

# April 2023

## Hours

7 a.m. - 8 p.m.

**16** active staff

**13,182**

contacts in April

**120,330**

contacts since July 1, 2022

**89%**

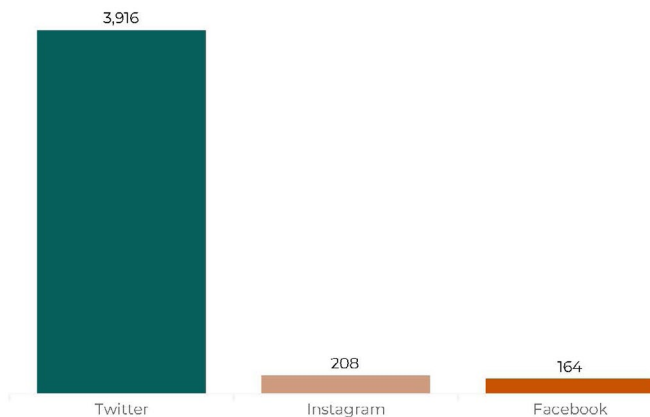
calls answered in 25 seconds or less

## 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

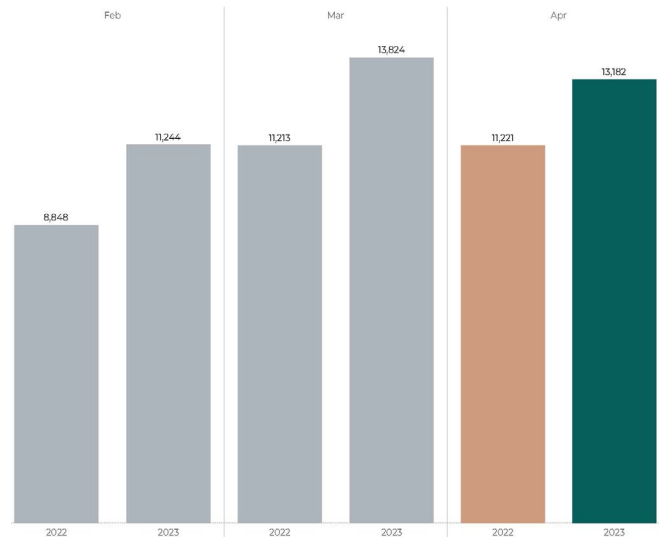
4,288 views across **Facebook**, **Instagram**, & **Twitter** in April.



**April 20, 2023**  
**PDX 311 partnered with PBOT Active Transportation to present to Guerreras Latinas to share ways community members can report issues or improvements for those biking, walking, and rolling.**

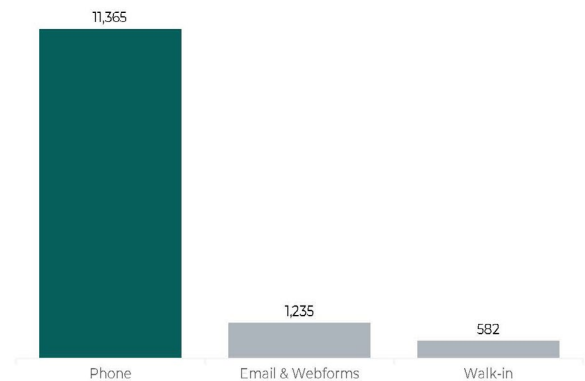
## Contacts to PDX 311 in April grew 18% between 2022 and 2023.

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



## PDX 311 answered 11,365 calls in April 2023.

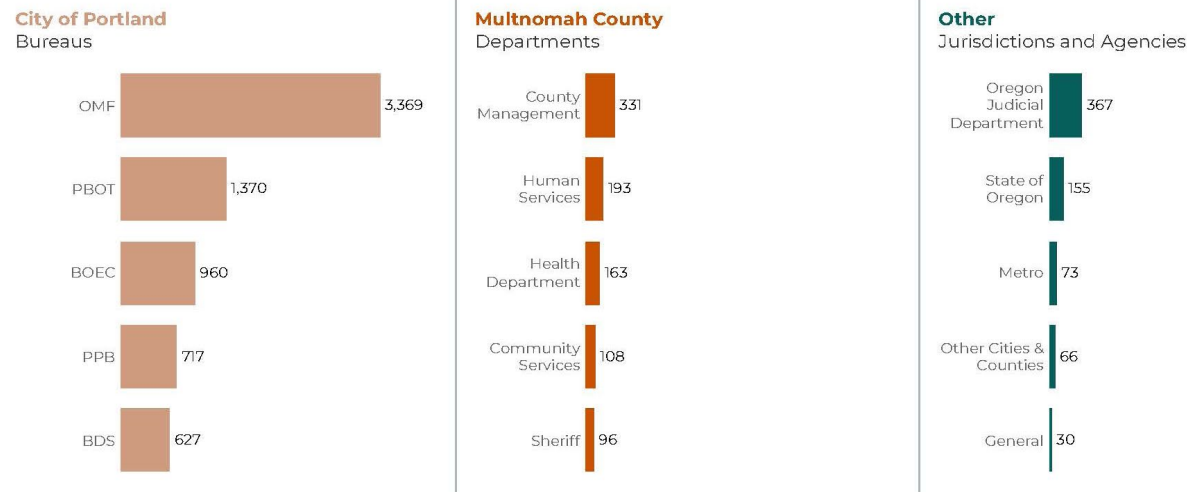
Columns show total contacts to PDX 311 in April 2023 by channel.



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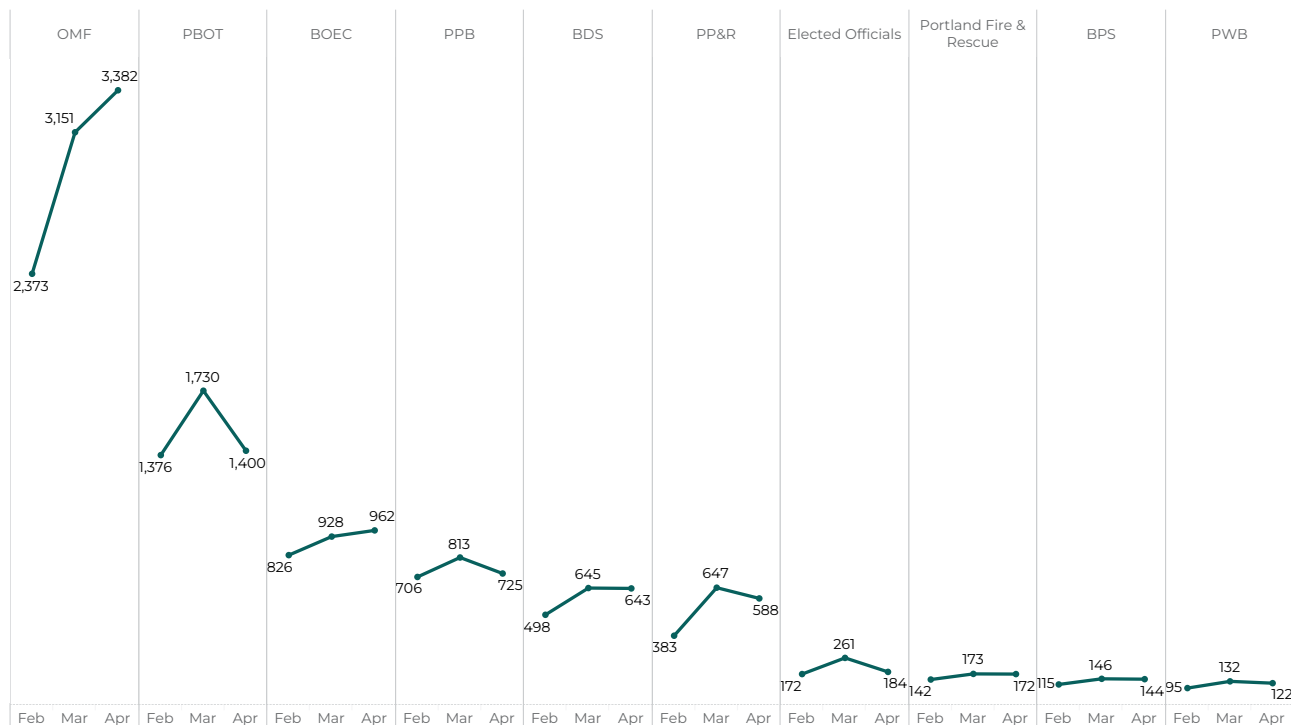
## Contact volume by agency calls Top 5 agencies by April contacts

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 April contact volume. Showing February through April volumes.

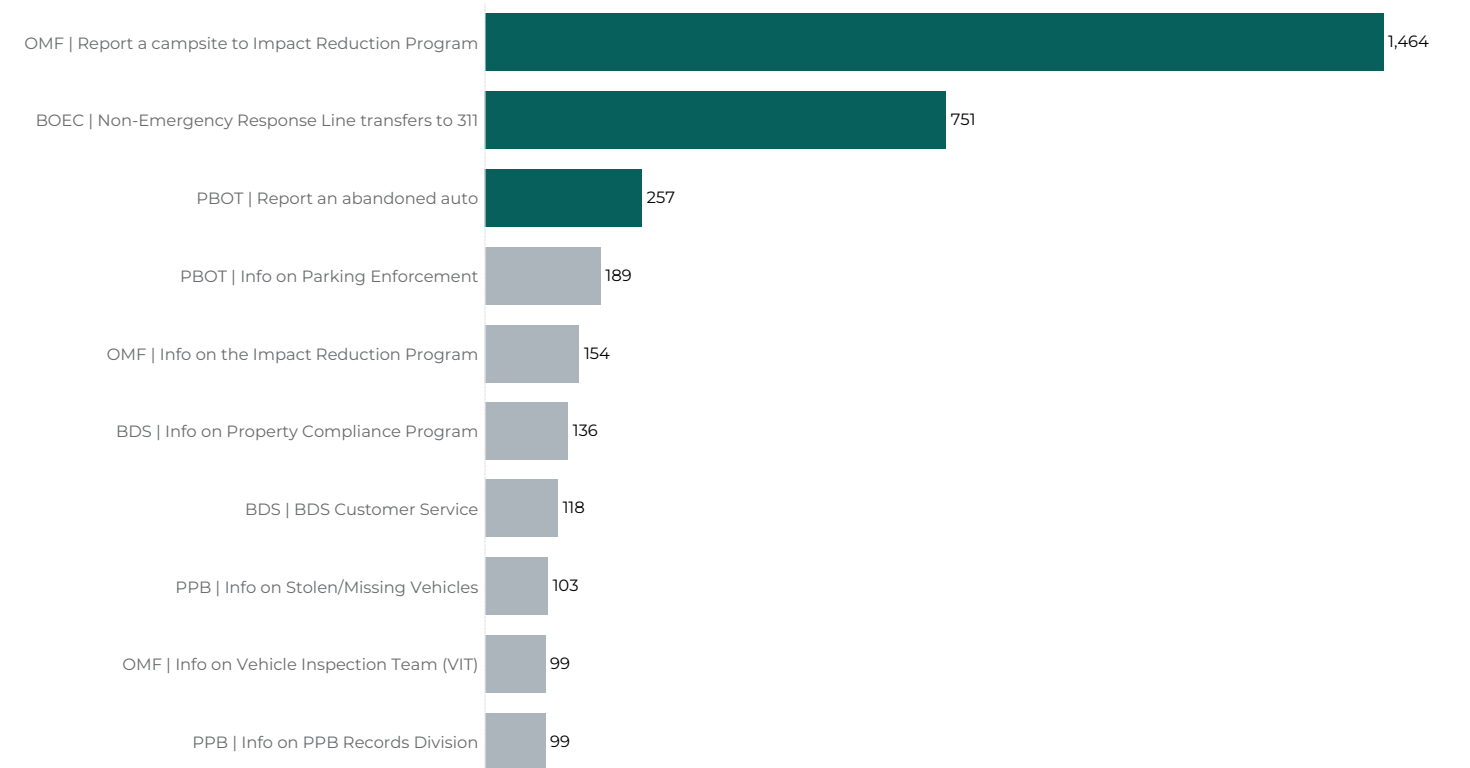


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## Contact volume by service

Community members contacted PDX 311 most frequently about the Impact Reduction Program, specifically reporting a **campsite**, 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 April 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

# April 2023

## Spotlight: Welcome 311 Supervisor Jen Reagle

PDX 311 expanded the leadership team to add a third supervisor, Jen Reagle, to the program.

Reagle said, “I look forward to using my previous experience in customer service and emergency communications to collaborate and expand the 311 program to serve our community. I am passionate about equity and anti-racism and center these concepts in my work and personal life.”

Originally from Phoenix, AZ, Reagle moved to Portland a little over three years ago. She brings extensive experience in call-taking and dispatching in a public safety capacity.

Jen can be reached at  
[jennifer.reagle@portlandoregon.gov](mailto:jennifer.reagle@portlandoregon.gov)



**Jen at Mt. Reiner**



**PDX 311 is in the process of hiring seven new customer service representatives in May 2022. These new hires will add capacity allowing PDX 311 to operate 7 days a week, 7 a.m. to 8 p.m. starting July 1, 2023.**