



# 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:** December 27, 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

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**From:** Andrus, Dan  
**Sent:** Tuesday, December 10, 2019 3:58 PM  
**To:** Stevens, Suzanne  
**Cc:** Brown, Sean; McIntire, Aaron; Manning, Anthony; Palmisano, Cherry  
**Subject:** Positive Citizen Comment  
**Attachments:** Positive Citizen Comment-Cypress Street.pdf

Good afternoon, Sue,

I am always pleased to receive notes about the treatment and care provided to our citizens, but this particular one brought a big smile. I think that you will enjoy it, too.

It reads

*Dec 2019*

*Dear Concord Fire Department*

*Thank you for responding quickly and caringly to a medical emergency at 5 Cypress St on Monday, Dec. 2.*

*Margaret, who's 95, said she has never had so many handsome young men in her bedroom! Not sure what that means, but her blood pressure was very low and she had fallen on her head, so I guess that explains it.*

*Kidding aside, you were so gentle and caring with her. She is still talking about it.*

*And I appreciate the fireman who noticed the garage fire/smoke detector beeping and changed the battery! I had been trying to get at that for a couple of days. It is hard wired so I wasn't worried-but still.*

*Appreciate all that you did and would like to make a donation to your association. Who do I make the check out to and where do I sent it?*

*Sincerely,*

*Jeanne Cusson*

*Thank you again!*

The crew involved in this incident included:

Lieutenant Christian Lund  
Firefighter Scott Marcotte  
Firefighter Paramedic Jeff Schottler  
Firefighter Paramedic Wes Nelson  
Firefighter Scott McGrath

Thank you,

Dan

**Stevens, Suzanne**

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**From:** Patricia Hicks <Patricia.Hicks@shakerroadschool.org>  
**Sent:** Friday, December 13, 2019 2:02 PM  
**To:** Williams, Gwen  
**Cc:** \* City Manager Office  
**Subject:** Health Inspection Follow-Up

**[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]**

Good Afternoon Gwen,

I just wanted to reach out and thank you for meeting with Doug and me yesterday afternoon for our health inspection. We appreciated the thoroughness and the time you spent here at Shaker Road School. The suggestions and resources you discussed will make our school community an even better environment for all of our students. Your professionalism and candor were refreshing and we look forward to working with you in the future.

We hope you have a nice holiday season.

Best Regards,

Patti & Doug Hicks  
Co-Heads of School  
Shaker Road School  
Concord, NH 03301

**GRANITE STATE BAPTIST  
CHURCH**

***Certificate of Appreciation***

Presented to:

**CITY OF CONCORD**

To thank you for your work and service in the building and addition at Granite State Baptist Church, Concord, NH.

Present this day of our Lord SEPTEMBER 29, 2019

"For whosoever shall call upon  
the name of the Lord shall be  
saved." Romans 10:13



Pastor Peter Chamberland

## Stevens, Suzanne

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**From:** Zulkic, Angelina  
**Sent:** Tuesday, December 3, 2019 11:54 AM  
**To:** Chesley, Chip; Major, James  
**Cc:** Hoadley, Jeff; Demers, Kevin; Stevens, Suzanne  
**Subject:** RE: INFO: Positive Facebook Comment - Winter Operations

Follow up comment:



**Theresa Camire** AS always a big Thank You to all you hard working guys. We know we can depend on you always. God Bless and be safe out there. Thanks again.

Like Reply Message 30m 



Author

**Concord General Services** Thanks Theresa!

Like Reply 24m



**Theresa Camire** You are so welcome. Every year I watch you all work your butts off and it looks so nice when done. I live at 18 Green St and watch you folks clear away the snow on the streets and sidewalks and boy do you all work hard. But it looks so nice when done. So if you see a lady waving to you all, it's me.

Like Reply 20m 

### Angelina Zulkic

Communications Coordinator

Concord General Services

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(603) 230-3907

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Carrie Grover Phelps ▸ Concord General Services



December 1 at 10:16 AM

I got the email concerning the parking ban from midnight Sunday to 7:00 am Monday. I'm just curious where the people of Penacook should park for this? Not everyone has a parking spot and we don't have public garages.

4 Comments



Like



Comment



Share



Message



Oldest ▾



Concord General Services Hi Carrie, starting tonight, the City's Parking Division will make the Canal Street Municipal Parking Lot available for overnight parking during all City-wide winter parking bans to accommodate Penacook residents. The lot is located at the corner of Village Street and Canal Street near Chief's Restaurant. Currently this lot is posted for no overnight parking, but this will be suspended during city-wide winter parking bans. Please only park in the public spaces on the south side of the lot along Canal Street and do not block the construction gate into the adjacent Penacook Landing. We thank you for reaching out to us to share your concerns. We hope this effort will help Penacook residents park off-street during parking bans and help our plows. Thanks!

Like Reply 15h



Carrie Grover Phelps Thank you so much!!!

Like Reply Message 13h



LJ Burleigh Shurpik Concord General Services another great win for Concord! You guys are really stepping it up this year

Like Reply Message 10h



Concord General Services We do the best we can!

Like Reply 1m

**Angelina Zulkic**

Communications Coordinator

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## Stevens, Suzanne

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**Subject:** FW: REQUEST: Sidewalk Compliment

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**From:** Major, James  
**Sent:** Monday, December 2, 2019 2:31 PM  
**To:** Chesley, Chip; Zulkic, Angelina  
**Cc:** Hoadley, Jeff; Demers, Kevin; Smiglowksi, Chris  
**Subject:** RE: INFO: Sidewalk Compliment

That would be the Downtown Services Team. Nice job Chris and crew!

Thanks, Jim

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**From:** Zulkic, Angelina  
**Sent:** Monday, December 2, 2019 2:16 PM  
**To:** Major, James  
**Cc:** Chesley, Chip; Hoadley, Jeff; Demers, Kevin; Smiglowksi, Chris  
**Subject:** INFO: Sidewalk Compliment

Hi Jim,

Is this our Downtown Services Team or work performed by a City contractor for the garages? Either way, good feedback:



LJ Burleigh Shurpik ▸ Concord General Services

5 mins 🌐



HUGE Thank you! When I left this morning for work I was pleasantly surprised to find the sidewalks of Storrs St plowed & that was a life saver! It was so amazing to be able to walk safely to the parking garage. I appreciate all the hard work you all put in keeping us safe. — 😊 feeling thankful.



Like



Comment



Share



Message



Thanks,

**Angelina Zulkic**  
Communications Coordinator  
Concord General Services  
311 North State Street, Concord, NH 03301  
[azulkic@concordnh.gov](mailto:azulkic@concordnh.gov)  
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**City of Concord – Collections Department  
Customer Comment Cards Survey**

Results based on total comment cards received for Oct 2019

**I received services related:**

Motor Vehicle (2)	Property Taxes (0)	Utility Payments (0)	Misc. Billing (0)
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Our staff was:	Courteous (2)	Knowledgeable (2)	Professional (2)
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Our service was:	Courteous (0)	Knowledgeable (0)	Professional (0)
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**Comments and suggestions:**

- 1) Nicole needs a pay raise.
- 2) Jan was wonderful and very helpful.



**City of Concord – City Clerk's Office  
Customer Service Surveys- November 2019**

**I received services related to (circle all that apply): Total surveys completed: ( 11 )**

City Council	Elections	Vital Records	Dog Licensing
( 1 )	( 1 )	( 8 )	( )

Voter Registration	UCC Filings	Other: <u>General Information</u> ( 1 )
( )	( )	( ) Marriage License ( ) Purple Bags

**Were you greeted promptly and friendly?**

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

**Was your wait for service reasonable?**

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

**Was the staff person knowledgeable?**

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

**Was your transaction complete and accurate?**

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

**Comments and suggestion**

- Celebrate this day
- Excellent customer service
- Great job!
- Very friendly people
- Thanks!
- Your staff is professional, friendly & knowledgeable
- You already have great service
- Very kind and helpful
- Wonderful experience. Thank you

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

**I received services related to (circle all that apply): Total surveys completed: (16)**

City Council	Elections	Vital Records	Dog Licensing
( 1 )	( 1 )	(12)	( 2 )
Voter Registration	UCC Filings	Other: <u>General Information</u> ( )	
( 1 )	( )	( ) Marriage License	( ) Purple Bags

**Were you greeted promptly and friendly?**

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

**Was your wait for service reasonable?**

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

**Was the staff person knowledgeable?**

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

**Was your transaction complete and accurate?**

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

**Comments and suggestion**

- Thank you for your help
- Service was fast and helpful
- Really excellent service
- Staff friendly & efficient
- Great service
- Very friendly and fast
- Excellent service
- It was quick & easy

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

**I received services related to (circle all that apply): Total surveys completed: ( 13 )**

City Council	Elections	Vital Records	Dog Licensing
( )	( )	(12)	(1)
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)
	( )	( )	( )	( )	( )	( )	(13)	

**Was your wait for service reasonable?**

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

**Was the staff person knowledgeable?**

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

**Was your transaction complete and accurate?**

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

**Comments and suggestion**

- Outstanding staff.
- Was a pleasant experience. Ability to multitask.
- Thank you.
- Thank you for being so helpful & kind
- Excellent. Very pleasant.
- It’s all good.
- So easy.
- Wonderful, courteous, prompt friendly service.