



# CITY OF CONCORD

## REPORT TO MAYOR AND THE CITY COUNCIL

**DATE:** June 28, 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



NEW ENGLAND EMPLOYEE BENEFITS COMPANY

**COPY**

15 Chenell Drive  
Concord, NH 03301

T. 603.228.1133

F. 603.225.1960

www.neebco.com

May 31, 2016

Chief Bradley Osgood  
Concord Police Department  
35 Green Street  
Concord, NH 03301-4299

RE: Active Shooter Presentation /MPO Ryan Howe

Dear Chief Osgood:

Please accept my sincere appreciation for allowing MPO Howe to present the Active Shooter Training to a number of our clients back on Wednesday, May 18<sup>th</sup>.

While I was unable to attend this event, the feedback from my staff was that Officer Howe was professional and engaging with the audience. There were numerous questions and he addressed each one completely without making the individual feel like their question was trivial in any way.

There is a difference in perspective between a civilian and a law enforcement officer and Officer Howe bridged that difference with the audience while still exposing them to the reality of his training.

This is another example of how the Concord Police Department serves and protects our community and our workplaces. Thank you once again for providing Officer Howe for this very critical information and training. He did an outstanding job and it was very much appreciated!!

Sincerely,

Brett D. Houston  
President of Operations & Principal

Cc: Lt. J. Thomas

**RECEIVED**

JUN 02 2016

CONCORD, NH POLICE  
DEPARTMENT

**Stevens, Suzanne**

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**From:** Hamel, Gretchen <Gretchen.Hamel@des.nh.gov>  
**Sent:** Tuesday, June 28, 2016 8:01 AM  
**To:** \* City Manager Office; Chesley, Chip  
**Cc:** Philippon, Marco  
**Subject:** Note of Appreciation for Marco Philippon

Good morning -

I wanted to let you know how much we appreciate the great job that Marco Philippon did yesterday in providing a tour of the Concord Water Treatment plant for me, Pete Demas of my office, and our eight legal interns. I also appreciate how easy it was to schedule the tour using the City's website.

I heard from most of the interns that they had not realized how much it takes for the water coming out of our taps to be drinkable. And as a resident of Concord, I personally was impressed by the dedication of the City to the on-going maintenance and upkeep of the plant.

Sincerely,

/s/ Gretchen Hamel

Gretchen Rule Hamel, Administrator  
DES Legal Unit  
29 Hazen Drive; P.O. Box 95  
Concord, NH 03302-0095  
Tel: 603-271-3137  
Fax: 603-271-8805  
[Gretchen.Hamel@des.nh.gov](mailto:Gretchen.Hamel@des.nh.gov)

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

From: Charles Lepore [mailto:[vilajo3@comcast.net](mailto:vilajo3@comcast.net)]

Sent: Saturday, June 25, 2016 9:16 AM

To: Chase, Bernard

Subject: Beaver Meadow Golf Course

Bernie,

I have been a member at the course for a few years now and needed to take a moment to let you know in how incredible shape the course is this year. More importantly, the course has gotten in better shape year over year for the past 4 or 5 years. The improvements the City has made to the course have made it a municipal gem. The Pro Shop staff, reluctantly the Starters (they are are hoot) and the Maintenance Crew are truly professional and represent the City well. I have taken guests to the course and they have found it to be better or at least on par with many private courses. So, my thanks to your team's work.

Salud!,

Charles E. Lepore  
48 Meter Street  
Penacook, NH 03303

ps. Any chance of adding solar power now that we have electric carts?

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

**Sent:** Sunday, June 26, 2016 10:05 AM

**To:** Inglis, Kari

**Subject:** Re: Concord Y Swim Meet

Hi Kari,

Thank you for getting back to me. The meet went off without a hitch. That was our big event for the summer, so now it's just the practices. Steven Moran and the other guard (not sure of his name) did a good job and were on time, pleasant and helpful so please relay my thanks to them. Our "regular" guard, Sarah, also does an excellent job. She is very punctual and helpful with the practice sessions.

Hopefully you won't hear from me again until we are done with our practices but thank you for checking in!

**John DeCaprio**

**Concord YMCA**

**Sailfish swim team**

**From:** Bryan Caruso [<mailto:concordsportscenter@comcast.net>]  
**Sent:** Wednesday, June 22, 2016 11:47 AM  
**To:** Andersch, John  
**Subject:** RE: Last weekend's tournament

Hi John,

Everything went great with the tournament. The fields were in great shape and we would love to host more tournaments in the future.

Thanks for all the help.

Bryan

**From:** Andersch, John [<mailto:JAndersch@Concordnh.Gov>]  
**Sent:** Wednesday, June 22, 2016 9:32 AM  
**To:** 'Bryan Caruso' <[concordcannons@me.com](mailto:concordcannons@me.com)>; 'Bryan Caruso' <[concordsportscenter@comcast.net](mailto:concordsportscenter@comcast.net)>  
**Subject:** Last weekend's tournament

Good morning Bryan...

Hope the tournament was a success! I am following up on last weekend –

- How satisfied are you with the services Parks and Rec. provided for your tournament?
- Would you have another tournament with the City of Concord?

I'm finalizing the overtime today and will send out the invoice shortly. Have a great day!

Regards,

*John Andersch*

Recreation Assistant  
Concord Parks & Rec.  
603.225.8690 (p)  
603.225.8589 (f)  
[www.concordparksandrec.com](http://www.concordparksandrec.com)

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

From: CourseTrends | Sales Lead [<mailto:support@coursetrends.com>]

Sent: Tuesday, June 21, 2016 12:22 AM

To: Chase, Bernard; [19thholeatbeavermeadow@gmail.com](mailto:19thholeatbeavermeadow@gmail.com)

Subject: Contact Form

Form Name: Contact Form

verify\_email:

First\_Name: Ryan

Last\_Name: Jevne

Comment: To Whom It May Concern: I played in a tournament today with the 237th MP division at your facility. It was my first time playing at Beaver Meadow, and I just wanted to let you guys know what a great time I had. Your grounds crew does a wonderful job, the whole course was beautiful. The bartender Lindsey was fantastic, and our lunch was very good. Thank you very much for an awesome day, can't wait to visit again!

email\_opt\_in: 1

Site Name: Beaver Meadow Golf Course

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**From:** Davis, Phillip  
**Sent:** Thursday, June 16, 2016 10:02 AM  
**To:** Gill, David; Chase, Bernard  
**Subject:** Fwd: Golf Outing

Phil Davis,PGA

Begin forwarded message:

**From:** "Cindi M. Bourrie" <[cbourrie@mjinc.com](mailto:cbourrie@mjinc.com)>  
**Date:** June 16, 2016 at 7:00:14 AM EDT  
**To:** "Davis, Phillip" <[PDavis@ConcordNH.gov](mailto:PDavis@ConcordNH.gov)>  
**Subject:** Golf Outing

Hi Phil,

I just wanted to thank you for all your help with our outing last Friday. Everyone had a great time and they are already asking me about next year!! I could have never done it without you!!!

Thanks again!  
Cindi

McFarland Johnson  
53 Regional Drive  
Concord, NH 03301



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

Results based on total comment cards received for June 2016

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

Motor Vehicle (2)	Property Taxes (0)	Utility Payments (0)	Misc. Billing (0)
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<b>Our staff was:</b>	courteous (2)	knowledgeable (1)	professional (1)
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<b>Our service was:</b>	courteous (2)	knowledgeable (1)	professional (1)
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**Comments and suggestions:**

- 1) Quick and easy! So fast I was able to get my two cars registered during my 30 minute lunch break from work. Thank you.
- 2) Sarah was excellent, great job explaining registration needs a facilitating the process.

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

**I received services related to (circle all that apply):** Total surveys completed: (26)

City Council ( )	Elections (1)	Vital Records (5)	Dog Licensing (12)
Voter Registration (2)	UCC Filings ( )	Other: <u>General Information</u> (1) (5) Marriage License	( ) Purple Bags

**Were you greeted promptly and friendly?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( )	(1)	(25)	

**Was your wait for service reasonable?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( )	(1)	(25)	

**Was the staff person knowledgeable?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( )	(2)	(24)	

**Was your transaction complete and accurate?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( )	(1)	(25)	

**Comments and suggestion**

- No improvements needed. Excellent customer service! Amy is very pleasant and helpful!
- Everything is good
- Nothing. Very welcoming
- Patient
- The staff made it easy and quick
- Nothing- great service! Thank you!
- Office needs better music!
- Friendly staff
- None- how about adding a drive-thru?
- Best service I have ever received in a city office
- The woman who greeted us was very friendly and professional. She was great!
- No wait at all. Told me about new system and email reminders! Both women were very friendly
- None needed. Always fast, friendly service here.
- Great job from both women!
- They are great!