

One Call, One Click, One Visit

# TACOMA FIRST 311

The **TacomaFIRST** (*Fast Information Resource Service Team*) **Customer Support Center** offers you a concierge feel in the way of reception, face-to-face interaction, telephone and online support. It is located on the 2nd floor of the Tacoma Municipal Building (747 Market St.) and is open Monday - Friday, from 8 a.m. to 5 p.m., with the exception of City-observed holidays.



## 311

Dial 311 from a landline or mobile device. 311 is a centralized telephone number that provides live and after-hours voicemail support for callers seeking City services.



Submit and track your requests for City services online, and find answers to questions pertaining to City policies and programs.

## TACOMA FIRST 311 MOBILE APP

The Tacoma FIRST 311 mobile app is free to download on any Apple or Android mobile device (running version 2.1 or greater) and provides quick and easy access to the City of Tacoma's non-emergency services. Submit more than 70 types of requests, track the progress of your requests with a free customer account, and peruse more than 700 frequently asked questions and answers.

### Download Instructions

- A. If you are an Android mobile device user, make sure you are running version 2.1 or greater and open the Google Play Store application on your Android phone or tablet or go directly to: [cityoftacoma.org/311appAndroid](http://cityoftacoma.org/311appAndroid)
- B. If you are an Apple mobile device user, open the App Store application on your iPhone or iPad or go directly to: [cityoftacoma.org/311appApple](http://cityoftacoma.org/311appApple)
- Search for "TacomaFIRST" and the logo should look like:



- Click on the "Install" button to download and install the application.



Learn more at [cityoftacoma.org/tacomafirst](http://cityoftacoma.org/tacomafirst)