



CITY OF CONCORD

REPORT TO MAYOR AND THE CITY COUNCIL

DATE: July 29, 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

Stevens, Suzanne

From: Chesley, Chip
Sent: Monday, July 25, 2016 9:23 AM
To: Stevens, Suzanne; Bonenfant, Janice
Subject: FW: Bob Demers and associate Sean ?

Importance: High

One for the standing positive comments agenda item for next City Council meeting!

From: cistulli@comcast.net [<mailto:cistulli@comcast.net>]
Sent: Thursday, July 21, 2016 7:28 PM
To: Chesley, Chip
Subject: Re: Bob Demers and associate Sean ?
Importance: High

Dear Sir,

I cannot heap enough praise on the two gentlemen above!

My name is PJ Cistulli, President 2016 for the Bow Brook Club located at 144 Warren Street in Concord. We have been having severely repetitive problems with our drainage system over the years, and I must say, the professionalism and diligence of the two men, in helping to solve our difficulty was remarkable. They helped to diagnose the problem with our situation, and point to workable solutions. I was impressed!

I want you to know that the atmosphere that you must be fostering at General Services, must be excellent as illustrated by these two gentlemen and their actions to assist a community resident and our small club.

Thank you!

Most Sincerely,

PJ Cistulli
President
Bow Brook Club 2016

Stevens, Suzanne

From: William Smith <wmsmith03303@gmail.com>
Sent: Tuesday, July 5, 2016 11:49 AM
To: * City Manager Office; Major, James; Chesley, Chip
Cc: Brent Todd; Steve Shurtleff
Subject: Good work at General Services

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

Mr. Aspell,

I'd like to let you know about a problem I had with my sewer service on the evening of July 2, 2016 and how the on call personnel resolved it.

A contractor replaced the water line on Cross St. where our sewer connection is. Apparently they broke our connector to the sewer which crosses under the water line. That was at least three weeks ago, but since our line is about 270' apparently it served as a reservoir which allowed the water to leave the house and stay in the line as it seeped into the earth. Eventually it did plug and Saturday evening I noticed an odd gurgling in the shower drain.

About 8PM Saturday night I found water backing up into my basement. A quick walk toward Cross street found water bubbling up around the clean out closest to the street. I guessed (correctly) at the problem and called General Services. Bob Demers called me back shortly and we agreed that it made sense for him to come the following morning. He and Ryan Rambeau, got here about 6:45 AM Sunday and got the camera and a snake down the clean out and determined that the problem was under the street. He assembled a crew in the middle of a holiday weekend and they dug up the street, pumped out the muck that had accumulated and made the repair. As of shortly after noon the line was functional again.

The crew worked quickly, effectively and professionally. I know this is their job, but to come out on a Sunday morning in the middle of a holiday weekend and manage to be pleasant is a step above. So a big thank you to Bob Demers, crew chief, Ryan Rambeau, Arborist but willing helper, Scott McVey, Cameron Chatfield, and Sean Berthiaume. I'm sure they all had more pleasant ways to spend a wonderful summer day.

Bill Smith
27 Steeple View
Penacook, NH 03303
603-568-9404

CC: Chip Chesley
Jim Major

Stevens, Suzanne

From: Fred Reagan <freagan@mvsdpride.org>
Sent: Tuesday, July 5, 2016 1:33 PM
To: * City Manager Office
Subject: Allen Street water main project

Tom,

I just wanted to drop you a quick email to tell you what an excellent man the City has in Dave Welch. Dave supervised the recent Allen Street water main replacement project as well as others in the area. Dave kept me informed from the planning stages, to a daily update, right through to the end. They will be putting the finishing touches on the job this week I presume. Dave let me know each time they were turning the water back on, which was a big help as at times the pressure can over power the backflow valve inside the school, causing quite a mess. Dave's actions exemplified professionalism which continues to build and maintain a solid relationship between Merrimack Valley School District and the City of Concord. I realize that this doesn't mean a lot in the grand scheme of things, but employees like Dave deserve a pat on the back every now and then and I thought you should know about the performance of your employees out in the field.

Respectfully,



Fred Reagan
Facilities Director
603-848-1741

Gill, David

Subject: FW: swim

From: Erin Chubb [<mailto:erinchubb@hotmail.com>]

Sent: Thursday, June 30, 2016 1:02 PM

To: Inglis, Kari

Subject: RE: swim

Hello,

I am writing today to say how very impressed I was with Kelly's instruction of swim lessons at Rolfe. My kids loved going every day and I feel that her style and approach were perfect for their needs.

Thank you and have a great day.

Erin Chubb

Stevens, Suzanne

From: Gill, David
Sent: Friday, July 8, 2016 7:50 AM
To: Aspell, Thomas; Stevens, Suzanne
Subject: FW: PB Courts

Good news file regarding the Pickleball Courts at Beaver Meadow.

David

From: dstevenson@comcast.net [mailto:dstevenson@comcast.net]
Sent: Thursday, July 07, 2016 9:11 PM
To: Gill, David; Bryant, Laura
Subject: PB Courts

Hi David & Laura...

I was at the new courts for the first time tonight. As far as I'm concerned, they look great and they did a first class job on them. And, the metal storage box is perfect!

Many thanks for getting the job done! Dave Stevenson

Stevens, Suzanne

From: Gill, David
Sent: Monday, July 11, 2016 2:53 PM
To: Stevens, Suzanne
Subject: Good news - Beaver Meadow

From: CourseTrends | Sales Lead <support@coursetrends.com>
Date: July 9, 2016 at 4:11:15 PM EDT
To: <pdavis@concordnh.gov>
Subject: Instruction
Reply-To: <Fugpug29@yahoo.com>

Alias: Instruction

First_Name: Joe
Last_Name: smith
eMail: Fugpug29@yahoo.com
Phone_No: 603-453-7896

Comment: I just wanted to send a note to Phil... Thanks for getting my game back on track... I broke 80 today for the first time..

Site Name: Beaver Meadow Golf Course

(c) CourseTrends.Com

Stevens, Suzanne

From: Gill, David
Sent: Monday, July 11, 2016 2:52 PM
To: Stevens, Suzanne
Cc: Aspell, Thomas
Subject: Good news file for August Meeting

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

From: David Withers [<mailto:dwithers27@comcast.net>]
Sent: Sunday, July 10, 2016 8:08 PM
To: Gill, David
Subject: Pickleball Courts

Dear David,

I played on the new pickle ball courts at Beaver Meadow a few times last week. The set up works very well and the courts are great. Thank you for the support you have shown to the greater Concord pickle ball community. It is a great game with growing participation and Concord now has wonderful facilities and equipment to support the sport. We appreciate all your department has done to make this happen.

Sincerely,

Sue Withers

Gill, David

From: David Withers <dwithers27@comcast.net>
Sent: Sunday, July 10, 2016 8:08 PM
To: Gill, David
Subject: Pickleball Courts

Dear David,

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Sincerely,
Sue Withers

Stevens, Suzanne

From: Gill, David
Sent: Monday, July 11, 2016 10:31 PM
To: Stevens, Suzanne
Subject: Good news file

From: Fred LaFontaine [<mailto:welikeit123@gmail.com>]
Sent: Monday, July 11, 2016 10:28 PM
To: Gill, David
Subject: Pickleball

It was sure nice to see the activity this morning on the new Courts. We had four courts active with players and two on the sideline. It works out great with several on the sidelines; a rest break. Perfect weather and everyone pitches in on the portable nets setup and storage. Thanks to you and Concord. Fred L.

Gill, David

Subject: FW: ParksRec Swim Lessons

From: Heather Turner [<mailto:heatherturner9@gmail.com>]
Sent: Thursday, July 14, 2016 8:56 PM
To: Gill, David
Subject: Re: ParksRec Swim Lessons

Kelly at Rolfe Pool was fantastic! She was patient and kind and had a great rapport with the kids. She definitely deserves a kudos!

Heather Turner

Gill, David

Subject: FW: ParksRec Swim Lessons

From: Pat Benjamin [<mailto:Lapa2122@tds.net>]

Sent: Friday, July 15, 2016 8:37 AM

To: Gill, David

Subject: Re: ParksRec Swim Lessons

David,

My 2yr old son and my husband took part in a swimming class for the first time. I heard only good things! My son loved it! He learned a lot and became more confident in the water. I saw things he learned at class at bath time. It was fun to watch even as a non-participant. My husband said the instructors did a great job. Though he himself was not into singing along he said our son loved the songs :) He thought the facility was nice too. Very much worth the \$30.

Laura Benjamin

Gill, David

Subject: FW: ParksRec Swim Lessons

From: debibeau@aol.com [<mailto:debibeau@aol.com>]
Sent: Saturday, July 16, 2016 7:41 PM
To: Gill, David
Subject: Re: ParksRec Swim Lessons

Dear David,

I have nothing but praises for swimming lessons program. My boys took session one lessons with Sarah and Bea at Rollins and they are awesome! Enthusiastic and positive. Kept lessons moving, taught many skills in 2 weeks, and made it fun. They are now doing swim team and like it so far, mainly because of these two young ladies. I also thank Concord Housing greatly for their generous donation again this year. I agree it is so important for children to learn to swim and have a safe place to do so with well trained staff.

I have been bringing the boys swimming a few times a week. Having the convenience of city wide pools have given them a great deal of practice while having fun. We also swim at Merrill often and although don't know their names, the lifeguards there also are great. They show professionalism. They are friendly but also pay attention and enforce the rules to make it safe for all. I can tell they are all well trained in different areas (lifeguarding, teaching, and running swim teams.) My son likes to swim so much we'll even be celebrating his birthday the last weekend the pools are open.

One wish I had was that the pool could be open at least one more week if not two. I don't know if maybe closing only one or two pools and keeping the rest open an extra week could be an option. I understand there are budgets to contend to with pools and staffing. It's just such a great summer program and want you to know the enjoyment it brings to my family.

Thanks to you as well for your dedication to city wide programs. If there is anything I can do to help support this organization please don't hesitate to get in touch with me.

Sincerely,
Debbie Otterson
6003-566-8885

Sent from AOL Mobile Mail

Gill, David

Subject: FW: ParksRec Swim Lessons

From: Taylor Fluery [<mailto:tfluery@gmail.com>]

Sent: Saturday, July 16, 2016 7:44 PM

To: Gill, David

Subject: Re: ParksRec Swim Lessons

Hi David,

My daughter Palmer is 8 months old and has LOVED swim lessons. We have signed up for the other sessions because it's been so great! Jill has been her instructor at Merrill park. Jill has been so friendly and kind to all the babies and families. We feel very lucky to have her as Palmer's teacher.

Thank you,

Taylor

Sent from my iPhone

Gill, David

Subject: FW: ParksNRec Swim Lessons

From: benman [<mailto:benmansjc@yahoo.com>]

Sent: Monday, July 18, 2016 2:22 PM

To: Gill, David

Subject: RE: ParksNRec Swim Lessons

Hey david-

My name is Benjamin Jurta....my youngest son hunter just finished splash for tots swim lesson and he significantly improved after not being too fond of the water...he improved a great deal and the instructors at rolfe park were awesome! My oldest son logan, who is 4 starts August 1st....not sure of the time and I wondered about that?? Very glad to hear u offer these lessons because it also helps me in somewhat of a way to try a little bit more to get over my swim fear after a drowning experience when I was younger...

Happy Summer to you! Water is always most refreshing way to keep cumfy and cool...Thank u for an awesome program:-)

Sincerely,

Benjamin Jurta

sent from Samsung Mobile

Gill, David

From: Amanda Grady Sexton <amandakgrady@gmail.com>
Sent: Tuesday, July 19, 2016 8:46 AM
To: Gill, David
Subject: First Kicks

Hi David,

Sam and Scarlett had their first day at soccer camp yesterday. A quick note to say that the coaches were really outstanding and everything was beautifully organized.

Well done!

Amanda

Sent from my iPhone

Gill, David

From: Jonathan Smith <jps99jps99@gmail.com>
Sent: Wednesday, July 20, 2016 11:09 AM
To: Gill, David
Subject: White Park looking great

Dave,

I've been meaning to send you a note to say the park has been looking particularly good of late. Well done!

I hope you are enjoying your summer.

Jonathan

Gill, David

From: Andersch, John
Sent: Wednesday, July 27, 2016 9:38 AM
To: Gill, David
Subject: Good email #2

From: Chris Minery [<mailto:minerys@comcast.net>]
Sent: Friday, July 22, 2016 4:57 PM
To: Andersch, John
Subject: Re: 2016 Spring Season

John.....it was great. Best service we've had yet. I'm done after 10 years coaching and 4 as president. I'll be around to transition whoever takes over. Thanks!!

Chris

Sent from my iPhone

On Jul 22, 2016, at 3:58 PM, Andersch, John <JAndersch@Concordnh.Gov> wrote:

Good afternoon Chris...

We hope Concord Babe Ruth have a great season this past spring! How was your group's experience with the City? Was there anything we could improve on?

Have a great weekend!

Regards,

John Andersch

Recreation Assistant
Concord Parks & Rec.
603.225.8690 (p)
603.225.8589 (f)
www.concordparksandrec.com

Gill, David

From: Andersch, John
Sent: Wednesday, July 27, 2016 9:37 AM
To: Gill, David
Subject: Good feedback #1

From: Doug [<mailto:doug.miles@comcast.net>]
Sent: Friday, July 22, 2016 8:40 PM
To: Andersch, John
Cc: Adam Fennelly; Ryan Coskren
Subject: Re: 2016 Spring Season

John, thanks for the email. Concord Northeast continues to appreciate the relationship we have with the City of Concord and being able to use Keach and Merrill Parks for our kids to practice and play on April, May, and June. We look forward to having another great season next year as well. Thank you very much I hope you have a great rest of your summer.

Doug Miles
Concord Northeast Cal Ripken President
603-540-8674 mobile

Sent from XFINITY Connect Mobile App

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

From: John Andersch
To: 'Doug'
Sent: July 22, 2016 at 4:03 PM
Subject: 2016 Spring Season

Good afternoon Doug...

We hope Concord Northeast have a great season this past spring! How was your group's experience with the City? Was there anything we could improve on?

Have a great weekend!

Regards,

John Andersch

Recreation Assistant
Concord Parks & Rec.
603.225.8690 (p)
603.225.8589 (f)
www.concordparksandrec.com

Concord Parks and Recreation Department

Session 2: Merrill Park Pool Swim Lesson Survey Results

5 - Excellent, 4 - Very satisfied, 3 - Average, 2 - Poor

	Total Score	Average Score
1. The program met my expectations	88	4.89
2. The length of the program was adequate	84	4.67
3. The services offered were as advertised in brochure	89	4.94
4. The facility was adequately maintained	86	4.78
5. I would rate my child's level of enjoyment as	89	4.94
6. The instructors for the program were	88	4.89
7. Players answer: My instructors were	83	4.61
8. I would rate the cost of the program as	82	4.56
9. The level of customer service by Parks and Rec Office Staff	84	4.67
10. My overall satisfaction of the program is	84	4.67

Comments:

Thank you for a well run program, the instructors were friendly, patient and very helpful
Great! Wish pools were open longer in the season.

Another great year!!!!

Awesome!!

Jill is great!

Good program. The 2 week every day schedule is little hard since most parents work full time
My daughter is very nervous before each class

Stevens, Suzanne

From: Andrus, Dan
Sent: Monday, July 11, 2016 10:46 AM
To: Saltmarsh, Brian
Cc: Toomey, Sean; France, Jonathan; Stevens, Suzanne
Subject: Positive Comment-Battalion Chief Brian Saltmarsh

Battalion Chief Brian Saltmarsh
Concord Fire Department

Dear Chief Saltmarsh:

I was very pleased to receive the attached communication from Franklin Fire Chief Kevin LaChapelle thanking you for your valuable assistance with the facilitation of the After Action Report for a water rescue incident. Your expertise in this area was a great asset to Franklin and Tilton Northfield, and I am very grateful to have someone of your knowledge, skill, and ability in a leadership position in this Department. You have done a great job in assuring that the services we provide to our residents and visitors remain high quality, and you also have kept our responders safe under some occasionally very difficult circumstances.

I am including the City Manager's Executive Assistant in this communication for inclusion in August's City Council packet.

Thank you again,

Respectfully,

Dan Andrus
Fire Chief

From: Kevin Lachapelle [<mailto:klachapelle@franklinnh.org>]
Sent: Thursday, July 07, 2016 5:40 PM
To: Toomey, Sean; Andrus, Dan
Subject: Brian Saltmarsh

Good evening Gentlemen-

Hope all is well at CFD. I am writing in appreciation for your willingness to send Brian Saltmarsh up to facilitate the After Action Review at Tilton Fire. Although the training/AAR was a TNFD function, I felt it was necessary to tell you that he was a huge help. He is very well respected in the water world. His ability to successfully facilitate a near-miss AAR was a huge success.

We appreciate your TEAMWORK!!

As always, we look forward to working with CFD in the future (I hope I didn't jinx us)

Be well...be safe

Kevin P. LaChapelle, CPM
Fire Chief/EMD
City of Franklin Fire Department
59 West Bow Street
Franklin, NH 03235
klachapelle@franklinnh.org
Station# (603)934.2205



FIRE DEPARTMENT CITY OF CONCORD

24 Horseshoe Pond Lane
Concord, NH 03301
www.concordnh.gov/fire

July 22, 2016

Firefighter Paramedic Keith Richardson
Firefighter Paramedic Greg Michaud

I was very pleased to receive a communication yesterday from Ms. Suzanne Prentiss of Concord Hospital commending you on your treatment of a patient and your quick recognition of his stroke symptoms. As you are aware, your assessment and treatment allowed him to have definitive anti-coagulant treatment very quickly. Thanks to you, he has an excellent chance for a full recovery.

Your quick thinking and actions have brought credit to the Department and made a huge difference for the people we serve. Thank you for your excellent work.

Sincerely,

Daniel L. Andrus
Chief of Fire Department

Administration
(603) 225-8650
(603) 225-5833 fax

Prevention
(603) 225-8651
(603) 225-5833 fax

Fire Alarm
(603) 225-8667
(603) 225-8509 fax

Communications
(603) 225-8669
(603) 225-8507 fax

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

I received services related to (circle all that apply): Total surveys completed: (17)

City Council	Elections	Vital Records	Dog Licensing
()	()	(8)	(3)
Voter Registration	UCC Filings	Other: <u>General Information</u> (2)	
(1)	()	(3) Marriage License	() Purple Bags

Were you greeted promptly and friendly?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(17)	

Was your wait for service reasonable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	(1)	(16)	

Was the staff person knowledgeable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	(1)	(16)	

Was your transaction complete and accurate?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	(1)	(16)	

Comments and suggestion

- None! Awesome, informative and friendly!
- None! Thank you!
- Very friendly and easy to deal wth
- Great service
- Amy is wonderful
- Both people in the office were always very helpful and positive. You have some great people working for you!
- Very nice to have friendly and helpful staff
- Very friendly! ☺
- They were both so friendly- no suggestions
- Always friendly and prompt here and at license renewal office
- You are all wonderful! Thank you for being so welcoming!
- None. Thank you