



Date: May 29, 2015

To: Patrick H. West, City Manager 

From: Christopher J. Garner, Director of Long Beach Gas and Oil 

For: Mayor and Members of the City Council

Subject: **Utility Call Center**

Due to some unexpected resignations and transfers, the Utility Call Center is currently experiencing a significant staffing shortfall. As approximately 1,000 customer calls are handled per day, the staffing issue will have some impact upon the Call Center's ability to handle in a timely manner the high volume of customer calls during peak periods.

I assure you that Long Beach Gas and Oil is taking several steps to address this issue including temporarily revising the work schedule to stretch out call coverage and is currently in the process of hiring and training new personnel. To maximize the efficiency of the limited staffing while minimizing the wait time for customer calls, the Utility Call Center will be temporarily closed during the lunch hour with a phone recording letting customers know when to call to obtain service.

These actions should help us once again have a fully-staffed, fully-trained Utility Call Center well before the peak season that occurs with the first cold spell in late autumn/early winter.

As always, everyone's patience is appreciated as we get through this period of staffing issues. If elected officials are contacted by customers with special circumstances that might warrant special attention, please feel free to contact Maribel Nieves, Utility Customer Service Officer, at 8-5599 or me directly at 8-2001.

cc: Kevin Wattier, General Manager, Water
Ara Maloyan, Director of Public Works