

# Program Update November 2022

## Hours

7 a.m. - 8 p.m., M-F

**16** active staff

**11,885**

contacts in  
November

**65,148**

contacts since  
July 1, 2022

**92%**

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.

## Program Highlights

### Community education & outreach

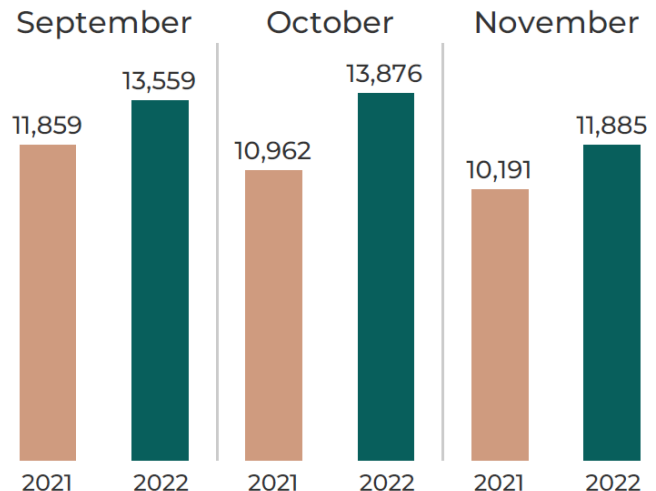
311 Program Flyers were approved for distribution through **Portland Public School District**. Staff are working with each school to provide printed and digital versions in over 20 languages. Thanks to partnerships with community groups, flyers in multiple languages were distributed to **APANO** and **Montavilla/North Tabor Business Alliance**.

### Social Media

3,620 views across Facebook, Instagram, & Twitter.

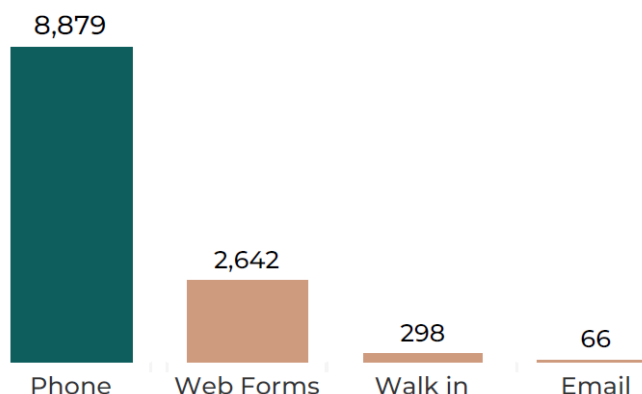
Contacts to PDX 311 in November grew 17% between **2021** and **2022**.

Columns show the number of contacts from all sources in September, October, and November **2021** vs. **2022**.



PDX 311 answered **8,879** calls in November 2022.

Columns show totals contacts to PDX 311 in November 2022 by channel.



**ポートランド市と  
マルトノマ郡による  
サービスに  
つながりましょう**

ご質問がある方、サービスが必要な方は、  
311にお電話ください。適切な回答の取得や、  
必要なサービスに繋がるお手伝いを  
いたします。身近に感じいただける  
行政機関を目指しています。

**311への連絡手段(2種類)**

- > 311にダイヤルする。
- > 503-823-4000にお電話ください。
- > 311@portlandoregon.govにメールを送る。

**電話応対時間**

月曜日から金曜日の午前7時から午後8時  
(祝日は除く) PDX 311で英語、スペイン語、  
ルーマニア語、タガログ語を話す職員が対  
応します。他の言語でも地域の皆さんを交  
流するサービスを提供しています。

**緊急サービスが必要な場合は？ 311に連絡してください**  
社会サービスが必要な場合は？ 311に連絡してください

**Ku xirnow Magaalada  
Portland & Adeegyada  
Degaanka Multnomah**

Waa 311 markii aad baqasho ahaad ama a baqasho lahayd  
adiga, waxaan ku heli karnaa jawaabta aad ka  
dheer tahay. Waxaan ku heli karnaa jawaabta aad ka  
dheer tahay. Waxaan ku heli karnaa jawaabta aad ka  
dheer tahay.

**KULA XIRIRI 311 LABA SITAA**

- > **Qaayada 311**  
Aad ku baqasho karta Degaanka Multnomah?  
Waa 311-823-4000.
- > **Qaayada 311**  
Aad ku baqasho karta Degaanka Multnomah?  
Waa 311-823-4000.

**GOODMA XIRIRI 311 LABA SITAA**

Waa 311 markii aad baqasho ahaad ama a baqasho lahayd  
adiga, waxaan ku heli karnaa jawaabta aad ka  
dheer tahay. Waxaan ku heli karnaa jawaabta aad ka  
dheer tahay. Waxaan ku heli karnaa jawaabta aad ka  
dheer tahay.

**KA BILAW 311**

Waa 311 markii aad baqasho ahaad ama a baqasho lahayd  
adiga, waxaan ku heli karnaa jawaabta aad ka  
dheer tahay. Waxaan ku heli karnaa jawaabta aad ka  
dheer tahay. Waxaan ku heli karnaa jawaabta aad ka  
dheer tahay.

# Program Update

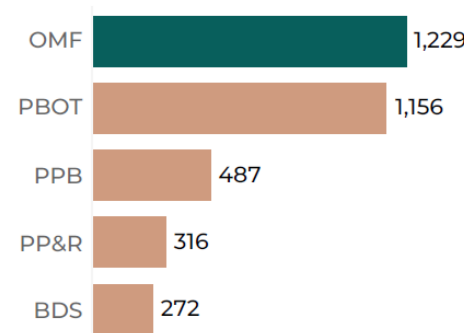
## November 2022

### Contact volume by agency

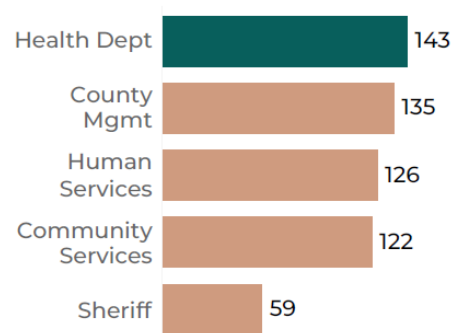
#### Top 5 agencies by November contact volume for their services.

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.

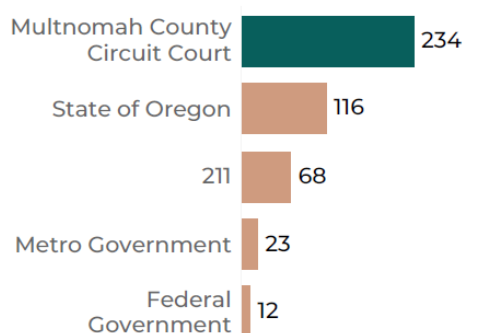
##### City of Portland Bureaus



##### Multnomah County Departments

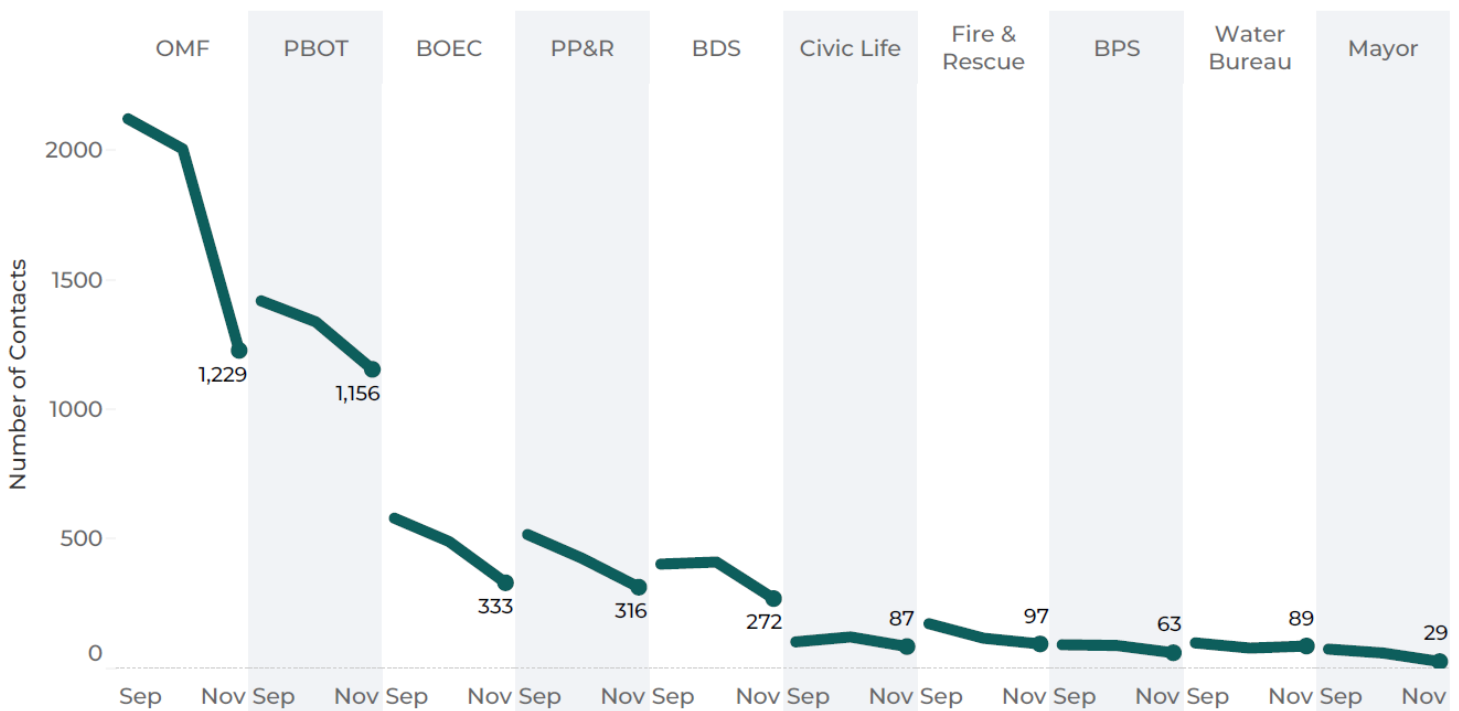


##### Other Jurisdictions and Agencies



#### Three-month contact volume trend by City of Portland Bureau.

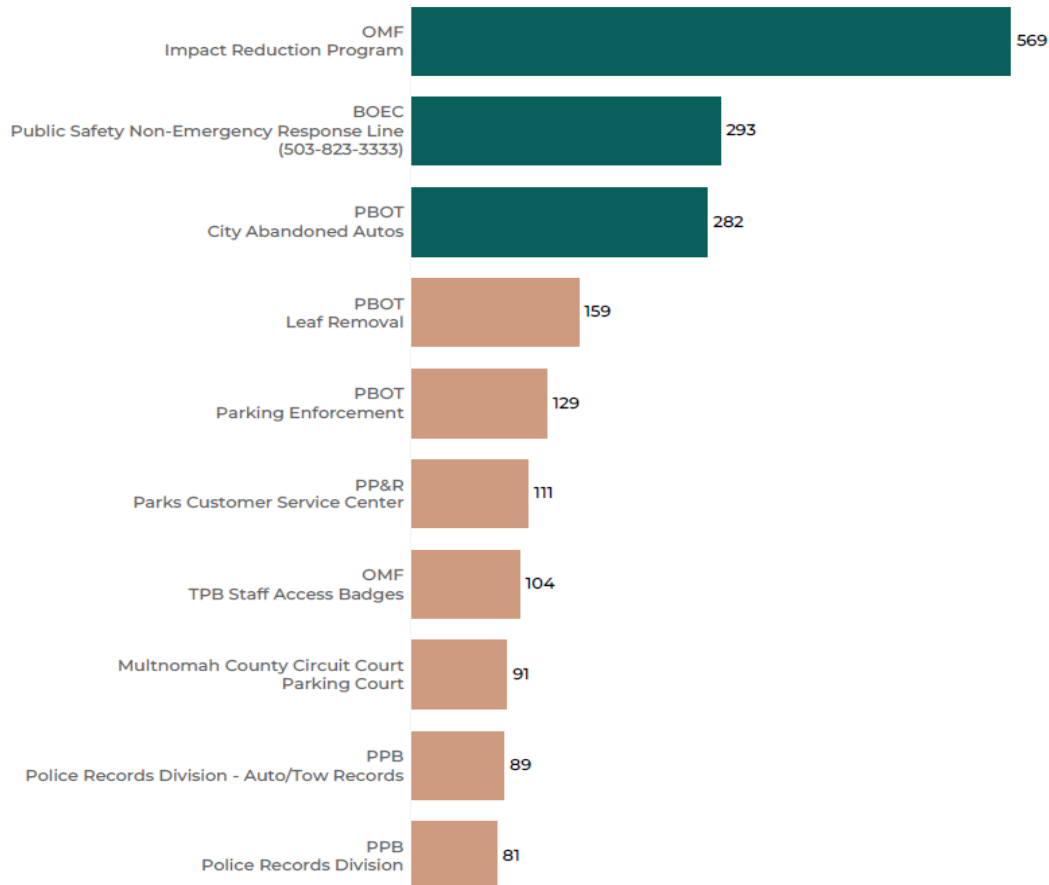
Top 10 bureaus by November contact volume. Showing September through November volumes.



### Contact volume by service

Community members contacted PDX 311 most frequently about the **Impact Reduction Program, Non-emergency response, & abandoned vehicles.**

Bars show the number of contacts about the top 10 services by November 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 and Commissioner Ryan's constituent services

#### Phone line or customer service migrations

- Public Records Request help line
- Biketown for All information
- PBOT 823-CYCL hotline

### Spotlight: Talking Trash

Trash happens, and PDX 311 wants to make it easy for community members and city staff to alert the appropriate team to help clean it up.

Currently, community members can report trash issues through numerous forms, portals, and hotlines. Complicating matters is the wide variety of trash issues - from illegal dumping and overflowing trash cans to shopping carts and abandoned vehicles - and the wide array of agencies who resolve these problems. The end result is a complex, confusing and frustrating process for community members and for responding agencies.

Recognizing the difficulty for community members to report a trash issue, the PDX 311 team collaborated with multiple City of Portland bureaus other agencies to streamline the intake and routing of reports.

As of November, community members can now use a new form at [Portland.gov/311/report-trash](https://portland.gov/311/report-trash) that will guide them through a set of questions to find the best way to report their specific issue.

### Report Trash

Service

Use this form to find out how to report a variety of trash-related issues in Portland, such as illegal dumping and overflowing public trash cans.

🕒 1 to 3 minutes

What type of trash issue do you want to report?

- ☐ Trash associated with a campsite
- ☐ Illegal dumping of garbage
- ☐ Loose trash or debris in a street or right-of-way
- ☐ Trash, recycling, or compost container blocking a street or sidewalk
- ☐ Overflowing public trash can
- ☐ Abandoned shopping cart
- ☐ Trash on private property
- ☐ A problem with residential or commercial waste collection
- ☐ Something else

Contact

PDX 311 Customer Service Program

✉ [311@portlandoregon.gov](mailto:311@portlandoregon.gov)

📞 311 City of Portland general information hotline

📞 503-823-4000  
Monday – Friday, 7 a.m. to 8 p.m.  
(excluding federal holidays) Translation services available

📞 711 Oregon Relay Service

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📷 [pdx\\_311](#)



### In action

The new form also helps 311 staff easily take reports of trash and debris in Multnomah County, sending reports to the appropriate agency or organization for immediate action. Over time, the report will facilitate tracking and sharing data to help City of Portland and other agencies combat trash issues by potentially allocating more trash cans where they are most needed, adjusting the frequency of trash pick-up services, focusing resources on hot spots for dumping items, and more.