



## Frequently Asked Questions

**Q. What is 311?**

A. 311 is Montgomery County government's telephone number to find government programs and services.

**Q. Can I go online for information and services?**

A. Yes. Go to [www.mc311.com](http://www.mc311.com). It's available 24/7.

**Q. How will police, fire or medical emergency calls be handled?**

A. If a call that comes into 311 is an actual emergency, the call will immediately be transferred to a 911 operator and the 311 Customer Service Representative will stay on the line to ensure that the caller is properly connected. For other urgent issues such as emergency shelter, mental health, domestic violence, or child or adult abuse, the caller will be immediately transferred to the Crisis Center at 240-777-4000.

**Q. Why 311?**

A. 311 Makes it much easier to reach County departments and services, greatly expands information available online, and allows the County to track information efficiently to improve service delivery and accountability.

**Q. Can I reach 311 if I am outside of the County?**

A. Yes, by calling 240-777-0311.

**Q. Is the call to 311 free on my cell phone?**

A. Check with your carrier as fees vary. Some may be free, others may charge a fee.

**Q. What hours does the 311 call center operate?**

A. The Customer Service Center is open Monday through Friday, 7 a.m. to 7 p.m., and is closed on weekends and holidays. Online access is available anytime, day or night, at [www.mc311.com](http://www.mc311.com).

**Q. What happens when I call 311?**

A. You will hear a brief announcement welcoming you to MC311 and asking you to select your preferred language. You will then be connected to a trained and knowledgeable professional ready to assist you. The Customer Service Center is multilingual and equipped with TTY (301-251-4850) for the hearing impaired.

**Q. When should I contact 311?**

A. If you need information on Montgomery County services and programs, would like to make a request for services or have a complaint or compliment for County officials, call 311, or go to [www.mc311.com](http://www.mc311.com).

**Q. Will I need to give my name when calling or emailing?**

A. MC311 will collect information that you provide while speaking to a Customer Service Representative or by email. Only the information needed to provide the services you have requested will be collected. MC311 callers may provide comments or request some information and services anonymously.

**Q. Is 311 accessible to callers with limited English proficiency?**

A. Yes. We have Customer Service Representatives who speak Spanish. In addition, the MC311 Customer Service Center subscribes to a language interpretation service with over 150 languages available.

**Q. What happens after I contact 311?**

A. The Customer Service Representative will either provide you with the information you requested, or send the service request to the appropriate department. You will be given a service request number so you can track the progress of your request online or through a follow-up phone call.

**Q. Will the MC311 Customer Service Center follow up on a resident's request?**

A. MC311 representatives can check the status of a service request, but the task of ensuring that a job is complete is the responsibility of the particular department handling the request.

**Q. Can I still call a department directly if I know the number?**

A. You may still call a direct number, however, about 30 County government numbers you have called in the past are now being answered by 311.

**Q. What happens if I live in the city limits of any of the municipalities in Montgomery County?**

A. You can still call 311, however, you may be connected directly to your local municipal government office if your request for service falls under their jurisdiction.

**Q. Can I call 311 about public schools or Montgomery College information?**

A. Inquiries about public schools or Montgomery College will still go directly to those organizations.

**Q. What happens if I call 311 during off-hours?**

A. You will hear a recording giving you the hours of operation and directing you to call 911 or the Crisis Center in the event of an emergency.

**Q. What about during emergencies – will 311 be on the job?**

A. Yes. MC311 Customer Service Center will support all County emergency response efforts including severe weather, public health and public safety events.

**Q. Can I sign up to testify at a public hearing by calling 311?**

A. You will be re-directed to the agency taking sign ups for public hearings.

**Q. Can I call 311 about job openings in Montgomery County government?**

A. Yes. MC311 Customer Service Representatives can answer your questions and give instructions on how to apply for County employment.

**Q. Can I schedule an appointment at a County health clinic by calling 311?**

A. No. It will still be necessary to speak directly with the health clinic to schedule an appointment. 311 call takers will transfer these calls to the appropriate health clinic.