



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: August 30, 2022
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



Loudon Fire Department

55 South Village Road – STE 5

Loudon, NH 03307

Telephone (603) 798-5612

Fax (603) 798-5628

Chief Tom Blanchette



July 29, 2022

Chief John Chisholm
Concord Fire Department
24 Horseshoe Pond Lane
Concord NH 03301

Dear Chief Chisholm,

I wish to reach out to you and the members of your department and offer a solid "THANK YOU", for the assistance provided to our agency during the 2022 NASCAR Event week at NHMS. As a small agency with limited resources we rely on our mutual aid partners to assist us in executing the largest sporting event in New England all while maintaining coverage within our community. Deputy Chief Hebert handled Division 3 responsibilities with an ambulance crew & engine crew he had never met or worked with before and we greatly appreciate his willingness to do so. Lead Dispatcher St. Germain worked in our small radio room at station 2 with temporary and mobile equipment and operated a forward dispatch center flawlessly which assisted with management of the CAD and allowing for fire & ems reporting to be completed in real time without issues and no increased burden on the Capital Area Mutual Aid Fire Compacts normal operations.

We appreciate the strong relationship with the Concord Fire Department and we hope to continue to grow and train together so we can continue to provide the best possible service to the communities we serve. Please pass this note of thanks on to the members of your department and if we can be of assistance to you or your agency please do not hesitate to ask.

Respectfully

Chief Thomas W. Blanchette

Cc: Loudon Board of Selectmen

Stevens, Suzanne

From: Chisholm, John
Sent: Tuesday, August 2, 2022 3:56 PM
To: Stevens, Suzanne
Subject: Fwd: Wasp infestation

Sue

We received the following email containing positive citizen comments.

John A. Chisholm
Interim Fire Chief
Concord Fire Department
24 Horseshoe Pond Lane
Concord, NH 03301
Phone: (603) 225-8650
Fax: (603) 225-5833

-----Original Message-----

From: * Fire <Fire@ConcordNH.gov>
Sent: Tuesday, August 2, 2022 1:30 PM
To: Fire Distribution <FireDistribution@ConcordNH.gov>
Subject: FW: Wasp infestation

I just wanted to take a moment to thank all the firefighters from Station 5, Bat. 3 who helped me with my wasp issue this past Saturday . We had a wasps nest in our attic that breached our ceiling in our bedroom, therefore infesting our bedroom with wasps. I tried calling pest control but the soonest someone could come out was Monday. So not knowing what to do (husband was away for the weekend, no neighbors were around, my 19 year old son is autistic and suffers from anxiety and I have a phobia of bees). I ended up calling 911. The dispatcher was very understanding (at this point I am sobbing and hysterical) and said they would send a firefighter over, she wasn't sure if they could do anything, but I was desperate for any kind of help.

So not long after my call, Concord fire showed up and came in. They helped me spray some of the nest inside the hole the wasps created in my bedroom, then sealed it up with duct tape to at least stop the wasps from coming in. They told me if I got some insect fogger, they would go up in my attic to disperse the poison (we live in a cape and it's not easy to get to our attic, to access the attic one has to go in our closet and bring a ladder and slide the door open, plus it was extremely hot up there.

So these firefighters did all of this: set the foggers off in the attic, sprayed the nest again from the wasp hole and sealed it up. At this point we weren't sure if it was 100% resolved, but definitely controlled. My son and I were so grateful.

So our bedroom was sealed up for the weekend and we were able to get an exterminator in today. He was able to get some more wasp poison in the nest, but he said the firefighters did a pretty good job eradicating the nest on Saturday. Our house now is wasp free.

So again I just want to say thank you for helping me. I know firefighters deal with way more dangerous situations than mine, but I can't say enough about how amazing the men from Station 5 were. You guys were awesome!!

Sincerely,

Michelle Armstrong
Penacook Resident.

Sent from my iPad

Stevens, Suzanne

From: Gill, David
Sent: Thursday, August 18, 2022 8:00 AM
To: Stevens, Suzanne
Cc: Aspell, Thomas
Subject: FW: Your staff

Good morning Sue,

Wanted to share a nice note from Elaine regarding the staff here at the center. Please include in next Council packet under positive, awesome news 😊

Thanks

David

From: Elaine St. Jean <estjean@nhprimex.org>
Sent: Wednesday, August 17, 2022 1:26 PM
To: Gill, David <DGill@ConcordNH.gov>
Subject: Your staff

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

Hi David,

I just wanted to write a note to acknowledge your extraordinary staff – John, A., Jerry, the other John, Laura, Terri and everyone else we have come into contact with at the Community Center, has been helpful and amazing to work with! They go out of their way to help us with our quirky needs -- and I just wanted you to know what you already know – you have a wonderful staff!

Elaine

“Training is an event. Learning is a process.”

Elaine St. Jean, M.S.
Education & Training Program Coordinator
NH Public Risk Management Exchange (Primex³)
46 Donovan Street
Concord, NH 03301-2624
T: (603) 225-2841 Ext. 114
T: (800) 698-2364 NH Toll Free
F: (603) 228-3905
estjean@nhprimex.org
<https://www.nhprimex.org/>

Trust. Excellence. Service.

August 3, 2022

To: Janice Bonenfant, City Clerk, and to whom I spoke on the phone last week --

I write this special Thank You note, with much gratitude included, for another group of Concord "Unsung Heroes" which I came to discover personally recently... the Fire Department!

Three times between July 6 and July 21 my smoke detectors activated. Because this had happened to me 3 other times spread over the six years I had lived here, I have had the direct phone number given me in case of need, to avoid the 911 entourage that had arrived.

The instant response to my call, with a most assuring Dispatcher, had a crew on their way before I was fully off the phone -- I could hear that departure from the North State Street Department - really!

Each of these three calls brought the same 3-man team here and quickly spreading out to all 3 floors where alarms were, and, at the same time, so sensitive to my concerns about these 3 disruptions to them & anxiety of mine.

The 3rd call was at 11:00 PM; the 2nd one having been mid-day, same day! As they had me checked out again, & ready to leave, it went off again. Needless to say, I was beside myself by now. With quiet discussion & action

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* one of the men going to the truck + returning
with a temporary solution, they disconnected
each of these detectors, & set up two battery
ones to protect me until I got my electrician
to return. They determined these were defective,
as they were very fine quality, hard-wired ones
I had only had installed in July of 2021 !!

All I could think of to do by way of
saying "Thank You" to them, which they were most
aware of I know, was to #1, bake them a batch
of old-fashioned Toll House Cookies, and drive
over & deliver last week, AND #2, let you
know at this office how amazed and
impressed I am at this service & that we
Concord tax payers (at least me) are protected
by, and really not aware of.

Most Sincerely,
Janet Moodie

* This team I refer to and truly salute, is
Battalion #3 from North State Street Station.



Janet Moodie
4 Spaulding St
Concord, NH 03301