

## Quarterly Activity Report

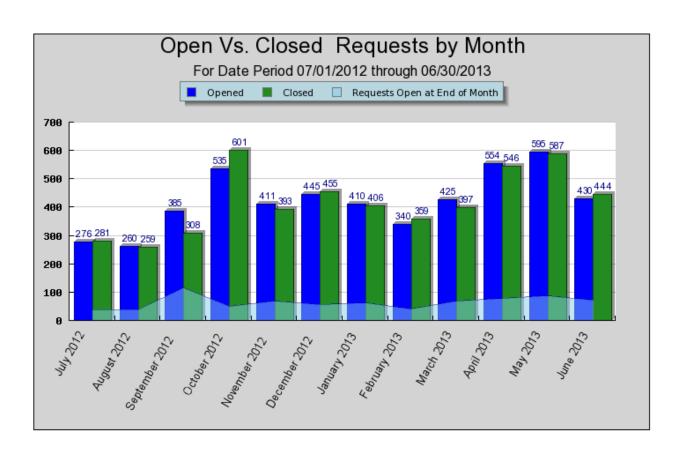
**PERIOD:** 4<sup>th</sup> Quarter FY-2013 **DATES:** 4/1/2013 – 6/30/2013

http://cityofpasadena.net/CSC

## **SUMMARY**

The Pasadena Citizen Service Center received 1,579 Service Requests during the quarter ending June 30, 2013 – a 186% increase over the same quarter last year! And, a 35% increase over the previous quarter! Mobile devices account for slightly over 50% of the service requests received. Use of the on-line knowledge base also grew dramatically, with 3,464 hits, up 42% from the same period last year; and up 42% from the previous guarter. The number of registered CSC users now stands at 2,093 – up 32% from last guarter.

Public acceptance of the CSC is further documented by the overwhelmingly positive survey responses received from users. Nearly 86% of all respondents state that the service they received exceeded their expectations. Those who say that the system has failed to meet expectations, unfortunately has also grown slightly from 5% last quarter to 10% this quarter. This growth coincides with a significant decrease in the number of users who completed the satisfaction survey once their Service Request has been closed. Last quarter 8.5% of the CSC users submitted a satisfaction survey. This quarter less than half that percentage, only 3.6% completed the survey. It seems that as citizens become more comfortable using the system, they are also becoming less likely to provide feedback unless disappointed with the results.



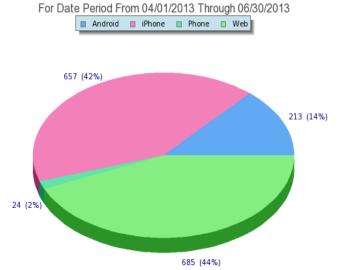
## **BY THE NUMBERS**

- Kowledgebase (FAQ)
  - o 30 Categories
  - o 420 Articles
- Service Requests
  - 8 Departments Represented (Including the Pasadena Humane Society)
  - o 64 Unique Service Requests
- Users \*
  - 2,093 Registered Users
- \* Does not include "anonymous" users

## **QUARTERLY HIGHLIGHTS**

- 1,579 Service Requests received by staff
  - 186% Increase over the Q-4 FY'12!
  - 50% Handled by Public Works' SMIWM
  - o 17% Handled by Planning's Code Compliance
  - 96.5% closed on or before due date
- Mobile devices have become the most popular way to report issues.
  - o 42% i-Phone / i-Pad
  - o 14% Android





Pasadena's Most Popular Knowledge Base Topics April 1 - June 30, 2013

		Total
Rank	Topic	Views
1	Code Enforcement - Private Property	271
2	Request Trash/Recycling Bins	163
3	Bulky Item Pick-up	157
4	Property Nuisances	143
5	Parking - General Comments / Questions	140
6	Street Trees	123
7	Missed Trash Pick-up	115
8	Street Lights	89
9	Wasting Water	84
10	Trash Items - Abandoned	69
11	Sidewalk Repair	54
12	Trash Bins	51
13	City Website - Comments	46
14	Animal care/control	41
15	Waste Management Services	40

