



Date: November 29, 2004
To: Gerald R. Miller, City Manager
From: Curtis Tani, Director of Technology Services
For: Mayor and City Council
Subject: 3-1-1 Center Feasibility Study Update

The following provides a brief update to the October 13, 2004 memorandum regarding a 3-1-1 center feasibility study.

Background

Over the past few years, a growing number of cities in the country have begun to implement centralized 3-1-1 call centers for general city services to facilitate communication with customers and track agency performance. These call centers vary between comprehensive 24-hour, seven-day-a-week customer service centers to switchboard operations that forward calls to the appropriate department for service. As a result of implementation of a citywide performance measurement system and increasing interest in 3-1-1 by a number of Councilmembers, we have initiated a feasibility study aimed at identifying the potential costs and benefits of implementing 3-1-1 in Long Beach.

Feasibility Study Update

Last week, the Department of Technology Services issued a request for proposals for a professional consultant to assist us complete a 3-1-1 feasibility study. In general, the study will:

- Identify alternative 3-1-1 approaches for general city services currently used by other cities.
- Describe organizational changes that would be needed in the City to implement 3-1-1 options.
- Highlight strategies that other cities have used to successfully implement 3-1-1.
- Identify major investments that may be necessary to implement 3-1-1 in Long Beach, such as upgraded facilities and information and communication systems.
- Provide the estimated costs and benefits of recommended 3-1-1 alternatives for the City.

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Proposals are due in early January 2005. It is anticipated that the project would begin in February and require three to four months to complete. Following the completion of the feasibility study, the next phase would be the preparation of a comprehensive and detailed implementation plan, as well as a funding strategy, if it is determined that we should proceed with implementing a 3-1-1 center.

Please let me know if you have any further questions on this topic.

CT:ct

cc: Robert Shannon, City Attorney
Gary Burroughs, City Auditor
Thomas Reeves, City Prosecutor
Christine Shippey, Assistant City Manager
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