

**IntraGovernmental Services Department / 630-CITY Customer Service Center**

[Activity Website](#)

**Vision**

We are Jacksonville’s trusted resource; connecting customers to city services while creating the ultimate experience. We expand customers’ knowledge, enrich perceptions of city government, and empower customers to utilize the full range of available resources.

**Mission**

The Customer Service Center strives to:

- Focus on customer service and build solution-based relationships by listening, acting with integrity, and creating positive results.
- Educate and empower citizens to access city services and information.
- Help city agencies improve service delivery by allowing them to focus on their core mission and efficiently manage their processes.

**Calls Answered: 70,309**

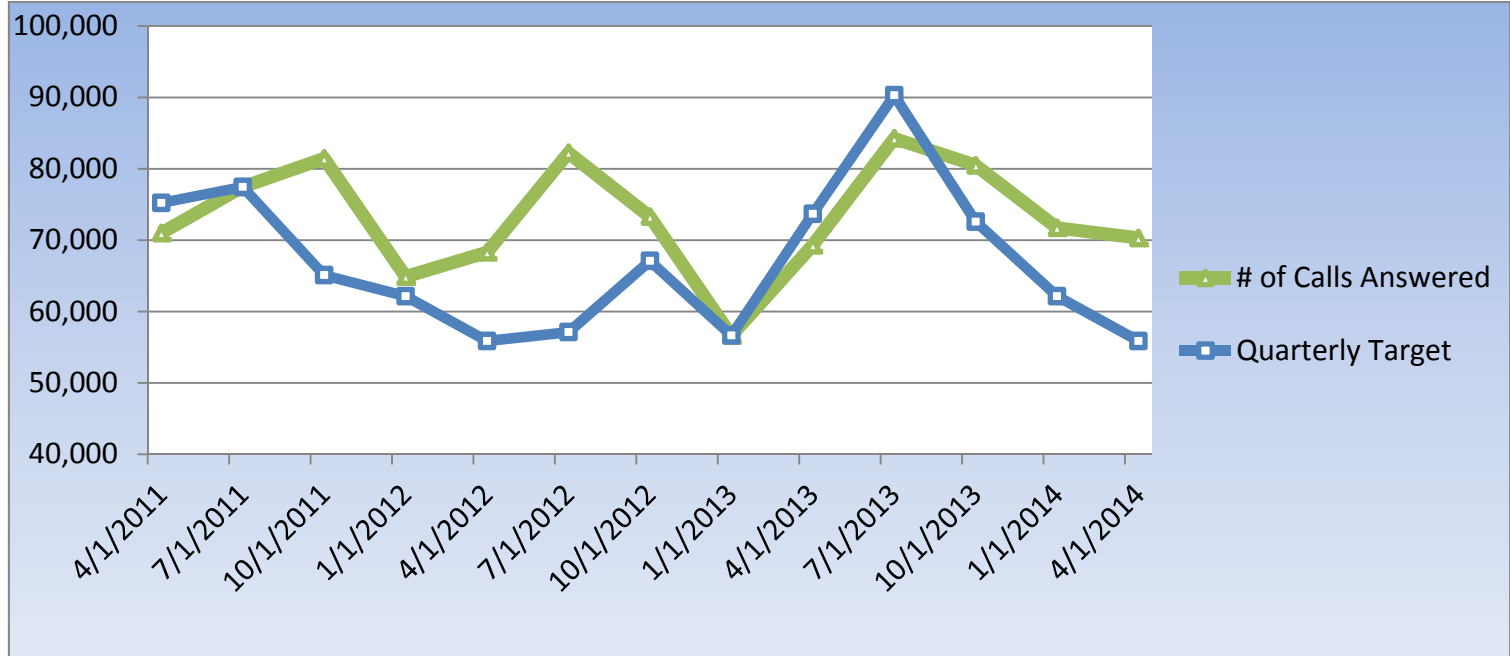
**Quarterly Target: 55,875**

**City Priority**

**Effective & Efficient Government**

**Public Engagement**

**Quality of Life**



**Narrative**

630-CITY is the City of Jacksonville’s customer service center. 630-CITY is available to serve Monday through Friday, 8 a.m. – 5 p.m.

There are six ways to contact the City of Jacksonville: **1)** call (904) 630-2489, **2)** email 630CITY@coj.net, **3)** complete an online form at 630city.coj.net, **4)** fax (904) 255-4968, **5)** visit our office, **6)** mail a letter to 214 North Hogan Street, Suite 1180, Jacksonville, FL 32202.

Telephone calls to 630-CITY remain the most utilized method of contact.

