

City of Seattle Customer Service Bureau



Population:
780,995 (No. 18)

Govt Employees:
10,000

Address:
601 Fifth Ave.
First floor
Seattle, WA, 98104

Phone:
(206) 684-2489

Email:

Capabilities Statement:
[Link](#)

Cage Code:
644Y5

UEI Number:
CRZ1A1JTLQB6

DUNS#
12-474-2474



Site:

<https://www.seattle.gov/customer-service-bureau>

Mission:

About Us

The Customer Service Bureau (CSB) was established in 1965. Since then, CSB has been one place where customers can obtain information, access City services, and discuss concerns about City departments. CSB also publishes the Information Guide every year, which lists the area's busiest phone numbers.

The Customer Service Bureau:

- Provides information and referral to appropriate City government departments.
- Assists customers in obtaining City services.
- Provides a neutral forum to file a complaint or opinion about a City department.
- Helps customers navigate the Information Guide.

Contacts and Stakeholders Information:

Katie Harmston – Deputy Director

Actsoft Workforce Manager for Gov:

- DHS signed the Authority to Operate (ATO) on Sept 12, 2024
- FPS completed their internal ATO in June 2025
- WFM for Gov passed three (3) Third Party Assessor Organizations (3PAO) Audits, the Initial Audit and two Annual Audits
- WFM for Gov is GovRAMP Authorized