



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: February 27, 2020
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: Williams, Gwen
Sent: Tuesday, February 4, 2020 7:56 AM
To: Stevens, Suzanne
Subject: WinterFest 2020
Attachments: SKM_C364e20020409101.pdf

Good Morning Sue,

While the attached came to me, I feel it also acknowledges the efforts made by Chris Smiglowksi of General Services, Officer Martel of Concord Police, and Paul Sirois, of Concord Fire. Our teams have all had the opportunity to work cooperatively on this event, and I was happy to hear from Haylie that everything went well for their event.

Best,

Gwen Williams BS, MPH
Health & Licensing Officer
37 Green Street
Concord, NH
603-225-8580

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From: donotreply@concordnh.gov [<mailto:donotreply@concordnh.gov>]
Sent: Tuesday, February 4, 2020 9:10 AM
To: Williams, Gwen
Subject: Message from KM_C364e

INTOWN
CONCORD
COMMUNITY + EVENTS

January 27, 2020

Gwen Williams
City of Concord
37 Green St.
Concord, NH 03301

Dear Gwen,

On behalf of the Intown Concord, Inc Board of Directors, staff and volunteers, I'd like to take this opportunity to send a heart-felt thank you to **The City of Concord** for their **Partnership** during the 2nd Annual Winter Fest.

Your support and commitment to the community helped create a memorable and successful event. Your generous contribution helped make our vision a reality.

Thank you again for your generous support and for your dedication to the Concord community and to Intown Concord. We look forward to working with you for many events to come!

All the best,



Haylie Stoddard
Event Coordinator

RECEIVED

FEB 2 2020

CODE ADMINISTRATION

James A. Burkush
Chief of Department



Steven A. Colburn
Assistant Chief

Town of Hooksett
Fire-Rescue Department

January 27, 2020

Interim Chief Guy Newbery
Concord Fire Department
24 Horseshoe Pond Lane
Concord, NH 03301

Dear Chief Newbery,

On behalf of the administration and members of the Hooksett Fire-Rescue Department, we would like to thank you and your members for your assistance with the building fire on Farmer Road on Tuesday morning of January 21, 2020.

The late hour, bitter temperatures, and the rapid spread of this fire made for a complex situation. The response and assistance of your department made for a quick resolution and mitigation of this fire without any injuries on the fireground. We are grateful for our mutual aid community and partners like you.

Please extend our appreciation to your department members for their skillful contribution to the successful outcome for our resident. And as always, know that we will be here to assist you if you need it.

Sincerely,

James A. Burkush
Fire Chief

15 Legends Drive • Hooksett, NH 03106 • Telephone (603) 623-7272 • Fax: (603) 686-6742
www.hooksettfire.org



Guy,

Your guys got one of our employees out of a stuck elevator just now. They were great and we thanked them. Very quick and professional. Please tell them thanks again and we appreciate it.

Thanks,
Max

Maxim F. Schultz
Assistant Director / Deputy State Fire Marshal
New Hampshire State Fire Marshal's Office
33 Hazen Drive
Concord, NH 03305

(603) 223-4296 Office
(603) 223-4294 Fax
(603) 419-9469 Cell



From: Desbiens, Audrey
Sent: Monday, January 27, 2020 5:01 PM
To: Brown, Sean
Subject: Commendation for Care Yesterday at Christ the King Parish

Hi Sean,

I wanted to reach out in a separate e-mail to pass along praise that my mom shared with me regarding care that was administered to an elderly parishioner/patient yesterday (Sunday 1/26) at Christ the King Parish during the 11 am mass by a team of Concord FD paramedics. She was at the mass and very impressed with how quietly they were able to administer care and remove the patient from the church, all while the mass proceeded. She noted that they even took care to turn their radios down so as to not interrupt mass. As she put it "I wouldn't have known they were there, if not for the fact that I could see them."

She recognized one of the Concord FD members as Rob Martel, but I'm not sure who was with him. Just I wanted to pass along her appreciation for a job well done, especially given the challenging circumstances.

Big thanks to your department for all you do!

Audrey Desbiens

Senior Accountant

City of Concord

41 Green Street

Concord, NH 03301

E-mail: adesbiens@concordnh.gov

Phone: (603) 230-3653

<http://www.concordnh.gov/>

Stevens, Suzanne

From: Diane Jousset <dianejousset@masiello.com>
Sent: Monday, February 10, 2020 2:43 PM
To: * City Manager Office
Subject: A good experience

[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 Tom,

In a society that tends to accentuate the negative I wanted to reach out and tell you how impressed I was with my recent interactions with representatives from your water, sewer and building departments. As a realtor, from time to time we need to research info on property and I made calls to these three departments, and received calls back from Mark, (water) Bob, (sewer) and Dario(building). Each one called back in very timely fashion and were very helpful in answering my many questions, going above and beyond to make sure I had everything I needed. I can assure you that this sort of friendly and timely service isn't the norm.

I always say we live in the best state and it is employees like yours that make it so!

Have a great day.

Diane

*Best,
Diane Jousset, Realtor®*

603.568.9071 One Number Reach

603.228.0151 Main Office

603.715.3030 Direct Extension

EXPERIENCE QUALITY



The State of NH is very careful to protect its consumers. In doing so, the NH Real Estate Commission requires ALL Real Estate Agents to complete an Agency Disclosure form, with ALL customers, at first meeting. THIS IS NOT A CONTRACT - It is a Disclosure of Agency and Real Estate Terms. Please click this link to review this form:

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

Results based on total comment cards received for February 2020

I received services related to:

Motor Vehicle (5)	Property Taxes (1)	Utility Payments (0)	Misc. Billing (0)
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Our staff was:	Courteous (5)	Knowledgeable (5)	Professional (5)
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Other: Pleasant
Especially Nicole, was very nice

Our service was:	Courteous (5)	Knowledgeable (5)	Professional (5)
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Comments and suggestions:

1. Your staff at auto registration was very cordial and professional. Very pleasant.
2. I believe charging extra for the use of a debit/credit card is ludicrous and a failure to give good service to town residents who already pay taxes.
3. Nicole was awesome.
4. It closes too early! 5:00 PM would be nice, 4:30 PM is 30 minutes too early.
5. Every time I come here to register my trucks, whole staff is very friendly, courteous and they go above and beyond to help me. Need big raises.
6. Excellent service, very pleasant clerks. Smiling, very pleasant clerks.

Results based on total surveys received for January 2020

***City of Concord – City Clerk’s Office
Customer Service Survey***

I received services related to (circle all that apply): (Total surveys completed: (22))

City Council Elections Vital Records Dog Licensing
() (4) (14) (2)

Voter Registration UCC Filings Other: General Information
(2) () ()

Were you greeted promptly and friendly?
(Worst) 1 2 3 4 5 6 (7) (Best) (22)

Was your wait for service reasonable?
(Worst) 1 2 3 4 5 6 (7) (Best) (22)

Was the staff person knowledgeable?
(Worst) 1 2 3 4 5 6 (7) (Best) (22)

Was your transaction complete and accurate?
(Worst) 1 2 3 4 5 6 (7) (Best) (22)

Comments and suggestion

Made it very easy and efficient!
Very friendly and helpful staff.
Always consistent, warm professional knowledgeable service.
I just moved to Concord and the ladies were very friendly and helpful. It was wonderful.
People never get enough praise for good they do.
Very prompt friendly and kind.
I’ve been there 3-4 times a week and don’t see anything that needs improving.
Your staff is always very helpful! Always making sure I have everything I need.
Your staff is knowledgeable/friendly and they let me borrow a pair of glasses to fill the form out.
Always efficient & friendly!!
Thank you for making the process so effortlessly.
Your staff is excellent.
They represent the city in an outstanding fashion.
These ladies were awesome!
Nice to come to a friendly municipal office!!
Perfect!
Prompt service with a smile.
I think everyone here is doing an amazing job, even the phone service was good.