

Portland, Oregon
FINANCIAL IMPACT and PUBLIC INVOLVEMENT STATEMENT
For Council Action Items

(Deliver original to City Budget Office. Retain copy.)

1. Name of Initiator Lisa Turley		2. Telephone No. x34621	3. Bureau/Office/Dept. Bureau of Emergency Communications
4a. To be filed (hearing date): November 12, 2014	4b. Calendar (Check One) Regular Consent 4/5ths <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		5. Date Submitted to Commissioner's office and CBO Budget Analyst: October 30, 2014
6a. Financial Impact Section: <input checked="" type="checkbox"/> Financial impact section completed		6b. Public Involvement Section: <input checked="" type="checkbox"/> Public involvement section completed	

1) Legislation Title:

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

2) Purpose of the Proposed Legislation:

In Fiscal Year 2012-13, Council allocated funding to hire a consulting team to prepare a 311 implementation plan for the City. In July 2014, Council authorized a contract with Stern Consulting, LLC, to complete this implementation plan. The consultants' work is now complete, and the report to Council summarizes their recommendations.

3) Which area(s) of the city are affected by this Council item? (Check all that apply—areas are based on formal neighborhood coalition boundaries)?

- | | | | |
|--|------------------------------------|------------------------------------|--------------------------------|
| <input checked="" type="checkbox"/> City-wide/Regional | <input type="checkbox"/> Northeast | <input type="checkbox"/> Northwest | <input type="checkbox"/> North |
| <input type="checkbox"/> Central Northeast | <input type="checkbox"/> Southeast | <input type="checkbox"/> Southwest | <input type="checkbox"/> East |
| <input type="checkbox"/> Central City | | | |

FINANCIAL IMPACT

4) Revenue: Will this legislation generate or reduce current or future revenue coming to the City? If so, by how much? If so, please identify the source.

This action does not generate or reduce future revenue coming to the City.

5) Expense: What are the costs to the City as a result of this legislation? What is the source of funding for the expense? (Please include costs in the current fiscal year as well as costs in future year, including Operations & Maintenance (O&M) costs, if known, and estimates, if not known. If the action is related to a grant or contract please include the local contribution or match required. If there is a project estimate, please identify the *level of confidence*.)

Accepting the report will not generate costs to the City. If Council gives direction to implement 311 and allocates resources to do so, there will be costs, and the report outlines estimates for those costs. Actual costs to the City would depend on the specifications of the system, the implementation timeline, programmatic and staffing decisions, and other factors.

6) Staffing Requirements:

- **Will any positions be created, eliminated or re-classified in the current year as a result of this legislation?** (If new positions are created please include whether they will be part-time, full-time, limited term, or permanent positions. If the position is limited term please indicate the end of the term.)

Accepting the report will not create, eliminate or re-classify any positions in the current year.

- **Will positions be created or eliminated in future years as a result of this legislation?**

Accepting the report will not create, eliminate or re-classify any positions in future years. If Council gives direction to implement 311 and allocates resources to do so, positions may be created, eliminated, or transferred to 311 from other bureaus.

(Complete the following section only if an amendment to the budget is proposed.)

7) Change in Appropriations (If the accompanying ordinance amends the budget please reflect the dollar amount to be appropriated by this legislation. Include the appropriate cost elements that are to be loaded by accounting. Indicate “new” in Fund Center column if new center needs to be created. Use additional space if needed.)

Fund	Fund Center	Commitment Item	Functional Area	Funded Program	Grant	Sponsored Program	Amount

[Proceed to Public Involvement Section — REQUIRED as of July 1, 2011]

PUBLIC INVOLVEMENT

8) Was public involvement included in the development of this Council item (e.g. ordinance, resolution, or report)? Please check the appropriate box below:

- YES: Please proceed to Question #9.
 NO: Please, explain why below; and proceed to Question #10.

9) If “YES,” please answer the following questions:

a) What impacts are anticipated in the community from this proposed Council item?

Accepting the report would not have significant impacts in the community. However, implementing 311 would have substantial community benefits. 311 is a single easy-to-remember telephone number for the community that provides seamless access to general information and government services, language translation available immediately for non-English speakers, tracking and routing of service requests, and a coordinated response to requests even when they involve multiple bureaus. The 311 software will track where requests are coming from and how quickly and how well the City responds to different types of requests. With this information, the City will be able to set customer service goals, identify locations within the City that are generating many requests, and track data about our response in order to make improvements.

b) Which community and business groups, under-represented groups, organizations, external government entities, and other interested parties were involved in this effort, and when and how were they involved?

The consultant team held four focus groups at locations in different parts of the City to gather input from the community about 311. The City advertised these focus groups via the City website, social media, and the Office of Neighborhood Involvement’s Information & Referral service. In addition, the consultant team met with Multnomah County staff as well as staff from 211 Info, which provides referral to human services in our community. If the City implements 311, additional outreach to the community would be needed to ensure that people in diverse communities know the resource is available.

c) How did public involvement shape the outcome of this Council item?

The consultants incorporated information from the public focus groups as well as their meetings with Multnomah County representatives and 211 Info in their recommendation.

d) Who designed and implemented the public involvement related to this Council item?

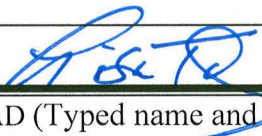
The consultant team designed and implemented the public involvement.

e) Primary contact for more information on this public involvement process (name, title, phone, email):

Lisa Turley, Director of the Bureau of Emergency Communications, is the project sponsor and can provide information about the public involvement process. Contact phone number is x34621 and email address is lisa.turley@portlandoregon.gov

10) Is any future public involvement anticipated or necessary for this Council item? Please describe why or why not.

If the City implements 311, additional outreach to the community would be needed, at a minimum, to ensure that people in diverse communities know the resource is available. Many other cities use 311 and could be a resource about effective outreach prior to implementation and ongoing.

LISA TURLEY 

APPROPRIATION UNIT HEAD (Typed name and signature)