

**Issue Title:** Citywide 311 Program

**Commissioner(s) Issuing Direction:** Mayor Wheeler, Commissioner Eudaly

**Bureau Directed:** Office of Management & Finance, Office of Community and Civic Life

**Issue Overview and Desired Goal/Outcome(s):** In FY 2017-18, Council approved a decision package for “311 project management and implementation” and directed the OMF to oversee the planning effort. The project team, led by OMF’s Strategic Projects & Opportunities Team (SPOT), has recently completed a 311 Implementation Plan that recommends a Citywide 311 Program – to be created through a multi-year implementation process.

The goals of the Citywide 311 Program are 1) to advance the City’s efforts to provide equitable, high-quality information and services to all community members, businesses and visitors online, over the phone and in-person at City buildings and 2) to provide valuable data and insights into the community’s needs and interests, allowing Bureaus and City Council to make more informed service and communication decisions. In addition, the program will provide information and referral services for other local government, community and social services, including vital and time sensitive public notification in emergency and disaster.

In the first implementation phase (FY2019-20), key elements to successfully establish the full Citywide 311 Program include:

- a) Launching the Customer Service function to staff a new citywide customer service and reception desk at the Portland Building (scheduled to open in December 2019). The Citywide 311 Program’s Customer Service staff will help community members find information, report issues, and request City services.
- b) Scoping the business needs and technical requirements for a customer relationship management (CRM) or service desk tool as well as a new webform solution to support service delivery.
- c) Continued project management for the implementation process.

To achieve these foundational outcomes and support the ongoing work needed to fully implement the Citywide 311 Program, OMF and Civic Life are directed to develop a budget proposal to implement the first phase of the Citywide 311 Program in FY 2019-20.

**Desired Funding Options:** Options to utilize existing revenues, as well as to request additional resources as necessary. The existing Information & Referral Program (I&R), which would be incorporated into the Citywide 311 Program, is funded through General Fund Overhead, a General Fund ongoing allocation, and an Interagency Agreement with Multnomah County.

**Additional Requests/Notes:**