

**311 INFORMATION SYSTEM FEASIBILITY STUDY REPORT**IF YOU WISH TO SPEAK TO CITY COUNCIL, **PRINT** YOUR NAME, ADDRESS, AND EMAIL.

NAME (print)

ADDRESS AND ZIP CODE

Email

✓ Ben Pickens		mariajack@microsoft.com
Mark Thompson		
✓ Mary Ann Schwab	on record	
✓ JOE WATKINS		
✓ Charles JOHNSON		

November 12, 2014

**RE: 1164 TIME CERTAIN: 10:15 AM – Accept the report developed by Stern Consulting, LLC to assess the feasibility of implementing a 311 Information System**

Good Morning Mayor and Commissioners:

I read the 23 page report – my fear is that this expensive budget item will destroy the City and County Referral system: (503) 823-4000 system. To put this in perspective, think about calling your Doctor's office, your message is important to us you are #6 in queue or leave your message and we will return your call. Might add when your Pharmacist calls your Doctor's Office with a Rx concern office -- s/he gets the same message. By ORS the Pharmacist must fill it – as written.

Yes, 311 must be staffed from 5:01 p.m. on Friday to 7:59 a.m. on Monday – accessing the referral system currently housed in City Hall. I don't see a need to rent a 48,000 office space on the Westside when we have a great referral response system located in City Hall.

Why not? I believe this new 311 system would be like taking a chain saw to the best functional City and County referral system. This proposed 311 systems will seriously compromise the work done by the Public Involvement Advisory Council. Their efforts to strengthen partnership between community and government, resulting in the best decisions for all of Portland were a waste of time. My fear? Something to think about, who will benefit most? These consultants and managers hired from outside the Portland system, or we the people who voted you into office?

### **City of Portland Public Involvement Principles**

*Adopted by the City of Portland, Oregon on August 4, 2010*

Portland City government works best when community members and government work as partners. Effective public involvement is essential to achieve and sustain this partnership and the civic health of our city. This:

- Ensures better City decisions that more effectively respond to the needs and priorities of the community.
- Engages community members and community resources as part of the solution.
- Engages the broader diversity of the community—especially people who have not been engaged in the past.
- Increases public understanding of and support for public policies and programs.
- Increases the legitimacy and accountability of government actions.

Mary Ann Schwab, Sunnyside Resident (503) 236-3522

Moore-Love, Karla

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**From:** Schwab Mary Ann <e33maschwab@gmail.com>  
**Sent:** Wednesday, November 12, 2014 9:08 AM  
**To:** SunnysideNeighborhood@yahooogroups.com Hotline; Moore-Love, Karla  
**Cc:** Moore-Love, Karla  
**Subject:** CORRECTION: Fwd: SEULboard Advisory: 1164 TIME CERTAIN: 10:15 AM – Accept the report developed by Stern Consulting, LLC to assess the feasibility of implementing a 311 Information System (Report introduced by Commissioner Novick) 45 minutes re...

Whoops -- no double booking with press release and City Council agenda 10:30 a.m. this morning. The Street Fees press conference took place on Monday, November 10th. Public Offices were closed on Veteran's Day, November 11th. Please accept my mis-reading busy calendar dates.

Albeit, do stay tuned to Channel 30, **1164 TIME CERTAIN: 10:15 AM** – Accept the report developed by Stern Consulting, LLC to assess the feasibility of implementing a 311 Information System (Report introduced by Commissioner Novick) 45 minutes requested.

mas

On Nov 12, 2014, at 8:48 AM, Schwab Mary Ann wrote:

MARK YOUR CALENDARS --

Over the years, I kept alerting folks to pay close attention to City Council's Agendas in December and late August, this \$46 million Portland Street Fund (fees) is but one example: ... a final vote is expected at 10 a.m. Dec. 3.

Double booking? ... also scheduled this morning during the news conference is: **1164 TIME CERTAIN: 10:15 AM** – Accept the report developed by Stern Consulting, LLC to assess the feasibility of implementing a 311 Information System (Report introduced by Commissioner Novick) 45 minutes requested

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- ✂ Increases the legitimacy and accountability of government actions.

Try to attend.

mas

(503) 236-3522

Begin forwarded message:

**From:** Anne Dufay <[anne@seuplift.org](mailto:anne@seuplift.org)>  
**Date:** November 10, 2014 9:50:34 AM PST  
**To:** "[seulboard@googlegroups.com](mailto:seulboard@googlegroups.com)"  
<[seulboard@googlegroups.com](mailto:seulboard@googlegroups.com)>  
**Subject:** SEULboard - Fwd: News Advisory: Mayor Hales, Commissioner Novick to propose \$46 million Portland Street Fund at 10:30 a.m. Monday news conference  
**Reply-To:** [anne@seuplift.org](mailto:anne@seuplift.org)

----- Forwarded message -----

From: **Rivera, Dylan** <[Dylan.Rivera@portlandoregon.gov](mailto:Dylan.Rivera@portlandoregon.gov)>

### **News Advisory:**

**Mayor Hales, Commissioner Novick to propose \$46 million  
Portland Street Fund at 10:30 a.m. Monday news conference**

(Nov. 10, 2014) Portland Mayor Charlie Hales and City Commissioner Steve Novick will brief the news media on a proposed Portland Street Fund.

The result of nearly a year of public input, the Portland Street Fund will more than double the City's pavement maintenance budget and make major investments in transportation safety improvements, especially in East Portland.

The City Council will hold a public hearing on the proposal at 2 p.m., Nov. 20. A final vote is expected at 10 a.m. Dec. 3.

**Who:** Portland Mayor Charlie Hales and City  
Commissioner Steve Novick

**What:** Announcement of Portland Street Fund, which will  
come to City Council for a public  
hearing at 2 p.m., Nov. 20, 2014.

**When:** 10:30 a.m., Monday, Nov. 10, 2014

**Where:** Lovejoy Room, City Hall, 1221 SW Fourth Ave.

**Visuals:** Mayor Hales and Commissioner Novick discussing  
the proposal, with background material displayed on maps and  
posters. Press packet will be made available.

For background on the public input that helped develop the  
Portland Street Fund proposal, see [www.OurStreetsPDX.com](http://www.OurStreetsPDX.com)

###

Dylan Rivera

Media Relations | Portland Bureau of Transportation

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[website](#) | [twitter](#) | [publicalerts](#)

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Anne Dufay  
Executive Director  
SE Uplift Neighborhood Coalition  
503 232-0010 x311  
[anne@seuplift.org](mailto:anne@seuplift.org)  
<http://www.seuplift.org/>



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<Advisory Street Fund 11-9-14.docx>

## Moore-Love, Karla

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**Cc:** Moore-Love, Karla  
**Subject:** MAS response to Fwd: SEULboard - Fwd: News Advisory: Mayor Hales, Commissioner Novick to propose \$46 million Portland Street Fund at 10:30 a.m. Monday news conference  
**Attachments:** Advisory Street Fund 11-9-14.docx; ATT00001.htm

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**From:** Rivera, Dylan <[Dylan.Rivera@portlandoregon.gov](mailto:Dylan.Rivera@portlandoregon.gov)>

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**Who:** Portland Mayor Charlie Hales and City Commissioner Steve Novick

**What:** Announcement of Portland Street Fund, which will come to City Council for a public hearing at 2 p.m., Nov. 20, 2014.



**When:** 10:30 a.m., Monday, Nov. 10, 2014

**Where:** Lovejoy Room, City Hall, 1221 SW Fourth Ave.

**Visuals:** Mayor Hales and Commissioner Novick discussing the proposal, with background material displayed on maps and posters. Press packet will be made available.

For background on the public input that helped develop the Portland Street Fund proposal, see [www.OurStreetsPDX.com](http://www.OurStreetsPDX.com)

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For more options, visit <https://groups.google.com/d/optout>.

Steve  
Novick  
Commissioner

Leah Treat  
Director

Link to this advisory: <http://bit.ly/1xqmVFC>

**FOR IMMEDIATE RELEASE**

Contact:  
Dylan Rivera  
503-823-3723  
Portland Bureau of Transportation  
Twitter: @PBOTinfo

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