

NATIONAL 311 DAY

Portland City Council Proclamation

March 6, 2024



Participate and join in!

NATIONAL CELEBRATION OF 311 DAY

- Call 3-1-1 in major metropolitan cities
- 311 is the community's quick and easy resource to connect with City, County, and non-emergency services
- Acknowledge the tireless efforts of Customer Service Representatives as they serve as first point of contact for community members



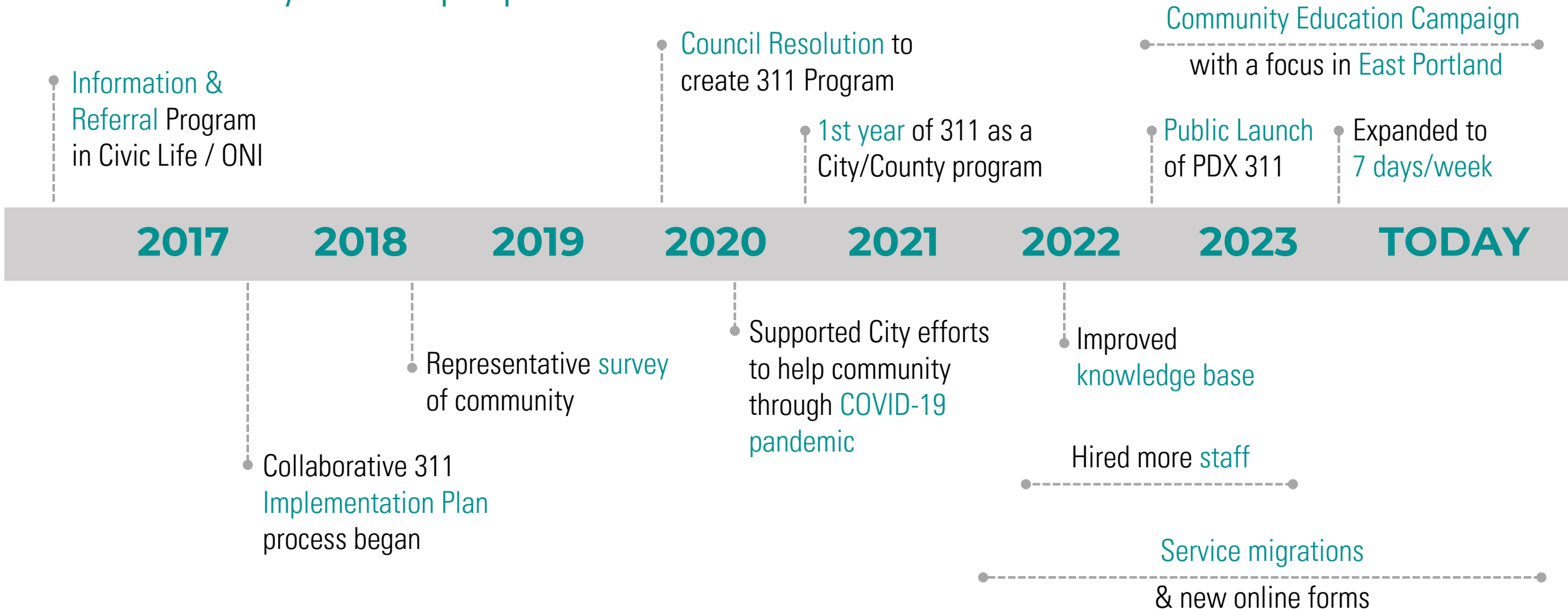
OUR VISION

Community members can easily and effectively access local government information and services, regardless of language, ability, or resources.



HOW WE GOT HERE

With a vision, input from partners and community members, Council leadership, and a lot of work by a lot of people





CITY OF PORTLAND & MULTNOMAH COUNTY SERVICES

Contact 311 to easily and effectively access local government information and services:

Phone 3-1-1
503-823-4000
711 Oregon Relay Service

Email 311@portlandoregon.gov

Online www.Portland.gov/311

7 days a week, 7 a.m. to 8 p.m.

Se habla español.

Staff can assist community members in additional languages.

WHEN YOU NEED HELP, WHO YOU GONNA CALL?

I NEED EMERGENCY SERVICES:

CALL 911

to reach dispatch for Fire, Ambulance, Police, and Portland Street Response.

I NEED SOCIAL SERVICES:

CALL 211

to get help accessing food, employment, housing or childcare.

I NEED LOCAL GOVERNMENT SERVICES IN PORTLAND AND MULTNOMAH COUNTY:

CALL 311
OR 503-823-4000

to ask a question, request assistance, or report an issue related to local government.

I NEED AN INTERPRETER:

When someone answers, say the language you wish to speak. Allow 2-5 minutes to connect with an interpreter. Do not hang up. Wait until the interpreter has been connected.



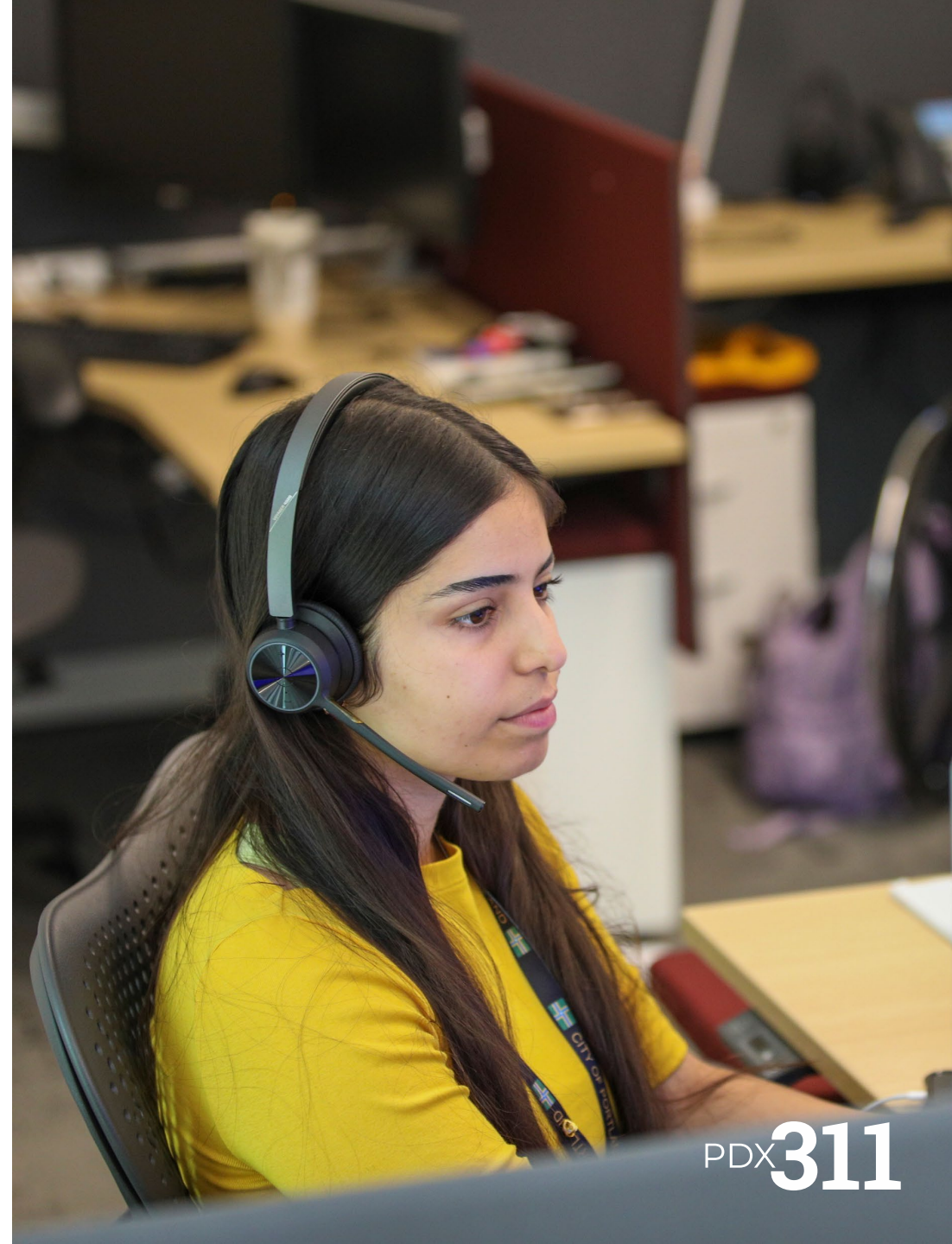
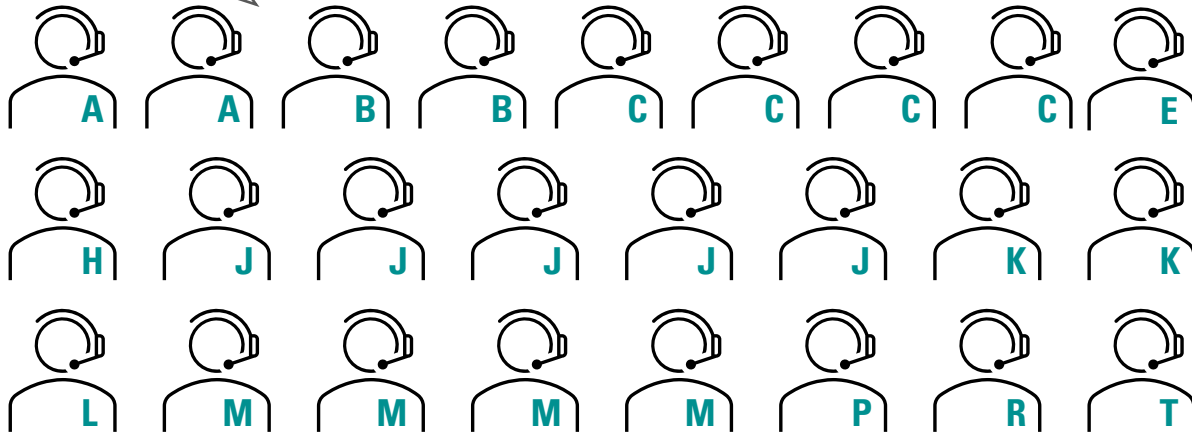
Multnomah
County



CUSTOMER SERVICE TEAM

26 **friendly & knowledgeable** customer service representatives and supervisors provide professional customer service for a wide variety of community needs

You've reached 311.
How can I help?





**WE HAVE
YOU COVERED.**

ASK A QUESTION

REPORT AN ISSUE

REQUEST ASSISTANCE

**TOWED CAR?
ABANDONED CAR?
BROKEN-INTO CAR?**



REPORT IT TO 311.

LEAKY HYDRANT?



REPORT IT TO 311.

**HOW DO I GET INVOLVED
IN MY NEIGHBORHOOD?**



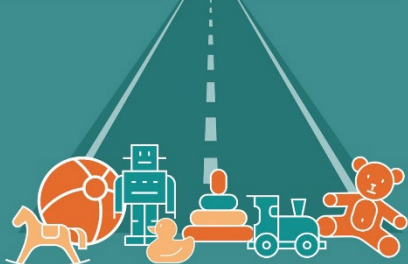
ASK 311.

PARKING TICKET?



ASK 311.

DEBRIS IN THE ROAD?



REPORT IT TO 311.

DAMAGED STREET SIGN?



REPORT IT TO 311.

BLOCK PARTY PLANNING?



CALL 311 TO GET STARTED.

POTHOLE PROBLEM?



REPORT IT TO 311.

STOLEN BIKE?



REPORT IT TO 311.

**NOISY GARAGE BAND?
NOISY CONSTRUCTION?
NOISY ROOSTERS?**



REPORT IT TO 311.

PERMITS ARE COMPLICATED.



CALL 311 TO GET STARTED.

**NEED ADA
ACCESS FOR A
GOVERNMENT
SERVICE,
PROGRAM,
OR EVENT?**



CALL 311 TO GET STARTED.

SUPPORTING THE REGION'S 911 SYSTEM

and the City's response to urgent hazards

Community members can **call 311 instead of the public safety non-emergency line** (823-3333) to report many common non-emergency issues, such as:



Abandoned
vehicles



Graffiti



Campsites



Noise



Traffic
Hazards

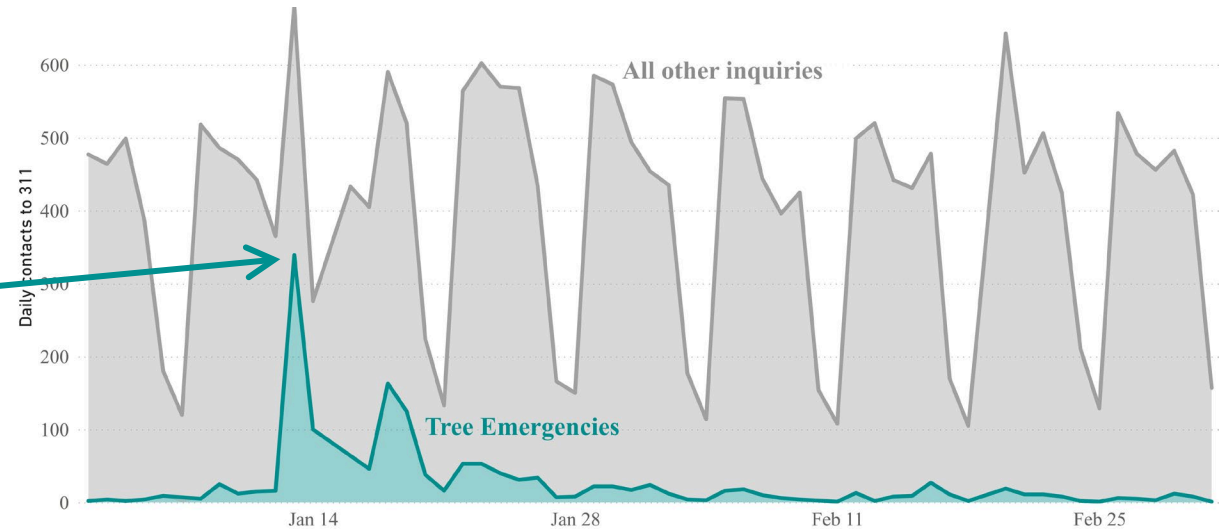


Tree
Hazards



Reporting a
crime online

Service expansions also position 311 to support the community, public works bureaus, & first responders in emergencies. For example, 311 took **339 urgent tree hazard reports on a single day of the 2024 ice storm.**



MODERNIZING ONLINE CUSTOMER SERVICE

By replacing TrackIT with a new **CUSTOMER SERVICE TECHNOLOGY SUITE** to enhance:



Community experience



Accessibility and inclusivity



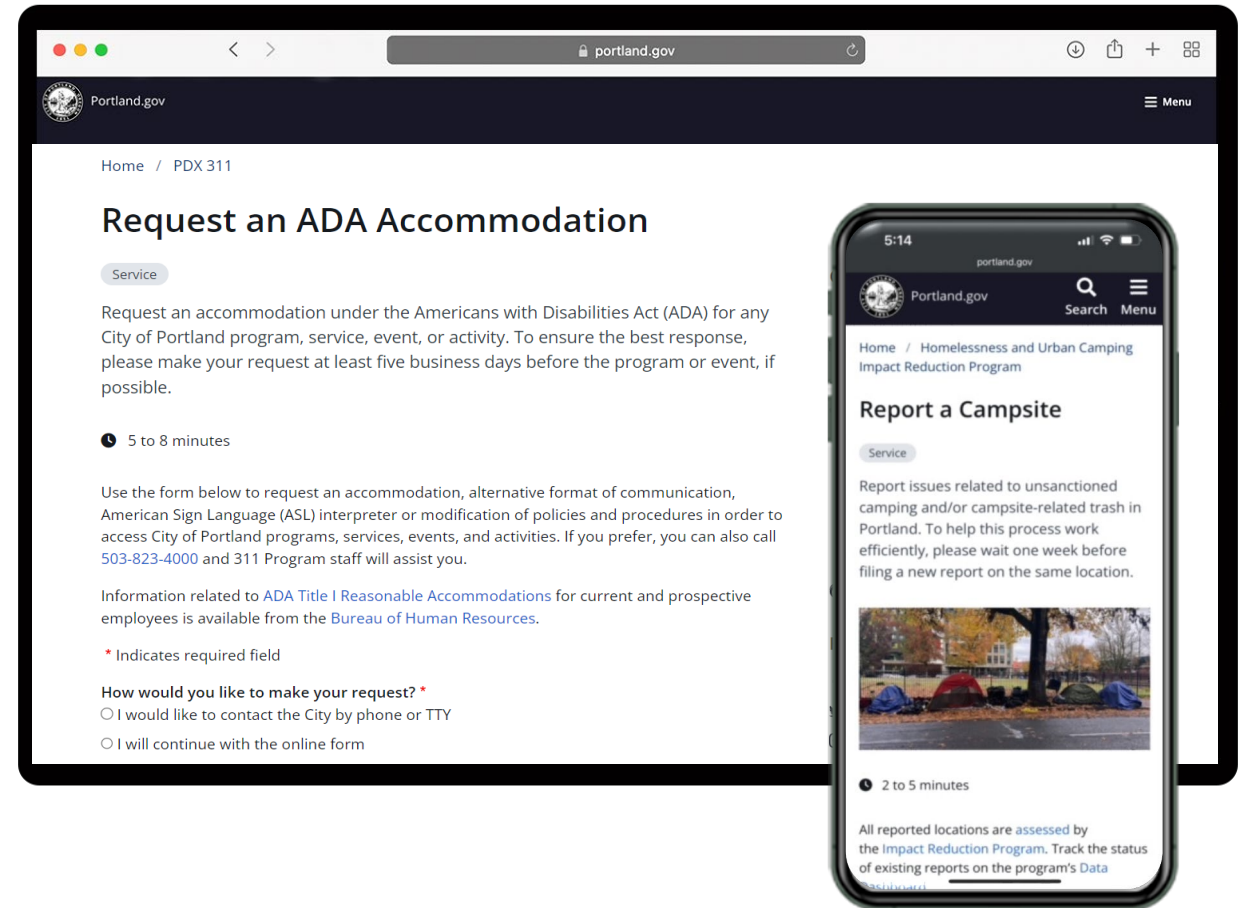
Efficiency and productivity



Cost savings



Data insights and analytics



RESULTS



168,000 contacts in 2023

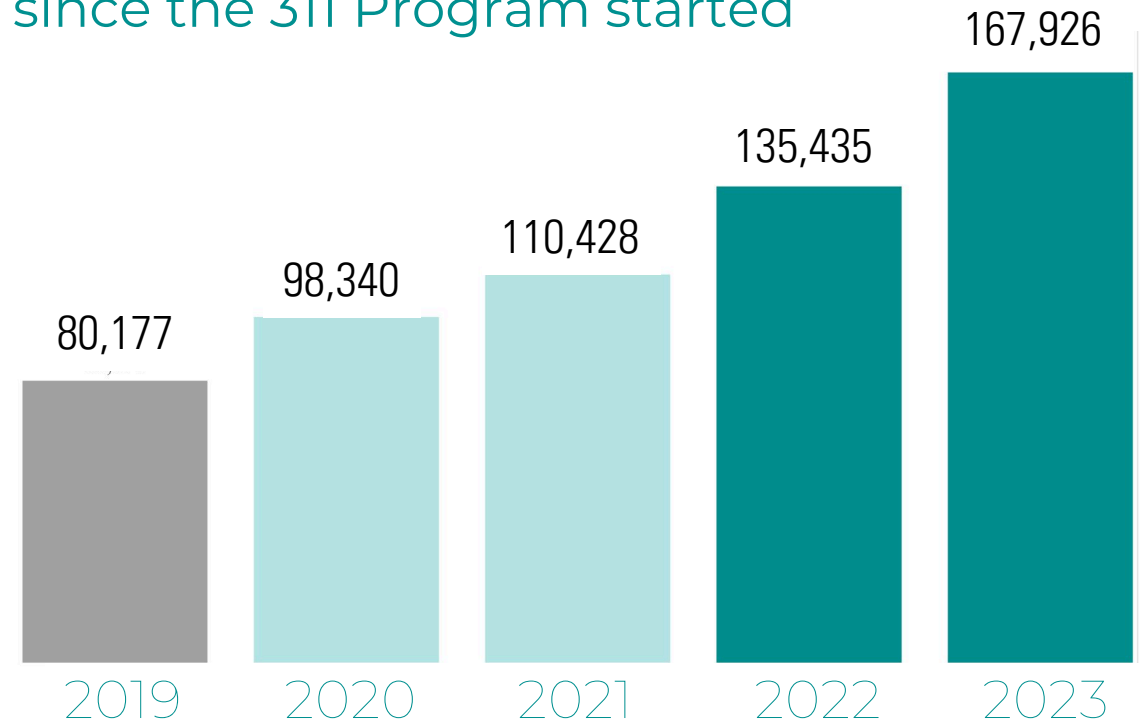


85% of calls answered in 25 seconds or less



66% of customers assisted on 1st contact

Annual contact volume has **doubled** since the 311 Program started



Lisa was kind, respectful and listened to what I had to say which is so important... I appreciate her very much.
- Community member email

WHAT'S AHEAD

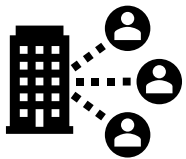
Continuing to expand and improve services to better support community members in Portland & Multnomah County. Over the next year, the 311 Program will be:



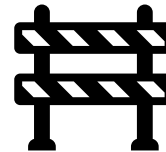
Assisting the **Transition Team** to help community members understand and participate in the changes coming to Portland's government



Launching **new forms** to report maintenance issues in parks and on roads, apply for a temporary street use permit, and more



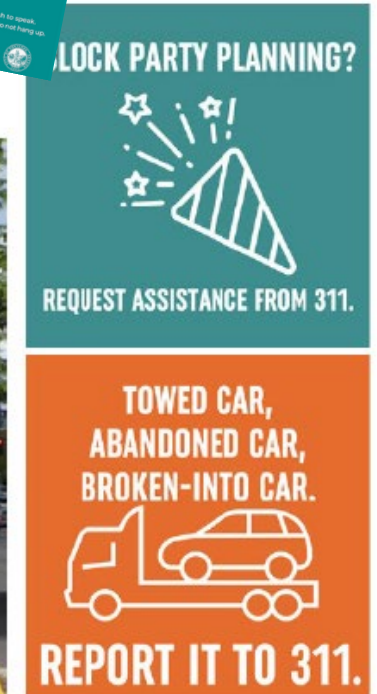
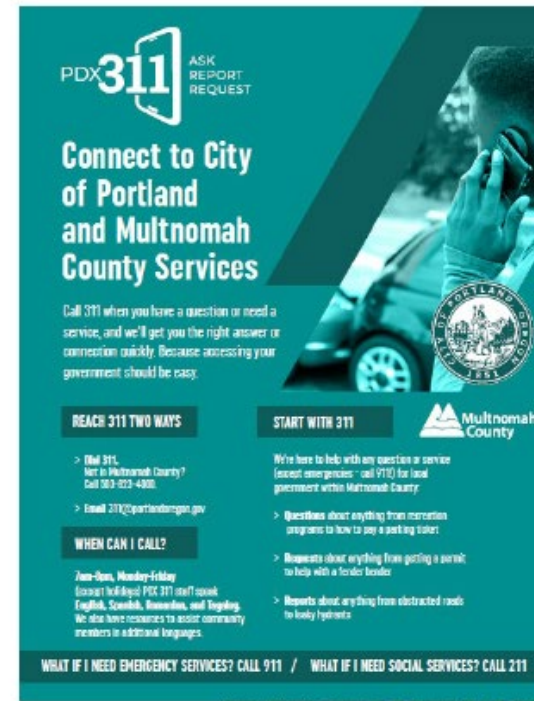
Working with **new Council Offices** to help them support community members looking for information or to report common issues



Supporting response to **urgent right-of-way issues** by integrating the City's Maintenance Operations Dispatch team

COMMUNITY EDUCATION CAMPAIGN

- Community Events
- Radio, Print & Social Advertising
- Public Service Announcements
- Informational Materials



PDX **311**

QUESTIONS & DISCUSSION

