

## Citizen Response Center Responses - February 2013

<b>Total Surveys sent</b>	<b>90</b>
<b>Total Responses</b>	<b>32</b>
<b>Unresponded</b>	<b>58</b>
<b>Opted out</b>	
<b>Bad email addresses</b>	<b>3</b>

### 1. How did you contact the City?

Website	15
Citizen Response Center	14
Email	3
Walk-In	0
Mail	0
<b>Total</b>	<b>32</b>
Other Comments:	0

Comment 1:

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

City Website	28	90%
Centennial Citizen Newspaper	2	6%
City Staff	3	10%
<b>Total</b>	<b>33</b>	<b>106%</b>

Comment 1: Prior Usage

Comment 2: City newsletter

Comment 3: Deputy M. Schubert Arapahoe County Sheriff's Office

Comment 4: Previous contact

Comment 5: On line

Comment 6: Someone at the City of Aurora forwarded your info to me

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

Extremely Satisfied	15	48%
Very Satisfied	9	29%
Satisfied	6	19%
Not Satisfied	1	3%
Unacceptable	1	3%
N/A	0	0%
<b>Total</b>	<b>32</b>	<b>103%</b>

Comment 1: I have not heard from anyone

Comment 2: They emailed me and said a person was going to call

Comment 3: You had the pothole fixed in just a few hours

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

Yes	29	94%
No	1	3%
Other Comments:	3	10%
<b>Total</b>	<b>33</b>	<b>106%</b>

Comment 1: I have not heard back from anyone

Comment 2: Never heard back from the person who was supposed to contact me

Comment 3: Used online form

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

Excellent Knowledge	17	55%
Good Knowledge	8	26%
Adequate Knowledge	3	10%
Poor Knowledge	0	0%
Unacceptable	2	6%
Skipped Question	2	6%
<b>Total</b>	<b>32</b>	<b>103%</b>

Comment 1: I have not heard back from anyone

Comment 2: Never heard back

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

Yes	17	55%
No	5	16%
Skipped	10	32%
<b>Total</b>	<b>32</b>	<b>103%</b>
Other Comments:	7	

Comment 1: I have not heard from anyone

Comment 2: n/a

Comment 3: NA since resolved in a few hours

Comment 4: I was told it would be resolved come spring

Comment 5: Not yet, but I'm expecting to see the street signs updated relatively soon.

Comment 6: resolved immediately

Comment 7: N/A

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

Yes	16	55%
No	2	8%
Skipped Question	14	54%
<b>Total</b>	<b>32</b>	<b>117%</b>
Other Comments:	9	

Comment 1: I have not heard from anyone

Comment 2: email

Comment 3: only email.

Comment 4: request was submitted on website

Comment 5: Never received a call. E-mailed my complaint

Comment 6: e-mail was responded to in a timely manner

Comment 7: My contact was by email.

Comment 8: used online form

Comment 9: Did not call

### 8. Any Suggestions on improving our customer service?

Yes	12	39%
No	0	0%
Skipped Question	20	65%
<b>Total</b>	<b>32</b>	<b>103%</b>

Suggestion 1: I have not heard from anyone

Suggestion 2: Service was very good.

Suggestion 3: You will need to likely look at some more permanent solution for the potholes that keep recurring at E. Costilla Ave. and Leyden Ct. Perhaps the concrete pan can be expanded.

Suggestion 4: No, I was very satisfied with this system and the response and help I got in return.

Suggestion 5: I was impressed. with the lady on the call. very helpful, polite. a refreshing change. I appreciate the info in the newsletter..very helpful.

Suggestion 6: Pleased with response.

Suggestion 7: Yes. When a person is suppose to call you, they should!!!

Suggestion 8: No, response was quick and problem was fixed quickly.

Suggestion 9: None, I was calling regarding a parking ticket, and a mistake on my part. It isn't something they needed to be nice about, but everyone was very willing to help me out and I appreciated it. They worked with me to get the issue resolved. Great job on the customer service end.

Suggestion 10: Not really, I will wait to hear if I get a call to let me know when the crew will work on the shifted curb.

Suggestion 11: I was very pleased with the response I received.

Suggestion 12: Plow all streets when snow is over 12 inches. I'd galdly pay more property tax if this were done.