



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: February 28, 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: Joe Kasper [<mailto:JKasper@nedelta.com>]
Sent: Wednesday, February 14, 2018 10:20 AM
To: Pegg, Suzanne
Subject: Economic Development website

Hi Suzi....

I was just on line checking out the new Concord Economic Development website.... Very impressive! Great videos and easy to navigate. You team did a wonderful job of capturing the essence of the City... What a great advertisement for Concord! Congrats!

Joe Kasper | Corporate Services Director

Northeast Delta Dental

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Northeast Delta Dental complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.
ATTENTION : Si vous parlez francais, des services d'aide linguistique vous sont proposes gratuitement. Appelez le 1-800-832-5700 (ATS : 1-800-332-5905).
ATENCION: si habla espanol, tiene a su disposicion servicios gratuitos de asistencia linguistica. Llame al 1-800-832-5700 (TTY: 1-800-332-5905).

From: Chesley, Chip
Sent: Wednesday, February 21, 2018 4:43 PM
To: 'Robin Heins'
Cc: Major, James
Subject: RE: Snow removal

Good afternoon Robin,

Thank you for sharing your kind thoughts. We're very fortunate in Concord to have a very dedicated professional crew under the leadership of our Highways and Utilities Superintendent, Jim Majors.

Best regards,

Chip Chesley
General Services Director

From: Robin Heins [<mailto:auntiebob71158@comcast.net>]
Sent: Wednesday, February 21, 2018 1:38 PM
To: Chesley, Chip
Subject: Snow removal

Hi Chip. As a 36 year resident of Concord, I just want to say thank you to you and your crews for the great job they do with plowing and snow removal. They work so hard to keep us safe—and I really appreciate their efforts.

Robin Heins

#14593

Last Modified: 2/23/2018
Submitted: 2/21/2018
Source: Phone call

SUBMITTER
Cheryl Levesque/Allen
xx Silvester St
Concord, NH 03301

CONTACT
cmlevesque@concordnh.gov
[Redacted]

Reopen Request

concordnh.gov

REQUEST DETAILS

Description
Other (see below).

▼ Hide Additional Details

Your Request ID Number is 14593.

Please select the best description of the problem from the following
Other (see below)

Use this space for any issue not listed above or to provide any additional comments that may be appropriate.
First Complement of the day. Patron called to say he is very happy with the front end loader Driver. He did such a great job! Snow was moved in such a great manner.

Problem Location

Street Number and Name
xx

Silvester St

Address Line 2

City
Concord

#14594

Last Modified: 2/22/2018
Submitted: 2/21/2018
Source: Phone call

SUBMITTER
Cheryl Levesque/Tamela
xx Horsehill Rd
Concord, NH 03301

CONTACT
cmlevesque@concordnh.gov

Reopen Request

rdnh.gov

REQUEST DETAILS

Description

Second complement of the day! Very happy. She called to mention the road hole. Out we came! Knows how hard these men work.

▼ Hide Additional Details

Your Request ID Number is 14594

Brief Description

Second complement of the day! Very happy. She called to mention the road hole. Out we came! Knows how hard these men work.

Problem Location

Street Number and Name

xx

Horsehill Rd

[View Request](#)

SUBMITTER

thomas hilden

27 South Midland St

concord, nh 03301

CONTIAGI

thilden@comcast.net

REQUEST DETAILS

Description

Other (see below)

Please select the best description of the problem from the following

Other (see below)

Use this space for any issue not listed above or to provide any additional comments that may be appropriate

I wanted to thank and compliment the individuals who plow our street, South Midland. I live at the end (#27) and from the hammerhead I snow blow a path to our back yard for our small dogs to use. The individuals who plow are always careful, when they plow the hammerhead, to try and avoid plowing over my opening in the snowbank. They do a great job and deserve a thank you.

Stevens, Suzanne

From: Andrus, Dan
Sent: Monday, January 29, 2018 3:48 PM
To: Stevens, Suzanne
Subject: Positive Citizen Comment
Attachments: SKM_C28718012915170.pdf

Hi, Sue,

Mr. and Mrs. Gill of 74 Plymouth have written to express their satisfaction with our services.

Thank you,

Dan

From: scan@concordnh.gov [mailto:scan@concordnh.gov]
Sent: Monday, January 29, 2018 3:17 PM
To: Andrus, Dan
Subject: Message from KM_C287

*Hello All EMT
You have been to our house
a few times in our 14 years
in Concord.
We want to thank you all for
such great work.
Walter + Mary Ann Gill
74 Plymouth Dr.*

Stevens, Suzanne

From: Andrus, Dan
Sent: Monday, February 26, 2018 4:32 PM
To: Stevens, Suzanne
Subject: Positive Comment

Good Morning, Sue,

I was pleased to receive this note, forwarded from Jen Johnston, thanking Firefighter Paramedic Rob Ackerson for the work that he did to organize and coordinate a blood drive for the American Red Cross that was held last week at Fire Headquarters. The drive was very successful, with 38 units being collected. I will reach out to Rob personally to thank him for his work in coordinating these drives.

Thank you,

Dan

From: Johnston, Jennifer
Sent: Monday, February 26, 2018 8:25 AM
To: Ackerson, Robert
Cc: Andrus, Dan
Subject: FW: Thank You

Rob,
Lisa wanted me to share the below information on your blood drive. Great job!
Thanks for putting this all together.
Jen

Jennifer Johnston
Director of Human Resources and Labor Relations
SPHR, SHRM-SCP
City of Concord
41 Green Street
Concord, NH 03301
jjohnston@concordnh.gov
603-230-3722 Phone
603-230-3726-Fax

New Hampshire's Main Street™

From: Fitzgerald, Lisa [<mailto:lisa.fitzgerald@redcross.org>]
Sent: Saturday, February 24, 2018 9:21 PM
To: Johnston, Jennifer
Subject: Thank You

Thank you so much for all your help we really appreciate it . Please make sure Rob sees this too. He e-mail bounces back.

You registered 35 donors, had 2 deferrals and collected 38 units! You also had 5 first time donors. That is awesome....Your goal was 24 so your hit it out of the park!!!

Thanks again

We have you running again 12/17 at the Green Street Community Center gym...if that works I can confirm. If you'd like to run in the spring or summer let us know as we have dates in May, June and July available.

Thanks

Lisa Fitzgerald
Account Representative NH/VT | Donor Recruitment

American Red Cross Blood Services

32 North Prospect St

Burlington, VT 05401

(802) 734-5180 (c) | lisa.fitzgerald@redcross.org

redcrossblood.org

facebook.com/RedCrossBlood



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

I received services related to (circle all that apply): Total surveys completed: (7)

City Council	Elections	Vital Records	Dog Licensing
(2)	()	(5)	()
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)
	()	()	()	()	()	()	(7)	

Was your wait for service reasonable?

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

Was the staff person knowledgeable?

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

Was your transaction complete and accurate?

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

Comments and suggestion

- Sarah & Vanessa – These ladies are awesome, friendly, nice, patient, helpful- Nice staff, Best customer service in any City Hall I have been to.
- A bigger waiting area
- Very nice ladies
- Very friendly ☺