Constituent Call Process

Is this call an emergency?

No → Is this caller a constituent?

No →

Yes ↓

Instruct caller to contact 911

Is issue ocurring within the district?

Yes

No → Forward caller to correct jurisdiction. File as closed

Does issue fall under 311 protocol?

Yes

No → Does issue fall under another Department or Agency?

Yes → Forward issue to appropriate Department or Agency

No → Can issue be immediately resolved

Forward caller to 311

Yes → Provide assistance and file as closed

No ↓

Obtain caller information and conduct additional research → File as pending

Closed: The issue is either resolved or there is nothing else that our office can do.

Referred to Department: The appropriate agency, department, or representative has been alerted of the issue and our office is awaiting an update on the status of the concern.

Pending: This classification is used when an issue is nearly resolved or completed.

Submitted to 311: The District 5 office submits certain complaints to the City's 311 system.