Pasadena Citizen Service Center

December 7, 2011 - January 6, 2012

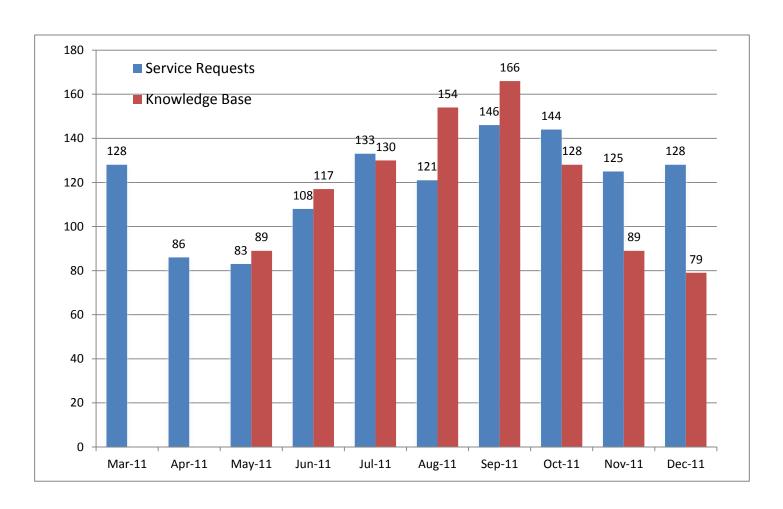## Requests by Resolving Department / Division

Legend: DIVISION (green), DEPARTMENT TOTAL (blue)

Y-axis: # of Requests

Category	Value
City Manager Total	2
City Manager - Feedback	2
DoIT Total	1
Webmaster	1
Finance Total	1
Finance General	1
Health Total	1
Health General	1
Planning Total	23
Code Compliance	23
Public Works Total	88
Parks	13
Streets & Sanitation	74
Public Works General	1
Transportation Total	7
Parking	3
Public Transport	4
Water & Power Total	5
Water Management	5

Most Popular Pasadena Knowledge Base Q & A
December 7 2011 - January 6, 2012
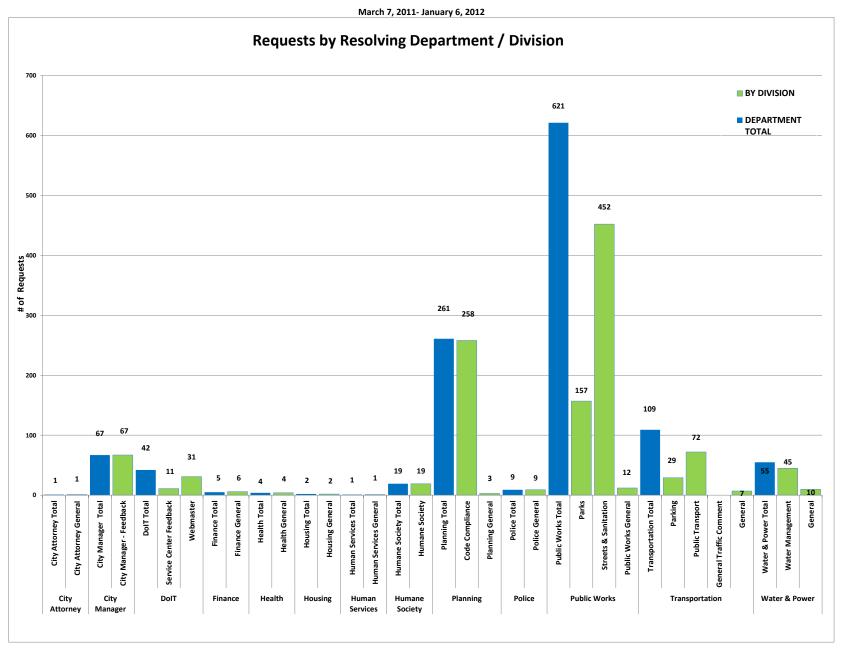
RANK	QUESTION / SOLUTION	VIEWS
1	How do I report and/or get a faulty street light repaired?	6
2	How can I have some bulky items pickup?	4
3	How do I make a noise complaint?	4
4	The tree roots have lifted the sidewalk, who do we call?	4
5	There is a nuisance property in my Pasadena neighborhood. What should I do?	3
6	There is trash in the street. How do I get it removed?	3
7	How do I report a code compliance issue dealing with properties and residences?	3
8	How do I report a missed trash/yard waste or recycling pickup?	3
9	Where can I get a marriage license in Pasadena?	3
10	Who do I call in Pasadena regarding tenant-landlord issues?	3
11	Who provides cable service in Pasadena?	2
12	What are the allowable hours for using a leaf blower?	2
13	What is the status of my annual overnight/daytime parking permit?	2
14	How do I report a power outage in Pasadena?	2
15	How do I report an abandoned shopping cart in Pasadena?	2
16	Who should I call if I want trash/yard waste or recycling containers?	2
17	Who should I contact if trees are touching the power lines?	2

Pasadena CSC Monthly Usage
December 7, 2011 - January 6, 2012

* Knowledge Base (FAQ) Counter began working May 14, 2011

Pasadena Citizen Service Center

March 7, 2011- January 6, 2012

Requests by Resolving Department / Division

of Requests

Legend:
- BY DIVISION
- DEPARTMENT TOTAL

Values by category:

Category	Value
City Attorney Total	1
City Attorney General	1
City Manager Total	67
City Manager - Feedback	67
DoIT Total	42
Service Center Feedback	11
Webmaster	31
Finance Total	5
Finance General	6
Health Total	4
Health General	4
Housing Total	2
Housing General	2
Human Services Total	1
Human Services General	1
Humane Society Total	19
Humane Society	19
Planning Total	261
Code Compliance	258
Planning General	3
Police Total	9
Police General	9
Public Works Total	621
Parks	157
Streets & Sanitation	452
Public Works General	12
Transportation Total	109
Parking	29
Public Transport	72
General Traffic Comment	
General	7
Water & Power Total	55
Water Management	45
General	10

Department groupings:
- City Attorney
- City Manager
- DoIT
- Finance
- Health
- Housing
- Human Services
- Humane Society
- Planning
- Police
- Public Works
- Transportation
- Water & Power

Most Popular Pasadena Knowledge Base Q & A
March 7, 2011 - January 6, 2012

RANK	QUESTION / SOLUTION	VIEWED
1	How do I report a code compliance issue dealing with properties and residences?	62
2	Where can I get a marriage license in Pasadena?	40
3	How do I make a noise complaint?	36
4	How do I obtain record of birth or death in Pasadena?	24
5	How do I report and/or get a faulty street light repaired?	22
6	How can I have some bulky items pickup?	21
7	There is a nuisance property in my Pasadena neighborhood. What should I do?	18
8	Who should I contact if trees are touching the power lines?	18
9	Who will pick up bulky item e.g. old sofa, mattress, refrigerator, etc?	15
10	I would like to trim a tree on my property. Are there any regulations?	14
11	How do I get copies of public records kept by the City of Pasadena?	13
12	What are the allowable hours for using a leaf blower?	13
13	When is my trash scheduled to get picked up?	12
14	Who should I call if I want trash/yard waste or recycling containers?	12
15	Who provides cable service in Pasadena?	12
16	How do I report an illegal yard sale?	12
17	How do I report graffiti?	12
18	How do I report and/or get a pothole in the street repaired?	11
19	How do I report a missed trash/yard waste or recycling pickup?	11
20	How can I verify that a person/company has a business license in Pasadena or find out who owns a company?	11
21	Who do I call in Pasadena regarding tenant-landlord issues?	11
22	What regulations apply to the placement of trash cans for pickup?	11
23	What are the allowable hours for construction?	10
24	Branches and limbs from my neighbor's tree are growing over the property line. Can the City require the branches be cut?	10

* Knowledge Base (FAQ) Counter began working May 14, 2011