

Code Compliance Responses - February 2013		
Number of Surveys Sent	18	
Number of Respondents	8	
Response Rate	44%	
1. What type of interaction did you have with Code Compliance.		
	Number of Response(s)	Response Ratio
General Inquiry	0	0%
Filed a Complaint	3	38%
Notified of a Violation	3	38%
Other	2	25%
No Responses	0	0%
Total	8	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	6	75%
Agree	1	13%
Somewhat Agree	0	0%
Disagree	0	0%
N/A	1	13%
No Responses	0	0%
Total	8	100%
3. The City of Centennial web-site was easy to find and user friendly.		
	Number of Response(s)	Response Ratio
Strongly Agree	1	13%
Agree	3	38%
Somewhat Agree	3	38%
Disagree	0	0%
No Responses	1	13%
Total	8	100%
4. Staff was responsive to your questions and concerns.		
	Number of Response(s)	Response Ratio
Strongly Agree	5	63%
Agree	2	25%
Somewhat Agree	1	13%
Disagree	0	0.0%
No Responses	0	0.0%
Total	8	100%
5. Staff worked with you in a collaborative manner to resolve issues.		
	Number of Response(s)	Response Ratio
Strongly Agree	5	63%
Agree	2	25%
Somewhat Agree	0	0%
Disagree	0	0%
N/A	1	13%
No Responses	0	0%
Total	8	100%

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6. Staff provided timely response to your inquiry.		
	Number of Response(s)	Response Ratio
Strongly Agree	5	63%
Agree	3	38%
Somewhat Agree	0	0%
Disagree	0	0%
No Responses	0	0%
Total	8	100%
7. Were you treated with respect by Staff?		
	Number of Response(s)	Response Ratio
Yes	8	100.0%
No	0	0.0%
No Responses	0	0.0%
Total	8	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	5	63%
Above Average	2	25%
Average	1	13%
Below Average	0	0.0%
No Responses	0	0.0%
Total	8	100%
9. Comments		
<p>I like how I can ask that something be addressed in our City and it be looked into in a timely manner. I think having the citizens take ownership in their City helps it be a better and stronger place to live and grow. I would suggest to have the street sweepers out more and somehow have the sidewalks cleaned around the main thoroughfares. Being in this drought has made the sidewalks very dusty and dirty which I think makes the areas (Centennial) look unappealing. This is a year long problem. Thank you for taking care of our fine city and making it a better place to live and raise families.</p>		
<p>Officer Jesse responded to a maintenance request at 18525 E. Smoky Hill Rd. - there was a large truck bed liner that had been illegally dumped next to the dumpsters that are located behind our residence. After a few weeks passed the strip mall did not take care of it and someone moved the bed liner to a grassy area behind the dumpsters next to our privacy fence. The officer followed through in a timely fashion and notified me with a phone call that the "Violation has been cleared up and case is closed." We appreciate the action taken and would like to say thank you.</p>		
10. What one improvement can you suggest for us to implement that will improve customer service?		
<p>Make the website a little more user friendly. I had to use a google search to navigate to the correct page.</p>		
<p>Nothing I can think of.</p>		
<p>None</p>		