

**Complaints & Requests for Service**

Complaints/Request for Service.....1212  
 Claims Against the City of Longmont..1244  
 Dirty Water/Taste or Odor ..... 1900  
 Graffiti Reporting & Removal .....1682  
 Housing Complaints .....1156  
 Noise Complaints .....1692  
 Reporting a Burned Out Street Or  
     Pedestal Light.....1292  
 Sewer Backups .....1910  
 Traffic Concerns .....1708  
 What If My Trash Isn't Picked Up? .....1849  
 When Is My Recycling Collected? .....1851  
 West Nile Virus .....1209

**Elections**

City Elections ..... 1254  
 Voter Registration.....1258

**Electric Utility**

**(Longmont Power & Communications)**

Before You Dig – Underground  
     Utilities Location.....1268  
 Bill Payment Options .....1272  
 Commercial Electric Efficiency  
     Incentives .....1270  
 Efficiency Rebates & Renewable  
     Incentives .....1274  
 General Information.....1278  
 Power Outages – What To Do..... 1288  
 Renewable Energy .....1298  
 Reporting a Burned Out Street Or  
     Pedestal Light.....1292  
 Stopping, Starting or Transferring  
     Service .....1884  
 Trimming Trees Around Power Lines..1294  
 Ways To Reduce Your Electric Bill .....1296

**Emergency Preparedness**

Enhanced 911 Information.....1358  
 Outdoor Emergency Warning  
     System.....1319  
 Preparing An Emergency Car Kit..... 1318  
 Tornado Watch Or Warning .....1320

**Employment with the City**

Application Procedures\* .....1334  
 City of Longmont Job Line ..... 303-651-8710  
 Firefighter Employment Information...1368  
 Police Recruitment Information.....1694  
 Seasonal Employment\* .....1338  
 Volunteer Opportunities .....1002  
 Youth Work Permit Information ..... 1340

**Fire Department Services**

Car Seat Program.....1374  
 Carbon Monoxide Detector Info .....1354  
 CPR Course Information .....1356  
 Enhanced 911 Information .....1358  
 Fire Code – General Information .....1360  
 Fire Extinguisher – Information &  
     Training.....1362  
 Fire Safety Tips.....1364  
 Fire Setting By Children .....1366  
 Firefighter Employment Information...1368  
 Fireworks.....1370  
 General Information.....1372  
 Obtaining Fire Reports .....1376  
 Outdoor Burning Regulations.....1378  
 Reporting Fire Hazards.....1380  
 Smoke Detector Information .....1382  
 Tour Of Department Facilities.....1384

**Golf Services**

General Information.....1394

**Housing**

Foreclosure Prevention Information ....1404  
 Community Housing Program .....1405  
 Down Payment Assistance Program....1406  
 Emergency Repairs Program.....1410  
 General Rehabilitation Program .....1409  
 Handicapped Accessibility Program ...1412  
 Home Buyer Training Information.....1408  
 Longmont Housing Authority  
     Information & Referral .....1418

**Library Services**

Children & Teen Programs .....1424  
 General Information.....1426  
 Hours & Location .....1428  
 Meeting Rooms/Use Fees .....1432  
 Personal Computers For Public Use .....1434  
 Renewals & Overdue Materials .....1436

**Licenses, Permits & Inspections**

**Building & Construction**

Building A House – Permits\* .....1446  
 Building Inspections .....1448  
 Certificate Of Occupancy .....1450  
 Contractor Licensing\* .....1452  
 Do I Need A Building Permit?.....1454  
 Expiration Of Building Permits.....1456  
 Fences – Permits & Regulations\* .....1458  
 General Contractors – Testing\* .....1460  
 Obtaining A Building Permit\* .....1466  
 Permits For Small Projects: Decks,  
     Sunrooms, Garages .....1468  
 Right-Of-Way Permits\* .....1734  
 Sign Ordinances & Permits\* .....1470  
 Use Permits & Variances –  
     Board Of Adjustment.....1476

**Other Permits & Licenses**

Alcohol On Public Places Permits.....1444  
 Bicycle & Vehicle Licensing .....1664  
 Block Parties\* .....1445  
 Contractor Licensing\* .....1452  
 Driver’s License, License Plates,  
     Marriage License .....Boulder County  
 Home Business License – Applying\*....1124  
 Liquor Licensing .....1469  
 Pet Licensing.....1118  
 Ralph Price Reservoir/Button Rock  
     Fishing Permits .....1471  
 Special Event Permits.....1475  
 Starting Or Relocating A Business\* .....1128  
 Temporary Obstruction Permit .....1477  
 Use Of Public Places Permits ..... 1474  
 Wood Burning Permits  
     & Regulations\* ..... 1478

**Municipal Court, Probation & Prosecution Office**

**Municipal Court**

General Information.....1494  
 Small Claims Court/Filing For Divorce  
     Boulder County .....720-564-2522  
 Wedding Ceremonies.....1508

**Probation**

General Information..... 1500  
 Juvenile Community Service  
     Work Program .....1492  
 What Is The Difference Between Longmont  
     Municipal Probation & Boulder County  
     Probation? .....1512

**Prosecution Office**

General Information.....1502  
 Appointment To Review Your Case .....1484  
 Arraignments .....1486  
 Crime & City Code Violations.....1488  
 Paying Fines For Tickets (Except  
     Parking Tickets) .....1496  
 Pretrial Conferences.....1498  
 Resolving Your Case .....1504  
 Quickest Way To Resolve Charges .....1506  
 What If I Cannot Attend Court?..... 1510

**Museum Services**

Archives .....1524  
 Art in Public Places Program.....1526  
 Education Loan Materials\* .....1528  
 Exhibit & Program Information.....1530  
 Hours & Location .....1532  
 How Can I Donate Artifacts? .....1534  
 School & Group Tours.....1540

**Parking Tickets**

Paying a Parking Ticket.....1586

**Parks, Forestry & Open Space**

Adopt-A-Park/Friends Of Greenway ....1594  
 Construction Projects Update.....1596  
 Forestry Information.....1598  
 General Information.....1600  
 Picnic Shelter Reservations .....1604  
 Speakers Bureau.....1606  
 Tree & Shrub Trimming Regulations...1866  
 Union Reservoir .....1608  
 Vandalism – How To Report It ..... 1610  
 West Nile Virus .....1209  
 Xeriscape ..... 1612

**Planning & Development Services**

Demographics & Census Info..... 1624  
 Fee Rebate Programs.....1626  
 Historic Preservation Program.....1628  
 Longmont Area Comprehensive Plan...1644  
 Overview & Services.....1634  
 Planning Commission – General  
     Information.....1632  
 Planning Division Publications.....1636  
 Private Activity Bonds .....1638  
 Property Annexation/Development  
     Process.....1640  
 Public Hearing Process.....1642  
 Transportation Plans For The City .....1646  
 Zoning Ordinance – General Info .....1648  
 Zoning Ordinance – Land Use.....1650

**Police Department Services**

Abandoned Vehicles On  
     Public Streets .....1154  
 Bicycle Registration .....1674  
 Case Investigation/Case Assignments..1666  
 Check Fraud Policy.....1668  
 Citizen Police Academy .....1670  
 Crime Prevention And Awareness .....1672  
 Curfew .....1676  
 Drug Recognition Information/  
     Vice & Narcotics.....1678  
 Enhanced 911 .....1358  
 General Information.....1680  
 Graffiti – Reporting & Removal .....1682  
 How To Obtain A Copy Of A  
     Police Report.....1696  
 Internal Affairs.....1686  
 Missing Persons & Runaways .....1688  
 Neighborhood Watch .....1690  
 Noise Complaints .....1692  
 Police Recruitment.....1694  
 Property Viewing/Release .....1698  
 Reporting A Crime/Counter Reports...1700  
 Reporting Traffic Accidents/  
     Accident Alert .....1702  
 Ride-Along Program .....1704

January - December 2009

Sexual Offender Registry .....1706  
 Traffic Concerns .....1708  
 Vehicle Licensing Information For  
     New Residents.....1664  
 Volunteer Program/Reserves.....1710

**Public Works & Streets Services**

Call Before You Dig .....1740  
 Engineering – Maps & General Info ....1726  
 Public Alleys & Potholes .....1732  
 Right-Of-Way Permits.....1734  
 Sidewalk Repair – Complaints &  
     Injury ..... 1736  
 Snow & Ice Removal.....1170  
 Streets Snow Removal Policy.....1738  
 Street Improvement Program.....1744  
 Streets Maintenance & Repairs .....1746  
 Street Signs & Pavement Markings .....1748  
 Street Sweeping.....1750  
 Traffic Signals .....1737  
 Transportation Plans For The City .....1646  
 Visibility Problems Due To  
     Trees Or Shrubs .....1754

**Purchasing**

Doing Business With The City .....1764

**Recreation Services**

Athletic Fields, Courts & Park  
     Open Turf Areas .....1770  
 Athletic Programs.....1772  
 Facility Use Passes .....1776  
 General Info/Brochure Info.....1778  
 Indoor Swimming Pool –  
     Centennial Pool.....1782  
 Kanemoto Outdoor Activity Pool .....1792  
 Longmont Recreation Center  
     (Quail Campus).....1774  
 Picnic Shelter Reservations .....1604  
 Roosevelt Outdoor Activity Pool .....1794  
 Special Cancellations & Adverse  
     Weather Conditions.....1786  
 Special Events.....1788  
 St. Vrain Memorial Building .....1790  
 Sunset Outdoor Swimming Pool .....1796

**Sales & Use Tax Information**

Sales Tax – Rates, Forms & Seminars\* .....1806

**Senior Services**

**For Adults 55 Years +**

Caring For An Older Family Member.. 1814  
 Rent Rebate Program ..... 1816  
 Senior Center & Senior Services..... 1818  
 Senior Center Building Rental.....1820  
 Senior Recreation Programs .....1822  
 Senior Resources & Assistance Services.. 1824

**Trash Pick-up & Recycling**

Composting .....1838  
 Household Chemicals.....1840

Household Chemical Drop-Off Day.....1835  
 Landfill Drop Day.....1843  
 Landfill Location.....1844  
 Leaves .....1845  
 Limb Collection.....1842  
 Recycle Christmas Trees & Lights .....1854  
 Recycling.....1846  
 Refuse & Recycling Holidays .....1836  
 Refuse Collection.....1848  
 Rent-A-Dumpster Program.....1847  
 Shredded Paper.....1837  
 Special Events.....1850  
 Special Trash Collection .....1852  
 Stop-N-Drop .....1839  
 Tree Limb Diversion Center.....1853  
 Used Automotive Oil & Battery  
     Recycling.....1855  
 What If My Trash Or Recycling  
     Isn't Picked Up?.....1849  
 When Is My Recycling Collected? .....1851

**Utility Billing**

How To Arrange Payment For A  
     Past Due Bill..... 1874  
 How To Sign Up For Budget Billing\*.... 1876  
 How To Sign Up For Electronic  
     Bank Payments\* ..... 1878  
 Office Hours & Payment Locations .....1882  
 Online Utility Billing Services .....1872  
 Stopping, Starting Or Transferring  
     Service .....1884  
 When Service Has Been Disconnected  
     For Nonpayment.....1886

**Volunteer**

Volunteer Opportunities .....1002

**Water, Sewer & Storm Services**

Backflow Devices.....1925  
 Button Rock Preserve .....1894  
 Call Before You Dig .....1740  
 Conservation Tips.....1898  
 Discolored Water/Taste & Odor .....1900  
 Efficiency Rebates & Renewable  
     Incentives .....1274  
 Engineering – Maps & General Info ....1726  
 General Service Information .....1902  
 Rates & Fees\* .....1908  
 Sewer Backups .....1910  
 Storm Drainage/Irrigation Ditches .....1742  
 Treatment Plants .....1912  
 Utility Locates .....1740  
 Wasting Water .....1914  
 Water Leaks/No Water.....1916  
 Water Meters.....1906  
 Water Quality .....1918  
 Water Supply .....1920  
 Where Does Our Water Come From?...1922  
 Who Is My Service Provider? .....1924



## A 24-hour Telephone and Internet FAQ

To hear recorded messages call

# 303-774-4370

To view these messages online, visit

<http://www.ci.longmont.co.us/citysource/>

### TELEPHONE:

1. Using a touch-tone phone, dial 303-774-4370.
2. Press "2" for English; press "3" for Spanish.
3. You will hear a welcome message that you can interrupt at any time by entering a four-digit message code from this list.

### FAX:

Some messages offer the option of receiving information via fax. These messages are identified by an " \* " in the title.

During a citywide emergency (e.g., snow storms, gas leaks, chemical spills, etc.), the City of Longmont will keep this message up to date: **Longmont News Alert .....1200**

### Airport

Vance Brand Municipal Information....1724

### Animals

- Animal Abuse & Cruelty .....1104
- Animal Bites .....1106
- Animal Shelter – Lost & Found Pets ....1107
- Barking Dogs & Nuisance Calls.....1110
- Deceased Animals.....1112
- Loose Dogs & Leash Laws .....1116
- Pet Licensing.....1118

### Business

- Home Business License\* .....1124
- Starting Or Relocating A Business\* .....1128
- Sales Tax – Rates, Forms & Seminars\* ..1806

### Cable Television

General Information.....1134

### Children & Youth Resources

- Counseling.....1932
- General Information/Hours .....1934
- GRIP - Gang Response & Intervention Program.....1930
- "The Neutral Zone" After-School Program.....1938
- The Longmont Youth Council.....1936

### City Boards & Commissions

Applying for Boards & Commissions ..1144

### City Codes & Ordinances

- Abandoned Vehicles on Public Streets...1154
- Housing Complaints .....1156
- Inoperable Vehicles On Private Property .....1160
- Junk & Debris – Storage Restrictions ...1162
- Municipal Code Information.....1164

### Residential Swimming Pools & Spas –

- Fencing Requirements .....1166
- Sidewalk Snow & Ice Removal .....1170
- Weed Control.....1172
- Zoning Information – Miscellaneous...1174

### City Council

- City Council Agendas.....1184
- City Council Meetings.....1186
- City Council Members & Terms .....1188
- Which Ward Do I Live In?.....1192

### City Government

- City Attorney's Office.....1204
- City Manager's Office.....1206
- City of Longmont Web Site .....1208
- Civic Center Location & Hours .....1210
- Longmont Economic Gardening Initiative (LEGI) .....1202
- Longmont News Alert .....1200
- Social Security.....U.S. Government
- Social Services.....Boulder County

### Community & Neighborhood Resources

- Community Cultural Event Grant.....1232
- Cultural Competency Awareness.....1236
- Fair Housing .....1230
- Community Relations Information .....1224
- Landlord/Tenant Information. ....1228
- Longmont Mediation Program .....1234
- Neighborhood Events .....1568
- Neighborhood Group Leaders Assn ....1570
- Neighborhood Resources Information ..1564
- Neighborhood Problem Solving .....1572
- Neighborhood Watch.....1690
- Second Start Community Garden.....1574
- SOMOS (We Are).....1238