

**Tacoma First 311**  
**By Georgia Daniels**

The City of Tacoma has replaced Tacoma CARES with an easy to use service called TACOMAFIRST311. It is a service provided by the City to assist citizens with more than 70 types of requests and answers to more than 700 frequently asked questions.

TACOMAFIRST311 allows citizens to dial 311 from a landline or mobile device in order to receive answers and services that include but not limited to tenant-landlord questions, homeowner assistance programs, TAGRO, code enforcement, city licenses, fire safety and parking laws are covered. It also covers municipal court and police/fire services - anything not related to 911 emergency calls.

Also, there is an easy to use website at [www.cityoftacoma.org/CityQA](http://www.cityoftacoma.org/CityQA) It will allow you to submit and track your requests for City services online. If you prefer a face-to-face interaction, there is a receptionist in the Tacoma Municipal Building located at 747 Market Street, second-floor and called the Tacoma First Customer Support Center.

The Customer Support Center and the 311 hotline are meant to help people find the right offices and forms and to avoid frustration. The purpose is to help. Try it out.

TACOMAFIRST311 has a mobile app that can be downloaded to your phone free of charge. For Android users: [cityoftacoma.org/311appAndroid](http://cityoftacoma.org/311appAndroid). For iPhone or iPad users: [cityofTacoma.org/311appApple](http://cityofTacoma.org/311appApple).