

March 2023

Hours

7 a.m. - 8 p.m.

16 active staff

13,830

contacts in March

107,148

contacts since July 1, 2022

91%

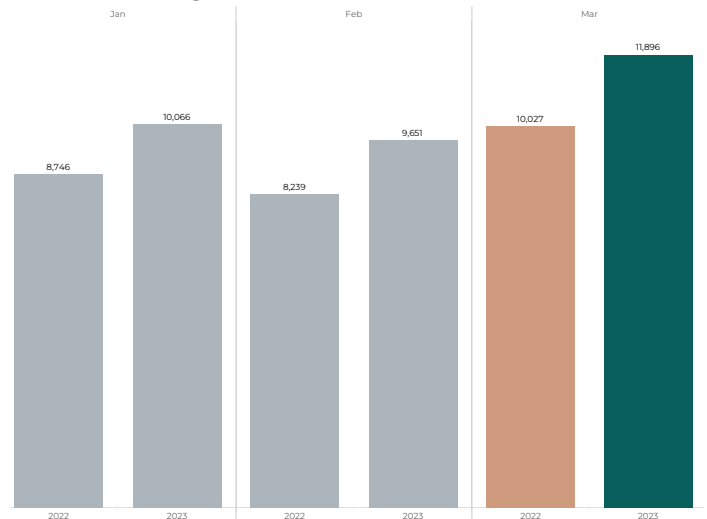
calls answered in 25 seconds or less

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.

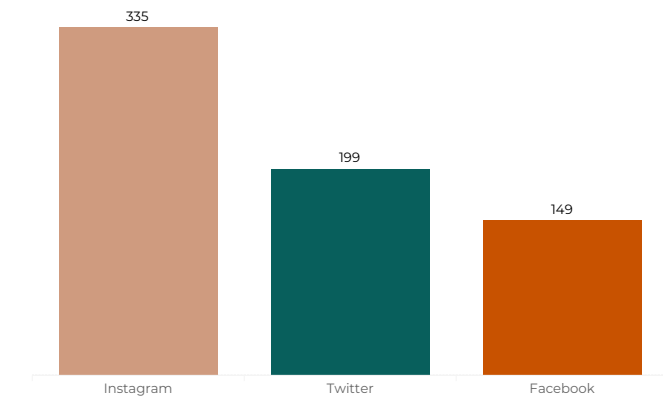
Contacts to PDX 311 in March grew 19% between 2022 and 2023.

Columns show numbers of contacts from all sources in January, February, and March 2022 through 2023.



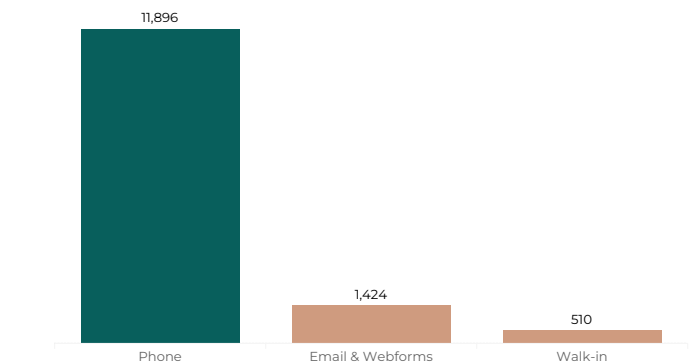
Social Media

683 views across Facebook, Instagram, & Twitter in March.



PDX 311 answered 11,896 calls in March 2023.

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

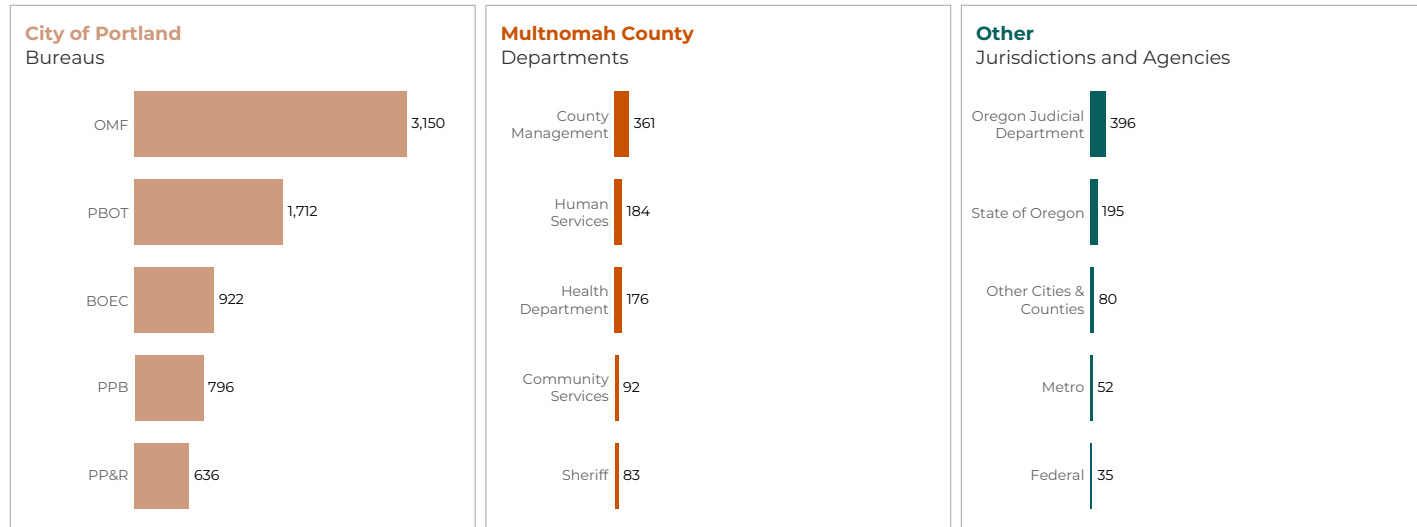


Positions for PDX 311 Customer Service Supervisor, Customer Service Representatives, and a Temporary Change Management Coordinator were posted in early 2023.

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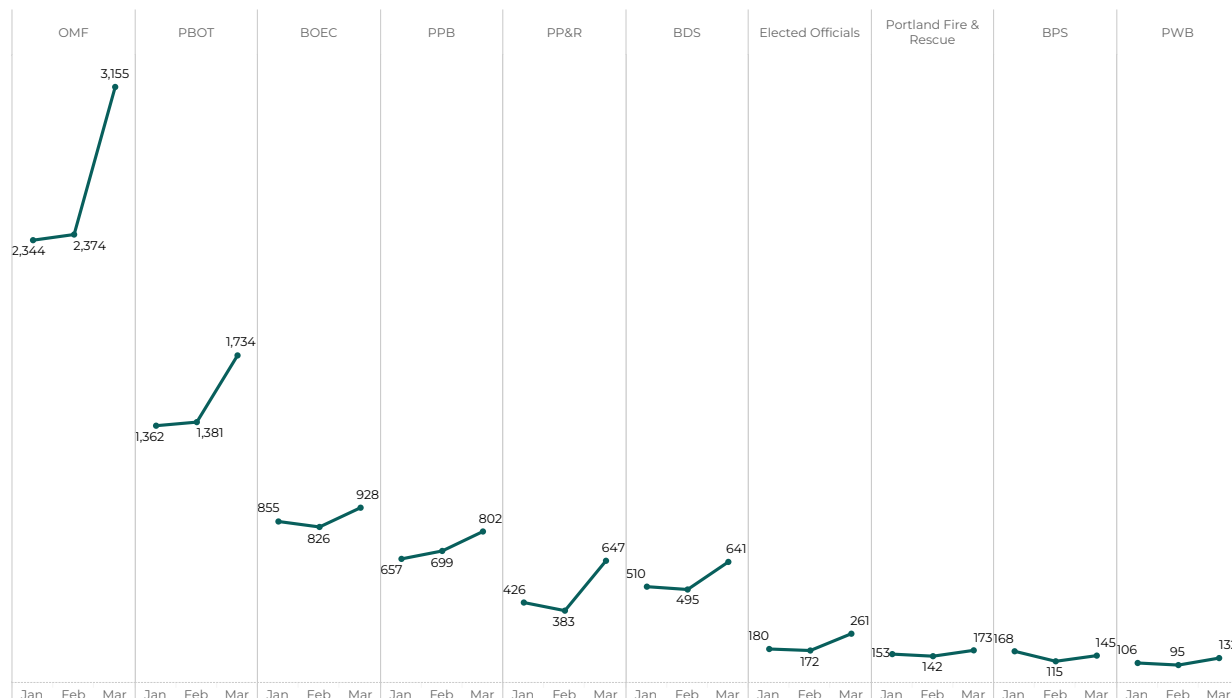
Contact volume by agency calls Top 5 agencies by March contacts

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 March contact volume. Showing January through March volumes.

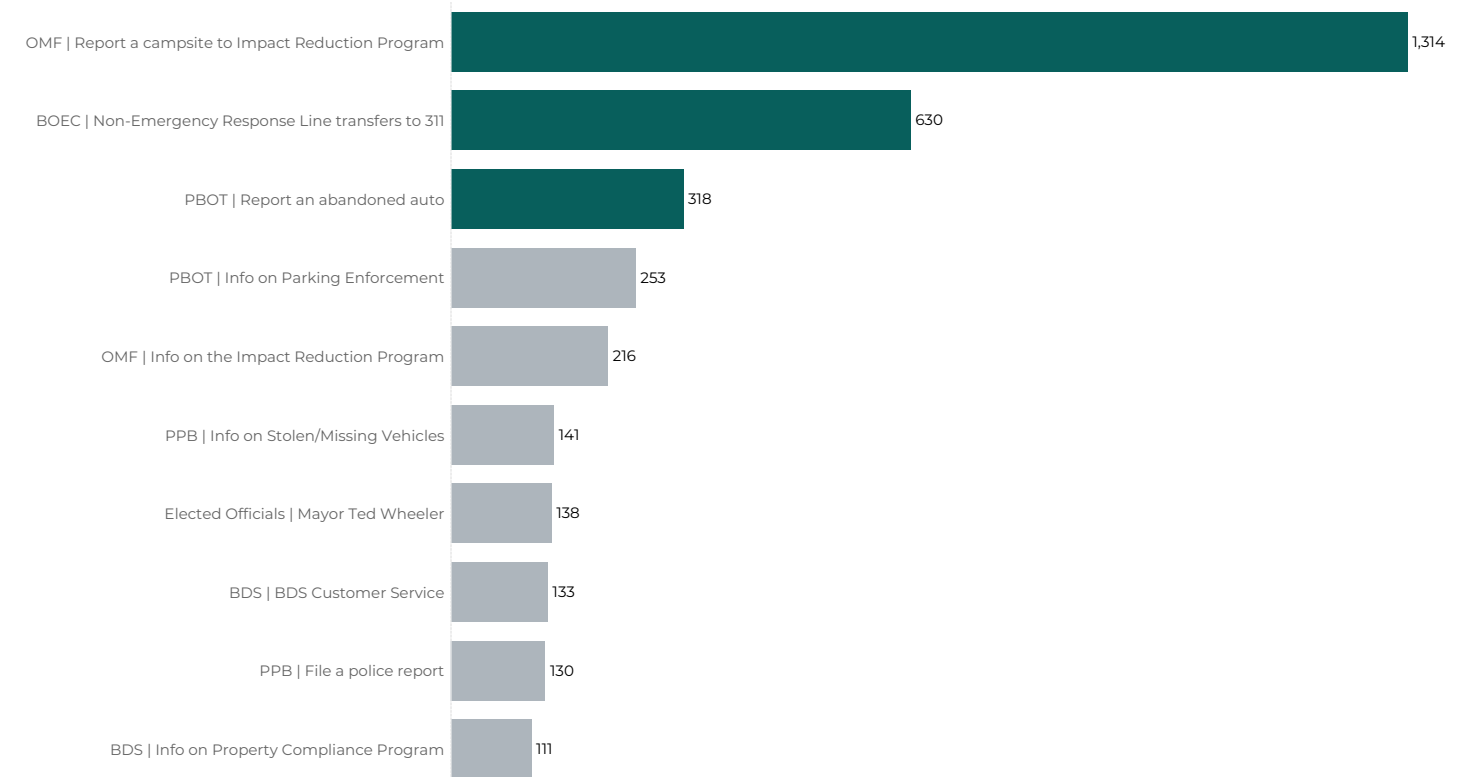


March 2023

Contact volume by service

Community members contacted PDX 311 most frequently about the Impact Reduction Program, specifically reporting a **campsite**, automatic transfers from 503-823-3333 Public Safety Non-Emergency dispatch line, and reporting an abandoned automobile.

Bars show the number of times 311 assisted community members with services by March 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

March 2023

Spotlight: Active Transportation

Portland Bureau of Transportation's Active Transportation and Safety team are behind the innovative and active efforts keeping Portlanders walking, biking, and taking transit safely. Through ongoing efforts to collaborate and streamline efficiencies the 311 Program began answering the phone for PBOT's Active Transportation number 823-CYCL (bike information) and 865-8637 (Smart trips) in March. The general line for Active Transportation 823-5490 offers 311 as an option and number retires at the end of the March 2023.



311 received 65 contacts related to Active Transportation services in March.

Note: A single contact can discuss more than one service, so the count of unique contacts about active transportation is less than the sum of counts for all services.

