




# CITY OF PORTLAND

BUREAU OF EMERGENCY  
COMMUNICATIONS

**Charlie Hales, Mayor**  
**Steve Novick, Commissioner**

**Lisa Turley, Director**  
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Memo

To: Mayor and Commissioners  
From: Lisa Turley, Director, Bureau of Emergency Communications   
Date: October 30, 2014  
Re: 311 assessment report presented at Council on November 12, 2014

Mayor and Commissioners,

I am pleased to present for your consideration the report from Stern Consulting, LLC, assessing the feasibility of implementing 311 at the City and making recommendations regarding that implementation.

As you know, 311 is a single, easy-to-remember telephone number that provides seamless access to government services and information. 311 is more than just a phone number; it is a sophisticated software system that provides a database of information and tracks and routes services requests to the appropriate bureaus. More than 80 jurisdictions nationally have added 311 and have found that it is a powerful tool for improving constituent engagement and customer service.

Council allocated funding in the Fiscal Year 2012-13 budget to hire a consultant to prepare a 311 feasibility study for the City. In July 2014, the Bureau of Emergency Communications contracted with Stern Consulting LLC to conduct the study and prepare a report, which is attached as an exhibit. The report recommends that Portland should implement 311 to improve its customer service, outlines a plan for rolling out the system, and provides estimated costs and return on investment over time.

Please contact me if you have questions, and I look forward to your consideration of this report.

Agenda No.

**REPORT**

Title *to*

Accept the report developed by Stern Consulting, LLC, assessing the feasibility of implementing a 311 Information System. (Report)

<p style="text-align: center;"><b>INTRODUCED BY</b> Commissioner/Auditor: <b>Novick</b></p>	<p>CLERK USE: DATE FILED <u>NOV 07 2014</u></p>
<p style="text-align: center;"><b>COMMISSIONER APPROVAL</b></p> <p>Mayor—Finance and Administration - Hales</p> <p>Position 1/Utilities - Fritz</p> <p>Position 2/Works - Fish</p> <p>Position 3/Affairs - Saltzman</p> <p>Position 4/Safety - Novick <i>SN</i></p>	<p style="text-align: center;">LaVonne Griffin-Valade Auditor of the City of Portland</p> <p>By: <u><i>[Signature]</i></u> Deputy</p>
<p style="text-align: center;"><b>BUREAU APPROVAL</b></p> <p>Bureau: BOEC Bureau Head: Lisa Turley <i>[Signature]</i></p> <p>Prepared by: Laura Wolfe Date Prepared: November 5, 2014</p> <p>Financial Impact &amp; Public Involvement Statement Completed <input checked="" type="checkbox"/> Amends Budget <input type="checkbox"/></p>	<p><b>ACTION TAKEN:</b></p> <p><b>NOV 12 2014 ACCEPTED</b></p>
<p><b>City Auditor Office Approval:</b> required for Code Ordinances</p> <p><b>City Attorney Approval:</b> required for contract, code, easement, franchise, charter, Comp Plan</p> <p>Council Meeting Date <b>Nov. 12, 2014</b></p>	

**AGENDA**

**TIME CERTAIN**   
**Start time: 10:15 AM**

**Total amount of time needed: 45 minutes**  
 (for presentation, testimony and discussion)

**CONSENT**

**REGULAR**   
**Total amount of time needed: \_\_\_\_\_**  
 (for presentation, testimony and discussion)

FOUR-FIFTHS AGENDA	COMMISSIONERS VOTED AS FOLLOWS:	
	YEAS	NAYS
1. Fritz	✓	
2. Fish	✓	
3. Saltzman	<del>_____</del>	
4. Novick	✓	
Hales	✓	