

Our Mission is to consistently deliver outstanding service, and to provide residents a better understanding of government while addressing their questions and concerns in a timely and efficient manner.

As part of our commitment to deliver outstanding customer service, we have implemented a case management/tracking system which will enable us to initiate, monitor, and follow-up on issues/concerns from our community members working in conjunction with other agencies.

Issues may be submitted online 24/7, by calling 3-1-1, 7:00 AM to 7:00 PM Monday through Friday or visiting during business hours Monday through Friday, 8:30 AM to 5:00 PM.

Please use this [form](#) to contact us online. Your request will be routed to staff in the appropriate agency to address your concern. A Case ID number will be assigned to allow you to track the progress of your request. Please ensure that all of the information entered is correct and concise.

**Jennifer L. Hawkins**

**Call Center Senior Manager**

**[Privacy Statement](#)**

**[Click here to submit a service request](#)**