

Citizen Response Center Responses - June 2013

Total Surveys sent	68
Total Responses	7
Unresponded	61
Opted out	1
Bad email addresses	10

1. How did you contact the City?

Website	5
Citizen Response Center	2
Email	0
Walk-In	0
Mail	0
Total	7
Other Comments:	0

Comment 1:

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

City Website	6	86%
Centennial Citizen Newspaper	1	14%
City Staff	0	0%
Total	7	100%

Comment 1:

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

Extremely Satisfied	3	43%
Very Satisfied	4	57%
Satisfied	0	0%
Not Satisfied	0	0%
Unacceptable	0	0%
N/A	0	0%
Total	7	100%

Comment 1:

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

Yes	6	86%
No	0	0%
Other Comments:	1	14%
Total	7	100%

Comment 1:

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

Excellent Knowledge	2	29%
Good Knowledge	2	29%
Adequate Knowledge	1	14%
Poor Knowledge	0	0%
Unacceptable	0	0%
Skipped Question	2	29%
Total	7	100%

Comment 1: Did not get into specifics with me.

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

Yes	3	10%
No	1	3%
Skipped	3	10%
Total	7	23%
Other Comments:	2	

Comment 1:

Comment 2: na

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

Yes	4	57%
No	0	0%
Skipped Question	3	43%
Total	7	100%
Other Comments:	2	

Comment 1: email

8. Any Suggestions on improving our customer service?

Yes	5	16%
No	0	0%
Skipped Question	15	48%
Total	20	65%

Suggestion 1: No. We were very satisfied!

Suggestion 2: PUT SOME REAL TEETH IN THE CODE VIOLATION DEPT!

Suggestion 3: Yes, still waiting for an answer to my request.