

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

Results based on total comment cards received for January 2021

I received services related to:

Motor Vehicle (7)	Property Taxes (0)	Utility Payments (0)	Misc. Billing (0)
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Our staff was:	Courteous (5)	Knowledgeable (5)	Professional (5)
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Other: Great with dealing with difficult person
Very nice customer service
Patient

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

1. Great plan in place.
2. I am coming here for the last 3 years and every time I get the same kind of service called “The Best”. I wish everywhere was the same level of service.
3. COVID protocol at Concord City Hall was excellent. Everything smelled so clean. I felt safe and appreciated. Concord City Hall staff and procedures get an A++ from me.
4. The precautions for safety in controlling traffic for social distancing, cleanliness and courteous with attention to individuals needs with information to serve each citizen. Fabulous job all!!
5. We came in for car registration. Thank you for how you are keeping everyone safe during COVID-19. Excellent plan in place.
6. Eva was wonderful.