



# CITY OF CONCORD

## REPORT TO MAYOR AND THE CITY COUNCIL

**DATE:** November 29, 2017  
**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.

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Attachments

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

Results based on total comment cards received for Nov 2017

**I received services related to (circle all that apply):**

Motor Vehicle (5)	Property Taxes (0)	Utility Payments (0)	Misc. Billing (0)
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<b>Our staff was:</b>	Courteous (5)	Knowledgeable (5)	Professional (5)
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Other: Patient.  
Donna is excellent!

<b>Our service was:</b>	Courteous (5)	Knowledgeable (5)	Professional (5)
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**Comments and suggestions:**

1. I always register my cars in person. I love you guys! Jan did great, as usual. Always a pleasure.
2. Very nice people.
3. Jan was extremely helpful and courteous.
4. Sarah was great, a real pro.

**City of Concord – City Clerk’s Office  
Customer Service Surveys- October 2017**

**I received services related to (circle all that apply): Total surveys completed: (14 )**

City Council	Elections	Vital Records	Dog Licensing
( )	(3)	( 6)	( 1)
Voter Registration	UCC Filings	Other: <u>General Information</u> ( )	
(2)	( )	(2) Marriage License	( ) Purple Bags

**Were you greeted promptly and friendly?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( )	( )	(14)	

**Was your wait for service reasonable?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( )	(2)	(12)	

**Was the staff person knowledgeable?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( )	( )	(14)	

**Was your transaction complete and accurate?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( )	( )	(14)	

**Comments and suggestion**

- None! Awesome service, very friendly!
- Always friendly and accurate ☺
- Perfect servicing public
- None – it was great!
- Great!
- Sarah was great! Very helpful!
- None-keep up the good work!
- Always helpful & super friendly
- Awesome Thanks