# PAJADENA citizen service center

# **Quarterly Activity Report**

**PERIOD:** 3<sup>rd</sup> Quarter FY-2013 **DATES:** 1/1/2013 – 3/31/2013

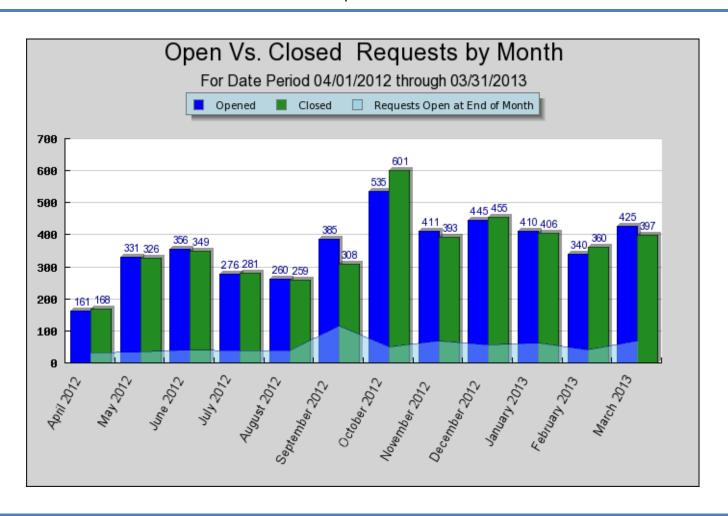
http://cityofpasadena.net/CSC

### **SUMMARY**

Staff completed the integration of the CSC application with the Lucity Work Order Management System in early February 2013. Now incoming CSC service requests in 15 categories flow directly into the Public Works system. When the work order has been fulfilled, the case is closed out automatically in the CSC, and the customer is notified. Public Works reports significant time savings because staff no longer needs to "cut-and-paste" from one system to the other, and citizens notice that their requests are closed out more quickly.

February also marked the first anniversary for the City's relationship with GovOutreach as our CSC provider. Public acceptance of the CSC has grown steadily over the year. The number of registered users now stands at 1581 (up 25% from last quarter). The number of requests handled by the CSC this quarter has grown from 443 to 1175, up 165% over the same period last year. Mobile devices remain the most popular way for users to report items that need the City's attention.

Public acceptance of the CSC is further documented by the overwhelmingly positive survey responses received from users. Nearly 90% of all respondents state that the service they received exceeded their expectations and less than 5% stated that the service failed to meet expectations.



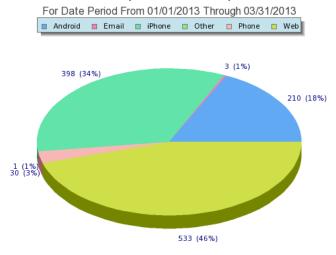
### **BY THE NUMBERS**

- Kowledgebase (FAQ)
  - o 30 Categories
  - 415 Articles
- Service Requests
  - 8 Departments Represented (Including the Pasadena Humane Society)
  - o 61 Unique Service Requests
- Users \*
  - 1,581 Registered Users
- \* Does not include "anonymous" users

### **QUARTERLY HIGHLIGHTS**

- 1,175 Service Requests received by staff
  - 165% Increase over the Q-2 FY'12!
  - 51% Handled by Public Works' SMIWM
  - o 18% Handled by Planning's Code Compliance
  - 98% closed on or before due date
- Mobile devices have become the most popular way to report issues.
  - o 46% i-Phone / i-Pad
  - o 18% Android





## Pasadena Most Popular Knowledge Based Topics January 1, - March 31, 2013

Rank	Topic	Total Views
1	Code Enforcement - Private Property	190
2	Street Lights	123
3	Property Nuisances	115
4	Parking - General Comments / Questions	97
5	Bulky Item Pick-up	91
6	Wasting Water	88
7	Street Trees	71
8	City Website - Comments	66
9	Housing Inspections	49
10	Water Service Issue	45
11	Request Trash/Recycling Bins	40
12	Missed Trash Pick-up	38
13	Barking Dogs	37

