

Code Compliance Responses - May 2013		
Number of Surveys Sent	14	
Number of Respondents	2	
Response Rate	14%	
1. What type of interaction did you have with Code Compliance.		
	Number of Response(s)	Response Ratio
General Inquiry	0	0%
Filed a Complaint	1	50%
Notified of a Violation	0	0%
Other	1	50%
No Responses	0	0%
Total	2	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	1	50%
Somewhat Agree	1	50%
Disagree	0	0%
N/A	0	0%
No Responses	0	0%
Total	2	100%
3. The City of Centennial web-site was easy to find and user friendly.		
	Number of Response(s)	Response Ratio
Strongly Agree	0	0%
Agree	2	100%
Somewhat Agree	0	0%
Disagree	0	0%
No Responses	0	0%
Total	2	100%
4. Staff was responsive to your questions and concerns.		
	Number of Response(s)	Response Ratio
Strongly Agree	1	50%
Agree	1	50%
Somewhat Agree	0	0%
Disagree	0	0%
No Responses	0	0%
Total	2	100%
5. Staff worked with you in a collaborative manner to resolve issues.		
	Number of Response(s)	Response Ratio
Strongly Agree	0	0%
Agree	1	50%
Somewhat Agree	1	50%
Disagree	0	0%
N/A	0	0%
No Responses	0	0%
Total	2	100%

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6. Staff provided timely response to your inquiry.		
	Number of Response(s)	Response Ratio
Strongly Agree	1	50%
Agree	1	50%
Somewhat Agree	0	0%
Disagree	0	0%
No Responses	0	0%
Total	2	100%
7. Were you treated with respect by Staff?		
	Number of Response(s)	Response Ratio
Yes	2	100%
No	0	0%
No Responses	0	0%
Total	2	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	0	0%
Above Average	1	50%
Average	1	50%
Below Average	0	0%
No Responses	0	0%
Total	2	100%
9. Comments		
<p>My call concerned an abandoned vehicle that has been on our street for more than three years. Your code compliance people responded rapidly but simply to refer us to the sheriff's department. We notified the sheriff's department, they took the complaint, and nothing has been done. So as far as your response to my concern was timely, it wasn't helpful, and the original problem is still there.</p>		
10. What one improvement can you suggest for us to implement that will improve customer		
<p>Perhaps when a citizen call in with a complaint of this type, the city could follow up and see if the sheriff's department has responded and if not work with that citizen to help get the problems resolved. (Having abandoned vehicles on the streets is as much a problem of the city's as it is the neighborhood)</p>		