

## Hours

7 a.m. - 8 p.m.  
**23** active staff

**12,923**

contacts in  
November

**74,475**

contacts in  
2023-2024  
fiscal year

**90%**

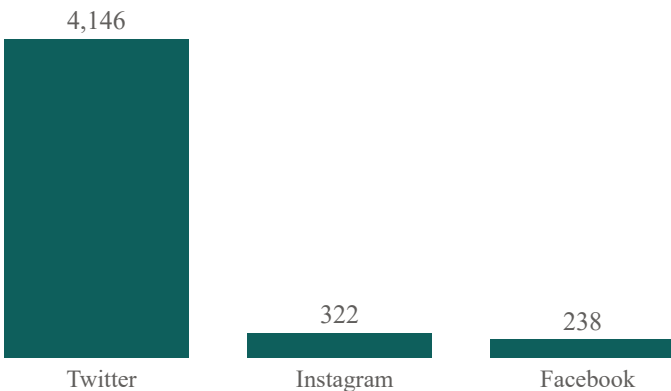
calls answered  
in 25 seconds  
or less

## 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

4,706 views across **Facebook**, **Instagram**, & **Twitter** in September.



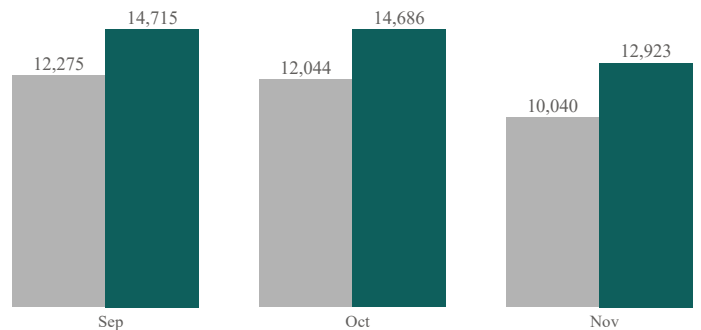
## Social Media Post

New graphics and imagery are being featured on PDX 311 social media channels to help reflect increased services PDX 311 can help with.



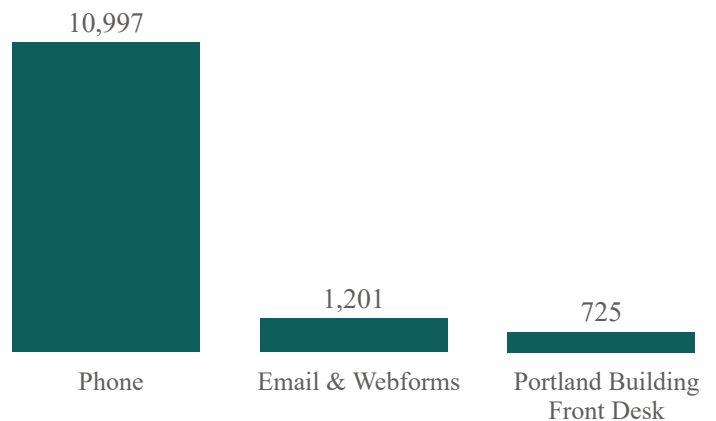
## Contacts to PDX 311 in November grew 29% between 2022 and 2023.

Columns show numbers of contacts from all sources in September, October, and November **2022** and **2023**.



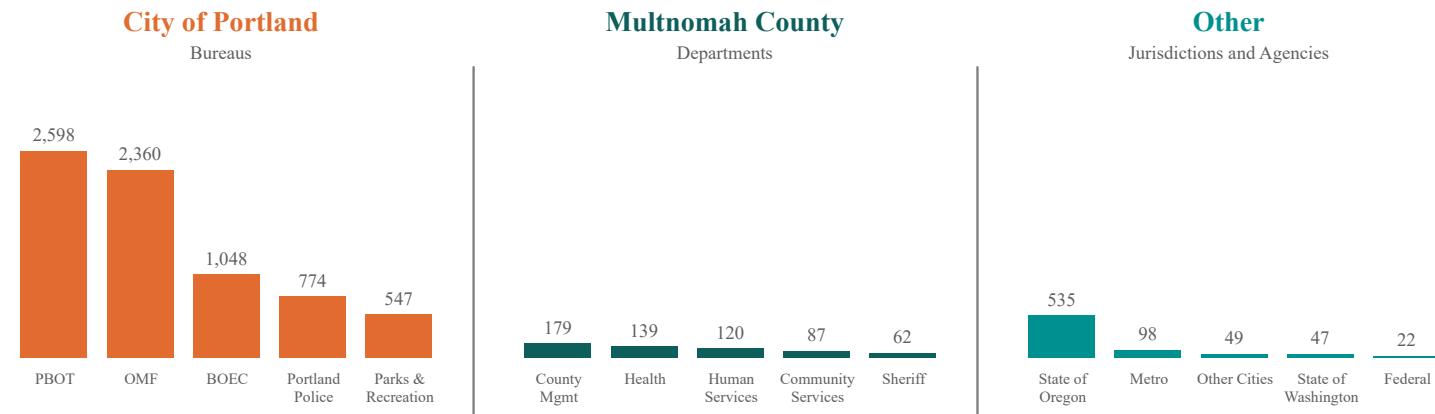
## PDX 311 answered 10,997 phone calls in November 2023.

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



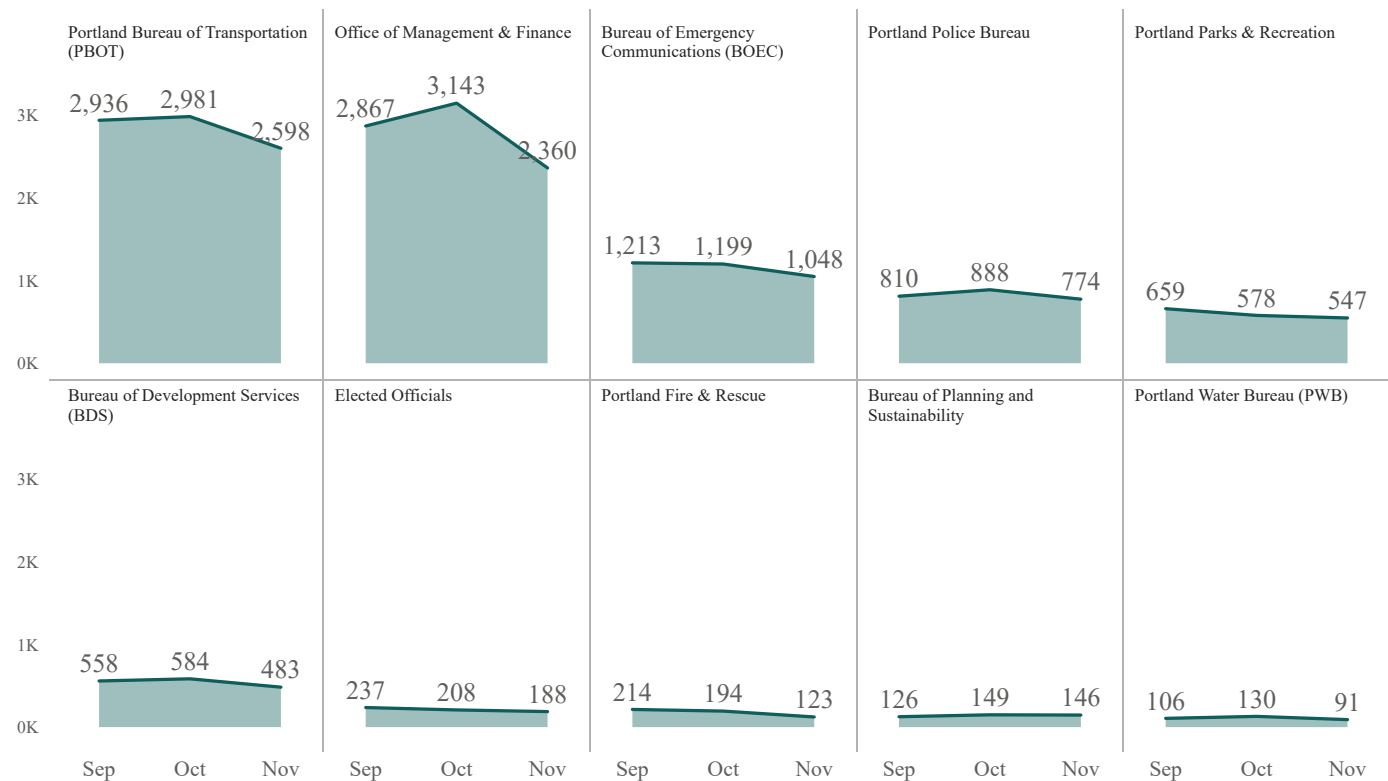
**Contact volume by agency calls**  
**Top 5 agencies by November contacts**

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**

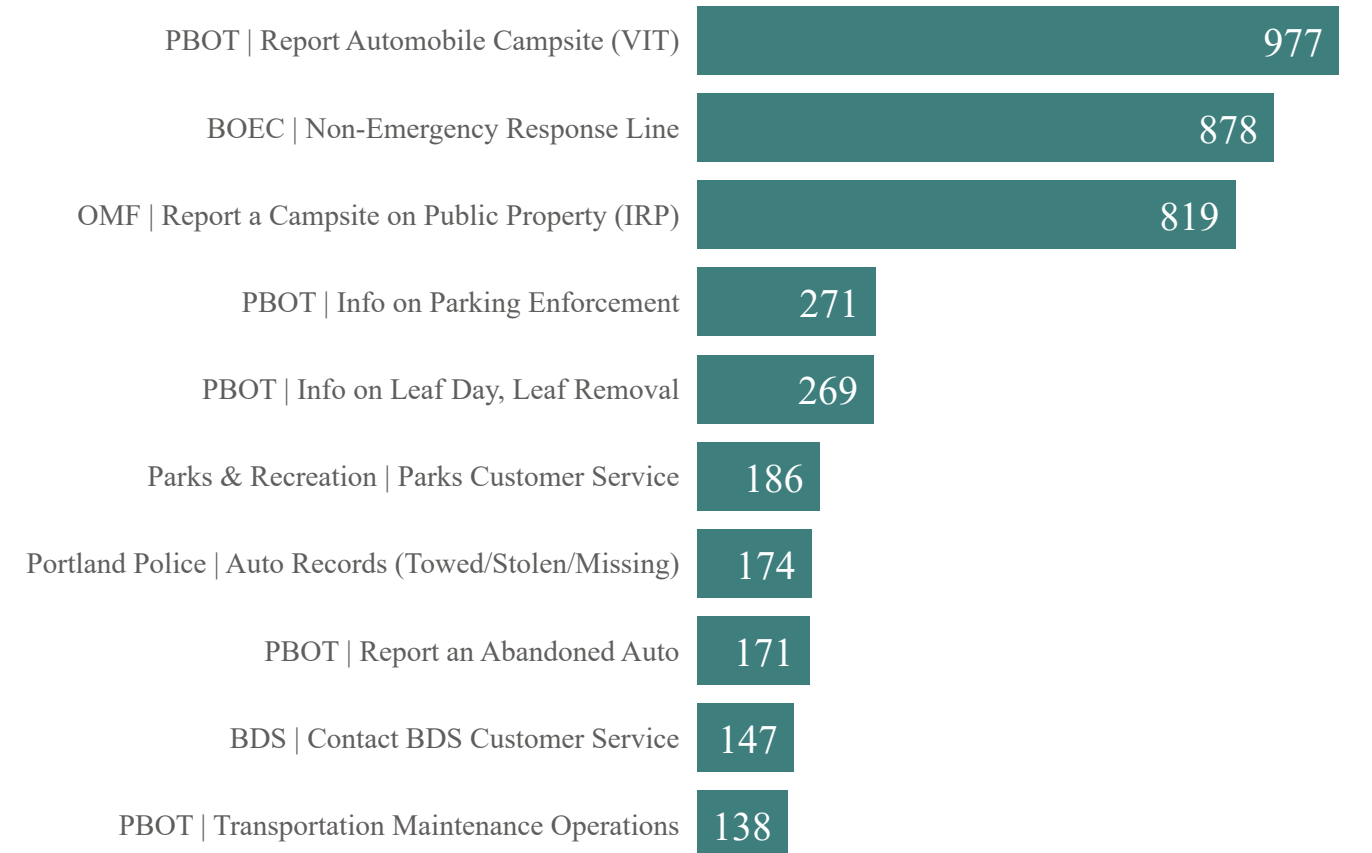
Top 10 bureaus by contact volume, showing September through November volumes.



**Contact volume by service**

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

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



**Ongoing service migrations**

**PDX 311 is currently working with multiple bureaus to improve and streamline phone, email, and online customer services.**

TrackIT replacement & process improvement

- Abandoned auto reports
- Temporary street use permits
- Report park maintenance or safety issues (external)
- Report an issue with a food delivery service
- Report a street or sidewalk maintenance issue
- Request a presentation from City staff
- Report a street or sidewalk obstruction

Phone or customer service completed migrations

- Apply to use the Portland Sign
- Report a campsite
- Report a towing issue
- Report an issue with a cable company
- Report a park maintenance or safety issue (internal form)
- Report a hazardous tree (hotline and internal form)
- Report an issue with a food delivery service

## Talkin' Trees with PDX 311

**Portlanders can now call 311, in addition to 823-TREE, in the event of a tree emergency to report issues potentially impeding the right-of-way, causing damage to public property, or posing threats to public safety.**

Beginning in November, PDX 311 Customer Service Representatives (CSRs) have been managing hazardous tree calls to 823-TREE on behalf of Urban Forestry, a division within Portland Parks and Recreation. In November alone, PDX 311 answered 111 calls to the Tree Emergency line between 7 a.m. and 8 p.m., seven days a week.

This transition allows certified tree technicians in Urban Forestry to allocate more time to critical tasks such as Tree Code violation reports, investigations and permits, and community education, in order to protect Portland's urban canopy. Five PDX 311 CSRs were initially trained, this fall, by Urban Forestry partners, to undertake hazard tree reporting and documenting in Amanda 7. These five CSRs helped to take 823-TREE calls and work through common questions, reports, and escalation to the tree technicians.

The entire PDX 311 team was then trained by their peers and Urban Forestry staff to ultimately answer 823-TREE hotline or better assist those that call 3-1-1 for a tree emergency. The inclusion of bilingual PDX 311 staff enhances the ability to assist community members in various languages, facilitating the prompt gathering of information about tree hazards, which is then relayed to arborists. Urban Forestry arborists remain on call 24/7, ready to respond.



Following the collection of reports by PDX 311, Urban Forestry staff reviews and responds based on the severity of each report. While PDX 311 can address a multitude of scenarios, issues related to tree jurisdiction, responsibility, and permitting are directed to tree technicians to provide guidance to the caller offering a high level of customer service.

PDX 311's Service migrations help improve the callers experience by getting a call taker that is knowledgeable about solutions and action items. Service migrations also help the City's subject matter experts by freeing them up to take on critical work serving the community.