I. Introduction

The City of Columbus 311 Call center is designed to provide citizens with information about Columbus City services and forward any requests for City services to the appropriate City Division. The system is also designed to track and evaluate the efficiency of each City Division’s response to the service requests. The Columbus 311 Call Center forwards service requests for non-immediate police services to the Division of Police through the 311 computer system for investigation. Division of Police personnel are then assigned to investigate each service request. Division of Police personnel may also make requests for other City services by contacting the Columbus 311 Call Center at 645-3111, via email at 311@columbus.gov, or online at www.311.columbus.gov.

II. Definitions

A. Service Request

Any request for a non-immediate police service made through the 311 computer system. Service requests are automatically assigned to a subdivision for investigation.

B. Monitoring Personnel

Division personnel assigned by a bureau commander to view the subdivision’s 311 account and distribute service requests to the appropriate bureau or unit. Monitoring personnel are also responsible for tracking the progress of the investigations.

C. Investigator

Personnel who are assigned by monitoring personnel to investigate service requests and update the 311 computer system with the progress of the investigation.

III. Policy Statements

A. The Division shall review and respond to every Service request for police services forwarded by the Columbus 311 Call Center.

B. Division Personnel receiving any service request describing an emergency situation needing immediate attention shall contact Communication Bureau personnel and request police response as soon as practical.
C. Division personnel receiving any Service Request describing a complaint of misconduct against any Division personnel shall contact the Internal Affairs Bureau (IAB) duty desk and report the allegation as soon as practical. A copy of the Service Request shall also be forwarded to IAB.

D. Division personnel shall not enter any specific or confidential information regarding any criminal investigation into the 311 computer system.

E. A Service Request concerning a narcotics or vice related issue will be closed upon entry into NetRMS and will be evaluated and assigned when bureau specific criteria are met requiring such an investigation.

IV. Procedures
A. Bureau Commander
1. Assign personnel to act as the Monitoring Personnel
2. Ensure service requests are responded to in a timely manner.

B. Monitoring Personnel
1. Monitor the subdivision, bureau, or units’ Service Requests.
2. Review each Service Request and either:
   a. Forward any request for police services back to an investigator, or
   b. Forward any request not for police services back to the Columbus 311 Call Center.
3. Track each Service Request and forward a late notice to the Investigator’s bureau commander if a Service Request remains open after 21 days.

C. Investigator
1. Access the 311 account and review assigned Service requests.
2. Take appropriate action to address and/or resolve each Service Request. A minimum of two attempts shall be made to resolve the request.
3. As appropriate, contact the reporting person for additional information and/or to advise the reporting person of any actions taken in response to the request.
4. Update the 311 computer system with any actions taken, contacts made, or services provided.
5. Each Service Request should be resolved within 21 days of the request being entered into the 311 computer system.
6. Notify the appropriate unit of any Service Request that cannot be resolved and is an ongoing problem requiring police attention.