



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: July 31, 2018
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



FIRE DEPARTMENT CITY OF CONCORD

24 Horseshoe Pond Lane
Concord, NH 03301
www.concordnh.gov/fire

July 31, 2018

Lt. Merle DeWitt
Firefighter Paramedic Don Harpell
Firefighter PJ Tirrell
Firefighter David Currier
Firefighter Zachary Gagnon

I was deeply moved to read the attached letter from Mr. Patrick O'Donnell commending you for your care of his cousin who suffered a fatal medical emergency earlier this month.

There is little that I can add to his excellent letter except my most heartfelt thanks for a job well done in some very difficult circumstances.

Sincerely,

Daniel L. Andrus
Chief of Fire Department

Administration
(603) 225-8650
(603) 225-5833 Fax

Prevention
(603) 225-8651
(603) 228-2782 Fax

Fire Alarm
(603) 225-8667
(603) 225-8509 Fax

Communications
(603) 225-8669
(603) 225-8507 Fax

July 22nd, 2018

Daniel Andrus, Fire Chief
24 Horseshoe Pond Road
Concord, New Hampshire 03301

Dear Chief Andrus,

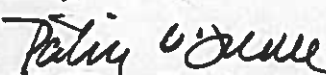
Two weeks ago we had a medical emergency at our house at 207 Oak Hill Road in Concord. I write today to thank you and your emergency medical officers for their prompt and effective response to the situation.

During dinner on our back porch, my cousin Maura O'Donnell-McCarthy, who was visiting us from Cleveland, Ohio, collapsed after what was later described as a massive cerebral hemorrhage. We immediately called 911, which put us in touch with a very capable woman who sent the emergency crew to our address and who stayed on the phone with us, giving us precise and effective instructions until the rescue crew arrived. I am sorry I did not get her name, or the names of the men in the crew that tried to save my cousin's life.

From the time we called 911 until the ambulance arrived at the hospital, your professionals were excellent. They moved quickly, deftly and effectively to assess the situation and to provide immediate treatment. They were calm and focused and polite, despite a very serious and, as it turned out, life-threatening situation. I am sure you would have been proud of them if you could have seen them at work.

My wife and I and the rest of Maura's family are grateful to your department for handling these difficult circumstances so well. We are grief-stricken by the death of my cousin, who was a dear friend as well as a beloved relative. It is some consolation to know that she was in the right hands after her collapse and to believe that if anybody could have revived her, it would have been your team. Please do pass along our expression of gratitude your officers.

Sincerely,


Patrick O'Donnell

Stevens, Suzanne

Subject: FW: thank you

From: * GeneralServices
Sent: Friday, July 20, 2018 7:57 AM
To: Chesley, Chip; Baia, Carlos; Cedarholm,David
Cc: Major, James; Hoadley, Jeff; Alexander, Donna
Subject: FW: thank you

Good Morning,

I'm forwarding along some positive feedback regarding the roundabout at exit 16. Please forward to anyone else that may appreciate Connie's comments below.

Thank you,

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

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From: connie berryman [<mailto:ccbfoxx@hotmail.com>]
Sent: Thursday, July 19, 2018 3:13 PM
To: * GeneralServices
Subject: thank you

This is long overdue but I want you to know how much we appreciate the roundabout that was built at exit 16. It's beautiful and safe and, best of all, it works! That intersection of several roads was always stressful and time consuming and now it's a pleasure traveling in that direction. Thanks go to the engineers who designed it, the laborers who constructed it and the taxpayers of Concord who paid for it. The Berrymans

Stevens, Suzanne

From: Chesley, Chip
Sent: Monday, July 9, 2018 9:01 AM
To: Stevens, Suzanne
Subject: FW: New request received Compliment from 122 Hopkinton Rd. for plow damage repair

Good morning Sue,

Positive citizen comment via GSD's CRT system for possible consideration on upcoming City Council agenda.

Best,

Chip

From: GS Sender [mailto:do_not_reply@civicplus.com]
Sent: Friday, June 29, 2018 6:02 PM
To: Highways and Utility
Subject: New request received

Category General Services - Street Maintenance has received a new request.

Here is what we have on file:

Winter Operations

#15301

[View Request](#)

Category: General Services - Street Maintenance
Priority: 3
Assigned To: Unassigned
Submitted: 6/29/2018 6:02 PM
Source: Website 185.236.200.45

SUBMITTER

Jon Pearse
122 Hopkinton Rd
Concord, NH 03301
CONTACT
jonpearse@comcast.net
603-748-1780

122 Hopkinton Rd
Concord, NH

REQUEST DETAILS

Description
Other (see below)

Please select the best description of the problem from the following

Other (see below)

Use this space for any issue not listed above or to provide any additional comments that may be appropriate.

THANK YOU!! Belated thanks for the nice work you did repairing the winter damage to the culvert at the corner of Long Pond and Hopkinton! The smoothing and seeding of the easement area is REALLY appreciated. Grass is coming along nicely. Sorry it took so long to express my appreciation!

Stevens, Suzanne

From: Chesley, Chip
Sent: Monday, July 9, 2018 9:02 AM
To: Stevens, Suzanne
Subject: FW: New request received Compliment from 74 Curtisville Rd.

Good morning Sue,

Another positive citizen comment via GSD's CRT system for possible inclusion on upcoming City Council agenda.

Best,

Chip

Category General Services - Street Maintenance has received a new request.

Here is what we have on file:

Road Request

#15316

[View Request](#)

Category: General Services - Street Maintenance
Priority: 3
Assigned To: Unassigned
Submitted: 7/2/2018 10:01 AM
Source: Website 66.30.103.24

SUBMITTER

Carolyn Blasko
74 Curtisville Road
Concord, NH 03301

CONTACT

carolynblasko@comcast.net

603-738-2409

74 Curtisville Road
Concord, NH 03301

REQUEST DETAILS

Description
Other (See Below)

Please select the best description of the problem from the following

Other (See Below)

Use this space for any problem not listed above or to provide any information that may be appropriate.

Just wanted to send along a THANK YOU for the mowing much of the grown in vegetation along Curtisville Road! Thank you for keeping the plants from swallowing up the road! Happy Fourth!

Your Information

Name
Carolyn Blasko
Fax Number
Email Address
carolynblasko@comcast.net
Preferred Contact Method
email

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

Results based on total comment cards received for July 2018

I received services related:

Motor Vehicle (7)	Property Taxes (0)	Utility Payments (0)	Misc. Billing (0)
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Other: Assessing

Our staff was:	courteous (6)	knowledgeable (5)	professional (5)
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Other: Persistent
Smiling and friendly

Our service was:	courteous (6)	knowledgeable (5)	professional (5)
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Other: Everything above and more
Outstanding
Efficient

Comments and suggestions:

1. Please put a larger, more apparent building number on the outside of building.
2. Super timely. Nicole was very nice, helpful, fast, and friendly. Great experience.
3. These ladies are awesome and funny. Makes life a lot easier.
4. Jan's work in navigating the registration process was outstanding. She was knowledgeable, persistent and thorough. Her friendliness and dedication to serve was top notch.
5. Always exemplary customer service (don't know how you all manage it). Thank you.
6. Beyond my expectations, delightful staff, very professional and very courteous!

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

I received services related to (circle all that apply): Total surveys completed: (15)

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

Were you greeted promptly and friendly?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(15)	

Was your wait for service reasonable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(15)	

Was the staff person knowledgeable?

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

Was your transaction complete and accurate?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(15)	

Comments and suggestion

- Service was fast and friendly. Staff was awesome. No complaints.
- The best customer service!
- Keep up the great work
- You guys are great!
- Sarah was great!
- Really Exceptional
- Thank you!
- Great service, very helpful, respectable