



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, 2019
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: Fenstermacher, Beth
Sent: Thursday, March 21, 2019 9:18 AM
To: Shank, Heather; Baia, Carlos
Subject: FW: Thank you!

FYI - Nice thank you note from the Barn at Bull Meadow people.

Beth Fenstermacher, PLA, LEED AP
Assistant City Planner, City of Concord
225-8515

From: Justin Stephens [<mailto:jstephens.uri@gmail.com>]
Sent: Thursday, March 21, 2019 9:04 AM
To: Fenstermacher, Beth
Cc: Eric Stephens; Jenn Stephens
Subject: Thank you!

Good morning Beth,

I would like to sincerely thank you for all of the assistance you've provided Eric, Jennifer and myself during the site plan review and planning board approval process. As you know, this is our first time embarking on a venture like this and without the help of you and other members of the planning board and city engineering departments, we would not be where we are today. We look forward to beginning the construction process and if we have any questions, we know we can count on you for help. Thanks again and if you have any questions please let us know.

Best regards,

Justin Stephens
603-722-9579
jstephens.uri@gmail.com

Jennifer Stephens
603-793-1184
jennclarke26@gmail.com

Eric Stephens
603-300-6997
atcguard86@yahoo.com

Stevens, Suzanne

Subject: FW: Water Main Leak at CGI - Permit application follow up - 2/28/19

From: Fournier, John [<mailto:Fournie@ConcordGroupIns.com>]

Sent: Thursday, February 28, 2019 3:26 PM

To: Hamilton, Ashley

Subject: RE: Water Main Leak at CGI - Permit application follow up - 2/28/19

Thank you Ashley.

I wanted to pass along that I thought the City of Concord employees that were involved in our emergent project were fantastic. Nice job and thanks for your assistants.

Thanks again.

John Fournier
Assistant Vice President Facilities
Concord Group Insurance Company
4 Bouton Street
Concord NH 03301-5023
1.800.852.3380 x 6297
603.224.2614 (f)

Stevens, Suzanne

From: Andrus, Dan
Sent: Monday, March 4, 2019 9:30 AM
To: Stevens, Suzanne
Subject: Positive Citizen Comment

Good Morning, Sue,

I am pleased to forward the attached positive citizen comment from Mr. Edward Lassonde of 32 East Sugarball Road concerning the excellent care that he received during a recent medical emergency.

The crew members involved were

Acting Lieutenant Don Harpell
Firefighter Paramedic Matt Cole
Firefighter Paramedic Wes Nelson (Wes was the patient caregiver on this call)
Firefighter Ronald Piroso
Firefighter Scott McGrath

Thank you!

Dan

Hello

On Tuesday morning (2/26/2019) around 1:00 AM I needed ambulance assistance as I could not catch my breath. I believe it was station 7 that responded. The crew was incredible, however, the paramedic that treated me was excellent. He explained everything that he was doing as he knew I was extremely nervous. I really cannot remember his name with all that was going on but want to make sure he is recognized for his great service.

Thank You

Edward Lassonde

32 East Sugarball Rd

Concord, N.H.

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

Results based on total comment cards received for March 2019

I received services related to:

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

- 1) Very nice! Nicole was very efficient and pleasant.
- 2) Sandy was a pleasure to meet and very courteous, knowledgeable, professional and a joy to encounter. She reaffirmed our future in man/womankind.

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

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

City Council	Elections	Vital Records	Dog Licensing .
()	()	(9)	()
Voter Registration	UCC Filings	Other: <u>General Information</u> (1)	
()	()	(1) Marriage License	() Purple Bags

Were you greeted promptly and friendly?

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

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)
	()	()	()	()	()	()	(11)	

Was your transaction complete and accurate?

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

Comments and suggestion

- None-Sara was very polite, patient, helpful, courteous & sweet!
- Thank you ☺
- None
- Nothing – Everyone is great here!
- Keep up the good service!

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

I received services related to (circle all that apply): Total surveys completed: (7)

City Council	Elections	Vital Records	Dog Licensing
()	()	(4)	(3)

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)
	()	()	()	()	()	()	(7)	

Was your wait for service reasonable?

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

Was the staff person knowledgeable?

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

Was your transaction complete and accurate?

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

Comments and suggestion

- Very knowledgeable –very pleasant
- Lovely, Knowledgeable girls, the city is fortunate to have them!
- Nothing. Fabulous service
- Outstanding service!!!
- Sooo pleasant!