



# CITY OF CONCORD

## REPORT TO MAYOR AND THE CITY COUNCIL

**DATE:** May 31, 2016  
**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

# James D. LaRocca

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*Real Estate Investments*

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JDLaRocca@aol.com

May 18, 2016

Concord Fire Department – Concord Heights Station  
127 Loudon Road  
Concord, NH 03301

Re: April 2016 Brush Fire at Shaw's – Concord Heights

Dear Sir or Madam:

We are the owners of the parcel of land upon which the Shaw's supermarket in Concord Heights sits, and were just informed of the brush fire that occurred there last month. We just want to extend to you our appreciation for your quick and thorough response in extinguishing the risk to the adjacent buildings and personnel. Thank you for your ongoing dedication to protecting the community.

Sincerely,

NSM Investments, LP



James D. LaRocca  
Managing General Partner

copy: Concord Fire Department Headquarters ✓

**Results based on total surveys received for APRIL 2016**

*City of Concord – City Clerk’s Office*

*Customer Service Survey*

**I received services related to (circle all that apply):** (Total surveys completed: (36)

City Council	Elections	Vital Records	Dog Licensing
( )	( )	(7)	(22)

Voter Registration	UCC Filings	Other:(1) Purple bags (1) Notary (1) N/A
(2)	( )	( 2 ) Marriage Licenses

**Were you greeted promptly and friendly?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( )	(1)	(33)	

**Was your wait for service reasonable?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( )	(4)	(31)	

**Was the staff person knowledgeable?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( )	(1)	(34)	

**Was your transaction complete and accurate?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( )	( )	(33)	

**Comments and suggestion**

- Very nice staff and very busy, but atmosphere was still welcoming
- Candy bowl/ Great staff you have here-very helpful!
- Thanks, 3 ahead of me when I entered, went fast
- Was an excellent experience
- Write “ex-spouse” instead of “husband” and/or “wife” on divorce decree record finding form/ I like that you accept cash!
- Keep this staff/ Give them a raise (staff) and a daily high-five!
- None, keep doing what you’re doing!
- Exceptional service, received!
- Great service!! Went above and beyond!
- Always excellent service
- The lady who helped me was very sweet, thank you!
- Amazing
- Always a pleasure, no complaints
- It is the best
- None. All people were great
- Everyone is doing an amazing job

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

Results based on total comment cards received for May 2016

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

Motor Vehicle (3)	Property Taxes (0)	Utility Payments (1)	Misc. Billing (0)
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<b>Our staff was:</b>	courteous (3)	knowledgeable (3)	professional (3)
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Other: Smiling.

<b>Our service was:</b>	courteous (2)	knowledgeable (2)	professional (2)
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Other: All of the above.  
Wonderful and timely manner.  
Fast.

**Comments and suggestions:**

1. Pam is excellent in customer service and just a real nice person. She's a keeper and a very pleasant person.
2. Very helpful, listened to all of my questions with respect, and answered all the things I needed to know. Big thanks to a great associate.
3. Extra nice, very sweet ladies.
4. Thank you!
5. Excellent job Donna.