Denver, CO
Open Ended Responses
2014
Contents

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Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. This report includes the verbatim responses to an open ended question included on The NCS 2014 survey for Denver. Additional reports and the technical appendices are available under separate cover.

Respondents were asked to record their opinions about the City’s customer service in the following question:

What single thing should be done to improve the overall quality of customer service provided by the City?

The verbatim responses were categorized by topic area and those topics are reported in the following chart with the percent of responses given in each category. Because some comments from residents covered more than a single topic, those verbatim responses are grouped by the first topic listed in each comment whenever a respondent mentioned more than a single topic.

Results from the open-ended question are best understood by reviewing the frequencies that summarize responses as well as the actual verbatim responses themselves. A total of 828 surveys were completed by Denver residents; of these, 430 respondents wrote in responses for the open-ended question. A wide range of responses were offered by residents when asked how the City of Denver can improve the overall quality of customer service provided. The highest consensus, about 3 in 10 respondents, reported they’d like there to be less hurdles before reaching a City employee able to provide assistance. The next highest consensus among those who responded shows that respondents would like City employees to treat residents with greater consideration. Responses that did not answer the question asked were coded as “Not applicable to the question.”

Figure 1: Question 22
What single thing should be done to improve the overall quality of customer service provided by the City?

<table>
<thead>
<tr>
<th>Response</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better access to information, employees &amp; services</td>
<td>29%</td>
</tr>
<tr>
<td>Improve relations &amp; interactions with residents</td>
<td>17%</td>
</tr>
<tr>
<td>Police &amp; Sheriff/safety/enforcement</td>
<td>11%</td>
</tr>
<tr>
<td>More knowledgeable city employees/increase training/more employees/better pay</td>
<td>9%</td>
</tr>
<tr>
<td>City beautification/growth management</td>
<td>9%</td>
</tr>
<tr>
<td>Improve transportation</td>
<td>7%</td>
</tr>
<tr>
<td>Not applicable to the question</td>
<td>3%</td>
</tr>
<tr>
<td>Satisfied with services</td>
<td>2%</td>
</tr>
<tr>
<td>Other</td>
<td>8%</td>
</tr>
<tr>
<td>Don't know</td>
<td>6%</td>
</tr>
</tbody>
</table>
Verbatim Responses to Open Ended Question

The following pages contain the respondents’ verbatim responses as written on the survey/entered in the web survey and have not been edited for spelling or grammar. Responses have been organized by coded topic areas.

- Better access to information, employees & services
- Improve relations & interactions with residents
- Police & Sherriff/safety/enforcement
- More knowledgeable city employees/increase training/more employees/better pay
- City beautification/growth management
- Improve transportation
- Not applicable to the question
- Satisfied with services
- Other
- Don’t know

What single thing should be done to improve the overall quality of customer service provided by the City?

Better access to information, employees & services
- 1 WAIT TIMES WHEN CALLING IN. 2 SEARCH ENGINE SHOULD ALLOW QUESTION THEN LINK YOU TO CORRECT DEPT. FOR INFORMATION.
- 311 Needs to be more responsive to residents, with shorter response times in sending out employees to address issues.
- A real person to talk to.
- Able to talk with one person rather than be passed to server operators.
- Accessibility.
- Actual people answering the phone.
- Add more people to answer 311 calls.
- Advertisement of services.
- Always best when live personal help available.
- Answer all inquiries in a timely manner. Less than a week. Always respond back on issue.
- Answer personally? Hate pushing # I & II & III etc. Hate waiting on line. Limited minutes on call.
- As much information online as possible.
- Availability of web based services is vital, especially to those not available during "normal" business hours.
- Availability. I’m always sent to email, No one answers.
- Be able to talk to some in the dept. You are calling. 311 is as far as you get. Their do not have the answer.
- Best communication for meetings, events, changes etc. I often don’t know about these things at all or hear about it after it occurred.
- Better business hours.
- Better information on the website.
- Better responsiveness and easier to contact real people, not machines.
- Better web based payments (see city of Philadelphia’s website).
- Business hours outside of 85 MF; sat hours would help esp. at PMV, or weekday evening.
- CHANGE THE MESSAGE WHEN AN HOLD. BEING TOLD I CAN USE THE WEB OVER & OVER AGAIN IS ANNOYING, I KNOW I CAN GO ONLINE BUT I PREFER TALKING TO SOMEONE I NEED AN OPTION TO REPORT SPEEDING ON STREET GET HELP WITH TRAFFIC ISSUES.
- Cleaner information online, especially on the mobile website.
- Clear understanding of what is required to obtain services / permits / information.
- Clearer info about our city.
- Decrease wait time.
- Dept of motor vehicles need improvements.
- DMV wait times need to improve.
- Ease / Access to information.
- Ease in getting information.
- Ease in getting my questions answered.
- Ease in getting questions answered and/or issues addressed in a timely manner.
- Ease in getting questions answered.
- Ease of access.
- EASE OF ACESS TO NEEDED INFORMATION OR CUSTOMER SERVICE REPS WITH HELPFUL INFORMATION & NOT JUST HANGING UP OR "LOSING" THE CALL.
- Easier access to live person rather than automated phone lines? (I've not experienced any issues, but people myself included generally hate automated phone systems). No other suggestions.
- Easily understandable information. Shorter wait times and off hours access to city offices.
- Easy secure payment method.
- Eliminate "311" and reestablish direct 1st time telephone contact (with listed telephone numbers) to the government person and agency you are trying to contact.
- Faster processing times for paperwork.
- Faster response.
- Faster responses.
- Figure out a better DMV system. It's the most commonly used portion of city government that people come in contact with regularly.
- Fix the lines at the DMV. Build a service Centre among city employees.
- Focus on efficiency with both employees and processes.
- Follow up action taken by city, note, customer by phone/email.
- Follow up. 311 is horrible. Also: When people adopt pets in Denver no one tells about dog "License" being required.
- Get me directly to the right person, I need to speak to.
- Have a single switchboard for all city services. Don't make me play phone tag with different departments.
- Have a user friendly website.
- Have humans answer phone calls.
- Have more employees that speak clearer English as well as more that speaks clearer Spanish.
- Have someone answer the phone call can never get to anyone on the phone.
- Hire receptionists instead of computerized phone answering.
- I feel that the individual personnel are doing their jobs to the best of their abilities. The improvement would have to come from higher up more personnel, variety of hours, more traveling.
- I have been pleased but it would be good to have an app about city council meetings & who is voting on what.
- Improve access to building permits.
- Improve modes of access and case of finding information on the city websites. Cross references work poorly. It is hard to find phone numbers for department desks.
- Improve wait time for driver's license. Improve wait times at license plate bureau.
- Improve wait times either on the phone or in person at all state offices. Also, Improved services a housing for fixed income or homeless.
- Increase communication.
- Increased likelihood of speaking to an actual person when calling city customer services.
- Info for out of state transfers.
- Internal tools to facilitate city services questions (e.g. 311 should know street sweeping days vital referencing & me to street services).
- Keep websites current, functional and inclusive (Just for most recent example, a few days ago I discovered there is no way to use the city website to find out what day of the week my street will be cleaned so I could move vehicles. There are many more examples.)
- Less automatic telephone answering.
- Less wait time dealing with the 311 line!
- MAKE 311 EASIER AND QUICKER TO USE.
- Make Denver a 24Hr city.
- Make it easier to retrieve login/password info for business accounts online.
- Make sure all residents regardless of age, ethnicity, gender, etc. understand what's available to them in their native language and you for asking.
- Make sure that all requests/questions are respond to in a personable time of a week or less.
- Make the website more easily navigable. Provide multiple sources to find information and dominate the 311 "EncStop" source because it adds a layer of complexity and incompetence in finding information.
- Making more current zoning & permitting records searchable online.
- Maybe have occasional "after hours" events for instance, one weekend a month let people schedule appointments during the week.
- Might not be possible but, shorter hold time on phones calls would be awesome.
- More contact through the phone to explain their internet sites.
- More FAQs / responsiveness via website.
- More flexible hours at some of the offices that serve the public. So one would not have to take off work to get something accomplished, you could do this by having some employees have flex hours (may be 1 or 2 days a week).
- More online.
- More organized, streamlined and accessible information available regarding services ingestion.
- More people to expedite busy DMY wait times. Work on one side of the road until completion and then start the other side; reduce some congestion in peak hours. Reduce the use of emergency services' siren book to limited and when necessary during the hours of 10 PM to 5 AM.
- More services available via the internet.
- More web based approvals, what is in place is helpful for me on a busy schedule.
- No charge for using credit card on websites i.e. DMV
- Not have 311 take one's information (monuments) and then be transferred to that agency and have to request it over again!!
- Outreach with good customer service delivering clear, accurate information.
- Overall, this customer service provided by the city is good. Cleaner/more detailed information on the city site will be helpful.
- Provide more online services where possible in order to reduce wait times, improve processing times and accommodate schedules better.
- Providing clear information on services available and how to obtain the service.
- Quicker Response.
- Reduce time & bureaucracy in getting information or answer to questions.
- Replace automated services with knowledgeable personnel that can actually address & specific issue.
- Responsiveness although we have not had any lead experiences with police or other city employees.
- Responsiveness improved.
- Return calls! I left 3 messages regarding fence a dormant/charge and never received a return call. "Lazy government worker" stereotype proven!!
- Return phone calls as promised.
- Shorter phone hold times & better phone rep demeanor.
- Shorter times on hold with automated systems. Less waiting & more human assisted customer service.
- Shorter wait time when during business with Denver motor vehicle.
- Shorter wait times and a quick response.
- Shorter wait times for lines.
- SHORTER WAIT TIMES.
- SHORTER WAIT TIMES.
- Shorter wait times.
- Shorter wait times.
- Shorter wait times.
- Shorter was times for lines.
- Simplify and streamline the process for renovating commercial space for small businesses. It's takes one a year waiting for rubber stamps and authorizations from various departments.
- Some websites could be Denver in the navigation options. Test them with people who have never used them before not with the people who have designed and needed this.
Stop transferring from one person to the next & not one person knows an answer.
Streamline processes.
Streamline the number of steps! The DMV requires a VIN verification, but can't always perform it on site, wasting a trip. I also may not be able to pay tax & registration at the same DMV location I renew my license at. We need better staffing at the DMV and shorter wait times.
Talk to a real human.
The only negative issue I have experienced is a lack of response form the city forester to a request to inspect a tree that is 1/2 dead in the tree lawn in front of my house. It would be nice if they inspected and gave me a conclusion as requested.
The parking magistrate has open hours that very difficult to attend. They require taking time off work. The phone operators have no authority which is also very frustrating.
Time be available for all citizens including those who work MF 6 am 5 Pm.
Timeliness.
User friendly website.
Wait time for lines too in shorter.
Wait times at all DMVs in Denver are unacceptable.
Web resources.
Website is now probably the first site of conduct so make it efficient. staff must be helpful & nice person.
When adopting a pet at Denver animal shelter. It was difficult to get a hold of whoever called me because when I returned call each time, it went to 311.
When I call I get a person right away not a recording that 'tries' to sound me to the right person.
When making phone calls would like to take to people in person instead of answer machine. Cost of living is too high.
Why is 311 not available evenings and weekends? Do they think questions only arise when the 75% of the population who are on a 9A to 5P shift are at work? Can city workers make calls or do personal transactions while they are on the clock?
You doubt to automate telephone book renewals at the library again.
You need responsiveness from local elected officials when a taxpayer calls their office.

Improve relations & interactions with residents
A little less attitude with the license bureau.
Accountability for poor service.
Act in the interest of all citizens not just the special groups or neighborhoods with money (exclude all political lines & spec. interest groups) my taxes pay them salaries, I am the customer.
At the library, the librarians are all very helpful and enthusiastic. However when dealing with others in other city offices, they are often unhelpful, slow,& can be rude.
Attitude adjustment of employees & shorter lines.
Be nice! We are humans too!
Be pleasant & kind. Employees are getting paid for time I spend with think. I am not getting paid!
Better service with city employees. Better attitude with city employees.
Bilingual representative. This is a melting pot. The Denver police is very, very abusive with their authority! Specially Downtown.
Caring.
City employees need to be nice & uphold better customer service(DMV, etc.)
City employees seem so amazing a put out. Some of the hardest and disgruntled employees are the building inspectors. Not very easy to work with. Overall, it seems that city employees think they are doing us a favor. It is really intimidating. Seems there is a wide spread morale problem.
City officials should have interaction with its citizens. I don't think most even know who their city officials are or what they do.
Clerks should listen to customers.
Courteous.
Courtesy training.
Courtesy, especially at the DMV.
• Courtesy, Knowledgeable, transparency, accountability; take responsibility, open communications, equality.
• Customer service "Including actions by major, city council, public works and police should be oriented to making neighbourhoods safer & more liveable. not feeding developers and political egos and ambitions.
• Customer service training.
• Don't act like you hate your job.
• Don't treat people like your doing them a favor they pay your salaries.
• Employees seem apathetic.
• Employees who listen to the inquiry & sincerely attempt to assist.
• Employing people who genuinely care about the service they provide. Not just working to collect a paycheck.
• Especially in human services and Denver health center please get employee to be a lot more polite to poor people and Spanish speakers. They (Front desk) People treat us extremely poorly if they know you are low income and don't speak English. I hate the way they treat me! DMV sucks in customer service!
• Fire all of them and hire people who respect the taxpayer who pass their salaries!! Police who are abusive and unprofessional should be charged criminally and fired and never wear the badge again.
• Fire the uncaring.
• Follow directives of your employers we the people, stop acting as if you are our superiors! You are not!
• Give the employees a reasons to be polite incentives, Bonuses, days off etc.
• Great citizens as important customers. Given consideration to people time.
• Helpful and courtesy help.
• Hire more personable employees!
• Hire people who want to help others even when things are not going well!!
• Honesty/Morales!
• I am a naval veteran, (honourable). What the hell do I know? Realistically, I do not feel any body cares about what a veteran has to say, especially the homeless vets!
• I was not pleased with the unemployment office's receptionist / assistant at the 2nd & Federal office building... An overhaul of the in-processing personnel and people handling could use some major assistance through personnel coaching & possibly making the physical environment more personable...After initially starting to file in Denver, I immediately shifted my visits to the Jeffco work force ctr. ( Jan. June 2013).
• Increase courtesy to its residence particularly the city vehicles on the streets.
• Instead of a lot of people not helping customers maybe they should help customers. ie at business licensing DMV etc.
• Just try and smile.
• Knowledgeable & nice customer service rep.
• Leadership / Supervision in the city that has genuine interest of the citizens at heart and not just making money. Parking enforcement is driven safely by producing as many citations as possible which is reprehensible.
• Listen to citizens.
• Make sure your city / county employees are happier in their jobs. They are more likely to improve service provision if they know their employer values them.
• Make them responsible for their actions. They should have to follow up with all request to make sure they have been full filled. Most act like they have a permanent job and can't be fired = poor service no accountability.
• Many employees give the impression of environment & job securing, translation into sense of less efficiency & bad attitudes. Also, many govt. services seem understaffed leading to long wait times. Street in Montclair neighborhood & south of Stapleton Park all need repaving! Has been nearly 20 years since Roslyn St was repaved!
• More courtesy/customer care.
• More nice & kind people.
• More polite & patience.
• Not that involved with the city any more, but in the past, it should be a constant of city employees to be most cognizant of always (no matter how difficult) treating contact with citizens of the city with respect and courtesy. People remember that one bad experience for longer than the good and it will color their opinion of city government that will reflect future support of same.
• Reinforce and continue courteous service. Treat the city staff well so they'll do the same in kind to customers/citizens.
• The city needs to be open with its constituents. I don't trust our mayor and I definitely don't trust our City council. Also, the city of Denver doesn't treat as neighborhoods equally. Distinct 4, particularly, gets steamrolled by city decisions without ever including residents in early planning strong neighborhoods are built around home ownership. But building high density rental units in the same districts. Spread the love & section 8 houses through all districts.
• The face to face contact needs to "politer" on both sides.
• The Respect and courteous of the people.
• They need to know who pays them & don't bite the hand that feeds them.
• They seem like they don't like their jobs.
• Timely Responses.
• Today at the marriage license dept. was not very friendly or courteous to me & my fiancé.
• Treating each person as a human being, rather than a transaction!
• We, As taxpayers, pay the bills, Pay the salaries and pay the service. Treat us as such.

Police & Sherriff/safety/enforcement
• 1) Keep working on perception of police officers. 2) Work with trash & recycle team members on safe driving / not running one yards in alleys.
• 1) Make sure all dog owns pick up their dog waste (downtown, around town on side walk). 2) Drivers don't give walkers the right away to cross safely. 3) Denver used to be very clean, now the parks downtown has trash. Broadway & Colfax. other places throughout the city.
• 1. The city must address the aggressive, bullying, and corrupt culture in the Denver Police Dept. The police have become detached and dishonest officers. No misconduct by officers should acceptable. I do not have a criminal record but been disgusted with Denver Police Dept.
• Actually do something. I saw parking enforcement breaking into a car. I called the police and they did absolutely nothing.
• Being more police understanding. Not being rude thinking you're better than the person your helping out more attentive.
• Being responsive to calls/ complaints (i.e. neighbors lawns).
• Better clean up the more with the Sheriff's department or disband the department entirely, embarrassment to the city same with police department. What is the problem facing employees who do not follow city/department behavior guideline?. In private sector they will to be fired for such behavior.
• Better protection for the neighborhoods in Denver.
• Better quality police. Do not trust any of them.
• Better training of police.
• Clearer parking enforcement times, days, etc.
• Code enforcement? Zoning one woman at the end of my block runs a yard sale every single weekend. I know this is breaking the law only supposed to have 2 per year. She lives at [redacted] and is on the [redacted] Ave. She has stuff all over her yard on the Iowa side on Fridays and Saturdays.
• Develop a moral and ethical law enforcement program.
• Enforce previous zoning laws e.g. height of buildings, parking spaces etc.
• Get rid of traffic cops who have a quota to meet & money to being into the city.
• Get the sherriff's dept. under control. Police Brutality costs too much money & makes the city look bad!!
• I rode for 5 hours with a Denver police officers. The officer spent at least 2 of the 5 hours completing information on the computer in his car and or at the Denver sheriff officer. There has to be a more/better
efficient way to utilize the officers time than typing in data into his patrol car's computer, i.e. verbal voice recognition & responses.

- I think police need more understanding instead of being prejudiced Hispanics and Blacks.
- Improve police responsiveness.
- Improve safety on streets of Denver after dark.
- Improve sheriff/police.
- Keep adding police to clean up downtown & Golden triangle. I now feel safe on Cherry Creek bike path. Thanks to new police unit.
- Less parking tickets it is ridiculous.
- More often police patrolling all areas of city.
- More police protection.
- Please have our police department discontinue policies aimed at ticketing citizens in improper ways. I have little confidence in our police department as do many of my neighbors.
- Police need to be respectful, courteous and nondiscriminatory.
- Police officer courtesy improvement, safety improvement street closure/maintenance; improvement mental health care improvement.
- Police Officers should be required to wear body cameras. There should be zero tolerance for police brutality.
- Police responsiveness toward hit and runs.
- Quit letting parking officers hand out BS violations just because no one has the time to argue over such petty bullshit. Cap hill was a nightmare and you all know it.
- Reign in the police & sheriff's department.
- Remind the police that they are "to protect and serve".
- Revamp the sheriff's office & how they are treat minorities. Cruelty breeds mistrust by everyone! it is an embarrassment not to mention a waste of money in law suit settlements the money could be more productively spent.
- Rid your police department of uneducated bigots.
- Rudeness of a few police (mainly male of where) to the public. I have observed this too many times in Denver females are better at diplomacy.
- Safety of individuals while in care of Sheriff's department.
- Some police are really nasty and should be weeded out!!
- Street sweeping parking tickets 50 is too high since this is always an "oops" violation not intentional or "take my chances". PS. If snow years no sweeping, then No Tickets (recently called 311 and heard no sweeping but you could still get a ticket Stupid!!
- Take "Criminals" off the street.
- Take police brutality seriously. Why did it take on independent monitor to get this started? Get it together.
- The perception of the Denver PD & Sheriff's department!
- Train police to serve us instead of killing us.
- voice & video Tape all actions of police office and sheriff department personnel.
- We have ordinance. Vehicular noise, animal control. They are posted but they are not enforced. Please start enforcing your own laws.

More knowledgeable city employees/increase training/more employees/better pay

- 1st contact (on phone) should have more knowledge even if (of course) the call is transferred.
- Ability to speak to someone that has knowledge (correct) of problems you are talking about. That they speak English with little accent.
- Be sure to hire qualified people and then treat them well.
- Better clerks, better knowledge.
- Better Customer Service Training.
- Better training of staff.
- Better training.
- Consistent training.
- Continue to teach & reinforce customer service until it becomes the culture, not a job duty.
- Diversity training.
Efficiency! For instance the woman who gave me a Need / trash violation twice, I called her twice w/ poor results & had to send a letter w/ pictures before she realized /concluded. I was not in violation because she didn't know the property ones. My summons was closed. If this is her job to know who's needs are who's & doesn't She's wasting everyone's time. Stupid people should not be hired or retained.

GOOD TRAINING.

Have enough people to hand letter workload. So that they can stay polite & knowledgeable about their jobs.

Have more workers actually working especially at places like DMV & road crews. Always people standing around getting paid, not working.


Hire competent people, train them, followup, hold accountable.

Hire more employees.

Hire more people to help out.

Improve employee morale.

Increased knowledge by employees.

Information provided should be the same from every employee. If you ask 5 people the same question they should all be able to provide you with the same correct answer.

Knowledge of where specific information and/or response can be located.

Knowledgeable employees who are courteous to all customers.

Make it more personal with more follow up/ follow through & cut back on the bureaucracy within city offices its too easy for paperwork to get lost/ forgotten/ processed incorrectly, and I often find I got different answers from different people, in city offices (Human services@1200 Federal is especially bad).

Make sure all telephone answer personnel are or thoroughly trained and knowledgeable of their department set up an information. This goes for all Denver agencies.

Make sure Denver employees are happy and rewarded in their jobs.

Need more employees. We need the rents to be more affordable.

Pay them (the reps) well and give them excellent benefits.

People taking accountability/ Responsibility for helping solve a client issue. Tend to pass you along to other department or other people, which is frustrating.

Provide correct information whether through website or phone call or guide to correct information. Overall knowledge of the city employees.

Provide employees with qualified credentials.

Staff that can actually answer the question.

To improve it and pay the employees more so that they can serve better. Rents are too high in than many cities in the nation.

Total person of the customer service speak Spanish and discriminate to the people.

Very informed employees.

City beautification/growth management

(You asked the wrong question. I rephrased it & answered it) Two things detract from quality of life in Denver Graffiti & excessive pan handling. The panhandling, at hundreds of intersections, is giving Denver bad name. Nothing is worse for visitors & tourists to downtown Denver. then to have them accosted over & over by panhandlers. Fix the panhandling, sleeping in the parks & graffiti problems.

Better road clean up.

Better Trash Collection.

Bring composting to whole city. The trash & recycling programs are great!

Care for all in Denver, including poor & homeless.

Clean up the goose in Washington Park disgusting services park unusable. Kill the geese feed their meat to homeless and use feathers for blankets for homeless.

Compost services citywide collection.

Consideration should be given to the (neighborhoods in addition to the developers, community residents).

Denver really needs to do a better job in neighborhood inspections, i.e. junk cars, weeds etc. I mean get real serious about code violations.
• Do something to get homeless people out of the streets and neighborhoods. They are everywhere and win the appearance, safety and enjoyment of the city.
• Faster better service on approval of construction projects.
• Helping people understand & participate in zoning matters that impact quality of life. I never know that city council members could not speak to citizens about zoning issues.
• Homeless people management. If the # of homeless people in city areas does not decrease, less people will want to or will visit / live in Denver.
• If trees or shrubs are cut by city because of power lines, debris should also be removed by city.
• Listen to the neighborhood citizens and not to the high roller buildings, that are destroying. The neighborhood with high rises against the will of the people who live there.
• Live near Geo. Wallace Park We have trees near us that died years ago. They should be removed.
• Manage the image of the city on the 16th street mall and downtown business district. This is crucial to maintaining and building a vibrant downtown that is self sustaining. The use of pot in public areas in downtown is discouraging.
• More appropriate care and services for the homeless population in Denver.
• More recycling options.
• More resources for the homeless or some way of helping them. Visitors notice the large #’s of homeless people I question why Denver has such a large # of homeless people compared to other cities. Good examples of cities. Who worked success w/homeless is Nashville. He might have some learning’s to share.
• Move the Denver mission to the edge of downtown I mean no disrespect, but the folks using the mission are constantly panhandling & committing small crimes in my neighborhood.
• My only comment on city of Denver Stop building, apartments etc. There is no parking any more Cannot do business with local businesses because there is no parking and traffic lights in Denver are a Nightmare because of volume in Denver.
• Net appropriate to their topic, but this is the only comment space: Too much building of very large apartment complexes/ Some streets are starting to feel like "canyons". Impact of high density housing on water. Look terrible a city of apartments they are in very visible esp. transportation routes zoning & permits?? planning?? No service but appearance too many homeless everywhere, Dr corners with signs, sleeping by buildings, in groups, on setting at times.
• Not as many beggar on the mall. Traffic control on no turn right red light at 15th Larimer.
• Please help apartment residents recycle!
• Please remove the homeless from downtown, Civic Center & commons park. This includes the migrant youth population who have no reservations walking up to a hardworking businessman & begging for money.
• Possibility of city to decrease (if not limit ability) presence of beggars and homeless people throughout towns & neighbor such as in or nearby shopping centers, restaurants or others of course limited or stop all going problems and crime related matters as shown on Denver post news.
• Probably clean up the people loitering up and down Colfax, as well as holding police more responsible for their actions, i.e brutality/excessive force.
• Provide more communication/ into about recycling/waste programs, recycling leaves/xmas trees e.g. dates, what’s acceptable etc. we moved to Denver 1.5 yrs.ago, and received no information about Denver waste/recycling pick up.
• Put much more emphasis on rehabilitating/enhancing/impacting west & near southwest Denver neighborhoods of Villa Park, Barnum East west, Westwood, Marlee &Brentwood.
• Revamp the buildings department. City inspectors are arrogant, refuse to show up for set appointments, are rude and make arbitrary and capricious decisions with no apparent reason.
• Shelter lines.
• Start with a usable survey I don’t waste citizen time on this. Do you know there is a distinction between police (#18) & sheriff (#10) stop confusing. How about the city's development planning that is allowing too high a density for enjoyable quality of life?
• Stop allowing developers to overrun neighborhoods. Too many high rises!!
• Stop blocking views with road on tall buildings. Also pay for voting postage (I did it vote thanks for encouraging the democratic process).
• Take care of homeless issue. I’ve lived all over the Country and Denver has the most aggressive homeless/panhandlers.1) Government should/needs to figure out a solution I made a conscience decision not
to move to downtown because I am constantly harassed by homeless. I think the population & government inhibit the homeless!

- The building department is an inefficient, uncooperative mess. (1) Fire the worst employees. (2) Improve response time. (3) Create a way to actually get an answer out of them.
- The buildings department is ridiculously slow. Inspectors fail to meet their appointments. Please employ people who care and will show up for appointments. Add staff.
- Weekly recycle pickup would be great. 16th St Mall has gone downhill doesn't feel safe at night.
- Would love yard waste removal bins in alley way by dumpsters & recycling bins.

**Improve transportation**

- Review all man holes and covers and repair, after street repair. 2 Review all repair of streets that utilities have opened and made a temporary repair. 3 months, 6 months, 1 year and bill the utility.
- 1) Pave our streets! Yikes they are terrible CSE Denver west of Yosemite, north of 225 2) Quit making huge settlements in lawsuits. 3) Contain airport expansion costs.
- Add more bicycle lanes in NW Denver.
- Ask the bus drivers to slow down just a little bit.
- At intersection with stop light, let the left arrow be first alarms.
- Better maintenance in the alleys, eg. more frequent large item pick ups and penalties for dumping construction material.
- Better parking at site of services.
- Better traffic signals & Ease congestion (traffic).
- Build bridge over cherry creek connecting Alameda East and West Denver.
- Denver needs to make left turn lights longer so more than 2 cars can turn left especially @ rush hrs. Also build pedestrian bridges over major avenues e.g Federal & Colfax / Colorado! Exposition a friend of mine was killed there in Jan 2014.More true off leash w/ trees dog parks (not the "cattle holding pens") Affordable pet friendly housing!! Restore no recessive talk radio!! In Denver & Colo!! The Denver Post needs a new owner!
- Enforce snow removal from sidewalk overgrown weeks from yards.
- Fix streets w/pot holes faster. Almost had multiple accidents @ 14th / Delaware when there was a large pot hole in the middle lane.
- Get with the program and get the streets repaired in a timely manner this city streets are horrible start holding people accountable either negative or positive.
- I want the roads resurfaced more often!
- Improve the side street repairs.
- Improve traffic flow.
- Improve traffic on Colo. Blvd. (Realize probably not covered by question, but always an issue).
- Increase light rail and protected bike path transportation opportunities.
- Last January I tripped while walking on the sidewalk on 11th Ave between Vine and Humboldt Sts. Broke a bone in my hand. Happens a lot in Cap. Hill Now, I have to walk through beautiful neighborhoods with my eyes on the sidewalk.
- Light rail (out of traffic) from Capitol Hill/Speer to downtown, airport, RTD stops on 36.
- Make the city more and more accessible via public transit & better lines.
- More information on bus routes. (where they can be taken where to board them). More help for seniors.
- Parking on Sunday off 6th. There should be a sign indicating 3 lanes become 2, because people can park in a lane. Always causes a mess. (Lets Logan to Pearl)
- Remove 4 way stops on 17th at Perry and Utica.
- RTD could have a tracker app like Chicago where one could track their train/bus arrival. Sometimes buses are 10-15 min late & that will be terrible to wait in the winter. Maybe more frequent buses, too.
- Sidewalks in Montebello on 45th Chambers going into Green Valley Ranch and lights and stop signs, city bus bench.
- Stop light timing!! Please! It take ~30 time to drive 3 miles from Auraria parkway, South to 14th St to Vine St between 56 pm and red light that pace traffic should not be active after a particular time or light. Having to stop at a red light for 20 seconds with no cross street is incredibly frustrating, a waste of fuel (stop/start) and time. Thank you.
- Street repair too many rough areas.
• Street repairs & street & alley lighting in Barnum area 2 lights per alley for safety.
• Street repairs.
• The city's highway system is horrid!
• The snow removal situation (or complete lack thereof) is a total joke. There is no reason for the standstill of traffic on Speer Blvd when flurries start to fly. Come on Denver! This isn't Florida. This is the Rocky Mtn west. I am disgusted by the lack of planning and lack efficient snow removal.
• The traffic lights are timed very poorly downtown. Often I'll sit for a full minute waiting for the pedestrian light to pass when there are no pedestrians. It can take 810 minutes to get from 19th & Arapahoe of 16th and Lincoln that should be a 45 minute drive.
• When visiting city offices, having adequate, accessible and affordable parking is a must. Now non existent ease of access to downtown offices should be improved.
• Your customer service is pretty good. You need to improve traffic flow. Denver is the worst city I have ever lived in for traffic, poor city planning. Not enough enforcement of traffic laws. Better driver education for teens & more accountability of parents of teens. I have at least 3 close calls during my commutes to & from work.

Not applicable to the question
• 1) Cost of living wages for everyone in any job should increase. Increases overall moral & enjoyment in any job when you can live comfortably. (improves customer service).
• Bicycles speed should be regulated on the paths alongside cherry creek.
• Do not repeal marijuana laws.
• Education for adults.
• Fund the artists who brought your new found wealth.
• Get rid of illegals.
• Give convicted felons another chance for gainful employment.
• I really don't understand what this question mean but my concern here is we the poor people who need help from the city and county of Denver we never get the assistance we need P.S.
• Improve air quality.
• Make gay marriage and marijuana illegal.
• Outlaw pot smoking or Growing of plants! yours truly Kem.
• The smog and people moving here are ruining our beautiful state. It's no long somewhere that local Coloradoens wish to live any more.
• To the customers (residents) the quality of life in the community should not be marginalized in return for increased tax basic opportunities.

Satisfied with services
• City does an excellent job regarding the above! Thank You.
• Everything is good.
• I have always had a good experience with city employees. So I have no improvements no suggest. Thank you Love the composting program.
• I have no issues with the city of Denver.
• Keep doing whats being done.
• Keep it the way it is, they do a great job!
• Maintain current level of services.
• My last personal contact was 2 year ago and I was very pleased with the process and results therefore have no recommendations.
• Never had any issues with city causses. So good!
• NONE, SO FAR SO GOOD.
• They are doing a really good job!
• They do a very good job overall.
Other

- "School Choice" in the Denver public schools does not feel like choice at all. School options should provide flexibility for families who would or who may not want their 3 yr old in school every day. Parent "Volunteers" are not a substitute for adequate school staff. I resent being asked to donate time. "To love their jobs".
- Allow/create as many touch point alternatives as possible. Reduce the number of city workers by leveraging technology (when Applicable).
- Ask your city worker.
- Be more like Zappos (Shoe website that has the most genuine customer service).
- Better supervision on employee monitoring evaluations, some terminations!!
- Change of government look out for the poor.
- Clarity.
- Department managers should not be political appointments.
- Develop housing for low to no income individuals and families.
- Diligence.
- Diversity.
- DMV.
- Efficiency.
- Employee efficiency leading to lower cost of city payroll.
- Ever think about actually providing a service instead of just extorting us with fee after fee? just a thought.
- Fire __________
- First keep on listen to what the residents of Denver are saying on issues that come up.
- Get your $ together you guys have benefits responsibilities paid vacations and holidays we don't yet your fruitless in your jobs will hold no responsibilities and really don't cure work a blue collar job you would be in tear yet alone try customer service or restaurant not a one of you could hang.
- Hold city employees accountable.
- If the education system doesn't improve there is no way I can stay in Denver. This is essential to having a family in Denver.
- I'm not very familiar, spare residents incompetence, intrusiveness, and Kafkaesque bureaucracy, police brutality is not acceptable, mix militarization and using police as first responders to all problems. Place public education signs street harassment. Get the cops out of schools and universities stop street assignment of ware and diverse residents. No more street harassment allowed of women and diverse residents.
- Improved phone services.
- Individual initiative. Have police enforce sound ordinances.
- Listen with in reason, we think the city, very much.
- More air pollution decreasing affects.
- More resources for the disabled & elderly.
- Need more free event for senior crowd. The medicare set. No cost or supper low cost.
- Printed and written correspondence should include phone #s, as well as Email etc.
- Quicker and easier.
- Reduce the cost of enrichment opportunities such as the museums the zoo and cultural events especially for families.
- Strive to improve.
- The "new" union station needs to show the "diversity" the city of Denver proposes to be an important or should I say essential part of the culture living here.
- Update recreation centers new recreation center in central Denver with pool (indoor) with slides/ diving board/ hot tub.
- What you're doing "now" with survey: see what best fits people's over all needs and work towards that in the future.

Don't know

- Don't know. I don't have much information with employers.
- I don't know since I've never had any problems so far.
• Don't know.
• No comment.
• Not one thing in particular.
• ?
• I don't really have more need for city contact.
• Don't know.
• NA
• N/A
• Don't known.
• Not sure. Have not had experience w/city customer service.
• I don't have any overall concerns of quality or customer service.
• Don't know.
• I made a recent relocation to Denver. All of my answers are a reflection of living here less than 2 months.
• Do not know.
• N/A
• No idea.
• N/A
• No Comment.
• I don't know!
• Unsure.
• N/A
• Don't know.