



CITY OF CONCORD

REPORT TO MAYOR AND THE CITY COUNCIL

DATE: January 4, 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.

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Attachments

Stevens, Suzanne

From: Andrus, Dan
Sent: Tuesday, December 01, 2015 11:32 AM
To: Stevens, Suzanne
Cc: Toomey, Sean; Weinhold, William; Stone, Jeffrey
Subject: Positive Citizen Comment

Sue Stevens, Executive Assistant
Office of the City Manager

Good Morning, Sue:

I was pleased to receive this e mail from Ms. Caitlin Linnane complimenting the crew of the Manor Fire Station for their care during her recent delivery.

The crew members on this call included

Capt. Jeff Stone
Firefighter Paramedic Will Bartels
Firefighter Michael Corcoran
Firefighter John DeJoie
Firefighter Todd Beall

Thank you for your assistance,

Dan Andrus
Fire Chief

From: Caitlin Linnane [<mailto:caitlinnane87@gmail.com>]
Sent: Thursday, November 26, 2015 5:06 PM
To: Stone, Jeffrey
Subject: Thank you

Dear Captain Stone:

One week ago (Nov. 19, 2015) you and two others picked me up from my apartment in your ambulance hoping that I'd be your 12th ambulance birth! I'm sorry we disappointed you c; but my daughter ended up waiting until 10 pm to make her way into the world.

Today is thanksgiving, but it's also an exciting marker for how much she has grown- and this is thanks to you! You and your crew kept my spirits up and improved my mood drastically. When you arrived I was scared and alone and nothing was going as planned (big surprise!) but you guys helped to put me at ease immediately! I will forever be grateful to you for that.

I know your job requires the hide sacrifice of giving up time with your family to spend it saving others, and I want to thank you for that as well.

Eleanora Margaret Wardwell was born a healthy 7lbs 12oz, 20 in at 10pm Thursday 11/19. We are all home safe and sound, and doing fantastic!

Thank you, again, for your expert help and making me feel like I was amongst friends!

Much love,
Caitlin, Andy and Nora

To All the Good Folk, at the
Concord Fire Dept.,

Thank you so much for all
you did early on the morning of
my brother Kevin's death. I know
that you did your very best and
kept the fire from spreading to
any other homes.

My family and I are forever
indebted to you, all of you, from
the folk that keep it all running
behind the scenes to the folk
that fight the fires. We are
especially grateful to the fire
marshalls that came and spoke
with us in person.

You are all in our hearts.

With Peace and Love, Maybeth and
family

Concord Fire Department,
THANK YOU for the quick
response time and the hours
of effort to distinguish the
flames at 96 Rindred Street. Because
of your work, my bedroom (bed floor
closest to room destroyed on 2nd floor) was
saved! Words cannot express
my gratitude.


-Matthew Flynn

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

Results based on total comment cards received for December 2015

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

Motor Vehicle (5)	Property Taxes (0)	Utility Payments (0)	Misc. Billing (0)
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Our staff was:	courteous (4)	knowledgeable (3)	professional (3)
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Other: Very nice.
Friendly! Efficient!
Awesome.

Our service was:	courteous (4)	knowledgeable (3)	professional (3)
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Other: Awesome (2)

Comments and suggestions:

1. 45 minute wait is excessive.
2. She was a Dale Earnhardt fan!!
3. Always a pleasure! Donna was great as usual! Happy Holidays!
4. Don't understand why you ask for ID, IKA, phone number when all the info is on the check and paperwork.
5. Awesome.