, peeling paint, loose/missing siding and roofing, etc., contact the nearest St. Louis County Office of Neighborhood Preservation with the property address and a list of your specific concerns.

Telephone: (314) 615-4100

TTY (314) 615-5TTY

County Services



Rat Control

- Q: Who do I contact if there is a problem with rats in my area?
A: The St. Louis County Department of Health will send an inspector to investigate a potential rat problem. This service is provided free to residents of unincorporated St. Louis County.
Telephone: (314) 615-0680 / TTY (314) 615-5TTY



Records Check

- Q: Where do I obtain a record check for employment?
A: Employment record checks may be obtained in person at any of the St. Louis County Police Precinct Stations, at the Bureau of Central Police Records or by mail. You must bring your Drivers License, state I.D. or passport with your social security card. The fee is \$4.50 for a St. Louis County Record check only or \$9.00 for a St. Louis County and St. Louis City record check. Some circumstances may require the completed record check be mailed at a later date. Hours of availability are 8:00 a.m. to 5:00 p.m. Monday - Friday.
**St. Louis County Bureau of Central Police Records
7900 Forsyth Avenue, Street Level, Clayton, MO 63105
Telephone: (314) 615-7177 / TTY (314) 889-2345**



Recycling

- Q: Where can I recycle various products, such as paper, electronics, plastics or aluminum, in St. Louis County?
A: Curbside recycling is part of minimum trash service for all unincorporated residents of St. Louis County. An on-line recycling directory provides names and information of facilities that accept recyclable materials that can't be recycled through curbside pickup.
**St. Louis County Department of Health, Waste Management
Telephone: (314) 615-8958 / TTY (314) 615-5TTY**

County Services



Re-Occupancy (Occupancy) Permits

- Q: I am moving to unincorporated St. Louis County. Do I need a re-occupancy permit?
- A: Yes. Throughout unincorporated St. Louis County, all rental units need a re-occupancy permit and inspection whenever a new occupant moves in. As of July 1, 2007, any single-family home, duplex or condo that is sold to a new occupant will also need a re-occupancy permit and inspection. An inspection and permit for an apartment unit will cost \$40 while an inspection and permit for a home, duplex or condo will cost \$80. An inspector will examine the interior and exterior of the property for structural soundness as well as safety issues.

If you do not have access to a computer, contact:

St. Louis County Department of Public Works - Division of Neighborhood Services

Telephone: (314) 615-4100
TTY (314) 615-5TTY

- Q: I am opening a business in an existing building in unincorporated St. Louis County. Do I need a re-occupancy permit?
- A: Yes, a re-occupancy permit is required when the use or occupancy of a commercial building changes. If renovations are made, you must obtain a building permit and the work must be inspected and approved by the Department of Public Works. After final approval of the renovations, a certificate of occupancy will be issued.

Telephone: (314) 615-7866 / TTY (314) 615-5TTY

County Services



Sewer Lateral Repair

Q: My sewer lateral needs to be repaired. Can St. Louis County help?

A: The Residential Sewer Lateral Repair Program covers the damaged portion of the sewer lateral that runs from the foundation of a home to the sewer main in unincorporated areas of the County. Before applying for the program, a homeowner must first hire and pay a St. Louis County licensed plumber/drain-layer to clear any blockage. If the blockage cannot be cleared, you may apply at:

St. Louis County Department of Public Works, Sewer Lateral Repair
Telephone: (314) 615-8427 / TTY (314) 615-5TTY



Sidewalks

Q: How can I get my sidewalk repaired on my unincorporated street?

A: The Department of Highways and Traffic can repair or temporarily patch minor problems. Permanent repairs will be scheduled under the current sidewalk replacement program. There is no direct cost to the property owner for sidewalk repair. Report a sidewalk repair to:

St. Louis County Department of Highways and Traffic
Telephone: (314) 615-8538 / TTY (314) 615-5TTY



Sirens

Q: Who do I call to report a siren issue or malfunction, and when are they tested?

A: If you want to report a problem with a siren in your area, either not sounding or malfunctioning, contact the St. Louis County Police Department, Office of Emergency Management. Our siren technicians check out every siren complaint. The countywide siren system is tested on the first Monday of every month. However, if the weather is unstable on the test date, the test will be cancelled.

St. Louis County Police Department, Emergency Operations Center
Non-emergency: (314) 628-5400

County Services



Snow Plowing

- Q: How can I be sure my unincorporated street will be plowed?
- A: The Department of Highways and Traffic plows when two or more inches of snow are on the pavement or when de-icing chemicals alone are insufficient. Major roads are plowed and salted first, and when completed, subdivision streets are plowed and salted.

St. Louis County Department of Highways and Traffic

Telephone: (314) 615-8538 / TTY (314) 615-5TTY

24– Hour Dispatch Hotline: (314) 615-1131



Stop Signs

- Q: How do I get a STOP sign on my unincorporated street?
- A: The Department of Highways and Traffic investigates the need for STOP signs. If a STOP sign is warranted based on federal standards, it is recommended that the County Council approve an ordinance to have stop signs installed. To request an investigation:

St. Louis County Department of Highways and Traffic

Telephone: (314) 615-1123 / TTY (314) 615-5TTY



Storm Sewer Maintenance

- Q: Whenever it rains, the storm sewer on my street backs up. Who do I contact about this problem?
- A: For most storm sewer problems, contact the Metropolitan Sewer District (MSD). However, if the problem is in the right-of-way and concerns a graded inlet, an all road culvert open on both ends, or an unimproved ditch/swale, call the St. Louis County Department of Highways and Traffic and it will be cleaned out within two weeks. If the problem is likely to cause the street to flood, the Department of Highways and Traffic will clean the sewer that same day.

Metropolitan Sewer District (MSD)

Telephone: (314) 768-6260

St. Louis County Department of Highways and Traffic

Telephone: (314) 615-8538 / TTY (314) 615-5TTY

County Services



Street Repairs/Construction

Q: Who maintains my street?

A: Public streets are maintained by either a municipality, St. Louis County, or the State of Missouri, depending on where you live. If you live in a municipality, your street is probably maintained by your municipal public works department. If you live in an unincorporated area, the St. Louis County Department of Highways and Traffic is responsible for maintaining your public streets. If you live along a State road, contact the Missouri Department of Transportation (MoDOT) at (314) 340-4100 / TTY (314) 340-4394. If you are not sure what agency maintains your road, contact:

St. Louis County Department of Highways and Traffic
Telephone: (314) 615-8538 / TTY (314) 615-5TTY

Q: How can I get potholes and broken pavement repaired on an unincorporated street near my home?

A: Report potholes to the St. Louis County Department of Highways and Traffic. An inspector will be sent out to check the damage and schedule a repair. If the pavement is severely damaged, it will be temporarily repaired until a permanent replacement can be made.

St. Louis County Department of Highways and Traffic
Telephone: (314) 615-8538 / TTY (314) 615-5TTY

Q: How can I find out about a current or planned County road project?

A: For information on current St. Louis County road projects, contact:

St. Louis County Department of Highways and Traffic
Construction Division

Telephone: (314) 615-1150 / TTY (314) 615-5TTY

Information about future road projects may be obtained from:

St. Louis County Department of Highways and Traffic
Planning Division

Telephone: (314) 615-8507 / (314) TTY 615-5TTY

County Services



Taxes

Q: Where do I pay my property taxes?

A. You may pay your property taxes by mail, in person, on-line or by phone. You may pay in person at the St. Louis County Collector of Revenue's office, or at any of the St. Louis County Government Centers. On-line payments are made by authorizing a direct debit from your checking or savings account or by credit card (a convenience fee may apply), at the Web site below. Credit card payments may also be made by telephone by calling 1-877-309-9306. Credit card payments are processed through a third party vendor and may be subject to a convenience fee.

St. Louis County Collector of Revenue

41 South Central Avenue, Clayton, MO 63105

Telephone: (314) 615-5500/ TTY (314) 615-3746

Q: I moved to the State of Missouri in the middle of the year. Will I owe personal property taxes or real estate taxes?

A. Personal Property: If you purchase a vehicle or move to St. Louis County after January 1st, you will not be taxed on the vehicle until next year. A tax waiver is issued to new residents of the State of Missouri or to people who are buying their first vehicle. In order to apply for a tax waiver, you must present proof of ownership such as a title, title application, or a title registration form (pink slip) to the Missouri Department of Revenue (pink slip). Tax waivers for businesses may be obtained only at the St. Louis County Collector of Revenue's Office in Clayton. Tax waivers for individuals and leased vehicles may be obtained at the St. Louis County Collector of Revenue's Office and at any of the St. Louis County Government Centers. For locations and hours of operation, please see the bottom of page 35. For more information regarding waivers, contact:

24-Hour Information Line: (314) 615-4621

Real Estate Property: At the time real estate is purchased, the taxes due are negotiated between the buyer and the seller. Usually the amount is prorated for the number of months each person owns the property. For more information, contact:

Telephone: (314) 615-5500 / TTY (314) 615-3746

County Services



Taxes - continued

Q: If I can't afford my taxes, can partial payments be made?

A: There is no provision in Missouri law to allow for partial payments of delinquent taxes. However, you can apply for prepayment of current year taxes on a quarterly basis.

Telephone: (314) 615-5500 / TTY (314) 615-3746

Q: Can I pay my taxes with a Visa or MasterCard?

A: MasterCard and Visa payments can only be made through a Third Party business partner, Official Payments Corporation or through our Web site: <https://revenue.stlouisco.com/collection/PayTaxes> (convenience fee may apply). Credit cards are not accepted at our offices or by mail; however, Visa, MasterCard or Discover "checks" are accepted.

Q: I lost my property tax receipt. How do I get a duplicate receipt?

A: Duplicate receipts are available by mail or may be picked up at the following locations. The charge for a duplicate receipt is \$1.00.

24 Hour Information Line: (314) 615-4614

St. Louis County Collector of Revenue

41 South Central Avenue, Street Level, Clayton, MO, 63105

Telephone: (314) 615-5500/ TTY (314) 615-3746

**Office Hours: 7:00 a.m. to 5:30 p.m., M/W/F
7:00 a.m. to 6:00 p.m., T/TH**

All St. Louis County Government Centers are open from 7:30 AM to 4:30 PM, Monday-Friday.

- St. Louis County Government Center – North (314) 615-7450
21 Village Square, Hazelwood, MO 63042**
- St. Louis County Government Center – Sout (314) 615-4101
Keller Plaza, 4546 Lemay Ferry Road, St. Louis, MO 63129**
- St. Louis County Government Center – West (314) 615-0999
74 Clarkson Wilson Centre, Chesterfield, MO 63017**

County Services



Traffic Tickets

Q: Where do I pay a traffic ticket?

A: **State tickets** may be paid at the cashier window of the St. Louis County Circuit Clerk's Office. You may pay by cash, check, money order, VISA, or MasterCard. Checks or money orders are payable to the St. Louis County Circuit Clerk. To pay your court cost, you will need a copy of the bill that was given to you when you appeared in court. Office hours are 8:00 a.m. to 4:30 p.m., Monday-Friday.
Courts Building, 7900 Carondelet, 5th Floor, Clayton, MO 63105
Telephone: (314) 615-2661

If you lost your traffic ticket, contact the Criminal/Traffic Department at (314) 615-4773 or (314) 615-2649 / TTY (314) 615-4567.

St. Louis County Municipal Traffic tickets made be paid by mail or in person at any of the following locations. You may pay by cash, check, or money order from 7:30 a.m. to 4:30 p.m., Monday-Friday. Checks and money orders are made payable to the St. Louis County Municipal Court.

- Municipal Court– Central Division (314) 615-8760 (#5)**
7900 Carondelet Avenue, Room #G122, Clayton, MO 63105
- Municipal Court– North Division (314) 615-8760 (#2)**
#21 Village Square, Hazelwood, MO 63042
- Municipal Court – South Division (314) 615-8760 (#3)**
Keller Plaza, 4544 Lemay Ferry Road, St. Louis, MO 63129
- Municipal Court – West Division (314) 615-8760 (#4)**
#82 Clarkson Road, Chesterfield, MO 63017

County Services



Trash

Q: What should I do if my trash or recycling is not picked up?

A: If your trash or recycling is not picked up, contact your trash hauler directly.

B:

Trash Districts 2, 4: IESI 636-321-2100

Trash Districts 1,3,5,6,7,8: Allied 636-947-5959

To report the following conditions, contact **Customer Service at (314) 615-HAUL (4285)**.

- Missed Collection: 24 hours have passed without pickup
- Cleanliness: Leaks, drops, spills
- Container Condition: Container is damaged or lid is not put back on the can
- Vacated residences with trash at the curb
- Illegal dumping of medical supplies, oil, antifreeze, yard waste

If you live in a municipality, contact the local city government to find out how trash service is handled.



Tree Trimming

Q: How do I get the tree next to my unincorporated street trimmed?

A: The St. Louis County Department of Highways and Traffic will trim or remove bushes and tree branches within the right-of-way of County maintained streets if visibility problems are created for motorists and/or pedestrians. This service is provided at no charge to the property owner. Contact:

Telephone: (314) 615-8538 / TTY (314) 615-5TTY

County Services



Veterans Services

Q: Does St. Louis County offer services to assist veterans?

A: The St. Louis County Department of Human Services has experts on veteran affairs who provide information and referrals, case management and services for homeless veterans. A transportation program is available for veterans with disabilities who have mobility impairments. Services are offered free of charge to any St. Louis County veteran. Contact:

Veterans Services Programs

Telephone: (314) 615-7623/ TTY (314) 615-5TTY



Voting

Q: How do I locate my polling place?

A: Polling places are posted on our website 30 days prior to each election. Go to www.stlouisco.com/elections and select **Find Your Polling Place & Elected Officials** on the menu bar, then type in your address. If you do not have access to the Internet, contact:

St. Louis County Election Board

12 Sunnen Drive, Suite 126, Maplewood, MO 63143

Telephone: (314) 615-1800/TTY (314) 615-5TTY

Q: Where can I register to vote?

A: The St. Louis County Election Board maintains over 600 registrations sites. These include most city halls, libraries and schools in addition to Special School District facilities, local branches of the JR College Districts, the Univ. of MO-St. Louis, Human Development Corp and various businesses, union halls and churches. You must be registered by the 4th Wednesday prior to an election to vote in that election. The Election Board Web site features an online registration and address change application at:

County Services



Voting - continued

- Q: What do I need to do to vote if I move or legally change my name?
- A: You can change your name or address up to and including Election Day at the polls. In order to have your name in the poll book and avoid unnecessary delays, notify the Election Board by the 4th Wednesday before an election of any change of address or legal name change. You may notify the Election Board in person through any registration site, or in writing. If you have not informed us of your address change, you will have to call our office to determine your new polling place. Election Board office hours are 7:00 a.m. to 5:00 p.m., Monday - Friday, and 9:00 a.m. to 1:00 p.m. the two Saturday preceding a countywide election, or the one Saturday preceding a smaller election.
- Q: I can't make it to the polls on Election Day. How do I get an absentee ballot?
- A: The only reasons absentee ballots are allowed are:
- Absent from St. Louis County on Election Day
 - Incapacity or confinement due to sickness or disability, or caring for a person who is incapacitated or confined due to sickness or disability
 - Religious belief or practice
 - Employment by the Election Board
 - Imprisonment, provided all qualifications for voting are retained
 - Permanent disability

If you qualify as one of the above, we must receive your written request for an absentee ballot no later than 5:00 p.m. the Wednesday before the election. Your request should include your name, birth date, residential address, address where ballot should be mailed, reason for voting absentee, date of the election, political party preference (primary elections only) and your signature. Your notarized affidavit envelope with your completed ballot inside must be returned to the Election Board no later than 7:00 p.m. the day of the election. Notary officials are required by state law to provide this service at no charge to absentee voters. If you are requesting an absentee ballot due to sickness or disability you do not have to have your affidavit envelope notarized. For additional information, contact:

Telephone: (314) 615-1800 / TTY (314) 615-5TTY

County Services



Voting - continued

Q: What do I need to bring with me to vote?

A: Any of the following forms of identification may be used to vote:

- Voter notification card (not election notification postcard)
- Identification issued by the State of Missouri
- Identification issued by the U.S. Government
- Identification issued by an institution of higher education, including a university, college, vocational or technical school located in the state of Missouri
- A copy of a current utility bill, bank statement, government check, paycheck or other government document that contains the name and address of the voter
- Drivers license or state identification card issued by another state



Water Line Repair

Q: Can St. Louis County help me repair my leaky water line?

A: The Residential Water Service Line Repair Program pays for the repair or replacement of leaking residential water service lines, which carry water from the main located near the street to the house. The program will not cover:

- Repairs necessary as a result of freezing, earthquakes, or other acts of nature
- Repairs on the inside of the home
- Water meters or facilities owned by the water service provider
- Landscaping or ornamental structures
- Location or relocation of shut off valves or stop cocks
- Elective replacement of old or lead lines
- Repairs made without following proper program procedure

To apply for the program, or for more information, contact:

St. Louis County Department of Public Works

Telephone: (314) 615-8437 / TTY (314) 615-5TTY

County Services



Weeds

- Q: I live in unincorporated St. Louis County and my neighbor's yard is full of weeds. How do I report this problem?
- A: If grass or weeds on a property in unincorporated St. Louis County are taller than 8 inches in height, it is a violation of a County ordinance. Depending on your location, report weeds to the nearest Neighborhood Preservation Office:
- St. Louis County Department of Public Works**
Office of Neighborhood Preservation
Telephone: (314) 615-4100 / TTY (314) 615-5TTY
Commercial Areas: (314) 615-3724 / TTY (314) 615-5TTY



Wills

- Q: Where can I get a copy of a will?
- A: If the Probate Division has records of the will, copies may be obtained in person or by calling the copy department. The cost of a copy is \$1.00 per page, and \$1.50 per document if you need a true copy from the record. Office Hours are 8:00 a.m. to 5:00 p.m., Monday-Friday.
- St. Louis County Circuit Court, Probate Division**
7900 Carondelet Avenue, 5th Floor, Clayton, MO 63105
General Information: (314) 615-2629 / TTY (314) 615-4567
Certified Copy Dept.: (314) 615-2618
E-mail: circuitcourt@stlouisco.com

County Services



Youth Programs

Q: Does St. Louis County offer youth programming?

A: The County Youth Program (CYP) provides GED training, employment assistance, life skills and case management for youth ages 16-24 who have dropped out of school or at risk of dropping out. CYP administers the Summer Food Program for needy county children ages 3-15 and provides leadership development training for high school youth. Services are offered free of charge to county residents.

St. Louis County Department of Human Services CYP

Telephone: (314) 615-4516 or 615-4429 / TTY (314) 615-5TTY



Zoning

Q: How do I find the current zoning and uses of a piece of property?

A: For properties in unincorporated areas of St. Louis County, contact:

St. Louis County Dept. of Public Works Zoning Review Section

Telephone: (314) 615-2525 / TTY (314) 615-5TTY

Government Centers

St. Louis County Main Government Center

Lawrence K. Roos Administration Building
41 South Central Avenue, Clayton, MO 63105
Telephone: (314) 615-5000
TTY (314) 615-5TTY

North County Satellite Center

21 Village Square, Hazelwood, MO 63042
Telephone: (314) 615-7400
TTY (314) 615-7457
Fax: (314) 615-7409

South County Satellite Center

Keller Plaza, 4546 Lemay Ferry Road, St. Louis, MO 63129
Telephone: (314) 615-4000
TTY (314) 615-4001
Fax: (314) 615-4125

West County Satellite Center

74 Clarkson Wilson Centre, Chesterfield, MO 63017
Telephone: (314) 615-0900
TTY (314) 615-0998
Fax: (314) 615-0992

County Departments/Agencies

Administration

Administration Building

41 South Central Avenue, 8th Floor, Clayton, MO 63105

Telephone: (314) 615-5000 / TTY (314) 615-5TTY Fax: (314) 615-3707

ADA Coordinator: (314) 615-7629

Board of Elections

12 Sunnen Drive, Suite 126, Maplewood, MO 63143

Telephone: (314) 615-1800 / TTY (314) 615-5TTY Fax: (314) 615-1999

County Council

Administration Building

41 South Central Avenue, 1st Floor, Clayton, MO 63105

Telephone: (314) 615-5432 / TTY (314) 615-5TTY Fax: (314) 615-7890

County Counselor

Administration Building

41 South Central Avenue, 9th Floor, Clayton, MO 63105

Telephone: (314) 615-7042 / TTY (314) 615-5TTY Fax: (314) 615-3732

County Executive

Administration Building

41 South Central Avenue, 9th Floor, Clayton, MO 63105

Telephone: (314) 615-7016 / TTY (314) 615-5TTY Fax: (314) 615-3727

Web site: www.stlouisco.com

E-mail: executive@stlouisco.com

Economic Council

121 South Meramec Avenue, Suite 900, Clayton, MO 63105

Telephone: (314) 615-7663 / TTY (314) 615-5TTY Fax: (314) 615-7666

Web site: www.slcec.com

County Departments/Agencies

Family Court (Juvenile)

501 South Brentwood Boulevard, Clayton, MO 63105

Telephone: (314) 615-4400 / TTY (314) 615-0618 Fax: (314) 615-4477

Health

111 South Meramec Avenue, Clayton, MO 63105

Telephone: (314) 615-0600 / TTY (314) 615-5TTY Fax: (314) 615-6435

Highways and Traffic

121 South Meramec Avenue, 8th Floor, Clayton, MO 63105

Telephone: (314) 615-8504 / TTY (314) 615-5TTY Fax: (314) 615-8156

Housing Authority

8865 Natural Bridge Road, St. Louis, MO 63121

Telephone: (314) 428-3200 / TTY (314) 428-4714 Fax: (314) 428-2937

Human Services

121 South Meramec Avenue, 3rd Floor, Clayton, MO 63105

Telephone: (314) 615-4453 / TTY (314) 615-5TTY Fax: (314) 615-4420

Judicial Administration (Courts)

Courts Building

7900 Carondelet Avenue, Clayton, MO 63105

Telephone: (314) 615-8029 / TTY (314) 615-4567 Fax: (314) 615-8280

E-mail: circuitcourt@stlouisco.com

County Departments/Agencies

Justice Services (Jail)

Buzz Westfall Justice Center

100 South Central Avenue, 3rd Floor, Clayton, MO 63105

Telephone: (314) 615-JAIL / TTY (314) 615-5794 Fax: (314) 615-4FAX

Parks and Recreation

Administration Building

41 South Central Avenue, 7th Floor, Clayton, MO 63105

Telephone: (314) 615-PARK / TTY (314) 615-7840 Fax: (314) 615-4696

Web Site: www.stlouisco.com/parks

Personnel

Administration Building

41 South Central Avenue, 7th Floor, Clayton, MO 63105

Telephone: (314) 615-5429 / TTY (314) 615-5TTY Fax: (314) 615-7703

E-mail: personnel@stlouisco.com

Planning

Administration Building

41 South Central Avenue, 5th Floor, Clayton, MO 63105

Telephone: (314) 615-2520 / TTY (314) 615-5TTY Fax: (314) 615-3729

E-mail: planning@stlouisco.com

Police

7900 Forsyth Avenue, Clayton, MO 63105

Telephone: (314) 889-2341 / TTY (314) 889-2345 Fax: (314) 615-7065

County Departments/Agencies

Prosecuting Attorney

Buzz Westfall Justice Center

100 South Central Avenue, 2nd Floor, Clayton, MO 63105

Telephone: (314) 615-2600 / TTY (314) 615-5TTY Fax: (314) 615-2611

E-mail: pa@stlouisco.com

Public Works

Administration Building

41 South Central Avenue, 6th Floor, Clayton, MO 63105

Telephone: (314) 615-5184 / TTY (314) 615-5TTY Fax: (314) 615-7085

E-mail: pwmail@stlouisco.com

Revenue

Administration Building

41 South Central Avenue, Clayton, MO 63105

Collector of Revenue – Street Level

Assessor's Office – 2nd and 3rd Floors

Recorder of Deeds, Licensing Division, Director's Office – 4th Floor

Telephone: (314) 615-5500 / TTY (314) 615-3746

Spirit Airport

18270 Edison Avenue, Chesterfield, MO 63005

Telephone/V/TTY: (636) 532-2222

Fax: (636) 532-4886

Web Site: www.spiritairport.com

Other Resources



State of Missouri

- Q: Where do I obtain information about the State of Missouri?
A: Visit the State of Missouri web site for frequently asked questions and a directory of state departments. You can also e-mail your question directly to the State from the following web site.
Web Site: www.state.mo.us

- Q: How do I get information on state roads and construction projects?
A: Contact the Missouri Department of Transportation (MoDOT) at:
Telephone: (314) 340-4100 / TTY (314) 340-4196
 1-800-ASK-MODOT (275-6636)
Web Site: www.modot.org

- Q: How do I renew my license plates?
A: Driver's licenses, license plates, and automobile titles are handled by the State of Missouri Department of Revenue. The Department of Revenue manages several license bureaus throughout St. Louis County. The telephone number for the one most convenient to you can be found in the blue pages located in the middle of your telephone book. For more information, contact:
Web Site: www.dor.mo.gov
E-mail: mvbmail@dor.mo.gov



City of St. Louis

- Q: Where do I obtain information about the City of St. Louis?
A: For City information, call the general information number, visit the City's web site, or e-mail questions to the City of St. Louis.
Telephone: (314) 622-4000 / TTY (314) 622-3693
Web Site: <http://stlouis.missouri.org>

County Telephone Numbers

Accident/Police Reports	(314) 615-5317	TTY (314) 889-2345
Animal Care & Control	(314) 615-0650	
Assessor's Office	(314) 615-2555	TTY (314) 615-3746
Birth/Death Certificates	(314) 615-1720	TTY (314) 615-5TTY
Board of Elections	(314) 615-1800	TTY (314) 615-5TTY
Building Permits	(314) 615-5184	TTY (314) 615-5TTY
Circuit Court	(314) 615-8029	TTY (314) 615-4567
Collector	(314) 615-5500	TTY (314) 615-3746
Community Development	(314) 615-4405	TTY (314) 615-5TTY
County Clerk	(314) 615-7173	TTY (314) 615-5TTY
County Council	(314) 615-5432	TTY (314) 615-5TTY
County Counselor	(314) 615-7042	TTY (314) 615-5TTY
County Executive	(314) 615-7016	TTY (314) 615-5TTY
Divorce Decrees	(314) 615-8015	TTY (314) 615-4567
Economic Council	(314) 615-7663	TTY (314) 615-5TTY
Environmental Issues	(314) 615-1698	TTY (314) 615-5TTY
Family Court (Juvenile)	(314) 615-4400	TTY (314) 615-0618
Family Mental Health Services	(314) 729-4035	TTY (800) 735-2966
Floodplain Regulations	(314) 615-5184	TTY (314) 615-5TTY
Government Centers:		
CLAYTON	(314) 615-5000 /	TTY (314) 615-5TTY
NORTH	(314) 615-7400 /	TTY (314) 615-7457
SOUTH	(314) 615-4000 /	TTY (314) 615-4001
WEST	(314) 615-0900 /	TTY (314) 615-0998
Gun Permits	(314) 615-5317	TTY (314) 889-2345
Health Centers	See Page 18 for telephone numbers	
Health Department	(314) 615-0600	TTY (314) 615-5TTY
Highways and Traffic Department	(314) 615-8504	TTY (314) 615-5TTY
Human Services	(314) 615-4453	TTY (314) 615-5TTY
Homeless Hotline	(314) 802-5444	TTY (314) 802-5438
Housing Authority	(314) 428-3200	TTY (314) 428-4714
Immunizations	(314) 615-1630	TTY (314) 615-5TTY
Job Opportunities Hot Line	(314) 615-JOBS	TTY (314) 615-5TTY

County Telephone Numbers

Justice Services	(314) 615-JAIL	TTY (314) 615-5794
Juvenile Detention Center	(314) 615-2996	TTY (314) 615-0618
Lead Poison Control	(314) 615-LEAD	
Licensing	(314) 615-5107	TTY (314) 615-3746
Marriage Licenses	(314) 615-7180	TTY (314) 615-3746
Municipal Court	(314) 615-8760	
Neighborhood Preservation & Re-occupancy Permits	(314) 615-4100	North (314) 615-7340 South (314) 615-4161
Older Resident Program	(314) 615-4516	TTY (314) 615-5TTY
Parks Department	(314) 615-PARK	TTY (800) 735-2966
Parks Reservations	(314) 615-4FUN	TTY (800) 735-2966
Personnel Division	(314) 615-5429	TTY (314) 615-5TTY
Planning Department	(314) 615-2520	TTY (314) 615-5TTY
Police Department	(314) 889-2341	TTY (314) 889-2345
Pollen & Mold Count	(314) 615-6825	TTY (314) 615-5TTY
Prosecuting Attorney	(314) 615-2600	TTY (314) 615-5TTY
Public Defender	(314) 615-4778	
Public Works	(314) 615-5184	TTY (314) 615-5TTY
Recorder of Deeds	(314) 615-2500	TTY (314) 615-3746
Revenue	(314) 615-5500	TTY (314) 615-3746
Sewer Lateral Repair	(314) 615-8427	TTY (314) 615-3748
Small Claims Court	(314) 615-2601	TTY (314) 615-4567
Spirit of St. Louis Airport	(636) 532-2222 (Voice and TTY)	
Street Repairs/Construction	(314) 615-8538	TTY (314) 615-5TTY
Taxes	(314) 615-5500	TTY (314) 615-3746
Traffic Tickets/Municipal Court	(314) 615-8760	TTY (314) 615-4567
Vector Control	(314) 615-0680	
Veterans Affairs	(314) 615-4413	TTY (314) 615-5TTY
Water Line Repair	(314) 615-8437	TTY (314) 615-5TTY
Weinman Shelter for Battered Women and their children	(314) 423-1117 (Voice and TTY)	
WIC Food Supplements for Women, Infants, & Children	(314) 679-7900	
Workforce Development	(314) 381-6700	TTY (314) 381-2993
Youth Programs	(314) 615-4516	TTY (314) 615-5TTY
Zoning	(314) 615-2525	TTY (314) 615-5TTY