



CITY OF CONCORD

REPORT TO MAYOR AND THE CITY COUNCIL

DATE: March 31, 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

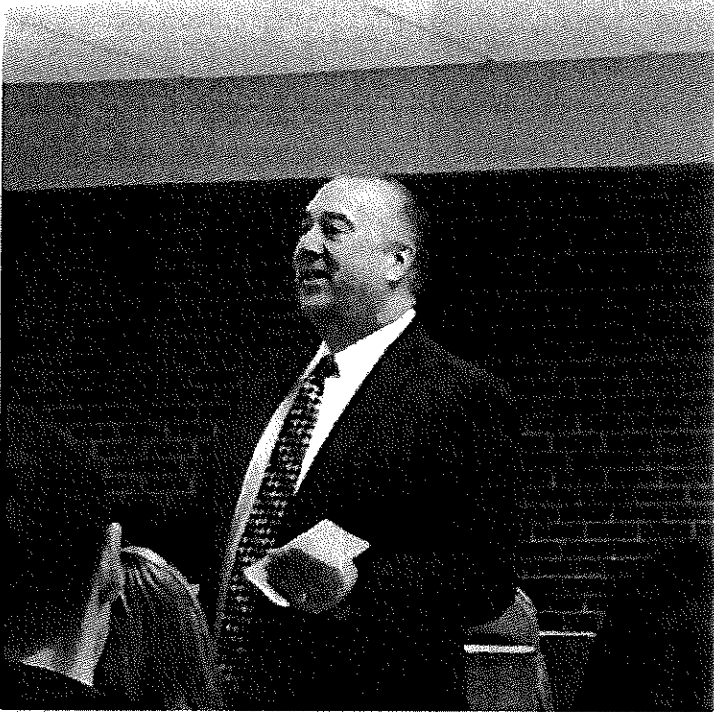
Attachments



patrick tufts @TuftsPatrick · 14h

3/29/2016

Thank U @CityOfConcordNH & the Friends Program for making the Winter Shelter a reality. U sheltered 175 people!



Retweet icon 2 More options icon



Merrimack Valley School District
Operations & Maintenance
105 Community Drive
Penacook, NH 03303
603-753-6422

Fred Reagan
Facilities Director

March 22, 2016

Chuck Houston
Maintenance
Coord.

City Clerk's Office
41 Green Street
Concord, NH 03301

Dear Janice Bonenfantd:

I would like to thank you for letting the Merrimack Valley School District borrow your table top voting booths for our annual meeting.

Neil Barry
Plant Manager

It is nice to know we can depend on our neighbors and work together to meet our needs.

Thanks again for your generosity, it was much appreciated.

Earl Champagne
Custodial
Supervisor

Sincerely,

Fred Reagan
Facilities Director

Cindy Waterstrat
Admin. Assistant

cc: Tom Aspell

**City of Concord – City Clerk’s Office
Customer Service Surveys- February 2016**

I received services related to (circle all that apply): Total surveys completed: (11)

City Council	Elections	Vital Records	Dog Licensing
()	(2)	(6)	()
Voter Registration	UCC Filings	Other: <u>(2) (Didn’t Specify)</u>	
()	()	(1) Marriage License	() PAYT Bags

Were you greeted promptly and friendly?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(11)	

Was your wait for service reasonable?

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

Was the staff person knowledgeable?

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

Was your transaction complete and accurate?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(11)	

Comments and suggestion

- “Everything was fine”
- “Thanks!”
- “Nothing” “Very nice”
- “Thank you very much for the help!”
- “Collette was awesome”
- “Keep doing what you’re doing”
- “Very, very nice visit”

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

Results based on total comment cards received for March 2016

I received services related (circle all that apply): Total comment cards completed:

Motor Vehicle (2)	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.

Our service was:	courteous (2)	knowledgeable (2)	professional (2)
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Comments and suggestions:

1) Sarah was very nice and friendly.