



CITY OF CONCORD

New Hampshire's Main Street™

City Manager's Office

Thomas J. Aspell, Jr.
City Manager

REPORT TO MAYOR AND THE CITY COUNCIL

DATE: March 27, 2018
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

From: Sherry <sherry.hieber@gmail.com>
Date: Mar 21, 2018 at 8:17 AM
To: Chip Chesley <cchesley@concordnh.gov>
Cc: James Major <jmajor@concordnh.gov>, Hope Hundley <hhundley@concordnh.gov>
Subject: Re: 27 Westbourne Rd

Crew out here first thing this morning! You are awesome! Thank you!

Best, Sherry

Sent from my iPhone

> On Mar 20, 2018, at 6:51 PM, Chesley, Chip <CChesley@ConcordNH.gov> wrote:

>

> Good evening, We apologize for the incident and will be out to your home to address the matter. Best regards, Chip

> Chesley

>

>

> On Mar 20, 2018 at 4:50 PM, <Sherry Hieber<<mailto:sherry.hieber@gmail.com>>> wrote:

>

> I am writing to let you know that the snow plow lifted a huge chunk of blacktop off of the street and pushed it into my front yard. Would you please send a crew out to remove it? Thank you very much.

>

> Best, Sherry Hieber

> 603 860-8837

>

> Sent from my iPad

From: Chesley, Chip

Sent: Thursday, March 8, 2018 12:52 PM

To: 'Theresa Camire'

Cc: Major, James

Subject: RE: This winter, has been a hard one and I just want to say a big THANK YOU for you and your crew. They have been on top of things this year. I feel sorry for their family's and them for having to put in all the hours this year, I am ready for SPRING !!!!

Good afternoon Theresa,

Thank you for taking time from your busy day to share your kind thoughts. We're fortunate to have a very dedicated and professional crew working for us and they very much appreciate feedback on the work they perform daily for us in the community.

Best regards,

Chip Chesley

General Services Director

From: Theresa Camire [<mailto:nubble16797@yahoo.com>]

Sent: Thursday, March 8, 2018 12:23 PM

To: Chesley, Chip

Subject: This winter, has been a hard one and I just want to say a big THANK YOU for you and your crew. They have been on top of things this year. I feel sorry for their family's and them for having to put in all the hours this year, I am ready for SPRING !!!!!!!

Again Thank You all for a great clean up this winter. Feel free to share this letter with them and anyone else you feel should see this. God Bless you all

Theresa Camire

18 Green St Concord NH

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

Results based on total comment cards received for March 2018

I received services related to:

Motor Vehicle (4)	Property Taxes (1)	Utility Payments (0)	Misc. Billing (0)
----------------------	-----------------------	-------------------------	----------------------

Our staff was:	Courteous (5)	Knowledgeable (5)	Professional (5)
-----------------------	------------------	----------------------	---------------------

Our service was:	Courteous (5)	Knowledgeable (5)	Professional (5)
-------------------------	------------------	----------------------	---------------------

Comments and suggestions:

1. Sarah waited on us. She was very pleasant and helpful.
2. I am a title and registration agent for a fleet service company. The staff in Collections is always great and extremely helpful.
3. Sarah is always wonderful.
4. Nicole helped me on the phone and then when I came in. She was amazing. I am so grateful.
5. Great service!

**City of Concord – City Clerk’s Office
Customer Service Surveys- February 2018**

I received services related to (circle all that apply): Total surveys completed: (8)

City Council	Elections	Vital Records	Dog Licensing
()	()	(7)	()
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)
	()	()	()	()	()	()	(8)	

Was your wait for service reasonable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(8)	

Was the staff person knowledgeable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(8)	

Was your transaction complete and accurate?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(8)	

Comments and suggestion

- Nothing-the service was fantastic ☺
- None-great, prompt service and very timely
- THESE PEOPLE WERE SUPER!
- Very nice.
- Keep up good work
- Great services