

<b>Code Compliance Responses - April 2013</b>		
<b>Number of Surveys Sent</b>	35	
<b>Number of Respondents</b>	5	
<b>Response Rate</b>	14%	
<b>1. What type of interaction did you have with Code Compliance.</b>		
	<b>Number of Response(s)</b>	<b>Response Ratio</b>
General Inquiry	0	0%
Filed a Complaint	2	40%
Notified of a Violation	3	60%
Other	0	0%
No Responses	0	0%
<b>Total</b>	<b>5</b>	<b>100%</b>
<b>2. Staff was effective in giving you clear, complete and accurate information to resolve the violation.</b>		
	<b>Number of Response(s)</b>	<b>Response Ratio</b>
Strongly Agree	4	80%
Agree	0	0%
Somewhat Agree	1	20%
Disagree	0	0%
N/A	0	0%
No Responses	0	0%
<b>Total</b>	<b>5</b>	<b>100%</b>
<b>3. The City of Centennial web-site was easy to find and user friendly.</b>		
	<b>Number of Response(s)</b>	<b>Response Ratio</b>
Strongly Agree	2	40%
Agree	1	20%
Somewhat Agree	2	40%
Disagree	0	0%
No Responses	0	0%
<b>Total</b>	<b>5</b>	<b>100%</b>
<b>4. Staff was responsive to your questions and concerns.</b>		
	<b>Number of Response(s)</b>	<b>Response Ratio</b>
Strongly Agree	4	80%
Agree	0	0%
Somewhat Agree	1	20%
Disagree	0	0%
No Responses	0	0%
<b>Total</b>	<b>5</b>	<b>100%</b>
<b>5. Staff worked with you in a collaborative manner to resolve issues.</b>		
	<b>Number of Response(s)</b>	<b>Response Ratio</b>
Strongly Agree	3	60%
Agree	0	0%
Somewhat Agree	2	40%
Disagree	0	0%
N/A	0	0%
No Responses	0	0%
<b>Total</b>	<b>5</b>	<b>100%</b>

<b>Code Compliance Responses - April 2013</b>		
<b>6. Staff provided timely response to your inquiry.</b>		
	Number of Response(s)	Response Ratio
Strongly Agree	3	60%
Agree	2	40%
Somewhat Agree	0	0%
Disagree	0	0%
No Responses	0	0%
<b>Total</b>	<b>5</b>	<b>100%</b>
<b>7. Were you treated with respect by Staff?</b>		
	Number of Response(s)	Response Ratio
Yes	5	100%
No	0	0%
No Responses	0	0%
<b>Total</b>	<b>5</b>	<b>100%</b>
<b>8. How would you rate your overall experience with Code Compliance, including your interactions with City Staff?</b>		
	Number of Response(s)	Response Ratio
Excellent	3	60%
Above Average	2	40%
Average	0	0%
Below Average	0	0%
No Responses	0	0%
<b>Total</b>	<b>5</b>	<b>100%</b>
<b>9. Comments</b>		
2 issues. First was taken care of as well as could be, trash was removed but abandoned car was not. 2nd issue was not resolved as no violation of code was found however (sailboat stored in driveway) is STILL unsightly and dangerous. Have ALWAYS received great service from code enforcement.		
Forgot to advise compliance officer the car in yard was resolved and help from dept was much appreciated! Dept follow up was also superior. Thanks for your help!		
Although I was pleased with how the Centennial staff handled my complaint. And was called back, & was told about how my complaint was addressed. I am still very displeased about the red Camero that has been sitting at the corner of Gibraltar Way And Genoa Street. For 19 years plus. IT has never moved under its own power EVER. Other than that I am pleased with The City of Centennial,handling of this matter Thank you for that.		
They gave me a warning regarding a dumpster in my yard. Very nice men.		
<b>10. What one improvement can you suggest for us to implement that will improve customer</b>		
None.		
Let the parties know if it is not under their jurisdiction.		
Actually nothing, But (you know there is always a BUT) When the streets were re-paved in my general area, I was dumb founded that our street was not re-paved. Gibraltar Way was in worst condition than the streets that were re-paved. Question is, is there any plans to re-pave Gibraltar Way? It would be nice. But I do understand the costs involved. Please respond. Edward Potter 5008 S. Gibraltar Way.		