City of Manchester, NH --- Customer Service Survey

1. Select the Department you had contact with. (Select only one)

	Response Percent	Response Count
Airport	1.7%	4
Assessors	4.7%	11
Building	9.5%	22
City Clerk	6.9%	16
City Solicitor	0.9%	2
Economic Development	0.4%	1
Environmental Protection	1.7%	4
Facilities	0.0%	0
Finance	0.9%	2
Fire	4.3%	10
Health	3.4%	8
Highway	9.5%	22
Human Resources	1.3%	3
Information Systems	0.4%	1
Library	**16.8%**	**39**
Manchester Transit Authority	0.4%	1
Mayor's Office	0.0%	0
MCTV	1.3%	3
Ordinance Violations	0.9%	2
Parking	3.0%	7
Parks, Recreation & Cemetery	1.3%	3
Planning/Community Development	2.2%	5
Police	3.0%	7
Senior Services	1.7%	4

Tax	10.8%	25
Traffic	0.0%	0
Water	2.6%	6
Welfare	2.2%	5
Youth Services	2.6%	6
Unknown	0.0%	0
Other (please specify)	5.6%	13
	answered question	**232**
	skipped question	**3**

2. What was the nature of your most recent contact with the City? (Select all that apply)

	Response Percent	Response Count
General Information	22.9%	52
Pay a Bill	6.2%	14
Auto Registration/Tax Collection	12.8%	29
Permitting/Licensing Assistance	12.3%	28
Problem Resolution	12.8%	29
Technical Assistance	4.8%	11
Other (please specify)	**45.8%**	**104**
	answered question	**227**
	skipped question	**8**

3. What was the date of your most recent contact?

	Response Percent	Response Count
.	**100.0%**	**207**
	answered question	**207**
	skipped question	**28**

4. What type of contact did you have? (Select all that apply)

	Response Percent	Response Count
In Person	**83.3%**	**190**
On the Telephone	22.4%	51
Online or Email	5.7%	13
US Mail	2.6%	6
Other (please specify)	2.6%	6
	answered question	**228**
	skipped question	**7**

5. How was your experience when you interacted with City government? Did the service "Exceed", "Meet" or "Fall Below" your expectations?

	Exceeded	Met	Fell Below	N/A	Response Count
Staff was courteous and helpful.	**73.5% (169)**	13.5% (31)	12.2% (28)	0.9% (2)	230
Wait time was reasonable.	**65.5% (146)**	17.9% (40)	12.1% (27)	4.5% (10)	223
Staff provided complete and accurate information.	**70.0% (156)**	14.8% (33)	10.3% (23)	4.9% (11)	223
Terms and conditions of the permit, license or registration were understandable.	**46.8% (96)**	13.2% (27)	7.3% (15)	32.7% (67)	205
A timely response was provided.	**68.0% (149)**	11.9% (26)	11.4% (25)	8.7% (19)	219
Overall satisfaction	**72.3% (162)**	11.2% (25)	16.5% (37)	0.0% (0)	224
				answered question	**232**
				skipped question	**3**

6. If you would care to elaborate on your experience reflected in number 5 above, please do so here.		
		Response Count
		143
	answered question	**143**
	skipped question	**92**

7. We are always looking to improve. Do you have any constructive suggestions to enhance the level of service that residents, businesses and visitors receive from the City?		
		Response Count
		94
	answered question	**94**
	skipped question	**141**

8. In your overall experience with City services, if you think the City does an exceptional job in one area, please describe.		
		Response Count
		88
	answered question	**88**
	skipped question	**147**

9. If you could change or add one thing in the City, what would it be?		
		Response Count
		79
	answered question	**79**
	skipped question	**156**

10. If there was an employee who went out of his or her way to provide you with extra assistance that you would like to tell us about, please enter their department and name or position below. (optional)

	Response Percent	Response Count
Department	**92.1%**	**93**
Employee Name or Position	90.1%	91
	answered question	**101**
	skipped question	**134**

11. Contact Information (optional) Privacy Policy The City of Manchester, NH does not sell, rent or lease its customer information to third parties. For more information on the City Privacy Policy go to -- www.ManchesterNH.gov/PrivacyPolicy

	Response Percent	Response Count
Name:	**96.4%**	**107**
Company:	30.6%	34
Address:	75.7%	84
Address 2:	9.9%	11
City/Town:	74.8%	83
State:	73.9%	82
ZIP/Postal Code:	71.2%	79
Email Address:	55.0%	61
Phone Number:	47.7%	53
	answered question	**111**
	skipped question	**124**