



CITY OF CONCORD

REPORT TO MAYOR AND THE CITY COUNCIL

DATE: September 27, 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

From: Major, James
Sent: Thursday, August 31, 2017 6:33 AM
To: 'jon richardson'; Major, James
Cc: Schaefer, Fred; Demers, Kevin; Chesley, Chip; Hoadley, Jeff
Subject: RE: Paving of Broad Cove Drive compliment

Good morning Jon and Doris, thank you for taking the time to write a note about the Broad Cove Dr. paving project. I am pleased you are happy with the work and the manner in which it was conducted and managed. We strive to do the best job we can on every project and I am very pleased that we hit the mark on this one for you.

I will make sure to pass along your kind words to the contractor as well.

Thanks, Jim

James Major
Highways and Utilities Superintendent
Concord General Services
311 North State Street, Concord, NH 03301 jmajor@concordnh.gov
(603) 228-2737

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-----Original Message-----

From: jon richardson [<mailto:jonrichardson@comcast.net>]
Sent: Wednesday, August 30, 2017 5:15 PM
To: Major, James
Subject: Re: Paving of Broad Cove Drive

>
> We were pleasantly surprised when we learned that Broad Cove Drive was to be rebuilt/paved.
> We didn't think that we would live to see this project started and completed.
> Many thanks to the city highway department and GMI Paving for a job well done.
> The personnel were very accommodating and professional in every way.
> Special thanks to Fred Schaefer for his oversight of the project.
>
> Best Regards,
> Jon & Doris Richardson
>

From: Major, James
Sent: Tuesday, September 5, 2017 10:19 AM
To: Schaefer, Fred; Demers, Kevin
Cc: Chesley, Chip; Hoadley, Jeff; Major, James
Subject: FW: Drainage compliment on Eastman St.

Hi Fred, another very complimentary note on the good work you did on Eastman St. Thanks, Jim

Chip and Jeff, FYI. Jim

From: Ann O'Neil [mailto:ann_o_neil@hotmail.com]
Sent: Tuesday, September 5, 2017 10:00 AM
To: Major, James
Subject: Drainage

Hi Jim,
Since I'm sure your work life is full of complaints, I wanted to send you some good news. I was at my office Sunday in the pouring rain. The drainage right outside my office is great! So much better than it was before.
Thank you!
A

From: Landry, Eunice [<mailto:Eunice.Landry@puc.nh.gov>]
Sent: Wednesday, September 6, 2017 1:04 PM
To: Andersch, John
Subject: RE: Payment Location

John,

I just wanted to reach out to you to say how courteous and helpful the staff at Memorial Field were for our event there yesterday. They went above and beyond what we expected. Our employee appreciation picnic was a huge success in part to them. We look forward to doing this again next year.

Thank you,

Eunice

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

Results based on total comment cards received for Sept 2017

I received services related to:

Motor Vehicle (3)	Property Taxes (0)	Utility Payments (0)	Misc. Billing (0)
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Our staff was:	courteous (3)	knowledgeable (3)	professional (2)
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Our service was:	courteous (3)	knowledgeable (3)	professional (2)
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Comments and suggestions:

- 1) Sarah was very helpful and knowledgeable; very kind.
- 2) Sarah was super nice! In and out in 5 minutes means a lot. Not all heroes wear capes.
- 3) Let us give coffee cards as a thank you for a job well done!!
- 4) Horrible. It is stupid that you charge 2.79% with credit cards, checks should be that. It's so ass backwards.

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

I received services related to (circle all that apply): Total surveys completed: (21)

City Council	Elections	Vital Records	Dog Licensing
(1)	()	(12)	(2)
Voter Registration	UCC Filings	Other: <u>General Information</u> ()	
()	()	(6) Marriage License	() Purple Bags

Were you greeted promptly and friendly?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(21)	

Was your wait for service reasonable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(21)	

Was the staff person knowledgeable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(21)	

Was your transaction complete and accurate?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(21)	

Comments and suggestion

- Very helpful & friendly
- Very friendly ☺
- Everything was great!
- The ladies were very nice
- Always professional & courteous service
- Thank you!
- Thank you so much for all your help it’s greatly appreciated
- They were great & so friendly, Thank you // Staff is amazing!
- Great work ☺

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

I received services related to (circle all that apply): Total surveys completed: (18)

City Council	Elections	Vital Records	Dog Licensing
()	()	(13)	(5)

Voter Registration	UCC Filings	Other: <u>General Information</u> ()
()	()	() Marriage License () Purple Bags

Were you greeted promptly and friendly?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	(1)	(17)	

Was your wait for service reasonable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	(2)	(16)	

Was the staff person knowledgeable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(18)	

Was your transaction complete and accurate?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	(1)	(17)	

Comments and suggestion

- \$15 for a piece of paper is insane especially when it is something people need. Lower the price it is ridiculous
- Keep up the good work!
- I have always been greeted and serviced in a timely, respectful, helpful manner
- Very helpful
- None, you are all so great
- The front desk lady was very polite
- Love that you are able to get birth certificate in any town-only thing better would be to make them electronic. Thank you for all your hard work.
- Very friendly
- Staff was amazing
- Love the dog collage! Fast & efficient service!