



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: May 30, 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

From: Julie Grandmaison [<mailto:julieg@knoxland.com>]
Sent: Thursday, May 10, 2018 12:45 PM
To: Major, James
Cc: Fschaefer@CconcordNH.gov
Subject: Grandmaison - Millstream

Hey Jim,

I just wanted to take a minute and comment about one of your guys! We all know you routinely hear that bad, but I really feel that you should also hear the good!

I noticed his email was Cc'd on this original so thought I'd let him know also...

Fred is wholeheartedly the person you want dealing with people on the cities behalf!! He stopped at the house one day when my daughter was home, and then continued to watch for me to be home so he could talk with me about the sprinkler issue! I spoke with him on a couple of different days, and then also heard he was looking for me last week while I was on vacation. This is the first time someone has been so forthcoming with information, and proactive about solutions. I noticed they've moved off our road for the moment, and haven't even felt the need to hunt him down, because I just know next time they're around he'll try to catch me and figure things out! I not only got to witness how he interacted with me, but I was around one morning while a neighbor was questioning some things... his friendly manner is great for the cities reputation!

Letting my daughter in and out of the driveway is another thing that he probably doesn't even know is a big deal, but meant the world to her! She's 18 and has not found the ruthless, don't tell me I can't drive around you attitude yet (thankfully)... as she is only in school from 7:30 to 11:00 daily, she would need to get in and out multiple times during the day and was afraid to be in the way and not always sure which way she could go or when. No problem there is Fred!! Many times waiving her in and out, and making sure she was safe with all of the goings on, on our little rd. As a parent I'm sure you know you don't always here things from your kids, the fact that she would go out of her way to tell me "that guy was awesome again today helping me in and out, holy construction crazy", means the world to me as a mom.

Again I just wanted to take a minute and let you know that the Grandmaison girls are grateful for Fred and the little things that people don't always mention! Have a great afternoon!

Julie Grandmaison

Stevens, Suzanne

From: Chesley, Chip
Sent: Wednesday, May 16, 2018 7:42 AM
To: Stevens, Suzanne
Cc: Major, James
Subject: FW: New request received Thank you from 164 Carter Hill Rd.

Good morning Sue,

Enclosed is a screen shot from our Citizen Request Tracker system reflecting a positive citizen comment regarding work performed by Chad's road crew for consideration for positive comments on the next City Council agenda.

Best,

Chip

From: Major, James
Sent: Monday, May 14, 2018 7:30 AM
To: Demers, Kevin; Jaquith, Chad
Cc: Chesley, Chip; Hoadley, Jeff
Subject: FW: New request received Thank you from 164 Carter Hill Rd.

Hi Kevin and Chad, very good work with response from you and the crew. Please make sure they see this. Thanks, Jim

From: GS Sender [mailto:do_not_reply@civicplus.com]
Sent: Monday, May 14, 2018 6:55 AM
To: Highways and Utility
Subject: New request received

Category General Services - Street Maintenance has received a new request.

Here is what we have on file:

Road Request

#15096

[View Request](#)

		SUBMITTER
Category:	General Services - Street Maintenance	Susan McCormack
Priority:	3	164 Carter Hill Rd
Assigned To:	Unassigned	Concord, NH 03303
Submitted:	5/14/2018 6:54 AM	CONTACT
Source:	Website 98.217.40.71	ivansmaiden@aol.com 603-856-8585

164 Carter Hill Rd
Concord, NH 03303

REQUEST DETAILS

Description

Other (See Below)

Please select the best description of the problem from the following

Other (See Below)

Use this space for any problem not listed above or to provide any information that may be appropriate.

I would just like to thank the road crew for their fast response to fixing the problem in front of my house.

Your Information

Name

Susan McCormack

Fax Number

Email Address

ivansmaiden@aol.com

Preferred Contact Method

email

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

Results based on total comment cards received for May 2018

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

Motor Vehicle (5)	Property Taxes (0)	Utility Payments (1)	Misc. Billing (0)
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Our staff was:	Courteous (6)	Knowledgeable (6)	Professional (6)
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Other: Nice smile.
Calm, gracious, pleasant, respectful.

Our service was:	Courteous (5)	Knowledgeable (5)	Professional (5)
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Comments and suggestions:

1. Sarah was very professional and knowledgeable dealing with my registration. Explained the steps I needed to take regarding the title of new car. (Did not roll eyes regarding my dumb questions.)
2. Very patient, friendly.
3. Whenever I renew my vehicle registrations, I hope to be helped by Donna. She's the best! Always smiling, always helpful and friendly, it eases the pain of paying over \$1000.00.
4. Need to keep customers moving. Need to have more clerks on, especially when one is tied up for ½ hour, plus breaks. Saw people leave.
5. With a long line in front of and behind us, we, nevertheless, were provided gracious, focused attention by Jan. (We could hear her colleagues on either side also serving clients well.)

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

Results based on total comment cards received for April 2018

I received services related (circle all that apply):

Motor Vehicle (2)	Property Taxes (1)	Utility Payments (0)	Misc. Billing (0)
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Our staff was:	courteous (3)	knowledgeable (3)	professional (3)
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Other: Excellent.
Polite.
Extremely helpful, patient, empathetic, great follow up.

Our service was:	courteous (2)	knowledgeable (2)	professional (2)
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Other: Excellent.
Successful efforts.

Comments and suggestions:

1. Sarah was great. An asset to the City.
2. Nicole was very pleasant and helpful.
3. Eva and Sandy patiently helped me deal with my mortgage company who were insisting that I had to correct their mistake (over 3 wks+6+ phone calls). Sandy found the problem. They both deserve a raise. Thank you!

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

I received services related to (circle all that apply): Total surveys completed: (16)

City Council	Elections	Vital Records	Dog Licensing
()	()	(7)	(9)
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)
	()	()	()	()	()	()	(16)	

Was your wait for service reasonable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	(1)	(15)	

Was the staff person knowledgeable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(16)	

Was your transaction complete and accurate?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(16)	

Comments and suggestion

- Great friendly service!
- Very helpful!
- Dog license fees do not makes sense – 4 dogs 30.00 5 dogs is less?? Shouldn’t it be 4 or more \$30.00?
- Clerk was AWESOME
- None – it was great
- Thank you!
- Coffee & donuts
- Very professional & informative