

| Citizen Response Center Responses - July 2013  |           |             |
|--|-----------|-------------|
| <b>Total Surveys sent</b>  | <b>54</b> |             |
| <b>Total Responses</b>   | <b>15</b> |             |
| <b>Unresponded</b>   | <b>39</b> |             |
| <b>Opted out</b>   | <b>0</b>  |             |
| <b>Bad email addresses</b>   | <b>5</b>  |             |
| <b>1. How did you contact the City?</b>  |           |             |
| Website  | 7         |             |
| Citizen Response Center  | 3         |             |
| Email  | 5         |             |
| Walk-In  | 0         |             |
| Mail   | 0         |             |
| <b>Total</b>   | <b>15</b> |             |
| Other Comments:  | 0         |             |
| Comment 1:   |           |             |
| <b>2. How did you hear about the City's 24 hour Citizen Response Center?</b>   |           |             |
| City Website   | 14        | 93%         |
| Centennial Citizen Newspaper   | 0         | 0%          |
| City Staff   | 1         | 7%          |
| <b>Total</b>   | <b>15</b> | <b>100%</b> |
| Comment 1:   |           |             |
| <b>3. How satisfied are you with the time it took to address your request?</b>   |           |             |
| Extremely Satisfied  | 5         | 33%         |
| Very Satisfied   | 3         | 20%         |
| Satisfied  | 3         | 20%         |
| Not Satisfied  | 0         | 0%          |
| Unacceptable   | 3         | 20%         |
| N/A  | 1         | 7%          |
| <b>Total</b>   | <b>15</b> | <b>100%</b> |
| Comment 1: Referred me to Greenwood Village  |           |             |
| Comment 2: took 1 1/2 years  |           |             |
| Comment 3: This came months after contacting the actual City of Centennial and getting absolutely zero results from Jeese, an absolute do nothing paid employee who sits in the front of the city office building pretending to show concern and in reality just was a complete waste of time. |           |             |
| Comment 4: it was not addressed at all   |           |             |
| Comment 5: Initial response was very timely, although resolution to issue is still unresolved.   |           |             |
| <b>4. Was the Agent courteous and respectful during your interaction?</b>  |           |             |
| Yes  | 10        | 67%         |
| No   | 1         | 7%          |
| Other Comments:  | 4         | 27%         |
| <b>Total</b>   | <b>5</b>  | <b>100%</b> |
| Comment 1: It was email reply  |           |             |
| Comment 2: Done by email   |           |             |
| Comment 3: I only remember an email response from Cheri Friedl   |           |             |

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| <b>Comment 4:</b>   | all online   |             |
| <b>Comment 5:</b>   | no one contacted me  |             |
| <b>5. The Agent was knowledgeable in City Processes and Procedures?</b>   |  |             |
| Excellent Knowledge   | 4  | 27%         |
| Good Knowledge  | 1  | 7%          |
| Adequate Knowledge  | 4  | 27%         |
| Poor Knowledge  | 0  | 0%          |
| Unacceptable  | 2  | 13%         |
| Skipped Question  | 4  | 27%         |
| <b>Total</b>  | <b>15</b>  | <b>100%</b> |
| <b>Comment 1:</b>   | The call back was timely and personal. I complimented the city on the quality of Centennial Park and its excellent care by the city. |             |
| <b>Comment 2:</b>   | Done by email  |             |
| <b>Comment 3:</b>   | My complaint was handled promptly.   |             |
| <b>Comment 4:</b>   | all online   |             |
| <b>Comment 5:</b>   | I was never really contacted by the city engineer  |             |
| <b>6. If your request could not be resolved immediately, did the Call Center agent periodically update you on the status of your request?</b> |  |             |
| Yes   | 4  | 27%         |
| No  | 6  | 40%         |
| Skipped   | 5  | 33%         |
| <b>Total</b>  | <b>15</b>  | <b>100%</b> |
| Other Comments:   |  |             |
| <b>Comment 1:</b>   | N/A Referred me to Greenwood Village   |             |
| <b>Comment 2:</b>   | N/A  |             |
| <b>Comment 3:</b>   | once   |             |
| <b>Comment 4:</b>   | My complaint was handled promptly.   |             |
| <b>Comment 5:</b>   | not applicable   |             |
| <b>Comment 6:</b>   | na   |             |
| <b>7. Your call was answered in a timely manner, less than two minutes?</b>   |  |             |
| Yes   | 3  | 20%         |
| No  | 2  | 13%         |
| Skipped Question  | 10   | 67%         |
| <b>Total</b>  | <b>15</b>  | <b>100%</b> |
| Other Comments:   |  |             |
| <b>Comment 1:</b>   | not applicable   |             |
| <b>Comment 2:</b>   | Don't remember   |             |
| <b>Comment 3:</b>   | N/A  |             |
| <b>Comment 4:</b>   | done by email  |             |
| <b>Comment 5:</b>   | No call involved.  |             |
| <b>Comment 6:</b>   | na   |             |
| <b>Comment 7:</b>   | email response only  |             |

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|--|---|-------------|
| <b>8. Any Suggestions on improving our customer service?</b> |   |             |
| Yes  | 8   | 53%         |
| No   |   | 0%          |
| Skipped Question   | 7   | 47%         |
| <b>Total</b>   | <b>15</b>   | <b>100%</b> |
| Suggestion 1:  | Keep up the great work! Thank you   |             |
| Suggestion 2:  | There were some lights malfunctioning and I was simply trying to find an on line way to report. I dont remember who e-mailed me back but they had to refer the issue to Lone Tree I believe. I never heard from anyone else after that but the issue was no longer there the following day. Thank you.  |             |
| Suggestion 3:  | No. The reply was delightful and appreciated. As a senior who brings her grandchildren to Centennial Park almost weekly, I love its location, attention to cleanliness and safety for all community citizens.   |             |
| Suggestion 4:  | Perhaps when the item is resolved, a more detailed explanation be given other than just "resolved."   |             |
| Suggestion 5:  | The street was damaged although the sidewalk and asphalt next to it were repaired. This now needs to be repaired.   |             |
| Suggestion 6:  | <p>Absolutely! The City of Centennial lets someone(Jesse) sit right by the front door and pretend to handle complaints, when he actually does nothing. I first went in personally probably 4 months ago with my complaint. Jesse was sitting at his desk socializing with an attractive female. The entire time I was there I had the feeling he just wished I would leave so he could continue socializing. The girl herself showed MUCH more interest in what I was saying than Jesse(paid employee? SERIOUSLY!). He told me he is responsible for handling this, would address my complaint, took my phone number and address, and said he would get back to me promptly. HE NEVER DID A THING! About 3 months later I phoned him with the exact same complaint! HE DID THE EXACT SAME THING WITH THE EXACT SAME RESULTS! NOTHING! No follow up whatsoever. I can't imagine why this person has a job in Centennial at all. What a completely USELESS employee. This is the person that is representing the City of Centennial at the very front of the building. What a pathetic embarrassment. If this is the way you wish to be viewed, you have succeeded admirably. I however suggest that Jesse would be eminently more qualified to fill a position in city restroom maintenance. If he had no intention to follow through on this he should have said so at the time. Bet on it! Fortunately, the Citizen Response Center did handle my complaint promptly. Thank you.</p> |             |
| Suggestion 7:  | Great having a LIVE person answer the phone -- keep it up!! :)  |             |
| Suggestion 8:  | Nope. You rock.   |             |
| Suggestion 9:  | Respond.  |             |
| Suggestion 10:   | I received no feed back on the action taken.  |             |