



CITY OF CONCORD

REPORT TO MAYOR AND THE CITY COUNCIL

DATE: April 27, 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



FIRE DEPARTMENT CITY OF CONCORD

24 Horseshoe Pond Lane
Concord, NH 03301
www.concordnh.gov/fire

April 5, 2016

Captain Thomas Nault
Firefighter Paramedic Stephen Lorenze
Firefighter Robert Andrews
Firefighter Eric Booker
Firefighter Adam Morris

I received a call yesterday from a woman at South Congregational Church who wanted to express her great appreciation for your work during a medical emergency at that facility on March 17, 2016. She said that the response was very quick, and that the care was very professional. She added, "I hope that if I ever have to have those services, I get people like that taking care of me."

Thank you for your work to show our community what our core values look like in practice. I am proud of your work and all that you do for the citizens of this community.

Sincerely,



Daniel L. Andrus
Chief of Department

Administration
(603) 225-8650
(603) 225-5833 fax

Prevention
(603) 225-8651
(603) 225-5833 fax

Fire Alarm
(603) 225-8667
(603) 225-8509 fax

Communications
(603) 225-8669
(603) 225-8507 fax

Stevens, Suzanne

From: Gill, David
Sent: Monday, April 25, 2016 11:07 AM
To: Stevens, Suzanne
Subject: FW: Many Thanks from AARP Foundation TaxAides & Clients

The following was sent to our Senior Program Coordinator, Becky Bukowski.

From: Concord TaxAide [<mailto:concordtaxaide@metrocast.net>]
Sent: Monday, April 25, 2016 9:51 AM
To: Bukowski, Rebecca
Cc: Severance Donna
Subject: Many Thanks from AARP Foundation TaxAides & Clients

Dear Rebecca,

Another tax season is done and we thank you very much for providing the venue to assist many taxpayers in our area. Overall, we assisted nearly 2000 taxpayers in and around Concord thanks to your generous community spirit. We couldn't have done it without you and the Heights Community Center Staff!

Gratefully,

Diane Vince

Concord District Coordinator

AARP Foundation TaxAide

(603) 717-5465

Stevens, Suzanne

From: Donna Woodfin <ddwoodfin@comcast.net>
Sent: Sunday, April 24, 2016 3:23 PM
To: Brown, Dixie
Cc: Temchack, Kathryn; * City Manager Office
Subject: Thanks

Hi Dixie – I heard from the Board of Assessors by letter on Friday. The assessed value of my house was reduced by over \$50,000! While somewhat shocked that it was overvalued by that much, I was pleased that I had filed for an abatement AND with the result. I want to thank you for “coming to my rescue” when I went to City Hall to see if a mistake had been made, as it seemed to everyone I spoke with that the big jump in assessed value was incorrect. Rather than give me the “canned” reply that “adjustments are made” or “taxes go up” you offered to come to my house to make sure my property record card was, in fact, correct – a refreshing example of how government should work. Again, my thanks to you for a job well done!!

Donna Woodfin

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

Results based on total comment cards received for April 2016

I received services related to:

Motor Vehicle (5)	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: Very kind and helpful.
Extremely polite, with old-school customer service/manners.

Our service was:	courteous (4)	knowledgeable (3)	professional (3)
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Other: Very kind and helpful.

Comments and suggestions:

1. Sarah even researched for erudite thoroughness. What a lucky City Hall you are to have such polite staff as Sarah.
2. I am always impressed by how friendly everyone is. Registering my car is always quick, easy and very nice. They are great!!
3. Good advice re: debit card.
4. Extremely polite and courteous in helping me with spring car renewal registration. They're kind with all. Very grateful.

Results based on total surveys received for March 2016

City of Concord – City Clerk’s Office

Customer Service Survey

I received services related to (circle all that apply): (Total surveys completed: (14)

City Council Elections Vital Records Dog Licensing

() () (11) (2)

Voter Registration UCC Filings Other: General Information (1)

() () () Marriage Licenses

Were you greeted promptly and friendly?

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

() () () () () () (14)

Was your wait for service reasonable?

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

() () () () () () (14)

Was the staff person knowledgeable?

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

() () () () () () (14)

Was your transaction complete and accurate?

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

() () () () () () (14)

Comments and suggestion

- Very prompt & courteous
- Very great service, professional and generous
- Just keep up the great work, ladies
- Very professional, courteous, knowledgeable
- Sarah is wonderful!! Perfect
- Amazed you are in the same office space you were 34 years ago & still very good service & professionalism
- Handicap Access- long walk with a cane. Had to rest- maybe put a seat between benches outside and elevator. We did rest @ the benches, as it was a walk from the parking spot
- Keep doing what you’re doing. I felt comfortable coming in and being greeted immediately
- Amy & Michelle are GREAT