

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

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6. Staff provided timely response to your inquiry.		
	Number of Response(s)	Response Ratio
Strongly Agree	1	100%
Agree	0	0%
Somewhat Agree	0	0%
Disagree	0	0%
No Responses	0	0%
Total	1	100%
7. Were you treated with respect by Staff?		
	Number of Response(s)	Response Ratio
Yes	1	100%
No	0	0%
No Responses	0	0%
Total	1	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	1	100%
Above Average	0	0%
Average	0	0%
Below Average	0	0%
No Responses	0	0%
Total	1	100%
9. Comments		
N/A		
10. What one improvement can you suggest for us to implement that will improve customer		
N/A		