

Quarterly Activity Report

PERIOD: 1st Quarter FY-2013 **DATES:** 7/1/2012 – 9/30/2012

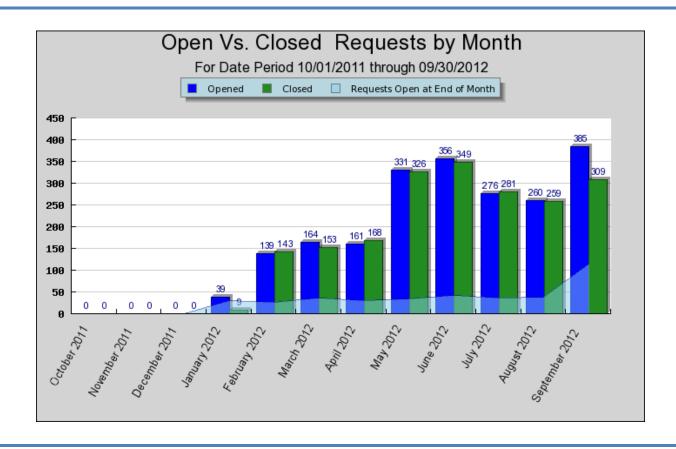
http://cityofpasadena.net/CSC

SUMMARY

Pasadena Citizen Service Center usage spiked in the last week of September with the *In Focus* newsletter article that featured the CSC's mobile device apps for iPhone, iPad, and Android. In fact, the use of mobile devices has now surpassed the use of the web as the most popular way to report items that need City attention.

The CSC receives well over 700 monthly inquiries to its frequently asked questions (FAQ) knowledge base. Of those inquiries, only 35% lead to the creation of a CSC Service Request. One can conclude that 65% of the time, the citizen's question was answered, or desired information was secured from the FAQs without the need of direct staff assistance.

To make the CSC even more efficient, the Department of Information Technology (DoIT) is building an internal middle-tier application that will automatically direct CSC Service Requests into departmental work order management systems such as Lucity (Public Works,) Tidemark (Planning,) and ECIS (Water & Power). Once an issue is closed in the work management system, the middle tier will close-out the service request in the CSC and notify the customer of the corrective action. This means that staff will not have to spend time working the issue in two different systems. The first integration with the Lucity system in Public Works will be completed during the 2nd quarter.

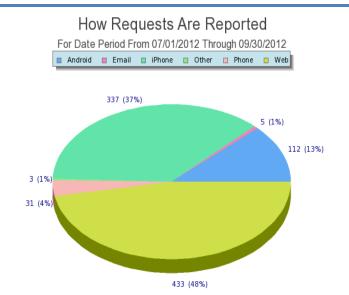


BY THE NUMBERS

- Kowledgebase (FAQ)
 - o 27 Categories
 - o 389 Articles
- Service Requests
 - 8 Departments Represented
 - o 60 Unique Service Requests
- Users *
 - 902 Registered Users
- * Does not include "anonymous" users

QUARTERLY HIGHLIGHTS

- 821 Service Requests received by staff
 - o 46% Handled by Public Works' SMIWM
 - 24% Handled by Planning's Code Compliance
 - o 97% closed on or before due date
- Mobile devices became the most popular way to report issues in during the quarter.
 - o 37% i-Phone / i-Pad
 - o 13% Android



Pasadena's Most Popular Knowledge Base Topics July - September 2012

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Rank	Topic	Total Views
1	Code Enforcement - Private Property	238
2	Property Nuisances	121
3	Street Trees	100
4	Wasting Water	81
5	Bulky Item Pick-up	79
6	Street Lights	76
7	Barking Dogs	70
8	City Website - Comments	68
9	Noise Complaint	54
10	Request Trash/Recycling Bins	37

