

Date: April 15, 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 – Postponing Data Collection**

Due to the COVID-19 state of emergency, the Technology and Innovation Department (TID) is postponing the data collection stage of the One Number project. The One Number project, as previously described in the [March 10, 2020 memorandum](#), 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 slated to begin during a 30-day period in March and April. TID would have been collecting data on all incoming phone calls to the City's externally published, non-emergency phone numbers to develop a comprehensive and user-friendly call routing design. TID is now postponing this data collection for the reasons outlined below:

1. **Data:** The data TID would have collected during this period would have been skewed by the COVID-19 emergency. Residents are calling into department call centers for different reasons than before and the utterances TID would have collected during this state of emergency would not be applicable to regular calls when the City returns to normal operations. Please note we are not planning to collect data on the COVID-19 hotline or any emergency phone lines.
2. **Resident Convenience:** While TID has done its best to design a quick and user-friendly data collection experience, residents calling into the City at this time are likely to be more concerned and need quicker replies. Residents may have gotten confused or upset by these extra steps and delays in getting the information they needed.

Data collection, transcription, and verification is a necessary three-month process before TID can begin designing a new system. The data collection will be postponed until the City exits the COVID-19 state of emergency. The One Number project, originally slated for completion in 2020, will now extend into 2021.

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

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