



CITY OF CONCORD

REPORT TO MAYOR AND THE CITY COUNCIL

DATE: February 29, 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.

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Attachments

From: Charles Lepore [<mailto:vilajo3@comcast.net>]
Sent: Sunday, February 07, 2016 7:00 PM
To: Chesley, Chip
Subject: 48 Meter Street Emergency Call

Chip,

We wanted to take a minute and let you know how much we appreciated two of your crew coming out to our house yesterday for a backed up sewer line. I missed their names but were both very courteous, professional and diligent. We realize that they both probably would have rather been sitting at home preparing for the Super Bowl but were instead helping my family deal with a 'not so fun' issue. In all our years living in Concord, we have never had an urgent need to call General Services for immediate help. Your guys responded timely and were awesome. Thanks again and please to feel share our comments as you see fit.

Best Regards,

Charles and Natalie Lepore
48 Meter Street
Penacook, NH 03303
753.9519

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

Results based on total comment cards received for February 2016

I received services related (circle all that apply): Total comment cards completed:

Motor Vehicle (4)	Property Taxes (0)	Utility Payments (0)	Misc. Billing (0)
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Our staff was:	courteous (4)	knowledgeable (4)	professional (3)
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Our service was:	courteous (2)	knowledgeable (2)	professional (3)
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Other: Prompt and thorough.

Comments and suggestions:

1. Pam is excellent. She knows her business yet she is still very pleasant and accommodating.
2. Sarah was patient and helpful with a complicated issue. She's great! ☺
3. Great job and great customer service too. Great Services☺
4. Donna was amazing. She rushed us right through and was very thorough.