

CUSTOMER SATISFACTION AT A GLANCE



Centennial helps numerous people daily across multiple divisions ranging from Animal Services and Code Compliance to Public Works and City Planning. In an effort to continually improve services and provide exceptional experiences each month we ask our customers to complete a survey and tell us how we are doing.

Sentiment analysis helps us better understand what really matters most to our customers by identifying opinions in a segment of text (survey comments). In other words to determine if a sentence, or comment, expresses positive, negative or neutral sentiment toward services provided by the City.

WHAT DRIVES SATISFACTION?



- ✓ Responsive Service
- ✓ Easy Experiences

IN THEIR WORDS...

31% SAY WE ARE RESPONSIVE & TIMELY

"Prompt response and terrific follow up."
"Very easy to submit request. received answers in a timely manner."
"Friendly person, very fast response!"

27% SAY WE ARE EASY TO WORK WITH

"Easy. The department did what they said they would."
"Quick, easy, no waiting"

MOST COMMON SENTIMENTS

42% FEEL OUR RESPONSE TIME/FOLLOW UP IS LACKING:

"We are still waiting for a response after 2 1/2 weeks."
"Lack of responsiveness to community members."
"Slow response to complete work."

27% FEEL WORKING WITH US IS DIFFICULT/NOT EASY:

"The ease of they online form is difficult and my request still hasn't been fixed."
"...I have never occurred such difficulties dealing with other jurisdictions."

BY THE NUMBERS

31%
SATISFIED
OR VERY
SATISFIED

42%
DISSATISFIED
OR VERY
DISSATISFIED

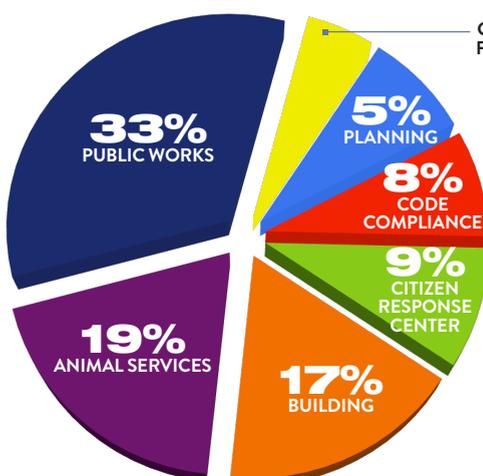
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SATISFIED
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RESPONSIVE

EASY EXPERIENCES

SURVEY RESPONSES BY DEPARTMENT



8%
CLERK'S OFFICE, COURTS,
FINANCE, PARKS & OTHER
(See right for actual
percentage by department)

Public Works	33%
Animal Services	19%
Building	17%
Citizen Response Center	9%
Code Compliance	8%
Planning	5%
Clerk's Office	3%
Other	3%
Courts	1%
Finance	1%
Parks (not depicted in chart)	0%