



CITY OF CONCORD

REPORT TO MAYOR AND THE CITY COUNCIL

DATE: October 31, 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.

/ss

Attachments



1125 Boylston Street, Chestnut Hill, MA 02467

October 4, 2016

Martha Drukker, Associate Engineer
City of Concord
41 Green Street
Concord, New Hampshire 03301

Dear Ms. Drukker,

It is with very grateful hearts that we wish to thank you, your associates, and the City of Concord for your most-appreciated generosity in providing our historic property with a new driveway.

This past summer many site projects in the immediate vicinity of the Mary Baker Eddy Historic House at 62 N. State Street were taking place. These various projects allowed us an opportunity to be truly grateful for the upgrades in gas lines, water mains, and road resurfacing which will dependably serve the city and those living and working on Court & N. State Streets for many years to come. From our first meeting at your informational session on June 28, 2016, we knew we were in good hands because of the details provided to inform and to assist residents and businesses with optimum navigation during the construction period.

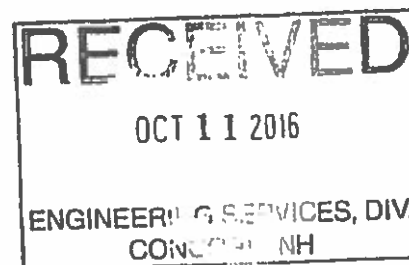
The necessary reconfiguration of the driveway was a surprise to us all, but the end product is most attractive, meeting your specific requirements, and is certainly a blessing for our many guests and visitors all year long. Mrs. Eddy, who lived in this home for 3 years from 1889 to 1892, and another 15+ years on Pleasant Street, dearly loved this community; so much so, that she regularly donated funds to many charitable causes across the city, including the paving of several local roads! So, this latest round of goodwill between us just seems to come naturally to those who love and care for our capital city.

Many thanks once again for this action which was above and beyond all expectations. All of us here at Longyear Museum count this a most-wonderful blessing.

Very truly yours,

Nancy L. Root
Rex Nelles

Nancy L. Root, Resident Overseer
Rex Nelles, Historic House Project Coordinator



The Mary Baker Eddy Historic House, 62 N. State Street, Concord, NH 03301



U.S. Department of Justice
United States Marshals Service
District of New Hampshire

Concord, NH 03301

October 18, 2016

Chief Daniel Andrus
Concord Fire Department
24 Horseshoe Pond Lane
Concord, NH 03301


Dear Chief Andrus,

I would like to thank the Concord Fire Department, and in particular, Battalion Chief William Weinhold for his assistance with the training of the United States Marshals Service personnel in Suspicious Package Protocol & Haz-mat on October 12, 2016.

The United States Marshals Service is responsible for the protection and safety of the Federal Judiciary and the public here at the Warren B. Rudman United States Courthouse. I personally attended the training conducted by Battalion Chief Weinhold and found it to be very informative and enlightening. It was very obvious to me that the Battalion Chief was well prepared and truly knows this subject well. He is most certainly a credit to Concord Fire Department.

We are grateful for the assistance of all of our local partners and are especially appreciative of all of the efforts your department put forth in this assisting us.

Sincerely,


David L. Cargill Jr
United States Marshal
District of New Hampshire

Stevens, Suzanne

From: Bob Belmore <bblmore@somersworth.com>
Sent: Friday, October 21, 2016 4:40 PM
To: * City Manager Office
Subject: parking enforcement - meter employee - thank you

Hi Tom,

Just a note-

After today's PRIMEX session I stopped downtown to visit the NH League of Craftsmen store. I had some trouble with getting a meter ticket. Your downtown meter enforcement employee assisted me and actually a young lady at the same meter ... in the rain. Your employee (female) was extra friendly and accommodating, great customer service attitude!....

Just thought I would share as these folks have a tough job most days.

Have a great weekend,
Regards,
Bob

Robert M. Belmore, ICMA-CM
City Manager
City of Somersworth, NH
office 603-692-9503
direct 603-692-9502

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

Results based on total comment cards received for Sept 2016

I received services related to:

Motor Vehicle (3)	Property Taxes (0)	Utility Payments (0)	Misc. Billing (0)
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Our staff was:	courteous (3)	knowledgeable (3)	professional (3)
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Other: Amazing! Excellent!

Our service was:	courteous (3)	knowledgeable (3)	professional (3)
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Comments and suggestions:

1. Computers were down but Donna did everything to make sure I had all my documents in order. Terrific staff!
2. Jan was so kind and really helped me. I recently had foot surgery so I was on crutches. The total came to more than I expected. I had to use about 30 dollars in quarters and she was so sweet and a really good person. Can't thank her enough for being so helpful and courteous.
3. We have done business in Concord for almost 30 years. I can't say enough how nice it is to do business in this office. The girls are always a joy to do business with. They always have a smile and treat me professionally and with kindness. Awesome job girls!

City of Concord – City Clerk’s Office
Customer Service Surveys- September 2016

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

City Council	Elections	Vital Records	Dog Licensing
()	(3)	(9)	(1)
Voter Registration	UCC Filings	Other: <u>General Information</u> (1)	
(4)	()	(3) Marriage License	() Purple Bags

Were you greeted promptly and friendly?

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

Was your wait for service reasonable?

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

Was the staff person knowledgeable?

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

Was your transaction complete and accurate?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	(3)	(18)	

Comments and suggestion:

- Maybe a candy dish!
- Best experience ever in 50 years!
- Great, friendly information given by original phone inquiry
- Very helpful; thank you
- Thank you!
- All the employees at City Hall (Clerk and car registrations, etc.) are terrific!
- Everything went great; very friendly
- Great service with a smile
- More puppies! And some candy could be nice... ☺ Everyone was so kind and helpful!
- Keep doing what you’re doing! Service was prompt, courteous and efficient. Thank you!