

Program Update

June 2023

Hours
7 a.m. - 8 p.m.

15,646
contacts in
May

150,955
contacts since
July 1, 2022

83%
calls answered
in 25 seconds
or less

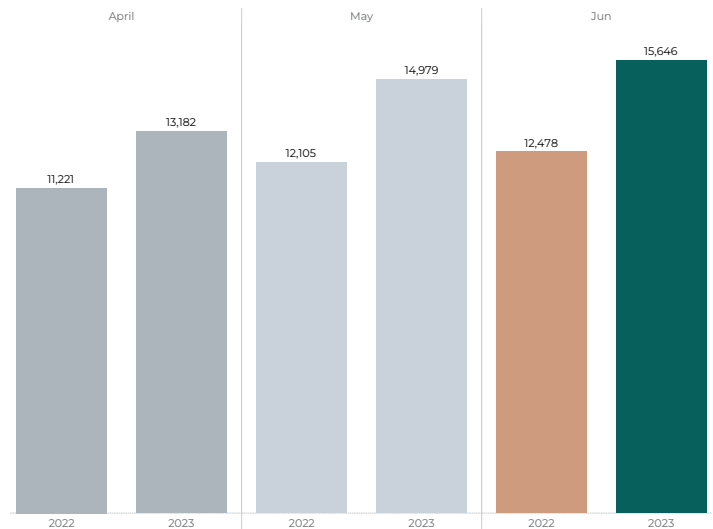
23 active staff

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.

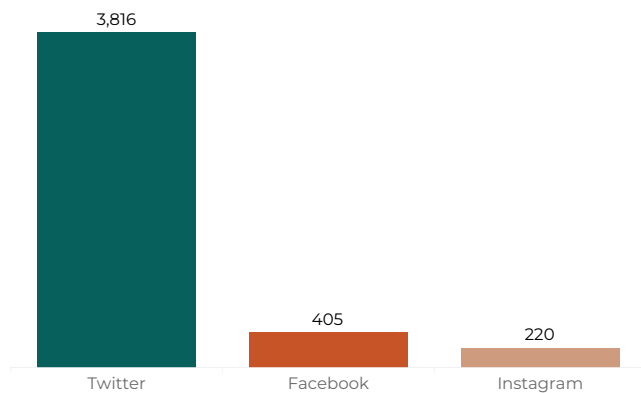
Contacts to PDX 311 in June grew 24% between 2022 and 2023.

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



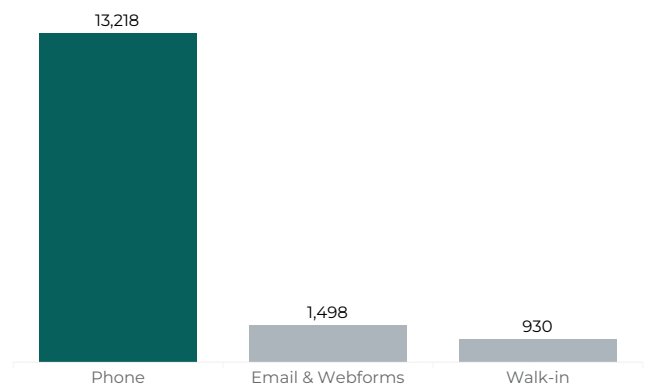
Social Media

2,409 views across Facebook, Instagram, & Twitter in June.



PDX 311 answered 13,218 calls in June 2023.

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

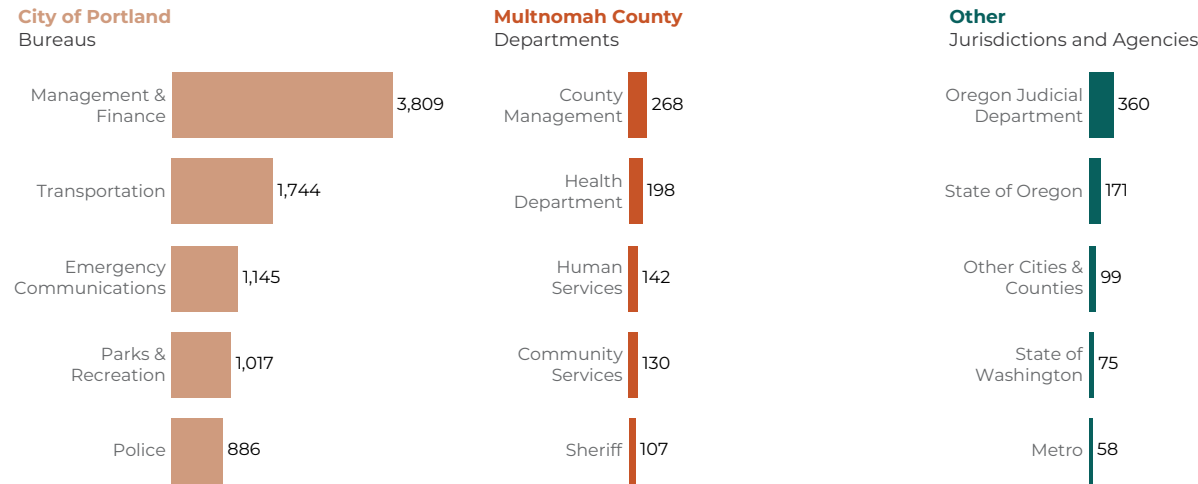


Sunday Parkways | June 25, 2023



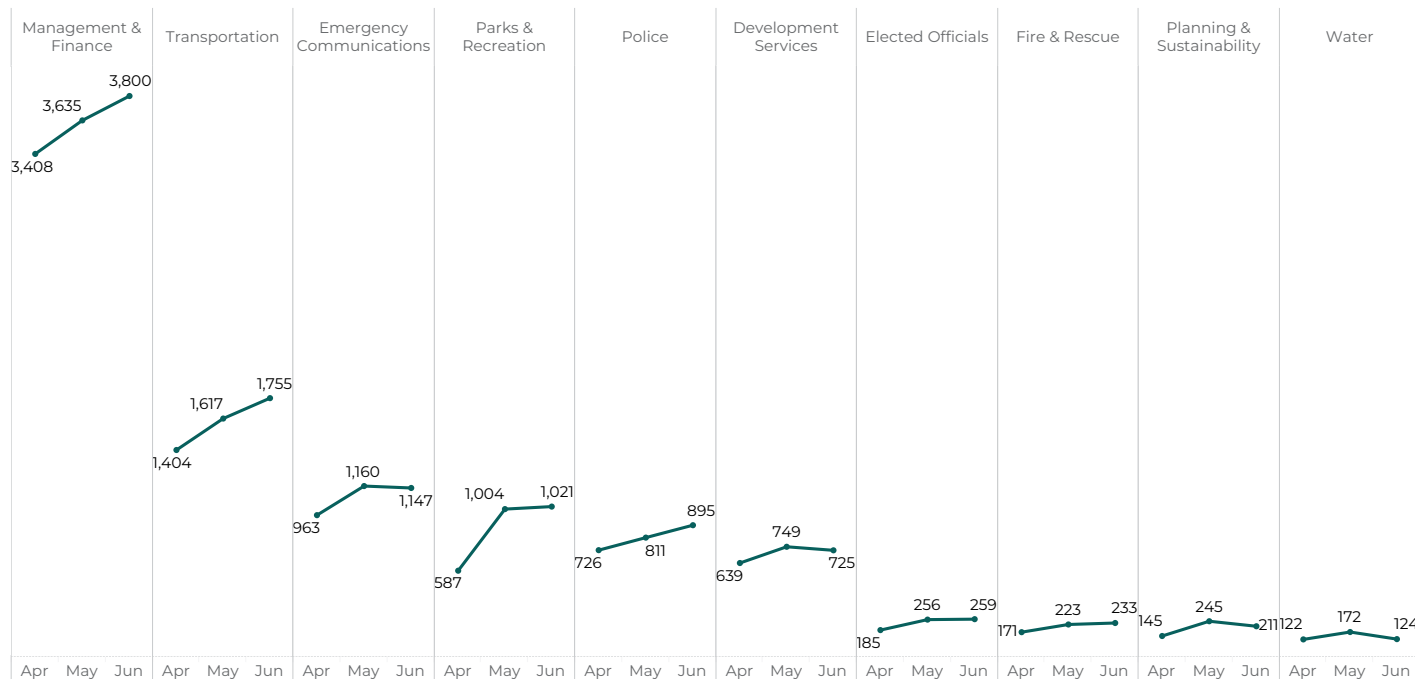
Contact volume by agency calls
Top 5 agencies by June contacts

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

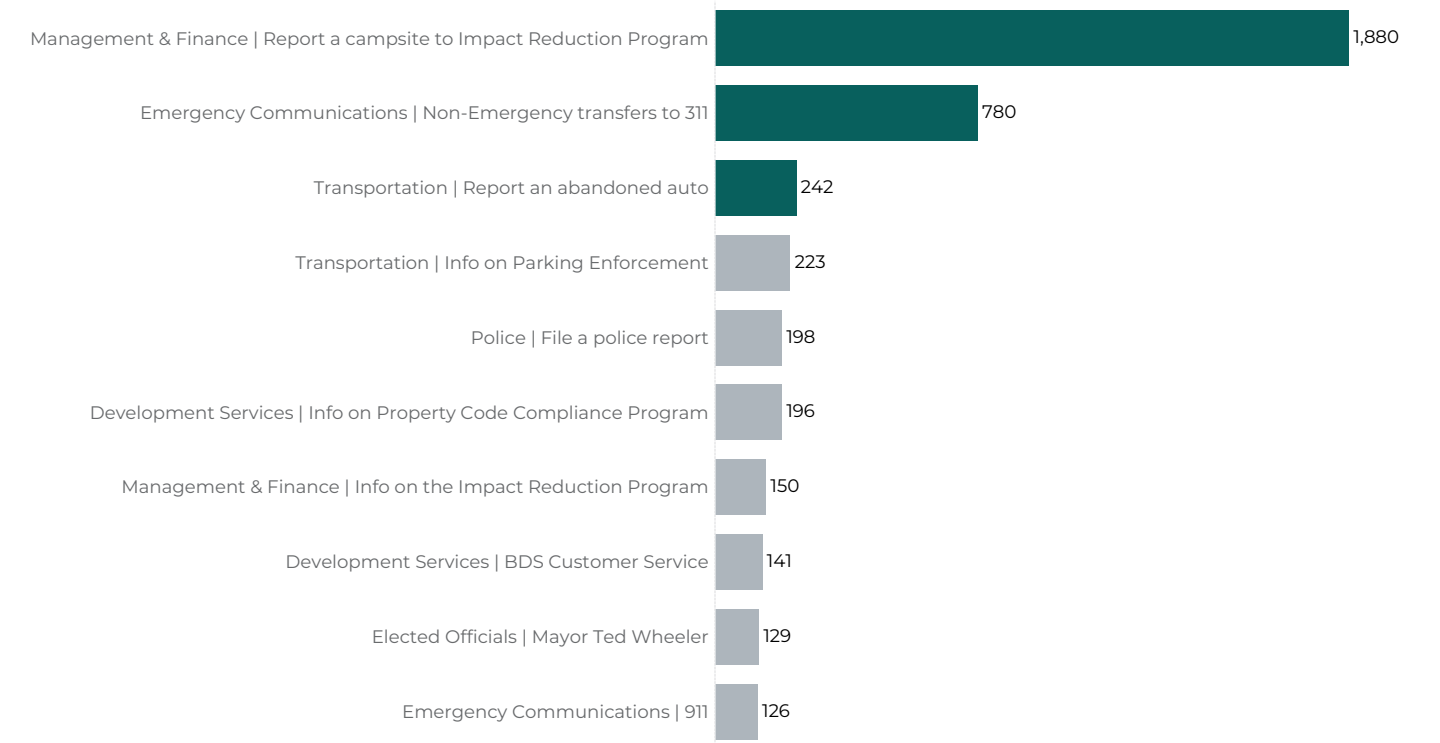
Top 10 bureaus by May contact volume. Showing April through June volumes.



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 abandoned automobile.

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

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