

Citizen Response Center Responses - March 2013

Total Surveys sent	93
Total Responses	25
Unresponded	68
Opted out	1
Bad email addresses	3

1. How did you contact the City?

Website	13
Citizen Response Center	8
Email	4
Walk-In	0
Mail	0
Total	25
Other Comments:	0

Comment 1:

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

City Website	19	83%
Centennial Citizen Newspaper	3	13%
City Staff	3	13%
Total	25	109%

Comment 1: I found the phone number on the internet, I called if that is what you called "Citizen Response Center".

Comment 2: TV - I think

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

Extremely Satisfied	12	39%
Very Satisfied	8	35%
Satisfied	3	13%
Not Satisfied	2	9%
Unacceptable	0	0%
N/A	0	0%
Total	25	95%

Comment 1: Although I did not get the requested service this time, you guys have been awesome to respond!

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

Yes	23	96%
No	0	0%
Other Comments:	1	4%
Total	24	100%

Comment 1: i just got an e-mail

Comment 2: Website, so no agent

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

Excellent Knowledge	9	39%
Good Knowledge	10	43%
Adequate Knowledge	2	9%
Poor Knowledge	2	9%
Unacceptable	0	0%
Skipped Question	2	
Total	25	100%

Comment 1: I am not sure. The agent appeared to be knowledgeable based on the email I received.

Comment 2: Tried to blame others

Comment 3: Website, so no agent

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

Yes	10	67%
No	5	16%
Skipped	10	32%
Total	25	115%
Other Comments:	5	

Comment 1: There appears to be no financing for the County Line Rd expansion and fence work from University to Broadway. Also a much need stop light at Clayton and County Line Rd.

Comment 2: not applicable

Comment 3: It took a while to hear back for some time apparently because you are under staffed in Planning and Zoning.

Comment 4: No update was necessary this time, but in the past I have always received good updates.

Comment 5: Said they would look into the situation

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

Yes	12	48%
No	5	20%
Skipped Question	8	32%
Total	25	100%
Other Comments:	6	

Comment 1: Email was within the second day, which is very good.

Comment 2: It was done by email.

Comment 3: See answer above.

Comment 4: n/a

Comment 5: I didn't call. I emailed and it answered timely

Comment 6: e-mail

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8. Any Suggestions on improving our customer service?

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

Suggestion 1: None, but Laurel was most pleasant and professional on the telephone. She has excellent customer service skills.

Suggestion 2: The customer service is excellent, we only need more reserves to work the magic on the County Line situation.

Suggestion 3: I was actually pleasantly surprised by the promptness and extent of the response. Thanks.

Suggestion 4: None at this time.

Suggestion 5: The young lady who answered the phone was very helpful and polite. Teh gentleman who called back from Planning and Zoning was very polite and mentioned that they were under staffed and he was sorry for the delay in returning my call.

Suggestion 6: The agent's response seemed to be a "canned" response that left me with the impression that my message had either not been read, or it was not understood. I prefaced my comments to apply specifically to snow storms in which the city conducted residential street plowing. The reason for my message was that my street had been missed by the snow plow when he/she plowed a single lane through the rest of the residential neighborhood. The agent's response was, in summary, a recitation of the priority by which Centennial plows its streets and that residential streets are not a priority.

Suggestion 7: No...

Suggestion 8: No

Suggestion 9: No. You fixed the pothole within 24 hours. I'm amazed.

Suggestion 10: I was very pleased with the timeliness of the response.