



# PASADENA

**CITIZEN SERVICE CENTER 626.744.7311**



APWA

APRIL 2021

# WHAT IS THE CSC?

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- We are a Live Answer Call Center
- We are an Online Service
- We are a Mobile App
- We are LiveChat
- We are “One Call To City Hall”



# GOALS

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- Provide public with quick, easy access to all Pasadena government services while maintaining highest possible level of customer service
- Serve as single point of contact for all City services – *City Services Simplified*
- Support all City Departments in processing service requests and capturing data

# CALL CENTER

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- Opened January 24, 2014
- Staffed with 6 full-time Customer Service Representatives
- Call Center Phone Hours
  - Monday – Friday, 8:00 a.m. – 4:00 p.m.
- Call Center Manages
  - Incoming calls from Residents and Visitors
  - Radio Dispatch for Public Works field crews
  - Work Order creation and distribution for all Public Works services
  - CSC Web/Mobile App/LiveChat requests
  - All COVID19 Inquiries and Vaccination Outreach and Registration
  - Internal Knowledge Base utilized by the Public
  - Department support in workflow process and data capture in an effort to increase efficiency

# WHAT ISSUES CAN YOU REPORT?

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Abandoned Trash Items	Missed Trash
Animal Care/Control	Park Maintenance
Code Enforcement – Private and Public Property	Parking Enforcement Issues
COVID19 Violations	Power/Water Outage and Issues
Fireworks	Street Lights/Traffic Signals
Graffiti	Street Tree Maintenance
Issues Related to Homelessness	Wasting Water

# WHAT INFORMATION/SERVICES CAN YOU REQUEST?

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Bulky Item Pick Up

Parking Citation Appeals /  
Payment Options

City Events

Parking Permit Information

Construction/Engineering  
Projects

PWP Low Income Assistance  
Programs

COVID 19 Assistance –  
Compliance, Testing,  
Vaccinations

PWP Rebates/Home  
Improvement Programs

Housing/Shelter Information –  
Homeless Prevention Services

Slow Streets Program  
Information

# COVID19 RESPONSE

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- CSC identified as single point of contact for all COVID19 inquiries
- During initial shut down – open 7 days per week/12 hours per day
- Great Plates Meal Program Registration Assistance
- Take in COVID19 (Business/Construction) complaints for Health and Planning
- Provide Resident/Business Support for all State/County/City programs available
- Handle incoming calls for Pasadena Public Health call center
- Vaccination registration for all Pasadena residents and outreach to hard to reach residents

# STATISTICS

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Total Calls Answered

83,756

Average Answer Delay

1:39

Total Service Requests

37,541

Total LiveChat Conversations

10,736

By the Numbers

April '20 – April '21

Service Level

71.21%

(Calls Answered within 30 Seconds)

Average Handle Time per Call

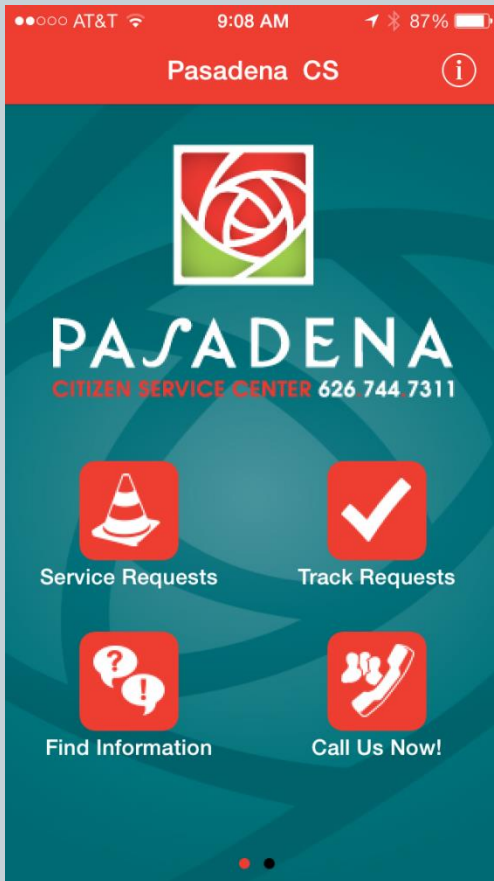
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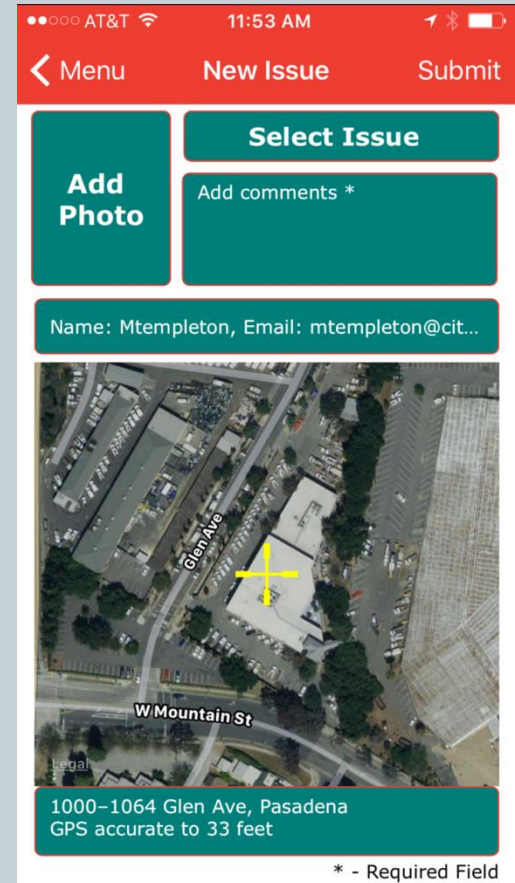
# CSC MOBILE APP

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Free to download on both iPhone and Android



Search for PasadenaCS in the app store




\* - Required Field





# LIVE CHAT

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Welcome to LiveChat — ×



**Mandy**  
Support Agent



Mandy  
Hello. How may I help you?

Type in your message here and press Enter to send 

Leave a message —

We are sorry we missed you! Our agents are not available right now. Please leave a message and we'll get back to you by the next business day.

Your name: \*

E-mail: \*

Subject: \*

# CONTACT INFO

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## CSC:

- 626.744-7311
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- mobile app: PasadenaCSC (Android and iPhone)

**CSC Website:** [www.cityofpasadena.net/CSC](http://www.cityofpasadena.net/CSC)

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