

February 2023

Hours

7 a.m. - 8 p.m.

16 active staff

11,205

contacts in February

98,488

contacts since July 1, 2022

90%

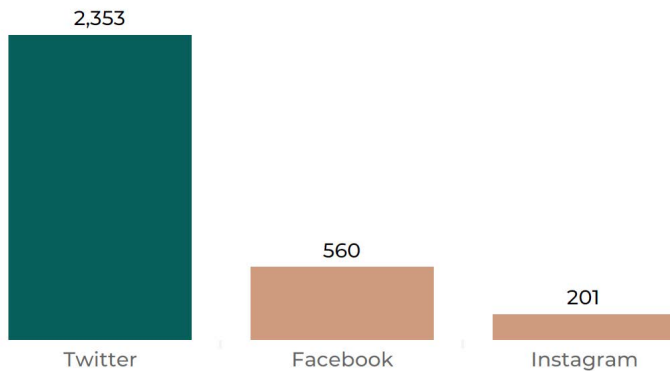
calls answered in 25 seconds or less

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

3,114 views across Facebook, Instagram, & Twitter in February. Twitter accounted for 2,353 of those impressions.

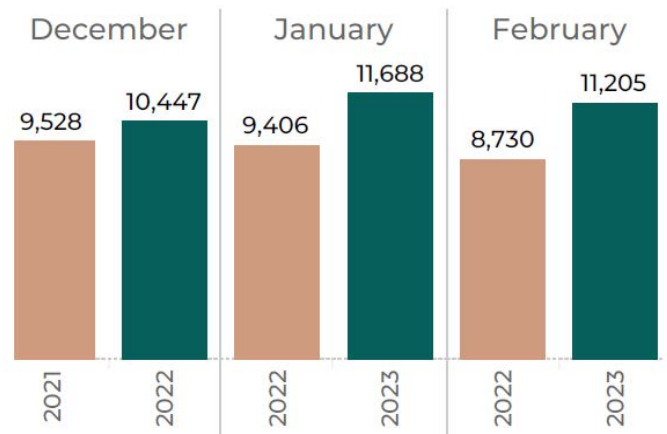


Holidays

PDX 311 operated 19 days in February due to the February 20, Presidents Day holiday closure.

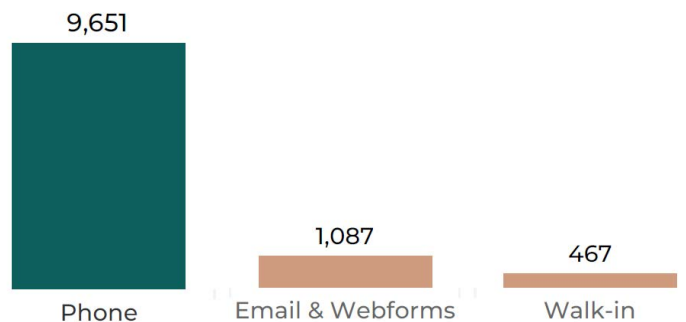
Contacts to PDX 311 in February grew 28% between 2022 and 2023.

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



PDX 311 answered 9,651 calls in February 2023.

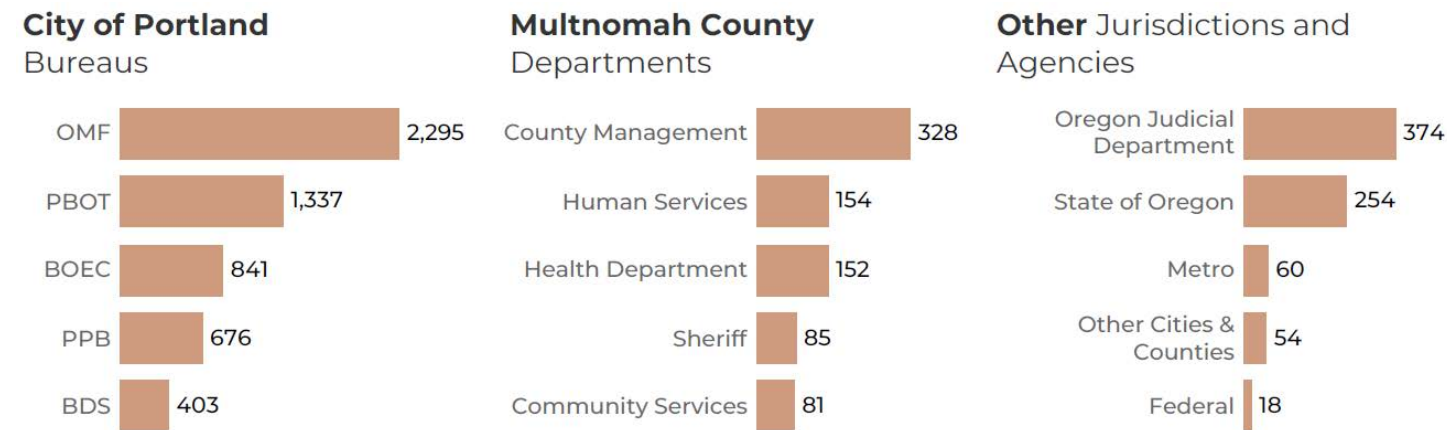
Columns show total contacts to PDX 311 in February 2023 by channel.



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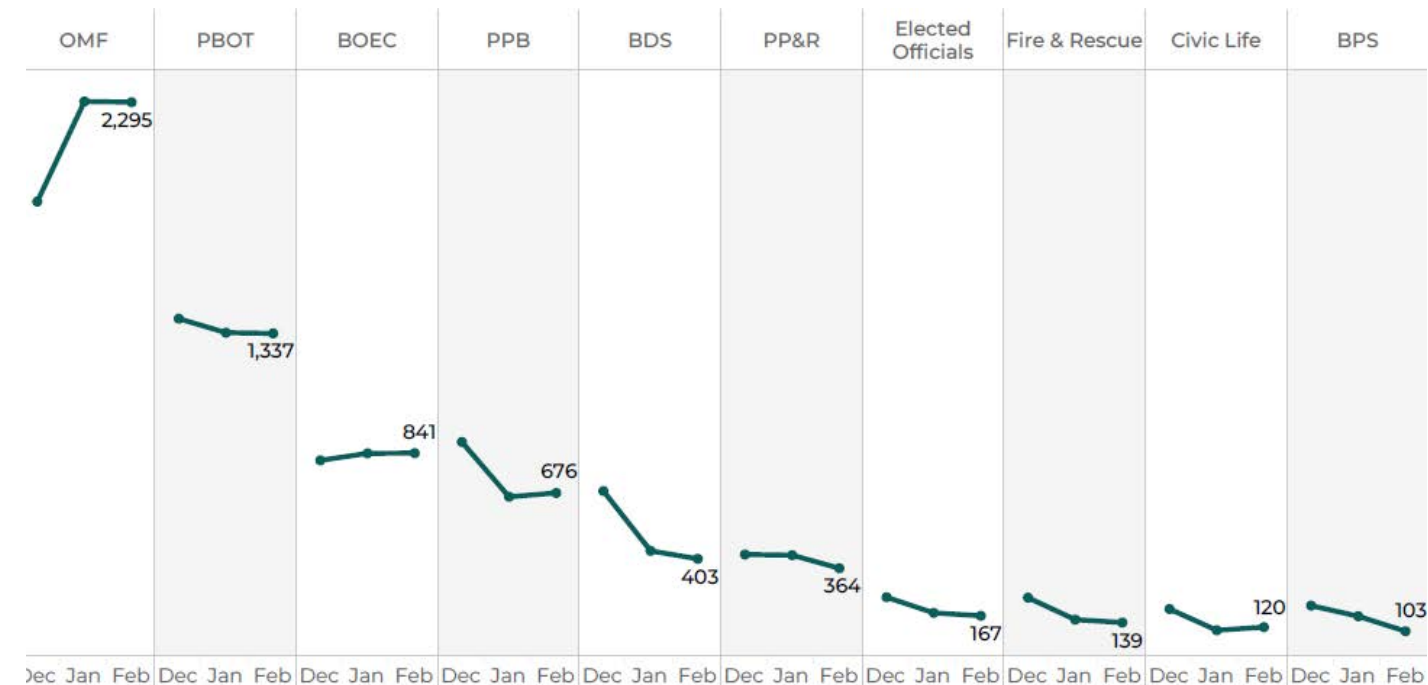
Contact volume by agency calls Top 5 agencies by February contacts

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 December - February volumes.

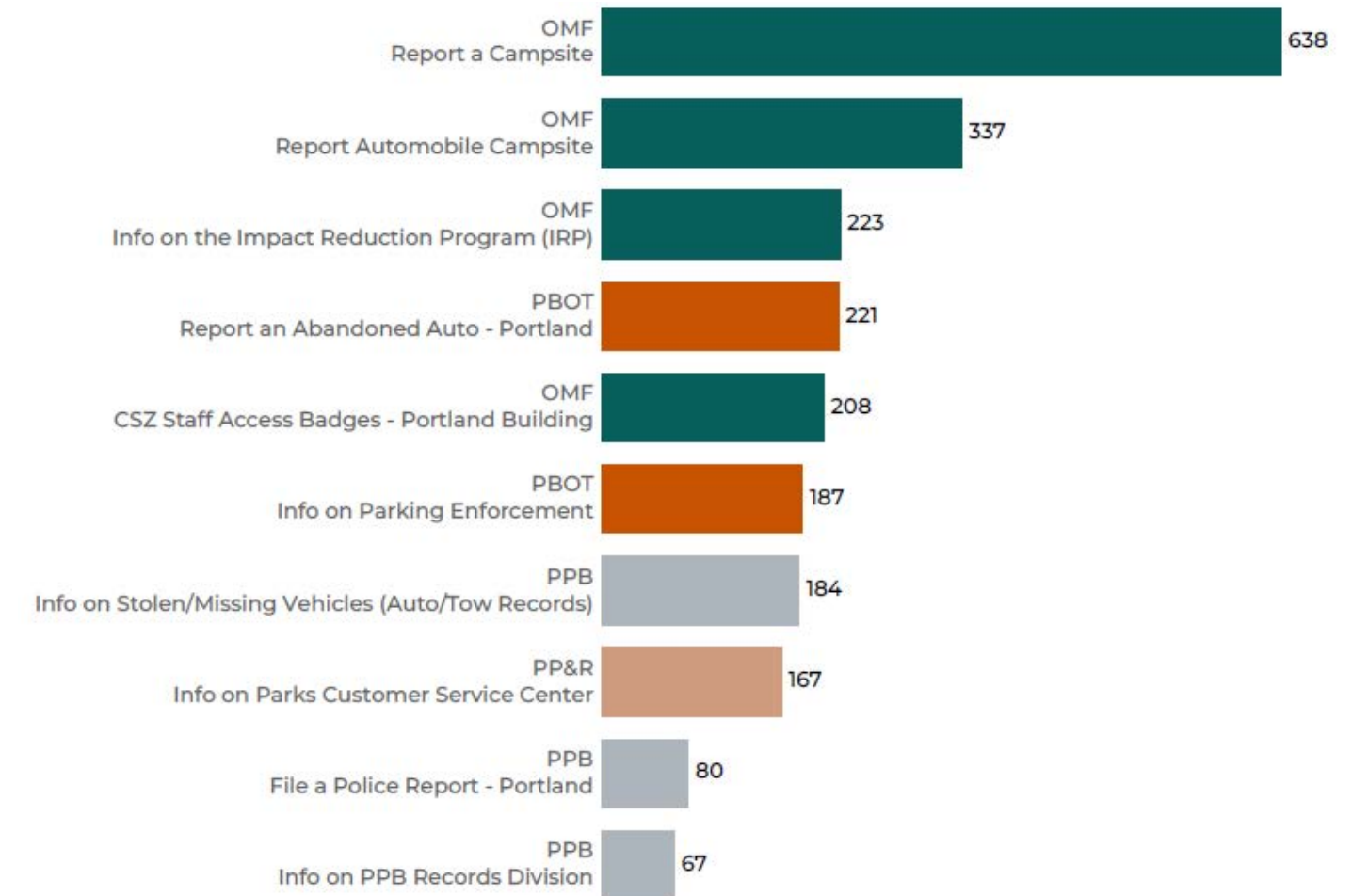


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Contact volume by service

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 February 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
- Noise complaints
- Mayor constituent services

Phone line or customer service migrations

- Public Records Request help line
- Biketown for All information
- PBOT 823-CYCL, 865-8637 Smart Trips, 823-5490 Active Transportation hotline
- Commissioner Ryan's constituent services
- Overflowing trash cans

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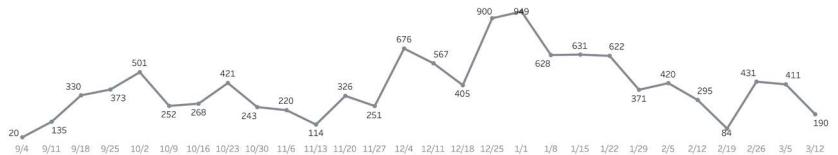
Spotlight: Graffiti Reporting

Anyone can report graffiti on public or private property inside the City of Portland using the new and improved graffiti reporting process. Simply call 3-1-1 or [submit a report online](#) to get started.



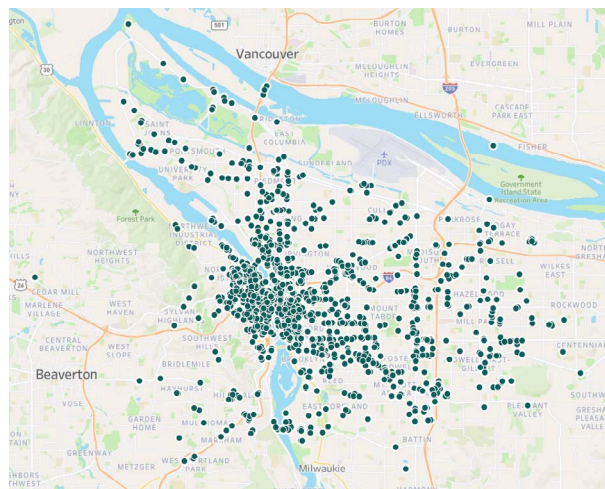
The Report Graffiti Form guides community members through a conditional logic experience which presents relevant follow-up questions based on users' responses or choices. The form helps users pinpoint the location of the defacement and provides key details such as descriptions and image uploads, these important details and information to help staff plan effective and efficient remediation, saving materials and time.

Graffiti report volume by week



This one-stop-shop approach results in more efficient and effective management of submissions, improved customer service and better coordination with contractors and stakeholders. For the Graffiti Program, it is facilitating better routing to the many groups that abate graffiti around the city.

Graffiti Dashboard



Map shows location of reports that have been resolved Sept. 2022 through Feb. 2023.

The new reporting system migrated in September 2022 from Track-It software to Zendesk, the same software the 311 Customer Service Team uses to track and resolve other community member requests.

If reported graffiti is on private property and falls within the City's criteria such as homeowner, small business (less than 10 employees), small residential complex, non-profit organization or includes hate or gang speech, the property owner can sign a waiver for free clean up from a graffiti removal contractor.