

Code Compliance Responses - July 2013		
Number of Surveys Sent	23	
Number of Respondents	5	
Response Rate	22%	
<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	1	20%
Notified of a Violation	3	60%
Other	1	20%
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	2	40%
Agree	2	40%
Somewhat Agree	0	0%
Disagree	0	0%
N/A	1	20%
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	1	20%
Agree	2	40%
Somewhat Agree	1	20%
Disagree	1	20%
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	3	60%
Agree	0	0%
Somewhat Agree	0	0%
Disagree	2	40%
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	0	0%
Disagree	2	40%
N/A	0	0%
No Responses	0	0%
<b>Total</b>	<b>5</b>	<b>100%</b>

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<b>6. Staff provided timely response to your inquiry.</b>		
	<b>Number of Response(s)</b>	<b>Response Ratio</b>
Strongly Agree	3	60%
Agree	0	0%
Somewhat Agree	0	0%
Disagree	2	40%
No Responses	0	0%
<b>Total</b>	<b>5</b>	<b>100%</b>
<b>7. Were you treated with respect by Staff?</b>		
	<b>Number of Response(s)</b>	<b>Response Ratio</b>
Yes	3	60%
No	2	40%
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>		
	<b>Number of Response(s)</b>	<b>Response Ratio</b>
Excellent	3	60%
Above Average	0	0%
Average	0	0%
Below Average	2	40%
No Responses	0	0%
<b>Total</b>	<b>5</b>	<b>100%</b>
<b>9. Comments</b>		
Jesse LaNunziata does a very good job. I have contacted the sign code dept several times for violations at County Line and Holly and have excellent service.		
Regarding staff treatment, said no because there has been no interaction. I have no idea if the property was inspected and if anything has been done to alleviate the situation. When I reported another problem a couple years ago, it was a very pleasant experience and the staff was great. Nothing this time around.		
Shawn Crosby was courteous and professional.		
<b>10. What one improvement can you suggest for us to implement that will improve customer</b>		
Keep up the good work.		
An email informing us of the status would be great!		