

January 2023

Hours

7 a.m. - 8 p.m.

16 active staff

11,688

contacts in December

87,283

contacts since July 1, 2022

89%

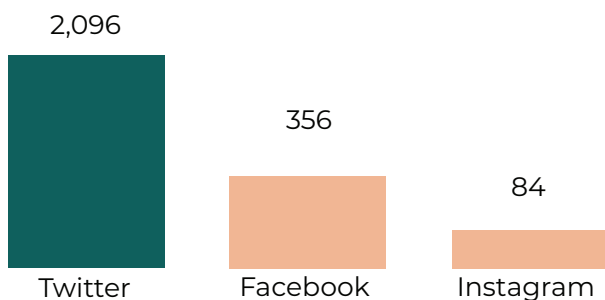
calls answered in 25 seconds or less

What is 311?

311 provides a single point of contact for community members to access City government and the services it provides. The program also provides information and referral services to the community for other local government, community and social services, including vital and time-sensitive public notification in emergency and disaster.

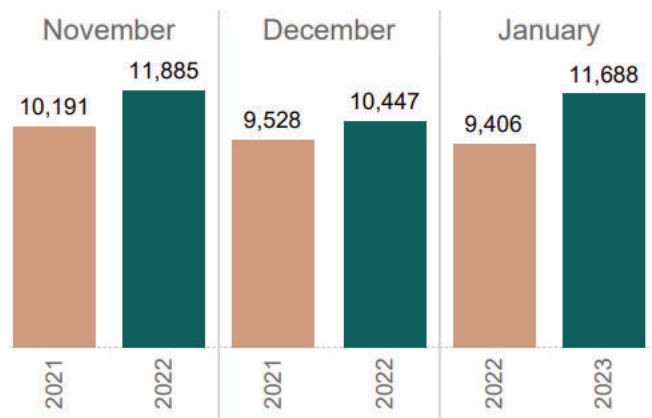
Social Media

2,536 views across Facebook, Instagram, & Twitter in December. Twitter accounted for 2,096 of those impressions.



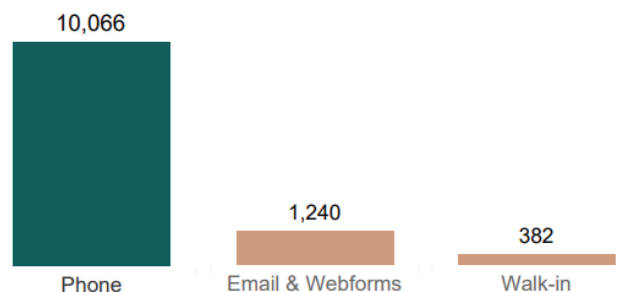
Contacts to PDX 311 in January grew 24% between 2022 and 2023.

Columns show numbers of contacts from all sources in November, December and January 2021/2022 through 2023.



PDX 311 answered 10,066 calls in January 2023.

Columns show total contacts to PDX 311 in January 2023 by channel.



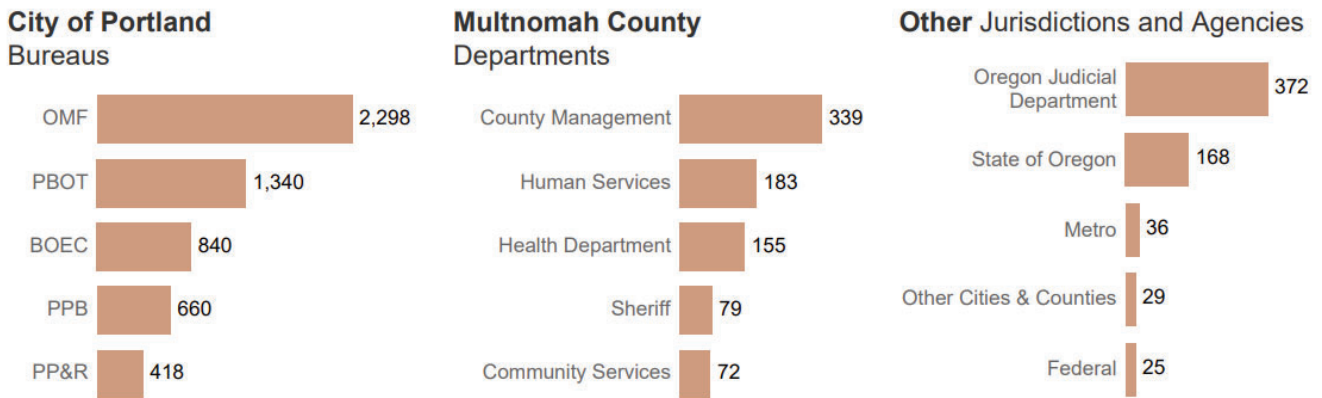
Holidays

PDX 311 operated 21 days in January due to the January 16, Martin Luther King Jr. holiday closure.

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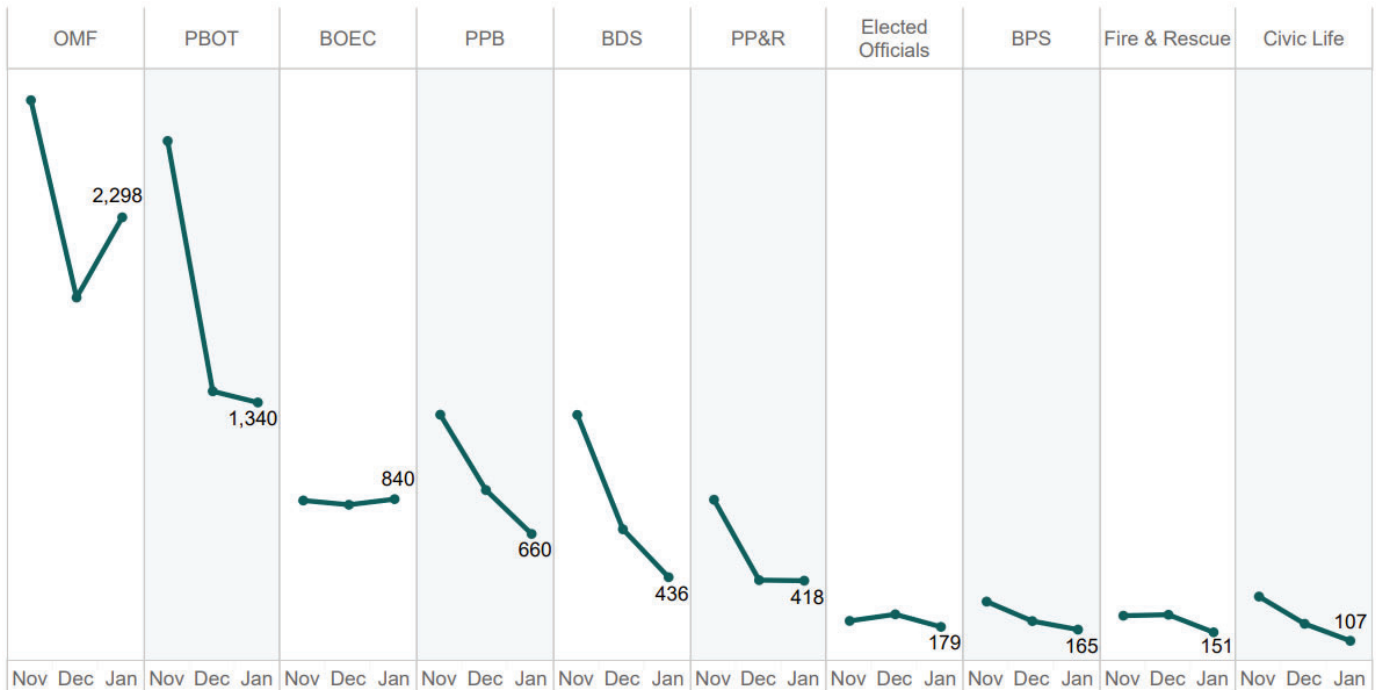
Contact volume by agency calls Top 5 agencies by January contacts

Bars show the number of times 311 assisted community members with services provided by the City of Portland, Multnomah County, and other jurisdictions and agencies.



Three month contact volume trend by City of Portland Bureaus

Top 10 bureaus by January contact volume. Showing November through January volumes.

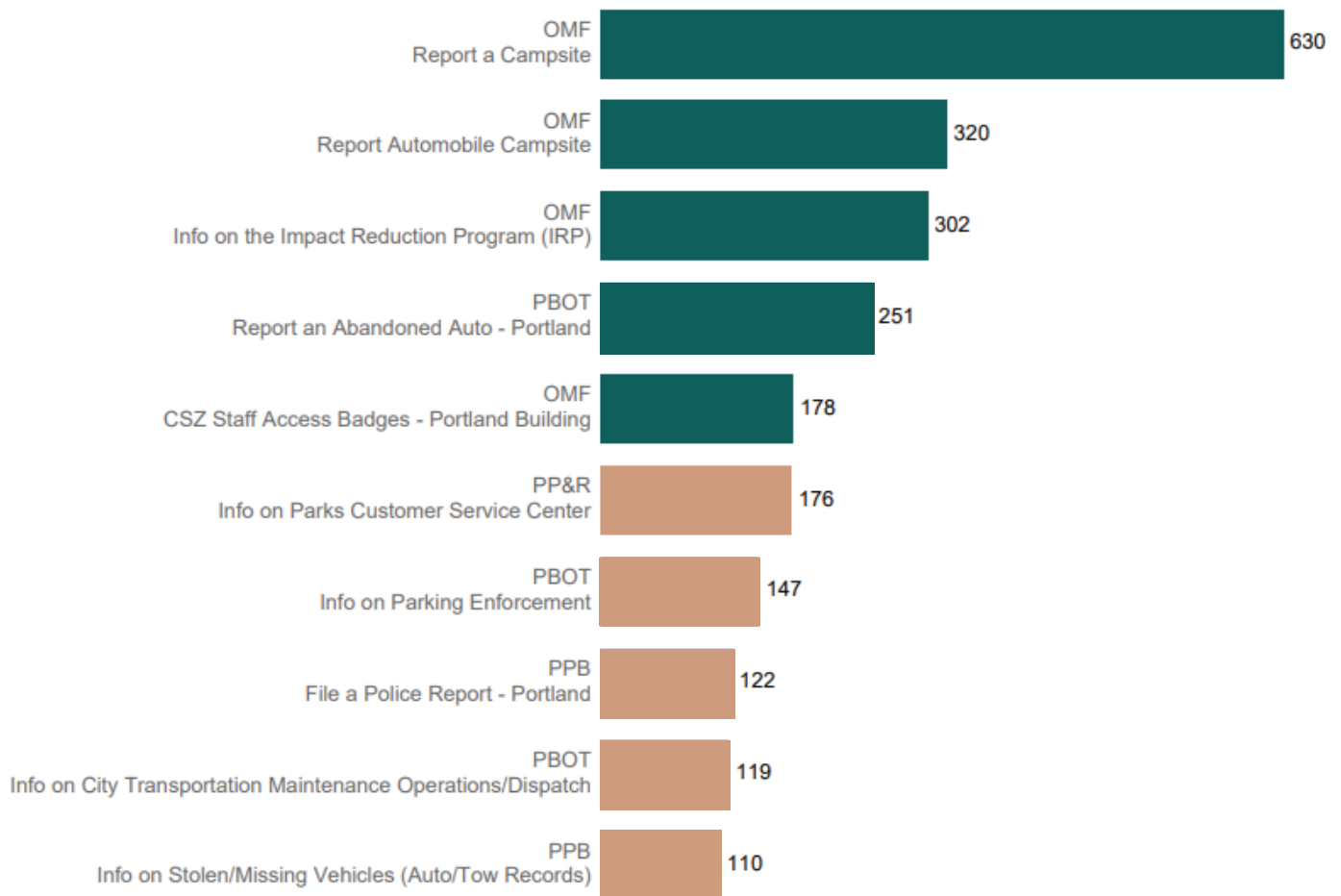


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Contact volume by service

Community members contacted PDX 311 most frequently about the **Impact Reduction Program**, specifically reporting a campsite, reporting an abandoned automobile, and seeking information about the Impact Reduction Program.

Bars show the number of times 311 assisted community members with services by January volume.



Ongoing service migrations

PDX 311 is currently working with multiple bureaus to improve business processes and migrate customer service to 311 for the following services.

TrackIT replacement & process improvement

- Campsite & abandoned auto reports
- Temporary street use permits
- Park maintenance & ranger dispatch
- PBOT maintenance
- Overflowing trash cans
- Noise complaints
- Mayor constituent services

Phone line or customer service migrations

- Public Records Request help line
- Biketown for All information
- PBOT 823-CYCL hotline
- Commissioner Ryan's constituent services