



CITY OF CONCORD

TA

REPORT TO MAYOR AND THE CITY COUNCIL

DATE: February 25, 2015
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: Darlene Olivo <darleneolivo293@gmail.com>
Sent: Friday, February 20, 2015 10:44 AM
To: * City Manager Office
Subject: Snow maintenance

I am so grateful for and appreciative of the work of your department, and I want you to know that. I live near Rollins Park, and the way it is being maintained this year is stellar. Thank you so much. I generally give a high-five and words of thanks to the workers when I see them, yet I'd like you to pass this on to those who don't get the message.

Thank you again.

Darlene Olivo

--
Darlene Olivo
www.darleneolivo.org

Author of *Mystick Krewe of Swan Songs*, a farce about New Orleans.

38A Kimball St.
Concord, NH 03301
603 226-4033



FIRE DEPARTMENT CITY OF CONCORD

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

February 10, 2015

Captain Thomas Nault
Firefighter Chris Dolloff

I was very happy to receive the attached letter from Mr. Chris Wyman thanking you for the assistance that you provided to his mother and his great aunt. They appreciated your thoughtfulness and help. I do as well. You have shown what our core values look like in action and it is very much appreciated.

Sincerely,

Daniel L. Andrus
Chief of Fire Department

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

Prevention
(603) 225-8651
(603) 225-5833 fax

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

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

Andrus, Dan

From: Chris Wyman <inspectorred@yahoo.com>
Sent: Tuesday, February 03, 2015 22:54
To: Andrus, Dan; Toomey, Sean
Subject: Thank you to your guys!

Hi Chief,

I'm not sure who this thank you is for, but I'm sure you'll be able to figure it out.

On Tuesday, February 3, at approximately 10:30 am, my mother (she's 66) was picking up my great aunt, who's 100 years, old for a doctors appointment at her home in East Concord. My aunt lives on Eastman Street at the intersection with Carpenter Street. When my mother arrived, she found that the side walk and the front walk way to my aunts house was completely blocked by snow. My mother began to shovel the side walk when a Concord Fire company, out clearing hydrants saw my mother. The company stopped and not only offered assistance, but finished shoveling the side walk and front walk way for my mother. When they were finished, they even escorted my aunt to my mothers car.

This is nothing these guys needed to do, but they did and made two people extremely happy. When I got off duty tonight, my mother could not wait to call and tell me.

I know these guys will say it was no big deal, it was the right thing to do, but for me, please find out who they were and say thank you! These types of acts of kindness are what the fire service is all about!

Respectfully,

Chris

Christopher T. Wyman, CFI
Investigator
NH Division of Fire Safety
Office of the State Fire Marshal

Sent from Yahoo Mail for iPhone

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

Results based on total comment cards received for February 2014

I received services related (circle all that apply): Total comment cards completed:

Motor Vehicle (1)	Property Taxes (0)	Utility Payments (0)	Misc. Billing (0)
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Our staff was:	courteous (1)	knowledgeable (1)	professional (1)
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Our service was:	courteous (0)	knowledgeable (0)	professional (1)
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Comments and suggestions:

No improvements needed. I need to give EXTRA KUDOS to Anja. This is my second visit with her and she truly goes above and beyond in all aspects - friendliness, professionalism and tremendously helpful.

Results based on total surveys received for JANUARY 2015
City of Concord – City Clerk’s Office
Customer Service Survey

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

City Council	Elections	Vital Records	Dog Licensing
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()	()	(7)	(1)
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Voter Registration	UCC Filings	Other: <u>General Information</u>
()	()	(2) Marriage License (1) Purple Bags

Were you greeted promptly and friendly?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	(1)	(10)	

Was your wait for service reasonable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	(1)	(10)	

Was the staff person knowledgeable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	(1)	(10)	

Was your transaction complete and accurate?

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

Comments and suggestion

“Very friendly & knowledgeable.”

“All women were very friendly. Service was prompt, all around great!”

“No improvements needed. Colette was very nice, kind and welcoming. Thank you for making this process a happy one.”

Stevens, Suzanne

From: Andrus, Dan
Sent: Wednesday, February 25, 2015 8:33 AM
To: Stevens, Suzanne
Cc: Toomey, Sean; Newbery, Guy
Subject: Positive Citizen Comment

Good Morning, Sue:

I was pleased to receive this e mail from JoAnne Bates expressing her appreciation for the work that one of our crews did in securing snow and ice removal at a local multiple unit condominium. The crew members involved in this call were:

Captain Tom Nault
Firefighter Paramedic John McBride
Firefighter Alex Matson III

As you will note, this is the second letter this month commending Captain Nault on his crew for their customer service. I am not surprised, but I am very proud of the way that he and his crew represent our Department and City.

I redacted a part of the letter which did not have to do with the actions of City employees.

Thank you for your assistance,

Dan

From: joanne bates [<mailto:joannebates143@yahoo.com>]
Sent: Monday, February 23, 2015 4:55 PM
To: Andrus, Dan
Cc: Toomey, Sean
Subject: fire call 2-19-15 to McKenna's Purchase

Dear Chief Andrus,

On behalf of my elderly friend Muriel Ford and her elderly neighbors on Yvonne Ct at McKenna's Purchase I would like to express my gratitude of Captain Nault and his crew coming and aiding the owners with their snow and ice issues at the condo complex.

I visit regularly and have observed and witnessed the steady build up of the ice and snow [REDACTED] Your men arrived quickly and began a throughout assessment of the damage to date. I came to visit Muriel today to see men removing snow and ice from the roofs. So the assessment proved valuable. Most of these owners have been worried and afraid all winter. Your men brought relief and hopefully the spark that may cause change here.

It was brutally cold outside and that did not keep your men from doing their job well. They were very kind, respectful and considerate as they went into their homes. I know in this day of budget cuts and skeletal crews it is not easy, but Kudos to your men.

Thank you on behalf of Yvonne Circle.

Joanne Bates



COUNTY OF MERRIMACK

333 DANIEL WEBSTER HIGHWAY, SUITE 2
BOSCAWEN, NEW HAMPSHIRE 03303-2415
(603) 796-6800 FAX: (603) 796-6840
www.merrimackcounty.net

COMMISSIONERS

PETER SPAULDING, Chairman, Hopkinton
BRONWYN ASPLUND-WALSH, Vice Chairman, Franklin
TARA REARDON, Clerk, Concord

COUNTY ADMINISTRATOR STEPHEN MARRO

TO: Concord Fire Department
Battalion Chief Whitney
24 Horseshoe Pond Ln.
Concord, NH 03301

REF: Courthouse fire of February 1, 2015

I would like to take this opportunity to express, from the Board of Commissioners and other elected and un-elected individuals, their sincerest appreciation and "thank you" for all your hard work, rapid response, and excellent diligence in assisting the County and the Court System with recovery from the fire on that day. I know it was tough as we were all awaiting the Super Bowl and this cut into that celebration dramatically. Still, your department's dedication to the jobs you perform cannot go unheeded.

We wish to acknowledge, in particular, the rapid response of the Concord Fire Department. Your department's good work in removing odor and checking out the fire notice/prevention systems cannot be expressed enough. We all acknowledge how fortunate were to not have had a more serious incident.

It was a job well done by all involved and The Commissioners and Judges wish to express our heartfelt "thank you" to your Engine Company and Ladder Company. Several Commissioners surveyed the facility after Thursday's Board of Commissioner's meeting (Feb. 19) and were truly impressed with the condition the overall building was in. Were it not for the room where the fire actually occurred, you could not sense any such incident there.

It is a pleasure for me to recognize such professional and dedicated fire fighters.

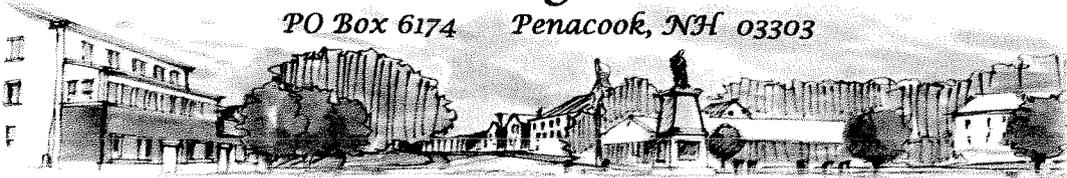
Thank you all again.

For the Commissioners,

Stephen A. Marro
County Administrator

Penacook Village Association

PO Box 6174 Penacook, NH 03303



February 13, 2015

Mayor Jim Bouley
City Hall
41 Green St.
Concord, NH 03301

FEB 20 2015

Dear Mayor Bouley, City Councilors, and City Staff,

The residents of Penacook and the Penacook Village Association would like to thank you for a job well done, and for giving our community an amazing downtown. Ed Roberge and staff were more than patient during our numerous charrettes. But, by holding those meetings and asking for input from residents, we were able to work in cooperation toward a safer, well lit, and beautiful downtown. Staff guidance resulted in a majority vote by residents to proceed with a traffic circle configuration to achieve our goals.

After the dust has settled, our downtown functions better than anyone envisioned. Thank you for increasing the lighting and bumping out the crosswalks making it safer for pedestrians. Thank you for convincing us that a traffic circle works to slow vehicles traveling along Village Street and reduce backups at Washington Street. Thank you for design elements like the greenspace around the monument and including fixtures that allow us to hang banners from the light poles.

We offer sincere thanks to our City Councilors for listening to us when we asked to have the utility poles removed along the downtown corridor, and voting to fund the increased cost while reconstructing Village Street. Removing the utility poles changed the appearance of our business district in ways no one expected. Without the poles obstructing our view, the street looks wider, and downtown Penacook looks more attractive. Now, the buildings and businesses that support our community are more visible.

We are proud of our downtown, of how it looks and how it functions, and foresee a future with new businesses renting and building in Penacook. Thank you for your help making it possible.

Sincerely,

Penacook Village Association Board of Directors

