OFFICE OF THE CITY MANAGER

May 14, 2015

To the Honorable City Council
of the City of Pasadena

Mayor and Councilmembers:

WEEKLY NEWSLETTER

1. Public Meetings to Consider Level 2 Water Supply Shortage:

As drought conditions continue in California, the State Water Resources Control Board ("State Water Board") has established a requirement for Pasadena Water and Power ("PWP") to reduce overall water use by 28% from calendar year 2013 levels. The State Water Board also placed a statewide ban on irrigating ornamental turf on public street medians with potable water, restricted the use of potable water to wash sidewalks and driveways; and prohibited irrigating outdoors during and within 48 hours following measureable rainfall.

Pasadena must intensify its water conservation efforts to meet the 28% reduction goal established by the State Water Board. According to Phyllis E. Currie, General Manager, a public hearing has been scheduled on June 1, 2015 for the City Council to consider adopting several water conservation measures including the Level 2 Water Supply Shortage plan. The Level 2 Water Supply Shortage Plan further restricts outdoor watering to two days per week from April to October and maintains the one day per week limit from November to March.

The measures needed to achieve the state's target for Pasadena may have significant impacts on the community. Therefore, the following schedule for public input and City Council action regarding water waste prohibitions and the Level 2 Water Shortage Plan has been established:

- May 18: Public Workshop at City Council
- May 19: Presentation at Environmental Advisory Commission Meeting
- June 1: Public Hearing and Council Consideration of Recommendations

City Hall
100 N. Garfield Avenue, Room S228
Mailing Address: P.O. Box 7115 · Pasadena 91109-7215
(626) 744-4333 · Fax (626) 744-4774
mbeck@cityofpasadena.net

The final recommendations presented on June 1, 2015 may be expanded or amended based on input received in the May meetings and further staff analysis of the updated emergency regulations recently adopted by the State Water Board.

2. Water Rebates Temporarily On Hold:

Pasadena Water and Power's water rebates are funded and administered by the Metropolitan Water District's ("MWD") SoCal WaterSmart program. Due to the popularity of the water rebate programs, MWD's funds have been fully committed for this fiscal year and a budget increase is needed to continue approving rebate applications. MWD's Board of Directors is expected to consider a proposed water conservation program budget increase at a special meeting on May 26, 2015.

According to Phyllis E. Currie, General Manager, effective May 12, 2015 SoCal WaterSmart's rebate program, which includes incentives for turf removal, toilets, clothes washers and more, has been placed on hold. MWD will continue to accept applications (on a first-come, first-serve basis) but approval of applications will not be made until a decision on funding has been made at MWD's May 26, 2015, special Board meeting. Rebates that have already been submitted and approved will be honored.

Information has been posted on the PWP website, http://www.PWPweb.com Customers are encouraged to check http://socalwatersmart.com for the most up-to-date program information.

3. List of Current Planning Projects:

I have attached from Vincent Bertoni, Director of Planning and Community Development a list of new current planning (zoning) projects submitted in April 2015. Also attached is a list of major construction projects as of April 30, 2015. Planned Developments, Master Plans, Zoning Code Amendments, Permits and fees activity, new dwelling units and; plan check land building permits for projects with valuation over $500,000 are also included. These reports can also be found at http://www.cityofpasadena.net/PlanningandDevelopment/

4. A Completely New Catalog Coming May 2015:

Jan Sanders, Director of Libraries and Information Services is pleased to announce the launch of new catalog software to serve circulation and collection management needs. The new catalog will provide seamless access to a variety of formats: books, eBooks, music, movies, as well as subscription databases.

Pasadena Public Library and Glendale Public Library operate the catalog jointly, allowing reciprocal borrowing of materials between the two cities. Each community can access a combined collection of close to 1.4 million items, many of which are unduplicated between the two systems. The new catalog, by Innovative Interfaces Inc., will replace the current Horizon system purchased in 2003.

As staff brings the system online on May 18 and 19, there may be periods where some of these services are limited or unavailable and apologize for any inconvenience this may cause our customers. Library staff has been working hard to deliver this great new system to our customers, and we hope you

will join us in learning to use this great new tool! The new changes are expected to go live on May 20. For more information see the attached flyer or visit the library's website at http://cityofpasadena.net/library/.

5. Citizen Service Center Activity Report Update – April:

I have attached the April Monthly Activity Report from Mandy Templeton, 311 Call Center Manager of public Works that outlines the recent developments and metrics related to the operation of the Pasadena Citizen Service. The Citizen Service Center (CSC) had a very busy month in April, answering 6,320 calls and managed 1,950 CSC requests. Year to date, CSC self-service submissions (mobile app and website) have surpassed telephone request.

Respectfully Submitted,

JULIE A. GUTIERREZ
Assistant City Manager

/attachments

PASADENA - NEW ZONING CASES

April 2015

CASE TYPE	CASE #			ADDRESS	CC DIST	BRIEF DESCRIPTION	CASE PLANNER & PHONE #	RECEIVED DATE	CURRENT STATUS	MEETING DATE	REVIEW BODY
CUP	6318	3111, 3120, & 3161	E	Sierra Madre Blvd	4	CUP to establish a Commercial Nursery on three properties owned by Southern California Edison.	Jason Killebrew (626) 744-7096	04/09/15	Incomplete	–	HO
CUP	6319	36	S	El Molino Ave.	7	1) CUP to allow on-site alcohol sales at proposed restaurant; and 2) MCUP for Shared Parking.	Jason Killebrew (626) 744-7096	04/16/15	Incomplete	–	HO
CUP	6320	38	S	El Molino Ave.	7	CUP to allow on-site alcohol sales at proposed restaurant.	Jason Killebrew (626) 744-7096	04/16/15	Incomplete	–	HO
CUP	6322	146	S	Lake Ave.	7	Conditional Use Permit for the sales of limited alcohol (beer and wine) in conjunction with a new restaurant ('Sugarfish').	Robert Avila (626) 744-6776	04/22/15	New Case: assigned	–	HO
CUP	6323	21	W	Walnut St.	3	Conditional Use Permit for the sales of limited alcohol (beer and wine) in conjunction with a market in a hotel ('Residence Inn by Marriott').	Kent Lin (626) 744-6817	04/28/15	New Case: assigned		HO
CUP	6324	1609		Navarro Ave.	1	Conditional Use Permit to establish a Private School (Harambee School) on a residentially-zoned property.	Luis Rocha (626) 744-6747	04/28/15	New Case: assigned	–	HO
CUP	6325	45	N	Raymond Ave.	3	Conditional Use Permit to sell limited alcohol (beer and wine) for on-site consumption in conjunction with a new restaurant ('California Chutney Tandoori Kitchen').	Jason Killebrew (626) 744-7096	04/29/15	New Case: assigned	–	HO

PASADENA - NEW ZONING CASES

April 2015

CASE TYPE	CASE #			ADDRESS	CC DIST	BRIEF DESCRIPTION	CASE PLANNER & PHONE #	RECEIVED DATE	CURRENT STATUS	MEETING DATE	REVIEW BODY
HDP	6315	518		Glen Holly Dr.	6	HDP to construct new second floor of 603 s.f. Remodel portion of first floor.	Beilin Yu (626) 744-6726	04/02/15	Incomplete	–	HO
MCUP	6321	1401	S	Oak Knoll Ave.	7	Install 12 wireless telecommunication antennas, and related equipment, behind new screen enclosure.	Kent Lin (626) 744-6817	04/16/15	New Case: assigned	–	HO
MV	11819	1202		Arden Rd	4	Minor Variance to exceed the allowable over height of an accessory building. The applicant is requesting a new ridgeline of 17 ft. where Code limits over height to 15 ft.	Kent Lin (626) 744-6817	04/01/15	New Case: assigned	–	HO
MV	11820	254		Marguerita Lane	7	Construct 418 s.f. single-story addition to rear of house that would be connected to existing one-car garage. 1) Minor Variance to encroach into rear year setback; 2) Minor Variance to encroach into side yard setback.	Robert Avila (626) 744-6776	04/02/15	Complete: scheduled	06/03/15	HO
TPM	73462	245	S	Los Robles Ave.	6	Subdivision of one land lot into two land lots.	Robert Avila (626) 744-6776	04/16/15	New Case: assigned	–	HO
CE	335	940	E	Colorado Blvd.	7	Certificate of Exception to reconfigure the lot lines between two lots from conventional parcels to air parcels.	Kent Lin (626) 744-6817	04/29/15	New Case: assigned	–	HO
ZA	50	1340		Fairlawn Way	6	Appeal of Zoning Administrator's Interpretation regarding Section 17.29.060.C.4.	Kelvin Parker (626) 744-7124	04/16/15	New Case: assigned	–	HO

PASADENA - MAJOR ZONING CASES

UPDATED APRIL 30, 2015

CASE TYPE	CASE #	ADDRESS			CC DIST	BRIEF DESCRIPTION	CASE PLANNER & PHONE #	RECEIVED DATE	CURRENT STATUS	MEETING DATE	REVIEW BODY
PD	2013-00015	100	W	Walnut St.	3	**Lincoln Property / Parsons Project** - Replace surface parking surrounding Parsons Tower and construct 475 residential units including some work/live, 620,000 sf of office and a 10,000 sf restaurant space.	David Sanchez (626) 744-6707	01/15/13	Approved	03/30/15	CC
PD	2013-00072	1336 & 1347	E	Colorado Blvd.	7	**Hotel Project (former Ford Site)** - Construct an 8-story 375 room hotel, 35,000 sf of commercial on the northern parcel and a 150 room hotel on the southern parcel.	David Sinclair (626) 744-6766	02/26/13	Completing environmental	–	CC
CUP	6172	922-936	E	Green St.	7	**Mixed-Use Project** - Demo existing buildings and construct a mixed-use project with 14,791 sf of commercial and 45 residential units.	Luis Rocha (626) 744-6747	03/05/14	Incomplete	–	HO
AHCP	11801	277	N	El Molino Ave.	3	**Platinum Pasadena** - Demolish two buildings and construct a 102-unit urban housing complex. PPR presented to CC as information item (5/5).	Beilin Yu (626) 744-6726	05/16/14	Completing environmental	–	HO
V	11810	254	E	Union St	3	**Union Street Condominiums** - Mixed-use development with 36 units with ground floor retail over subterranean parking.	Beilin Yu (626) 744-6726	09/10/14	Completing environmental	–	HO

PASADENA - MAJOR ZONING CASES

UPDATED APRIL 30, 2015

CASE TYPE	CASE #	ADDRESS			CC DIST	BRIEF DESCRIPTION	CASE PLANNER & PHONE #	RECEIVED DATE	CURRENT STATUS	MEETING DATE	REVIEW BODY
PPR	2014-00016	1700		Lida Street	6	**Art Center Master Plan** - Amendment to replace and enhance existing academic facilities, parking, and circulation, and add student housing and parking at the South Campus. Hillside Campus: demolish 17,000 s.f. temporary classroom building; enclose 3,500 s.f. pavilion; and construct 15,300 s.f. maintenance shed.: Total: 18,800 s.f. South Campus: 988 building: 130,000 s.f.; 1,111 building: 22,000 s.f.; 888 building: 200,000 s.f.; 950 building: 40,000 s.f.: Total: 392,000 s.f. Overall total: 410,800 s.f. To be presented to City Council for information (date TBD).	Ha Ly (626) 744-6743	11/25/14	Comments sent	–	Staff
PPR	2014-00017	1030	E	California Blvd.	7	**Polytechnic School Master Plan** - Demolition of two existing gyms and construction of two new gyms (net increase 38,214 s.f.)and increase of student enrollment by 80 students from 861 to 941 students. Presented to City Council for information (3/30).	Joanne Hwang (626) 744-7309	12/08/14	Comments sent	03/30/15	Staff
CUP	6279	78	N	Marengo Ave.	3	**Julia Morgan Bldg. / Kimpton** - Rehab 48,000 sf Julia Morgan bldg. and add 87,300 sf. for a new 179-room hotel. 1) CUP: Major Project; 2) CUP: Hotel; 3) CUP: Alcohol Sales; 4) MCUP: TOD Project; 5) MCUP: Reduced Parking; 6) MCUP: Shared Parking; 7) Variance: 1st floor height less than 15 ft.; and 8) Variance: provide one loading spaces instead of four.	Kevin Johnson (626) 744-7806	12/15/14	Complete: not scheduled	–	PC
CUP	6294	262	N	Los Robles Ave.	3	**Mirador** - Demolish 197 units and construct 496 apartment units in four buildings. 1) Amend Fuller Seminary Master Plan; 2) CUP for Density Bonus greater than 35%; 3) Affordable Housing Concession Permit; 4) Vesting Tentative Tract Map; and 5) Tree Removal.	David Sanchez (626) 744-6707	01/29/15	Incomplete	–	HO

COMMUNITY PLANNING - ACTIVE CASES - MASTER PLANS/PD's

UPDATED APRIL 30, 2015

CASE TYPE	CASE #	ADDRESS			CC DIST	BRIEF DESCRIPTION	CASE PLANNER & PHONE #	RECEIVED DATE	CURRENT STATUS	MEETING DATE	REVIEW BODY
MP	2013-00160	940		Avenue 64	6	**Hillside Homes** - A four phase Master Plan. To demolish a 5,978 sf recreation facility and swimming pool, and construct a new multipurpose building with 52 new parking spaces in the lower level. Overall parking will increase from 103 to 136 spaces. The number of clients served and the number of staff needed to service the programs will not change.	Joanne Hwang (626) 744-7309	04/15/13	Complete: scheduled	05/13/15	PC
MP	2012-00451	50-72	S	San Gabriel Blvd.	4	**Walden School** - A 10-Year Master Plan consisting of five phases. A 2-story classroom of 12,910 sq. ft. will be constructed along with a series of smaller buildings. No increase in enrollment will occur. Will go to City Council for final review. PC hearing 3/26/14: continued to date uncertain.	Ha Ly (626) 744-6743	10/19/12	Complete: Continued by Planning Commission Draft noise study received	–	PC
MP	2012-00384	3880	E	Sierra Madre Blvd.	4	**La Salle High School** - A 4-phased Master Plan for the construction of athletic and performing arts facilities for an existing private high school.	Laura Dahl (626) 744-6767	09/05/12	Completing environmental - Draft noise study received	–	PC
MP	2009-00461	100	W	California Blvd.	6	**Huntington Hospital** - The Hospital is proposing to amend its master plan which includes the reconfiguration of the plan's boundary area, rehabilitation, demolition, and new construction that will occur in phases over the next 20 years.	Laura Dahl (626) 744-6767	12/03/09	Completing environmental	–	PC
MP	2014-00157	135	N	Oakland Ave.	3	**Fuller** - Amend the boundaries of the previously approved Master Plan to exclude several parcels that are no longer owned by Fuller and exclude development on these parcels. The proposed project does not include any new development, only a change in map boundaries and development schedule. The Development Agreement will also have to be modified.	Ha Ly (626) 744-6743	04/20/14	Incomplete (4/17). Resubmitted (6/10). Incomplete (7/9).	–	PC

COMMUNITY PLANNING - ACTIVE CASES - MASTER PLANS/PD's

UPDATED APRIL 30, 2015

CASE TYPE	CASE #	ADDRESS			CC DIST	BRIEF DESCRIPTION	CASE PLANNER & PHONE #	RECEIVED DATE	CURRENT STATUS	MEETING DATE	REVIEW BODY
PPR	2014-00016	1700		Lida St.	6	**Art Center Master Plan** - Amendment to replace and enhance existing academic facilities, parking, and circulation, and add student housing and parking at the South Campus. Hillside Campus: demolish 17,000 s.f. temporary classroom building; enclose 3,500 s.f. pavilion; and construct 15,300 s.f. maintenance shed.: Total: 18,800 s.f. South Campus: 988 building: 130,000 s.f.; 1,111 building: 22,000 s.f.; 888 building: 200,000 s.f.; 950 building: 40,000 s.f.: Total: 392,000 s.f. Overall total: 410,800 s.f. To be presented to City Council for information (date TBD).	Ha Ly (626) 744-6743	11/25/14	Comments sent	–	Staff
PPR	2014-00017	1030	E	California Blvd.	7	**Polytechnic School Master Plan** - Demolition of two existing gyms and construction of two new gyms (net increase 38,214 s.f.)and increase of student enrollment by 80 students from 861 to 941 students. Presented to City Council for information (3/30).	Joanne Hwang (626) 744-7309	12/08/14	Comments sent	03/30/15	Staff
ZCA				Citywide		**Zoning Code Amendment** - T.O.D.	Laura Dahl (626) 744-6767		Developing Recommendation	–	CC
ZCA				Citywide		**Zoning Code Amendment** - Neighborhood Compatibility	Ha Ly (626) 744-6743		Developing Recommendation	–	CC

ACRONYMS

Acronym	Case Description	Review Body
AHCP	Affordable Housing Concession Permit	Hearing Officer
CUP	Conditional Use Permit	Hearing Officer; Planning Commission if project includes over 75,000 sf of non-residential.
HDP	Hillside Development Permit	Hearing Officer
MCUP	Minor Conditional Use Permit	Hearing Officer
MV	Minor Variance	Hearing Officer
PD	Planned Development	Recommendation by Planning Commission. Final review by City Council.
PPC	Preliminary Plan Check	N/A
TPM	Tentative Parcel Map	Hearing Officer
TTM	Tentative Tract Map	Hearing Officer
V	Variance	Hearing Officer
VTPM	Vesting Tentative Parcel Map	Hearing Officer
VTTM	Vesting Tentative Tract Map	Hearing Officer
PPR	Predevelopment Plan Review	City staff. Projects of community-wide significance presented to City Council as an info item.
MP	Master Plan	Recommendation by Planning Commission. Final review by City Council.
ZA	Zoning Administrator Interpretation	N/A
ZCA	Zoning Code Amendment	Recommendation by Planning Commission. Final review by City Council.

Acronym	Review Body
CC	City Council
DC	Design Commission
HO	Hearing Officer
PC	Planning Commission
BZA	Board of Zoning Appeals

PLANNING & COMMUNITY DEVELOPMENT DEPARTMENT

Monthly Activity Report
APRIL, 2015
Permits & Fees

Permits & Valuation

	Month Apr-15	Month Apr-14	YTD FY 2015	YTD FY 2014
Total Value	$ 13,509,517	$ 5,806,293	$ 217,275,235	$ 131,574,729
Total Permits	255	248	2366	2377
Residential - New				
Valuation	$ 2,845,000	$ 385,000	$ 111,328,188	$ 15,319,901
Permits	1	1	33	22
Residential - Rehab				
Valuation	$ 4,837,968	$ 3,417,749	$ 38,597,623	$ 27,953,605
Permits	179	190	1774	1855
Non-Residential - New				
Valuation	$ -	$ -	$ 22,229,542	$ 27,840,076
Permits	0	0	3	1
Non-Residential - Rehab				
Valuation	$ 5,826,549	$ 2,003,544	$ 45,119,882	$ 60,461,147
Permits	75	57	556	499

Fees Collected

Permit and Plan Check	$ 372,460	$ 360,761	$ 4,053,024	$ 4,638,604
Residential Development Impact	$ 116,867	$ -	$ 6,950,741	$ 940,984
Transportation Improvement Fee	$ 16,378	$ -	$ 1,522,967	$ 273,247
Construction Tax	$ 224,170	$ 96,421	$ 3,872,623	$ 2,174,043

Fees Waived

Northwest Enterprise Zone	$ -	$ 5,863	$ 42,821	$ 66,212
Research and Development	$ -	$ 5,704	$ 111	$ 5,704
Affordable Housing	$ -	$ -	$ 456,194	$ -

Other

Inspections	1,683	2,175	20,105	21,396

PLANNING &
COMMUNITY DEVELOPMENT
DEPARTMENT

Monthly Building Permit Report
APRIL, 2015
Dwelling Units

DATE	STREET ADDRESS OF DWELLING UNITS	VALUATION	NEW SINGLE UNITS	NEW DUPLEX UNITS	NEW APART UNITS	UNITS MOVED IN	UNITS MOVED OUT	UNITS DEMOLISHED
4/14/2015	536 S EL MOLINO AVE	$ 2,845,000			12			
	GRAND TOTAL	$ 2,845,000						

PLANNING &
COMMUNITY DEVELOPMENT
DEPARTMENT

Monthly Activity Report
APRIL, 2015
Development Processing Section

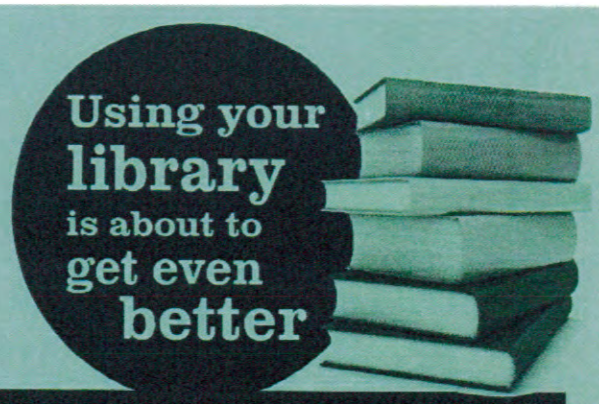
PLAN CHECK OVER $ 500,000

1111 S ARROYO PKWY	Tenant improvement to convert the 6th floor of an office space to classrooms @ 22,407 square feet (Art Center) Project value $ 1,122,321
465 N HALSTEAD ST	Tenant improvement of a an office space @ 43,035 square feet Project value $ 1,996,824
440 N MADISON AVE	Renovation of a 158 unit senior housing building @ 20,800 square feet Project value $ 1,060,000
427 MAYLIN ST	New construction of a 2-story, 4-unit townhouse building @ 9,314 square feet over subterranean parking garage @ 1,762 square feet Project value $ 1,073,430

BUILDING PERMITS OVER $ 500,000

851 E WASHINGTON BLVD	Renovation of a mixed-use building with 30 residential units @ 16,566 square feet, retail space @ 1,709 square feet and office space @ 3,358 square feet Project value $ 970,000
536 S EL MOLINO AVE	New construction of a 3-story,12 unit townhouse building @ 18,351 square feet with parking @ 9,889 square feet Project value $ 2,845,000
3751 E FOOTHILL BLVD	Tenant improvement of a supermarket @ 6,475 square feet (Whole Foods) Project value $ 873,637

A Whole New Catalog
Coming May 2015



Pasadena Public Library is upgrading to a new catalog software program to provide you with the best possible service. This new catalog replaces the previous 12-year old software program which was no longer able to keep pace with user expectations in the expanding environment of web technologies. The new software systems, Encore and Sierra, were selected following an extensive review. These products will provide you with better customer service and improved efficiencies.

New Features:

- Seamless access to a variety of formats: books, eBooks, music, movies, as well as subscription databases.
- Easier searching capability.
- eBook and online resource integration.
- Communications enhancements: telephone, email, and soon text messaging.
- Opt-in selection that allows you to keep a "reading history" as part of your account.

Transition Days: May 18 & 19

The new catalog goes live on Wednesday, May 20.

The system changeover/transition process will take place behind the scenes the two days prior.

All Pasadena Library sites will be open regular operating hours during the system changeover/transition.

Library staff is making every effort to ensure minimal disruption of customer services.

However, intermittent service issues may occur.

What To Expect May 18 & 19?

You will continue to:

- Check-out Books and Library Materials—be sure to bring your library card with you!
- Use online research databases.
- Download eBooks, eAudio, and eVideo.

You CANNOT:

- Place new requests/holds.
- Renew materials.
- Access your online Library accounts.
- Pay fees or fines on Library accounts.
- Use Self-Check machines.
- Use DVD Media Boxes.

What Else Should I Know?

Current Horizon "My List" title lists will NOT transfer to the new system. Please consider printing, emailing, or otherwise capturing your reading lists in the weeks leading up to the Transition Days.

On Saturday, May 16 Horizon OPAC My Account features will be disabled. No new holds can be placed.

Items that are checked out will have a modified due date. No library materials will be due May 17 - 23.

- Outstanding holds for books and materials will transfer into the new system.
- Library card numbers and cards will remain the same.
- PINS will transfer into the new system.

PASADENA PUBLIC LIBRARY

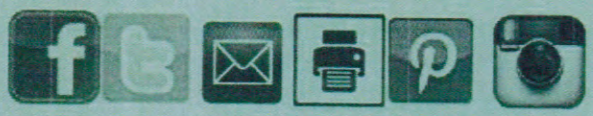
COMMUNITY · *Tradition* · Innovation

New System Features

With catalog searches in the new system, you will receive results the way you expect, resembling familiar and popular internet search engines. The additions of spelling correction and search suggestions will make searching the catalog easier and more intuitive for you. You can also choose to keep your reading history of books as you read them.

In addition, eBooks, downloadable audio books, magazines, journal articles, and more, will now be available with a single search, making it easier for you to explore and enjoy our digital content directly from the catalog, with a single login.

The new system offers an enhanced level of convenience by expanding how you can receive library communications. When items are ready for pickup or you have a due date approaching, you will be notified by telephone, email, and soon text messaging. **You will also be able to share information via social media.**



Need Help?

We will be happy to provide you with assistance with the new catalog by phone, email or in person. Look for instructional bookmarks and other information at each Pasadena Public Library site and on the library website.

Central Library - 285 E. Walnut Street • (626) 744-4066
Mon–Thurs • 9 a.m. – 9 p.m. **Fri & Sat** • 9 a.m. – 6 p.m.
Sun • 1 – 5 p.m.

Allendale Branch - 1130 S. Marengo Ave.
(626) 744-7260
Mon–Thurs & Sat • 10 a.m. – 6 p.m. **Fri** • 2 – 6 p.m.

Hastings Branch - 3325 E. Orange Grove Blvd.
(626) 744-7262
Mon–Thurs • 10 a.m. – 9 p.m. **Fri & Sat** • 10 a.m. – 6 p.m.
Sun • 1 – 5 p.m.

Hill Avenue Branch - 55 S. Hill Avenue • (626) 744-7264
Mon–Thurs & Sat • 10 a.m. – 6 p.m. **Fri** • 9 a.m. – 1 p.m.

Lamanda Park Branch - 140 S. Altadena Drive
(626) 744-7266
Mon–Thurs & Sat • 10 a.m. – 6 p.m. **Fri** • 2 – 6 p.m.

La Pintoresca Branch - 1355 N. Raymond Avenue
(626) 744-7268
Mon–Sat • 9 a.m. – 6 p.m.

Linda Vista Branch - 1281 Bryant Street • (626) 744-7278
Mon–Thurs & Sat • 10 a.m. – 6 p.m. **Fri** • 9 a.m. – 1 p.m.

San Rafael Branch - 1240 Nithsdale Road
(626) 744-7270
Mon–Thurs & Sat • 10 a.m. – 6 p.m. **Fri** • 9 a.m. – 1 p.m.

Santa Catalina Branch - 999 E. Washington Blvd.
(626) 744-7272
Mon–Thurs & Sat • 10 a.m. – 6 p.m. **Fri** • 2 – 6 p.m.

Villa Parke Branch - 363 East Villa Street • (626) 744-6510
Mon-Fri • 10 a.m. – 6 p.m. **Sat** • 9 a.m. – 1 p.m

pasadenapubliclibrary.net
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PASADENA
CITIZEN SERVICE CENTER 626 744 7311

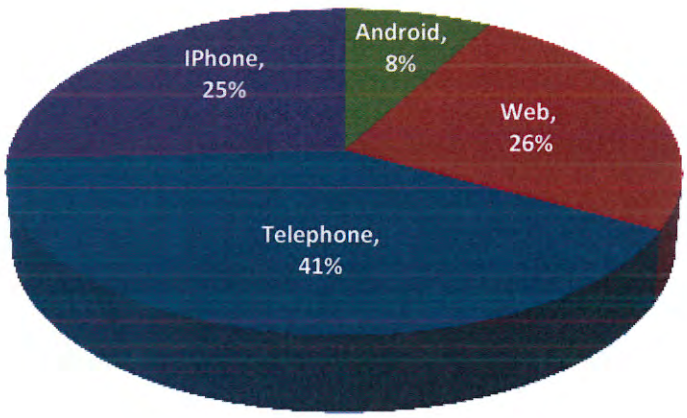
Monthly Activity Report

Call Center / Web Requests
April 2015

http://cityofpasadena.net/CSC

The Pasadena Citizen Service Center (CSC) had a very busy month in April, answering 6,320 calls. The CSC managed 1,950 CSC requests in addition to calls received. Year to date, CSC self-service submissions (mobile app and website) have surpassed telephone requests. Fifty-nine percent of all CSC requests made year to date were done via a self-service option through our website or mobile app. Below is a chart showing the comparison.

How Requests Are Reported
January 2015-April 2015

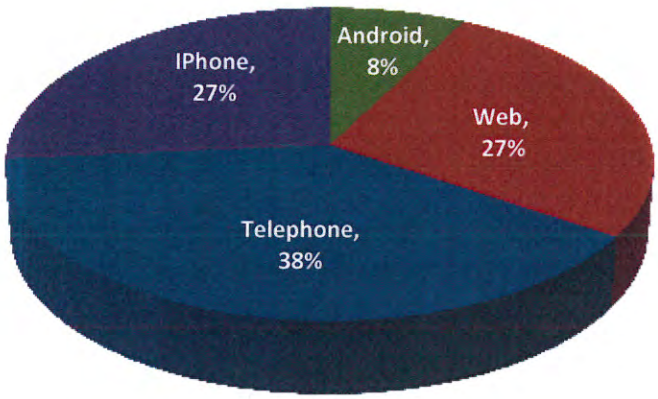


Don't forget to download the CSC mobile app. In addition to submitting and tracking service requests, users can view the extensive Frequently Asked Questions (FAQs) section and can contact the Call Center through the "Call Us Now" option. Visit the CSC website at http://www.cityofpasadena.net/CSC/Mobile-App/ to download the free mobile app. If you already have the app, make sure to update the mobile app to use the latest features!

The Pasadena Citizen Service Center participated in HS&R's Egg Bowl and Festival in April at the Rose Bowl Stadium. CSC is always looking for opportunities to educate residents and businesses on this valuable service. Contact CSC if you would like to have representatives attend a community event or meeting.

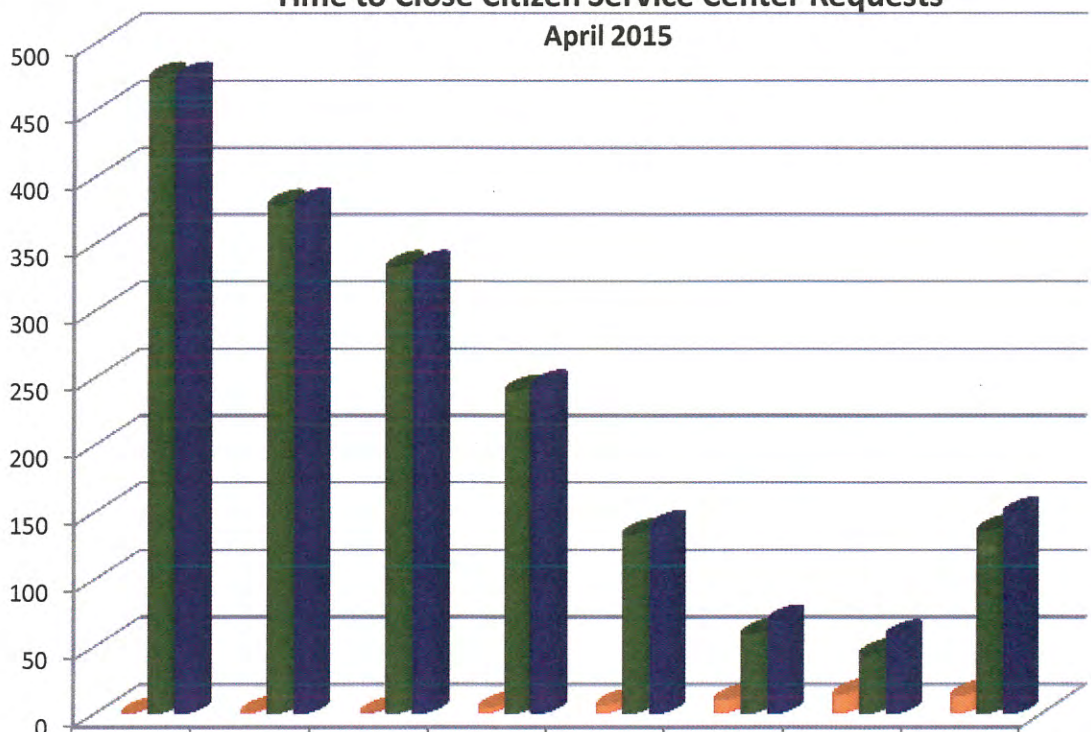
For more information about this report or the Pasadena Citizen Service Center, please contact Mandy Templeton at mtempleton@cityofpasadena.net or by phone at (626) 744-7151.

How Requests Are Reported
April 2015



Top Calls by Department April 2015	
Rank	**Department**
1	Public Works
2	Transportation
3	Water and Power
4	General City Questions
5	Planning and Permitting
6	Housing
7	Public Health
8	Library
9	HS&R
10	Police

Time to Close Citizen Service Center Requests
April 2015



	0-1	2-3	4-5	6-7	8-9	10-11	12-13	14+
Exceeded due date	0	1	0	4	6	10	14	13
Met due date	474	379	333	240	133	59	44	136
Total requests	474	380	333	244	139	69	58	149

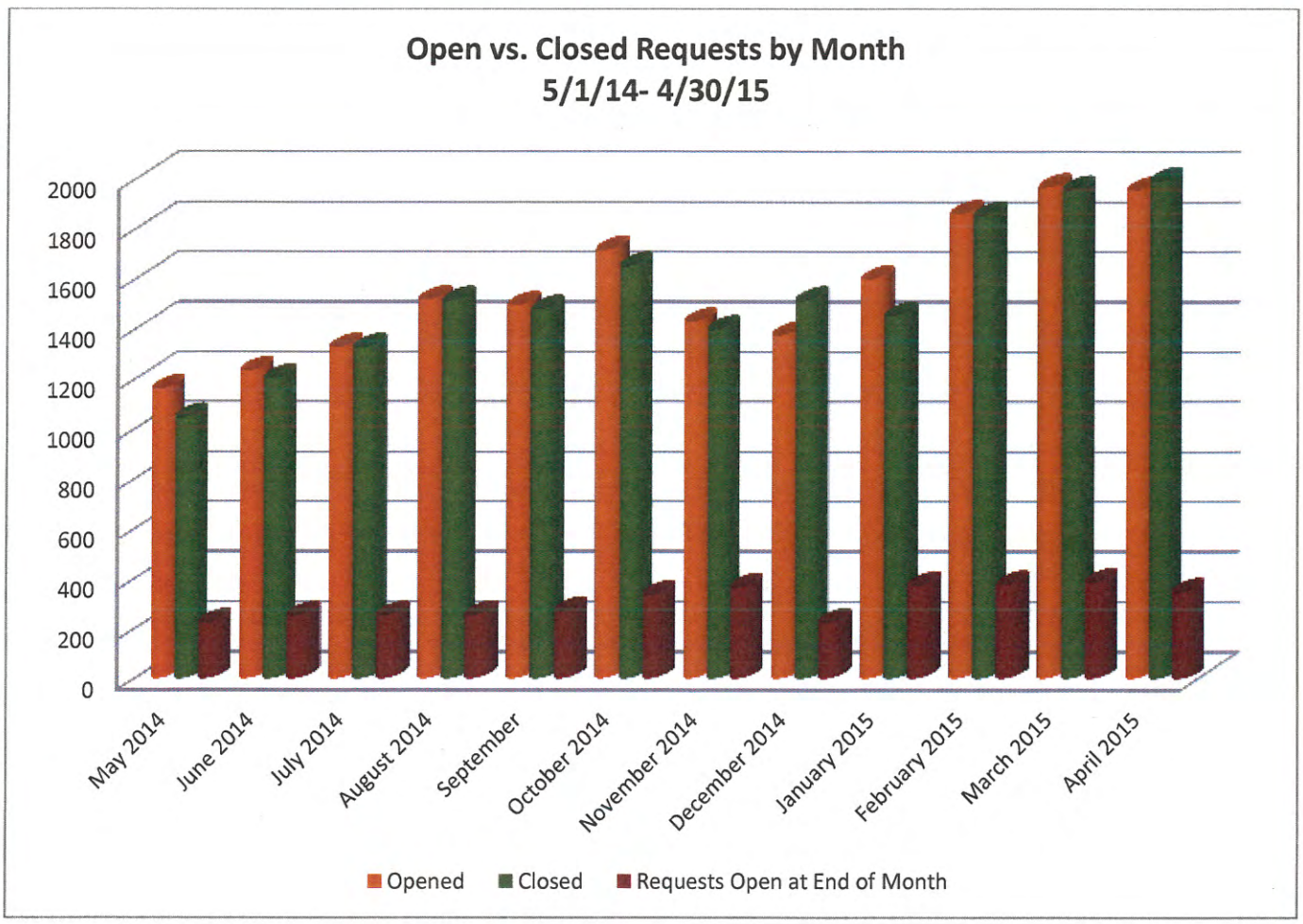
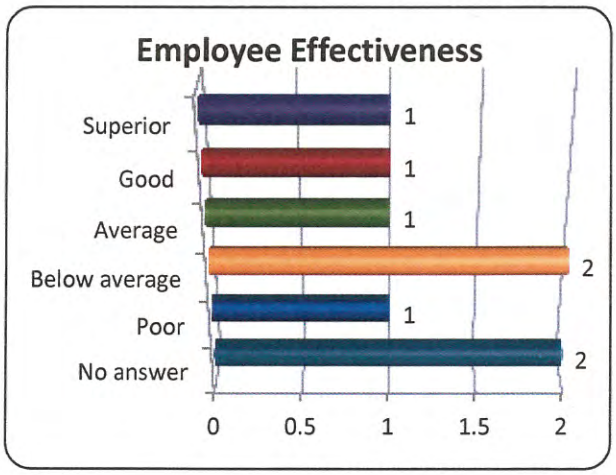
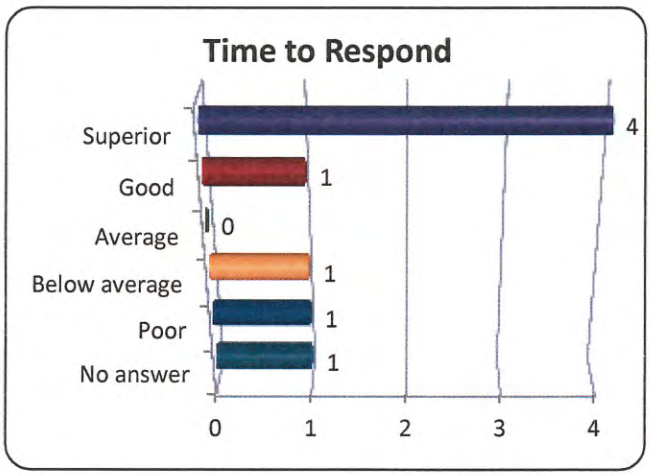
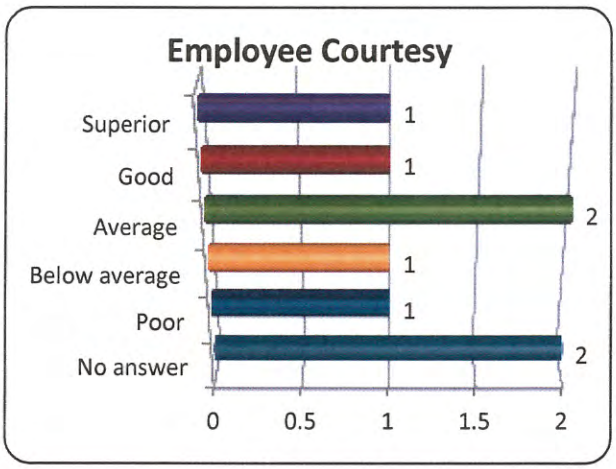
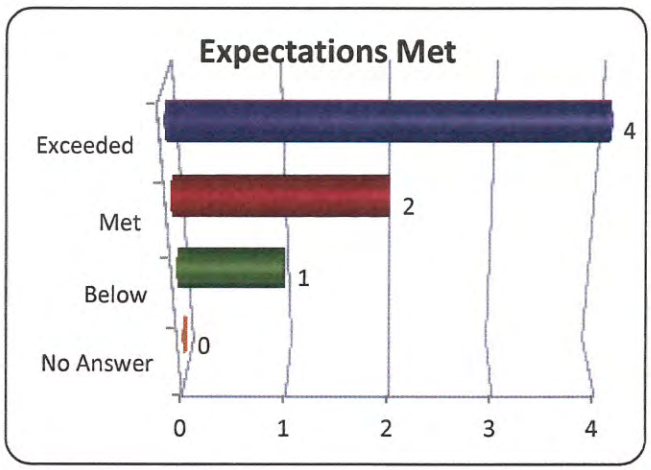
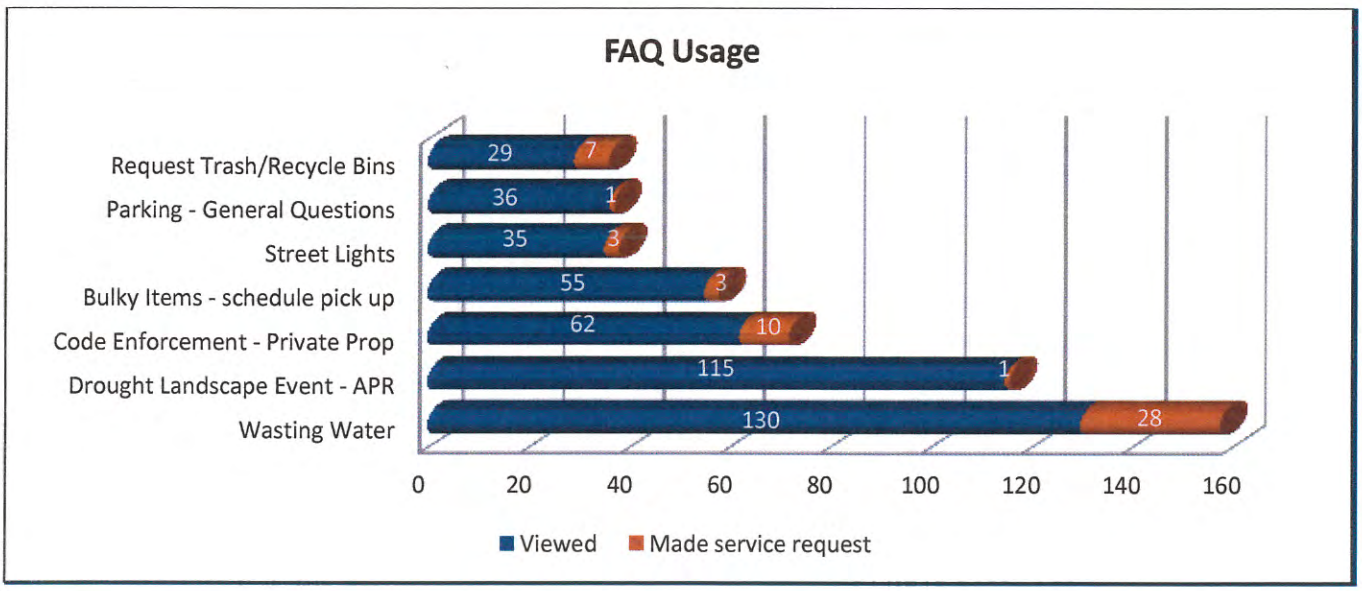
Service Level
72.4%
(Calls Answered within 30 Seconds)

Total Service Requests
1,950
(12 Departments Represented)

By the Numbers
April 2015

Total Calls Answered
6320
Average Answer Delay
:20

Average Handle Time per Call
1:41
Calls Abandoned
3.2%



Customer Satisfaction Survey Results
April 2015