

## **311 protocol for ISD-related public health and safety concerns**

The Board of Aldermen has asked about how the City responds to ISD-related public health and public safety issues during non-work hours.

The 311 contact center is open 24 hours a day, 365 days a year, and has an established set of protocols to provide immediate response to public health and public safety issues. ISD-related calls that require immediate attention are referred for action as follows:

- Work Hours: Mon-Wed: 8am-4pm, Thur: 8am-7pm and Fri: 8am-12pm. REFERRED TO ISD.
- Non-Work Hours: Weekends, Holidays, and hours not listed above. CALLS ARE TRANSFERRED TO SPD. For issues that require immediate follow up (listed below), SPD dispatches an officer to the scene and contacts ISD for follow up if necessary.
- Any 311 call that is a possible life or death situation is immediately transferred to 911.

### **Service Request Types**

Asbestos

Blood in public area

Public safety–related commercial/business violations

No heat/hot water

Structural damage to building

Syringe/sharps/needle pick up

Work permit/license missing or invalid

Illegal construction/construction-related noise complaints