



CITY OF CONCORD

REPORT TO MAYOR AND THE CITY COUNCIL

DATE: February 28, 2017
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: Mary [<mailto:mbwnow@comcast.net>]

Sent: Tuesday, February 14, 2017 4:46 AM

To: Chesley, Chip

Subject: bravo to the plow drivers!!!!

Goodmorning!!! I just want to thank all the plow drivers !!!! You have done an amazing job this past week! It has been a very long stretch of bad weather and you have been going out there day after day and night after night, keeping our roads safe! I hope you all were able to sleep well last night , finally! At least the snow tomorrow is not going to be much of anything.

Bravo to you all!

Mary Whitman
9 Wiggin Street
Concord

From: Zulkic, Angelina
Sent: Monday, February 27, 2017 12:23 PM
To: Bardwell, Jeffrey; Chesley, Chip
Cc: Bilodeau, Philip; Hoadley, Jeff; Alexander, Donna
Subject: INFO: Everett Arena Facebook Review

Hi Jeff and Chip,

FYI, we received a positive review on Facebook for the Everett Arena:



Charlotte Rissala reviewed **Everett Arena** — 5★

15 hrs

The gentleman in the pro-shop was very patient when my almost 3yo son would not try on skates and was crying and turning und pretty much refusing to uncurl his toes as we figured out what size/type was best and kudos to the concession guy for making such great popcorn that was again; an instant must have and couldn't wait to eat and every time off the ice was shoving mouthfuls into his little mouth. Overall Sam had a great time at the last Saturday public skate for his first time ever on the ice. Looking forward to next year.



Like Comment Share

Everett Arena

Everett Arena We're glad you had a nice time at the arena. Thanks for the review!

Like Reply · Commented on by Angelina Zulkic (?) · Just now



Write a comment



Press Enter to post

From: Philip St. Cyr [<mailto:pstcyr@nhprimex.org>]
Sent: Tuesday, February 21, 2017 3:24 PM
To: Frederick, Donna
Cc: * City Manager Office; Johnston, Jennifer
Subject: RE: 2017-2018 Concord Prime Program renewal

Hi Donna:

Congratulations are in order!

Once again, the City of Concord will continue to enjoy the benefits of the Prime Program due in large part to your hard work.

On behalf of the staff at Primex, thanks very much for your diligence and attention to safety in the workplace!

Best regards
Phil

Phil St. Cyr, Risk Management Consultant
pstcyr@nhprimex.org
www.nhprimex.org
603-225-2841 ext. 105 (Office direct)
603-496-0415 (Cell direct)

Stevens, Suzanne

From: Gill, David
Sent: Tuesday, February 14, 2017 9:11 AM
To: Stevens, Suzanne
Subject: Good news file

From: David Abrams
Date: February 3, 2017 at 6:00:45 PM EST
To: <pdavis@concordnh.gov>
Subject: Today's Lesson Numbers

Phil,

I was your 11-12 lesson today. I truly appreciate you taking time to work with me. The subtle toe tap should go a long way in my goal of consistency. Thanks for keeping it simple and light. It made the whole process a lot easier.

When you get a chance could you send me the numbers from today's session.

Hope to get to work with you again in the future.

-David Abrams

Stevens, Suzanne

From: Gill, David
Sent: Tuesday, February 14, 2017 9:11 AM
To: Stevens, Suzanne
Subject: Good news file

From: "Tourangeau, Sandra"
Date: February 3, 2017 at 1:48:06 PM EST
To: "Davis, Phillip" <PDavis@ConcordNH.gov>
Cc: "Chase, Bernard" <BChase@ConcordNH.gov>
Subject: Lesson

Hi Phil,

Carol and I would like to thank you for the great lesson on Tuesday. We were both pretty sore later that day.

We have taken many lessons in the past. We feel this certainly ranked in the top three.

The chipping and putting was especially helpful. You gave a lot of good advice.

We just hope Spring will come soon before all the good advice leaves us. Thank you.

Sandra
Fiscal Tech II
Concord General Services
311 North State Street, Concord, NH 03301
utilitybilling@concordnh.gov
603-225-8693

Stevens, Suzanne

From: Gill, David
Sent: Tuesday, February 14, 2017 9:10 AM
To: Stevens, Suzanne
Subject: Good news file for next month

From: Leah Raabe
Date: February 5, 2017 at 12:18:41 PM EST
To: <pdavis@concordnh.gov>
Subject: custom golf clubs

Hi Phil,

Chris and I thoroughly enjoyed our lesson last week. Thanks again for the opportunity!

I am wondering if you can build the specs on the clubs I am interested in.

Driver
Callaway XR16 13.5 with an Accra FX-140 Driver M1 shaft

3 Wood
Callaway XR16 Fairway 3 wood 15 with an Accra FX-F100 Fairway M1 shaft

grips - Golf Pride CP2 Pro - standard

If you can let me know the price and lead time that would be great.

Thanks,
Leah Raabe

Stevens, Suzanne

From: Gill, David
Sent: Tuesday, February 14, 2017 9:21 AM
To: Stevens, Suzanne
Subject: Good news file

Parks and Recreation Facebook Page:

Evelyn Blaisdell O'Brien January 21 at 8:47am

Thank you to the Concord High School Basketball kids that have helped the children at the Rec Dept basketballs. My son (and I) were so pleased to have them. My son has talked all week about the teenagers that took time to mentor him and the other children. He told all his friends at school about the teenagers. Thank you so much. There is not many mentor opportunities for young boys so to have the teens there encouraging the kids means a lot.

Beaver Meadow Golf Course Facebook Page:

Mark Quimby February 1 at 1:00pm

I just finished a 1 hour session in the simulator with Phil Davis. A great PGA professional. I went from hitting driver to the right to straight down the fairway, with a slight draw sometimes. Simple instruction with amazing results. I can't wait to get out on the course to see the results. Thank you Beaver Meadow golf for the great simulator / lesson promotion. It was worth the \$ and the 1 hour drive from Mass. Mark Quimby.

Gene Bartholomew reviewed Beaver Meadow Golf Course — 5 star

February 10 at 1:47pm Always a great place either friendly, helpful people. Also has a great 19th hole!

David Gill
City of Concord
Parks & Recreation Director
14 Canterbury Road, Concord, NH 03301
(603) 230-3785 (P)
(603) 225-8589 (F)



"We're Serious about Fun!"

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

Results based on total comment cards received for February 2017

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

Motor Vehicle (1)	Property Taxes (1)	Utility Payments (0)	Misc. Billing (0)
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Our staff was:	courteous (0)	knowledgeable (0)	professional (0)
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Other: Awesome.

Our service was:	courteous (0)	knowledgeable (0)	professional (0)
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Other: Great people.

Comments and suggestions:

- 1) Thank you so much. You are just amazing. I am always impressed with the staff here.
- 2) Very knowledgeable.

**City of Concord – City Clerk’s Office
Customer Service Surveys- January 2017**

I received services related to (circle all that apply): Total surveys completed: (14)

City Council	Elections	Vital Records	Dog Licensing
()	()	(8)	()
Voter Registration	UCC Filings	Other: (1) Notary (2) CAT Tickets	
()	()	(3) Marriage License	() Purple Bags

Were you greeted promptly and friendly?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	(1)	()	(13)	

Was your wait for service reasonable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	(1)	()	(13)	

Was the staff person knowledgeable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	(1)	()	(13)	

Was your transaction complete and accurate?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	(1)	()	(13)	

Comments and suggestion

- Everyone is always pleasant and very welcoming!
- Amy was a phenomenal help and was very helpful! Wish all city employees could be this great!
- Doing a fine job in my opinion
- All amazing!
- Very friendly and knowledgeable staff
- Everything went smooth “couldn’t believe it” was very happy!
- Amy was wonderful. Super wonderful and helpful and accommodating
- Very nice, helpful and wonderful staff!