



# 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 29, 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

**From:** Mary [<mailto:mbwnow@comcast.net>]  
**Sent:** Friday, January 5, 2018 7:01 AM  
**To:** Chesley, Chip  
**Subject:** thank you plow drivers!

Goodmorning! I hope you were able to get some sleep. Thank you for the great job you did yesterday! I live on Wiggin Street near the end towards Broadway. You did an amazing job keeping the main roads clear. I can see from my windows and the cars were able to move along safely all day. I want to give a special shout out to the plow drivers who drive the pick up trucks! Mine is a very small street and we don't always get done by the big plows until the end of the storm. They are way too busy with the main roads. You came down often enough to keep Wiggin Street open and took care of the bankings the big plows left at the corner of Wiggin and Broadway so people could get onto Wiggin. You did a wonderful job!

Thanks again for your hard work! I really appreciate it!

Mary Whitman  
9 Wiggin Street

**From:** Betsy Gagne <[bgagne@crhc.org](mailto:bgagne@crhc.org)>  
**Date:** Jan 10, 2018 at 6:14 AM  
**To:** Chip Chesley <[cchesley@concordnh.gov](mailto:cchesley@concordnh.gov)>  
**Subject:** Special request yesterday

Good morning,

I just wanted to let you know how pleased I am at the response to a phone call I made yesterday to your department.

The lady who answered the phone was friendly and polite, took down my information and promised to see what she

could do. I had called to find out when the sidewalk plow would be in my neighborhood, which is the Bradley, Walker

and Rumford street area. We always seem to be the last to be attended to and since I walk a lot having those sidewalks

cleared is very helpful. She said she would put in a work order but I really didn't expect such quick results. I think I

called and spoke to your department around 9:30 yesterday morning, and when I went home for lunch at around 11:30

the sidewalk plow was already hard at work.

So thank you for having a team that is both friendly and quick to respond to requests. This is very much appreciated!

Betsy Gagne

**From:** Andrus, Dan  
**Sent:** Thursday, January 18, 2018 8:26 AM  
**To:** Gill, David  
**Cc:** Aspell, Thomas  
**Subject:** RE: Great work!

Hi, David, thank you for your kind words. I agree that all phases of the operation were handled professionally and compassionately, and was very pleased that Fire Marshal Sirois and FF Jim Freitas were able to resuscitate a cat.

I will pass along your kind words.

Dan

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**From:** Gill, David  
**Sent:** Thursday, January 18, 2018 8:04 AM  
**To:** Andrus, Dan  
**Cc:** Aspell, Thomas  
**Subject:** Great work!

Good morning Dan,

I wanted to let you know how impressed I was with your staff with the fire this week on High Street. With the fire across the street from the park myself and several staff went over to see if there was anything we could do and see if the home owners needed to come into the office to keep warm. I watched your staff not just tackle the fire but also how they interacted with the residents of the home and the neighbors watching the fire. Your staff was amazing and I was very impressed.

Nice job!!!

David

David Gill  
City of Concord  
Parks and Recreation Director  
1 White Street,  
Concord, NH 03301

Phone: 603-230-3785  
[www.concordparksandrec.com](http://www.concordparksandrec.com)

ANN McLANE KUSTER  
SECOND DISTRICT, NEW HAMPSHIRE

WWW.KUSTER.HOUSE.GOV

COMMITTEE ON VETERANS' AFFAIRS  
RANKING MEMBER:  
SUBCOMMITTEE ON OVERSIGHT & INVESTIGATIONS  
SUBCOMMITTEE ON HEALTH  
COMMITTEE ON AGRICULTURE  
SUBCOMMITTEE ON CONSERVATION & FORESTRY  
SUBCOMMITTEE ON BIOTECHNOLOGY,  
HORTICULTURE, AND RESEARCH



Congress of the United States  
House of Representatives

January 15, 2018

WASHINGTON OFFICE:  
137 CANNON HOUSE OFFICE BUILDING  
WASHINGTON, DC 20515-2902  
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CONCORD OFFICE  
18 NORTH MAIN STREET, 4TH FLOOR  
CONCORD, NH 03301  
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NASHUA OFFICE:  
70 EAST PEARL STREET  
NASHUA, NH 03060  
P: (603) 595-2008

NORTH COUNTRY OFFICE:  
33 MAIN STREET, SUITE 202  
LITTLETON, NH 03561  
P: (603) 444-7700

Mr. Dan Driscoll  
Superintendent of Wastewater Treatment  
125 Hall Street  
Concord, NH 03301

Dear Dan and the Team at the Penacook's Wastewater Treatment Facility,

It is my pleasure to congratulate you on the Penacook Wastewater Treatment Facility receiving the Plant of the Year Award from the New Hampshire Water Pollution Control Association.

This well-deserved acknowledgement represents the stellar commitment and high standards you have for ensuring the safe and thorough treatment of wastewater in the Capital City. I offer my sincere appreciation for your service and dedication to protecting public health.

On behalf of my constituents across New Hampshire's Second Congressional District, thank you again for all you do to make our community such an incredibly special place. If there is ever anything that I can do to support your work in the future, please do not hesitate to contact my office.

Sincerely,

Ann McLane Kuster  
Member of Congress

ANN McLANE KUSTER  
SECOND DISTRICT, NEW HAMPSHIRE

WWW.KUSTER.HOUSE.GOV

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NORTH COUNTRY OFFICE  
33 MAIN STREET, SUITE 202  
LITTLETON, NH 03561  
P: (603) 444-7700

Mr. Marco Philippon  
Superintendent of Water Treatment  
311 North State Street  
Concord, NH 03301

Dear Marco and the Team at City of Concord Water Treatment,

It is my pleasure to congratulate you on receiving the Water Fluoridation Quality Award from the New Hampshire Department of Health and Human Services on behalf of the Centers for Disease Control and Prevention.

This well-deserved acknowledgement represents the stellar commitment and high standards you have for ensuring the safety of our drinking water in the Capital City. I offer my sincere appreciation for your service and dedication to protecting public health.

On behalf of my constituents across New Hampshire's Second Congressional District, thank you again for all you do to make our community such an incredibly special place. If there is ever anything that I can do to support your work in the future, please do not hesitate to contact my office.

Sincerely,

Ann McLane Kuster  
Member of Congress

**From:** Matthew St Onge [<mailto:matthewstonge@gmail.com>]  
**Sent:** Wednesday, January 03, 2018 10:16 AM  
**To:** Bonenfant, Janice; Mulholland, Michelle  
**Subject:** Thank You

Janice,

Thank you for the call today.

Concord is fortunate to have Michelle, yourself, and others keeping things running smoothly like a harmonic balancer in a car engine. A harmonic balancer is very important because it smooths out all the forces on the crankshaft, much like all the personalities involved in politics!

I realize its not your everyday kind of compliment, but I hope you like it! Thanks for all the harmonic balancing at City Hall.

Matthew R. St.Onge

**City of Concord – City Clerk’s Office  
Customer Service Surveys- December 2017**

**I received services related to (circle all that apply): Total surveys completed: ( 5 )**

City Council	Elections	Vital Records	Dog Licensing
( )	( )	( 5 )	( )
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)
	( )	( )	( )	( )	( )	( )	( 5 )	

**Was your wait for service reasonable?**

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

**Was the staff person knowledgeable?**

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

**Was your transaction complete and accurate?**

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

**Comments and suggestion**

- Keep up the good work!
- Just keep doing a good job; that’s all anyone can expect
- (Michelle) – she was very friendly, helpful and efficient. Michelle is a wonderful representative for the City of Concord.



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

Results based on total comment cards received for January 2018

**I received services related (circle all that apply):**

Motor Vehicle (2)	Property Taxes (0)	Utility Payments (0)	Misc. Billing (0)
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<b>Our staff was:</b>	Courteous (2)	Knowledgeable (2)	Professional (2)
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Other: Best of the best in all fields.

<b>Our service was:</b>	Courteous (2)	Knowledgeable (2)	Professional (2)
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Other: Very friendly.

**Comments and suggestions:**

- 1) I wish every office was the same.
- 2) Donna was very helpful as my old registration was due and I bought a new car. She helped me save over \$50.00 with her suggestion. Thank you!!!