



Department of Public Works

CITY SERVICE CENTER
(CSC)
10 YR CELEBRATION

City Council
January 22, 2024





CSC Background

Department of Public Works

- 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
 - > CSC requests for all City Departments and some non-City (ex. Pasadena Humane)
 - > Radio Dispatch for Public Works field crews
 - > House and Manage the ADA Compliance Plan
 - > Homeless Intake (Assistance and Prevention)
 - > CSC Web/Mobile App/LiveChat requests
 - > All COVID19 Inquiries and Vaccination Outreach and Registration



CSC TOTALS (Jan 2014-Jan 2024)

Department of Public Works

Planning Code
Enforcement
18,942

PW Bulky
54,692
PW Abandoned
38,750

PW Graffiti 26,502
PW Street Lights
17,266

Transportation Parking
Enforcement 30,422
PW Forestry 34,370

Total CSC
Requests
352,106

Total Call Volume 1,595,573



CSC Celebration Plans

Department of Public Works

- Monthly Social Media Posts
- Employee Trivia
- CSC Giveaways
- KPAS Videos
- New Temporary Logo
- Field Vehicle Logo Decals

