



CITY OF CONCORD

REPORT TO MAYOR AND THE CITY COUNCIL

DATE: January 27, 2016
FROM: Thomas J. Aspell, Jr., City Manager
SUBJECT: Citizen Comments

Recommendation:

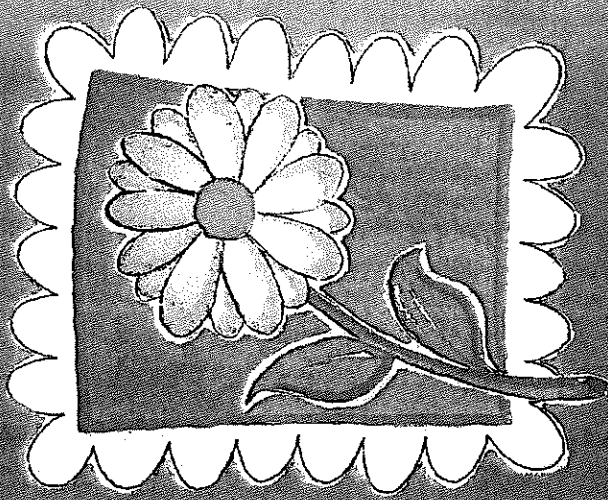
Recommend City Council accept this report.

Background:

Attached for your information are citizen comments received during the past month.

/ss

Attachments



Thank You

Please forward my note
of thanks to the appropriate
staff members.

Thank you.

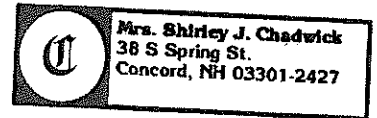
Sincerely
Shirley J. Chadwick
225-5197

Jim Major
c/o GSA

Dear Mr. Major,

I'd like to express
my sincere appreciation
and thanks to the road
crews for keeping Concord
streets safe and clear
during the winter months.

I'm sending special
thanks for the plow crew
assigned to South Spring St.
I have a daily walking
route, and it's great to



**City of Concord – Collections Department
Customer Comment Cards Survey**

Results based on total comment cards received for January 2016

I received services related (circle all that apply): Total comment cards completed:

Motor Vehicle (3)	Property Taxes (0)	Utility Payments (0)	Misc. Billing (0)
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Our staff was:	Courteous (1)	Knowledgeable (1)	Professional (2)
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Other: Helpful
Very Helpful
Absolutely Excellent

Our service was:	Courteous (1)	Knowledgeable (2)	Professional (2)
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Other: Efficient and helpful
Fantastic

Comments and suggestions:

1. The staff is wonderful and so nice!
2. Very helpful staff (all). Came in twice.
3. The clerk who assisted me went above and beyond to help me. She was pleasant, considerate and thorough. What a treasure. Thank you Jan.

©Results based on total surveys received for DECEMBER 2015

***City of Concord – City Clerk’s Office
Customer Service Survey***

I received services related to (circle all that apply): (Total surveys completed: (10)

City Council Elections Vital Records Dog Licensing

() () (7) ()

Voter Registration UCC Filings Other: General Information
(1) () (2) MARRIAGES

Were you greeted promptly and friendly?

(Worst) 1 2 3 4 5 6 7 (Best)
() () () () () () (10)

Was your wait for service reasonable?

(Worst) 1 2 3 4 5 6 7 (Best)
() () () () () () (10)

Was the staff person knowledgeable?

(Worst) 1 2 3 4 5 6 7 (Best)
() () () () () () (10)

Was your transaction complete and accurate?

(Worst) 1 2 3 4 5 6 7 (Best)
() () () () () () (10)

Comments and suggestion

“Thank You for your help! Service was excellent and much appreciated!”

“Excellent! Staff was great even though very busy.”

“Very helpful on phone & in person.”

“Application for vital records has a search fee mentioned in the bottom section, which I was unclear of the cost, so I couldn’t mail the form in. Didn’t end up getting charged a fee, in the end.”

“ Very helpful, courteous and professional.”

“Great staff.”

“Very helpful!”

“Awesome service & extremely friendly employees.”