



CITY OF CONCORD

REPORT TO MAYOR AND THE CITY COUNCIL

DATE: November 29, 2016
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: Dean Shankle [<mailto:DShankle@hooksett.org>]
Sent: Monday, November 14, 2016 2:17 PM
To: Zulkic, Angelina; Hoadley, Jeff; Alexander, Donna
Cc: Chesley, Chip; Baia, Carlos
Subject: Our Visit

Jeff, Donna and Angelina,

I want to thank you very much for taking the time last week to meet with Hooksett's international guests. We were all very impressed with the work you are doing with social media. Sakkara, who is specifically focused on that as part of her project for the Fellowship, was especially pleased at the information you provided. She indicated that she was going to use some of the items you presented to try to get her supervisor back in Thailand to allow her to make changes in their practices.

Hooksett is working on this area as well so you may be hearing from me again.

(PS, Carlos: Thanks for pointing me in the right direction. Chip: It was nice to see you again. You look the same as you did over 20 years ago when we first met. You have a great staff.)

I hope each of you has a great week,

Dean

Dean E. Shankle, Jr., Ph.D.
Hooksett Town Administrator



FIRE DEPARTMENT CITY OF CONCORD

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

October 31, 2016

Lieutenant Alan Robidas
Firefighter Scott Marcotte
Firefighter Paramedic Richard Abelli
Firefighter Jim Freitas
Firefighter Paramedic Matt Gilman

Lieutenant Holm forwarded the attached note thanking you for providing excellent service in directing a person to the Grappone Conference Center (admittedly, not an easy task!)

The note reads:

Wed 26 October 2016

Gentlemen:

Within 5 minutes of leaving your fire station last Saturday morning, map in hand, I began to draft this thank you note, already parked at the Grappone Conference Center.

I appreciate people so ready to assist.

The directions were clear and concise.

Being an original New Yorker within its memories of a certain day 15 years ago in September, I want to include your fire company in my prayers. God bless you all as you take care of the lives and property of the people in and around Concord.

Rev. Veronica Walsh Don

I add my thanks to hers for a job well done. Small kindnesses and courtesies say much about who we are as a Department and you represented all of us very well.

Sincerely,

Daniel L. Andrus
Fire Chief

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

Wed 20 October 2010
Gentlemen:

Within 3 minutes of landing your
like station last Saturday morning,
map in hand I began to draft this
thank you note. As you are asked
of the Corporate Contribution Center.
I appreciate people so ready to
assist.

The donations were great and
concede.

Being an original New Yorker,
within its premises of a certain date,
15 years ago in September I want to
do include your like company
in my prayers.

God bless you all as you
take care of the lines and

property of the people in and
around Concord -

Rep. Dennis D. Doherty



Phillips Law Office, P.L.L.C.
roger@phillipslawoffice.com

Roger B. Phillips, Esquire
104 Pleasant Street
Concord, NH 03301

November 9, 2016

Tel (603) 225-2767
Fax (603) 226-3581

Janice Bonenfant, City Clerk
City of Concord
41 Green Street
Concord, NH 03301

RE: 2016 School Board Elections

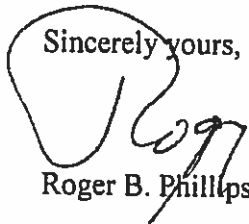
Dear Janice:

As Clerk of the Concord School District, and on the district's behalf, I want to thank you and your staff for all of your help in another school district election. We appreciate all that you do in helping prepare the school district ballots, getting them printed, training the Ward officials, and running a smooth and efficient election. It is important that the school board, city council, and others realize how much time and effort goes into this election process and how professionally you and your staff do this difficult task.

If memory serves me correctly, I am serving in my 30th year as Clerk of the district and it is wonderful how the City and School District cooperate in the election process. It is a pleasure working with you and I look forward to continued future success.

Thanks again to you, your staff, Ward officials, and volunteer helpers.

Sincerely yours,



Roger B. Phillips

RBP/kws
F#16-058

CC: Mayor Jim Bouley &
City Council Members
Thomas J. Aspell, Jr., City Manager
Superintendent, Concord School District

**City of Concord – City Clerk’s Office
Customer Service Surveys- October 2016**

I received services related to (circle all that apply): Total surveys completed: (30)

City Council	Elections	Vital Records	Dog Licensing
()	(16)	(3)	(1)
Voter Registration	UCC Filings	Other: <u>General Information</u> (1)	
(6)	()	(3) Marriage License	() Purple Bags

Were you greeted promptly and friendly?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(30)	

Was your wait for service reasonable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	(1)	(29)	

Was the staff person knowledgeable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(30)	

Was your transaction complete and accurate?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(30)	

Comments and suggestion

- Very friendly and helpful-great customer service
- Wonderful staff, very helpful
- Friendliest, most efficient city/town hall ever been in!
- The clerk I was working with was very friendly and helpful
- Thanks
- Refreshing to enter a city hall and not dread asking for service
- Greeting right away and service was extremely helpful!
- It was excellent
- So friendly & efficient
- Lovely people!
- All is well. Thank you for the help
- Keep up the good work!
- These ladies are so friendly, polite and helpful!
- Nothing else! You’re doing splendidly as is! Thanks!
- Even after the door was locked! No wait. Keep up the fabulous experience!
- Thank you .
- Everyone was very helpful & very friendly
- Wonderful service
- Absolute excellent service

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

Results based on total comment cards received for October 2016

I received services related (circle all that apply):

Motor Vehicle (4)	Property Taxes (0)	Utility Payments (0)	Misc. Billing (0)
----------------------	-----------------------	-------------------------	----------------------

Our staff was:	courteous (4)	knowledgeable (4)	professional (4)
-----------------------	------------------	----------------------	---------------------

Our service was:	courteous (4)	knowledgeable (4)	professional (4)
-------------------------	------------------	----------------------	---------------------

Comments and suggestions:

- 1) Very nice and helpful.
- 2) The best thing this city has done is to retain FREE parking spots in front of City Hall.
Very convenient.
- 3) We were in previously and she remembered us.
- 4) Sandy was very helpful.

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

Results based on total comment cards received for November 2016

I received services related to:

Motor Vehicle (2)	Property Taxes (0)	Utility Payments (0)	Misc. Billing (0)
----------------------	-----------------------	-------------------------	----------------------

Our staff was:	Courteous (1)	Knowledgeable (2)	Professional (1)
-----------------------	------------------	----------------------	---------------------

Our service was:	Courteous (2)	Knowledgeable (1)	Professional (1)
-------------------------	------------------	----------------------	---------------------

Other: Fast
Fast and accurate
Quick and to the point

Comments and suggestions:

1. Don't like the credit card fee.
2. Every year when I come in, I get nothing but friendly, courteous customer service.