



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: September 30, 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

Stevens, Suzanne

From: Andrus, Dan
Sent: Tuesday, September 10, 2019 2:00 PM
To: Stevens, Suzanne
Cc: McIntire, Aaron; Hebert, Mark; Kelleher, Derek
Subject: Positive Citizen Comment

Good afternoon, Sue,

I am pleased to forward the attached communication from Mr. John Gfoerer, owner of accompanyu video productions thanking Deputy Chief Aaron McIntire and Battalion Chiefs Mark Hebert and Derek Kelleher for their assistance in the production of a presentation for Riverbend's annual "Champions for Mental Health" event in October. Both honorees this year are from the public safety field. Aaron serves on Riverbend's board and it is appropriate to highlight the partnership between our agencies as we work together to meet community needs.

Thank you,

Dan

From: accompanyu@aol.com [mailto:accompanyu@aol.com]
Sent: Monday, September 09, 2019 2:36 PM
To: Andrus, Dan
Subject: Riverbend Video

Hi Dan,
Hope all is well.

Wanted to let you know that last week we recorded some interviews for Riverbend's annual Champions Award and used Concord FD Central Station to do them in. This year's recipients are first responders and the location seemed an appropriate backdrop. Your staff was helpful and beyond. Deputy Chief Arron McIntire was who I first talked too, very easy to work with, gave me several options for doing the interviews and made himself available for whatever I might need. And the staff at Central Station was equally accommodating. We did the interviews in the training room which worked great.

Thank you to the Concord Fire Department for helping with this video, which will be shown at Riverbend's award ceremony on October 23 at the Capitol Center for the Arts. They are what makes Concord a wonderful community to live and work in.

John Gfroerer

From: Jane Kolas [mailto:juliet_kilo@msn.com]
Sent: Tuesday, August 27, 2019 7:31 AM
To: * Engineering
Subject: Culvert replacement on Portsmouth Street

Good morning Ms. Drukker,

I read, with great interest and delight, the story in the Concord Monitor about the innovative design for the culvert replacement on Portsmouth Street. In the past few years I have attended the Northeast Transportation and Wildlife Conference (not as a professional but on my own time as an interested citizen) and I am always impressed to learn about the many projects that partners are involved in to increase habitat connectivity and to mitigate flooding. Being a naturalist I am particularly interested in the habitat connectivity designs so I was excited to read about the new culvert (I thought it also fascinating about the "wooden" roadway). I know these types of projects can be way more expensive than traditional culverts but they are so much better for the environment and promote healthy ecosystems and I, as a tax payer, gladly support these types of creative designs (and yes, would pay more in taxes for them).

So I just wanted to say "thank you" for being a part of this project and I hope we can see more of these culvert designs as we move forward to replace old infrastructures. Kudos to you and your team!

Jane Kolas

Service location Planning Dept

Service date 9-11-19

Purpose of visit or description of services Permitting

Our staff was: courteous knowledgeable professional
 other _____

Our service was: courteous knowledgeable professional
 other _____

Additional comments: Everything was great, Great Staff

OPTIONAL

Name: D. Brennan Address: _____ Phone: _____

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

Results based on total comment cards received for August 2019

I received services related (circle all that apply):

| | | | |
|-----------------------|-----------------------|-------------------------|----------------------|
| Motor Vehicle (10) | Property Taxes (0) | Utility Payments (0) | Misc. Billing (0) |
|-----------------------|-----------------------|-------------------------|----------------------|

| | | | |
|-----------------------|------------------|----------------------|---------------------|
| Our staff was: | Courteous (8) | Knowledgeable (8) | Professional (8) |
|-----------------------|------------------|----------------------|---------------------|

Other: Helpful

| | | | |
|-------------------------|------------------|----------------------|---------------------|
| Our service was: | Courteous (7) | Knowledgeable (6) | Professional (6) |
|-------------------------|------------------|----------------------|---------------------|

Comments and suggestions:

- 1) Lindsay was so helpful and knowledgeable when I came to change my vehicle title document to the formation of a trust!
- 2) Sandy was super friendly. I greatly appreciate her help!
- 3) Manchester's Elm Street looks way better than Concord's Main Street. What a waste of taxpayer money.
- 4) Eva was wonderful! She made this process so easy and pleasant for us. Thank you!
- 5) Jan was very helpful and friendly.
- 6) In the last two weeks, I have registered two vehicles. Worked with both Nicole and Lindsay, they were awesome.
- 7) We appreciate the City services.
- 8) These women are very, very hard workers and always have a nice smile and attitude. I look forward to seeing them when I register vehicles.
- 9) Nicole was great.
- 10) The staff in MV Registration are wonderful. We appreciate their service. They are also great in City Clerk's office.
- 11) Nicole Brouillet was extremely helpful, patient and pleasant.
- 12) You guys are wonderful.