

In the Know: Hear from your City



Access Granted: Get to the Services You Need

The City of Tacoma has launched a new customer service effort that provides residents, businesses and visitors to Tacoma with an enhanced level of access to City services. The mission of the TacomaFIRST (Fast Information Resource Service Team) is to deliver exemplary service to Tacoma residents and visitors, and provide quick access to services through automation, 311 telephone support, online access to CityQA and face-to-face interaction.

One Call, One Click, One Visit!

You will learn:

- **What we can do for you.**
- **How to access services.**
- **Why we look forward to serving you.**



The City of Tacoma's Speakers Bureau offers 30 minutes talks from subject matter experts each quarter. Each talk can be requested by established community, service and neighborhood groups of ten or more people two weeks in advance of the speaking date by contacting cityoftacoma.org/TacomaFIRST or 3-1-1 and submitting a request. For a full listing and detailed description of this quarter's topics visit, cityoftacoma.org/INK.

Meet the Expert



La'Toya Mason
Customer Support Center
Manager
Customer Support Center

La'Toya Mason has more than 20 years of experience in Customer Service. La'Toya brought her experience to the City over 10 years ago to provide exceptional customer service to residents and visitors.

She has a Bachelor's Degree in Business with a minor in E-Business and has also earned her Master's Degree in Business Administration.

She enjoys learning and sharing new information and believes these are the linchpin to great customer service.

