
Frequently Asked Questions - Police Department

How do I report a crime?

If it is an emergency, call 9-1-1. For all non-emergency calls, call the Police Department at (314) 729-4800. When requesting assistance from the Police Department, an officer will respond to your call as soon as possible.

When calling, you may be asked several different questions so that we may assess your situation:

- What is the problem?
- Where is the problem?
- Is it still happening (in progress)?
- How many people are involved?
- Are there weapons involved?
- What do the people look like (sex, age, race, height, weight, what are they wearing)?
- Are there vehicles involved?
- Can you describe them (year, make, model, color, license plate)?
- Which way did they go?
- What is your name, address, and telephone number?

Why do they ask so many questions when I call the police?

Many questions are generally asked to determine the nature of the problem and its seriousness. While the Dispatcher is trying to obtain the necessary information, in most instances, they have already dispatched police vehicles to the scene. Police Dispatchers are trained to get as much information as possible in order to provide for your safety and that of the police officers.

What do I do when I see something suspicious occur?

Call the police without hesitation. Too many times our officers are told that "I waited about 10 minutes to call". We would rather check out a suspicious situation and find that nothing really occurred than miss an opportunity to intervene in a criminal event. Immediately report suspicious activity to the police; call 911 for emergencies.

How can I get a copy of a police or accident report?

If you need a copy of a report, please contact the Crestwood Police Department Records Clerk at 314-729-4818 or in person during business hours of 8:00 a.m. to 4:30 p.m. Reports are only released to authorized individuals. A copying fee is charged depending on the length of the report.

Where and when can I have my fingerprints taken?

The Police Department offers fingerprinting; no appointment is necessary, but you are required to bring identification and the fingerprint cards that will be used during regular business hours; fingerprinting cost is \$10.00.

How can I report a traffic-related problem in my neighborhood?

You can report traffic-related problems in your neighborhood by calling the Police Department at 314-729-4800. Please provide information to the Police Dispatcher about the location and nature of the problem, when it occurs, and whether you would like to have an Officer call you back. The problem will be forwarded to the appropriate unit for response and action.

Can I make a police report over the phone or does a police officer have to come to my house?

The Police department does not take reports over the phone. We feel that it is important that an Officer respond to your home or business and talk with you directly while taking a report. You are always welcome to come to the station and speak directly with an Officer.

What do I do about barking dogs in my neighborhood? How can I report animals running loose in my neighborhood?

To report incidents involving animals call the Animal Control Officer at 314-729-4868. If an animal appears to be a threat to the safety of an individual, call 911.

How do I become involved with the Community Emergency Response Team – ‘CERT’, or become ‘CERT’ trained.

Please contact Deputy Chief Arnoldy at the Crestwood Police Department (314-729-4810) or Assistant Fire Chief Menning at the Crestwood Fire Department (314-729-4741) for information concerning CERT.

Firearms question?

Firearm questions are frequently asked of our Police Officers. Many are concerning ‘concealed carry of handguns’. The link below is to a Missouri State Highway Patrol informational brochure pertaining to ‘concealed carry’, <http://www.msHP.dps.mo.gov/MSHPWeb/Publications/Brochures/documents/SHP-863.pdf> or, for your convenience, please call the Police Chiefs office when inquiring about firearms issues.

How can I become involved with the Neighborhood Watch program?

Please contact Community Resource Officer Michael Provaznik at the Police Department 314-729-4800. He will provide you with information pertaining to the Neighborhood Watch program.

I'm intimidated by Police Officers, would they mind me saying "hello"?

Please feel free to approach *Your Police Officers* and speak with them. We are here for you and we encourage not only the officers, but the public as a whole to meet and get to know our officers, we firmly believe that the success of *Your Police Department* is dependent on community support.

Frequently Asked Questions - Fire Department

What number should I call for Fire Department emergencies?

Always call 9-1-1 first for any emergency. It is advised to call 9-1-1 as opposed to the business line for calls for service because someone may not always be in quarters to answer the business phone, especially during evenings and weekends. By calling 9-1-1, you are assured that our crews can be dispatched promptly 24 hours a day regardless of their location.

When an emergency vehicle approaches with lights and siren, what should I do?

Please pull to the right curb and stop. This will allow fire apparatus or other emergency vehicles adequate and clear lanes to safely and quickly continue its response. Please do not stop in the middle of the street.

Does the Fire Department provide Engine House tours?

Yes. To schedule a tour of the Engine House, call the Captains office at 314-729-4744.

Does the Fire Department have speakers available for groups?

The Department has speakers available to address issues concerning emergency preparedness, fire prevention, home fire safety, and CPR instruction,

Why do so many fire trucks show up for an emergency?

Fire Department units are dispatched according to information received by the 9-1-1 operator. The Crestwood Fire Department responds with adequate resources for a citizen in need of help. Current NFPA Standards require that at least 15 firefighters respond to a typical structure fire. This requires a response of a minimum of five engines. In other words, the firefighters are prepared to deal with the worst scenario that could happen. Discovering that we need more units once we arrive is often too late. We have learned from experience that it is better to have too much help than not enough.

A structure fire requires a number of people to do all the assigned tasks almost simultaneously. Firefighting teams are assigned certain responsibilities such as fire extinguishment, search and rescue, ventilation, salvage, safety, accountability and rapid intervention teams.

Why do firefighters cut holes in roofs?

This is called "venting the roof". There are two basic reasons for this practice. Dangerous superheated gases and dark smoke accumulate in a burning building. Unlike the movie versions of fires, it is impossible for firefighters to see in such an environment or for victims to survive. When a hole is made in the roof, and the building is "vented", the smoke and gases escape because heat and smoke rise. It increases the victim's chance for survival and makes it much easier for the firefighters in the building to see. It also reduces the possibilities of backdraft (explosion) and flashover. Another reason for venting the roof is to see how far the fire has progressed. One of the fastest avenues through which fires spread is the attic. Heat and smoke rise into the attic where the fire can move quickly. Firefighters may go ahead of the fire on a roof and cut holes to access the attic to stop the fire from spreading through the attic.

How do I get a copy of a Fire Report?

Contact the Crestwood Fire Department Administrative offices (314-729-4742) to request a copy of a Fire Report at your residence. Please have the proper date and address available.

How do I get a copy of a Medical Report?

Contact the Crestwood Fire Department Administrative offices (314-729-4742) to request a copy of a Medical Report. In accordance with City Ordinance and HIPPA laws, reports can only be released to the patient (with proper identification) or duly authorized representative after filling out the proper forms.

Do I need a permit to have a campfire in my back yard?

When using a deck warmer or free standing fire pit, no permit is required; however, ensure that the pits are at least 15 feet away from any structure. Only burn the same items you would burn inside your fireplace, no yard waste or construction materials.

A permit is required if you are using an open pit on the ground. The pit must be located at least 50 feet from any structure and surrounded by noncombustible materials. To obtain a permit, contact Crestwood City Hall (314-729-4700) with the following information: site plan and distance from structures, date of proposed burning and location address.

Will the Department inspect my house for fire safety?

The Department offers non-binding home fire safety inspections. To schedule an appointment, contact the Fire Marshal at 314-729-4741.

Does the Fire Department need to inspect private residences before a purchase?

The Department does not inspect private residences at the time of purchase. For inspection of rental properties, contact the Crestwood Public Works Department (314-729-4720).

How often should I have my chimney inspected or cleaned?

Chimneys should be inspected or cleaned once a year prior to the heating season by a qualified individual or company.

Does the Department service fire extinguishers?

The Department does not service fire extinguishers, but they recommend contacting any reputable service company found in the Yellow Pages. There are many companies in the telephone book to service fire extinguishers.

How do I properly dispose of old fire extinguishers?

Fire extinguishers can be disposed of in regular trash receptacles; they can not be disposed of in the recycling bin.

How do I properly dispose of old paint?

The Department recommends you contact the St. Louis County Department of Health for dates and times of paint collection sites.

Does the Department install smoke detectors?

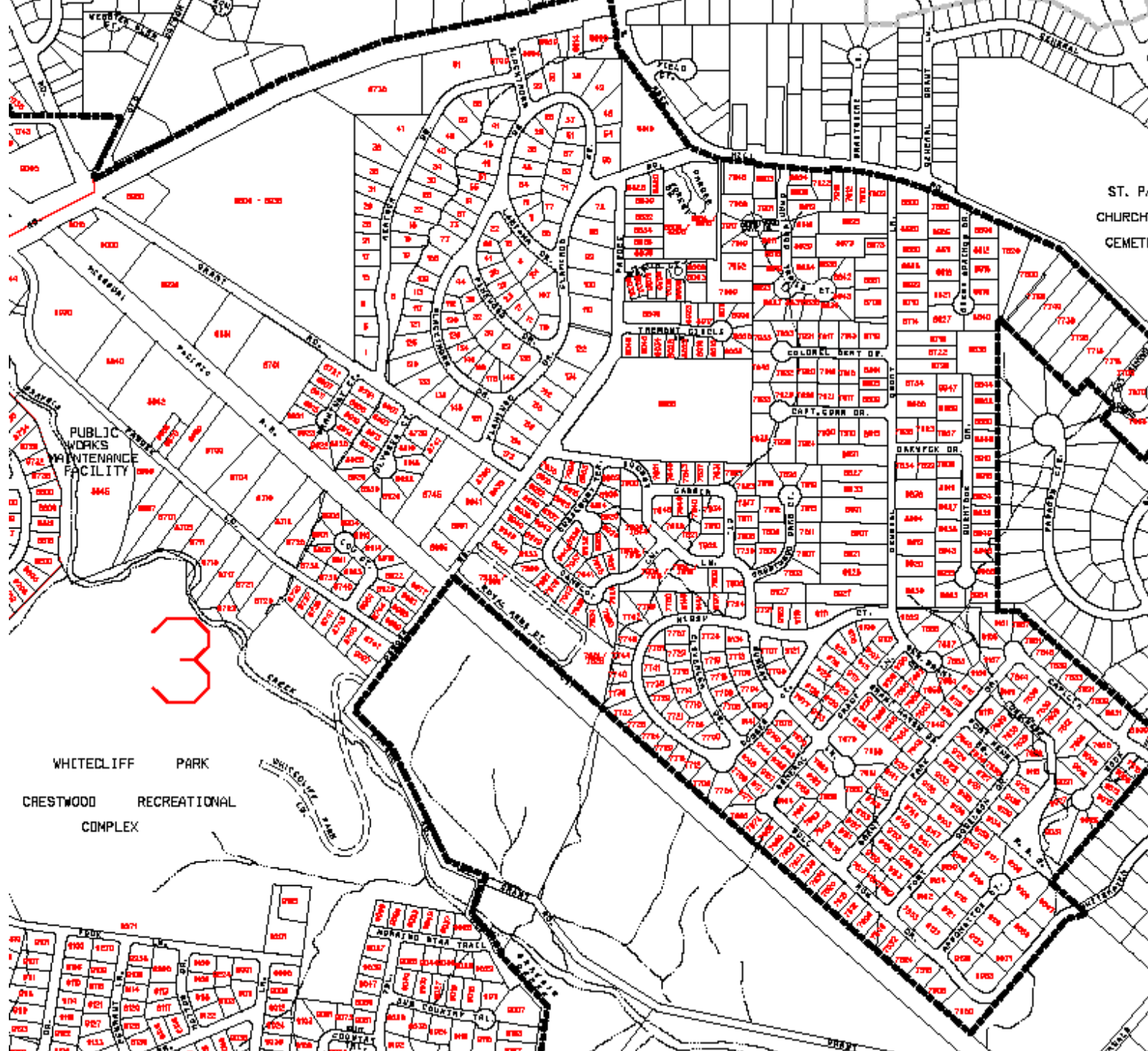
The Fire Department will install smoke detectors for senior citizens and disabled residents. Please call the Fire Marshal (314-729-4741) for an appointment. Each fall, a member of the Department will call to make an appointment to change the battery in smoke detectors.

Why are Fire Department trucks parked in front of stores during summer months?

Beginning May 1st and continuing throughout the summer, the Department performs in-service fire prevention inspections of all businesses, schools and churches within the City limits to obtain safety compliance to all Code rules.

When the insurance company inquires if I live in Crestwood/Affton or Crestwood/Crestwood, how do I determine in which part I reside?

SEE MAP OF ANNEXED AREA ATTACHED - If you reside within the boundaries highlighted on the map, you reside in the Crestwood/Affton area for insurance purposes and are still covered by the Affton Fire Department. If you reside within any part of Crestwood other than the highlighted area, you reside within the Crestwood/Crestwood area for insurance purposes.



ST. PA
CHURCH
CEMETE

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WHITELIFF PARK
CRESTWOOD RECREATIONAL
COMPLEX

Frequently Asked Questions – City Clerk’s Office

Where can I register to vote?

Residents of the City of Crestwood can register to vote by going to their local library or by coming into the City Clerk’s Office, located inside City Hall, Monday through Friday, 8:00 a.m. to 4:30 p.m. (excluding holidays). To register to vote, you must present your current drivers license. If you do not have a drivers license, you must present a valid photo ID and a utility bill (gas, electric, telephone). There is no fee to register to vote.

How many garage/yard sales am I allowed to have during a year?

No more than three sales are permitted per year and each sale shall not last longer than two days. Residents can post one sign that directs clients to the sale. Signage must be posted on an appropriate public right-of-way and can exist only for the duration of the sale. There are no fees to conduct garage sales.

Where is the closest Department of Revenue licensing office?

The closest licensing office is located in Concord Village. You can reach that office by calling (314) 843-5223, or in person at #27 Ronnie’s Plaza.

Frequently Asked Questions - Finance Office

What is the sales tax rate within the City of Crestwood?

The cumulative tax rate in the City of Crestwood is 7.825% at most businesses. However, some businesses are located within special taxing districts such as Transportation Development Districts and Community Improvement Districts. Citizens may contact the Finance Officer 314-729-4792 to inquire about specific districts.

What is the sales tax rate on the purchase of a vehicle?

The amount of sales tax on the purchase of a vehicle is based upon the address of the purchaser, not the dealership. Therefore, citizens of the City of Crestwood will pay 7.825% on the purchase of a vehicle.

What is the composite property tax rate in the City of Crestwood?

The composite property tax rate is the cumulative rate charged by all taxing authorities within a municipality. Each of the authorities, along with a corresponding tax rate, is listed on each citizen’s property tax bill. Crestwood residents may visit the website for St. Louis County to determine the composite property tax rate as follows:

Visit the following site: <http://revenue.stlouisco.com>
On the left side of the screen, select: Your Tax Rates
Choose the following options: School District: 138-Lindbergh
Sub Code: DD
Tax Year: 20xx

Frequently Asked Questions – Community Center

Where is the Community Center?

The Community Center is located within Whitecliff Park. The address is 9245 Whitecliff Park Lane, Crestwood, MO 63126.

What time does the Whitecliff Park open and close?

The park opens at 7:00 am and closes at 11:00 pm.

Can dogs be walked in the park?

Yes, as long as they are on a leash and any waste is picked up by the walker.

How many parks does the City own?

The City owns and maintains 120 acres of parks including Whitecliff Park, Crestwood Park, Spellman Park, Sanders Park, Ferndale Park, Rayburn Park, and the Historic Sappington House.

Where is the trail in Whitecliff Park?

The trail is a wood chip/gravel trail that leads around the perimeter of the Quarry in Whitecliff Park. It can be accessed at the rear of the side parking lot near the Community Center or the Bridge near the lower pavilion.

I had a tree removed; can I bring limbs to the Park to be mulched?

No. The City only mulches City trees. You will need to contact a tree service company or bundle the limbs in accordance with the City's yard waste policy.

I am looking for some mulch for my yard. I heard that Whitecliff Park has mulch for residents. Is that for anybody or solely for residents of Crestwood only? Where in the park is it?

The mulch is for anybody to take. You will need to bring your own containers and help yourself to the mulch pile. The directions to the mulch pile are: As you come into the park, stay on the main entrance road. As you go up the hill, the first road on the left is where the mulch pile is located. You can pull your car into that area.

I am interested in purchasing a membership at the Community Center. I just recently moved into the City of Crestwood. What information do I need to bring to prove I live in the City?

You will need to bring two (2) pieces of information to prove residency. We will accept a driver's license, checking account, voter ID, any unpaid utility bills, or any official document with your name and Crestwood address.

I would like to reserve a pavilion at Whitecliff Park. What do I need to do?

You can reserve a pavilion by visiting the Community Center in Whitecliff Park. If you are a Crestwood resident, you can reserve a pavilion at any time. If you are not a Crestwood resident you can only reserve a pavilion 30 days prior to your event. The fee for a resident is \$25 for a pavilion. The fee for a non-resident is \$40 for a pavilion.

What is the cost to swim at the Aquatic Center?

The City’s Aquatic Center is for residents of Crestwood, members and guests only. Non-residents can use our pool only as a guest of a member or resident. Exceptions are made for residents of Grantwood Village, residents of Sunset Hills, and those living within the Lindbergh School District boundaries.

Membership Rates

Resident ID Card	\$5 / yr
Recreation Pass	
Resident Individual	\$ 65.00
Resident Family	\$ 125.00
Extra Person	\$ 20.00
Crestwood Business Rate	\$ 80.00
Non-Resident Individual	\$ 95.00
Non-Resident Family	\$ 190.00
Extra Person	\$ 30.00
Aquatic Center Pass	
Resident Individual	\$ 70.00
Resident Family	\$ 190.00
Extra Person	\$ 30.00
Crestwood Business Rate	\$ 105.00
Non-Resident Individual	\$ 135.00
Non-Resident Family	\$ 375.00
Extra Person	\$ 60.00
Non-Resident ID Card	\$ 25.00
All Facility Pass	
Resident Individual	\$ 115.00
Resident Family	\$ 280.00
Extra Person	\$ 45.00
Court Pass	
Resident Individual	\$ 45.00
Non-Resident Individual	\$ 65.00

Crestwood Aquatic Center Hours - 2011 Season

Saturday, May 28 & Sunday, May 29: 12-8 p.m.

Monday, May 30: 12 - 6 p.m.

Tuesday, May 31- Monday, August 15: Monday–Sunday 12-8 p.m. & Holidays 12-6 p.m.

Tuesday, August 16 - Monday, September 5

Weekdays (Tues -& Thur) Closed (Mon & Wed) Comp Pool only 4-8 p.m.

Weekends (Fri) & 4 - 8 p.m. Weekends (Sat - Sun) 12 - 8 p.m. & Holidays 12 - 6 p.m.

Can you give me some information about Grant's Trail?

Grant's Trail is a paved trail which runs through Crestwood for walking, biking and rollerblading. It was constructed by Great Rivers Greenway and is maintained by the City.

When is Grant's Farm open?

Grants Farm borders Whitecliff Park, but is not in Crestwood. Its hours are:

SPRING: April 18 - May 3 Saturdays: 9:00 am to 3:30 pm, Sundays: 9:30 am to 3:30 pm

SUMMER: Closed Monday (except May 25) Tuesday - Friday: 9:00 am to 3:30 pm,

Saturdays: 9:00 am to 4:00 pm, Sundays: 9:30 am to 4:00 pm, *Holiday: Monday, May 25:*

9:00 am to 4:00 pm **FALL: August 21 - November 1:** Fridays: 9:30 am to 2:30 pm,

Saturdays: 9:30 am to 3:30 pm, Sundays: 9:30 am to 3:30 pm, *Holiday: Monday, September*

7: 9:30 am to 3:30 pm - Their phone number is 843-1700.

What is Whitehaven?

Whitehaven is located off Grant Rd. about 100 ft. from the entrance to Grant's Farm. The phone number for Whitehaven is 842-1867.

I heard of a park in Crestwood called Watson Trail Park. I would like to reserve it for an event.

Watson Trail Park is a Sunset Hills Park. You can get information about it at the City of Sunset Hills at 842-7265.

Do you have any baseball leagues for children?

No, we only do instructional classes for children, no leagues. You can contact either your local YMCA or the Affton Athletic Association (314-843-4207).

How can I learn more about City programs and memberships?

Please view our brochure located online at ww.ci.crestwood.mo.us.

Frequently Asked Questions – Public Works

I am new to the City of Crestwood. Who provides the trash service?

Meridian Solid Waste supplies trash service to the City. Each resident must contact Meridian Waste directly and set up an account with them. They can be reached at (314) 291-3131.

Why can't I hire my own trash service?

The City contracts with Meridian for the following reasons:

1. The citizens of Crestwood are provided a cheaper rate for service than if contracted individually
2. By having one service, it eliminates the noise of trash trucks and the placement of trash cans near the street every day in a neighborhood
3. There is less wear and tear on the City's streets

My trash was not picked up on the regularly scheduled day. What should I do?

Contact Meridian Waste at (314) 291-3131. If the trash is missed regularly or the trash is not picked up after contacting Meridian, contact the Public Works Department at 314-729-4720.

