



City of

Wentzville

Guide to City Services

Dear Friend:

City government in Wentzville exists to provide residents and visitors with many services. We do our best to make certain these services are provided efficiently, economically and courteously. Every effort is made to be responsive to citizen needs.

The purpose of the Guide is to make it easier for you to contact the right office when the need for City services arises. The information is arranged alphabetically by subject, rather than by department, to assist you in finding the right number to call. Also included are referrals to community assistance organizations and other governmental agencies.

Please do not hesitate to contact the appropriate City department or the City Administrator's office when your city government can be of assistance in solving a problem or providing an answer.

City of Wentzville
310 W. Pearce Blvd.
Wentzville, MO 63385
Telephone: (636) 327-5101
Fax: (636) 639-2017

www.wentzvillemo.org

City of Wentzville Facilities

City Hall.....	310 W. Pearce Blvd.....	636-327-5101
Police Department....	1019 Schroeder Creek Blvd.....	636-327-5105
Parks & Recreation Department.....	968 Meyer Rd....	636-332-9236
Street Department.....	200 E. Fourth St.....	636-327-5102
Public Works.....	200 E. Fourth St.....	636-327-5102
Animal Control	1019 Schroeder Creek Blvd.....	636-327-5105
Waste Water Plant.....	2355 Mette Rd.....	636-327-4174
Utility Service Center.....	5 W Pearce Blvd.....	636-639-2155
Municipal Court.....	1019 Schroeder Creek Blvd.....	636-327-5141

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AARP: For tax preparation help and information for seniors and low income taxpayers, call 1-866-389-5627.

Absentee Ballots: For information on obtaining an absentee ballot, contact the St. Charles County Election Authority at 636-949-7550.

Accessory Structures: Buildings such as garages, sheds, gazebos etc which require Building Permits contact Public Works at 636-327-5102.

Accidents involving City Vehicles or City Property: Contact City Police at 636-327-5105 for a police report. Contact City Clerk's office at 636-327-5101 for an insurance report.

Accident Reports: To obtain copies of City accident reports, contact the City Police Department at 636-327-5105.

ADA Accommodations: Persons requiring accommodation at public meetings should contact City Clerk's Office at 636-327-5101 at least 48 hours in advance of the scheduled meeting.

Adopt-a-Street Program: If your club or business would like to be involved in the Adopt-a-Street program, please call Public Works 636-327-5102.

Ambulance Service: Emergency ambulance service is provided for Wentzville residents by calling 911.

Annexation: The process of property being incorporated into the municipal boundaries of Wentzville contact the Planning and Zoning Department at 636-639-2032 for information.

Animal Bites: Bite reports are investigated and domestic animals are confined for

rabies observation period. For more information or to report an animal bite, contact the Wentzville Police Department at 636-327-5105.

Animal Regulations & Licensing: For questions regarding the number and types of animals allowed in the city and licensing requirements, contact Animal Control at 636-327-5105.

Aquatic Center: See “Swimming Pool, Public.”

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Backflow Protection: Irrigation systems and all commercial buildings require a backflow protection device which must be tested annually. For information contact Public Works at 636-327-5102.

Barricades: Barricades for block parties or other special events may be obtained after first securing a Special Event Permit. For applications, contact the City Clerk at 636-327-5101.

Better Business Bureau: The St. Louis area office may be reached at 314-645-3300.

Birth Certificates: To obtain a certified copy of a Missouri birth certificate, contact the St. Charles County Division of Public Health Vital Records at 636-949-7400 or <http://www.scchealth.org/docs/doche/certifica.html>.

Block Parties: See “Barricades.”

Board of Adjustment: Board members are appointed and hold a five-year term and hear appeals to the zoning regulations concerning strict application of area and performance standards of the City as provided by law. For additional information contact Public Works 636-327-5102.

Board of Aldermen: To contact any of the Board of Aldermen members, including the Mayor, call City Hall at 636-327-5101.

Board of Aldermen Elections: Aldermen are elected for two-year terms on a rotating basis. For more information, contact the City Clerk at 636-327-5101.

Board of Aldermen Meetings: Meetings are held the second and fourth

Wednesdays of each month at 6:30 p.m. in the Council Chambers at City Hall located at 310 W. Pearce Blvd. All meetings are open to the public and a portion of each meeting is set aside for public participation and comments. Meeting agendas are in the lobby of City Hall, or on the City website www.wentzvillemo.org.

Boards & Commissions: The City of Wentzville has a number of advisory boards and commissions comprised of volunteers from within the community who serve without compensation. Generally, these commissions make recommendations to the Mayor and Board of Aldermen regarding actions and policies affecting municipal government, City departments and the community. Citizens who desire to serve on a City board or commission may apply by contacting the Mayor's office at (636) 332-5101 or by completing a Boards and Commissions Application Form, which is located on the City's website, and forwarding it to the Mayor's office.

Building Code Administration: The City conducts all inspections using the 2000 International Building Code and the 2000 International Residential Code as adopted by City ordinance. For more information on building codes and standards, please contact Public Works office at 636-327-5102.

Building Permits: A building permit is required for any structure attached to your home (i.e. decks, carports, room additions, patio covers, garages) or for a detached garage or a shed with more than 120 sq. ft. Driveways, fences, swimming pools, and basement finishes also require permits. For more information, contact Public Works at 636-327-5102.

Building Plan Review: For information contact the Public Works at 636-327-5102.

Building Inspections: To schedule an inspection please call Public Works at 636-327-5102.

Business License: For business license requirements, contact the City Clerks office at 636-327-5101.



Cable Television: For billing inquiries and information regarding cable installation or repair, call Charter Communication at 1-800-892-2947.

Capital Improvements: To find out when public improvements such as street construction, sewers, park improvements, etc. are scheduled or if you have

questions about a current project call Public Works at 636-327-5102.

Census: The 2010 census is approaching to count the number of residents in the City and update various demographic data. For questions contact the City Clerk 636-327-5101.

CERT: “*See Emergency Management Office*”

Chamber of Commerce: To reach the Wentzville Chamber of Commerce contact them at 113 E Pearce Blvd, Wentzville, MO 63385 or 636-327-6914.

Child Abuse: To report child abuse or neglect contact the Wentzville Police Department at 636-327-5105 or the Child Abuse Hotline at 1-800-392-3738 (voice) or 1-800-669-8689 (TDD).

Child Care Licensing: State of Missouri licenses are required for In-home or other child care facilities caring for more than four children. For more information on the state licensing procedure, please call 573-751-2450. In addition to the state license, providers caring for more than four children require a facility inspection and an occupation license from the City of Wentzville. More information may be obtained by calling Public Works at 636-327-5102.

Child Restraint, Automobiles: All children four years or younger must be properly restrained in an approved child restraint seat. Failure to restrain a child may result in a fine. To report a child restraint violation, please call the Wentzville Police Department, 636-327-5105.

City Clerk: Maintains the official City records. For information call 636-327-5101.

City Construction Projects: For information on City (public) construction projects call Public Works at 636-327-5102.

City Hall: Is located at 310 W. Pearce Blvd. The mailing address is 310 W. Pearce Blvd., Wentzville, MO 63385. Hours of operation are Monday through Friday, 8-5pm (except posted holidays). Phone 636-327-5101. There are extended hours until 7:00pm on the second and fourth Wednesdays. (Same as Board of Aldermen meetings)

City Information: For general information on your City government, referrals to appropriate departments and personnel, and the answers to any questions not found in this guide, call City Hall at 636-327-5101 or visit website at www.wentzvillemo.org.

City Property: For information about City land acquisitions or land inventory, call the Economic Development Department at 636-639-2016.

City-wide Cleanup: There is an annual free large-item pickup for all Wentzville Residents in April and in October. For information on restricted items contact Public Works at 636-327-5102.

Code/Enforcement Violations: To report property maintenance code violations, including weeds, uncontained trash or inoperable/unlicensed vehicles, contact the Customer Service Center at 636-639-2121.

Cooling Centers: Periodically, due to extended extreme weather conditions the city in cooperation with local businesses or churches will establish local cooling center to provide temporary relief of those weather conditions until more permanent arrangements can be made by the resident. Please contact Wentzville City hall 636-327-5101 or the Police Department at 636-327-5105 for information on established site locations.

Commemorative Tree Program: Enhance your memory of a special event or person through dedicating a living tree memorial. The Department of Parks and Recreation will plant a tree, provide you and /or the recipient of your donation a letter, description, location of your special tree and a commemorative plaque in the recreation center. An application is available at the Department of Parks and Recreation, 968 Meyer Road, or call 636-332-9236.

Complaints/Concerns: If you have a complaint or a concern about City services or operations, contact the Customer Service Center at 636-639-2121.

Comprehensive Plan: A City plan indicating history, demographics, and policy statements, goals & objectives, maps, data related to the growth and development of the City. For questions contact the Public Works at 636-327-5102.

Concert in the Park: For information, contact the Parks and Recreation Department at 636-332-9236.

Construction Hours: Pursuant to City Ordinance construction work may take place between 6AM to 9PM, M-F, 8AM to 5PM, on weekends.

County Fair: St. Charles County Fair is held at Rotary Park in Wentzville the last full week of July every year. See www.stcharlescofair.org for more information.

Court Cases: If you have a question regarding a court case being heard in the City's Municipal Court or questions regarding Municipal Court dates, call the Court Clerk at 636-327-5141.

Crime Prevention: Contact the Wentzville Police Department at 636-327-5105 or the Crime Tip Hotline at 636-639-2180.

Criminal History: For questions about or a copy of your criminal history, contact the Missouri State Highway Patrol at 573-526-6153. To obtain a local history, contact the Wentzville Police Department 636-327-5105.

Customer Service Center: If you have a complaint or a concern about City services or operations, contact the Customer Service Center at 636-639-2121 or email customerservice@wentzvillemo.org.

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D.A.R.E. Program: The Wentzville Police Department teaches a Drug Abuse Resistance Education (D.A.R.E.) program to all 5th graders in Wentzville Elementary Schools. For more information, contact the D.A.R.E. unit at 636-327-5105.

Dead Domestic Animals: When you find dead dogs or cats on the street, contact Animal Control at 636-327-5105.

Dead Wild Animals: Neither Animal Control officers nor Public Works Employees remove dead animals from private property. Residents are asked to place animals small enough into plastic bags or wrap and discard them in their curbside trash. For dead animals found in the street please contact Public Works at 636-327-5102 during normal business hours. After hours and on weekends contact the Wentzville Police at 636-327-5105.

Death Certificates: To obtain a certified copy of a Missouri death certificate, contact St. Charles County Division of Vital Records at 636-949-7400 or <http://www.scchealth.org/docs/doche/certifica.html>.

Decks: *“See Building Permit.”*

Demographic Information: May be obtained through the Economic Development Department at 636-639-2016.

Demolition Permits: *“See Building Permit.”*

Digging holes in yards: *See Missouri Dig Rite.*

Disability Information: Citizens with disabilities who have concerns, suggestions, questions or complaints regarding accessibility to City Facilities and/or to City programs and services should contact City Hall at 636-327-5101.

Dog Registration: In the City of Wentzville, only Pit Bull or Pit Bull mix dogs need to be registered with the City. To obtain information please contact City Hall at 636-327-5101.

Dogs: The City's leash law requires dogs, when outdoors, to be kept in an adequately fenced yard or leashed. Annual rabies and distemper shots are required. Animal control officers patrol streets and pick up stray dogs and cats which are then taken to a boarding facility. **The maximum number of dogs allowed is 3 per household.** For more information, contact Animal Control at 636-327-5105.

Domestic Violence: The Wentzville Police Department and the State of Missouri have very strict enforcement laws and guidelines regarding adult abuse (domestic violence). You have the right not to be abused. Information and assistance are available through the Wentzville Police Department 636-327-5105. If it is an emergency, dial 911.

Door to Door Sales: *See "Solicitation."*

Drainage: To report a clogged or broken storm sewer inlet, contact the Public Works Department at 636-327-5102. If the situation requires emergency assistance after hours or on weekends, please call Wentzville Police Dispatch at 636-327-5105.

Driver's License: For more information on obtaining or renewing your driver's license, contact the Missouri Department of Motor Vehicles at 636-332-5909.

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Easements: Provide the City with access to a defined portion of property for a specific purpose (i.e., construction, utility installation, etc.). For additional information contact the Public Works at 636-327-5102. *See also "Utility Easements."*

Economic Development: For information contact the Economic Development Department at 636-327-5101.

Elections: For information regarding local, state, and federal elections, call the St.

Charles County Election Authority at 636-949-7550.

Electric Line Locations: For information on the location of electric lines call 1-800-DIG RITE (1-800-344-7483).

Electrical Code Administration: Electrical repairs that may require a permit should be directed to Public Works at 636-327-5102.

Emergency Management Office: Is responsible for the preparation and implementation of emergency functions required to prevent injury and minimize and repair damage due to disasters, to include emergency management of resources and administration of such economic controls as may be needed to provide for the welfare of the people, and emergency activities. This office also coordinates the Community Emergency Response Team (CERT) which is a volunteer group that is trained to assist with helping emergency responders after disastrous situations in the community. For more information contact the Wentzville Police Department at 636-327-5105.

Emergency Services: Call 9-1-1. The City of Wentzville provides for the safety of the residents and community through two departments, the Police Department and the Emergency Services Department. During an emergency, call 9-1-1. These departments offer prevention programs and other services in their respective areas of expertise. Contact them for further information.

Employment: The City of Wentzville is an equal opportunity employer, offering a variety of job opportunities. Provisions have been made for employment of persons with disabilities. Job opportunities are posted on website, www.wentzvillemo.org as they are available.

Environmental Concerns: Contact the Police Department 636-327-5105.

Event Permit: See “*Special Event Permit*”

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Facility Rentals: Three shelters are available for rent in three parks, Progress Park, Fireman’s Park and Rotary Park. Shelters are open to the public when not reserved or posted. Additional rental facilities include: Progress Park Center, a banquet hall that holds up to 225 people, Progress Park gymnasium for basketball, volleyball, etc. and Progress Park swimming pool for parties. Rental information

is available through the Department of Parks and Recreation at 636-332-9236.

Fair Housing – For information on the Fair Housing Act, call 314-539-6583.

Farmers market: The Wentzville Farmer’s Market is held on Main Street in down-town Wentzville from 7:00 am – noon every Saturday from May thru the end of October. For more information about the Market or to become a vendor please call the Chamber of Commerce office at 636-327-6914.

Federal Officials Representing Wentzville: For information on officials representing Wentzville in the United States Senate and House of Representatives, please call the City Hall at 636-327-5101.

Fences: A permit is required to construct a fence. Contact the Public Works at 636-327-5102 or visit website www.wentzvillemo.org.

Festivals: For information on any county or city festivals, contact City Hall 636-327-5101.

Finished Basement: See Building Permit.

Fire: To report a fire call 9-1-1.

Fire Department: Wentzville Fire District provides service to Wentzville residents. You may contact them at 636-327-6239 for non-emergency assistance.

Fire Hydrant Testing: The City flushes and tests hydrants annually to ensure that adequate fire flows are available. On occasion, your water may appear muddy or yellow in color following hydrant testing. Let the water run for several minutes until it clears. If the problem persists, please contact the Public Works Department at 636-327-5102.

Fire Code Inspections: Contact the Wentzville Fire Protection District at 636-327-6239.

Fire Investigations: Contact Wentzville Police Department 636-327-5105.

Fireworks: Under City Ordinances it is illegal to shoot fireworks within the corporate City limits of Wentzville. Parks and Recreation host an annual display at Progress Park.

Fishing Permit: Fishing is permitted at Community Club Lake in Rotary Park. Missouri Department of Conservation fishing regulations are enforced. Anyone under 15 years or older than 65 years are not required to have a permit. Specific

regulation information may be obtained by contacting the Missouri Department of Conservation at 636-441-4554.

Flea Market: Wentzville Community Club is the sponsor of this event. It is held Sunday mornings at the Wentzville Community Club, 500 West Main Street. For more information call 636-697-8117 or 636-327-6358.

Flooding: Contact Public Works 636-327-5102.

Flood Plain Information: To find out if a property lies within the flood plain, call the Public Works 636-327-5102.

Fuel Storage Tanks: If you have questions regarding fuel storage fuels contact Public Works 636-327-5102.

Fun Times Brochure: Brochure is delivered to all city resident homes that includes information on Parks and Recreation programs, facilities and memberships 3 times per year.

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Garage Sale Sign Permits: Garage Sale Sign Permits may be obtained from City Hall. Two sales per residence are allowed per year. For more information, contact City Hall at 636-327-5101.

Garbage Collections: *See "Solid Waste"*

G.I.S.: The City's interactive map software which can be accessed on the Wentzville website at www.wentzvillemo.org.

Grading & Excavation Permit: *"See Land Disturbance Permits."*

Green Lantern Senior Center: Located at 506 Linn Street is operated by Mid-East Area Agency on Aging through the Older American's Act. Meals are served Monday through Friday at approximately 11:30 a.m. for participants 60 years and older. Home delivered meals, activities and transportation are available. Additional information may be obtained by calling 636-332-9236.

h

Handicapped Information: Contact the Wentzville Police Department for permit information at 636-327-5105 or the Missouri Department of Revenue at 636-332-5909.

Handicapped Parking: City ordinance prohibits any parking in spaces designated for handicap parking only. The fine is \$50.

Hazardous Materials: Find out if material is hazardous by calling St. Charles County Health & Environment at 636-949-7415

Hazardous Materials Spills: All hazardous materials spills must be reported to Wentzville Police Department 636-327-5105.

Hazardous Waste Disposal: St. Charles County offers free Household Hazardous waste disposal drop-offs for residents. Visit www.scchealth.org or call 636-949-7415 for details.

Health: For questions or concerns, call St. Charles County Department of Health and Environment at 636-949-7400 or visit www.scchealth.org.

Holiday Night Lights: Annual drive through light display beginning the day after Thanksgiving features a multitude of animated and still light displays from snowmen to Mr. and Mrs. Claus on motorcycles, “12 days of Christmas”, elves on skis, polar bears, igloos, etc. Dates and times are available through the Department of Parks and Recreation at 636-332-9236.

Holiday Tree Lighting: The City has an annual Holiday Tree Lighting and parade. Contact City Hall at 636-327-5101 or www.wentzvillemo.org.

Home Associations: A community association which is organized within a development operating under a recorded land agreement, in which individual owners share common interests and responsibilities for open space, landscaping, or facilities.

Home Occupation License: Contact the City Hall at 636-327-5101.

Homestead Preservation Tax Credit: Contact the St. Charles County Assessor office at 636-949-7425 or Mid East Area on Aging at 1-800-243-6060.

House Numbers: City code requires the address be shown on each house or building. The numbers should be of contrasting color, three or four inches in height, and readily visible from the street.

Hydrants: See “*Fire Hydrant Testing.*”

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Illegal Dumping: Report concerns by calling Customer Service Center 636-639-2121 or report dumping in progress call 636-327-5105.

Information, Inquiries or Referrals: If you have a question but are unable to find the answer, call City Hall at 636-327-5101.

Inspections: For electrical, plumbing, mechanical or building inspections call Public Works at 636-327-5102.

j

Junk Vehicles: Contact Customer Service Center 636-639-2121.

July 4th: The City generally has activities and events. For more information contact Parks and Recreation 636-332-9236 or www.wentzvillemo.org.

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Land Use: If you need information on the comprehensive land use plan, local development trends or census information contact the Public Works at 636-327-5102.

Landfill: The City of Wentzville does not operate a landfill facility. For additional

information refer to “Landfills” in your local Yellow Pages.

Land Disturbance Permits: May be required for all grading in addition to a building permit. For more information, call Public works at 636-327-5102.

Leash Law: All dogs and cats must be restrained either by a leash, a chain or within a fenced area. For more information on Wentzville’s leash law, contact City Hall at 636-327-5101.

Library: The St. Charles County Public Library is located at 900 Corporate Parkway in Wentzville 636-327-4010. Discovery Village in Wentzville 636-332-6476.

License Tags: For more information regarding a license tag for your vehicle, contact the Missouri Department of Revenue or the Local License Bureau at 636-332-5909.

Licenses: See specific license title.

Liquor License: Liquor license application may be obtained from the City Clerk at 636-327-5101.



Manhole Lids/Damaged or Missing: Damaged or missing water, sewer or storm water catch basin lids pose a danger. Please report any missing or damaged lids by calling Customer Service Center 636-639-2121.

Maps and Aerial Photos: To review maps and aerial photos contact Public Works 636-327-5102.

Marriage License: For information on how to obtain a marriage license call the St. Charles County Recorder of Deeds office at 636-949-7400.

Mary Martha: Provides clothing at very low cost to anyone. Located at 9 West Koenig 636-327-7848.

Mechanical Code: See “*Building Code Administration*”

Missouri Dig Rite: Any time you dig in your yard you must call Missouri Dig Rite to locate underground utilities. To arrange for the free service call 1-800-344-7483 or set appointment at www.mo1call.com.

Missouri Tax Credit: Mid East Area on Aging 1-800-243-6060.

Movies In The Park: The Department of Parks and Recreation hosts free movies at the amphitheater located in Rotary Park. Movie start times vary dependent upon daylight hours, in the event of rain, the movies are shown at Progress Park. Additional information may be obtained by calling 636-332-9236.

Mud on streets: Contact the Customer Service Center at 636-639-2121.

Municipal Court Clerk: To contact the Municipal Court Clerk call 636-327-5141.

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National Night Out: The City of Wentzville celebrates National Night Out along with 15,000 communities annually on the first Tuesday in August. National Night Out is designed to strengthen neighborhood spirit and generate support for local anticrime programs. For further information, contact public relations at 636-327-5105.

Neighborhood Concerns: If the problem relates to property maintenance, please call Public works at 636-327-5102. For other issues, call the City Administrator's office at 636-327-5101.

Neighborhood Watch Programs: For more information on this program, contact the Wentzville Police Department at 636-327-5105.

No Parking Zones: To request parking restrictions (or changes in existing restrictions) on City streets, contact the Wentzville Police Department at 636-327-5105.

Noise Complaints: For all noise complaints, please contact the Wentzville Police Department at 636-327-5105.

O

Ordinances: All city ordinances are now posted on the City's web site and can be read by going to www.wentzvillemo.org. For more information contact the City Clerk's Office at 636-327-5101.

p

Parade Permit: Any parade that will effect the use of public roadways requires advance permission by the Chief of Police through written application of a parade permit. Please call the Wentzville Police Department at 636-327-5105 or see the cities website at www.wentzvillemo.org for more information or parade permit applications.

Parks: Parks Hours: Summer hours - Parks shall be open to the public every day of the year during designated hours. The opening and closing hours for each individual park shall be posted and are as follows:

Bicentennial Park	7:00am - 11:00pm
Fireman's Park	7:00am - 11:00pm
Green Lantern Park	7:00am - Dusk*
Memorial Park	7:00am - Dusk*
Progress Park	6:00am - 11:00pm
Rotary Park	7:00am - 11:00pm

*Dusk is considered to be 8:00pm from April 1st - September 30th and 5:00pm for October 1st - March 31st for Green Lantern Park and Memorial Park. Progress Park Recreation Center may remain open until Midnight for rentals, the park amenities will close at 11:00pm.

Park Board: The Wentzville Park Board meets the first Monday of each month at Progress Park 968 Meyer Road. 636-332-9236

Park Facility Rentals: See "*Facility Rentals.*"

Parking and Moving Violation Tickets: Parking tickets may be paid in person at the Municipal Court. If you have a question about a parking or moving violation ticket call the Municipal Court Clerk at 636-327-5141.

Park Regulations: The rules and regulations which govern activities in Wentzville parks were established to provide a safe and wholesome recreational environment. If you have questions regarding the park regulations or would like to receive a copy, contact the Parks and Recreation at 636-332-9236.

Park Volunteer Programs: For more information on volunteer opportunities and programs offered by the Wentzville Parks and Recreation Department, please call 636-327-7665.

Parks: If you have questions about park locations or facilities in the City, call the Parks and Recreation 636-332-9236.

Pavement Cuts: Contact Public Works 636-327-5102.

Permits: *See specific permit title.*

Picnic Shelter Reservations: *See “Facility Rentals.”*

Pirate Festival: The St Louis Pirate Festival is held in the fall at Wentzville’s Rotary Park. It starts on the Saturday after Labor Day and runs for three weekends on Saturday and Sunday from 10:00 am – 6:00 pm. More information can be obtained by visiting the website www.stlpiratefest.com or by calling 636-928-4141

Planning and Zoning Commission: A nine member commission. Members are appointed to a 4-year term to review land use requests in the City. For more information contact the Public Works at 636-327-5102.

Plumbing Code: *See “Building Code Administration”*

Police: For emergency service call 9-1-1. For non-emergencies please call 636-327-5105. To request police reports, call 636-327-5105.

Police, Community Affairs: For information regarding crime prevention, Neighborhood Watch, D.A.R.E. and school liaison, call 636-327-5105.

Police Conduct: To commend a police officer or file a complaint regarding the conduct of a police officer, please contact the Wentzville Police Department at 636-327-5105.

Police Dispatch: To contact Police Dispatch, call 636-327-5105.

Police, General Information: For general information regarding the Wentzville Police Department or to have your calls directed to the appropriate division call 636-327-5105.

Police Reports: Reports are generally available from the Wentzville Police Department 7-10 days after an incident occurs. You may obtain a copy of a report at the Wentzville Police Department at 1019 Schroeder Creek Blvd between the hours of 8-5, Monday through Friday. For more information call 636-327-5105.

Police, Traffic: For information regarding traffic enforcement or accident investigation call the Police Department at 636-327-5105.

Pollution: Contact Public Works 636-327-5102.

Postal Service: The Wentzville branch of the US Post Office is located at 210 E. Allen Street. For more information call 1-800-ASK-USPS.

Potholes: Call Customer Service Center 636-639-2121.

Progress Park Center: Newly renovated banquet hall located in Progress Park, holds 225 people seated at round tables, has kitchen facilities, dance floor and is available for rental, for additional information please contact the Department of Parks and Recreation at 636-332-9236.

Property, Lost or Recovered: For information on property recovered by the Wentzville Police Department, call 636-327-5105.

Property Maintenance Codes: The International Property Maintenance Code covers exterior and interior property maintenance issues such as tall grass, trash and debris etc. Contact Public Works 636-327-5102.

Property Taxes: For information regarding your property assessment, (both real estate and personal) contact the St. Charles County Assessor's Office at 636-949-7400.

Prosecutor: The City Prosecutor does not maintain an office in City Hall. For questions regarding municipal tickets or court cases, please contact the Municipal Court Clerk at 636-327-5141.

Public Hearings: Public hearings are required by law on a variety of issues. Notices of upcoming public hearings are published in a local newspaper.

Purchasing: For information on bidding supplies and services that the City procures, call Utility Service Center 636-639-2155 or www.wentzvillemo.org

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Rabies & Stray Dog Control: The leash law requires dogs and cats, when outdoors, to be kept in a fenced yard or leashed. Annual rabies shots for both dogs and cats are required, and can be obtained through your private veterinarian. Animal Control officers patrol streets and pick up stray dogs and cats, which are taken and housed at the Dardenne Animal Hospital located at 1092 S. Callahan Road in Wentzville, 636-332-5900. For more information contact Animal Control at 636-327-5105.

Rainout Information, Ball Games and Other Recreational Programs: For recorded information, call 636-639-2192.

Records, City: For information on official City records contact the City Clerk at 636-327-5101.

Recreation Facility: Wentzville Parks and Recreation Facility is located at 968 Meyer Road and consists of a fitness area, gymnasium, indoor walking track and outside swimming pool. For information regarding youth and adult programs and activities offered by the Parks and Recreation Department, please call 636-332-9236.

Recycling: The City offers single stream curbside recycling in conjunction with the Solid Waste collection services under contract. For information, contact the Utility Department at 636-639-2155. Also find a complete Solid Waste Guide is available on www.wentzvillemo.org.

Renaissance Faire: The Greater St Louis Renaissance Faire is held in the spring at Wentzville's Rotary Park. It starts on the Saturday after Mother's Day and runs for four weekends on Saturday and Sunday from 10:00 am – 6:00 pm. More information can be obtained by visiting the website www.stlrenfaire.com or by calling 636-928-4141

Rental of Park Facilities: See "*Facility Rentals.*"

Reporting a Crime: In order to report a crime to the Wentzville Police Department, the offense must have occurred within the Wentzville city limits. Please call 636-327-5105. In case of an emergency situation, dial 9-1-1.

Restaurant/Health Inspections: For information, contact the St. Charles County Health Department at 636-949-7558.

Right-of-Way: Refers to property dedicated for public use and access, typically associated with area occupied by public streets and sidewalks. For more information, contact Public Works at 636-327-5102.

Risk Management: If you are involved in an accident with a City vehicle, please contact the City Clerk's office at 636-327-5101.

Road Conditions: For travel information and the condition of major highways, call the State Highway Patrol at 1-800-222-6400.

S

Scholarship Program: The Department of Parks and Recreation provides an opportunity for children to participate in recreation programs. This program is available to economically disadvantaged families residing in Wentzville. Additional information may be obtained by contacting 636-332-9236.

School District: Wentzville residents are served by the Wentzville School District. For more information on the public school system, please contact the District's Administration Office at 636-327-3800.

Season Passes, Swimming Pool: For information, call the Wentzville Parks & Recreation Department at 636-332-9236.

Seat Belts: Missouri law requires that all front seat passengers and the driver must be in appropriate seat belt restraints while the motor vehicle is in operation. To report seat belt violations call the Wentzville Police Department at 636-327-5105.

Senior Activities: For more information on senior activities and programs or to be placed on the mailing list for a calendar of events, please contact the Parks and Recreation at 636-327-7665 or the Green Lantern 636-327-8720.

Severe Storm Warning: In the event of a severe storm (tornado) the City's warning sirens will be activated. These sirens are also activated for monthly testing, usually on the 1st Monday at 9:00am. For more information on preparing your home and family for a severe storm, call the Wentzville Emergency Management Department at 636-327-5105.

Sewer Back Up/Stoppage: If you experience a sewage backup or stoppage Monday-Friday between 8-5, call the Public Works Department at 636-327-5102. After hours or on weekends, please call the Wentzville Police Dispatch at 636-327-5105.

Sewer Billing Issues: For information on how the City bills sewer charges, please contact the Utility billing department at 636-639-2155.

Sewer Line Locations: For information about the location of an existing sanitary sewer line, please call 1-800-Dig Rite (1-800-344-7483).

Sewer Odors: If you notice unusual odors coming from the sewer lines call the Public Works department at 636-327-5102.

Sidewalks: To report trip hazards or other sidewalk repair needs, please call Customer Service at 636-639-2121.

Sight Obstructions: To report trees or objects that obstruct motorists' line of sight at intersections, call Customer Service 636-639-2121.

Sign Ordinance: The City's Code regulates the size and number, location, structural design, construction and maintenance for signs visible from public right-of-way. To report violations or for information call Public works at 636-327-5102.

Sign Permits: For information regarding permits for installation of or changes to private signs, call Public Works at 636-327-5102.

Snow Removal: The City's snow removal policy provides for the clearing of all main traffic thoroughfares first, followed by residential streets and then cul-de-sacs. Wentzville City Code also requires snow and ice to be removed from sidewalks by any person owning, leasing, renting or occupying any lots or any real estate along which a sidewalk is constructed.

Soccer: For more information on youth soccer programs, 636-332-9236.

Social Security Administration: You can contact the Social Security Office at 1-800-772-1213 or by internet at www.ssa.gov

Softball Leagues: For information, including rainout information, call the Parks & Recreation at 636-332-9236.

Solicitation: Licensing is required for door-to-door solicitation. For information on soliciting within the City, please call the City Clerk at 636-327-5101. To report suspicious or unlicensed solicitors call the Wentzville Police Department at 636-327-5105.

Solid Waste Collection: The City of Wentzville provides trash collection for

residents. For information contact the Utility Service Department 636-639-2155 or Public Works at 636-327- 5102. For all other Commercial trash collection, consult the Yellow Pages for haulers in your area.

Solid Waste: To register a complaint about uncontained trash on private property contact the Customer Service Department at 636-639-2121. For questions or complaints concerning your residential trash service, contact the Utility Department at 636-639-2155 or Public Works at 636-327-5102.

Special Events Permit: A permit issued by the Public Works Department in association with other City Departments as applicable, for the temporary short term use of land or structures, held outside of a building anywhere in the City primarily for public entertainment, amusement, or fund raising opportunities, such as picnic's, festivals, concerts, barbecues, or uses of similar nature. For additional information, contact Public Works Department at 636-327-5102.

Speed Limits: For information about existing speed limits, or to propose speed limit changes, call the Wentzville Police Department at 636-327-5105.

State Officials Representing Wentzville: For information on elected officials representing Wentzville in the Missouri Senate and House of Representatives, contact the City Clerk's office at 636-327-5101 or visit the web at www.senate.mo.gov.

Storm Water Problems: To report problems contact the Customer Service Center 636-639-2121. In the event of an emergency situation after hours, please call the Police Department at 636-327-5105. For information visit www.wentzvillemo.org.

Street Closures: For information about streets closed due to construction, call the Public Works Department at 636-327-5102. For permission to close a street for block parties, festivals, etc. call the Wentzville Police department at 636-327-5105.

Street Construction: For information about current or future street construction projects, contact Public Works at 636-327-5102.

Street Lighting: To request a new street light or to report a streetlight that is malfunctioning, contact your utility company (Ameren at 1-800-552-7853 or Cuivre River Electric at 636-327-5282).

Street Maintenance: To report potholes or other street repair needs, call the Customer Service Center at 636-639-2121.

Street Signs: To report missing or damaged street signs and traffic signs, call the Customer Service Center at 636-639-2121.

Subdivision: The division or re-division of land as regulated by the Wentzville City Code. Contact Public Works 636-327-5102.

Subdivision Improvements: If you need information about street paving, sewers or water lines for a new subdivision, call Public works at 636-327-5102.

Surveyors: The City of Wentzville does not perform surveys on private property. For a survey of private property lines, consult the Yellow Pages under “Surveyors”.

Swimming Lessons: *See “Swimming Pool, Public.”*

Swimming Pool, Public: The Wentzville Aquatic Center, located in Progress Park is open from Memorial Weekend to Labor Day each year. For hours of operation, information on season passes or swimming lessons call the Parks and Recreation Department at 636-327-9236.

Swimming Pool, Private: For information on Permits and the requirements governing swimming pool installation, both in-ground and above-ground, call Public Works at 636-327-5102.

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Tall Grass: For improved lots tall grass cannot exceed 8” tall and for vacant lots, tall grass cannot exceed 12”. Contact the Customer Service Center at 636-639-2121 to report concerns.

Taxes: *See “Property Tax.”*

Tennis Courts: Courts are located at Fireman’s Park at 203 W. Pearce Blvd. For more information, contact Parks & Recreation at 636-327-7665.

Tennis Lessons: For information regarding tennis lessons call Parks & Recreation at 636-332-236.

Traffic Accidents/Violations: For questions regarding a traffic accident or violation, call the Police Department at 636-327-5105.

Traffic Enforcement: If you are experiencing a traffic-related problem, call the Police Department at 636-327-5105.

Traffic Fines: To determine a fine amount for a traffic violation, call the Municipal Court Clerk at 636-327-5141.

Traffic Signals: To report a traffic signal that is not working, call Public Works at 636-327-5102 or after business hours contact the Police Department 636-327-5105.

Tree Recycling: The City provides curbside Christmas tree recycling after December 25th each year or bring your tree to Progress Park; however it must be cleaned of all tinsel, ornaments, etc. Dates are available annually in the City's Vision Newsletter or may be obtained by contacting City Hall at 636-327-5101.

Trees (on street right-of-way): To report dead trees or large limbs down on City right-of-way during regular business hours, call Public Works at 636-327-5102. After hours and on weekends, call the Police Department at 636-327-5105.

Trees/Shrubs (obstructing view): To report a tree or shrub that is obstructing traffic view, call Customer Service Center at 636-639-2121.

Trespassing: To report a trespassing violation, call the Police Department at 636-327-5105.

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Utilities: Water, solid waste and sewer services are provided by the City of Wentzville. For water, solid waste and sewer service contact the Utility Service Department at 636-327-5101 or 636-639-2155 or Public Works at 636-327-5102. For electric service, contact AmerenUE at 1-800-552-7583 or Cuivre River at 1-800-392-3709. For gas Laclede Gas at 1-800-887-4173 or Ameren UE 1-800-552-7583. For cable television, call Charter Communications at 1-888-438-2427. For telephone service contact CenturyTel at 1-800-201-4099.

Utility Easements: For information about the location of utility easements, contact Public Works at 636-327-5102.

Utility Line Locations: Before digging, you should know the location of water and sewer lines, electric lines, gas lines, cable television lines and telephone cables lines. For assistance, call 1-800-DIG-RITE (1-800-344-7483) or go to www.mo1call.com.

Utility Service Center: Is located at 5 W Pearce Blvd. Hours of operation M-F 8am to 5pm. Phone 636-639-2155. Departments located in the building include Utility Billing, Purchasing, Finance and Information Technology. Services available at this location includes new customer setup for water, sewer and trash and for City utilities payments. We offer a drive-up payment window, night drop and pay in person services at this location.

V

Vacation House Watch Program: The Police Department provides a house watch program for local residents. Officers will conduct drive by observations when possible and will respond if there is any unusual activity reported. To participate in the program, call 636-327-5105.

Vacating Land: If you think a street, alley, right-of-way or easement dedicated for drainage and/or utility purposes is no longer needed and want to know the process for “vacating” this property so it reverts to private use, contact Public Works at 636-327-5102.

Variances: For information on applying for a zoning variance, contact Public Works Planning Department at 636-327-5102 or 636-639-3032.

Vandalism, Park Facilities: To report vandalism or other required repairs in the City’s public parks, please call 636-332-9236. If in progress call 911.

Vehicles, Impounded: Contact Wentzville Police Department at 636-327-5105.

Village Center Area: For more information contact Wentzville Downtown Business Association 636-332-9185.

Volunteers: See “*Emergency Management,*” or “*Boards & Commissions.*” Volunteer opportunities are available through the Wentzville Parks and Recreation Department. If you want to be a volunteer contact City Clerk 636-327-5101.

Voter Registration: Wentzville residents may register to vote at City Hall, the Utility Service Center or any Public Library. For more information call 636-327-5101.

W

Warming Centers: Periodically, due to extended extreme weather conditions the city in cooperation with local businesses or churches will establish local warming center to provide temporary relief of those weather conditions until more permanent arrangements can be made by the resident. Please contact Wentzville City Hall 636-327-5101 or the Police Department at 636-327-5105 for information on established site locations.

Warrants: For information regarding outstanding warrants issued by the City of Wentzville Municipal Court call the Municipal Court Clerk at 636-327-5141.

Waste: *See Solid Waste, recycling or yard waste.*

Water, Discolored: Occasionally as a result of fire hydrant flushing or construction work in your neighborhood, your water may appear muddy or yellow in color. Let your water run for several minutes until it clears. If the problem persists, please contact Public Works at 636-327-5102. After hours contact Police Dispatch at 636-327-5105.

Water Districts: *See "Utilities."*

Water Line Locations: For information on the location of water mains contact Public Works at 636-327-5102.

Water Main Leak: If you see large amounts of water running down the street, boiling up out of the ground or other evidence of a water leak, please call Customer Service Center 636-639-2121. After hours and on weekends, please call Police Dispatch at 636-327-5105.

Water Meter Boxes: Water meters are housed in meter boxes, which are carefully installed in the ground and covered with a heavy lid to prevent injury. They are weather proof and durable. They can, however be damaged by hard hits to the meter-box lid from lawn mowers, rakes, shovels and other lawn-care equipment. If residents have any questions about their water-meter system, they can call the Wentzville Water Department at 636-327-5102.

Water Pipes, Frozen: The water in meters and/or pipes may freeze in sub-zero weather. The Water Department can help only if the meter or water in the main pipe system is frozen. If you think you have a frozen water meter call the Public

Works Department at 636-327-5102. Consult a plumber if in-home plumbing or the pipe leading from the meter to your home or business is frozen

Water Pressure: If you or your neighbors have no water, or lower pressure than usual, the Water Department may be doing emergency work in your neighborhood. You will be notified prior to scheduled work that would interrupt service with a notice hung on your door. If you have not received notice of service interruption, please call Public Works at 636-327-5102.

Water Quality Questions: For questions about the quality or chemical content of drinking water refer to the Water Quality Report on our website at www.wentzvillemo.org or if the water tastes or smells unusual, call the Customer Service Center at 636-639-2121. For water quality issues in community streams, contact Public Works 636-327-502.

Water/Sewer Bills, Payment: Water/sewer bills may be paid by mail or in person at Wentzville City Hall, 310 W. Pearce Blvd. A drop box is located near the front entrance for after-hours convenience. You may also make payments at the Utility Service Center located at 5 W. Pearce Blvd. This location has a convenient drive-up payment window and a drive-up drop box. You may also make payments at 200 E. Fourth Street. You may also sign up for automatic checking account payment withdrawal. For more information, contact the Utility Department at 636-639-2155.

Water/Sewer Customer Service: Utility Service Department employees make requested changes in services, answer questions regarding water and sewer billings, and resolve any customer concerns. For assistance, call the Utility Service Department at 636-639-2155.

Water/Sewer Lines, Buried: Before digging, you should know the location of the water and sewer lines. You should also know the location of underground electric, gas, cable television, and telephone lines. Please call 1-800-DIG-RITE (1-800-344-7483) or www.mo1call.com.

Water/Sewer Service Leak: If you think you might have a leak in the water line leading to your home, we can help you determine the possibility or location of such a leak. For assistance, contact Public Works at 636-327-5102.

Web Sites: Visit the City of Wentzville website at www.wentzvillemo.org.

Weeds/Weed Mowing: “*See Tall Grass*”

Wild Animals: The city is minimally equipped to handle certain wild animal concerns. Under many circumstances the services of a private wildlife control or

management company are required at the cost of the resident based on the level of the nuisance animals. Please contact City Hall 636-327-5101 or the Police Department at 636-327-5105.

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Yard Waste: The City contracts to pick up and compost yard waste from residents desiring this service. Yard waste pick up is offered March 1 – December 31 each year and is picked up every Monday if you live south of the railroad tracks and Tuesday if you live north of the railroad tracks. Yard waste must be placed out at the curb by 6:00 a.m. You can rent a 96- gallon yard waste cart from the City for a fee or use biodegradable bags or a personal large container permanently marked “Yard Waste”. Branches and limbs can be tied into bundles no more than 5-foot long and no greater than 6-inches in diameter. All types of containers must weigh no more than 40 lbs. For more information contact Public Works at 636-327-5102 or the Utility Service Center at 636-639-2155.

Z

Zip Code Information: Zip codes for local cities are included in the local telephone directory. For others, contact the Wentzville Post Office at 1-800-ASK-USPS or www.zip4.usps.com

Zoning: If you need information on the zoning of your property, what restrictions may apply to it such as the uses and density permitted, required parking, information on how to change zoning classifications, or how to obtain a variance from the zoning rules, call Public Works Planning Department at 636-327-5102.

Zoning: Article IV of the Wentzville Municipal Code being the only enacted ordinance that controls and regulates land use in the City. Contact the Public Works 636-327-5102.

WENTZVILLE CITY GOVERNMENT

Paul Lambi, Mayor
Term Expires 2010

Ward 1

CHERYL KROSS.....*Term Expires 2011*
PATRICK MOODY.....*Term Expires 2010*

Ward 2

PEGGY MEYER.....*Term Expires 2011*
BILL SCHUETTE.....*Term Expires 2010*

Ward 3

NICK GUCCIONE.....*Term Expires 2011*
JOHN LUBY.....*Term Expires 2010*

MANAGEMENT TEAM MEMBERS

www.wentzvillemo.org

DIANNA WRIGHT
City Administrator

MARY JO DESSIEUX
Director of Parks & Recreation

BOB SWANK
Director of Economic Development

VITULA SKILLMAN
City Clerk

BILL BENSING
Director of Public Works

ROBERT NOONAN
Police Chief

DENNIS WALSH
Director of Finance
Assistant City Administrator

AMY HOLIWAY
Human Resources Specialist

Updated: 2/5/2010