



# CITY OF CONCORD

## REPORT TO MAYOR AND THE CITY COUNCIL

**DATE:** June 30, 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:** Bonnie Cohen [mailto:bdzcohen@comcast.net]  
**Sent:** Tuesday, June 13, 2017 4:38 PM  
**To:** Major, James  
**Subject:** Mt. Green Paving

Dear Mr. Major,

As a resident of Oakmont Dr., I want to let you know how pleased my husband and I are with the paving project up to this point. All the work has been careful and efficient. The interface with the city has been effective and very considerate. It is so easy to talk with Fred Schaefer. He is always willing to make things right if any small aspect goes awry.

I know that the project won't be completed until late summer, but I am certain it will go just as smoothly then.

Thanks you and those in your department for an excellent job thus far.

Best regards,  
Bonnie Cohen  
42 Oakmont Dr.

Sent from Xfinity Connect Mobile App

To: Ryan & the employees in the 6/8/17  
The General Services Dept -

Ken: I wish to thank all  
of you for your work & help  
planting our new tree from  
the City - it looks great!!  
Now our job is to make sure  
it grows!

We thank you again -

Sincerely -

Ken & Robin Loomis



**From:** wendy laroche  
**Sent:** Tuesday, June 20, 2017 12:38 PM  
**To:** Bryant, Laura  
**Subject:** Re: Summer Camp week 1

My three kids have never gone to Summer camp before and this is their first week...and let me just tell you they are loving it!!!

My family was approved for a scholarship and I had only signed them up for this one week...would they be eligible for the same scholarships if I were to sign them up for more weeks of camp?

Thank you  
Wendy

**From:** Andersch, John  
**Sent:** Tuesday, June 13, 2017 4:15 PM  
**To:** Gill, David; Jacques, Christopher; Follansbee, Jeffrey  
**Subject:** FW: White Park pool rental inquiry

Hi all...

Just wanted to forward a nice compliment on about White Park (see highlighted area below)

John

---

**From:** Kerri Mobile [<mailto:kerri@mlgsigns.com>]  
**Sent:** Tuesday, June 13, 2017 3:40 PM  
**To:** Andersch, John  
**Subject:** RE: White Park pool rental inquiry

Thank you for your response. I will fill out the paperwork and get it in the mail with a check tomorrow.

When does the White Park pool open? It looks like it's just about ready!

I can't tell you how much I appreciate how well the park is taken care of. I am there almost every day with kids or dogs or both. You have a great team.

Thank you again,

Kerri

**KERRI MOBILE**  
*CEO*

MaineLine Graphics, LLC  
One High Street  
P.O. Box 301  
Antrim, NH 03440  
O: 603-588-3177  
C: 202-494-8661  
[MLGsigns.com](http://MLGsigns.com)

## Stevens, Suzanne

---

**From:** Andrus, Dan  
**Sent:** Wednesday, May 31, 2017 2:59 PM  
**To:** Stevens, Suzanne  
**Cc:** France, Jonathan; Toomey, Sean; Weinhold, William; Robinson, Timothy  
**Subject:** Positive Citizen Comment-Duckling Rescue  
**Attachments:** IMG\_2728.jpg; IMG\_2714.jpg; IMG\_2715.jpg; IMG\_2716.jpg; IMG\_2718.jpg; IMG\_2719.jpg; IMG\_2720.jpg; IMG\_2722.jpg; IMG\_2723.jpg; IMG\_2724.jpg; IMG\_2725.jpg; IMG\_2726.jpg

Ms. Suzanne Stevens  
Executive Assistant  
Office of the City Manager  
City of Concord New Hampshire

Dear Sue:

I am pleased to forward this message commending the efforts of the crew of Engine 7 on Saturday, May 27th in the rescue of two ducklings on Terrill Park Drive and Old Turnpike Road. The crew members involved were:

Captain Timothy Robinson  
Firefighter Christopher Dolloff  
Firefighter David Saltmarsh

Thank you,

Daniel L. Andrus  
Fire Chief  
City of Concord, New Hampshire  
24 Horseshoe Pond Lane  
Concord, New Hampshire 03301  
(603) 225-8650  
[www.concordnh.gov/fire](http://www.concordnh.gov/fire)

New Hampshire's Main Street™

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

From: McIntyre, Aamber Rose M - Concord, NH [<mailto:AamberRose.M.Mcintyre@usps.gov>]

Sent: Wednesday, May 31, 2017 1:42 PM

To: Andrus, Dan; Robinson, Timothy

Subject: Duckling rescue

Hello,

I wanted to take a moment and say thank you. On my ride home, this past Saturday, I witnessed two ducklings fall into a storm drain. I contacted the fire department and was met with concern, professionalism and courtesy.

I believe that these men are true hero's. Not necessarily for saving the ducklings (though I believe they are), but for being there in what may be the worst day of someone's life. Hero's come in all different forms. I don't believe they wear jersey's and get paid millions of dollars. I wanted to be sure and take a moment to recognize these individuals and let them know how much I appreciate and value their service and commitment.

Sincerely,

Aamber-Rose McIntyre







PO Box 576  
Concord, NH 03302-0576  
Phone 603-224-9920  
Fax 603-226-0507

June 2, 2017

Thomas J. Aspell, Jr., City Manager  
City Hall  
41 Green Street  
Concord, NH 03301

Dear Mr. Aspell:

*Tom,*

RECEIVED

JUN - 9 2017

CITY MANAGER'S OFFICE  
CONCORD, NH

On behalf of The Children's Place and Parent Education Center (TCP) Board of Directors, parents and children, it is my pleasure to tell you about a contribution made by Concord Fire Fighters (Heights Station), Officer Ryan Howe of the Concord Police Force and City Councilors, Linda Kenison and Brent Todd to our special event held on Saturday, May 20, 2017.

In January, 2017, thanks to a grant received from the Rolfe and Rumford Donor Advisory Fund of the NH Charitable Foundation, TCP initiated a series of Saturday Stay and Play events held once a month, for working parents of children two months to five years and others (grandparents, caregivers etc). Each month has featured a different theme and includes opportunities for parents to engage their children in a variety of related learning activities as well as to meet other parents from the community.

The theme for May was "Community Helpers: People Who Keep Us Safe" and offered our parents and children a chance to meet fire fighters, a police officer and member of NH National Guard. Meeting City Councilors Linda Kenison and Brent Todd was a bonus. They help to keep the community safe as well.

We are most grateful to the firefighters, police officer, EMT and Paramedic, listed below as well as two City Councilors, who spent the morning (10:00 am - 11:30 am) with us. Parents met and spoke informally about fire prevention, police protection, asked questions and everyone including the children got a first hand look inside a fire engine, ambulance and police car. You can imagine the excitement, especially when each child received a plastic fire helmet.

It was a very successful morning and we deeply appreciate the time, energy, and information shared by these dedicated Concord professionals and Councilors.

Sincerely,

Mary Stuart Gile, President

*Mary Gile*

Lieutenant Keith Mulholland, and Fire Fighters Ron Palmer, Matt Fallon.  
EMT Jim Duckworth, and Paramedic Mike Langille  
Officer Ryan Howe, Concord Police Department

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

**I received services related to (circle all that apply): Total surveys completed: (10)**

City Council	Elections	Vital Records	Dog Licensing
()	()	(5)	(3)
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)
	()	()	()	()	()	()	(10)	

**Was your wait for service reasonable?**

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	(1)	(9)	

**Was the staff person knowledgeable?**

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

**Was your transaction complete and accurate?**

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

**Comments and suggestion**

- Always friendly and helpful
- Folks are always friendly!
- Make dog licenses 3-5 years. Better yet- 10 years.
- This was so easy! Thank you!
- Very helpful in explaining things