

Citizen Response Center Responses - May 2013

Total Surveys sent	67
Total Responses	21
Unresponded	46
Opted out	1
Bad email addresses	4

1. How did you contact the City?

Website	13
Citizen Response Center	4
Email	4
Walk-In	0
Mail	0
Total	21
Other Comments:	0

Comment 1:

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

City Website	16	76%
Centennial Citizen Newspaper	4	19%
City Staff	2	10%
Total	22	105%

Comment 1: greenwood village city staff

Comment 2: newsletter mailing from city

Comment 3: Prior usage, not the website, but it wouldn't take answer

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

Extremely Satisfied	6	29%
Very Satisfied	9	43%
Satisfied	3	14%
Not Satisfied	2	10%
Unacceptable	1	5%
N/A	0	0%
Total	21	100%

Comment 1: the pothole I reported was never fixed

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

Yes	18	58%
No	1	3%
Other Comments:	2	6%
Total	21	68%

Comment 1: Was done by e-mail

Comment 2: only email contact

Citizen Response Center Responses - May 2013

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

Excellent Knowledge	8	38%
Good Knowledge	9	43%
Adequate Knowledge	0	0%
Poor Knowledge	2	10%
Unacceptable	0	0%
Skipped Question	2	10%
Total	21	100%

Comment 1: I was told Centennial isn't responsible for Arapahoe Road, but that isn't what council members have said or the newsletter.

Comment 2: Was done by e-mail

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

Yes	14	67%
No	2	10%
Skipped	5	24%
Total	21	100%
Other Comments:	0	

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

Yes	10	48%
No	1	5%
Skipped Question	10	48%
Total	21	100%
Other Comments:	8	

Comment 1: I did not call

Comment 2: Within a couple days which was fine

Comment 3: Email

Comment 4: I used website and email

Comment 5: Did not call

Comment 6: I didn't call. I used the internet.

Comment 7: contacted via web - did receive timely response though.

Comment 8: Email

8. Any Suggestions on improving our customer service?

Yes	12	57%
No	0	0%
Skipped Question	9	43%
Total	21	100%

Suggestion 1: I really appreciate the timely responsiveness in getting my questions/requests resolved.

Citizen Response Center Responses - May 2013

Suggestion 2:	The answer I received was that Arapahoe Road is CDOT's so contact them but no contact info was given and CDOT is a huge organization so that wasn't very helpful. My council reps told me years ago they were working on making Arapahoe safer for bikes and pedestrians, yet somehow the City is now washing its hands of Arapahoe Road? I'm voting out all council members. Arapahoe Road is a pedestrian or bicyclist accident waiting to happen. 55 mph is the speed limit and there is no place to walk or ride a bike.
Suggestion 3:	Great job
Suggestion 4:	Let' see if the City can do something about these properties that are in total neglect and appear to be abandoned.
Suggestion 5:	have the pothole I wanted fixed and look around for others while you are in the area
Suggestion 6:	My complaint was for a burnt out streetlight. It is still not functioning, weeks later.
Suggestion 7:	Excellent response time. I was amazed at how fast your public works department responded and sent people out to survey the problem. The temporary repairs have already been made. If the final repairs are made as timely next year, I will be ecstatic. Thank you so very much.
Suggestion 8:	I think the service has been great as I have used twice, great follow up and service a model other cities could learn from. Actually makes me more proud I live in in Centennial. Well done!
Suggestion 9:	None....Great Job!
Suggestion 10:	Disappointed in the communication surrounding the response. Seemed like the person who called me from the City was following a script and would not listen to my concerns. I felt that I was talked down to instead of being treated as a concerned taxpayer. Overall experience was very disappointing
Suggestion 11:	No. the City responded promptly.
Suggestion 12:	Centennial's representatives do a very good job of handling citizen requests and complaints and I appreciate the city's willingness to keep people updated on the status of their requests. Keep up the good work.