



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: December 27, 2018
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: Matthew Hicks [mailto:Matthew.Hicks@shakerroadschool.org]

Sent: Monday, November 19, 2018 11:14 AM

To: Gill, David; joseph.ayotte@gmail.com

Subject: Nordic (skiing) in Concord

Hi David,

Though I haven't been in your new facility, it looks amazing from the outside. Congratulations getting that done! Also the new skate house at White Park and perhaps a turf field sometime soon. You are certainly making an impact. Good work.

I'm emailing to lend my support for expanded Nordic skiing opportunities in Concord. I recently spoke with Joe Ayotte about the exciting BKL program he runs through Parks and Rec. We are expanding our program at SRS and hope to build a partnership with Joe by having our students sign up for BKL. This will hopefully increase your participation numbers overall. It would also be amazing if we could figure out a way to get some snowmaking at Beaver Meadow. I know, I can dream, but we have to start somewhere.

Have a great Thanksgiving.

Best,
Matthew

Matthew S. Hicks, PhD
Principal
Shaker Road School
P'17, P'19

Stevens, Suzanne

From: Rodney Tenney <rodtenney@comcast.net>
Sent: Friday, December 21, 2018 4:46 PM
To: * City Manager Office
Subject: Customer Service

Hi, Tom-

For the past three or so weeks I have been talking with Concord employees about removing leaves and what I thought was a missing street light. I did not get the answers I was looking for – it's going to cost me a few bucks. However, I was satisfied and impressed with the prompt, patient, courteous, and eventually helpful responses. The folks I have dealt with are the receptionists who answer phone calls and get me to the right person, Chip Chesley, David Cedarholm, and Paul Gendron.

Happy Holidays,
Rod Tenney

Rodney E. Tenney
8 Hillside Road
Concord, NH 03301
603-225-3439
rodtenney@comcast.net

From: Chesley, Chip
Sent: Friday, December 7, 2018 4:01 PM
To: 'Crawford Lyons'
Cc: Major, James
Subject: RE: Driveway Repair

Good afternoon,

Thank you for passing along the kind comments regarding the work John and the crew performed restoring your driveway. We very much appreciate your patience and consideration due to this unfortunate event.

Best regards,

Chip Chesley
General Services Director

From: Crawford Lyons [<mailto:crawfordandlynn@gmail.com>]
Sent: Friday, December 7, 2018 3:53 PM
To: Chesley, Chip
Subject: Driveway Repair

Hi Chip,

John and the two others with him did a great job of repairing our driveway today. As you are aware, the water main broke on Auburn last week and we were one of the two who had our driveway near the ditch wash away. They did an ace job fixing it. Thanks to all.

- Crawford Lyons
103 Auburn St.
225 - 4147

From: Teri [<mailto:teri.puksta@gmail.com>]
Sent: Wednesday, December 5, 2018 4:14 PM
To: * GeneralServices
Subject: FW: Thank you for your help

To whom it may concern,

I just wanted to let you know that your employee Mark Moore with the water dept. was extremely professional, polite and responsive. I recently had to speak with him about a city valve replacement at 9 Partridge. He took the time to explain the situation and expedite the matter as quickly as he could. I can't speak highly enough about his professionalism, especially under stressful and undesirable situations.

Teri Puksta

Real Estate Sales Associate
NH License # 071311
Century 21 Cardinal
381 Main St
Nashua, NH 03060
603-889-3233(office)
603-930-2428 (cell)

Stevens, Suzanne

From: Jeff Lewis <jeff@northpointeng.com>
Sent: Tuesday, December 4, 2018 9:20 PM
To: * City Manager Office
Cc: * Community Development
Subject: City Planning Dept

Dear Mr. Aspell and Mr. Baia,

As both a current member of the Conservation Commission and as a small business owner in downtown Concord, I wanted to write a quick note to you to offer my praise for the current Planning Department staff. As a professional engineer in the land development industry, I have developed hands-on relationships with planning department staffs across the State of New Hampshire over the past 20 years. I have always been very impressed with the Concord Planning Department, but even more so over the past several years given the complete turnover of staff that they have experienced over the past decade. Having lost quite a bit of local institutional knowledge could not have been easy. But I feel like they have not lost a step and are, in fact, better than ever.

As a Conservation Commission member, I am constantly amazed at the dedication and hard work that the Planning Department puts into our efforts, all on top of their regular duties. As a group of volunteers, we have certainly relied heavily on the help of the Planning staff in the few short years that I have been on the Commission. I cannot think of another Conservation Commission in this entire State, and I am familiar with many of them, that tackles the number of projects that our Commission undertakes. And while we are blessed with a lot of very dedicated and talented folks on the Commission, so much of the grunt work is done behind the scenes, by the Planning staff. Again, I think that we have set the bar very high for the entire State, and I am proud to be a part of the effort. If anything, I am concerned that we are overtaxing the Planning Department, given the amount of other responsibilities that they have in serving the Planning Board, developing new Ordinances, dealing with the public, etc.

Anyways, it has been on my mind for a few months to send you a quick note to let you know how much I appreciate all of their efforts. I feel like I am in a somewhat unique position to be offering praise from both a personal and professional perspective, so I felt that it was important for me to do so. I would encourage you to support the Planning Department as much as you can. You have good people in place and their jobs are very important to all of our success!

Thank you and Happy Holidays!!

-Jeff

Jeffrey W. Lewis, PE
Principal Engineer



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Concord, NH 03301
Phone: (603) 226-1166
Direct: (603) 261-2931
www.northpointeng.com

Stevens, Suzanne

From: Andrus, Dan
Sent: Wednesday, November 28, 2018 2:45 PM
To: Stevens, Suzanne
Subject: Positive Citizen Comment

Good afternoon, Sue,

I was pleased to receive this very positive citizen comment from Mr. Bob McCombie today thanking the crew of Ambulance 4 for their care. The employees are Firefighter Paramedic Justin Kantar and Firefighter EMT David Saltmarsh.

Thank you,

Dan Andrus
Fire Chief

From: Robert McCombie [<mailto:rmpnh4666@gmail.com>]
Sent: Wednesday, November 28, 2018 1:28 PM
To: Robinson, Timothy
Cc: * Fire; McIntire, Aaron; brenttoddconcord@gmail.com; jpboulay@comcast.net
Subject: Re: CFD Ambulance 4 Transport Today 11/28/2018

Hi Captain Robinson, Chief Andrus, Deputy Chief McIntire, Councilor Todd and Mayor Boulay,

I am writing to thank the crew of A4 who came to help me today. I took a nasty fall on Pleasant St. @ the Irving Station. FF/PM Justin Kantar and FF/EMT Dave (Did not get his last name) were awesome! I was in agony from a leg injury and they both were extremely caring and compassionate. Even though we were close to the hospital Justin offered me pain meds because I was in severe pain, I refused them. They moved me carefully and made me as comfortable as possible. They still did their best and FF Dave took great care in driving smoothly to the ER and FF/PM Justin made me laugh taking my mind off the pain. He has great compassion and even the nurse at Concord ER said "I may joke with Justin but he has excellent patient care and is a good Paramedic. She also said he and Dave make a great team. That says alot that their peers think that highly of them. I felt bad having a CFD Rescue tied up but I was unable walk and Justin reassured me that this was what they are here for. I am glad as a taxpayer in Concord NH we have a top notch Firefighting and EMS system. CFD has the best FF/PM's and FF/EMT's and thankfully when I needed help, two of the best responded. Please thank them for all they did for me, I only have some torn muscles and my ankle is sprained but did not know this at the time. They are truly professionals and their jobs well. I did not have a life threatening injury but they still took it serious and made a difference to me. I have nothing but praise for CFD and please commend them.

Thank you Justin and Dave you guys rock CFD A4!

Bob McCombie
58 Great Falls Drive
Penacook NH 03303
(603) 828-5822

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

Results based on total comment cards received for December 2018

I received services related (circle all that apply):

Motor Vehicle
(1)

Property Taxes
(0)

Utility Payments
(0)

Misc. Billing
(0)

Our staff was:

Courteous
(1)

Knowledgeable
(0)

Professional
(0)

Our service was:

Courteous
(1)

Knowledgeable
(0)

Professional
(0)

Comments and suggestions:

- 1) The first time we came in, earlier, the woman wouldn't take our paperwork, which was annoying, but not her fault. Came back and all is good!

**City of Concord – City Clerk’s Office
Customer Service Surveys- November 2018**

I received services related to (circle all that apply): Total surveys completed: (13)

City Council	Elections	Vital Records	Dog Licensing,
()	(1)	(9)	(2)
Voter Registration	UCC Filings	Other: <u>General Information</u> ()	
(1)	()	() Marriage License	() Purple Bags

Were you greeted promptly and friendly?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	(1)	(12)	

Was your wait for service reasonable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	(1)	(12)	

Was the staff person knowledgeable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(13)	

Was your transaction complete and accurate?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(13)	

Comments and suggestion

- Bigger office
- Great attitude ☺
- Great job Thanks for the help ☺
- Great service
- None! The clerk that helped me was great! Very knowledgeable and quick. She was wonderful (Vanessa)
- Nothing, Except air control very stuffy, and congested feeling. Ladies working were wonderful.
- Very courteous & knowledgeable, a good experience