



CITY OF

**PORTLAND, OREGON**

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**SUPPLEMENTAL STAFF REPORT**

TO Portland City Council

FROM Commissioner Dan Saltzman

DATE April 27, 1999

RE Resolution to Consolidate City and County Information and Referral

1 **Recommendation/Action Requested:**

Approval of Resolution to consolidate City and County Information and Referral Consolidation to commence July 1, 1999

2. **Background/Analysis:**

City and the County maintain information and referral lines The City of Information and Referral receives approximately 6,000 calls per month with 10% of those callers asking for information regarding Multnomah County Because the 823-4000 number is widely published and easy to remember, callers treat it as a one-stop number for all government information While, the City of Portland information and Referral is up to date with modern technology, we are unable to transfer calls from the City of system to the Multnomah County Information and Referral system

3 **Financial Impact:**

The Office of Neighborhood Involvement has 60 days to research and prepare a financial impact statement

4 **Legal Issues:**

None at the this time

5. **Controversial Issues:**

The Office of Neighborhood Involvement has 60 days to research and rectify any controversial concerns

6 **Link to Current City Policies:**

The consolidation of the Information and Referral programs will improve access to and quality of customer service

7 **Citizen Participation:**

This consolidation is a direct response to the increasing requests from constituents for Information and Referral support

8. **Other Government Participation:**

The City of Portland developed an enhanced I&R service in 1994 to dedicate resources and staff to a single phone line with an easy dial number to refer citizens to the right number/person the first time and provide quick answers to simple questions

The Information and Referral service has been a great success both for the community and for city bureaus. Conversations between the City and County began several years ago about the prospect of incorporating the County into the City's Information and Referral service. This is a long awaited consolidation with widespread support from the community and within the City and County.

35787

**RESOLUTION NO.**

Consolidate City and County Information and Referral programs (Resolution)

**WHEREAS**, the City of Portland is committed to providing the best possible information to citizens seeking assistance, and

**WHEREAS**, the City of Portland has proven itself to be an effective tool in providing information and referral services to the public, and

**WHEREAS**, 10% of the approximately 6,000 calls handled monthly by the City of Information and Referral are requests for specific information regarding Multnomah County, and

**WHEREAS**, centralizing Information and Referral functions of the two jurisdictions will simplify access for the public and produce efficiencies across local government lines, and

**WHEREAS**, the 823-4000 Information and Referral number is easy to remember and highly recognized as being the "one stop clearing house" for information regarding the City of Portland and Multnomah County, and

**WHEREAS**, the ability to provide timely and accurate information to a broad range of public callers is a skill held in high regard by the City and County and its visibility should be enhanced by consolidating to the two existing government functions, and

**WHEREAS**, the City of Portland has consistently updated their telecommunications technology in order to ensure prompt response to the tremendous volume of calls and with that state of the art technology will make for an easier transition into consolidation with Multnomah County, and

**NOW, THEREFORE, BE IT RESOLVED**, the Portland City Council joins with colleagues from Multnomah County to consolidate the Information and Referral operations of the City and County at the City of Portland

**BE IT FURTHER RESOLVED**, that the Office of Neighborhood Involvement will report to Council within 60 days on its implementation plan of this resolution and the consolidation and all of its components will become effective July 1, 1999

Adopted by the Council **MAY 05 1999**  
Commissioner Dan Saltzman  
Cameron Vaughan-Tyler  
May 5, 1999

GARY BLACKMER  
Auditor of the City of Portland

By Britta Olson  
Deputy

RESOLUTION NO.

35787

Title

Consolidate City and County Information and Referral programs (Resolution)

<b>INTRODUCED BY</b>	<b>DATE FILED</b> APR 30 1999
COMMISSIONER SALTZMAN	Gary Blackmer Auditor of the City of Portland
<b>NOTED BY COMMISSIONER</b>	
Affairs Saltzman <i>[Signature]</i> By <u>          Cory Kershner          </u> Finance and Administration	Deputy
Safety	For Meeting of _____
Utilities	<b>ACTION TAKEN</b>
Works	
<b>BUREAU APPROVAL</b>	
Bureau Commissioner Dan Saltzman	
Prepared by Date 4/19/99 Cameron Vaughan-Tyler	
Budget Impact Review	
Completed Not Required X	
Bureau Head	

AGENDA		FOUR-FIFTHS AGENDA	COMMISSIONERS VOTED AS FOLLOWS		
				YEAS	NAYS
Consent	Regular X	Francesconi	Francesconi	✓	
<b>NOTED BY</b>		Hales	Hales	✓	
City Attorney		Saltzman	Saltzman	✓	
City Auditor		Sten	Sten	✓	
City Engineer		Katz	Katz	✓	