



# CITY OF CONCORD

## REPORT TO MAYOR AND THE CITY COUNCIL

**DATE:** December 26, 2017  
**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

## Stevens, Suzanne

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**From:** Andrus, Dan  
**Sent:** Friday, December 22, 2017 1:57 PM  
**To:** Stevens, Suzanne  
**Cc:** Toomey, Sean; France, Jonathan; Chisholm, John  
**Subject:** Positive Citizen Comment Posted Today on Department FaceBook Page

Hi, Sue,

We were pleased to receive this message today on our Department FaceBook page regarding Capt. John Chisholm who has become the second Child Passenger Safety Technician, which has increased our ability to serve our customers when Lt. Ken Kiehl is not available.

**Becky Chadwell** reviewed [Concord, NH Fire Department](#) — *5 star*

43 mins ·

Scheduled a car seat safety check for my 7 week old daughter. John spent almost 2 hours making sure the seat was set up & installed properly. He really went above & beyond to help keep my little one safe & we couldn't be more thankful. Concord FD is awesome!

Dan

Daniel L. Andrus  
Fire Chief  
City of Concord, New Hampshire  
24 Horseshoe Pond Lane  
Concord, New Hampshire 03301  
(603) 225-8650  
[www.concordnh.gov/fire](http://www.concordnh.gov/fire)

*New Hampshire's Main Street™*



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

Results based on total comment cards received for December 2017

**I received services related to:**

Motor Vehicle (2)	Property Taxes (0)	Utility Payments (0)	Misc. Billing (0)
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<b>Our staff was:</b>	Courteous (2)	Knowledgeable (2)	Professional (2)
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Other: Very accommodating and efficient.

<b>Our service was:</b>	Courteous (2)	Knowledgeable (2)	Professional (2)
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**Comments and suggestions:**

1. Nicole was very friendly and helpful. I love doing business in person. Happy Holidays!
2. Nicole was excellent!

**City of Concord – City Clerk’s Office  
Customer Service Surveys- November 2017**

**I received services related to (circle all that apply): Total surveys completed: ( 10 )**

City Council	Elections	Vital Records	Dog Licensing
( )	( )	( 9 )	( )
Voter Registration	UCC Filings	Other: <u>General Information</u> ( )	
( 1 )	( )	( ) Marriage License	( ) Purple Bags

**Were you greeted promptly and friendly?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( )	( )	( 10 )	

**Was your wait for service reasonable?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( )	( )	( 10 )	

**Was the staff person knowledgeable?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( )	( )	( 10 )	

**Was your transaction complete and accurate?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( )	( )	( 10 )	

**Comments and suggestion**

- Fast & Prompt, Everyone was smiling ☺ Thank you
- You guys are great and very efficient
- Super helpful! I’m very grateful
- Love that the office is open late one evening!
- All good ☺
- Vanessa was amazingly helpful- you’re lucky to have her!