



**BUDGET & MANAGEMENT STUDIES**

DATE: June 19, 2020

TO: MAYOR LEE BRAND  
COUNCIL PRESIDENT MIGUEL ARIAS  
CITY COUNCIL MEMBERS

THROUGH: WILMA QUAN, City Manager

FROM: HENRY FIERRO, Budget Manager *H.F.*

SUBJECT: RESPONSE TO COUNCIL DIRECTION No. 62 – REQUEST FOR STATUS  
UPDATE ON 311 PROGRAM

During the Budget Hearing on June 16, 2020, Council Member Soria requested a status update regarding the 311 program to include how it is working, staff hours, COVID-19 impacts, and call volume. The following attachment provides that information.

C: Jane Sumpter, Assistant City Manager  
Jim Schaad, Assistant City Manager  
Tim Orman, Chief of Staff



**OFFICE OF THE MAYOR & CITY MANAGER**

**M E M O R A N D U M**

**DATE:** June 18, 2020

**TO:** HONORABLE MAYOR LEE BRAND  
COUNCIL PRESIDENT MIGUEL ANGEL ARIAS  
CITY COUNCILMEMBERS

**FROM:** WILMA QUAN, City Manager  
Office of the Mayor & City Manager

**BY:** THOMAS W. GAFFERY IV, Deputy City Manager   
Office of the Mayor & City Manager

**SUBJECT: INFORMATION REQUEST REGARDING 311**

During the June 16, 2020 budget hearing, information was requested regarding the City's 311 system. This memorandum is provided in response to that request.

Hours & Staffing

The FresGO 311 call center is staffed from 7am to 6pm Monday through Friday and answers calls from both 311 and 621-CITY. After hours, phone calls are answered by a third-party service. FresGO 311 has one supervisor, four full-time call takers and one temporary part-time call taker.

Call Volume

Last fiscal year (FY19), the FresGO 311 call center answered 70,739 calls. So far this fiscal year (FY20 as of June 17, 2020) 138,623 calls have been answered. In addition to this dramatic growth in call volume, downloads of the FresGO app continues to grow, as well as the number of web chat sessions. For FY20 to date, 79% of calls arrived via 621-CITY and 21% via 311.

COVID Response

During the pandemic, the entire FresGO 311 call center has functioned remotely. At various times during the pandemic, additional staff from other City departments have been reassigned to FresGO 311 duties in support of the expanded call volume. During the pandemic, the number of calls received has varied, reaching a high of 14,600 in March 2020. For comparison, the number of calls in January 2020 was 9,954. For example, calls peaked whenever a new Emergency Order was released, or a press conference was held, but would then return to normal levels. Of those reassigned, only one part-time employee remains with the FresGO 311 call center, all others have returned to their home departments as call volumes in June 2020 have returned to pre-pandemic levels.

**Copies to:** Bryon Horn, Director, Information Services Department  
Jim Schaad, Assistant City Manager  
Jane Sumpter, Assistant City Manager  
Tim Orman, Chief of Staff