

EXCITING NEWS

Facility Management Division

Introducing Facility Management Division's (FMD) New Customer Care Services Going Live 4/3/2017

- The mission is to provide a single point of contact for service requests for all FMD Lines of Business
- Customer Care Services will ensure the request is responded to by the appropriate FMD representative.
- Customer Care Services will be able to provide updates on projects or outstanding items.

What can we help with?

Call Customer Care Services for any FMD line of business question or service needed.

For example:

- Call Customer Care Service if you want to make a change to your workspace—small or large.
- Call Customer Care Services for any maintenance requests.
- Call Customer Care Services if you need additional space in county owned buildings or in leased space.
- Call Customer Care Services if you need a key made.
- Call Customer Care Services if you have any work authorization or work order.

Customer Care Services hours of operation?
8:00a.m.—4:30p.m. Monday—Friday

After hours, Weekends, Holidays:

You may call the Customer Care Services Team at: 206.477.9400, 24 hours a day, 7 days a week. You will be provided with several options after hours: leave a voice mail for the Customer Care Services Team; speak directly to a person in the Emergency Dispatch Center for an emergent issue or you may send an e-mail to the Customer Care Services Team. Voice mails and e-mails will be replied to on the next business day.

Who are you going to call?

FMD Customer Care Services

206.477.9400

Customercareservices.fmd@kingcounty.gov

What do I do if I have a security emergency?

**Call Security's
Emergency Dispatch Center
206.296.5000**

Additional Questions?

Contact :

*Judy Hairston
Customer Relations and Employee Engagement
Manager —206.477.9365
judy.hairston@kingcounty.gov*

Or

*Sandra Davidson
Administrator III —206.477.8710
Sandra.davidson@kingcounty.gov*