



PASADENA

CITIZEN SERVICE CENTER 626.744.7311



NORTHWEST COMMISSION

01/11/2022

WHAT IS THE CSC?

2

- 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”



CALL CENTER

3

- Opened January 24, 2014
- Staffed with 5 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?

4

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?

5

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

Organics Recycling Program

STATISTICS

6

Total Calls Answered

65,038

Average Answer Delay

2:10

Total Service Requests

38,565

Total LiveChat Conversations

11,453

By the Numbers

2021

Service Level

45%

(Calls Answered within 30 Seconds)

Average Handle Time per Call

2:41

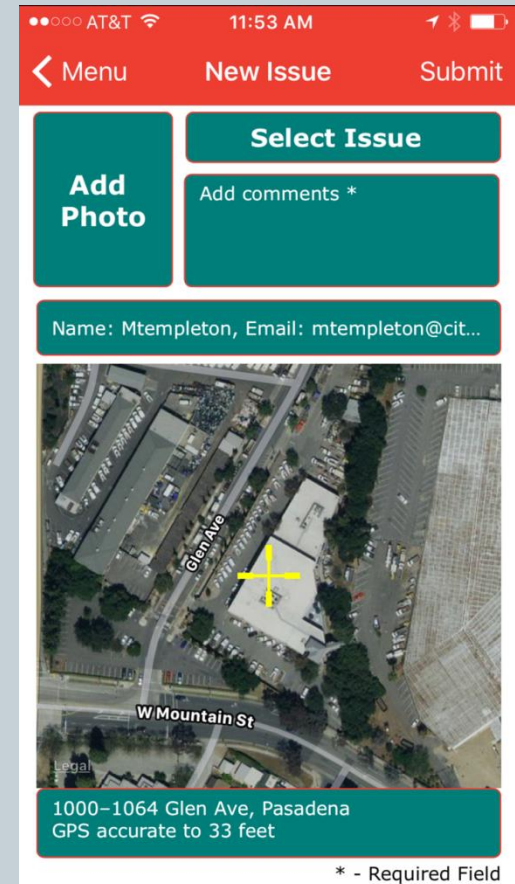
CSC MOBILE APP

7

Free to download on both iPhone and Android




Search for
PasadenaCSC
in the app store






LIVE CHAT

8


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

9

CSC:

- 626.744-7311
- email address: csc@cityofpasadena.net or citizenservicecenter@cityofpasadena.net
- mobile app: PasadenaCSC (Android and iPhone)

CSC Website: www.cityofpasadena.net/CSC

Mandy Templeton:

- 626.744.7151
- email address: mtempleton@cityofpasadena.net