



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: January 28, 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



99 Fisherville Road
Concord, New Hampshire • 03303-1020
Ph 603.228.3311 • Fax 603.228.0424

December 21, 2018

Aaron McIntyre, Deputy Fire Chief
Concord Fire Department
24 Horseshoe Pond Lane
Concord, New Hampshire 03301

We are writing to express our sincere gratitude to all of the Concord Fire Department and all the other surrounding departments, fire and police personal that assisted with the fire last Saturday, December 15, 2018, at 20 Bog Road, The Pines of West Concord. We cannot thank you enough for your efforts and professionalism to ensure that our residents were safe and that the fire was contained with minimum impact on the building and the apartments of our residents. You are amazing people.

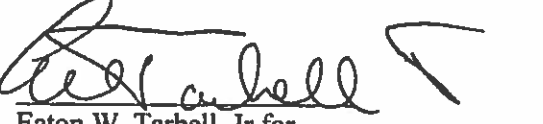
To John McBride and James Farley, thank you for your heroic efforts in saving our resident of the fire unit. He could not have been luckier to have you both on duty. Your bravery and skills are exemplary. Thank you does not seem like enough for being willing to do this job that brings with it everything that it does.

Thank you again for all that you do protect and serve the Concord Community.

Sincerely,
MANAGER

By: 
Sandy Quint, President
Keystone Management Company, Inc.

OWNER

By: 
Eaton W. Tarbell, Jr for
Tarbell Administrator, Inc.
Trustee of
The Tarbell Family Revocable Trust of 2003

From: Jere Ericson [<mailto:jere.ericson@yahoo.com>]
Sent: Wednesday, January 2, 2019 2:11 PM
To: Chesley, Chip
Subject: Mail Box Damage

Good morning Chip,

Kevin Rowell was out to our house early today and installed a temporary mail box. What a PLEASURE to deal with Kevin and yourself! Kevin went out of his way to make sure we were satisfied with the "fix" and apologized several times for the inconvenience.

Kevin gave us several options for the final fix in Spring and we will contact him at that time.

Be sure and Thank Kevin again for us.

Again, Thank You Chip....

Jere and Carol Ericson

On Tuesday, January 1, 2019, 12:00:22 PM EST, Jere Ericson <jere.ericson@yahoo.com> wrote:

Chip, Thank you for getting back to me in such a timely manner.

Jere and Carol Ericson

On Tuesday, January 1, 2019, 9:40:13 AM EST, Chesley, C.

hip <CChesley@ConcordNH.gov> wrote:

Good morning, Our staff will contact you tomorrow. Please provide a telephone number that we can reach you. We apologize for the unfortunate event. Best regards, Chip Chesley

Sent from my iPhone

> On Jan 1, 2019, at 8:19 AM, Jere Ericson <Jere.Ericson@yahoo.com> wrote:

>

> Good morning on Jan. 1st.

>

> I live at 1 Palomino Ct. in Concord. During the snowplowing in the night, the plow ran into my my mail box and granite post. It broke the granite post off at the ground level and severely damaged the metal box.

>

> Apparently the driver was very aware of the damage as yesterdays mail was removed from the mail box and placed in the newspaper box. Thank you for that as it saved the mail.

>

> The granite post is laying curbside and I have removed the mail box and bracket.

>

> How do we proceed from here???

>

> Jere and Carol Ericson

> 856-7665

> Jere.Ericson@Yahoo.com

Stevens, Suzanne

From: Craig Savage <craig.savage@comcast.net>
Sent: Thursday, December 27, 2018 8:54 AM
To: * City Manager Office; Werner, Robert; Jpbouley@comcast.net
Subject: leaf follow-up

Good morning,

I know how to complain, and to say thank you as well!

A representative from General Services gave me a call initially, in a timely manner (thank you, Tom, I assume), and explained why the leaves could not be picked up. Rob, thank you for your follow-up with emails.

I assume that the number of complaints, in conjunction with warmer and milder weather, contributed to the city's ultimate response, and the removal of the remaining leaves. Mine were picked up this morning. Whatever the reasons, I want to thank you for the initial responses, and now the removal.

Kind regards,

Craig Savage

From: Joseph Ayotte [<mailto:josephayotte@gmail.com>]
Sent: Wednesday, January 16, 2019 11:58 AM
To: Chase, Bernard
Cc: Bryant, Laura
Subject: Re: BKL

Sid,

Thanks for meeting this morning. I appreciate your willingness to hear from us. I also understand your concerns for the tee areas and would not ask you to do something that would adversely affect the golf course. I am glad that we can try the area just across the cart road (to the south) from the driving range tees.

Thanks too for your interest in a grooming machine (<http://www.faverolorenzo.com/en/snow-groomer-snow-rabbit-3/>) for the golf course -- we sincerely hope that we can make it come to fruition. It would be a nice addition to the bag of tricks for snow grooming and its narrow stance would fit nicely down the cart paths around the golf course.

We truly appreciate working with you, Dennis, the golf course and Laura B. on making our club a great experience for the youngsters in town.

Best regards
Joe

From: Chase, Bernard
Sent: Thursday, January 17, 2019 10:14 AM
To: Bonenfant, Janice
Cc: LeBrun, Brian; Davis, Phillip
Subject: FW: Inquiry About Indoor simulator Program

Janice,

At this morning's Golf Advisory meeting, Phil spoke of this e-mail and Councilor Kretovic asked it be sent to you for City Council Packet

Thanks Again,
Sid

From: Joe Goellner <jgoellner@butlersgolf.com>
Date: January 9, 2019 at 2:38:28 PM EST
To: <pdavis@concordnh.gov>
Subject: Inquiry About Indoor simulator Program

Phil,

I am writing to inquire about your indoor simulator program. We are currently considering adding an indoor golf lounge with 4 simulators at our course. Prior to creating a ProForma for the owners, we thought it prudent to contact others in the industry who are already in the space. I just got off the phone with Charlie, and he was very helpful in providing information regarding your simulators' popularity. I must also say that I was impressed with his positive enthusiasm, even just answering the phone; I would certainly like to hire a few Charlies at our property!

Understandably, Charlie was hesitant to share any financial information regarding expenses, revenue, and profitability of your business model. Given that we are not in the same market, I was hoping you would be able to shed some light on this, so we may make a more informed decision related to the planned renovations here. Thank you in advance for your consideration. If you are open to a conversation, please feel free to contact me on my cell listed below. If you prefer to communicate via email, I would be happy to provide specific questions.

Thank you,

Joe

Joe Goellner
General Manager
Butler's Golf Course
Rock Run Inn
800 Rock Run Rd
Elizabeth, Pa 1503
Mobile: 239.826.6452
Office: 412.751.9121
www.butlersgolf.com



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

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

City Council	Elections	Vital Records	Dog Licensing
(1)	()	(12)	(1)
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)
	()	()	()	()	()	()	(14)	

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)
	()	()	()	()	()	()	(14)	

Was your transaction complete and accurate?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(14)	

Comments and suggestion

- None, it was fantastic, very friendly & helpful
- Very polite ☺
- Nicest people I have ever done business with! Thank you! Wonderful service
- Very Helpful
- Service was excellent, and she was very helpful!
- Better Parking
- Everything was handled perfectly. Knowledgeable staff

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

Results based on total comment cards received for January 2019

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

1. Jan assisted us with our problem. She was an amazing employee and made us feel comfortable like family.
2. I always respect them because they are very professional and courteous and they deserve a big raise.
3. Every time I visit this location, I am never disappointed and always feel a mutual respect with those who are employed here. Keep doing what you're doing. I always appreciate it! Thank you so much for everything you help us with!