

Citizen Response Center Responses - August 2013

Total Surveys sent	46
Total Responses	13
Unresponded	33
Opted out	2
Bad email addresses	13

1. How did you contact the City?

Website	7
Citizen Response Center	0
Email	6
Walk-In	0
Mail	0
Total	13
Other Comments:	0

Comment 1:

2. How did you hear about the City's 24 hour Citizen Response Center?

City Website	10	77%
Centennial Citizen Newspaper	2	15%
City Staff	3	23%
Total	15	115%

Comment 1: Chenango ACC

Comment 2: Have used it previously

3. How satisfied are you with the time it took to address your request?

Extremely Satisfied	4	31%
Very Satisfied	5	38%
Satisfied	2	15%
Not Satisfied	1	8%
Unacceptable	1	8%
N/A	0	0%
Total	13	100%

Comment 1:

4. Was the Agent courteous and respectful during your interaction?

Yes	12	92%
No	0	0%
Other Comments:	1	8%
Total	13	100%

Comment 1: Did not have personal contact with agent; only via email.

5. The Agent was knowledgeable in City Processes and Procedures?

Excellent Knowledge	4	31%
Good Knowledge	5	38%
Adequate Knowledge	2	15%
Poor Knowledge	0	0%
Unacceptable	1	8%
Skipped Question	1	8%
Total	13	100%

Comment 1: Did not have personal contact with agent; only via email.

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6. If your request could not be resolved immediately, did the Call Center agent periodically update you on the status of your request?

Yes	4	31%
No	2	15%
Skipped	7	54%
Total	13	100%
Other Comments:	8	

Comment 1: The agent wrote to let me know that the land/drainage pipe in question belonged to a church not the city.

Comment 2: Received one update that problem was known (after about 3 days), but have not received anything since

7. Your call was answered in a timely manner, less than two minutes?

Yes	3	20%
No	2	13%
Skipped Question	10	67%
Total	15	100%
Other Comments:		

Comment 1: na

Comment 2: n/a, responded to the email withing 24 hours

Comment 3: Used citizen center on website

Comment 4: No calls were involved- just email

Comment 5: Did not have personal contact with agent; only via email.

Comment 6: Web & e-mail interaction only

Comment 7: N/A

Comment 8: Website

8. Any Suggestions on improving our customer service?

Yes	5	38%
No	0	0%
Skipped Question	8	62%
Total	13	100%

Suggestion 1: I am happy with the response and the result

Suggestion 2: Your question #2 doesn't work. I filled in the "other" response and said I needed an answer.

Suggestion 3: Not really, I think they're doing a great job!

Suggestion 4: I truly wish that the city of Centennial would add more street lights at signalized intersections, as it's way too dark at night! Otherwise, Centennial's public works dept. is doing an excellent job. Keep up the good work.

Suggestion 5: No