

Priority: Accountability
Program Offer Type: Internal Service
Related Programs: 72070, 72071

Lead Agency: County Management
Program Contact: Rick Jacobson

Program Characteristics:

Executive Summary

The City County Information and Referral (CCI&R) is a collaborative program introduced to consolidate the Multnomah County information line with the City of Portland Information and Referral system. The City of Portland's Office of Neighborhood Involvement has operated CCI&R since August, 2000. The intent of this program is to make it easier for citizens to access government services.

Program Description

This program provides the public access to county services and information via a single phone number which is answered by City I & R staff. Multi language service is provided by staff or third party translation services. The County and City phone systems are connected allowing calls to be easily transferred to the appropriate county service group. CCI&R is operated Monday through Friday 8: a.m. – 5:00 p.m. 90% of the incoming calls are answered in 25 seconds or less. In case of a County phone system outage, calls are automatically routed to CCI&R during business hours.

Program Justification

The CCI&R program supports public perception of trust and confidence by providing the public access to County services and information. No auto attendant is used; each caller is answered in person. Calls to CCI&R last about 1 minute on average and 90% of the calls are answered in less than 25 seconds. County calls account for approximately 46% of CCI&R's call volume; this equates to about 65,000 calls per year. There is currently an intergovernmental agreement between Multnomah County and the City of Portland for the CCI&R program.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY05-06)	Current Year Purchased (FY06-07)	Current Year Estimate (FY06-07)	Next Year Offer (FY07-08)
Output	Total number of calls routed from County to City I&R	0	0	54,840	60,000
Outcome	Abandoned Calls	5.0%	5.0%	5.0%	5.0%
Outcome	Average Call Wait in Seconds	25	25	25	25
Outcome	Percentage of calls answered in less than 25 seconds	90.0%	90.0%	90.0%	90.0%

Performance Measure - Description

90% of calls are to be answered within 25 seconds; abandoned calls are not to exceed 5%; average call wait is not to exceed 25 seconds per Intergovernmental Agreement.

Performance data is provided by County City Information and Referral.

Legal/Contractual Obligation

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
	2007	2007	2008	2008
Program Expenses				
Materials & Supplies	\$0	\$0	\$0	\$245,000
Subtotal: Direct Exps:	\$0	\$0	\$0	\$245,000
Administration	\$0	\$0	\$0	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	\$0	\$0	\$0	\$0
Total GF/non-GF:	\$0	\$0	\$0	\$245,000
Program Total:	\$0		\$245,000	
Program FTE	0.00	0.00	0.00	0.00
Program Revenues				
Fees, Permits & Charges	\$0	\$0	\$0	\$245,000
Program Revenue for Admin	\$0	\$0	\$0	\$0
Total Revenue:	\$0	\$0	\$0	\$245,000

Explanation of Revenues

IT has determined the full cost of our operational programs. These costs are recovered through internal service charges for IT. The base for this assignment is the current service level. IT has a limited number of non-profit and other governmental agencies receiving services; these costs are recovered through sales revenue.

Significant Program Changes

Last year this program was: #72067, IT - Telecommunications Services