



CITY OF CONCORD

REPORT TO MAYOR AND THE CITY COUNCIL

DATE: May 27, 2015
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

Stevens, Suzanne

From: Thomas F McLeod <tm9148916@gmail.com>
Sent: Sunday, May 24, 2015 12:57 PM
To: * City Manager Office
Subject: Cemeteries in Concord

The young lady in charge of these cemeteries has done and is doing an outstanding job. I was in Blossom Hill Cemetery this past Sunday the twenty fourth. It was neat, clean and well maintained. The office was open to assist people, if needed. This lady and her staff make Concord look good.

Sincerely,

Thomas McLeod

Sent from my iPad

To David Gill,

Thank you for hosting the Concord Young Professionals Network Stay Work Play Give Nonprofit fair! Though the attendance was a bit light, the participating nonprofits had great things to say about the venue.

Special thanks for the fresh painted walls & waxed floor! It looked great in there.

Thanks,
Bryanna Stone

----- Forwarded message -----

From: Jessica Mauk <miafei@msn.com>

Date: May 15, 2015 9:29 AM

Subject: RE: Things to do this summer....

To: "Gill, David" <DGill@ConcordNH.gov>

Cc:

Hi Dave,

Not sure if you had heard or if I had mentioned it to you but we will be moving down to Pennington, NJ on July 15th. I will be working down there.

I have really enjoyed being a part of the Park and Recreation soccer programs over the past seven years. I have gotten to work with some terrific children and made some great friendship's with parents as well.

Both of my daughter's have benefited form the various programs (Soccer, golf, tennis and summer camps) that they participated in over the past several years. I really think that the quality and the value of the programs offered by the Park and Recreation Department are great. I wish you and the program many more years of success.

Thank you,

John Mauk

ANDREA JOAN GOLDBERG

Officer MATTHEW
Casey

Dear Chief Osgood,

I just wanted to let you know what a great experience I had with Office Mike Casey during my Ride Along on April 24, 2015.

He is a true professional. Firm, fair, consistent with a heart of gold.

A good listener who cares deeply about the community he serves.

His recent promotion seems well deserved.

What a great representation of the force.

Thanks again for the opportunity

2015 Citizen's Police Academy

Sincerely
Andrea Goldberg

RECEIVED

MAY 01 2015

CONCORD, NH POLICE
DEPARTMENT

Officer Amanda Reed
Officer Craig Levesque

Dear Chief Osgood,

Thank you for opportunity to participate
in the R.A.D. Class.

I found the class to be highly
informative. Amanda Reed and
Craig Levesque make a good team.

I look forward to working with
them again in upcoming practice
sessions.

Mary Anne Bspell

From: McAllister, Gail S. [<mailto:Gail.McAllister@va.gov>]

Sent: Thursday, May 21, 2015 11:15 AM

To: Osgood, Bradley

Subject: ride along

Importance: High

Good morning. I did not know who to actually write this to but I have to commend Officer Yerkes. I had a ride along yesterday as part of the citizens academy and he was my assigned officer. I have to say he showed the utmost professionalism in what I would expect of a police officer. I thoroughly enjoyed the experience and would love to do it again but for a whole shift next time-is that possible? Please thank him again for me.

Regards,
Gail "Sue" McAllister



U.S. NAVAL SEA CADET CORPS



NEWPORT NEWS DIVISION

213 Fifth Range Road | Pembroke, NH 03275 | P: (603) 227-1598 | www.nhseacadets.org
Drill Location: Building "M" | New Hampshire National Guard State Military Reservation
1 Minuteman Way | Concord, NH 03301

28 April 2015

Det. Mike Cassidy
Concord Police Department
35 Green Street
Concord, NH 03301-4299

Det. Cassidy:

On behalf of the officers, cadets, and parents of the Newport News Division of the US Naval Sea Cadet Corps, I want to thank you for taking the time to address our group at last Tuesday's weekly drill. Now that kids spend more time in cyberspace than almost anywhere else, many parents don't know how to protect them from sexual predators and the other online dangers that seem to lurk everywhere.

Your presentation gave our cadets and their parents some common sense tools that will help to keep the entire family safer and more secure when surfing the Internet or using the other social networking technologies that play such major roles in our daily lives. I would like to invite you back to present a refresher/update at one of our Tuesday night drills at least once every year. We are always adding new cadets and technologies keep changing, so we need to keep our awareness and training current.

Thank you again for your time and expertise in such a vital area.

Regards,

LTJG Andrew K. Nash, NSCC
Commanding Officer
Newport News Division

cc: Chief Bradley C. Osgood

RECEIVED

MAY 04 2015

CONCORD, NH POLICE
DEPARTMENT

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

Results based on total comment cards received for May 2015

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

Motor Vehicle (6)	Property Taxes (0)	Utility Payments (0)	Misc. Billing (0)
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Our staff was:	courteous (6)	knowledgeable (5)	professional (5)
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Other: Awesome (2)

Our service was:	courteous (6)	knowledgeable (3)	professional (3)
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Other: Awesome (2)
Super kind

Comments and suggestions:

1. Jan was great and went above and beyond for me today!
2. Please consider removing the TV located outside the Collection's office. Adults do not need an electronic pacifier. The TV discourages the friendly conversations that should take place in the friendly City of Concord.
3. I usually have such a frustrating experience at town halls. This was my first experience at the Concord Town Hall, delighted. Donna was more than courteous. Thank you.
4. Sarah was really great and such a sweetheart!
5. Sarah is a flower amongst thorns.
6. Thank you Pam for stickers. I like your horse statues too.

©Results based on total surveys received for April 2015
City of Concord – City Clerk’s Office
Customer Service Survey

I received services related to (circle all that apply): (Total surveys completed: 20)

City Council	Elections	Vital Records	Dog Licensing
()	(1)	(4)	(13)
Voter Registration	UCC Filings	Other: <u>General Information</u>	
()	()	(2) Marriage Licenses	

Were you greeted promptly and friendly?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	(1)	(19)	

Was your wait for service reasonable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	(1)	(19)	

Was the staff person knowledgeable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(20)	

Was your transaction complete and accurate?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(20)	

Comments and suggestion

- “Wonderful service! Thank You!!!”
- “Keep being great!”
- “Excellent fast service. Very friendly.”
- “No suggestions, not a thing.”
- “Thank you so much! You were so helpful & patient.”
- “Everyone was very nice! Thank You!”
- “Thanks for calling the Vet. to check for us. We appreciate the extra service.”
- “Service with a smile.”
- “No suggestion Perfect. Awesome staff.”
- “Sarah was very helpful with a great smile.”
- “Always friendly & professional.”
- “While it didn’t seem necessary, perhaps having a second person available. Sara was super welcoming & very helpful! Thanks.”
- “Quick and easy each time!”