

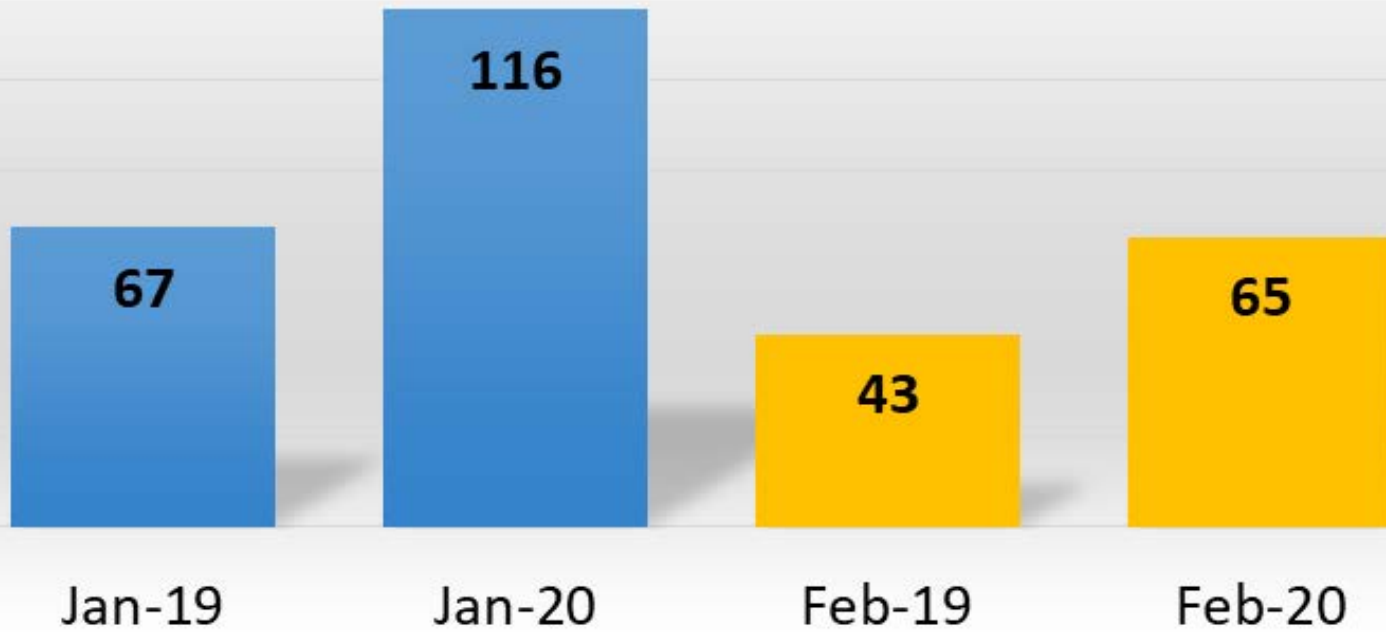


CITY OF
Northglenn

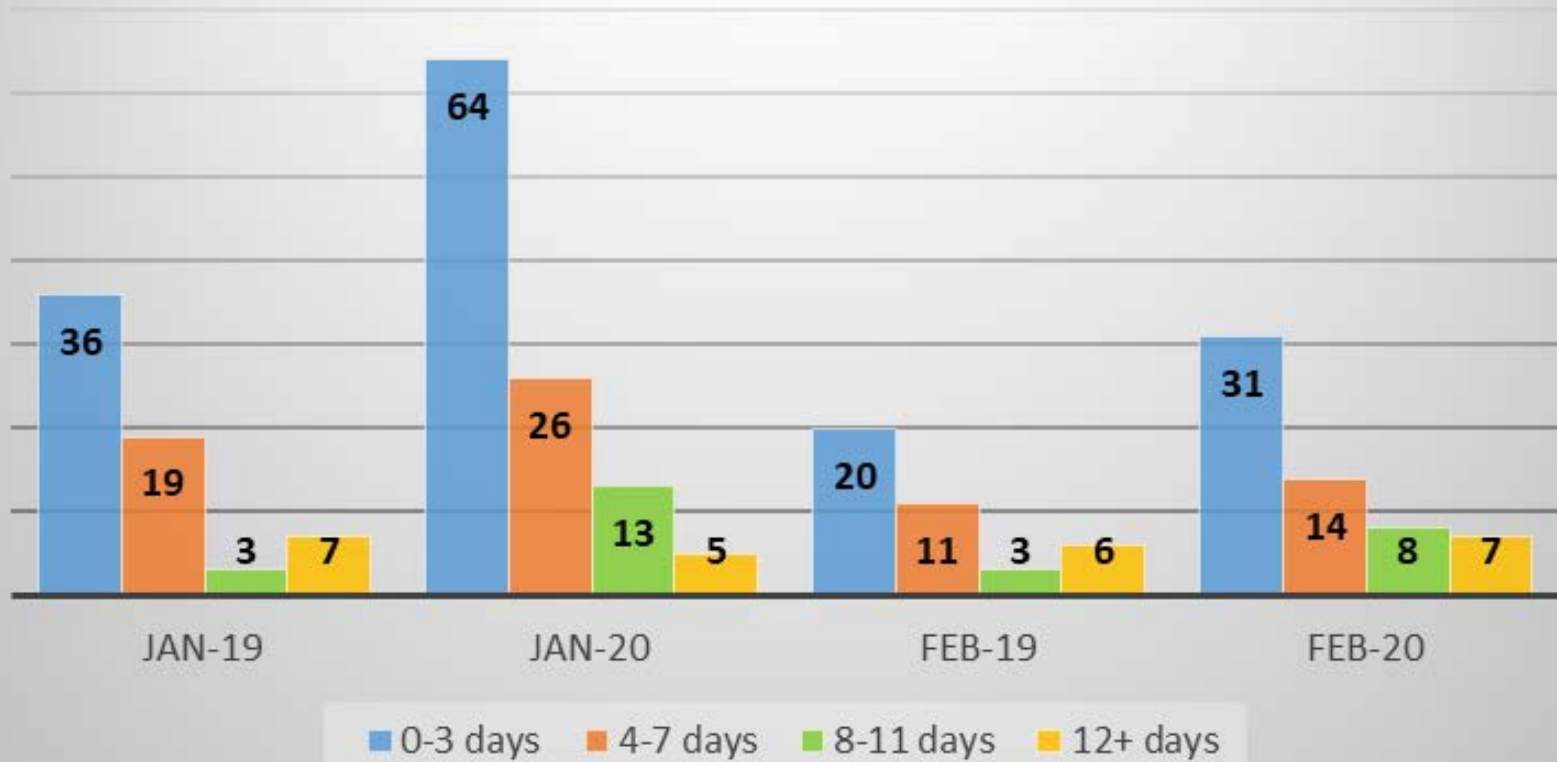
CRM DATA

March 9, 2020

of requests opened

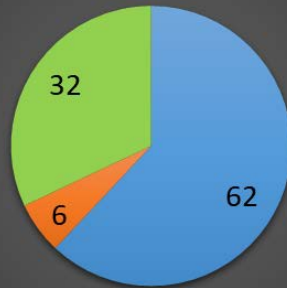


of days to close requests



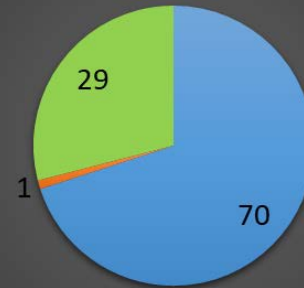
REQUEST METHOD

Jan-19



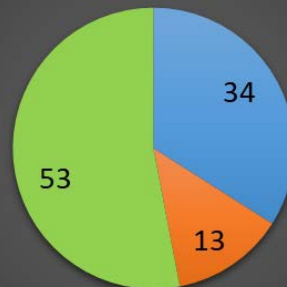
Website Employee Entered Mobile App

Feb-19



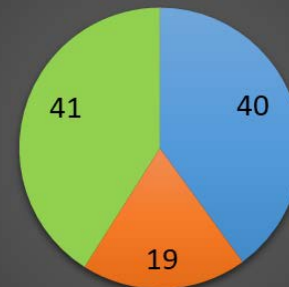
Website Employee Entered Mobile App

Jan-20



Website Employee Entered Mobile App

Feb-20



Website Employee Entered Mobile App

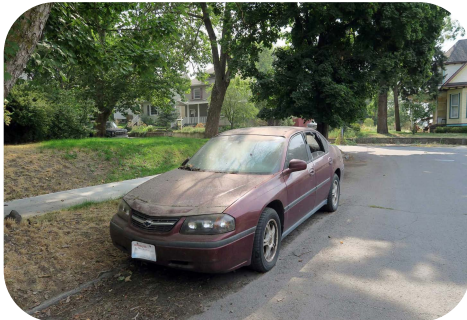
WHAT ARE OUR RESIDENTS TOP REQUESTS IN FEBRUARY 2020?



Graffiti



Potholes and
Street Repair



Abandoned Vehicle
on Public Property

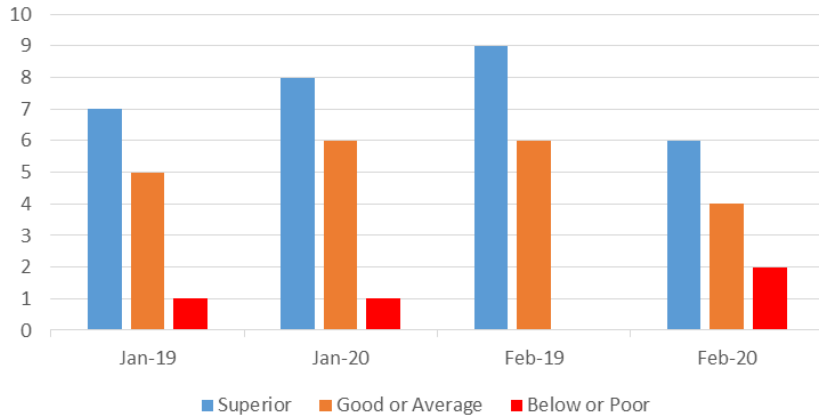


Abandoned
Shopping Cart

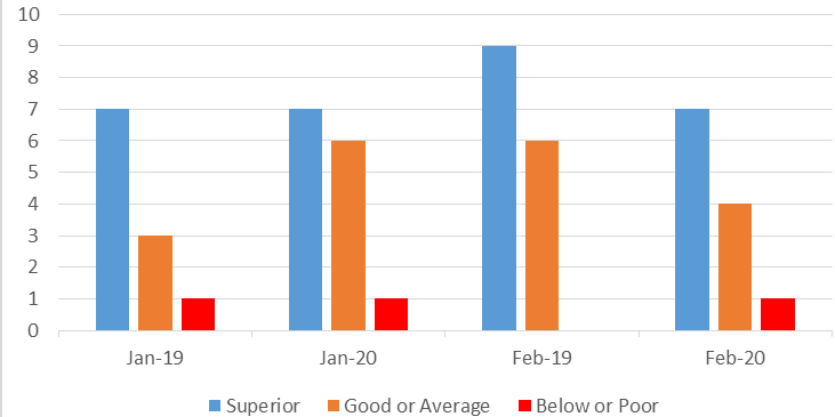


SATISFACTION SURVEY RESULTS

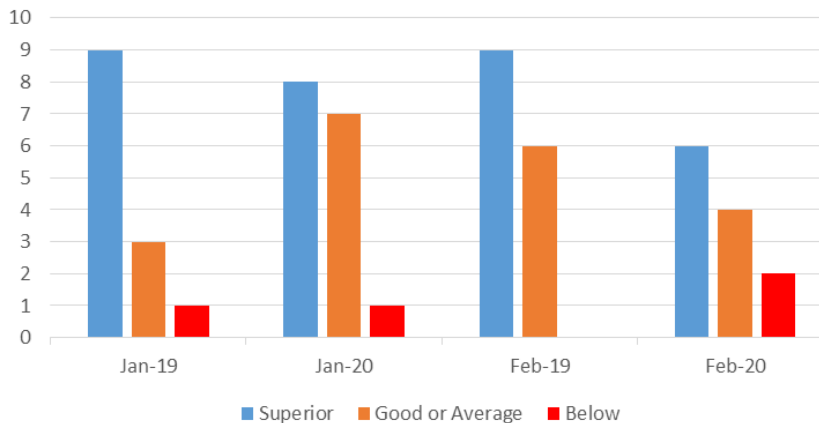
Employee Effectiveness



Employee Courtesy



Time to Respond



Expectations Met

