



# CITY OF CONCORD

## REPORT TO MAYOR AND THE CITY COUNCIL

**DATE:** August 31, 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


ORIGINAL

8/14/15

Dear Officer Shaughnessy,

I would like to thank you for the time you spent with my brother and I at the police station last Sunday evening. You definitely calmed my nerves.

 has not contacted me at all since.

I believe I have gotten to the bottom of the text messages from the mysterious phone number. I did exactly as you told me to. I wrote back, that if he texted me again then I would contact the police. I believe this person got the message. It is not 

Thank you again for your kindness.

Sincerely,

Yanna Rice  
8 Westbourne Rd.  
Concord, NH. 03301

August 12, 2015

Fire Chief Daniel Andrus  
Concord Fire Department  
Fire Department Headquarters  
24 Horseshoe Pond Lane  
Concord, NH 03301

RECEIVED

AUG 17 2015

CITY MANAGER'S OFFICE  
CONCORD, NH

Dear Chief Andrus:

On August 9, Concord Firefighters responded to a call at my mother's house. I would like to thank and recognize Captain Scott Anstey, FF/EMT Scott Marcotte and FF/EMT Dan Bickers from Engine 4 and Paramedic/FF Jeff Schottler and FF/EMT Christian Lund from Ambulance 4 for their response to this call.

These firefighters are clearly skilled, professional and demonstrated a real commitment to providing expert-level care. We were not surprised by that since we have come to expect such high capability from the Department. However, what is just as important is the calm, reassuring approach to treating my mother in what was a very stressful situation. She later said the way the firefighters helped her begin to feel better.

Please pass along my thanks. It is great to know the City has firefighters like them.

Sincerely,



Matt Leahy

Cc: City Manager Tom Aspell  
Mayor Jim Bouley

**From:** [jvd0330@comcast.net](mailto:jvd0330@comcast.net) [mailto:[jvd0330@comcast.net](mailto:jvd0330@comcast.net)]

**Sent:** Monday, August 03, 2015 7:00 PM

**To:** Bryant, Laura

**Cc:** Bonnett, Jennifer

**Subject:** Rollins Park

Hi Laura,

I just wanted to send you a quick note to thank you for a great summer at Rollins Park! Except for the "poop" incident (I can't believe that someone would do something so gross!) things went very smoothly and the kids all had a great season. Our meet went well and many people from the visiting teams were very complimentary about the park. Thank you for being responsive to our needs and ensuring that the guards were always there. We would be interested in a similar arrangement to use the park for next summer. Thanks again for everything,

**John DeCaprio**

**Concord YMCA**

**Sailfish swim team**

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

**I received services related to (circle all that apply):** (Total surveys completed: (22)

City Council	Elections	Vital Records	Dog Licensing
( )	( )	(16)	(2)
Voter Registration	UCC Filings	Other: <u>General Information</u>	
( )	( )	align="center">(4) Marriage Licenses	

**Were you greeted promptly and friendly?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( )	(1)	(21)	

**Was your wait for service reasonable?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( )	( )	(22)	

**Was the staff person knowledgeable?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( )	(1)	(21)	

**Was your transaction complete and accurate?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( )	( )	(22)	

**Comments and suggestion**

- “Collette was very helpful & we really appreciate her service. It was exceptional.”
- “Give Janice a raise. I’m serious.”
- “Great service, very friendly. Keep up the good work!”
- “No suggestions-always great! Thank You-love Concord.”
- “Friendly staff. Very helpful. No suggestions. Thank You! Thank You!”
- “No suggestions. Thanks for your help. Very friendly & pleasant!”
- “No suggestions. It was great!”
- “Great job. Thank You.”
- “Wonderful personality of marriage official.”
- “Collette should be training everyone-she’s awesome.”
- “Have a great day!”
- “Sarah & Colette, the ladies were friendly & helpful!”
- “Collette & Sarah are wonderful and so accommodating.”

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

Results based on total comment cards received for August 2015

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

Motor Vehicle (3)	Property Taxes (0)	Utility Payments (0)	Misc. Billing (0)
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<b>Our staff was:</b>	courteous (3)	knowledgeable (3)	professional (3)
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Other: Pleasant and helpful.  
Great!

<b>Our service was:</b>	courteous (3)	knowledgeable (3)	professional (3)
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Other: Pleasant and helpful.  
Great!

**Comments and suggestions:**

- 1) Pam was great!