



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: August 30, 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

Stevens, Suzanne

From: Andrus, Dan
Sent: Tuesday, August 6, 2019 2:23 PM
To: Stevens, Suzanne
Cc: McIntire, Aaron; Hebert, Mark; Brown, Sean
Subject: Positive Citizen Comment
Attachments: Positive Citizen Comment-East Side Drive August 2019.pdf

Ms. Suzanne Stevens
Executive Assistant to the City Manager

Good afternoon, Sue,

I was delighted to receive a letter from Mary Stevens complimenting one of our crews on their care and treatment when she fell recently at her home.

The crew members on this call were:

Lieutenant Brad Newbery
Firefighter Matt Fallon
Firefighter Paramedic Mike Langille
Firefighter Jim Duckworth
Firefighter Cameron Smith

Thank you for your assistance with this.

Daniel L. Andrus
Fire Chief
City of Concord, New Hampshire
24 Horseshoe Pond Lane
Concord, New Hampshire 03301
(603) 225-8650
www.concordnh.gov/fire

New Hampshire's Main Street™



Mr. Daniel Andrus, Fire Chief
Concord New Hampshire Fire Department
24 Horseshoe Pond Road
Concord, NH 03301

RE: Letter of Appreciation

Dear Sir,

On June 11, 2019, between 9:00 and 10:00 AM, I fell at home and broke my right femur and hip.

My husband Tom called 911 for assistance and the response by your EMT's and other firemen was prompt and very professional. Each member of your crew treated me with great courtesy. They moved bedroom furniture to get at me safely, and even put everything back in place when they were done.

Both Tom and I are very impressed with the professionalism of so many young people who helped us during this emergency. This experience has renewed our faith in the youth of America and especially in those in our local community.

Please pass on our gratitude to all those involved in taking such great care of me.



Mary Stevens
149 E Side Drive #206
Unit 49A
Concord, NH 03301



Loudon Fire Department

55 South Village Road - STE 5

Loudon, NH 03307

Telephone (603) 798-5612

Fax (603) 798-5628

Chief Tom Blanchette



Date: July 24, 2019

To: Chief Gilbert Capitol Area Fire Mutual Aid Compact & Concord Fire Alarm

From: Chief Tom Blanchette

Re: Thank You

Dear Chief Gilbert & the members of Concord Fire Alarm I wish to extend a sincere "THANK YOU" for all of your assistance provided to our department on July 21, 2019 during the Foxwoods Resort 301 NASCAR event conducted at New Hampshire Motor Speedway. Obviously when our town turns into the second largest city in the state for one day we simply do not have enough resources to handle it alone. If it wasn't for the strong teamwork garnered through the Capitol Area Fire Mutual Aid Compact it would be an impossible task to manage. This year many records were broken due to the extreme heat and the system was on the brink of needing to activate our MCI run cards. We were able to avoid that by the units we had in place and only needing to move up Belmont Fire Department with an ambulance and one engine company from Concord Fire Department and only for about two hours. We sincerely appreciate the efforts of yourself and the GREAT TEAM at Concord Fire Alarm and look forward to strengthening our current relationship moving forward. If we can ever be of assistance please do not hesitate to contact us at any time.

Thank You

Chief Tom Blanchette

Cc: Loudon Board of Selectmen

Captain Folsom Concord Fire Alarm

Stevens, Suzanne


Subject: FW: Graham Road - Thank You

From: Zulkic, Angelina
Sent: Thursday, August 22, 2019 2:46 PM
To: Chesley, Chip; Major, James; Demers, Kevin
Cc: Hoadley, Jeff; Hall, John; Breton, Stefanie; Alexander, Donna
Subject: Graham Road - Thank You

Good Afternoon,



Just sharing some positive feedback we got on our Instagram post:



jscanlon04 Thank you for filing in the pot holes and frost heaves on Graham Road yesterday!! So much better! 

21m 1 like Reply
— Hide replies



concordnhgs @jscanlon04 
It's what we do! We're happy to make a difference. Thanks for the positive feedback! 

1m Reply

Angelina Zulkic
Communications Coordinator
Concord General Services
311 North State Street, Concord, NH 03301
azulkic@concordnh.gov
(603) 230-3907

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Stevens, Suzanne

Subject: FW: Excellent Swim Instructor

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

From: Sarah Hickey - Hils [<mailto:shickeyhils@yahoo.com>]

Sent: Thursday, August 22, 2019 6:53 AM

To: * Recreation

Subject: Excellent Swim Instructor

Good morning,

We are writing to give praise to one of the swim instructors at Merrill Pool. Our children have been enjoying swim lessons at Merrill Pool for many years. We had the opportunity to meet Autumn Bedell, the swim instructor at Merrill Pool this year. As we were all disappointed to lose Jill as the Merrill Pool swim instructor, our children quickly formed a relationship and a trust with Autumn. Trust is very important where water safety is concerned. Autumn did an excellent job making connections with the swim students. She formed wonderful relationships with her students rather quickly. Autumn did an outstanding job giving instruction and instilling confidence. She made the lessons fun and engaging. Our children, as well as many other children, were thrilled to see her every day. Autumn has inspired our children, 6 and 10, to pursue a WSI, when they reach 15. We felt it important to pass along this information and we hope to see Autumn at Merrill Pool again next summer. We would also like to mention that Hope, Wyatt and Kayla were fantastic assistants. Thank you all for a wonderful experience.

Sarah and Josh Hils

Sent from my iPhone

4 park st, suite 304
Concord NH

City of Concord,



Dear Mr. Aspell and the City council members,

Thank you very much for the approval of our grant in the amount of \$5,000 from the City of Concord for our important work on behalf of new American Africans who make the capital city their home. These funds will go a long way towards providing greater opportunity and integration of African immigrant families into our local community and economy.

We will submit the voucher with the required information to the City Manager's office as you have instructed and will contact you if we have any questions.

Best wishes,

Carolyn Musyimi-Kamau,
NAA Executive Director

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

Results based on total comment cards received for July 2019

I received services related (circle all that apply):

Motor Vehicle (1)	Property Taxes (0)	Utility Payments (0)	Misc. Billing (0)
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Our staff was:	courteous (1)	knowledgeable (0)	professional (0)
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Our service was:	courteous (0)	knowledgeable (0)	professional (0)
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Comments and suggestions:

1. Only two bays were open. The wait time was awful!! (Note: One staff member on vacation; one staff member-at lunch.)

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

I received services related to (circle all that apply): Total surveys completed: (17)

City Council	Elections	Vital Records	Dog Licensing
()	()	(6)	(8)
Voter Registration	UCC Filings	Other: <u>General Information</u> ()	
()	()	(3) Marriage License	() Purple Bags

Were you greeted promptly and friendly?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(17)	

Was your wait for service reasonable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(17)	

Was the staff person knowledgeable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(17)	

Was your transaction complete and accurate?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(17)	

Comments and suggestion

- Always so pleasant!!
- All good. Great actually! I was accidentally late this year and I received a curtesy reminder call. Thanks and sorry! ☺ Have a great summer!
- Staff so helpful and friendly!
- Excellent customer service
- Vanessa-Customer service is always excellent!
- Very friendly!
- Vanessa was awesome!
- More dog photos!
- So friendly! Also as excited for our marriage as we are
- Vanessa was very helpful
- Very friendly and fast