

## 311 FAQs

### WHAT IS MY SPOKANE 311?

My Spokane 311 is the new centralized customer service department for the City of Spokane. 311 is a quick dial number that replaces the former 755-CITY phone number.

My Spokane 311's Mission? To provide simple access to services, by connecting our community with knowledgeable, friendly, and quality service with one call, one click, or one visit. Whether customers prefer to call, visit in person, or use online services, My Spokane Customer Service Representatives will either help answer the customer's question, or for more complex questions, will get them to the right subject matter expert. My Spokane Customer Service Representatives will also process customer service requests, such as reporting an abandoned auto, potholes, or changing solid waste services, to be fulfilled by the responsible City department.

### WHY USE 311?

For our customers, both internal and external, knowing the right department to contact for help can be confusing. In fact, often times knowing what government agency to contact is confusing! At My Spokane 311, we want to remove as much confusion as possible. So if you have a question and are not sure where to go, start with 311.

### HOW DOES IT WORK?

311 is simply a re-direct by telecom carriers to 755-CITY. For most customers\* in our region, when they need to do business with the City of Spokane, dialing 3-1-1 will connect them with a My Spokane Customer Service Representative. No long phone trees, no automated system, just a real person ready to help.

My Spokane Customer Service Representatives have access to a robust knowledge base that helps answer basic questions, or know the correct contact to assist with more complex questions.

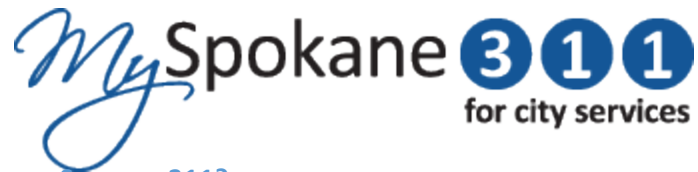
### WHAT TYPE OF CALLS SHOULD GO TO 311?

My Spokane 311 currently handles customer service for Parks and Recreation, Utility Billing, Solid Waste Collection, Code and Parking Enforcement, and Streets. My Spokane 311 also answers general city questions.

However, if a customer is unsure of the right department (i.e. Retirement versus Benefits), we encourage calling 311 and a My Spokane Customer Service Representative will make the caller gets to the right place.

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\* 311 is active for most major telecom providers in the region, and several smaller ones as well. However, some smaller companies may not be active at this time. Rest assured, they can still reach My Spokane by calling 755-CITY (2489).



#### WHAT ARE THE HOURS OF MY SPOKANE 311?

You can reach My Spokane 311 by phone, Monday-Friday 7 AM to 6 PM (except major holidays). To visit My Spokane in person, we are on the First Floor of City Hall (808 W. Spokane Falls Blvd) and are open Monday-Friday 8 AM to 5 PM (except major holidays).

#### HOW DO I ACCESS MY SPOKANE 311 ONLINE?

Just visit [my.spokanecity.org/account/](https://my.spokanecity.org/account/). You can also email us at [my311@spokanecity.org](mailto:my311@spokanecity.org), though for quicker response we encourage you to use the portals available on the website.

#### I LIVE OUTSIDE OF SPOKANE – WILL 311 WORK FOR ME?

No, 311 is only active inside City of Spokane city limits. Please call 509-755-CITY (2489) if you are outside of Spokane – you will still receive the same great service!

#### WHAT IF I WANT TO USE THE AUTOMATED SYSTEM TO CHECK MY UTILITY BILL BALANCE?

This is still a menu option when you call 311 to access the automated system or to pay your bill by phone.

#### I AM A CREATURE OF HABIT AND AM USED TO CALLING THE DEPARTMENT I NEED DIRECTLY. WILL ALL CALLS TO THE CITY OF SPOKANE GO THROUGH 311?

That depends! Some phone numbers have been forwarded directly to 311 to help serve you more efficiently. But the majority of phone numbers are still active – we want to get you the right answer as quickly as possible, so if you know who to call, then please do! 311 is here to help when you aren't sure of the right department.