



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: June 26, 2019
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: Kelleher, Derek

Sent: Monday, June 17, 2019 1:30 AM

To: Odom, Ryan; Michaud, Greg; Pepin, Michael; Gagnon, Zachary; Kelleher, Derek; Harpell, Donald; Andrews, Robert; Lobdell, Zachary; DeWitt, Merle; Currier, David; Tirrell, Jr, Phillip; Johnson, Christopher; Baldwin, Jeremy; Coleman, Craig; Robinson, Timothy; McBride, John; Costello, Michael; Pepin, Michael; Demers, Matthew; Booker, Eric; Hughes, Ryan; Patterson, Andrew

Cc: Manning, Anthony; Nault, Thomas; Hebert, Mark; McIntire, Aaron; Andrus, Dan

Subject: FW: Thank you from the Bronchuk family

Hello,

The Bronchuk family shared Alec's obituary link and a few words to the responders who searched for him. They are very thankful and appreciative of your efforts.

This unfortunate event will affect many forever. I am proud to see the compassion that many of you showed toward the family last Thursday and Friday. I know all who responded tried to make a difference and hoped for a very different outcome early Thursday morning.

I would also like to pass along the sincere thank you from the leaders of Fish & Game and Marine Patrol. Each organization supported each other and worked together in reaching the common goal of returning Alec to his family. The members of Fish & Game, Marine Patrol, Concord Police, and Concord Fire modeled true professionalism and teamwork.

Thank you,
B/C Kelleher

From: McIntire, Aaron

Sent: Sunday, June 16, 2019 8:53 PM

To: Kelleher, Derek

Subject: Fwd: Thank you from the Bronchuk family

Please share with all involved-

Thank you again for the prompt and professional response. Everyone truly represented the best of what it means to be a member of CFD.

Aaron

Sent from my iPhone

Begin forwarded message:

From: Phillip Bronchuk <pbronchuk@yahoo.com>
Date: June 16, 2019 at 18:24:55 EDT
To: "spheadquarters@dos.nh.gov"
<spheadquarters@dos.nh.gov>, "john.encarnacau@dos.nh.gov"
<john.encarnacau@dos.nh.gov>, "director@wildlife.nh.gov"
<director@wildlife.nh.gov>, "bosgood@concordpolice.com"
<bosgood@concordpolice.com>, "kmitchell@concordpolice.com"
<kmitchell@concordpolice.com>, "seth.alie@dos.nh.gov"
<seth.alie@dos.nh.gov>, "fire@concordnh.gov"
<fire@concordnh.gov>, "sbrown@concordnh.gov"
<sbrown@concordnh.gov>, "amcintire@concordnh.gov"
<amcintire@concordnh.gov>, "marinepatrol@dos.nh.gov" <marinepatrol@dos.nh.gov>
Subject: Thank you from the Bronchuk family

First of all- I apologize for the incomplete contact list that I pieced together from contact information from the internet, and the collection of business cards I was able to retain in my wallet, so please share this note with your colleagues.

My name is Jake Bronchuk- and I am Alec's father. I came to know many of you under extremely unfortunate circumstances on Thursday and Friday.

I wanted to reach out to you and thank you from the bottom of my heart for your efforts to find my son.

I have been sitting here writing his obituary on Father's day with many tears of sadness- but more tears of joy that our boy is back home with us and we can give him a proper burial.

I can't tell you how thankful my family is for that.

Sgt Alie, Sgt Pushee, Officer Fanjoy, Major Encarnacao - and all of the other members working the search (many names I have forgotten)- I can't thank you enough for your efforts. My wife and I were absolutely overwhelmed at the volume of resources that were mobilized so quickly in an effort to find our son. We are forever indebted to you for bringing him back to us.

We wanted to reach out and that you from the bottom of our hearts. I hope all the fathers are enjoying a wonderful day with their families.

-Jake & Michelle

[Obituary for Alec Jacob Bronchuk at Rivet Funeral Home & Crematorium Inc.](#)



Stevens, Suzanne

From: Andrus, Dan
Sent: Thursday, May 30, 2019 11:02 AM
To: Stevens, Suzanne
Cc: Brown, Sean; McIntire, Aaron; Hebert, Mark
Subject: Positive Citizen Comment

Good Morning, Sue,

Deputy Chief Sean Brown received this communication that his wife forwarded from one of her friends. I am delighted to pass it along!

Dan

From: Brown, Sean
Sent: Thursday, May 30, 2019 10:57 AM
To: Andrus, Dan
Cc: McIntire, Aaron; Langille, Michael; Duckworth, James; Fisher, Daniel; Patterson, Andrew; Matson, Alexander
Subject: Kudos

Incident Number 19-3479
Ambulance 7: FFP Mike Langille, FF Jim Duckworth
Tower 1: Lt. Dan Fisher, FF Drew Patterson, FF Alex Matson

Chief Andrus,
My wife received the following in an email from a friend (who is a nurse and her husband is a physician at CH):

“If you wouldn't mind, could you pass this little info on to Sean for me?

Yesterday afternoon, Lydia broke out in hives head to toe while we were out doing errands. We had just eaten a treat at Starbucks minutes before. I left the Steeplegate mall and headed to CVS to get some Benadryl. On our way, she complained her throat hurt. I activated 911 and asked them to meet me at the CVS. Both ambulance and fire showed up as I was paying for the Benadryl. A gentleman named Mike did the primary assessment and was very gentle and kind to her. Her throat had stopped hurting and was not swelling, her lungs sounded good. Her hives were progressing despite Benadryl administration, so he recommended that I drive her to the ER (if I felt comfortable, otherwise they offered us a ride). I'm glad he did, because her eyes were starting to mildly swell by the time we got there. The ER gave her Decadron, a script for an Epi pen and instructions on what to do if she rebounded at home - which she did, so I am so glad Mike sent us, because I wouldn't have known to also give her Zantac (Pepcid equivalent) and Zyrtec as well. Anyway, please pass on to Sean that I was impressed by his team. It's nice for a boss to get positive feedback sometimes. 😊 “

I extend my thanks and appreciation to all involved for a job well done.

Respectfully,
Sean

Sean W. Brown
Deputy Fire Chief



REAL ESTATE DEVELOPMENT

June 4, 2019

Mayor Jim Bouley
71 Warren Street
Concord, NH 03301

Members of the City Council
41 Green Street
Concord, NH 03301

Re: Exceptional Service

Dear Mayor Bouley and Members of the City Council,

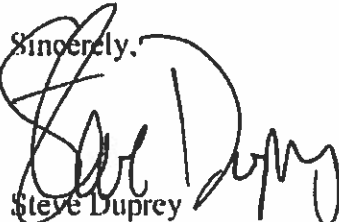
I am tardy in writing this letter now that the cold snows of last winter are behind us. However, I wanted to write this letter to commend and thank General Services, Jim Major, and the entire crew of dedicated employees who handled snow removal in the downtown this past winter. The service and timeliness of snow removal was exceptional.

After one particularly tough storm I had the chance to be in the downtown at 5 am. Our streets and sidewalk were completely cleaned. Later that day business had me in the downtowns of Manchester, Nashua and finally, Portsmouth. Even in the afternoon not one of those other cities had their snow removal in the downtown area done. Concord had clear streets in the morning and the sidewalks were in terrific shape in time for shoppers. This year crews were very careful not to pile snow in the tree and planting beds, which helps us ensure our trees and the perennial plants will survive and thrive.

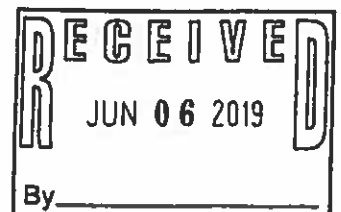
In this time of very tough competition to keep downtowns alive and vibrant and to retain a retailing community, issues like well done and timely snow removal make a tremendous difference. The Concord crews were out in some of the nastiest weather, making Concord the best kept downtown in the winter in New Hampshire.

I am deeply appreciative of the great work done by the entire team and I hope the Council is likewise thankful for the great work done by these dedicated employees.

Thank you.

Sincerely,

Steve Duprey

c/o Foxfire Property Management, Inc. ■ P.O. Box 1438 ■ Concord, NH 03302
Tel: (603) 224-3120 ■ Fax: (603) 226-0782 ■ Email: foxfirepres@usa.net



Stevens, Suzanne

From: Chesley, Chip
Sent: Monday, June 17, 2019 8:26 AM
To: Stevens, Suzanne
Cc: Zulkic, Angelina
Subject: Positive Young Citizen Comments from Abbot Downing School for consideration for City Council Agenda

Good morning Sue,

It would be hard to pass along the number of 'Thank You' cards we received from the students at Abbot-Downing School for our recent Public Works celebration given their irregular sizes and shapes so Angelina took a photograph. Unfortunately, it doesn't capture all of the creative prose!

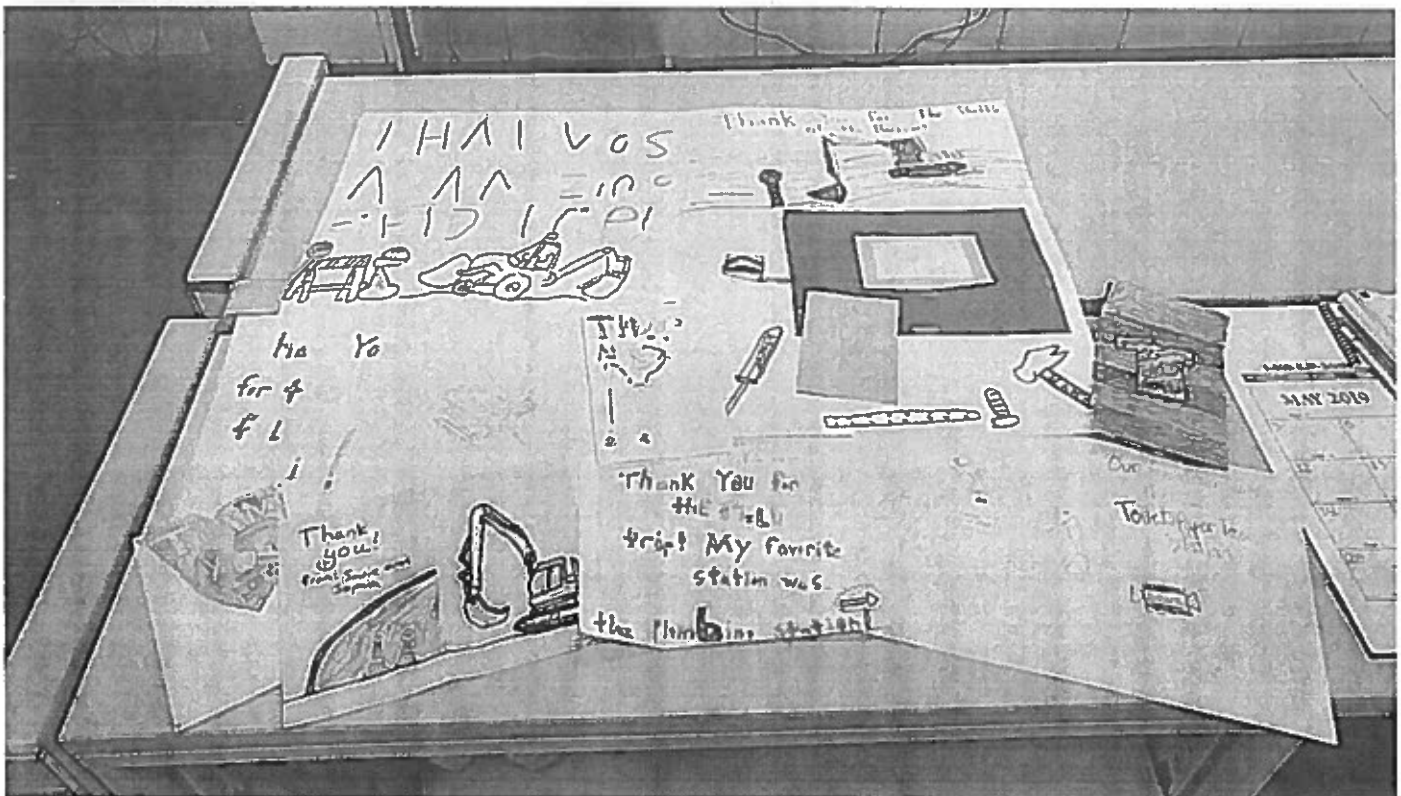
Best,

Chip

From: Zulkic, Angelina
Sent: Monday, June 17, 2019 8:13 AM
To: Chesley, Chip
Cc: Hoadley, Jeff; Clark, Adam; Alexander, Donna
Subject: Thank You Cards

Hi Chip,

We received a bunch of thank you cards from Abbot-Downing School for our Public Works Celebration at Memorial Field. They all shared their favorite exhibit stations – some being the plumbing station, others being the toilet paper toss, one liking our tool station, and most truly enjoyed seeing all the trucks and our Battle of the Backhoe. I shared this on our Facebook and Instagram pages and it's received quite a bit of engagement, including being shared by Abbot-Downing School.





Byzina Marcan

Rachel

4/2/19 rdh

Tom

Alexandra
Sosnowski

MOT

Julie

David

Bronckley

Kim Cook

Heather Stark

David -

Thank you so much for the
tour of the brand new Citywide
Community Center. It was great
to see the space and learn all
about the programs you offer!
(Birth to Death)

- Leadership Greater Concord

Class of 2019

From: Melissa [<mailto:mcnammel@yahoo.com>]

Sent: Wednesday, May 29, 2019 2:09 PM

To: Dennett, John

Subject: Re: lunch reservation 5/29

John,
thank you so much for allowing us to rent your program room !
not only is the facility wonderful but your staff was great and very helpful too.
best regards
melissa barnett



Stevens, Suzanne

From: Gill, David
Sent: Wednesday, June 19, 2019 12:53 PM
To: Stevens, Suzanne
Subject: FW: Today's visit!

Hi Sue,

Thought I would share a nice note from one of our vendors we use for our summer camps regarding how nice our campers and staff are 😊

David

From: Lisa Woodbury [<mailto:lwoodbury@attitash.com>]
Sent: Tuesday, June 18, 2019 3:50 PM
To: Bryant, Laura
Cc: Gill, David
Subject: Today's visit!

Hi Laura & David,

We were so thrilled to have your group here today. They were so polite, good listeners and the staff was great. We gave the group a special treat today because we were slower than anticipated and they were able to also do the Zip Tour. We hope that they all had a great day and we hope that Concord Rec will come see us again. Your receipt is attached. Let me know if you need any other information from me.

Thanks so much,
Lisa

Lisa Woodbury
Sales Manager
Attitash Resort & Wildcat Mountain
PO Box 308
Bartlett, NH 03812
603-374-2149

**City of Concord – City Clerk’s Office
Customer Service Surveys- May 2019**

I received services related to (circle all that apply): Total surveys completed: (16)

City Council	Elections	Vital Records	Dog Licensing
()	()	(6)	(9)
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)	(15)	

Was your wait for service reasonable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	(1)	(15)	

Was the staff person knowledgeable?

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

Was your transaction complete and accurate?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	(1)	(15)	

Comments and suggestion

- Sarah was awesome and friendly
- Vanessa was a wonderful & professional person to deal with.
- Cheery, Funny, Fabulous
- Michelle Mulholland was great & she gave me wonderful customer service. Thank you
- Everything was great
- The state should revise policies asking only for female maiden name, but accepting current surname of male, even if that was not the birth name given. Sarah is fantastic and was super kind & helpful ☺
- The ladies in the city clerk’s office do great job-no suggestions
- Services were great, Sarah is awesome
- Nothing, they were friendly and quick!
- Water bubbler, popcorn samplers
- Get rid of the construction – cars in front of city hall they should get parking tickets-I had to park ½ mile away !!
- Keep smiling-Stay friendly ☺

**City of Concord – City Clerk’s Office
Customer Service Surveys- April 2019**

I received services related to (circle all that apply): Total surveys completed: (21)

City Council	Elections	Vital Records	Dog Licensing
()	(1)	(9)	(11)
Voter Registration	UCC Filings	Other: <u>General Information</u> ()	
()	()	() Marriage License	() Purple Bags

Were you greeted promptly and friendly?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(21)	

Was your wait for service reasonable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(21)	

Was the staff person knowledgeable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(21)	

Was your transaction complete and accurate?

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

Comments and suggestion

- Thank you
- Nothing at all they were great! Now I’m all set with paperwork. TY so much
- Nice people!
- I don’t know how it can be any better / best ever
- No extra charge for using credit card / I love concord!
- Always friendly and helpful
- Always so friendly
- Sarah was excellent and deserves a raise
- Fantastic
- Extremely polite, friendly & quick – great service!!
- Sarah was very helpful