

FY 2025 AGENCY SUMMARY

OFFICE OF COMMUNITY RELATIONS (OCR)

Agency Links:

Office of Community Relations (OCR): [Website](#)
OCR: [FY 2025 Approved Budget](#)
OCR: [FY 2025 Budget Review Report](#)
OCR: [FY 2026 Budget Review Report](#)
OCR: [FY 2026 Budget Review PowerPoint](#)

Budget and Policy Analyst: Roger G. Banegas

BACKGROUND

Pursuant to the Schedule of Legislation section, [Section 16](#) of the County Charter, the **Office of Community Relations** was established to respond to citizen and resident complaints and inquiries concerning County services and programs, assist citizens and residents in addressing community disputes and developing leadership skills, coordinate County relations with community-based organizations, and develop community-based programming.

Leadership

Current: Chanel Dickerson, Director
FY 2025: Euniesha Davis, Director

Core Services

- Provide access to government services and information for all County residents and businesses
- Conduct community outreach to inform individuals, businesses, constituency groups and non-profit service providers about the activities of County government as well as their rights, responsibilities and opportunities to participate in improving the quality of life in the County

Organizational Structure

The Department has two (2) Divisions: Administration and 311 Center.

FY 2025 Key Accomplishments

- Launched the new 311 On the Go! (311OTG!) Mobile Unit bringing County Government information and resources directly to the places where our residents live, work, shop, and play. The 311OTG! Team has reached hundreds of stakeholders through its Lunch and Listen series.
- Increased the number of Spanish-speaking PGC311 call operators by 50%, decreasing call times for our Spanish-speaking residents and community members.
- Hosted the Inaugural “In the Spirit of Community” to recognize the extraordinary efforts of community members (living in homeowners’ associations, condominium associations, and cooperative housing associations) and to highlight the stakeholders who serve them.
- Relaunched the Alternative Dispute Resolution Program for common ownership community residents to provide conflict management facilitation services to constituents in common ownership communities.

FY 2026 Top Priorities

- Increase efficiency and responsiveness to County residents.
- Maintain and sustain the new PGC311 CRM system.
- Expand resource services to all residents via 311 on the Go! Program to include interagency collaboration.
- Expand the basic needs distribution program.
- Improve quality of life in County neighborhoods that have significant economic, health, public safety and educational challenges.

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Operating Budgetary Resources - Below is the 5-year overview of resources allocated to OCR from FY 2021-25.

