

Date: July 17, 2020

To: Thomas B. Modica, City Manager 

From: Lea Eriksen, Director of Technology and Innovation 

For: Mayor and Members of the City Council

Subject: **One Number – Data Collection Update #3**

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The Technology and Innovation Department (TID) is re-starting the data collection stage of the One Number project. The One Number project will enable all City of Long Beach (City) services to be reachable through a single phone number, (562) 570-5000. The purpose of this project is to improve access to non-emergency City services for Long Beach residents, businesses, and visitors.

The data collection stage of this project was initially postponed due to the COVID-19 emergency as outlined in a [April 15, 2020 memorandum](#). Because the data collection process impacts caller experiences, TID wanted to ensure that no one calling into the City experienced any delay in getting information they needed during the emergency period. However, as the City needs to move forward with the One Number project, TID will resume planned data collection. This data collection process will begin toward the end of July through August. Data collection will not occur if an individual is calling a City employee’s direct phone number, or a Department’s non-English phone number. Table 1 summarizes the caller’s experience during the data collection process.

*Table 1: Data Collection Caller Experience*

#	Speaker	Dialogue	Action
1.0	Caller		Caller dials 562-570-8247 for Animal Care Services
1.1	One Number System	<p>Thank you for calling the City of Long Beach. Before we connect you to the number you dialed, we would like to know the reason for your call for quality purposes.</p> <p>Para continuar en español, oprima dos o diga 'español.'</p> <p>keat ban teaktng tikrong lo ng bich. daembi bant chea pheasaeakhmer saum choch pir.</p> <p>Nakipag-ugnay siya sa lungsod ng Long Beach. Upang magpatuloy sa tagalog, pindutin ang dalawa.</p>	<p>If caller presses 2, 3 or 4, call will be counted, and the caller will continue in the normal Spanish/Khmer/Tagalog flow.</p> <p>If nothing pressed, continue onto step 1.2.</p>
1.2	One Number System	Now, please tell me what you're calling about, like: 'graffiti removal' or 'I need to apply for a business license.' Please go ahead.	Data collection prompt

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#	Speaker	Dialogue	Action
1.3	Caller	I want to renew my pet license	--
1.4	One Number System	Thank you! By helping us understand the reason for your call, we'll be able to provide you with a better service in the future. <pause> You'll now be redirected to the number you dialed.	Call transferred back to ext. 8-8247 (Animal Care)

If you have any questions, please contact me at (562) 570-6234.

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