

Code Compliance Responses - August 2013		
Number of Surveys Sent	26	
Number of Respondents	10	
Response Rate	38%	
1. What type of interaction did you have with Code Compliance.		
	Number of Response(s)	Response Ratio
General Inquiry	2	20%
Filed a Complaint	6	60%
Notified of a Violation	1	10%
Other	1	10%
No Responses	0	0%
Total	10	100%
2. Staff was effective in giving you clear, complete and accurate information to resolve the violation.		
	Number of Response(s)	Response Ratio
Strongly Agree	2	20%
Agree	4	40%
Somewhat Agree	1	10%
Disagree	1	10%
N/A	2	20%
No Responses	0	0%
Total	10	100%
3. The City of Centennial web-site was easy to find and user friendly.		
	Number of Response(s)	Response Ratio
Strongly Agree	1	10%
Agree	6	60%
Somewhat Agree	1	10%
Disagree	0	0%
No Responses	2	20%
Total	10	100%
4. Staff was responsive to your questions and concerns.		
	Number of Response(s)	Response Ratio
Strongly Agree	4	40%
Agree	4	40%
Somewhat Agree	1	10%
Disagree	1	10%
No Responses	0	0%
Total	10	100%
5. Staff worked with you in a collaborative manner to resolve issues.		
	Number of Response(s)	Response Ratio
Strongly Agree	3	30%
Agree	2	20%
Somewhat Agree	2	20%
Disagree	1	10%
N/A	1	10%
No Responses	1	10%
Total	10	100%

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6. Staff provided timely response to your inquiry.		
	Number of Response(s)	Response Ratio
Strongly Agree	3	30%
Agree	4	40%
Somewhat Agree	2	20%
Disagree	1	10%
No Responses	0	0%
Total	10	100%
7. Were you treated with respect by Staff?		
	Number of Response(s)	Response Ratio
Yes	9	90%
No	1	10%
No Responses	0	0%
Total	10	100%
8. How would you rate your overall experience with Code Compliance, including your interactions with City Staff?		
	Number of Response(s)	Response Ratio
Excellent	3	30%
Above Average	2	20%
Average	4	40%
Below Average	1	10%
No Responses	0	0%
Total	10	100%
9. Comments		
10. What one improvement can you suggest for us to implement that will improve customer		