

Citizen Response Center Responses - April 2013		
<b>Total Surveys sent</b>	<b>52</b>	
<b>Total Responses</b>	<b>16</b>	
<b>Unresponded</b>	<b>36</b>	
<b>Opted out</b>	<b>0</b>	
<b>Bad email addresses</b>	<b>6</b>	
<b>1. How did you contact the City?</b>		
Website	7	
Citizen Response Center	4	
Email	5	
Walk-In	0	
Mail	0	
<b>Total</b>	<b>16</b>	
Other Comments:	0	
Comment 1:		
<b>2. How did you hear about the City's 24 hour Citizen Response Center?</b>		
City Website	13	81%
Centennial Citizen Newspaper	0	0%
City Staff	3	19%
<b>Total</b>	<b>16</b>	<b>100%</b>
Comment 1: I didn't know it was a 24hr response center...		
Comment 2: City Newsletter		
Comment 3: Assumed the city had a website and looked it up.		
Comment 4: I knew from the beginning		
Comment 5: googled pot hole repair in Centennial		
<b>3. How satisfied are you with the time it took to address your request?</b>		
Extreamly Satisfied	12	75%
Very Satisfied	3	19%
Satisfied	1	6%
Not Satisfied	0	0%
Unacceptable	0	0%
N/A	0	0%
<b>Total</b>	<b>16</b>	<b>100%</b>
<b>4. Was the Agent courteous and respectful during your interaction?</b>		
Yes	16	100%
No	0	0%
Other Comments:	0	0%
<b>Total</b>	<b>16</b>	<b>100%</b>

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### 5. The Agent was knowledgeable in City Processes and Procedures?

Excellent Knowledge	11	69%
Good Knowledge	3	19%
Adequate Knowledge	1	6%
Poor Knowledge	0	0%
Unacceptable	0	0%
Skipped Question	1	6%
<b>Total</b>	<b>16</b>	<b>100%</b>

Comment 1: Don't know

### 6. If your request could not be resolved immediately, did the Call Center agent periodically update you on the status of your request?

Yes	12	75%
No	0	0%
Skipped	4	25%
<b>Total</b>	<b>16</b>	<b>100%</b>
Other Comments:	2	

Comment 1: still waiting for a response from traffic engineering

Comment 2: NA

### 7. Your call was answered in a timely manner, less than two minutes?

Yes	9	56%
No	1	6%
Skipped Question	6	38%
<b>Total</b>	<b>16</b>	<b>100%</b>
Other Comments:	4	

Comment 1: emailed

Comment 2: I called after business hours

Comment 3: NA

Comment 4: I contacted via email and response was great

### 8. Any Suggestions on improving our customer service?

Yes	4	25%
No	0	0%
Skipped Question	12	75%
<b>Total</b>	<b>16</b>	<b>100%</b>

Suggestion 1: None. Good job. Thanks

Suggestion 2: Actually, I was VERY impressed with everyone with whom I spoke. Very respectful, responsible, and professional. Thank you.

Suggestion 3: I was a City Council member and, therefore, knew all about this stuff and how it worked. I knew some of the Call Center people.

Suggestion 4: Very responsive, excellent communication.