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# 206-2024

Proclamation

## Proclaim March 11, 2024 to be National 311 Day

Placed on File

Whereas, National 311 Day, occurring on March 11, serves as an annual reminder highlighting the significance of 311 as a resource for communities nationwide to connect with their City, County, and non-emergency services; and

Whereas, Portland City Council recognize community members deserve easy and effective access to City and County information and services, regardless of language, ability, or resources; and

Whereas, the creation of PDX 311 and its public launch in 2022 empowered community members to contact their government to get accurate answers quickly and easily and feel confident that their needs and voices are being heard and considered; and

Whereas, PDX 311 has expanded the variety of customer service it provides so community members only have to call one number to ask a question, report a problem, or request a service; and

Whereas, community members can call 3-1-1 to help assist with a variety of needs and concerns from reporting a tree hazard and connecting with elected officials, to requesting assistance from a City outreach worker; and

Whereas, the 311 system helps ease pressure on the 911 system by providing a single non-emergency number for community members in Multnomah County; and

Whereas, PDX 311 serves as the centralized intake point for requests related to the Americans with Disabilities Act, ensuring accessibility and compliance with federal regulations concerning access and discrimination reports; and

Whereas, PDX 311 has markedly enhanced the community's access to City services and programs by offering assistance by phone, email, and in person at the Portland Building and extending operational hours to seven days a week from 7 a.m. to 8 p.m.; and

Whereas, as a result of improved access and expanded services, PDX 311 assisted nearly 170,000 community members in 2023, a 24% increase over 2022; and

**Introduced by**

[Mayor Ted Wheeler](#)

**Contact**

**Megan Lehman**

City Council & Process Policy Advisor

✉ [megan.m.lehman@portlandoregon.gov](mailto:megan.m.lehman@portlandoregon.gov)

**Requested Agenda Type**

Regular

**Date and Time Information**

**Requested Council Date**

March 6, 2024

**Time Requested**

20 minutes

Whereas, the ongoing efforts of PDX 311 have improved workflows for City staff by streamlining request processes, reducing bureaucratic hurdles, and collecting comprehensive data enabling more efficient and effective services.

Now, therefore, I, Ted Wheeler, Mayor of the City of Portland, Oregon, the "City of Roses," do hereby proclaim March 11, 2024, to be

National 311 Day

In Portland and encourage all residents to call 311 for help accessing local government services, requests, and reports.

## Documents and Exhibits

 [Proclamation](#)

127.62 KB

(<https://www.portland.gov/sites/default/files/council-documents/2024/311-day-proclamation-2024.pdf>)

## Agenda Items

206 Regular Agenda in [March 6, 2024 Council Agenda](#)  
(<https://www.portland.gov/council/agenda/2024/3/6>)

# Whereas

*Whereas,* National 311 Day, occurring on March 11, serves as an annual reminder highlighting the significance of 311 as a resource for communities nationwide to connect with their City, County, and non-emergency services; and

*Whereas,* Portland City Council recognize community members deserve easy and effective access to City and County information and services, regardless of language, ability, or resources; and

*Whereas,* the creation of PDX 311 and its public launch in 2022 empowered community members to contact their government to get accurate answers quickly and easily and feel confident that their needs and voices are being heard and considered; and

*Whereas,* PDX 311 has expanded the variety of customer service it provides so community members only have to call one number to ask a question, report a problem, or request a service; and

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*National 311 Day*

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