

## Hours

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

**15,525**

contacts in July

**166,480**

contacts since July 1, 2022

**87%**

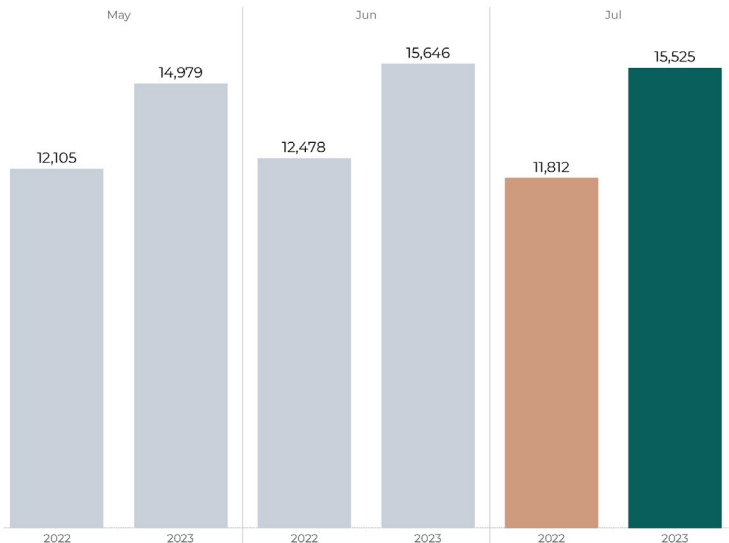
calls answered in 25 seconds or less

## 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.

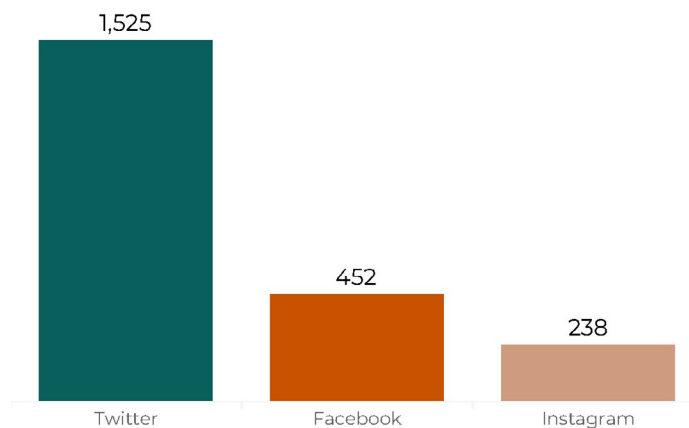
## Contacts to PDX 311 in July grew 31% between 2022 and 2023.

Columns show numbers of contacts from all sources in May, June, and July 2022 and 2023.



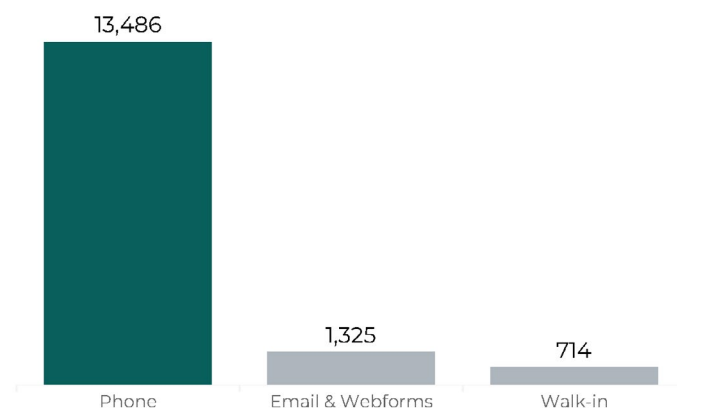
## Social Media

2,215 views across Facebook, Instagram, & Twitter in July.



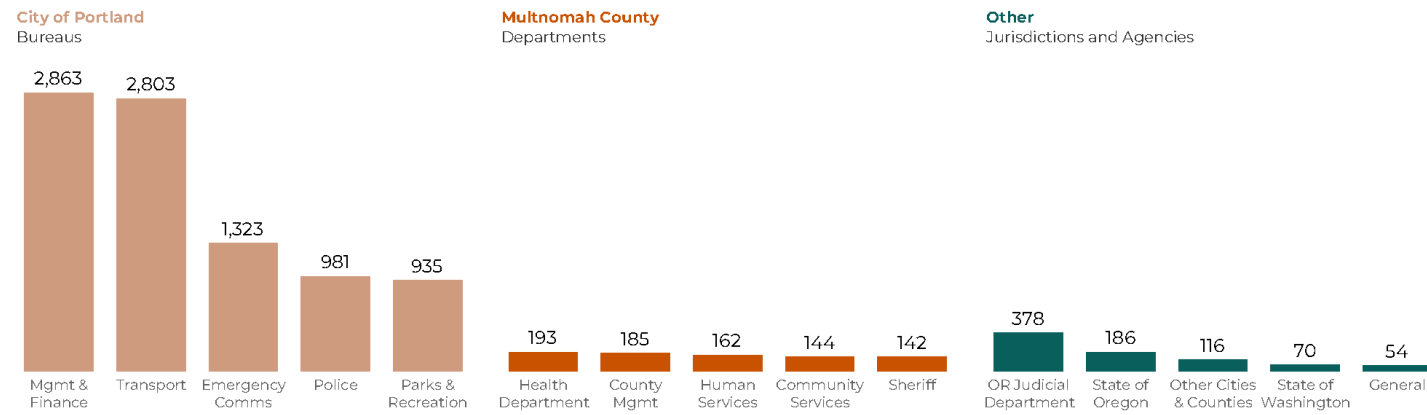
## PDX 311 answered 13,486 calls in July 2023.

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



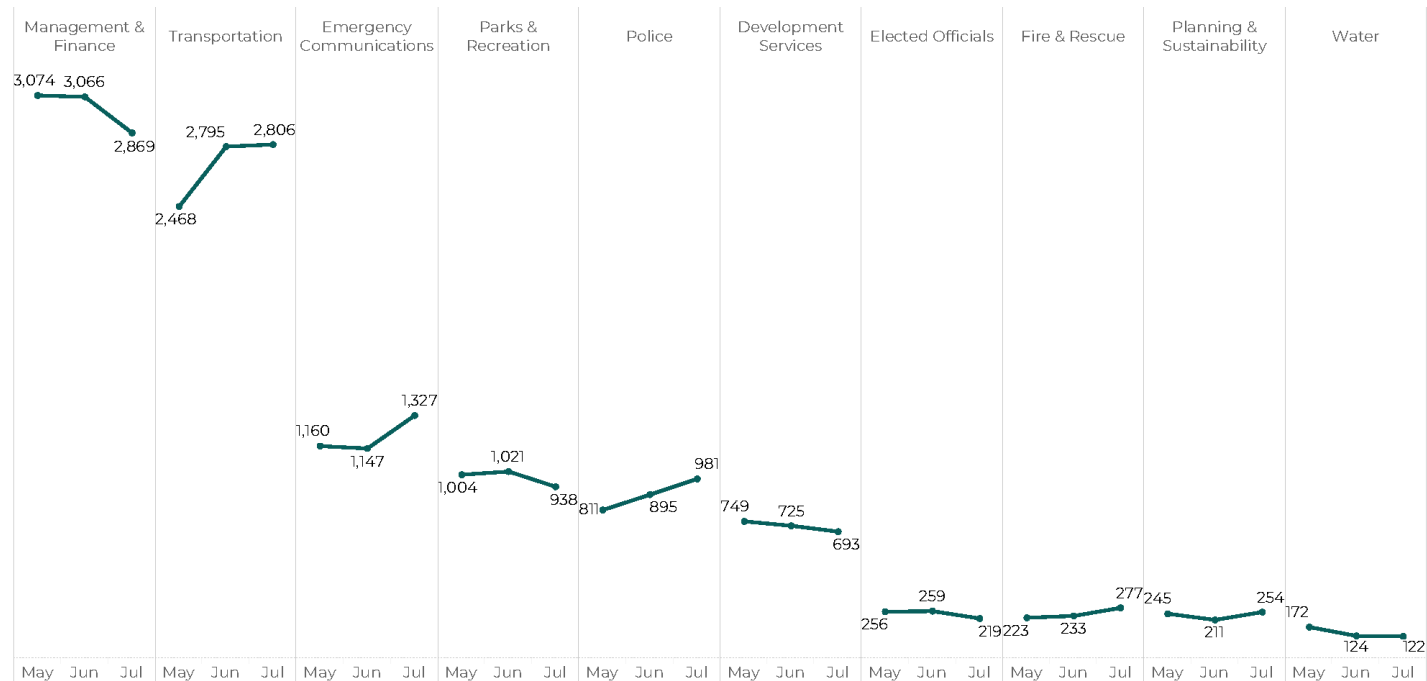
**Contact volume by agency calls**  
**Top 5 agencies by July contacts**

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**

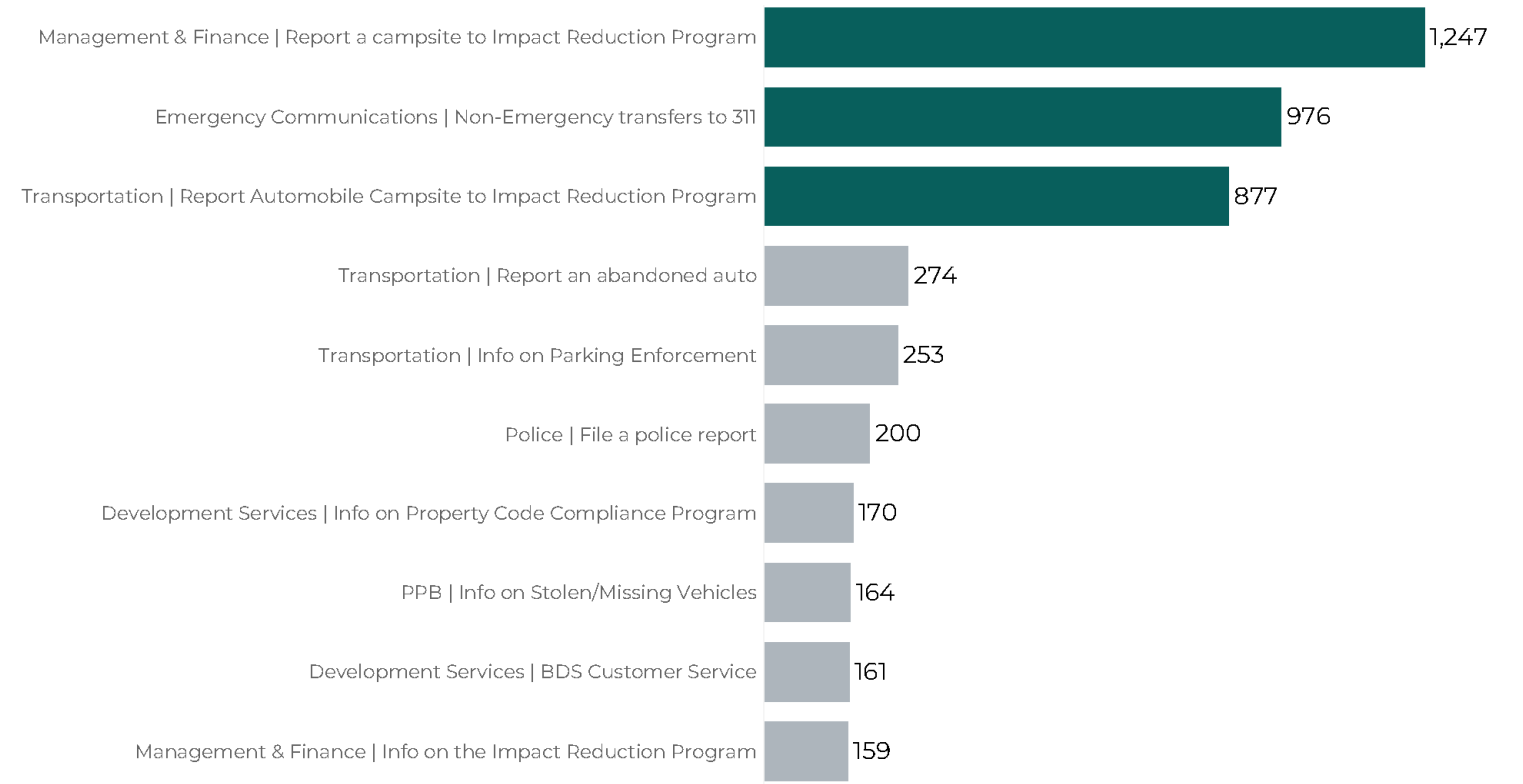
**Top 10 bureaus by May contact volume. Showing May through July volumes.**



**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 automobile campsite.

Bars show the number of times 311 assisted community members with services by July 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 operations
- Cable complaints
- Towing complaints

**Phone line or customer service migrations**

- Biketown for All phone/email
- PBOT 823-CYCL phone lines
- Commissioner Ryan's constituent services email
- Overflowing trash cans form