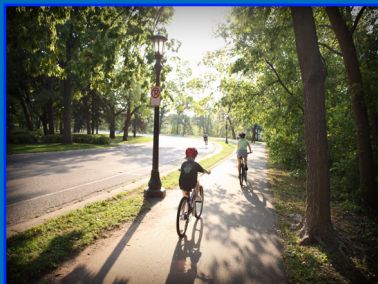
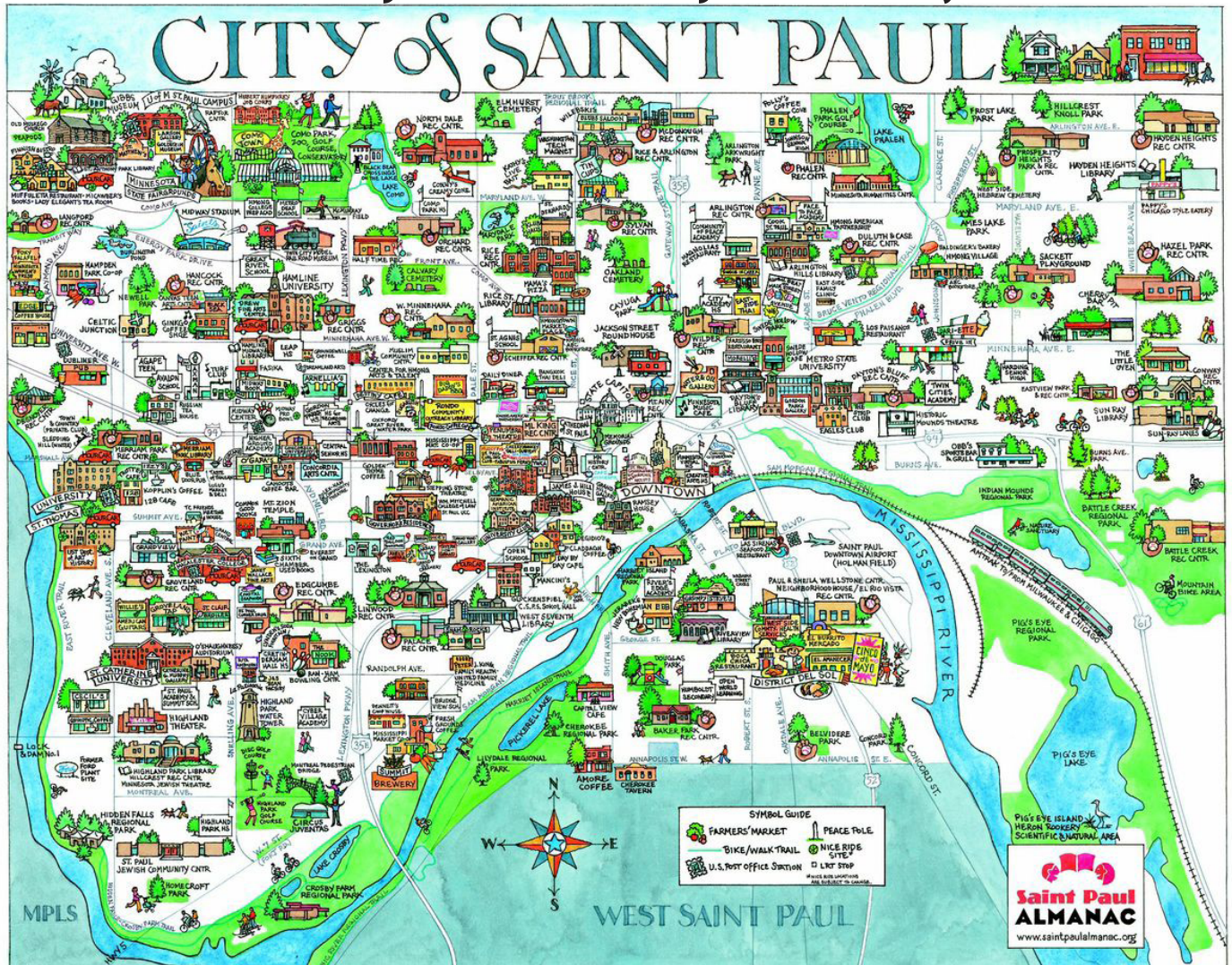


Community Guide to City Services for the

CITY of SAINT PAUL



Offices of the Saint Paul City Council
15 Kellogg Boulevard West, Suite 310, City Hall
Saint Paul, MN 55102-1615
www.stpaul.gov/council
Phone: 651-266-8560
Fax: 651-266-8574

Revision Date: July 2016

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NOTE: If you need assistance for any services provided by the City of Saint Paul in a language other than English, please call 651-266-8989.

About this Guide

Offices of the Saint Paul City Council

Ward 1 (www.stpaul.gov/Ward1)

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Mai Chong Xiong, Legislative Aide
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Photo Info (Left to Right): D. Thao (W1), C. Tolbert (W3), J. Prince (W7), R. Stark (W4), A. Brendmoen (W5), D. Bostrom (W6), and R. Noecker (W2).

The Saint Paul City Council hopes that this Community Guide will familiarize you with the many services and amenities available to you as a Saint Paul resident.

This guide provides information about frequently used services. Information not included in this guide can be obtained at www.stpaul.gov or by calling 651-266-8989.

This guide will help you take the “guess-work” out of navigating city services. From determining whether you need to obtain a building permit for home improvements to finding the park or library closest to your home to learning about ways you can become involved in Saint Paul government, this guide will provide you with the tools you need to become connected in the City of Saint Paul.

Because information can change frequently, please report errors, topics you couldn't find or updated information by calling 651-266-8989. Saint Paul staff is here to serve you.

BACKGROUND

Saint Paul is located within Ramsey County, Minnesota, and runs along the Mississippi River. The City of Saint Paul was founded in 1849 by an act of the Legislative Assembly of the Territory of Minnesota and was named the “Town of Saint Paul.” The city is often referred



together with the City of Minneapolis, otherwise known as the “Twin Cities.” Saint Paul is Minnesota’s second largest city, with a population of nearly 300,000.

Saint Paul is Minnesota’s state capital and is the hub of the state’s political activity. The city is blessed with historic structures in federally designated historic areas and with vital, thriving neighborhoods. Its close proximity to the airport, sweeping riverfront views and historic neighborhoods make living and working in Saint Paul enjoyable.

Saint Paul is Minnesota’s most economically and racially diverse city. The city has a “small town” flavor, with many long-term residents whose ties to the community are deep-rooted. Its strong neighborhoods make it a great place for families with children. Yet it also has the vitality granted by many recent immigrants. With a wide variety of colleges and universities, Saint Paul is home for many young adults, some of whom become long-term Saint Paul residents after college.

Saint Paul is a city of neighborhoods that are strong and stable, each with its own fascinating texture of historic interest, cultural landmarks, ethnic heritage and time-honored traditions. Saint Paul continues to be a thriving commercial hub—home to Fortune 500 company headquarters, large regional enterprises and countless small businesses and professional firms. Business and civic leaders continue to contribute to community development through some city projects such as the Comprehensive Plan, Education Initiatives, Equal Access Audit, Invest Saint Paul and Sustainable Saint Paul. These partnerships provide a strong foundation for efforts to extend the benefits of revitalization to all parts of the City —by preserving its unique assets, addressing challenges to improve community health and vitality and harnessing the energy of its residents.

CITY BASICS

Mayor and Administrative Departments – the Executive Branch

Christopher B. Coleman is the mayor of the City of Saint Paul. In Saint Paul's strong-mayor-council form of government, the mayor has total administrative authority of city departments, including police, fire, libraries, public works, parks and recreation, and planning and inspections. In addition, the mayor has the power to appoint and dismiss department heads without council approval or public input. Mayor Coleman is in his third four-year term of office, which will expire in January 1, 2018. For additional information about the [Mayor's Office](#), go to www.stpaul.gov/departments/mayors-office or call 651-266-8510.

City Council – the Legislative Branch

[The Saint Paul City Council](#) is comprised of seven members who represent seven wards throughout the City. Council members are elected for four-year terms of office, with current terms expiring in January 1, 2020.

As the legislative body, the Council makes and passes the laws governing the city. For example, the Council, in recent history, passed legislation restricting smoking in restaurants. The Council also monitors the operation and performance of city agencies and legislates on a wide range of other subjects. It has sole responsibility for approving the city's budget.

The Council holds regular oversight hearings on city departments to determine how programs are working and whether budgeted funds are being spent well. It also serves the following functions:

- Board of Health
- Directors for the [Public Library Agency](#)
- Commissioners for the [Housing and Redevelopment Authority](#) (HRA).
- Representatives from the Council are members of the boards for the Saint Paul [River-Centre Convention and Visitors Authority](#), the Saint Paul [Port Authority](#), the [Joint Property Tax Advisory Board](#) (JPTAC), and the [Board of Water Commissioners](#)

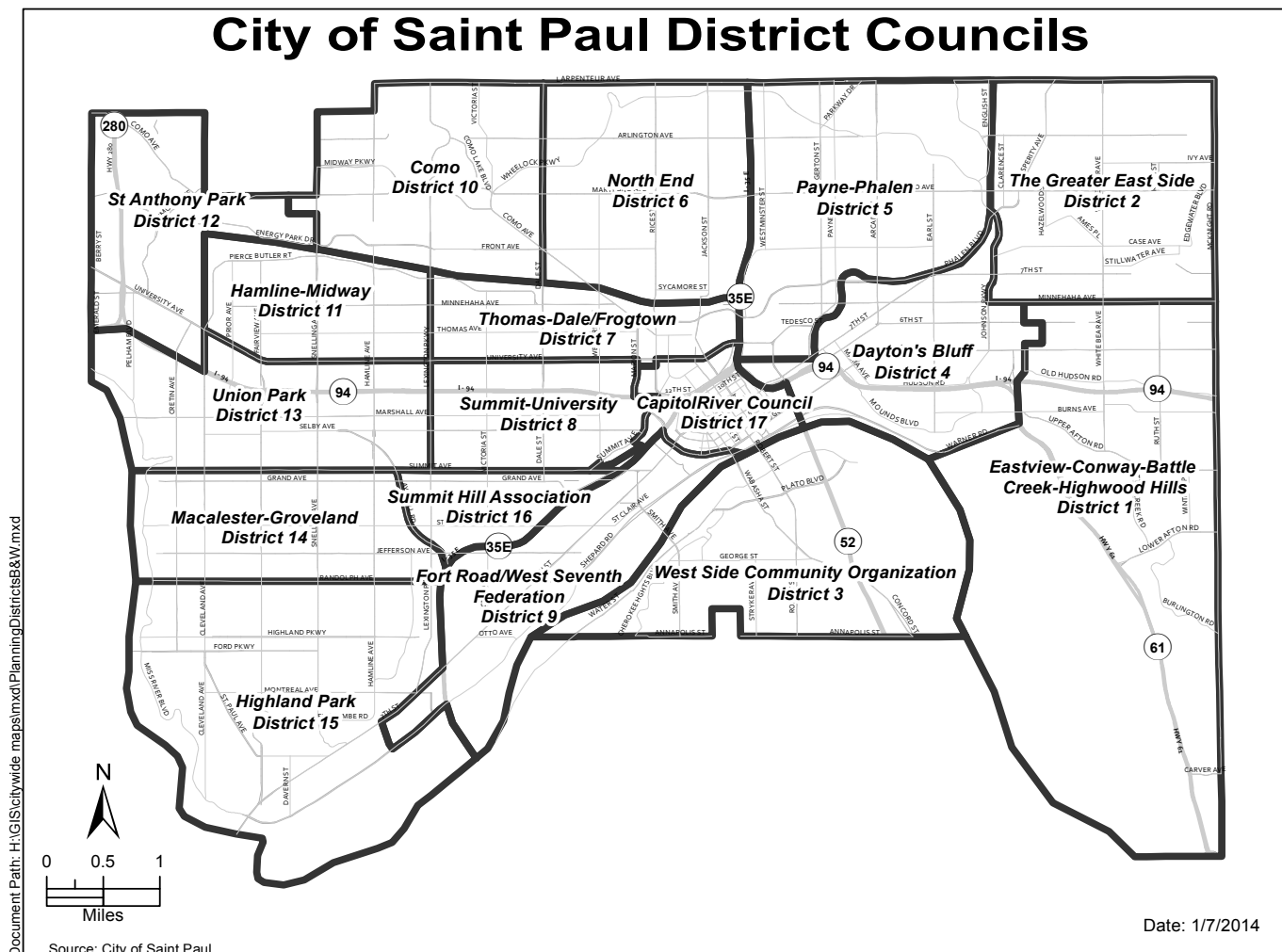
With assistance from the Council Research Team, the following functions support the work of the City Council:

- Management of weekly meetings and public hearings
- Recordings of official meetings and notices
- Legislative hearings and appeals
- Support services for district councils
- Budgeting and financial planning
- Research and policy analysis

City Council Ward Offices – Your One-Stop Shop to Your Councilmember!

The ward office serves as the focal point for each Councilmember's work with his or her constituents. The offices are located in City Hall and are each staffed by a Legislative Aide and Executive Assistant. Address your specific questions related to an individual ward office to the Councilmember representing your area. See the following ward map to help you find your Councilmember or click on the map below to find your ward.

Map 1 - Map of Ward Boundaries



Note: This map reflects the 2011 changes made to the Saint Paul ward boundaries. For additional information, go to www.ramseycounty.us/residents/elections-voting/results-maps-archives.

Agenda Information

In 2010, the City Council purchased an agenda information system to make council actions accessible to the public. This system, (called "Legistar"), helps residents track legislative items. By going to this web site at stpaul.legistar.com/Calendar.aspx, residents can view City Council proceedings and track City Council meetings, resolutions and ordinances. This site also allows users to review the history and documents associated with Council actions. Once an account is set up, a resident can receive an alert to specific topics of interest. To view current or past videos of Council meetings, go to stpaul.legistar.com/Calendar.aspx.

Legislative Hearings

[Legislative hearings](#) provide a forum for reviewing appeals of city-issued orders and developing recommendations for City Council consideration. The Council performs a quasi-judicial role in hearing these appeals regarding actions taken by several city agencies. Many types of appeals are heard in this process, including housing, building and fire code enforcement actions; property tax assessments related to property clean-up, vehicle abatement and building demolitions; orders potentially leading to building demolition; and appeals to enforcement actions and Administration decisions on various topics.

License Hearings

The [licensing hearing](#) is an informal process for a Class N license application. A Class N license includes 35 types of business activities requiring neighborhood notification. For example, a Class N license is required for entertainment, second hand dealerships, auto repair and liquor/drinking establishments. This hearing process provides an opportunity for the applicant to state his or her reasons for the application and allows the impacted neighborhood to voice any concerns. The licensing hearing, triggered by letters of concern, allows the development of recommendations for City Council consideration. The City Council is the final authority on whether a license application is approved or denied. All responsible parties and interested parties (which include affected residents who have made objections to or voiced support for an application) are informed by letter about when and where the hearing will take place. For questions relating to license hearings, call 651-266-8560.

City Finances – The Budget Process

The Mayor and his or her staff are in charge of developing the city budget each year. The Mayor is required to submit a budget proposal to the city council by August 15. The Council then conducts public hearings between September and October to determine what changes are needed in the proposed budget. A joint public meeting of the City Council, the County Board and the Board of Education is also held during this time. In mid-December, the Council then adopts the final budget and determines the property tax level, within the limits set by state law. The budget is then passed back to the Mayor for final approval. The Mayor can veto specific budget items through a line-item veto.



Accessing City Information

You can find a wealth of information about City of Saint Paul services and government at www.stpaul.gov/residents or www.stpaul.gov/city-directory. If you have a question about Saint Paul city services, or want assistance on a city issue, you can call 651-266-8989 between 7:30 am and 4:30 p.m. Monday through Friday or visit www.stpaul.gov/connect.

- **E-Subscription**

You can sign up to receive regular emails on a broad range of topics by clicking on the “[connect](#)” tab on the city’s homepage at www.stpaul.gov.

- **Award-winning Video Programming**

The City produces award-winning video programming showcasing the City government at work. Videos include feature stories highlighting Saint Paul and City departments as well as full coverage of important City related events. Find them online at www.youtube.com/user/stpaulgov or on cable TV channels 18 and 859 on Comcast and 234 on CenturyLink.

- **Early Notification System (ENS)**

When signing up under E-Subscription, you can sign up to receive updates to the Early Notification System (ENS). The ENS (Chapter A-11 of the administrative code) was established in 1979 to provide timely information to community organizations, including Saint Paul’s 17 recognized neighborhood groups or district councils, regarding major activities that the City is proposing. Advance notification ensures that the public has an opportunity to provide comments and feedback on these activities. The ENS is meant to facilitate the necessary information exchange between various city departments, boards, committees, commissions, task forces, the city council and affected neighborhood organizations, other agencies and individual residents. The notification process is used as a means of receiving community input for the decision-making process involved in granting or denying approval of applications for various licenses, permits, land use changes and building or zoning variances. Go to service.govdelivery.com/accounts/STPAUL/subscriber to sign up to receive ENS notices, along with other City information.

- **Mobile Saint Paul**

“[Mobile Saint Paul](#)” provides the latest listing of mobile apps that no one in Saint Paul should be without. Whether it’s looking for events going on in the Capital City, connecting to your neighborhood library or wanting to report a pothole that needs repair, we believe these apps will enhance everyone’s experience here. These apps are available on various formats (iOS, Android and Blackberry) so check with the app store for specific apps that are supported for your device.

Spotcycle™ is a mobile app that allows you to locate bike stations on the bike share system.



This app features real-time information about local events, restaurants, shopping, nightlife and other activities in the St. Paul area.



Use this mobile app to find your way around Saint Paul’s skyway system.



Use this mobile app to pay for parking using your mobile phone in Saint Paul.



This app gives you access to restaurants and bars in Saint Paul’s Lower-town, walking tour of the 23 historic spots, meetup groups information and events and activities.



“Saint Paul Connect” app allows you to file a report for potholes, burned out streetlights, or stop signs that need repair.



SPPL is a mobile app that allows you to access your account, locate the nearest library, and to check the calendar for events or classes.



This mobile app notifies you when snow emergencies are declared; when you need to move your car; basic emergency parking information & towing locations and contact numbers.

GETTING INVOLVED IN YOUR CITY AND NEIGHBORHOOD

Attending/Participating in a City Council Meeting

Saint Paul City Council meetings are held on Wednesday afternoons at 3:30 p.m. in the City Council chambers on the third floor at City Hall. **Public hearings are conducted on the 1st and 3rd Wednesday of each month. At the 3:30 p.m. portion of the Council meeting, only Budget Amendment resolutions may be heard.** All other public hearing items are heard at the 5:30 p.m. portion of the Council meeting. The public is welcome to attend the meetings in person. **Council meetings are not held on the fifth week of the month.** Meetings are also telecast live on cable TV and the City's website. On Comcast, you can watch the meetings on Channels 18 and 859. City Council meeting agendas, minutes and videos are posted at stpaul.legistar.com/Calendar.aspx.

The Council receives testimony from interested persons on particular topics at public hearings. The public is only allowed to speak at hearings, and must speak on issues found on the agenda. To ensure that public hearings are conducted in a fair and equitable manner, the Council has determined that each side in a disputed matter be allotted the same amount of time to present verbal testimony and arguments to the City Council. The Council President determines the total amount of time allocated for public testimony based on the topic, number of speakers and the volume of the Council's agenda. Parties may use this time before the City Council in whatever manner they believe most effectively presents their case. If there is more than one interested party on any side of a disputed matter, these parties may either agree to a division of the allotted time or select a spokesperson to represent all of their interests. The Council President must recognize speakers before they begin, and the speakers' podium will indicate their remaining time through yellow and red flashing lights.



Speaking times for the public during public hearings are:

- Legislative Hearings – 5 minutes
- License Matters – 15 minutes
- Zoning Matters – 15 minutes
- Complex and Controversial Matters – 15 minutes



City Advisory Committees, Commissions and Boards

The City of Saint Paul has dozens of committees, boards and commissions in which community members can participate. The Mayor and City Council rely on these advisory groups, covering a wide range of topics, for thoughtful advice to create policies and develop programs. Some groups have requirements, including Saint Paul residency. A sample of some of the more frequently noted committees, commissions and boards follows. For additional information, go to www.stpaul.gov/departments/mayors-office/committees-boards-and-commissions or call 651-266-8512.

- **Advisory Committee on Aging**

This committee advises the Mayor regarding city ordinances affecting older residents. Additional duties include promoting the dignity and independence of Saint Paul's aging population, identifying the needs and recognizing the contributions of seniors, and advocating on issues that impact seniors.

- **Board of Zoning Appeals**

The Board of Zoning Appeals is a nine member advisory board, with six regular members, two alternates and one Planning Commission representative. The Board holds public hearings on administrative appeals and zoning variances.

- **Parks and Recreation Commission**

The Parks and Recreation Commission advises the Mayor and City Council on Parks and Recreation matters of long-range and city-wide importance. Community participation is encouraged in all Commission business. The members of the Commission are city residents appointed by the Mayor to staggered three-year terms.

- **Saint Paul Heritage Preservation Commission**

The purpose of this commission is to safeguard the heritage of the city, protect and enhance the city's attractions, enhance the visual and aesthetic character, diversity, and interest of the city, foster civic pride, and promote the use and preservation of sites and districts for the education and general welfare of the people of Saint Paul.

- **Saint Paul Planning Commission**

This commission serves as an advisory body to the Mayor and the City Council on city planning matters. It reviews comprehensive plan recommendations, studies and amendments and recommends initiation of planning studies needed for the proper preparation of a comprehensive plan. The Planning Commission has several sub-committees: The Zoning Committee, Comprehensive Planning Committee and Neighborhood Planning Committee.

Voter and Election Information (*Ramsey County Service*)

You can vote in Ramsey County if on election day you are at least 18 years old, are a citizen of the United States, are a Minnesota resident for 20 days immediately preceding election day and are a resident of Ramsey County and the precinct in which you wish to vote. Beginning with the 2011 city council election, Saint Paul voters will use the Ranked Voting method to elect the mayor and members of the city council. For information on Ranked Voting, additional voting provisions, and to find your voting precinct location, go to www.ramsey-county.us/residents/elections-voting.

District Councils – Getting Involved in Your Neighborhood

Each of Saint Paul's [17 recognized neighborhoods](#), which range in size from 6,000 to 31,000 residents, has a district council that is actively involved in the neighborhood it serves.

These district councils were established as the city's community participation process by Council resolution in 1975. Each district council is an independent nonprofit tax-exempt organization that receives funding from the city, as well as other sources.

District councils provide advisory recommendations to City officials on physical, economic,

and social development issues, as well as on citywide issues. District councils also receive funding from the city for neighborhood-based civic participation and crime prevention programs. In addition, these community-based organizations identify neighborhood needs, initiate community programs to meet these needs, and recruit volunteers when needed for these programs. Contact your district council for additional information on your neighborhood and how to get involved. (NOTE: Table 1, District Council Listings, and Map 2, District Council Boundaries, follows.)

Table 1 - District Council Listings

District 1 Community Council – Eastview, Conway, Battle Creek and Highwood Hills

Phone: 651-578-7600
Website: www.district1council.org
Email: district1council@aol.com

District 2 Community Council Greater East Side

Phone: 651-774-2220
Web Site: www.district2council.org
Email: info@district2council.org

West Side Community Organization (District 3)

Phone: 651-293-1708
Website: www.wsco.org
Email: info@wsco.org

Dayton's Bluff District 4 Community Council

Phone: 651-772-2075
Website: www.daytonsbluff.org
Email: deanna@daytonsbluff.org

Payne Phalen District 5 Planning Council

Phone: 651-774-5234
Website: www.paynephallen.org
Email: d5-director@visi.com

District 6 Planning Council

Phone: 651-488-4485
Website: www.district6stpaul.org
Email: district6ed@dist6pc.org

Frogtown Neighborhood Association (District 7)

Phone: 651-789-7407
Website: www.frogtownmn.org
Email: caty@frogtownmn.org

Summit-University Planning Council (District 8)

Phone: 651-228-1855
Website: www.Summit-U.com
Email: info@summit-u.com

West Seventh/Fort Road Federation (District 9)

Phone: 651-298-5599
Website: www.fortroadfederation.org
Email: fortroadfed@fortroadfederation.org

District 10 Como Community Council

Phone: 651-644-3889
Website: www.district10comopark.org
Email: district10@district10comopark.org

Hamline Midway Coalition (District 11)

Phone: 651-646-1986
Website: www.hamlinemidway.org
Email: michaeljon@hamlinemidway.org

St. Anthony Park Community Council (District 12)

Phone: 651-649-5992
Website: www.sapcc.org
Email: sapcc@sapcc.org

Union Park District Council (District 13)

Phone: 651-645-6887
Website: www.unionparkdc.org
Email: info@unionparkdc.org

Macalester Groveland Community Council (District 14)

Phone: 651-695-4000
Website: www.macgrove.org
Email: mgcc@macgrove.org

Highland District Council (District 15)

Phone: 651-695-4005
Website: www.highlanddistrictcouncil.org
Email: hdc@visi.com

Summit Hill Association (District 16)

Phone: 651-222-1222
Website: www.summithillassociation.org
Email: summithill@visi.com

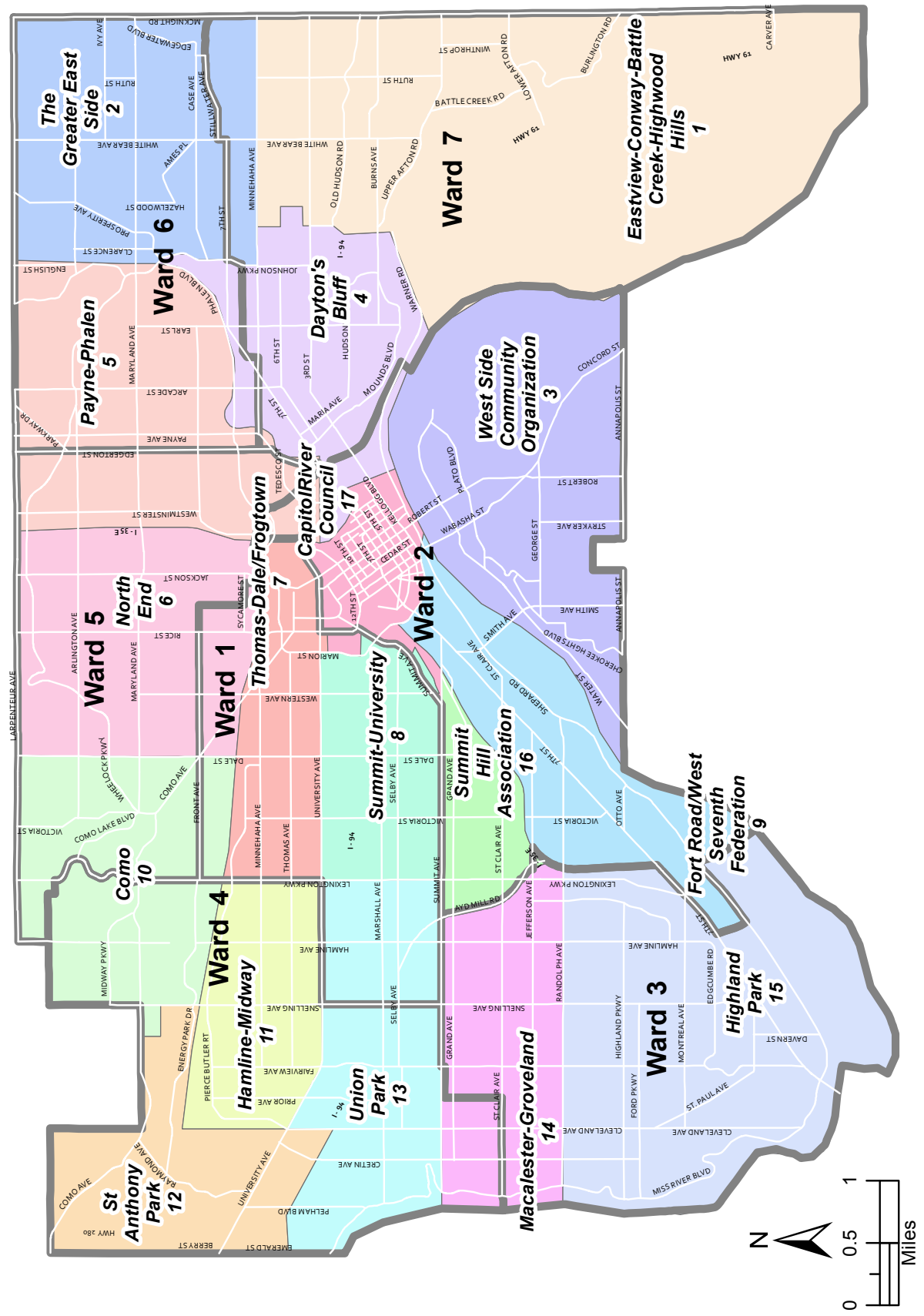
CapitolRiver Council (District 17)

Phone: 651-221-0488
Website: www.capitolrivercouncil.org
Email: office@capitolrivercouncil.org

Go to www.stpaul.gov/ for the most up-to-date information on Saint Paul's district council system.

Map 2 - Map of District Council Boundaries

City of Saint Paul Wards and District Councils



Source: City of Saint Paul

Document Path: H:\GIS\citywide maps\mxd\Wards&Councils.mxd

HANDLING COMPLAINTS AND PROBLEMS

If you have a complaint about Saint Paul city services, you can call 651-266-8989 between 7:30 a.m. and 4:30 p.m. Monday through Friday. You can [report an incident](http://www.stpaul.gov/report-incident) by filling out the form at www.stpaul.gov/report-incident. Here are some general guidelines for making a complaint to the city:

1. Don't assume that a complaint has already been made.
2. When you call the city, give your name, address and phone number. This information is kept confidential on all property complaints, but is necessary in case an inspector needs to call you for more information.
3. Give the address where the nuisance is located and list specifically what is wrong. For example, if the house's exterior is the problem, is it the exterior siding? If the problem is a junk car in someone's yard, specify, to the best of your knowledge, the make, model and color of the car. If the problem is a noise or activity, when does the noise or questionable activity occur?
4. Don't exaggerate. Be accurate and factual.
5. Give the city time to act. Housing code violations, for example, may take from 10 days to several months to correct. Sometimes the property owners appeal the inspector's decision, and sometimes property owners fail to appear in court and a warrant has to be issued.
6. Call again if the problem recurs or if a new problem occurs. If an owner follows an inspector's order, the case is closed, so another complaint is needed to open it up again.
7. City staff appreciates your concern but also appreciates being treated civilly when working with you to address the problem.
8. Keep a record of your call. For example, you may wish to write down the following information:
 - Date of complaint call
 - Address of problem
 - Name of owner (if you know)
 - Name(s) of tenant, owner or other person involved in the problem (if you know)
 - Type(s) of problem (be as specific as possible)
 - How long this has been a problem
 - When it occurs (day of week, time of day, specific dates)
 - City department or office called and with whom you spoke (if you know)

9. You may wish to ask the city what follow-up will be done, in so far as:

- What steps will be taken to investigate your complaint?
- How long will it take?
- Will they call you back?
- Should you call again?
- Is there someone else you should call about this?

If a property is in violation of City Code, the property owner is issued an order to correct the violation within a certain timeline. There are repercussions for not complying. The property owner can be charged with excessive consumption of city services, charged \$260 per hour plus a \$160 administrative fee for the City to make the correction, or charged with a misdemeanor. If the property owner is a senior, there may be property maintenance services available, sometimes for a fee. For information, call the Senior LinkAge Line® at 1-800-333-2433.

The following summarizes some of the **more common complaint areas** received by City of Saint Paul:

- **Animal Control**

Saint Paul's [Animal Control Center](#) offers a variety of services to residents. Its mission is to provide responsive, efficient animal control services, to provide a high quality of animal care and to promote responsible pet ownership. Animal Control Officers respond to animal ordinance violations, impound stray and dangerous dogs, follow up on animal bite reports, respond to calls of animals posing a threat to public health or safety, and handle rodent control in city sewers. Dog licenses and Keeping of Animal Permits are issued through the Animal Control Center. Contact 651-266-1100 for information about reclaiming a lost animal, dog licenses, animal permits, or to report issues or concerns about animals.

- **Barking Dogs**

According to [Saint Paul City Ordinance 200.14](#), it is unlawful for any person to “own, keep, have in possession, or harbor any dog which howls, yelps, or barks to the reasonable annoyance of any other person or persons.” The howling, yelping, or barking must occur over a minimum of five minutes with no more than a one minute break between noises. If you are experiencing a problem with dog noise, you may file a complaint by calling 651-266-1100 or using an online complaint form. You must provide your name, address, and phone number, along with the address of where the dog lives. Do not dial 9-1-1 for a barking dog complaint.

- **Code Enforcement**

City staff follows up on every code compliance complaint made by residents who believe that there is a violation of one or more city codes. These codes are designed to maintain a healthy, safe and clean environment. The code covers areas such as vacant buildings, abandoned vehicles, solid waste, snow/ice on sidewalks and fire/health hazards. Code enforcement information detailing the most common situations is posted on the city's website at www.stpaul.gov/departments/safety-inspections/

[city-information-complaints](#). For information or to file a complaint, call 651-266-8989.

- **[Emerald Ash Borer \(EAB\) affecting trees in Saint Paul](#)**

The Emerald Ash Borer (EAB) is a non-native insect of major concern first discovered here in 2009. In recent years Michigan and other states have suffered millions of ash tree deaths due to this insect. The Forestry section of the Parks and Recreation Department is working collaboratively with local, state and federal agencies on efforts to mitigate the effects of this destructive pest. Plans for the structured removal of ash trees began in 2010. Go to www.stpaul.gov/departments/parks-recreation/natural-resources/forestry/disease-pest-management/citywide-eab or call 651-266-8989 for the latest update on EAB tree removal and treatment.

- **[Fire Safety Inspections \(Fire Certificate of Occupancy\)](#)**

All non-owner occupied one and two family dwellings, all residential buildings with three or more dwelling units and all commercial-industrial buildings are required to have a Fire Certificate of Occupancy (F-CofO) issued by the Department of Safety and Inspections (DSI). The Fire Certificate of Occupancy indicates that the building was in compliance with applicable fire, building, housing and other safety codes at the time of inspection.

Unlike complaint-based inspections, the Fire Certificate of Occupancy is a proactive systematic property inspection program. Residential properties are inspected on a one, two, four or six year cycle based upon the number and severity of violations found in the most recent inspection.

Commercial and industrial buildings are inspected on a one, two or three year cycle based upon their occupancy and use type. Fire Safety Inspectors will also inspect buildings between scheduled inspection cycles based upon complaints, nuisance activity and known violations.

Call the Fire Safety Inspections Division of DSI at 651-266-8989 for inquiries or to report a violation.

- **[Graffiti Removal](#)**

In addition to general state laws prohibiting vandalism, city ordinance prohibits vandalism in the form of graffiti and has defined it as a misdemeanor. Property owners may not allow any graffiti to exist on their property because some graffiti is used by gangs to mark their territory. Removal of such graffiti helps to limit the gangs' activities. If you observe any type of graffiti in your neighborhood, call 651-266-8989 or 651-266-1902 to report it. Always dial 9-1-1 if graffiti, vandalism or other crimes are in progress.

- **[Noise](#)**

Some types of bothersome or irritating noise are illegal, and you can take steps to get the noisemaker to quiet down. Generally speaking, noises are too loud if you can plainly hear them at the property line if they're inside a building or 50 feet away if they're outside. Of note: Radios, paging systems, musical instruments or other similar machines must not be too loud after 10:00 p.m. Some excessive noises that

are regulated by the police include noisy parties in private homes or apartments, noise from a bar or similar business and vehicle noises. To file a noise complaint, call the police at 651-291-1111. When you call the police for these noises, an officer can come out to help quiet the noise. However, depending upon workload, there may be a delay in response time.

- **Snow Removal – Sidewalks and Alleys**

It's illegal in Saint Paul to leave snow and ice accumulation on a sidewalk. Saint Paul City Ordinance requires property/business owners to remove snow and ice from sidewalks within 24 hours. Sidewalks must be shoveled full width and all curb ramps cleaned down to the street. If the property owner is a senior, there may be snow shoveling assistance available, sometimes for a fee. For information, call the Senior LinkAge Line® at 1-800-333-2433. For people with disabilities, call the Disability Linkage Line at 1-866-333-2466 (M-F 8:30 a.m. - 5:00 p.m.). If possible, make arrangements for snow shoveling assistance prior to the beginning of the snow season. To make a complaint about neighbors not clearing sidewalks, call 651-266-8989 or fill out the form at www.stpaul.gov/report-incident. The city does not plow alleys. It is the responsibility of the property owners adjacent to the alley to remove snow from their alley. As with garbage collection, by hiring a private contractor, residents abutting an alley can choose the level of service they desire and contract accordingly. In this way, different levels of service can occur for every alley, depending on residents' preferences.

- **Trash Pickup and Illegal Dumping**

Weekly trash pickup by a city-licensed private hauler or weekly disposal at an authorized landfill or transfer station is mandatory. Call 651-266-8989 for information on haulers licensed in Saint Paul. The City's ordinances closely regulate trash and garbage, and specify that household trash:

- Must be stored and placed out for collection in proper containers with covers.
- Cannot be dumped on private property without the owner's consent and (in some cases) without a permit.
- Cannot be allowed to accumulate in a house, garage, or backyard.
- Cannot be burned on the owner's property.
- Cannot be dumped in public parks, vacant lots, baskets on street corners or commercial trash receptacles. For additional information, call 651-266-8989.

To make a complaint about trash and illegal dumping, call 651-266-8989 or fill out the form at www.stpaul.gov/report-incident. See also, pages 24-25 for additional information on waste recycling and disposal.

ADDITIONAL TIPS FOR WORKING WITH THE CITY TO SOLVE NEIGHBORHOOD PROBLEMS

- **Work with neighbors to identify the problem and potential solutions**

Who else might share the same problem or concern? Are they willing to work with you to get a problem resolved? Also, your district council is a great source of support for neighbors connecting with others with similar concerns in terms of solving problems at the neighborhood level, and if necessary, helping navigate city structures.



- **Identify what might improve the situation.**

In some cases, this might be as simple as communicating with the person or property owner involved. While this is clearly not always possible, it's often the most direct route to a solution.

- **Find out how the city laws and regulations affect your problem.**

Government entities, including cities, must follow established law. For cities, most of that law is found within their code, though the State or Federal Government sets some of it. The code defines what is legal and how issues can be legally resolved. There is some room for interpretation or discretion on the part of city staff and officials, but all decisions must ultimately be justified by going back to the code. Find the area of the code that addresses your problem or issue at www.municode.com/library/mn/st._paul/codes/code_of_ordinances. If your issue isn't addressed in the code, policy makers may help you determine how to proceed to address your issue.

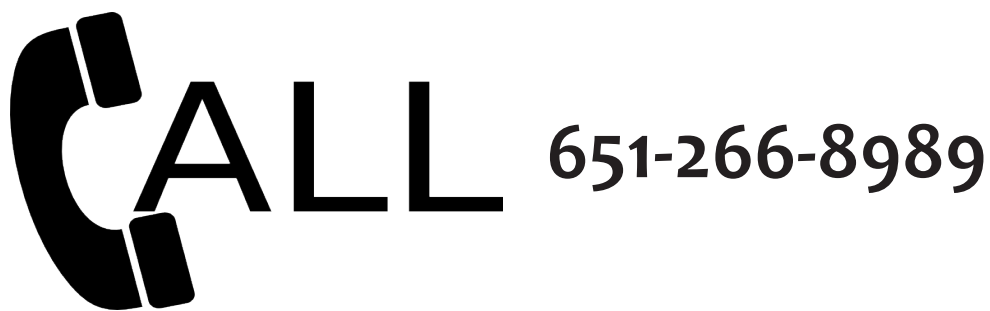
Services Offered by Saint Paul City Departments

The City of Saint Paul offers a broad array of services under one municipal umbrella. The city has its own police, fire, library, parks and recreation, water, and sewer utilities, as well as all of the other departments and civic amenities expected in a thriving and growing community.

It can be difficult to keep track of all the services the city has to offer and this guide will provide you with a summary of some of the most frequently used city services. You should periodically check the City of Saint Paul web site for a list of departments, news and updated information at www.stpaul.gov. If you don't have Internet access at home, you can gain it by visiting the Saint Paul Public Library. For library locations and hours, call 651-266-7000.

We hope this overview of city services will help residents of Saint Paul become more familiar with what is available and encourage them to explore how they can work together with the city to make Saint Paul the most livable city in America.

City services are just a phone call away. Contact 651-266-8989 for more information or to file a complaint.



Your one call to City Hall

EMERGENCY MANAGEMENT



[The Saint Paul Department of Emergency Management](#) is responsible for coordination of the City's response to such emergencies and disasters as severe weather, flooding, national events, hazardous material incidents, mass casualty incidents and acts of terrorism. For additional information, call 651-266-5494.

- **Flooding**

The City of Saint Paul's Emergency Management Department leads efforts to plan for and respond to any major flooding. This work includes helping prepare citizens, businesses, and City responders and working with state, regional, and federal partners to deal with the immediate consequences of major flooding. You can check for information during times of major flooding at www.stpaul.gov/departments/emergency-management/flood-preparations.

FIRE & PARAMEDICS



[The Saint Paul Fire Department](#) protects the life and property of the people of Saint Paul. There are 15 fire stations throughout the City (NOTE: Table 2, Saint Paul Fire Department Locations, follows). The firefighters and medics work 24-hour shifts to keep the City safe. Besides fire suppression, department staff handle a variety of safety and prevention activities, including emergency medical calls, hazardous material incidents, search and rescue, public safety education, station tours and blood pressure checks. For additional information, go to www.stpaul.gov/departments/fire-paramedics or call 651-224-7811.

- **Blood pressure checks**

Free blood pressure checks are available at any of Saint Paul's 15 neighborhood firehouses 7 days a week from 10 am to 8 pm. See the table on the next page for local fire station locations.

- **Saint Paul Emergency Medical Services (EMS) Academy**

The Saint Paul Emergency Medical Services (EMS) Academy offers low-income minorities and women of Saint Paul the opportunity to pursue careers in the field of Emergency Medicine. The EMS Academy is a career pathway for students to obtain their Emergency Medical Technician (EMT) license, gain field experience and patient contact hours on ambulances and in hospitals, and begin work as an EMT. The EMS Academy is a collaboration between the [Saint Paul Fire Department \(SPFD\)](#), [Saint Paul Department of Human Rights and Equal Economic Opportunity \(HREEO\)](#), Saint Paul Parks and Recreation [Youth Jobs Corps \(YJC\)](#), Saint Paul Public Schools (SPPS) [Hubbs Center](#), and [Community Action Partnership of Ramsey and Washington Counties \(CAPRW\)](#).

- **Emergency Response Form**

Saint Paul residents with disabilities and their loved ones can get extra help in emergencies through use of an emergency response form. This form, which can be completed online, helps the Ramsey County Communications Center, law enforcement and medical personnel provide accessible and adapted emergency services. The form was developed in partnership with the Saint Paul Mayor's [Advisory Committee for People with Disabilities](#). For information about the form, call 651-767-0640. To access a copy of the form, go to www.ramseycounty.us/your-government/departments/safety-and-justice/emergency-communications.

- **Project Safe Haven**

[Project Safe Haven](#) is a safety self-inspection activity for Saint Paul homeowners sponsored by the Saint Paul Fire Department. Homeowners participating in this activity receive a safety check-

list and a short form to fill out. After the completed form is sent to the Fire Department, the homeowner will schedule a time for a crew of four firefighters to visit his/her home and ensure that the smoke alarms and a carbon monoxide alarm are in working order. If needed, they will install new smoke alarms, a carbon monoxide alarm, and StoveTop Fire Stops FREE of charge. They can also help homeowners develop a family's escape plan, and tips on cooking safety, general fire safety and much more! Those interested should visit www.stpaul.gov/departments/fire-paramedics/project-safe-haven OR call 651-228-6233 for more information .

• **Tours and Visits**

If you would like to tour your neighborhood fire station and meet with firefighters and paramedics, or if you would like to have a fire rig come to your event or need safety training, call 651-224-7811.

• **Table 2 - Saint Paul Fire Department Station Locations**

Station 1 1000 W. 7th Street, 55102 651-224-2779 (Ward 2, District Council 7)	Station 8 65 E. 10th Street, 55101 651-298-5320 (Ward 2, District Council 17)	Station 19 2530 Edgcumbe Road, 55116 651-699-2504 (Ward 3, District Council 15)
Station 4 505 Payne Avenue, 55130 651-776-1252 (Ward 5, District Council 5)	Station 9 1624 Maryland Avenue E., 55106 651-774-7630 (Ward 6, District Council 2)	Station 20 2179 University Avenue W. 55114 651-644-9443 (Ward 4, District Council 12)
Station 5 860 Ashland Avenue, 55104 651-224-3401 (Ward 1, District Council 8)	Station 14 111 Snelling Avenue N., 55104 651-646-1748 (Ward 4, District Council 13)	Station 22 225 Front Avenue, 55117 651-489-1004 (Ward 5, District Council 6)
Station 6 33 Cesar Chavez Street, 55107 651-227-4251 (Ward 2, District Council 3)	Station 17 1226 Payne Avenue, 55130 651-776-1683 (Ward 6, District Council 5)	Station 23 1926 Como Avenue, 55108 651-644-7930 (Ward 4, District Council 12)
Station 7 1038 Ross Avenue, 55106 651-776-7038 (Ward 6, District Council 4)	Station 18 681 University Avenue W., 55104 651-224-6896 (Ward 1, District Council 7)	Station 24 273 White Bear Avenue N., 55106 651-774-3490 (Ward 7, District Council 1)

HUMAN RIGHTS AND EQUAL ECONOMIC OPPORTUNITY (HREEO)



The [Department of Human Rights and Equal Economic Opportunity](#) is composed of several divisions that perform a diverse array of functions and services. HREEO includes the [Contract Compliance and Business Development](#) division, the [Human Rights](#) division, [Procurement](#) division and [River Print](#). The mission of the department is to champion justice and equity by confronting issues of discrimination and providing innovative avenues for accessibility and economic opportunities for all residents and businesses. HREEO achieves its mission by consistently delivering quality customer service, being a voice and advocate within the city and metro area, building relationships throughout the community, and enforcing laws.

• **Contract Compliance and Business Development**

The [Contract Compliance and Business Development](#) division leverages the city's law enforce-

ment responsibilities to ensure the entire community benefits from city contracting opportunities. Contract Compliance monitors and enforces city, state, and federal laws regulating prevailing wage, business inclusion, and workforce inclusion.

- **Human Rights**

The [Human Rights](#) division enforces the City of Saint Paul Human Rights Ordinance and leads education efforts to help prevent discriminatory practices from occurring within our community. The Human Rights ordinance prohibits discrimination based on race, color, religion, creed, age, marital status, sexual orientation, national origin, and people with disabilities. For additional information, call 651-266-8966.

- **Procurement (Contract & Analysis Services)**

The [Procurement \(Contract & Analysis Services\)](#) division strives to be a world class procurement organization for the City of Saint Paul and Saint Paul Regional Water Services. Procurement ensures the city uses the best resources available to get the most value for city expenditures. Businesses and vendors interested in doing business with the city can view upcoming contracting opportunities at www.saintpaulbids.com.

- **River Print**

[River Print](#) is a unit of Procurement and is the printing operation for the City of Saint Paul, Saint Paul Regional Water Services, and other nonprofit and government agencies. River Print strives to provide the highest quality print products and services at the lowest possible cost to customers.

SAINT PAUL PUBLIC LIBRARIES



**SAINT PAUL
PUBLIC LIBRARY**

[Saint Paul Public Library](#) has been continuously rated as one of the best public libraries in the U.S. based on its performance and services provided for the community. City residents can enjoy free access to technology, books, movies, music, classes and more at 12 neighborhood libraries, George Latimer Central Library in downtown Saint Paul, and the Bookmobile.

You can get a free library card at any library location by bringing in a picture ID with your name and current address or a picture ID and a piece of recently posted mail with your current address. To find your nearest library, please call 651-266-7000 or visit www.SPPL.org.

Some of the most commonly requested services offered by the Library are:

- **[Computer and Wi-Fi access](#)**

Free high speed Internet access is available in all 13 libraries. (See also [page 29](#) of this guide for a complete listing of Saint Paul libraries.)

- **Homework Assistance**

Saint Paul Public Library Homework centers provide students with homework help. The centers provide comfortable spaces at the library where students of all ages can drop in and work on their homework independently or with the help of volunteer tutors. The centers are equipped with computers, printers, reference books, and school supplies for student use. For more details and online homework resources, go to www.SPPL.org/homework.

- **Job Searchers**

The Library offers WORKplace services including classes and drop-in sessions to help you apply

for and find jobs, write a résumé or cover letter, or work on your interviewing skills. For more details, go to www.SPPL.org/workplace.

- **Storytimes**

At Storytime, children have an opportunity to enjoy books and do activities that promote development and learning. It's a great way for parents and caregivers to introduce children to reading and language. Storytimes are offered in Hmong, Spanish, Karen, Somali, English, Amharic and Oromo. For more information, go to www.sppl.org/reading-together.

PARKS & RECREATION



[The Saint Paul Parks and Recreation Department](http://www.stpaul.gov/departments/parks-recreation) features recreation and open space throughout the city. The department offers a wide variety of recreational activities and programs for children, youth and adults. You can subscribe at www.stpaul.gov/departments/parks-recreation to receive up-to-date e-mail alerts on programs that may be of interest to you and your family.

The department has a customer service hotline dedicated to answering questions and concerns about city parks. Call 651-266-6400 during weekday business hours or leave a message after hours. Calls are logged and concerns forwarded to the appropriate party for resolution. To locate Saint Paul parks, recreation centers, activities, events, and park amenities near you, use the [Park Finder](#) mobile-friendly website to help you.

Some of the most commonly requested services offered by the Parks and Recreation Department are:

- **Parks and Recreation Centers**

Saint Paul has many recreation facilities throughout the city. To find information on some of the larger parks, recreation centers, and sports complexes, go to www.stpaul.gov/departments/parks-recreation or call 651-266-6400. For information on renting space at a Saint Paul park, call 651-632-5111. For information on renting space at a Saint Paul recreation center, please call the recreation center directly.

- **Como Park Zoo and Conservatory**

Como Park Zoo and Conservatory will overwhelm your senses with unique experiences. The zoo's exhibits of exotic animals include gorillas, giraffe, polar bears, sea lions, tigers, and orangutans. Tropical Encounters will immerse you in the sights, sounds, and smells of a South American rainforest. The stunning conservatory gardens include seasonal flower shows, tropical gardens, orchids, and ferns. Como offers unique classes and programs for all ages. Como Park Zoo and Conservatory is open 365 days; 10am-6pm from April 1-September 30 and 10am-4pm from October 1-March 31. Admission to both the Como Zoo and Marjorie McNeely Conservatory is always free and a voluntary donation is appreciated. For additional information, go to www.comozooconservatory.org or call 651-487-8201.

- **Recreation for Adults**

Saint Paul Parks and Recreation offers a variety of activities, programs, and special events for adults of all ages. For additional information, go to www.stpaul.gov/departments/parks-recreation or call 651-266-6447.

- **Online Program Services**

You can register online for a variety of recreational activities, including aquatics, adaptive recreation, golf, senior programming, urban tennis and municipal athletics. To take full advantage of online services, an adult member of your family must establish an online account. For additional information, go to www.stpaul.gov/departments/parks-recreation/recreation-centers/programs.

- **Aquatics**

Saint Paul Parks and Recreation operates Phalen Beach (1400 Phalen Drive), Como Regional Park Pool (1151 Como Avenue), Highland Park Aquatic Center (1840 Edgcumbe Road) and a year-round indoor facility, Great River Water Park (Oxford Community Center, 270 Lexington Parkway North). These facilities offer programs for all ages. Aquatics programs include: swimming and diving lessons, water aerobics, lap swimming, junior lifeguarding, and general open swim. The Phalen Lakeside Activities Center offers unique opportunities to learn boating skills in the sailing classes. The city maintains four locations for swimming: Great River Water Park (at the Jimmy Lee Recreation Center/Oxford Community Center), Como Regional Park Pool, Highland Park Aquatic Center and Phalen Park Beach. For additional information about when the centers are opened and closed, go to www.stpaul.gov/departments/parks-recreation/aquatics. Not all of the locations are open year-round.

- **Golf**

Saint Paul residents can take advantage of a 9-hole or three 18-hole golf courses. You can schedule a tee time online at stpaul.golf or call the golf course directly. The four golf courses are as follows:



651-488-9673



651-695-3774



651-695-3708



651-778-0413

- **Right Track**

Right Track brings together the City of Saint Paul, the Saint Paul Public Schools, local businesses, and community-based organizations to provide employment opportunities and professional skills training for Saint Paul resident youth, ages 14-21. The jobs created through Right Track provide needed community services during the summer months with work sites scattered throughout the city. For additional information, go to righttrack.stpaul.gov or call 651-266-6363.

- **Trees**

The Forestry Unit manages boulevard and park tree planting, tree pruning, tree removal, stump removal, and tree diseases & pests for city street trees – those that are planted in the property frontage within the city's right-of way easement, in the area between the sidewalk and the street, or between the curb line and other owner's property line. If a city street tree needs to be trimmed or replaced because of disease, call 651-266-8989.

County and national government also have oversight of some parks and recreation facilities based in Saint Paul:

- **Ramsey County Parks and Recreation**

Ramsey County maintains a number of recreation facilities within the City of Saint Paul, including Battle Creek Regional Park, ice arenas and trails. For additional information, go to www.ramsey-county.us/residents/parks-recreation or call 651-748-2500.

- **Mississippi National River and Recreation Area**

Established in 1988, the Mississippi National River and Recreation Area includes 72 miles of the Mississippi River that stretch from the cities of Dayton/Ramsey to south of Hastings. The entire Mississippi River area in Saint Paul is part of this area. The segment of the river flowing through the park has always been significant as a spiritual site, a place for recreation and a tourist attraction. For additional information, go to www.nps.gov/miss/index.htm or call 651-293-0200.

PLANNING & ECONOMIC DEVELOPMENT



Saint Paul's Planning and Economic Development department (PED) administers a variety of planning, housing, business and economic development activities. These activities support a number of neighborhood initiatives and also provide direct benefits to home owners, home buyers, renters and businesses. The city works in partnership with community partners and residents to increase investment and property values throughout Saint Paul. For additional information, go to www.stpaul.gov/departments/planning-economic-development or call 651-266-6565.

- **Business Assistance**

Saint Paul's Planning & Economic Development staff facilitates a number of business programs and services designed to help businesses develop and succeed in the City of Saint Paul. Services include providing financial and technical assistance, helping developers with the redevelopment, rehabilitation and contamination cleanup of commercial properties and working with partners on economic development initiatives in an effort to stabilize commercial areas and neighborhoods. For additional information, call 651-266-6593.

- **Heritage Preservation**

Do you own a home in a historic district or is your property a historic site? If so, construction, demolition, and exterior alterations must be reviewed by the city's Historic Preservation Commission to ensure that it meets the city's guidelines. For additional information, call 651-266-6714.

- **Housing**

The City of Saint Paul provides assistance in buying or renovating a home in Saint Paul through the CityLiving program, when funding is available. For additional information on these programs, visit www.stpaul.gov/departments/planning-economic-development/housing/housing-property/homebuyer-homeowner-resources or call 651-266-6655.

- **Mortgage Foreclosure Prevention (MFP) Program**

This program counsels homeowners who are in danger of losing their homes. This program helps homeowners avoid foreclosure, stay in their homes and remain part of their communities. Homeowners are provided assistance in assessing their immediate needs and looking at options to prevent foreclosure. Program services include education about the foreclosure process, assistance in evaluating possible foreclosure solutions and referral to community resources including financial counseling. For additional information on this program, visit www.stpaul.gov/departments/planning-economic-development/housing/housing-property/homebuyer-homeowner-resources or call 651-266-6626.

- **Neighborhood Plans**

Saint Paul Planning and Economic Development works to ensure that city and neighborhood plans have shared objectives and recommendations. This is achieved through development of district plans, for each of the 17 planning districts and through small area plans for smaller geo-

graphic areas of Saint Paul. Each plan is adopted as an addendum to the Saint Paul Comprehensive Plan following a formal preparation process with the community, city staff and the Planning Commission. For additional information on neighborhood plans, call 651-266-6556.

Go to the following websites for more information on [Planning Links and Resources](#):

- [Metropolitan Council](#)
- [Saint Paul Riverfront Corporation](#)
- [Transit for Livable Communities](#)
- [Alliance for Sustainability](#)
- [League of Minnesota Cities](#)
- [Design for Health, Blue Cross Blue Shield](#)
- [Center for Urban and Regional Affairs \(CURA\)](#)
- [Saint Paul Foundation](#)
- [American Planning Association, Minnesota Chapter](#)
- [Smart Growth](#)
- [Urban Land Institute](#)
- [Congress for the New Urbanism](#)

POLICE



The Saint Paul Police Department is led by the [Office of the Chief](#) and three divisions: [Major Crimes](#), [Operations](#) and [Support Services and Administration](#). The department employs approximately 800 people, including more than 600 sworn officers. In 2013, the SPPD responded to about 270,000 calls for service and investigated about 13,000 Part I crimes. For additional information, go to www.stpaul.gov/departments/police.

• Crime Reporting

To report a crime in an emergency, call 9-1-1, and for non-emergencies, call 651-291-1111. To receive a copy of a police report, call the Records Unit at 651-266-5700 or file a police report at www.stpaul.gov/departments/police/file-police-report. There is a small cost associated with receiving a report. For information on crime statistics for the City of Saint Paul, go to www.stpaul.gov/departments/police/crime-statistics.

• Crime Prevention

[Crime prevention strategies](#) and activities to prevent crime include training owners of apartment buildings and designing the physical environment to deter crime. For additional information, call your district police office. (See District Patrol Offices below for your district contact number.) The unit also assists Saint Paul's 17 district councils in their work in forming and coordinating block clubs to prevent crime. To organize a [block club](#) in your neighborhood, call your district council office (see pages 8-9).

- **District Patrol Offices**

The Saint Paul Police Department has three major patrol offices or districts, listed below. Each of the following districts has a monthly information meeting that is open to the public:

Central District

367 Grove Street
Saint Paul, MN 55101
Phone: 651-266-5563

Eastern District

722 Payne Avenue
Saint Paul, MN 55106
Phone: 651-266-5565

Western District

389 N. Hamline Avenue
Saint Paul, MN 55104
Phone: 651-266-5512

- **FORCE Unit**

FORCE is an acronym for “Focusing Our Resources on Community Empowerment,” and the unit employs several strategies to fight crime. The unit responds to neighborhood and business crime issues, targets problem properties and street-level narcotic activities and collaborates with the city’s [code enforcement](#) activities to address housing in need of repair or removal. For additional information, call 651-266-5712.

- **[National Night Out \(NNO\)](#)**

Saint Paul celebrates this annual event on the first Tuesday every August. This event seeks to heighten awareness of violence and drug prevention and to generate support and participation in local anti-crime efforts. This event also strengthens neighborhood spirit and police-community relations and sends a message that communities are organizing and fighting back against crime. For more information, call the Saint Paul Police Department’s NNO Coordinator at 651-266-5455, call your neighborhood district council or go to the [National Night Out](#) website to register a NNO event, request visits from Police and Fire, and get ideas for your NNO event!

PUBLIC WORKS



The [Saint Paul’s Department of Public Works](#) is one of the key departments responsible for maintaining the “face” of the city. The department is a nationally accredited organization responsible for the design, construction, and maintenance of the street, sewer, and drainage infrastructure systems in Saint Paul. Public Works also engineers the traffic, signal, lighting infrastructure and bridges for the City, in addition to coordinating citywide recycling efforts. For additional information,

go to www.stpaul.gov/departments/public-works or call 651-266-9700.

- **[Community Cleanup Events](#)**

The City of Saint Paul partners with local [district councils](#) to organize annual community drop-off events for residents to properly dispose of large refuse items, recyclable materials not collected in the curbside program and share usable goods with others. Clean up events are scheduled May through October. In addition, Saint Paul sponsors a citywide park and neighborhood litter cleanup event each spring. For additional information, go to www.stpaul.gov/departments/public-works/recycling-and-waste-reduction/community-cleanup or call 651-266-8866. Throughout the year, there are opportunities for volunteering to keep Saint Paul healthy and beautiful, visit www.stpaul.gov/departments/parks-recreation/natural-resources/volunteer-resources for more information or to register for a cleanup event.

- **[Household Hazardous Waste \(Ramsey County Service\)](#)**

Many household products you use to clean your kitchen and bathroom, maintain your car and home, and control animal and insects contain harmful materials. When products containing harmful materials are no longer needed, they are



considered household hazardous waste and are banned from the trash. These products must be disposed of at County Collection Sites to prevent harm to our health and the environment. For additional information on disposal of household hazardous waste, call Ramsey County's 24/7 Recycling and Disposal Hotline at 651-633-3279 (EASY) or go to www.ramseycounty.us/residents/recycling-waste/a-z-disposal-guide.

- **Recycling and Waste Reduction**



The City of Saint Paul Department of Public Works has signed agreements with [Eureka Recycling](#) to provide recycling processing and marketing services and recycling collection from single unit dwellings and small apartment buildings. The new contract terms will begin January 1, 2017. Residential curbside recycling is collected weekly, Monday through Friday, depending on the neighborhood. View the [Recycling Collection Day Map](#). Most Saint Paul apartment buildings with twelve or more apartment units provide a central recycling area with large recycling carts for use by all residents. Buildings with eleven or fewer units are provided with curbside recycling services. Pick up a new or replacement recycling bin at your local district council office. Wheel kits may also be available. For additional information, such as where to [pick up a free recycling bin](#), finding out your recycling collection day, learn more about the new contract or what items are acceptable for recycling, go to www.stpaul.gov/departments/public-works/recycling-and-waste-reduction or call 651-266-8866. The City provides a [recycling drop off center at 309 Como Avenue](#) for anyone who wants to bring sorted recycling materials to the drop-off for free. Access is available Monday through Friday, 8 am to 4:30 pm and Saturday, 8 am to Noon.

- **Residential Street Vitality Program (RSVP)**

This program involves improving neighborhoods all across Saint Paul as the city conducts a 20-25 year street construction program. Each year, about 10-15 miles of unpaved and older paved streets are improved through street paving, tree planting and lighting. During construction, public and private utilities also work on needed upgrades and replacements. For additional information, go to www.stpaul.gov/residents/construction-projects/residential-street-vitality-program-overview.

- **Snow Emergency**

The City of Saint Paul usually declares a snow emergency after snowfalls of three inches or an accumulation of three inches or more over several days. Once the declaration has been made, a set of city-wide parking rules goes into effect. These rules allow Public Works crews to effectively and efficiently plow all city streets curb to curb. A snow emergency begins the night of the day it is declared. For details on snow emergencies go to stpaul.gov/snow and learn about the parking regulations. For 24-hour snow emergency information, call 651-266-PLOW (7569) for an up-to-date recording of current snow emergency conditions or 651-266-9700 to talk to street maintenance personnel. [Subscribe to "SnowAlert"](#) and receive an email and/or text message when a snow emergency is declared. If your property has been damaged by a snow plow, please call 651-266-9700 or email snowemergency@ci.stpaul.mn.us to report the damaged property and crews will be out to address it.

- **Street Sweeping**

The City sweeps the 340 miles of arterial (primary) streets in St. Paul on a regular schedule from April until October depending on weather conditions. Most arterial streets are swept at least 8 times per year. Residential streets are swept twice a year; in the early spring and late fall. Alleys are swept after residential sweeping is complete. There are 530 miles of residential streets and 330 miles of alleys in St. Paul. Depositing any material (i.e. leaves, trash, dirt) from the boulevard

or private property into the street is prohibited. View the [interactive map](#) of the sweeping routes in Saint Paul. Please call Public Work's 24-hour phone number at 651-266-9700 if you have any questions regarding the sweeping operations or schedule.

- **[Parking](#)**

In the City of Saint Paul, some parking is free to the public while other parking may have restrictions associated with its use. On-street parking is allowed and managed through a variety of parking restrictions including time limits, parking meters and permit parking. In certain car-congested neighborhoods, permits are required to park on the street. To find out more about [residential permit parking](#) or if you need a permit, call 651-266-9777. General parking restrictions can be found in the [City Legislative Code](#). In the event of a [snow emergency](#), construction or a special event, additional parking restrictions may be enacted. For additional information, call 651-266-6210.

- **[Yard Waste/Organic Waste \(Ramsey County Service\)](#)**

Leaves, grass clippings, trees and other types of plant waste are banned from the trash. Ramsey County maintains yard waste collection sites that are free and open to Ramsey County residents only. For additional information on handling yard waste and other organic materials, call Ramsey County's 24/7 Recycling and Disposal Hotline at 651-633-3279 (EASY) or view the [Ramsey County A to Z Disposal Guide](#).

DEPARTMENT OF SAFETY AND INSPECTIONS (DSI)



The [Department of Safety and Inspections](#) is comprised of a number of regulatory divisions whose aim is to protect and improve the quality of life for all Saint Paul residents by effectively administering and enforcing building, housing, health, sanitation and safety regulations mandated by city and state governments. For additional information, go to www.stpaul.gov/departments/safety-inspections or call 651-266-8989.

- **Building Permits**

A building permit is required for the vast majority of structural revisions to residences, garages, carports, decks and similar structures or buildings. Non-structural revisions and remodeling that does not constitute normal maintenance require a building permit if the value, including both labor value and the cost of materials, exceeds \$500. If your residence is in a historic preservation area, a permit is required for exterior work or repairs such as tuckpointing, siding, window replacement, patching a roof, etc., regardless of the value. If you can't find the information you are looking for, contact the following appropriate units:

- Zoning Section - Phone: 651-266-9008 (For information about Zoning Code setbacks, lot coverage, land usage, etc.)
- Building Plan Review Section - Phone: 651-266-9007 (For information on Building Code construction and permit requirements.)
- Heritage Preservation Commission Staff - Phone: 651-266-9078 (For information on historic districts or sites, design guidelines, etc.)
- General information on permit requirements, please email the [DSI Message Center](#).

- **Licenses**

The city requires licenses for a variety of business activities, including animal licenses, building trades, gambling and business establishments. For additional information, go to www.stpaul.gov.

gov/departments/safety-inspections/licenses or call 651-266-8989.

- **Look up [Permits](#), [Pay Excessive Consumption Charges/Certificate of Occupancy Inspections](#) and [Property Information](#)**

You can DSI's online service to help you through the process of permits and inspections. Save time with quick access to property information and inspection reports. Information on permit requirements can be found at online.stpaul.gov or by calling 651-266-8989. Ramsey County also has a site for looking up property and tax information, go to www.ramseycounty.us/residents/property-home/taxes-values.

- **Ordinance Requirements for Sale of Residential Category 2 Vacant Buildings**

Category 2 Vacant Buildings are defined in Legislative Code, [Chapter 43](#) and require a Certificate of Code Compliance before they can be reoccupied. Such properties may be sold "as is", but it is unlawful to transfer title until a sale approval process has been completed and approved by DSI staff. The approval process requires the completion of a Code Compliance Inspection and the submission of a capable rehabilitation plan, proof of sufficient funds, a timeline for completion and an application fee.

- **Truth-In-Sale of Housing Program**

The city requires a current inspection of all single-family, duplex, townhouse, condominium and co-op properties at the time the dwelling is offered for sale. For most owner-occupied properties this inspection will be a Truth-In-Sale of Housing (TISH) Disclosure Report. These reports are prepared by private evaluators licensed by the city. Homeowners hire the evaluator directly. There are exceptions and allowable substitutions for this requirement. This is a "disclosure only" program with only one required repair; if there is no hard-wired smoke detector, the owner must install one. For additional TISH information, including a list of currently licensed evaluators, go to www.stpaul.gov/departments/safety-inspections/truth-sale-housing.

Information about the following common complaint areas can be found on [pages 10 to 14](#) of this guide.

- **Animal Control**
- **Barking Dogs**
- **Certificate of Occupancy**
- **Code Enforcement**
- **Emerald Ash Borer (EAB) affecting trees in Saint Paul**
- **Graffiti Removal**
- **Noise**
- **Snow Removal - Sidewalks and Alleys**
- **Trash Pickup and Illegal Dumping**

OTHER SERVICES

- **[Cable and Communications Services](#)**

Comcast and CenturyLink provide cable TV services to Saint Paul through the cable television franchises with the city. If you have questions or problems with your cable TV service you receive from Comcast, please contact them first at 651-222-3333. If you are a CenturyLink cable customer, you may reach them at 800-244-1111. After contacting your cable company, and if you believe the issue is still unresolved, call the City's Office of Cable Communications at 651-266-8870 for assistance.

- **Metro Green Line Light Rail Transit (LRT)**

The Green Line LRT is an 11-mile transit route that connects downtown Minneapolis and down-

town Saint Paul along University and Washington avenues through the State Capitol complex, Midway area and University of Minnesota. Construction on the line began in 2010 and service began on Saturday, June 14, 2014. The Metropolitan Council manages the the Green Line. For additional information, go to www.metrotransit.org/metro-green-line call 651-602-1645.

- **Children and Youth Services**

The City of Saint Paul provides many services for our younger residents – including library story times for infants, an active Teen Center, and opportunities to work on creative arts and poetry projects. Both the Library and the Parks & Recreation Department offer dozens of programs every month designed for children and teens of all ages. The city has initiated “Sprockets”, a collaborative of community organizations, the City of Saint Paul and Saint Paul Public Schools. Through Sprockets, youth can participate in free or low-cost programs and activities to help them gain essential social, emotional and academic skills. For additional information, go to sprocketssaintpaul.org.

- **[City Attorney](#)**

The Saint Paul City Attorney’s Office is the second largest municipal law office in the State of Minnesota. The City Attorney’s Office provides in-house legal counsel and civil litigation services to the Mayor, City Council, City Departments, Housing Redevelopment Authority, Port Authority and Public Housing Agency. In addition, the Saint Paul City Attorney’s Office prosecutes the criminal violation of City Ordinances, State Misdemeanor Statutes and State Gross Misdemeanor Statutes. For additional information, call 651-266-8710.

- **[Employment with the City](#)**

The City of Saint Paul is an equal opportunity/affirmative action employer. Veterans, women, persons of color, members of the LGBT community, and individuals with disabilities are strongly encouraged to apply. The City uses an [online application system](#). To apply for an job opening, you must create a login and applicant job profile. To learn about employment opportunities with the city, go to www.stpaul.gov/departments/human-resources/employment.

- **[Events](#)**

There’s always something happening in Saint Paul! Whether you’re looking for an enriching museum experience, one of our lively festivals, or a performance in a local venue, you’ll find more than you can do in Saint Paul! For details, go to www.stpaul.gov/departments/parks-recreation/events-entertainment.

- **[Maps](#)**

The City offers a variety of maps of the city, including City Council Wards, District Councils, Library Locations, and other options. Please visit www.stpaul.gov/maps for more. You can also use [Ramsey County Geographic Information System \(GIS\)](#) to create your own map. This is an interactive program that allows you to designate the map location and the features included on your map.

- **[Public Art](#)**

Public Art is an asset to the community and landscapes of the City of Saint Paul. The public art in Saint Paul helps to preserve memories and history, tell stories, and signify that art is an important asset to the city and its landscapes and residents. The city dedicates one percent of the cost of eligible construction projects for public art. The City of Saint Paul works in partnership with Public Art Saint Paul, a non-profit, to maintain, promote and exhibit public art. For additional information, call 651-632-2454 or view the [Saint Paul’s Public Art Policy](#) for more information on public art in Saint Paul.

- **[Water Services](#)**

[Saint Paul Regional Water Services \(SPRWS\)](#) provides water quality and services to more than 415,000 customers in Saint Paul and surrounding communities. SPRWS is governed by a Board of Water Commissioners that sets policy and guides the future direction of the utility and its staff. For additional information, go to www.stpaul.gov/departments/saint-paul-regional-water-services or call 651-266-6350.

Department Directory

The next several pages list in alphabetical order the various departments located within our city.



- Question about regulations?
- Have a complaint or compliment on services?
- Don't forget your one call to City Hall!

651-266-8989

Department Directory (by alphabetical order)

A

Attorney's Office (City) 651-266-8710

C

City Council 651-266-8560

- City Clerk 651-266-8688

E

Emergency Management 651-266-5491

F

Financial Services 651-266-8800

Fire and Safety 651-224-7811

- EMS 651-228-6253
- Fire Investigations 651-228-6264
- Fire Prevention 651-228-6273
- Training 651-644-9133

H

Human Resources 651-266-6500

**Human Rights & Equal
Economic Opportunity** 651-266-8900

- Contract & Analysis
Services 651-266-8900
- Contract
Compliance &
Business
Development 651-266-8900

- Human Rights 651-266-8966

L

Libraries 651-266-7000

- Arlington Hills
1200 Payne Ave. 651-632-3870
- Bookmobile 651-266-7450
- George Latimer Central Library
90 West Fourth St. 651-266-7000
- Dayton's Bluff
645 East 7th St. 651-793-1699
- Hamline Midway
1558 W. Minnehaha Ave. 651-642-0293
- Hayden Heights
1456 White Bear Ave. 651-793-3934
- Highland Park
1974 Ford Parkway 651-695-3700
- Merriam Park
1831 Marshall Ave. 651-642-0385
- Rice Street
1011 Rice St. 651-558-2223
- Riverview
1 East George St. 651-292-6626
- Rondo
461 North Dale St. 651-266-7400
- Saint Anthony Park
2245 Como Ave. 651-642-0411
- Sun Ray
2105 Wilson Ave. 651-501-6300
- West 7th
265 Oneida St. 651-298-5516

M

**Marketing &
Communications** 651-266-6770

Mayor's Staff 651-266-8510



Office of Cable Communications
Cable TV **651-266-8870**

P

Parks and Recreation **651-266-6400**

- Administration, Finance & Planning 651-266-6400
- Como Park Zoo and Conservatory 651-487-8201
- Special Services (GOLF) 651-266-6400
- Aquatics 651-266-6400
- Recreation Centers 651-266-6400
- Operations 651-632-5111

Planning and Economic Development **651-266-6565**

- Director's Office 651-266-6565
- Economic Development 651-266-6565
- Heritage Preservation 651-266-6700
- Marketing/Public Relations 651-266-6575
- Planning and Zoning 651-266-6700
- Housing 651-266-6655
- ISP/NSP/Project Services 651-266-6655

Police Department **651-291-1111**

- Arson 651-292-3737
- Assistant Chiefs
- Major Crimes 651-266-5500
- Operations 651-266-5545
- Support Services & Homeland Security 651-266-5500

- Chief of Police 651-266-5588
- Civilian Review Commission 651-266-5583
- Communications Center 651-291-1111
- Community Services 651-266-5485
- Crime Prevention Coordinator 651-266-5625
- Crimes Against Persons
 - Family Violence Unit 651-266-5676
 - Homicide 651-266-5650
 - Sex Crimes 651-266-5685
- Crimes Against Property
 - Auto Theft 651-266-5574
 - Fraud & Forgery 651-266-5734
- Force Unit 651-266-5712
- Front Desk - Headquarters 651-266-5628
- Gang Unit (SPPD) 651-266-5680
- Impound (Main) Lot 651-266-5642
- Internal Affairs 651-266-5760
- Juvenile 651-266-5612
- Narcotics 651-266-5900
- Patrol Offices
 - A.C.O.P. (A Community Outreach Program) 651-558-2305
 - Central District 651-266-5563
 - Eastern District 651-266-5565
 - K-9 651-266-5773
 - Western District 651-266-5512
 - City-Wide Services 651-266-5585
- Patrol Offices (Substations & Storefronts)
 - Saint Paul Police Storefront in SunRay 651-578-7400

- Phalen Village Community Storefront 651-776-5786
- Downtown Patrol Unit (Substation) 651-292-6011 or 651-266-5785
- West Side Storefront 651-292-6510
- Public Information Coordinator 651-266-5735
- Records 651-266-5700
- Recruitment Unit 651-266-5886
- Research & Development 651-266-5501
- School Police 651-266-5617
- Special Investigations Unit (S.I.U.) 651-266-5680
- Survivor Resources 651-266-5674
- Systems 651-266-5551
- Traffic & Accident 651-266-5722
- Watch Commander 651-266-5627

Public Works 651-266-9700

- 24-Hour Assistance 651-266-9700
- Snow Plowing Message 651-266-7569
- Composting 651-266-8866
- Handicap Parking Permits (State of Minnesota) 651-296-6785
- Handicap Parking Signs 651-266-6200
- Household Hazardous Waste (Ramsey County Hotline) 651-633-3279
- Maps & Records 651-266-6150
- Marketing & Media Relations 651-266-6063
- Parking Meter Repair 651-266-9776
- Parking Violations 651-291-1111

- Permits - Building (Dept of Safety & Inspections) 651-266-9090
- Potholes (Answered 24 Hours) 651-266-9700
- Recycling Information 651-266-8866
- Residential Parking Permits 651-266-6200
- Real Estate - Assessments & Service Charges 651-266-8858
- Real Estate (Vacations-Acquisitions) 651-266-8850
- Residential Street Paving Program 651-266-6080
- Road Restrictions - Seasonal (MnDOT) 651-405-6023
- Sewer - Backups 651-266-9850
- Sewer Connections 651-266-6234
- Sewer - Construction 651-266-6080
- Sewer - Engineering 651-266-6234
- Sewer - Maintenance 651-266-9850
- Sidewalks - Repairs 651-266-6120
- Police Impound Lot 651-266-7569
- Snow Plowing Information (Answered 24 Hours) 651-266-9700
- Streetlight Alley - Repair (Xcel Energy) 800-960-6235
- Streetlight (new) 651-266-6200
- Streetlight Repair 651-266-9777
- Streets - Cleaning (Answered 24 hours) 651-266-9700
- Streets - Construction 651-266-6080
- Streets - Design 651-266-6110
- Streets - Road Kill (Answered 24 Hours) 651-266-9700
- Streets - Sanding & Salting (Answered 24 Hours) 651-266-9700
- Streets - Flooding 651-266-9850

- Surveying 651-266-6075
- Traffic Sign & Signals - Maintenance 651-266-9777
- Traffic - New Signs & Signals 651-266-6200
- Weed Control - Public Right of Way 651-266-8989
- Yard Waste (Ramsey County Hotline) 651-633-3279

S

- Safety & Inspections 651-266-8989**
- Animal Control 651-266 - 1100
 - Building Inspections 651-266 - 9002
 - Building Plan Examiners 651-266 - 9007
 - **City Information & Complaints 651-266 - 8989**
 - Electrical Inspections 651-266 - 9003
 - Elevator Inspections 651-266 - 9010
 - Environmental Health Inspections 651-266 - 9132
 - Fire Inspections 651-266 - 8989
 - Heritage Preservation 651-266 - 8989
 - Licensing 651-266 - 8989
 - Mechanical Inspections 651-266 - 9004
 - Plumbing Inspections 651-266 - 9005
 - Project Facilitators 651-266 - 9103
 - Property Code Enforcement 651-266 - 8989
 - Vacant Buildings 651-266 - 8989
 - Warm Air/Ventilation Inspections 651-266 - 9006
 - Zoning 651-266 - 9008

T

Technology & Communications 651-266-6770

- Office of Cable Communication\ Cable TV 651-266 - 8870

W

Saint Paul Regional Water Services 651-266-6350



Offices of the Saint Paul City Council
15 Kellogg Boulevard West, Suite 310, City Hall
Saint Paul, MN 55102-1615
www.stpaul.gov/council
Phone: 651-266-8560
Fax: 651-266-8574