



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: October 26, 2018
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

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

Results based on total comment cards received for Oct 2018

I received services related:

Motor Vehicle (6)	Property Taxes (1)	Utility Payments (0)	Misc. Billing (0)
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Our staff was:	Courteous (6)	Knowledgeable (6)	Professional (5)
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Other: Went the extra mile. Called to make sure everything was good with title.

Our service was:	Courteous (5)	Knowledgeable (5)	Professional (5)
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Other: Awesome.

Comments and suggestions:

- 1) Your customer service people are very personable and efficient. I do not appreciate the loud TV and news station in the lobby. It is most upsetting while reporting violent events. Thanks. Please turn volume down, perhaps closed caption.
- 2) Jan you are awesome!! Thank you
- 3) Sandy was extremely helpful!
- 4) Jan was very nice and so helpful!
- 5) Didn't have a wait today. Very nice and personable ladies. Donna and Jan a pleasure to talk to.
- 6) Nicole did a fantastic job! As usual I like doing business in person. You gals are great! Keep doing what you are doing!

**City of Concord – City Clerk’s Office
Customer Service Surveys- August 2018**

I received services related to (circle all that apply): Total surveys completed: (12)

City Council	Elections	Vital Records	Dog Licensing
(1)	(1)	(7)	(1)
Voter Registration	UCC Filings	Other: <u>General Information</u> (1)	
(1)	()	() Marriage License	() Purple Bags

Were you greeted promptly and friendly?

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

Was your wait for service reasonable?

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

Was the staff person knowledgeable?

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

Was your transaction complete and accurate?

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

Comments and suggestion

- Thank You.
- GREAT CUSTOMER FRIENDLY STAFF!
- I am very impressed. The process was fast and easy!
- Great experience!
- None, absolutely amazing staff.
- Don't change a thing
- None
- Keep on doing the great job your doing
- Vanessa assisted me. Sarah was exceptional on the phone, taking calls while Vanessa was busy.