



CITY OF CONCORD

New Hampshire's Main Street™
City Manager's Office

Thomas J. Aspell, Jr.
City Manager

REPORT TO MAYOR AND THE CITY COUNCIL

DATE: April 29, 2019
FROM: Thomas J. Aspell, Jr., City Manager
SUBJECT: Citizen Comments

Recommendation:

Recommend City Council accept this report.

Background:

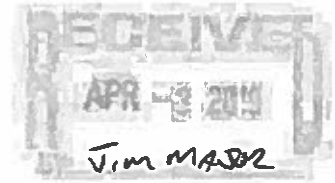
Attached for your information are citizen comments received during the past month.

/ss

Attachments

General Services
City of Concord
311 N. State St
Concord, NH 03301

March 27, 2019



Re: 47 AUBURN ST; DAMAGE TO DRIVEWAY AND SIDEWALK—THANK YOU

Greetings:

THANK YOU for taking swift action in response to our request at the end of last month for repairs to the sidewalk and the end of our driveway following sidewalk snow plow damage. A road crew was here yesterday and back today. They were highly efficient and expert in their work, leaving conditions better than they were before the damage—with careful equipment operation, neatly installed replacement paving, and seeding in the area disturbed during the work.

We continue to appreciate the good work done by our City crews in all sorts of difficult conditions.

Thanks again.

Marcia Mackay
James L. Kruse

Marcia B. Mackay
James L. Kruse

47 Auburn St
Concord NH 03301

Marcia: 731 8308; marciamackay@comcast.net
Jim: 731 8307; jkruse47@yahoo.com



1 Palomino Court
Concord, NH 03301
April 22, 2019

Mr. Chip Chesley
Concord General Services
311 North State Street
Concord, NH 03301

Dear Mr. Chesley:

Back on January 1st of this year during snowplowing duty, a city snowplow accidentally ran into our mail box and granite post. It broke the post off at ground level and severely damaged the metal postal box. We contacted your office via e-mail and received an immediate response saying that someone from the office would contact us to discuss a resolution to the accident. Within 24 hours we heard from Kevin Rowell who went out of his way to apologize on behalf of the city and also inform us that a temporary mail box and post was on its way. He further stated that come spring a permanent solution would be put in place.

A short time later, we had a number of conversations with Kevin, offering us options, explaining timing and finally totally returning the mail box and post to original condition. I cannot tell you enough how pleasant and accommodating Kevin was in dealing with our situation. He even followed up with a telephone call after the work was completed to see if we were fully satisfied. He was terrific!

We thank you personally for your promptness and genuine willingness to resolve our situation. Often the city gets "kicked around" for how it handles some situations. We can only attest to the opposite. Cheers to you with our sincere appreciation to you, your staff and the City of Concord.

Sincerely,

Jere and Carol Ericson

Cc: Kevin Rowell

Thomas J. Aspell, Jr. ✓

From: Zulkic, Angelina [mailto:AZulkic@concordnh.gov]

Sent: Tuesday, April 16, 2019 12:45 PM

To: Chesley, Chip <CChesley@ConcordNH.gov>; Clark, Adam <AClark@ConcordNH.gov>; Tina M Plante <tina.plante@casella.com>

Cc: Hoadley, Jeff <JHoadley@ConcordNH.gov>; Alexander, Donna <DAlexander@ConcordNH.gov>; Breton, Stefanie <SBreton@ConcordNH.gov>

Subject: INFO: Thank You - Trash Collector

Hi All,

FYI, we received this private message from Palmer Bossanova.]

11:44 AM

Who ever the guy is collecting recycling today on south st deserves a metal
Fast and he picked up everything that was dropped/ blown over.

Hi Palmer, thanks for the feedback! We'll be sure to pass your appreciation along
Have a nice day

Sent by Angelina Zulkic (7)

Angelina Zulkic
Communications Coordinator
Concord General Services
311 North State Street, Concord, NH 03301
azulkic@concordnh.gov
(603) 230-3907

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

Results based on total comment cards received for April 2019

I received services related (circle all that apply):

Motor Vehicle (3)	Property Taxes (1)	Utility Payments (0)	Misc. Billing (0)
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Our staff was:	Courteous (4)	Knowledgeable (3)	Professional (3)
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Our service was:	Courteous (4)	Knowledgeable (3)	Professional (3)
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Comments and suggestions:

1. Super nice ladies, always helpful.
2. I came in with essentially no idea what I was doing, both Donna and Jan were extremely helpful and patient as I figured out my documents, etc.
3. Property taxes are ridiculously high. What is the money going towards? NH is the 3rd highest property taxes in the country. Concord tax rate 28!!!
4. Wonderful staff.

**City of Concord – City Clerk’s Office
Customer Service Surveys- March 2019**

I received services related to (circle all that apply): Total surveys completed: (7)

City Council	Elections	Vital Records	Dog Licensing
()	()	(3)	(4)
Voter Registration	UCC Filings	Other: <u>General Information</u> ()	
()	()	() Marriage License	() Purple Bags

Were you greeted promptly and friendly?

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

Was your wait for service reasonable?

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

Was the staff person knowledgeable?

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

Was your transaction complete and accurate?

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

Comments and suggestion

- It was perfect
- Excellent Services – Thank you
- Well organized-friendly ☺ Thank you!
- Great Experience