



SAN JOSE POLICE DEPARTMENT

TRAINING BULLETIN

TO: ALL DEPARTMENT PERSONNEL

FROM: Edgardo Garcia
Chief of Police

SUBJECT: CHANGES TO 311

DATE: November 17, 2020

BULLETIN #2020-020

In the 2019 audit of 911 and 311 services, the City Auditor recommended “the City explore moving 3-1-1 to the City Customer Contact Center and expanding the services available through 3-1-1.” As of March 11, 2020, this recommendation was carried out and 311 was rebranded to be a San Jose City Services number for people needing non-emergency City Services. Services available through the City Call Center include, but are not limited to the following: non-emergency police services, Department of Transportation issues, emergency water service problems, utility bill payment, etc. The purpose of this Training Bulletin is to inform Department members of the change, so the information can be properly relayed to members of the public.

Callers can still dial 311 from their landline, VOIP, and cellular phones. When 311 is dialed, the caller can still reach SJPD Communications for non-emergency situations, but must first go through the City Call Center. At the City Call Center, the caller is presented with an automated phone tree. The phone tree reminds callers to hang up and dial 911 if they are reporting an emergency. After the proper language for the call is selected (English, Spanish, Vietnamese), callers are currently prompted to select Option #5 if they are reporting a police related non-emergency. Callers who select Option #5 are then directed to SJPD Communications non-emergency line (408-277-8900), where they are presented with the automated Police non-emergency phone tree. Callers needing City services not related to a police matter are given additional options to select to reach the appropriate City Services Department.

When appropriate, please advise members of the public that 311 is now a City Call Center number that includes a Police non-emergency option. The SJPD Communications non-emergency 10-digit number (408-277-8900) will remain the non-emergency number for police services and will route calls directly to the SJPD Communications Center. Members of the public can call this number directly to bypass the 311 City Call Center phone tree.

Edgardo Garcia
Chief of Police

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