



CITY OF CONCORD

REPORT TO MAYOR AND THE CITY COUNCIL

DATE: April 29, 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: Andrus, Dan
Sent: Monday, April 06, 2015 10:57 AM
To: Stevens, Suzanne
Cc: Toomey, Sean; Newbery, Guy
Subject: Positive Citizen Comment

Good Morning, Sue:

I was pleased to begin this day and week with the attached note from Ms. Ellen Fries, Chair of the Board of Directors for the Concord Coalition to End Homelessness. Ms. Fries compliments the crew from the Broadway Station for their participation in the coalition's annual fund raising event.

The department members involved were

Lieutenant Timothy Robinson
Firefighter Paramedic Stephen Lorenze
Firefighter Eric Booker
Firefighter Wes Nelson
Firefighter Ron Palmer

Thank you for your assistance,

Dan

From: Ellen Fries [<mailto:Infries@comcast.net>]
Sent: Sunday, April 05, 2015 7:42 PM
To: Andrus, Dan
Subject: Fire Engine at SouperFest!

Dear Chief Andrus,

As you know, the Concord Coalition to End Homelessness hosted Community SouperFest on Saturday, March 28 at Rundlett Middle School. This was a fundraiser for the CCEH and implementation of the Plan to End Homelessness. Imagine our puzzlement when some firemen showed up - what had we done wrong? They were seeking the Boy Scouts they knew were at the school, assisting with the FunFest portion of the SouperFest. It turns out they had come to offer fire engine tours for any of the kids at FunFest!! This certainly added to the fun and made the day even more special.

I don't know which battalion it was, or who was in charge, but I would like to thank the Fire Crew that showed up. Please send them our gratitude!

Thanks.
Sincerely,
Ellen

Ellen H. Fries, Chair

Concord Coalition to End Homelessness
(h) 603-228-0667 (c) 603-568-5880
www.concordhomeless.org

RECEIVED

APR -2 2015

CITY MANAGER'S OFFICE
CONCORD, NH

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

From: Beth Maltzie [<mailto:bmaltzie@gmail.com>]

Sent: Monday, March 30, 2015 1:09 PM

To: Osgood, Bradley

Cc: Reed, Amanda

Subject: RAD Classes

Good afternoon,

I just wanted to send you a note of thanks and to urge you to continue the RAD Classes that were set up in Concord with officer Reed. My foster daughter and I attended the March classes and it is something I strongly believe in. I have had the class before and have been waiting for another class to appear since 2011.

Most kids we deal with have very low self-esteem and feel like they don't matter so why bother trying to do anything. Not only is this class beneficial for foster kids like mine in the way they handle themselves, but it has the added benefit of boosting these kids (& adults!) self-esteem tremendously.

I highly recommended this class to everyone I know & have passed it on to groups that specifically deal with teens such as our Foster/Adoptive Parent Support Group, Community Bridges, Merrimack Valley High School Guidance office, etc.

This class should always be kept going until everyone has had it! Merrimack Valley High School would be the best first candidate.

Thank you so much for keeping this program going and having two highly trained and very personable officers running it. We all truly appreciate it.

Sincerely,
Beth Maltzie
Foster Parent



EMERGENCY AND ASSESSMENT SERVICES

April 24, 2015

RECEIVED

APR 27 2015

CONCORD, NH POLICE
DEPARTMENT

Bradley C. Osgood
Chief of Police
Concord Police Department
Concord, NH 03301-4299

Dear Chief Osgood:

We wanted to take a moment to commend you and your officer's on a job well done. Last night, your officers brought a man to the Concord Hospital Emergency Department (CHED) who had been in a local hotel room with a loaded gun in his mouth. Your officers skillfully interacted with this man resulting in no one being hurt and his coming voluntarily to the CHED. Officer Moulton's communication with our staff at the CHED closed the loop and allowed us to efficiently help this gentleman on our end. Your staff's effective work and subsequent excellent communication with us suggests that your efforts around CIT training have born impressive fruit. Chief, thank you and all of your staff for all you do in our community. It is a pleasure and honor to be able to work closely with you.

Sincerely,

A handwritten signature in black ink, appearing to read "K. Boisvert", written over a horizontal line.

Karl Boisvert, LCMHC
Director
Acute Care Services

A handwritten signature in black ink, appearing to read "Tom Peters", written over a horizontal line.

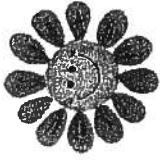
Tom Peters, PhD
Assistant Director
Acute Care Services

Specializing in crisis intervention, suicide prevention, assessment and short-term treatment

278 Pleasant Street, PO Box 2032, Concord, NH 03303
(603) 226-0817 or (800)852-3323 FAX (603) 226-7526 TTD 226-7531

Website: www.riverbendcmhc.org

Riverbend is an affiliate of Capital Region Health Care



Thank You

April 2, 2015

Dear Ms. Bowen Kant:

My thanks to you and your staff for assisting me with my Justice of the Peace / voter registration issues.

If I had better manners, I would have (and should have) sent this card earlier. Please accept my apologies for its tardiness.

I truly appreciate your help and assistance.

Tom (the non-purged) Corcoran

Corcoran
148 Rumford STANCHES
Concord, NH 03301
03 APR



Anne Huff
135 Portsmouth Street
Concord, NH 03301

APR 09 2015

4-2-15

Dear Mayor Bouley & Council,
For nearly a year,
I have been living with
my 95-year old father to
take care of him. Knowing
my home would be empty,
I asked if the Concord
Police Department could keep
an eye out when they were
in the neighborhood. I was
reassured when told this
was a common request & they
would be glad to do so.

My father passed away,

You're terrific!

and I have returned home.
During my absence, it
was very reassuring to
know my home was under
their watchful eye. One
more City service for which
I am truly thankful.

Sincerely
Anne Huff

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

I received services related to (circle all that apply): (Total surveys completed: (14)

| | | | |
|--------------|-----------|---------------|---------------|
| City Council | Elections | Vital Records | Dog Licensing |
|--------------|-----------|---------------|---------------|

| | | | |
|-----|-----|------|-----|
| () | () | (11) | (2) |
|-----|-----|------|-----|

| | | |
|--------------------|-------------|-----------------------------------|
| Voter Registration | UCC Filings | Other: <u>General Information</u> |
| () | () | (1) Marriage Ceremony |

Were you greeted promptly and friendly?

| | | | | | | | | |
|---------|-----|-----|-----|-----|-----|-----|------|--------|
| (Worst) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | (Best) |
| | () | () | () | () | () | () | (14) | |

Was your wait for service reasonable?

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

Was the staff person knowledgeable?

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

Was your transaction complete and accurate?

| | | | | | | | | |
|---------|-----|-----|-----|-----|-----|-----|------|--------|
| (Worst) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | (Best) |
| | () | () | () | () | () | () | (14) | |

Comments and suggestion

- “Very fast and helpful.”
- “Nothing. Great job everyone.”
- “Keep up the great work!”
- “Keep it up.”
- “You are doing great!”

THANK YOU

Dixey, Kathy & staff

I wanted to take a moment to thank all of you for your understanding, support & consideration in helping me today with my property tax issue.

I can only imagine the challenges you face each day as people wrestle with tax issues. For me, you made my situation easy, understandable & pleasant.

And for that I thank you.

Sincerely,

Cheryl Coletti

CITY OF CONCORD NH
ASSESSING DEPT.

APR 01 2015

RECEIVED

William Coletti