



**Date:** March 8, 2005

**To:** Honorable Mayor and City Councilmembers

**From:** Patrick O'Donnell, Councilmember, 4<sup>th</sup> District *PO*  
Dan Baker, Councilmember, 2<sup>nd</sup> District *DB*  
Rae Gabelich, Councilmember 8<sup>th</sup> District *RG*

**Subject:** Request for Report – Implementation of 311 program in Long Beach

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### **Background**

Several cities in the US have created a 311 system to create a single phone number where all your calls for city services – tree trimming, sidewalk repair, graffiti, etc. – can be directed. Residents can call 24-hours a day seven days a week, receive a confirmation number and track the status of their requests – even over the internet in some cases.

A 311 system not only makes residents' lives easier, but in Baltimore, it has helped to make city government work more effectively. 311 has helped city departments to increase efficiency and send out work crews in the most effective manner possible. 311 has also created cost savings by creating a centralized phone service center where all calls can be received and routed.

The Technology Services Department is commencing a feasibility study of a 311 system for Long Beach. We would like the City Manager to provide a report to the council on this project and include ways to expedite its implementation.

### **Recommended Action**

We respectfully request a report from City Manager on the 311 feasibility study and include ways to expedite its implementation.