Program Update
September 2022

PDX311
CITY OF PORTLAND & MULTNOMAH COUNTY SERVICES

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

16 active staff

13,559
contacts in September

39,387
contacts since July 1, 2022

78%
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

Events: In September, PDX 311 attended **Welcoming Week** to talk with community members & share informational materials.

Social media: 3,128 views

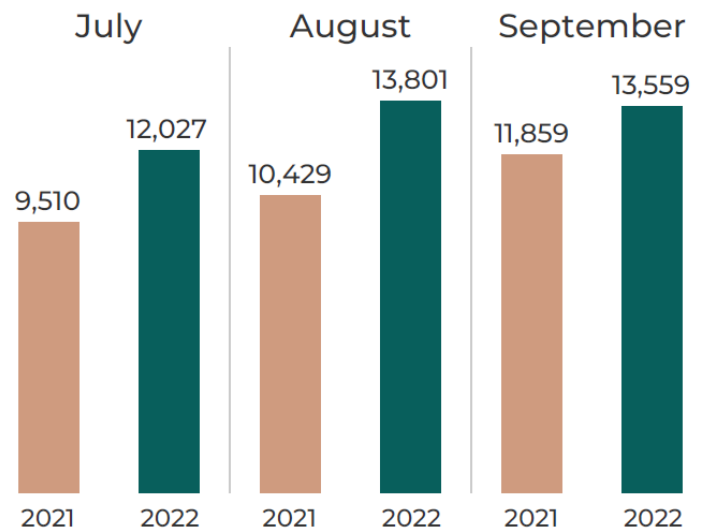### New services

Launched new Graffiti Reporting Form

Operations

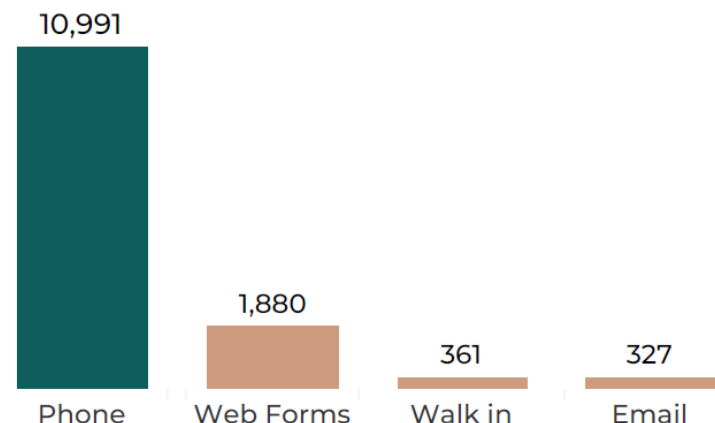Six new customer service representatives joined the PDX311 team.

Contacts to PDX 311 in September grew 14% between 2021 and 2022.

Columns show the number of contacts from all sources in July, August & September 2021 vs. 2022.

	July		August		September	
	9,510	12,027	10,429	13,801	11,859	13,559
	2021	2022	2021	2022	2021	2022

PDX 311 answered 10,991 calls in September 2022.

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

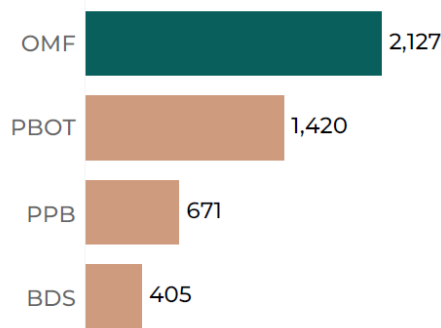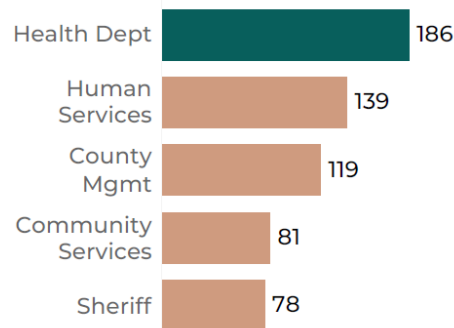| Phone	Web Forms	Walk in	Email
10,991	1,880	361	327

Contact volume by agency

Top 5 agencies by September contact volume for their services.

Bars show the number of contacts for services provided by the City of Portland, Multnomah County, and Other Jurisdictions and Agencies;
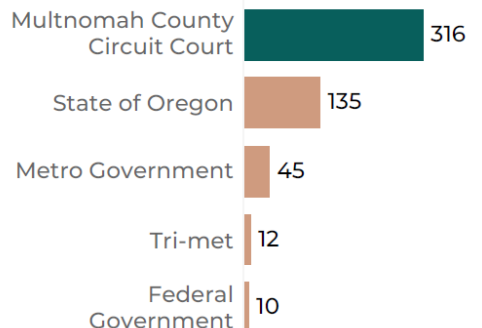
City of Portland Bureaus

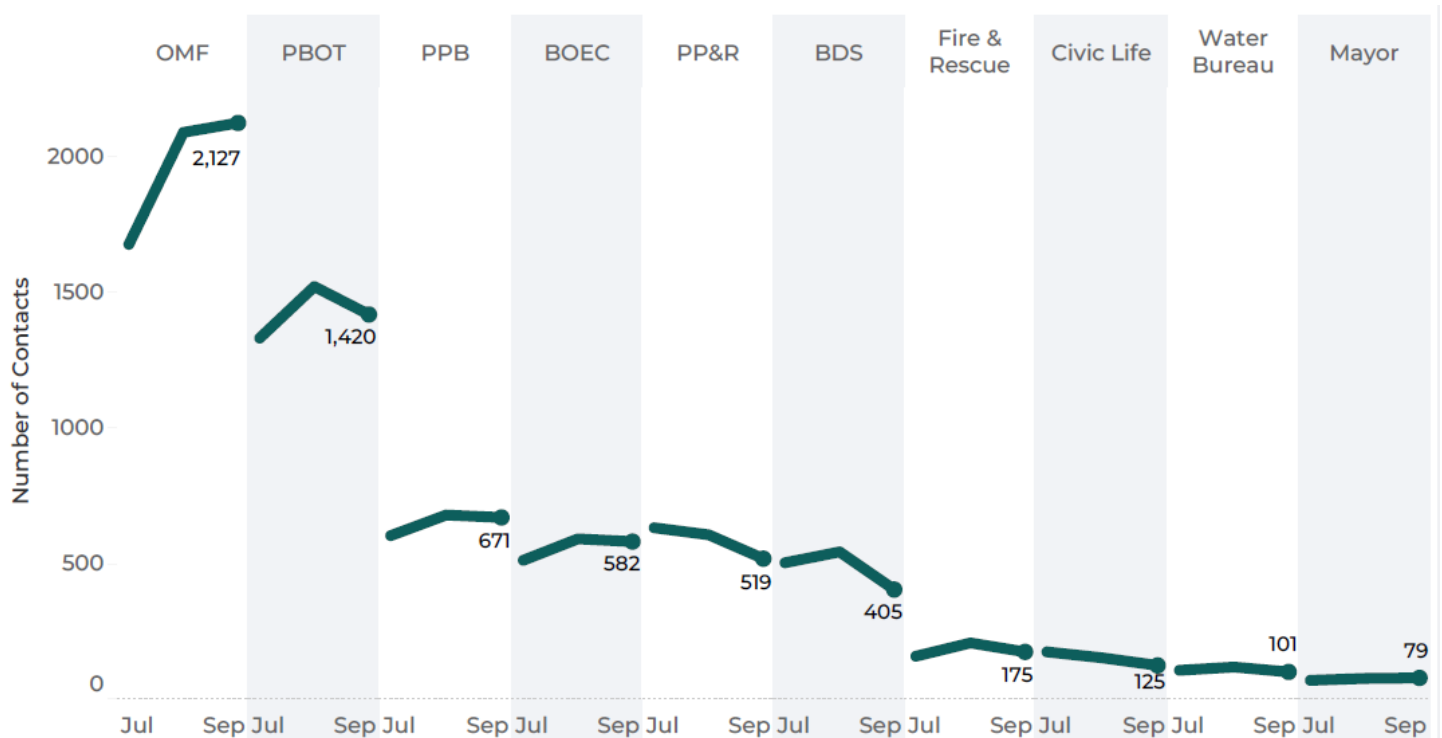| Agency	Contacts
OMF	2,127
PBOT	1,420
PPB	671
BDS	405

Multnomah County Departments

Department	Contacts
Health Dept	186
Human Services	139
County Mgmt	119
Community Services	81
Sheriff	78

Other Jurisdictions and Agencies

Agency	Contacts
Multnomah County Circuit Court	316
State of Oregon	135
Metro Government	45
Tri-met	12
Federal Government	10

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

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

Bureau	Sep Value
OMF	2,127
PBOT	1,420
PPB	671
BOEC	582
PP&R	519
BDS	405
Fire & Rescue	175
Civic Life	125
Water Bureau	101
Mayor	79

September 2022

PDX**311** CITY OF PORTLAND & MULTNOMAH COUNTY SERVICES

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 for the top 10 services by September volume.

Service	Contacts
OMF — Impact Reduction Program	1,304
BOEC — Public Safety Non-Emergency Response Line (503-823-3333)	516
PBOT — City Abandoned Autos	305
PP&R — Parks Customer Service Center	214
PBOT — Parking Enforcement	154
OMF — TPB Staff Access Badges	147
PPD — Police Records Division - Files	147
BDS — Property Compliance Program	117
Multnomah County Circuit Court Traffic Court	115
PBOT — City Transportation Maintenance Operations	108

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 constituent services

Phone line or customer service migrations

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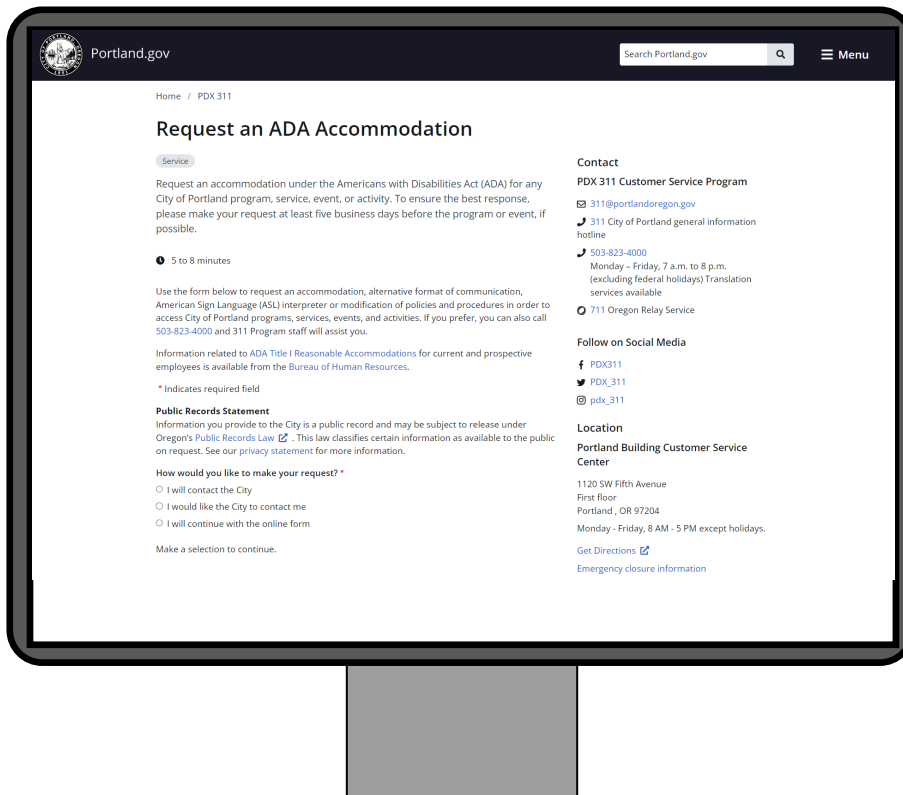- PBOT 823-CYCL hotline

Spotlight

Requesting an ADA Accommodation

In August 2022, the City of Portland introduced a new way for community members with disabilities to navigate, connect with, and request assistance accessing City programs, services, and facilities.

This new centralized approach combines PDX 311's ability to provide community members with a single point of contact, with bureaus' expertise, and BTS's new webform and customer service technologies. It forwards the City's commitment to support equitable outcomes and opportunities for community members of all abilities.

Community members can now call 311 or use the Request an ADA Accommodation link featured on every page of Portland.gov to request an accommodation. PDX 311 staff will then review the request and route it to the appropriate bureau or program. The centralized system will also help the City track data, report on compliance, and build internal tools and capacity to ultimately improve the City's level of service to all community members.

NEED ADA ACCESS FOR A GOVERNMENT SERVICE, PROGRAM, OR EVENT?

CALL 311 TO GET STARTED.

Portland.gov, the City's website, now features centralized information and a new form to request ADA accommodations.

Community members can also call 311 or ask for a 311 representative to contact them to complete the request.