

Citizen Service Center (CSC)

Accessibility and Disability Commission

5/23/23





What Is The CSC?

Citizen Service Center

- 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”



PASADENA



CSC Call Center

Citizen Service Center

- Opened January 24, 2014
- Staffed with 5 full-time Customer Service Representatives
- Call Center Phone Hours
 - > Monday – Friday, 8:00 a.m. – 5:00 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 City Department Support including outside Organizations and Businesses (Pasadena Humane, First Transit, Rose Bowl, Tournament House and More!



What Issues Can You Report?

Citizen Service Center

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



WHAT INFORMATION/SERVICES CAN YOU REQUEST?

Citizen Service Center

Accessibility Requests for City Meetings, Events and Classes

ADA Seating Information for Rose Parade and Rose Bowl

Bulky Item Pick Up

City Events

Construction/Engineering Projects

Housing/Shelter Information – Homeless Prevention Services

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Parking Citation Appeals / Payment Options

Parking Permit Information

PWP Low Income Assistance Programs

PWP Rebates/Home Improvement Programs

Organics Recycling Program / Compost Hub Training



CSC Assistance

Citizen Service Center

- Ongoing Training with ADA Coordinator
- Assistance with CA Relay
- Assist with all Accessibility Information and Requests
- Web Portal / Mobile App provides Accessibility Topics
- CSC Web Portal houses ADA Compliance Plan
- Resident Refuse Disability Rollout Service



2022 Statistics

Citizen Service Center

Total Calls
Answered:
139,119

Average Answer
Delay: 3:19

Service Level
(Total Calls
Answered Within
30 Seconds): 52%

Average Handle
Time Per Call:
2:40

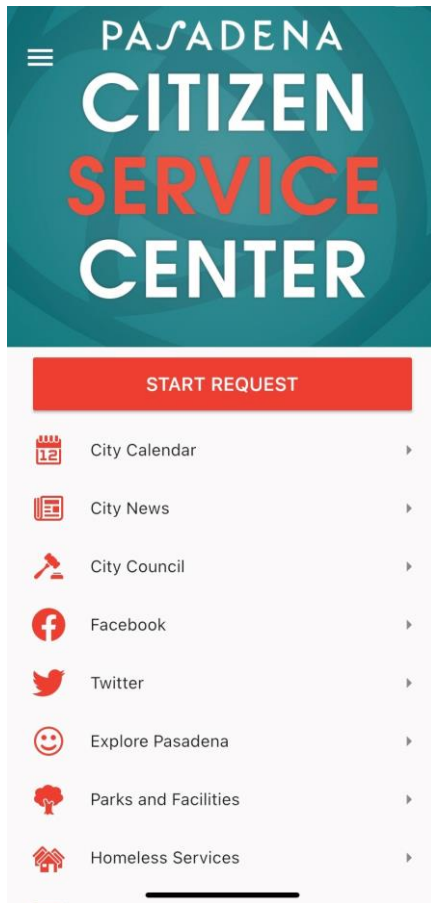
Total CSC
Requests
Received: 37,052



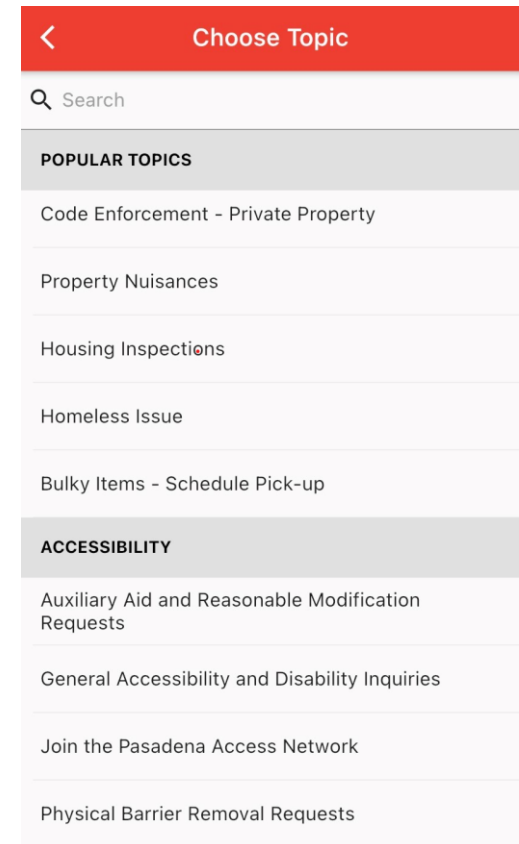
CSC Mobile App

Citizen Service Center

Free to download on both iPhone and Android



Search for
PasadenaCSC
in the app store




PASADENA



Live Chat

Citizen Service Center

Live Chat



Hi! How can I help you?


Your Name *

Your Email *

How can I help you?

Chat With Us!

Live Chat



Agents are unavailable right now.
Please leave a message and we will
respond by next business day.

Your Name *

Your Email *

How can I help you?

Leave Us A Message!



Contact Information

Citizen Service Center

Citizen Service Center:

- 626.744-7311
- Email: csc@cityofpasadena.net
- Mobile App: PasadenaCSC (Android and iPhone)

CSC Website: www.cityofpasadena.net/CSC

Mandy Templeton:

- 626.744.7151
- Email: mtempleton@cityofpasadena.net