



# CITY OF CONCORD

## REPORT TO MAYOR AND THE CITY COUNCIL

**DATE:** April 27, 2017  
**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

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**From:** Chesley, Chip  
**Sent:** Wednesday, March 15, 2017 8:13 PM  
**To:** Stevens, Suzanne  
**Cc:** Zulkic, Angelina; Hoadley, Jeff; Walsh, Matthew  
**Subject:** Positive Social Media Engagement  
**Attachments:** image009.jpg; image010.jpg; image011.jpg; image012.jpg

Hi Sue, Here is an example of some positive social media for possible inclusion on the next City Council agenda under positive comment. It also demonstrates that residents are using this platform to be informed of overnight parking bans. Dave Florence reports he only towed twelve cars last night.

Sent from my iPhone

Begin forwarded message:

**From:** "Zulkic, Angelina" <[AZulkic@concordnh.gov](mailto:AZulkic@concordnh.gov)>  
**Date:** March 15, 2017 at 7:56:17 AM EDT  
**To:** "Chesley, Chip" <[CChesley@ConcordNH.gov](mailto:CChesley@ConcordNH.gov)>, "Major, James" <[JMajor@ConcordNH.gov](mailto:JMajor@ConcordNH.gov)>  
**Cc:** "Bilodeau, Philip" <[PBilodeau@ConcordNH.gov](mailto:PBilodeau@ConcordNH.gov)>, "Hoadley, Jeff" <[JHoadley@ConcordNH.gov](mailto:JHoadley@ConcordNH.gov)>, "Alexander, Donna" <[DAlexander@ConcordNH.gov](mailto:DAlexander@ConcordNH.gov)>  
**Subject:** INFO: Social Media Engagement - Snow Storm

Good Morning,

Engagement we had for the snow storm:

**Facebook:**



**Ashly Mg** Where do people park during the day in a ban? Do you have to pay the garage fees and park there?

Like Reply Message March 13 at 11:52am

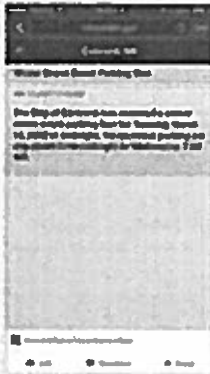


**Concord General Services** The ban is only in place during the overnight from 12:00am Tuesday night through 7:00am Wednesday morning, and the garages are free until 8:00am during the weekday.

Like Reply Commented on by Angelina Zulfic (?) - March 13 at 12:04pm



**Ashly Mg** According to this the ban starts Tuesday at midnight (meaning tonight), not Wednesday at midnight (tomorrow night). So is the ban wrong?



Like Reply Message 1 March 13 at 12:12pm



**Molly Kaiser** That is how I read it too... Basically a day and change

Like Reply Message 1 March 13 at 12:48pm



**Concord General Services** Yes, technically midnight on Tuesday is the start of Wednesday. We say Tuesday night to confirm for people to not park overnight on Tuesday into Wednesday morning. The ban is in effect for 7 hours starting at midnight through 7:00am Wednesday. We apologize for any confusion and thank you for asking for clarification.

Like Reply 1 Commented on by Angelina Zulfic (?) - March 13 at 2:05pm



**Ashly Mg** Ah, makes so much more sense now! Thank you!  
Unlike Reply Message 1 March 13 at 2:52pm



**Ashly Mg** They need to fix the ban online. According to what is posted the ban still starts tonight.

Like Reply Message March 13 at 3:52pm



**Concord General Services**

Published by Angelina Zulkic [?] · March 13 at 11:30am · 🌐

In anticipation of the big nor'easter coming in tomorrow, the City of Concord has issued an early Winter Storm Event Parking Ban alert for the entire city of Concord for Tuesday, March 14, 2017. No on street parking on any street city-wide between midnight and 7:00 am Wednesday morning. As a reminder, parking will be available free of charge in the City garages from 5:00pm to 8:00am.

Visit [www.concordnh.gov/winteroperations](http://www.concordnh.gov/winteroperations) for more information and to sign up for email alerts on Winter Maintenance Parking Bans and Winter Storm Event Parking Bans.

Please share this post! #ConcordNH #ParkingBan



2,414 people reached

Boost Post

👍 Like    💬 Comment    ➦ Share



👤 Gary Cheney, Robin Helms and 4 others

Top Comments

13 shares



Write a comment





**General Services** @ConcordNHGS · Mar 13

City-wide Winter Storm Event Parking Ban Issued for #ConcordNH for 3/14. No on street parking on any street from 12am Tues - 7am Wed. RT



1 retweet 2 likes



**Lumpy Jones**

@atnobe05

Follow

@ConcordNHGS give the Dunklee st plow guys a raise. They deserve it.

1 retweet 1 like

5:25 PM - 14 Mar 2017

1 retweet 1 like 1 love



**ConcordTV**

@ConcordTV

Following

Kudos to the @ConcordNHGS team for doing such a great job.

1 retweet 1 like

4:01 PM - 14 Mar 2017

1 retweet 1 like 1 love

**From:** BRUNO MATSON <[benmatson@comcast.net](mailto:benmatson@comcast.net)>  
**Date:** April 11, 2017 at 7:20:21 PM EDT  
**To:** "Chesley, Chip" <[CChesley@ConcordNH.gov](mailto:CChesley@ConcordNH.gov)>, "Hundley, Hope" <[HHundley@ConcordNH.gov](mailto:HHundley@ConcordNH.gov)>  
**Cc:** "Major, James" <[JMajor@ConcordNH.gov](mailto:JMajor@ConcordNH.gov)>  
**Subject:** RE: Dolan Street winter damage  
**Reply-To:** BRUNO MATSON <[benmatson@comcast.net](mailto:benmatson@comcast.net)>

Dear Hope, Chip and James.

Thank you so very much for the repairs to Dolan Street and my lawn today. I didn't expect the repairs to be done the next day and when I came home from work I was pleasantly surprised. I'm very pleased and I'm sure my neighbors will appreciate that pot hole being filled in.

You must be proud to have such a fine crew working for the City of Concord. The work they performed today was exceptional. The repairs were well above my expectations. Filling in the dipped pavement in front of my mailbox will make it much easier for me to snow blow that area. Putting back the granite stones on the old railroad crossing along the side of the road was unexpected and a plus. I will be spreading grass seed this weekend.

Again, please extend my gratitude and commendations to you employees for a job well done.

Best regards,  
Bruno Matson

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**From:** Chesley, Chip  
**Sent:** Monday, April 10, 2017 11:13 AM  
**To:** 'BRUNO MATSON'  
**Cc:** Major, James; Hundley, Hope  
**Subject:** RE: Dolan Street winter damage

Good morning Mr. Matson,

I appreciate your complimentary note regarding our snow plowing efforts this year; there were certainly a number of storms. Our staff will be in contact with you soon to assess the damage you brought forward with your photographs.

Best regards,

Chip Chesley  
General Services Director

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**From:** BRUNO MATSON [<mailto:benmatson@comcast.net>]  
**Sent:** Sunday, April 09, 2017 7:36 PM  
**To:** Chesley, Chip  
**Subject:** Dolan Street winter damage

Dear Mr. Chesley,

First, I would like to commend your crews for the expedited snow removal, salting, multiple passes and long hours they endured this winter. Dolan street was always cleared in a timely manner and it was appreciated by both myself and my neighbors.

Unfortunately, Dolan street has been in disrepair for many years and suffered some significant damage this year. The snow plows have finally tore up chunks of the pavement and spread it down the street and leaving a gaping hole. They have also torn up the edge of my lawn along the street. This is going to make it almost impossible for me to mow that this spring and summer. Please see the photo attachments.

Perhaps you could take a well needed break from your office and come up and take a look, the photographs do not really show the real damage.

I'm hoping your personnel can perform some repairs.

Best Regards,

Bruno B. Matson

1 Dolan Street



Boscawen  
Bow  
Canterbury  
Concord  
Franklin  
Northfield

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PO Box 3019 | Denacook, NH 03303

April 4, 2017

Mr. Chip Chesley  
General Services  
City of Concord  
311 North State St  
Concord NH 03301

Dear Chip,

On behalf of the Upper Merrimack Monitoring Program's Winter Community Program and St. Paul's School Birchhead Science Lecture Series partnership, please accept my gratitude for your presentation and generous time at the meeting last night.

Based on the many questions and long conversation during and after your presentation, it is clear that the "UMRLACers" were very interested in the drought and the data and strategies that you outlined. Your command of the subject matter impressed everyone. The feedback that we have received to date indicates that your presentation opened a window to valuable information. Many comments indicate that presenters will take the information you provided and spread the word about the drought and management strategies in their communities. I hope that with the lively discussion and this feedback, you will feel that your time was well spent at this event.

Sincerely,

Michele L. Tremblay  
Chair

✓ CC: Thomas J. Aspell, Jr. City Manager

Thank you so much,  
Chip! it was my  
pleasure to meet  
and work with  
you.





# FIRE DEPARTMENT CITY OF CONCORD

24 Horseshoe Pond Lane  
Concord, NH 03301  
[www.concordnh.gov/fire](http://www.concordnh.gov/fire)

April 24, 2017

Lieutenant Christopher Andrews  
Firefighter David Currier  
Firefighter Michael Souther  
Firefighter Paramedic Donald Harpell  
Firefighter Jeremy Baldwin

I received the attached note from your patient from the call to Rite Aid at 24 Fort Eddy Road on April 15, 2017. He writes

*Dear Chief Andrus,*

*While driving on RT 393 on Saturday 4/15/17, I had an angina attack and drove to the Rite Aid on Fort Eddy Road. I was given nitro and needed more help. We called 911 and you EMS responded. They were very professional in helping me and took me to the hospital. My wife was with me. Your EMS member took her with me. Thank you and thank them for being who they are.*

*Sincerely,*

*John Hybook*

I add my thanks to his for a job well done, for modelling the Department's core values so well, and for providing excellent customer service. I am proud of your work.

Sincerely,

Daniel L. Andrus  
Fire Chief

Administration  
(603) 225-8650  
(603) 225-5833 fax

Prevention  
(603) 225-8651  
(603) 225-5833 fax

Fire Alarm  
(603) 225-8667  
(603) 225-8509 fax

Communications  
(603) 225-8669  
(603) 225-8507 fax

## Stevens, Suzanne

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**From:** Gill, David  
**Sent:** Tuesday, April 25, 2017 3:25 PM  
**To:** Stevens, Suzanne  
**Subject:** FW: comment

Hi Sue

,  
Another nice comment,

David

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**From:** Leslie Barry [<mailto:leslie.barry@yahoo.com>]  
**Sent:** Tuesday, April 25, 2017 3:07 PM  
**To:** Bryant, Laura  
**Subject:** Re: comment

My daughter Jillian, 6 years old, has just started getting serious about basketball. The Saturday morning sessions were perfect for her attention span and skill development.

Leslie

## Stevens, Suzanne

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**From:** Gill, David  
**Sent:** Tuesday, April 25, 2017 3:24 PM  
**To:** Stevens, Suzanne  
**Subject:** FW: comment

Hi Sue,

Good news file,

David

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**From:** Leslie Barry [<mailto:leslie.barry@yahoo.com>]  
**Sent:** Tuesday, April 25, 2017 3:05 PM  
**To:** Bryant, Laura  
**Subject:** Re: comment

Michael, my 8 year old, has done private camps for basketball in the past. The spring basketball clinic was a great culminating experience for him to put his knowledge and skills to great use through great weekly practices and games!

Leslie

**From:** PETER ROMANELLO [<mailto:p.romanello@comcast.net>]

**Sent:** Wednesday, April 26, 2017 2:35 PM

**To:** Andersch, John

**Subject:** Eastman field prep.

John, just want to let you know of my experience this past weekend, relative to the condition of the field. As you know I was concerned, due to the weather, if the condition of the field would be suitable to play on. I inspected the condition of the field last Friday morning and evening. Even though, after our phone conversation on Friday afternoon and you telling me that the field prep person said it would be good to go on Sat (game at 1 pm), I had my doubts. There was a good amount of standing water around the pitcher's mound and home plate.

The visiting team had travel from Wakefield, MA and were concerned about making the trip and then the game being canceled. I had to assure them, that the field would be suitable to play on. They would have to know, no later than 11 am, if the game was on or not.

Because of my doubts, I got to the field Sat morning at 9-9:30 am. When i got there I meet Justin Wheeler, who was prepping the field. He assured me the field would be good to play on. I was amazed how he got the field in shape. Between me, the umps, and the team players - we couldn't believe the good condition of the field and were able to get the game in.

Thank you Justin!

Peter C. Romanello (Aka - Romey)

Concord Seals, MGR.

## Stevens, Suzanne

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**From:** Gill, David  
**Sent:** Thursday, April 27, 2017 8:10 AM  
**To:** Stevens, Suzanne  
**Cc:** Aspell, Thomas  
**Subject:** FW: MV Invite 2017 - thank you

Good morning Sue,

Another nice note for the good news file. This is from MV School District coach.

David

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**From:** Jacques, Christopher  
**Sent:** Wednesday, April 26, 2017 8:44 PM  
**To:** Gill, David  
**Cc:** Follansbee, Jeffrey  
**Subject:** Fwd: MV Invite 2017

FYI

Sent from my iPhone

Begin forwarded message:

**From:** Bob Mullen <[bmullen@mvsdpride.org](mailto:bmullen@mvsdpride.org)>  
**Date:** April 26, 2017 at 5:32:54 PM EDT  
**To:** "Jacques, Christopher" <[CJacques@concordnh.gov](mailto:CJacques@concordnh.gov)>  
**Cc:** "Follansbee, Jeffrey" <[JFollansbee@concordnh.gov](mailto:JFollansbee@concordnh.gov)>, Kevin O'Brien <[kobrien@mvsdpride.org](mailto:kobrien@mvsdpride.org)>  
**Subject:** Re: MV Invite 2017

Hello Chris,

Just a follow-up from last Saturday. We could not have pulled that big meet off without you and your department's help.

Thanks so much!

Sorry to let you down about the bench

Bob Mullen

Why!

Seems like being nice  
just comes naturally to you.

I want to thank  
you so much for  
helping in my paper  
work. I was completely  
lost. on what's what.

Thanks Again



Hillson Cillee

**Brown, Dixie**

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**From:** John Higgs <jsh12@earthlink.net>  
**Sent:** Tuesday, April 11, 2017 6:51 PM  
**To:** Brown, Dixie  
**Subject:** Re: Property Assessment Card

Hi Dixie,  
Thanks for the update.  
I appreciate how pleasant and straight you've been to deal with. Concord's lucky to have you, IMHO.  
Best,  
John

Sent from my iPhone

On Apr 11, 2017, at 3:28 PM, Brown, Dixie <[DBrown@ConcordNH.gov](mailto:DBrown@ConcordNH.gov)> wrote:

Hi John,

Attached is your updated property card and value of [REDACTED] based on the current condition and status of renovations. (You were previously assessed at [REDACTED])

You should see about an [REDACTED] annual savings in property taxes. The next quarterly coupons going out in May for July 1<sup>st</sup> and Oct 1<sup>st</sup>, should be around [REDACTED] each.

I will follow up next April and as the renovations progress, the discounts for the current lack of finish will slowly be eliminated until they are complete.

Let me know if you have questions.

Dixie Brown  
Appraiser

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**From:** John Higgs [<mailto:jsh12@earthlink.net>]  
**Sent:** Saturday, April 8, 2017 11:28 PM  
**To:** Brown, Dixie  
**Subject:** Fwd: Reminder

Sent from my iPhone

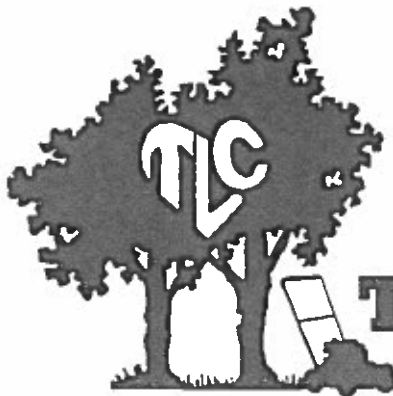
Begin forwarded message:

**From:** John Higgs <[jsh12@earthlink.net](mailto:jsh12@earthlink.net)>  
**Date:** April 7, 2017 at 4:31:19 PM EDT  
**To:** [assessing@concordnh.gov](mailto:assessing@concordnh.gov)  
**Subject:** Reminder

RECEIVED

MAR 15 2017

CITY MANAGER'S OFFICE  
CONCORD, NH



# THOMSON LAWN CARE, LLC

March 5, 2017

Hello Tom,

I wanted to take a moment of your time to let you know about a positive experience I had at City Hall. I recently bought two vehicles and came to register them on 2/27/17. Eva mentioned if I waited until March 1<sup>st</sup> I would save some money. So I returned on the 1<sup>st</sup> and was helped by Jan.

My wife and I own Thomson Lawn Care in Concord but our primary residence is in Florida. The way our vehicles and trailers are registered meant that all of the registrations are mailed to Florida in April. Due to the fact that April is the month we start up landscaping and we are in NH, the registrations are sitting in our Florida mailbox. So Jan was extremely helpful, patient and very accommodating in helping us to solve this issue by retitling the vehicles in the business name. As a business owner I know how important it is to have qualified help and the Star of the Day goes to Jan!

Sincerely,

A handwritten signature in black ink that appears to read 'Doug Thomson'.

Doug Thomson

Thomson Lawn Care, LLC



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

Results based on total comment cards received for April 2017

**I received services related (circle all that apply):**

Motor Vehicle (3)	Property Taxes (1)	Utility Payments (0)	Misc. Billing (0)
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<b>Our staff was:</b>	courteous (3)	knowledgeable (2)	professional (2)
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Other: Donna was very nice and helpful  
Rude  
Fun

<b>Our service was:</b>	courteous (3)	knowledgeable (2)	professional (2)
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Other: Very kind and helpful (Sarah)  
Useless  
Fun

**Comments and suggestions:**

1. Jan was extremely helpful.
2. I come here all the time to register new trucks and the service level is above normal all the time. I appreciate that.
3. The registration department was disrespectful to me (the man) after I showed up at 4:32. He was rude and made me very upset to the point of crying.
4. I have been a Concord resident for 20 years and come into the Collections Office to pay taxes and register cars. Every visit is pleasant, efficient and courteous. Your staff is wonderful.

**City of Concord – City Clerk’s Office  
Customer Service Surveys- March 2017**

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

City Council	Elections	Vital Records	Dog Licensing
( )	( )	(7)	(3)
Voter Registration	UCC Filings	Other: <u>General Information</u> ( )	
(1)	( )	(3) Marriage License	( ) Purple Bags

**Were you greeted promptly and friendly?**

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

**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)
	( )	( )	( )	( )	( )	(2)	(12)	

**Comments and suggestion**

- Very friendly, courteous service!
- Never a bad visit
- Very pleasant- and accommodating!
- People were beautifully knowledgeable, kind- so nice- non-judgmental!
- Keep up the positive energy, all the ladies were extremely positive and happy
- It was great
- Keep up the great work
- Turn down the heat
- Very friendly! Thank you!
- I would recommend having someone to greet guest at the check-in counter

**City of Concord – City Clerk’s Office**  
**Customer Service Surveys- February 2017**

**I received services related to (circle all that apply): Total surveys completed: (12)**

City Council	Elections	Vital Records	Dog Licensing
(1)	( )	(7)	(1)
Voter Registration	UCC Filings	Other: <u>General Information</u> (1)	
( )	( )	(2) Marriage License	( ) Purple Bags

**Were you greeted promptly and friendly?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( )	(1)	(11)	

**Was your wait for service reasonable?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	(1)	( )	( )	(1)	(10)	

**Was the staff person knowledgeable?**

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

**Was your transaction complete and accurate?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( )	( )	(11)	

**Comments and suggestion**

- Great
- It’s good
- Great Job! Always friendly and professional
- Don’t need any improving. She was very nice to me. Keep doing what you do best
- Amazing customer service
- Amy is great! Amazing energy!
- Great service