



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: January 29, 2020
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

Service location Concord City Hall, Real Estate Assessment Office

Service date 12/30/2019

Purpose of visit or description of services Inquiry about tax rate on new residence in Concord

Our staff was: courteous knowledgeable professional
 other patient + welcoming

Our service was: courteous knowledgeable professional
 other _____

Additional comments: Spoke at length with young lady about tax information. She went over and above to explain all aspects. Simultaneously, a bearded gentleman was helping a woman regarding her tax dispute. Both excellent. Kudos!

OPTIONAL

Name: Rymes Address: 103 W. Parish Phone: _____

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

Results based on total comment cards received for December 2019

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 (2)	Knowledgeable (2)	Professional (2)
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Other: Very pleasant.
Rude and ignorant.

Our service was:	Courteous (2)	Knowledgeable (2)	Professional (2)
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Other: Quick and accurate.
Non-existent.

Comments and suggestions:

1. I love working with you gals!! Donna and friends did a great job as always! Happy Holidays to all!
2. I'm disabled and was feeling a bit nervous. Jan was great and made everything easy.
3. Today, 12/12/19, I worked with Jan - very courteous and knowledgeable. Other clerk (Donna) was very rude and offered any help at all! Returned to City Hall 4 times - very bad.

**City of Concord – City Clerk’s Office
Customer Service Surveys- December 2019**

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

City Council	Elections	Vital Records	Dog Licensing
()	(2)	(11)	(2)
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)
	()	()	()	()	()	(1)	(13)	

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

- I like the dog wall.
- Great job.
- The ladies were amazing.
- Was very friendly and kind.
- Thanks for staying open one night.
- Keep up the awesome work.
- Always very friendly & helpful.
- Lovely service, with a smile.
- Keep up the good work.
- Staff was very pleasant and had great, genuine smiles.