

Code Compliance Responses - June 2013		
Number of Surveys Sent	22	
Number of Respondents	9	
Response Rate	41%	
1. What type of interaction did you have with Code Compliance.		
	Number of Response(s)	Response Ratio
General Inquiry	2	22%
Filed a Complaint	6	67%
Notified of a Violation	1	11%
Other	0	0%
No Responses	0	0%
Total	9	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	4	44%
Agree	3	33%
Somewhat Agree	1	11%
Disagree	1	11%
N/A	0	0%
No Responses	0	0%
Total	9	100%
3. The City of Centennial web-site was easy to find and user friendly.		
	Number of Response(s)	Response Ratio
Strongly Agree	2	22%
Agree	6	67%
Somewhat Agree	1	11%
Disagree	0	0%
No Responses	0	0%
Total	9	100%
4. Staff was responsive to your questions and concerns.		
	Number of Response(s)	Response Ratio
Strongly Agree	4	44%
Agree	4	44%
Somewhat Agree	0	0%
Disagree	1	11%
No Responses	0	0%
Total	9	100%
5. Staff worked with you in a collaborative manner to resolve issues.		
	Number of Response(s)	Response Ratio
Strongly Agree	2	22%
Agree	3	33%
Somewhat Agree	1	11%
Disagree	1	11%
N/A	2	22%
No Responses	0	0%
Total	9	100%

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6. Staff provided timely response to your inquiry.		
	Number of Response(s)	Response Ratio
Strongly Agree	3	33%
Agree	4	44%
Somewhat Agree	2	22%
Disagree	0	0%
No Responses	0	0%
Total	9	100%
7. Were you treated with respect by Staff?		
	Number of Response(s)	Response Ratio
Yes	9	100%
No	0	0%
No Responses	0	0%
Total	9	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	56%
Above Average	2	22%
Average	1	11%
Below Average	1	11%
No Responses	0	0%
Total	9	100%
9. Comments		
<p>Excellent staff -- weak worthless codes. No backbone on Council to adopt stronger codes like those found in most of our neighboring cities. Can't understand what the problem is here. Very frustrating -- not much better really than when we had only Arapahoe County codes and enforcement. Higher taxes all these years now for what -- snow plowing for 2" of snow that would melt the next day anyway. All very frustrating.</p> <p>The person who responded to my inquiry was nice, so this probably shouldn't be a reflection of him. A neighbor has a VERY large commercial vehicle parked in front of his house (driveway, entire front of his house, and even some of his neighbor's house). I thought I saw that there's a law against it. I sent the note to code compliance, but the person responded that it wasn't the right department, needed to contact someone else, etc. Just seems that this should definitely be something that you can help us with. If my grass gets too high, you're involved. But if a person is ruining a neighborhood with a commercial business, it's not something with which you can help. Just doesn't make sense.</p>		
10. What one improvement can you suggest for us to implement that will improve customer		
Service is fine.		
Probably said enough above.		