

Caller Survey for January 2013 Citizen Response Center

Total Surveys sent	151
Total Responses	7
Unresponded	144
Opted out	
Bad email addresses	6

1. How did you contact the City?

Website	7
Citizen Response Center	10
Email	3
Walk-In	0
Mail	0
Total	20
Other Comments:	0

Comment 1:

2. How did you hear about the City's 24 hour Citizen Response Center?

City Website	15	48%
Centennial Citizen	2	6%
City Staff	4	13%
Total	21	68%

Comment 1: Googled phone number

3. How satisfied are you with the time it took to address your request?

Extremely Satisfied	10	32%
Very Satisfied	7	
Satisfied	1	
Not Satisfied	0	
Unacceptable	1	3%
N/A	1	3%
Total	20	39%

Comment 1: I said I did not need to know outcome of my request from code enforcement

Comment 2: Prefer to speak directly and not go through numerous transfers

4. Was the Agent courteous and respectful during your interaction?

Yes	18	58%
No	1	3%
Other Comments:	1	3%
Total	20	65%

Comment 1: NA - We completed a test issue request

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

Excellent Knowledge	12	39%
Good Knowledge	4	13%
Adequate Knowledge	2	6%
Poor Knowledge	0	0%
Unacceptable	1	3%
Skipped Question	1	3%
Total	20	65%

Comment 1: NA - We completed a test issue request???

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

Yes	13	42%
No	1	3%
Skipped	6	19%
Total	20	65%
Other Comments:	4	

Comment 1: NA - We completed a test issue request???

Comment 2: had said no follow up needed

Comment 3: Not applicable

Comment 4: N/A

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

Yes	16	55%
No	2	8%
Skipped Question	2	8%
Total	20	71%
Other Comments:	2	

Comment 1: NA - We completed a test issue request???

Comment 2: no call - website and e-mail very prompt???

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8. Any Suggestions on improving our customer service?

Yes	5	16%
No	0	0%
Skipped Question	15	48%
Total	20	65%

Suggestion 1: Ban Recreational Marijuana!??

I find it a little annoying that the city has to issue multiple work orders if a bunch of potholes are found in one area. For

Suggestion 2: instance, there were about 8 potholes on E. Hinsdale Ave. near S. Syracuse Ct. by Dry Creek Elementary School, but it

Suggestion 3: Business offices/divisions should have a direct line not a call center for the entire city government

I think the policy is silly to have to pay for a retail sales license for the city when I'm not re-selling items. It is frustrating

Suggestion 4: the liense fee cannot be prorated as i will not be living here for an entire year. I feel like the city just wants to make

Suggestion 5: :)