# PAJADENA citizen service center

# Quarterly Activity Report

**PERIOD:** 2<sup>nd</sup> Quarter FY-2013

**DATES:** 10/1/2012 – 12/31/2012

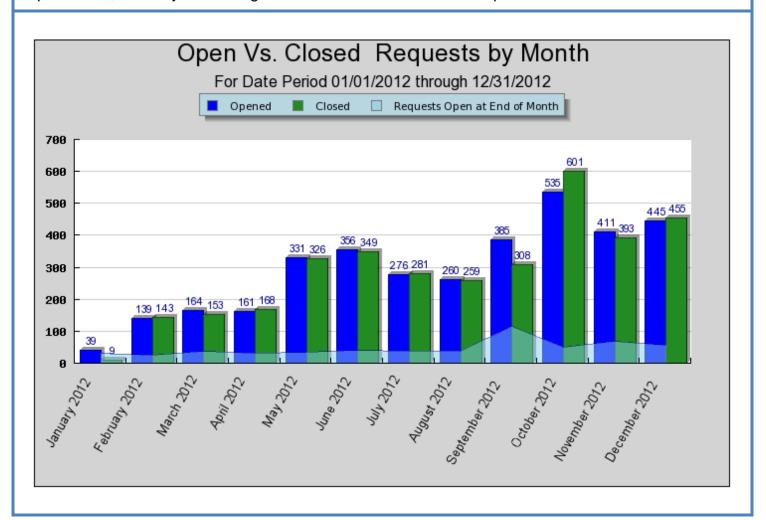
http://cityofpasadena.net/CSC

## **SUMMARY**

A feature article in the September/October issue of Pasadena In Focus led to a record number of Service Requests being logged in October. Usage returned to the normal growth trend line in November and December. However, it should be noted that the number of service requests handled during this reporting period is still five times more than the same period a year ago. Mobile devices remain the most popular way to for users to report items that need the City's attention.

Use of the CSC knowledge base (FAQ) has trended down since a high of 871 inquiries in March, 2012 to 532 in November, but is still up nearly 700% over the same period last year. This may suggest that citizens have become familiar with the City's services and are now choosing to go directly to the Service Request to report items that need attention.

Public acceptance of the CSC is further documented by the overwhelmingly positive survey responses received from users, with 95% of the respondents stating that the service has exceeded their expectations, and only 5% stating that the service failed to meet expectations.



### BY THE NUMBERS

- Kowledgebase (FAQ)
  - o 30 Categories
  - o 415 Articles
- Service Requests
  - 8 Departments Represented (Including the Pasadena Humane Society)
  - o 61 Unique Service Requests
- Users \*

672 (49%)

- 1,262 Registered Users
- \* Does not include "anonymous" users

## **QUARTERLY HIGHLIGHTS**

- 1,391 Service Requests received by staff
  - o 70% Increase over the Q-1 FY'13!
  - 53% Handled by Public Works' SMIWM
  - o 21% 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 49% i-Phone / i-Pad
  - o 18% Android



