

Columbus Police Division Directive	EFFECTIVE	NUMBER
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Police Service Requests and 311		



I. Introduction

- A. The City of Columbus Service Center, also known as “3-1-1,” serves as a point of contact for requesting all non-emergency City services and is available to residents, City businesses, and visitors.
- B. The Division of Police is responsible for monitoring its accounts on the 311 System for requests of non-emergency police services, properly addressing each request, and updating the system with a disposition. All requests are forwarded by the 311 System to the appropriate bureau or unit account for investigation.
- C. The Division entities that have accounts on the 311 System are the ***Community Services Bureau (which includes the Community Liaison Section and the Traffic Operations Section), the Organized Crime Bureau (which includes the Nuisance Section and the Criminal Intelligence Section, as well as the Investigations and Investigative Tactical Sections that receive narcotics complaints), the Patrol Subdivision, and the Support Operations Bureau (which includes the Impounding Unit).*** However, other Division units may be contacted to address continuous problems that need police attention.
- D. Division personnel may contact the City of Columbus Service Center to make requests for other City services as needed. Contact can be made at 645-3111, via email at 311@columbus.gov, or online at ***www.columbus.gov/311***.

II. Definitions

- A. 311 Investigator
A Division employee who is assigned a 311 Service Request and who is responsible for reviewing and addressing the issue.
- B. 311 Monitor
A Division employee in a non-patrol bureau who is assigned to manage 311 Service Requests assigned to his or her bureau.
- C. 311 Service Request
A request or concern from a citizen received through the 311 System and forwarded to the Division.
- D. 311 System
The City of Columbus Service Center computer system used to receive, monitor, and report dispositions of 311 Service Requests.

III. Policy Statements

- A. Every 311 Service Request should be reviewed, addressed properly, and completed within the designated time periods unless otherwise authorized by the chain of command.
- B. Division personnel receiving a 311 Service Request describing an emergency situation needing immediate attention shall contact Communications personnel and request a police response.
- C. Division personnel receiving a 311 Service Request describing misconduct involving **sworn** Division personnel shall contact the **Department of the Inspector General (DIG) as soon as possible** to report the allegation and forward a copy of the 311 Service Request to **the DIG**.
- D. Division personnel receiving a 311 Service Request describing misconduct involving civilian Division personnel shall contact the Internal Affairs Bureau (IAB) duty desk as soon as possible to report the allegation and shall forward a copy of the 311 Service Request to IAB.**
- E. Division personnel shall not enter any specific or confidential information regarding an ongoing or open criminal investigation into the 311 System.
- F. The Organizational Accountability Lieutenant (OAL) shall be responsible for coordinating the Division's 311 Service Request program. In the event of an extended absence or vacancy of the OAL assignment, the Chief of Staff shall designate a temporary coordinator for the Division's 311 Service Request program.**
- G. Each commander of the Community Services Bureau, Organized Crime Bureau, and Support Operations Bureau shall designate at least two 311 Monitors for his or her bureau.**
- H. For Patrol Zones 1 through 6, each precinct sergeant shall be responsible for monitoring the 311 System for 311 Service Requests forwarded to his or her account, which will be specific to the unit and shift.
- I. Specialized units that have an established process for reviewing and addressing 311 complaints shall follow the procedures as outlined in their respective SOP. All other units shall follow the procedures as outlined below in this policy.**

IV. Procedures

- A. Non-Patrol Bureau Commander
 - 1. Designate at least two 311 Monitors for a non-patrol bureau. The purpose of the second monitor is to assist with the 311 Monitor's responsibilities when necessary.
 - 2. **Notify the OAL of the names of the designated 311 Monitors to ensure they have access to the 311 System.**

B. Non-Patrol Bureau 311 Monitor

1. Monitor the 311 System for 311 Service Requests forwarded to the bureau.

Note: For any issues with logging in, forward an email to 311@columbus.gov and copy the OAL.

2. Check the 311 System during each shift for new requests and review each request to ensure the citizen's concern can be addressed by a police service.
 - a. Return any 311 Service Requests that cannot be addressed through a police service to the City of Columbus Service Center.
 - b. Notify the appropriate Division unit supervisor of any requests describing a continuous problem that needs police attention but cannot be resolved by assigning it to a 311 Investigator, and close out the request.
 - c. Address or assign to the appropriate sergeant each new 311 Service Request within three days of it being entered into the 311 System.
3. Track each request, update the status and/or disposition within 14 days of receipt, and close the request in the 311 System once the request has been addressed.

C. Assigned Non-Patrol Bureau Sergeant

1. Assign a 311 Investigator to each 311 Service Request within seven days, and monitor the investigation to ensure the request is properly addressed. Forward the disposition email from the 311 Investigator to the 311 Monitor when a request has been addressed.
2. Ensure each request is reviewed, addressed, and a disposition returned to the 311 Monitor within 30 days, or 42 days for the Impounding Unit, of the request being entered into the 311 System. If a request cannot be resolved within the designated time period, request an extension from the chain of command and notify the 311 Monitor of the status.

D. Patrol Precinct Sergeant

1. Follow the procedures as outlined in Section IV,B,2 and 3.
2. Assign a 311 Investigator to each 311 Service Request within seven days, and monitor the investigation to ensure the request is properly addressed.
3. Update the status and/or disposition of the request in the 311 System within 14 days of receipt.
4. Ensure each request is reviewed, addressed, and a disposition returned within 30 days of the request being entered into the 311 System. If a request cannot be resolved within the designated time period, request an extension from the chain of command and update the status in the 311 System.

E. 311 Investigator

1. Take appropriate action to address and/or resolve each 311 Service Request within 30 days of the request being entered into the 311 System. A minimum of two attempts shall be made to resolve the request. If a request cannot be resolved within the designated time period, notify the assigned sergeant prior to the deadline.
2. 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.
3. Once the request has been addressed, forward a disposition email to the assigned sergeant and include:
 - a. The dates and times of contact or attempted contact with the citizen if requested.
 - b. Any contacts made and/or referrals to other units or agencies.
 - c. The outcome of any actions taken to resolve the issue.
 - d. The reasons any request was not addressed within the defined time period.

F. Organizational Accountability Lieutenant

1. Act as the Division's liaison with the City of Columbus Service Center.
2. Monitor the 311 System to ensure 311 Service Requests are being handled properly.
3. Ensure Division supervisors are provided access to the 311 System.
4. Notify the lieutenant of the affected unit when 311 Service Requests are not being handled properly, and follow up to ensure a response is received.

G. Lieutenant

1. When notified by the OAL of a 311 Service Request not being addressed properly:
 - a. Review the circumstances and ensure the request is addressed as soon as practical.
 - b. Forward an email to the OAL with the results of the review. Respond within three days of being notified.
2. ***In the absence of the precinct sergeant, assign the covering sergeant the 311 Service Requests to be monitored.***

Note: ***All*** zone lieutenants and sergeants will have access to the 311 Service Requests for their respective zones and shifts. ***When there is a change of assignment for a zone lieutenant or precinct sergeant, the zone lieutenant is responsible for sending an email to 311@columbus.gov and notifying the OAL to ensure the 311 System is updated.***