Have A Question About County Government?
A new chat mode on the website can help.

I know how hard it can be for the public to find their way around the complex maze of county government. With so many departments and divisions, it's not easy to know who to call to get help. This is why I'm excited by a new online service to help residents get quick answers to questions about the County.

The County's main web page, www.co.contra-costa.ca.us now has a live "chat mode" where users can post questions for County staff and get prompt answers.

What kinds of questions? Well, what do you want to know? Maybe things like "Where do I go for a building permit?" "What do I do about barking dogs?" "Is there a bus to the Martinez hospital?" "Where do I vote?"

The possibilities are endless.

The same chat mode has been running successfully on the County's Library website for years. The same employees who answer these questions will handle the main web site's chat, as part of their jobs.

The chat feature will be staffed Monday through Friday, from 8:30 a.m. to 5 p.m.

For now, the chat feature is being operated as a trial run. If it's successful, the County will make it permanent.

Try it out and let us know what you think. User feedback is important to knowing what's working and where to improve.

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