



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: October 30, 2020
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

Stevens, Suzanne

From: Scott Dias <sdiasbldg@tds.net>
Sent: Monday, October 12, 2020 7:05 PM
To: * City Manager Office
Cc: Jpbouley@comcast.net; Davis, Phillip; 'Jessica Martin'
Subject: Praise for Phil Davis

[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]

Hello Tom,

I am writing to offer praise to the City of Concord's Beaver Meadow Golf Course employee Phil Davis.

I run the Henniker Food Pantry Charity Golf Tournament, which was held this year on June 17th at Beaver Meadow. This was the first large event held during the 2020 season at Beaver Meadow due to the pandemic. It was a tremendous success under challenging circumstances. Phil and his team played a major role in making the event so successful. He worked with me to coordinate an event that was safe and well run. 128 golfers participated along with assistance of 12 volunteers. He organized a safe check in, cart and hole assignment, awards and scoring. It is always a pleasure to work with him and his staff and I appreciate his can-do/will-do attitude. He is an asset to the City of Concord.

Additional praise goes out to Jessica Martin, the owner of the 19th Hole. She and her staff worked closely with me to develop a system of food preparation and delivery during the event which allowed for social distancing. This was a dramatic change from the traditional sit down luncheon of years past. The new system was seamless in execution and was well received.

This was the 23rd year of the Henniker Food Pantry Charity Golf Tournament and was the 4th year in a row the event was hosted at Beaver Meadow. Phil and Jessica made my decision to sign on for another year at Beaver Meadow and easy one. I look forward to collaborating with them in the future on another successful event.

Scott Dias
587 Craney Hill Road
Henniker, NH 03242
603-493-8710

Stevens, Suzanne

From: * Fire
Sent: Thursday, October 1, 2020 10:32 AM
To: Sirois, Paul; Crane, Mel; Newbery, Guy
Subject: FW: Personnel Review

From: Cathy Cooper [<mailto:cathycooper175@gmail.com>]
Sent: Thursday, October 1, 2020 10:17 AM
To: * Fire
Subject: Personnel Review

[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]

Dear Chief Newbery --

I wanted to reach out to you to offer both my thanks and my sincere compliments on a job well done by Captain Paul Sirois and Fiscal Supervisor Mel Crane. They are a credit to your staff and our community.

By way of background, I had been struggling to find a path forward for a simple fire permit on various websites with no success. I was most fortunate to have Mel Crane answer the phone when I decided to reach out directly to our Concord Fire Department. She was friendly, gracious, and for such a small matter is these challenging times, highly attentive to getting this accomplished for me. That good fortune only increased exponentially in being referred to Captain Sirois, who worked with me to get the permit issued, while providing in-depth fire written and verbal protocols for fire safety.

My husband and I have lived in Concord for nearly 35 years, and as community advocates trying to navigate the community bureaucracy throughout Concord's various departments, it is therefore no small matter when I say this experience was one of the most efficient and thoughtful in which we have ever participated.

If you are not the correct authority to receive this letter, I would ask that you pass this on to such an authority so he/she knows what tremendous assets these employees are to our social network in Concord.

With warm regards and gratitude,
Catherine & Thomas Cooper
175 South Street
Concord, NH 03301

Sent from Mail for Windows 10

Dear Chief -

On Monday August 17 I was in an accident on Regional Hwy. My car was hit by a driver going the opposite direction and admitted to being distracted. My car was totaled.

I want to thank Wesley Nelson and Kyle Haas of Concord Rescue for their care and thoughtfulness.

I am a 75 yr old woman and had never been in an accident before. After assessing me for injury they let me go into the ambulance to get out of the sun and helped me with the necessary paperwork.

I had been grocery shopping and as my car was going to be towed they brought my groceries into the ambulance and let me sit there until my ride came.

Thank you for all Concord Fire & Rescue did to help me get through this difficult time.

Sincerely

Betty Lou Meade



Town of Goffstown

TOWN OFFICES

16 MAIN STREET • GOFFSTOWN, NH 03045

September 9, 2020

Concord Fire Department
Chief Guy Newbery
24 Horseshoe Pond Lane
Concord, NH 03301

Dear Chief Newbery,

On behalf of the Goffstown Fire Department and the residents of the Town of Goffstown, the Goffstown Select Board would like to thank your Department for the help you provided us after the sudden passing of Captain Steven Tower. Without your help, it would have been difficult for our Department to provide fire and EMS services while preparing to honor Captain Tower. Your assistance allowed our crews to support the family during this difficult time and attend to their own needs, as they grieved for a beloved colleague.

Throughout the entire week, mutual aid crews provided fire and EMS services in a safe manner. Thank you again for your mutual aid assistance.

Sincerely,

The Goffstown Select Board


Collis G. Adams, Chairman


Chet Bowen


Mark T. Lemay


Kelly Boyer, Vice Chair


Peter Georgantas



Goffstown Fire Department

18 Church Street
Goffstown, New Hampshire 03045
Emergency - 9-1-1
Business - 603-497-3619
www.goffstown.com



September 8, 2020

Concord Fire Department
Chief Guy Newbery
24 Horseshoe Pond Lane
Concord, NH 03301

Re: Mutual Aid Coverage

Dear Chief Newbery:

On behalf of the Town of Goffstown and the members of the Goffstown Fire Department, I would like to extend my sincere thanks to your entire department for their assistance last week as we mourned the loss of Captain Steven W. Tower.

It was comforting to know that our mutual aid partners were there for us in our time of need.

Sincerely,

Brian H. Allard
Fire Chief
Goffstown Fire Department

Stevens, Suzanne

From: Tim McGinley <tMcGinley@sps.edu>
Sent: Thursday, August 20, 2020 4:29 PM
To: Newbery,Guy
Subject: A7, job well done

Follow Up Flag: Follow up
Flag Status: Flagged

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Chief;

A little late getting this to you, but wanted to pass along my appreciation for a nice job last week (Aug. 13) at a medical out here at St. Paul's School. Ambulance 7 arrived alone as the 911 designation was assist someone who had fallen. He apparently broke his hip and needed pain treatment and transport to Concord Hospital. I wish I got the paramedic's name, but she did a very nice job of patient rapport and treatment, wasting no time controlling his pain, and transporting in very short time. E4 assisted and was great with patient removal.

A job well done, thank you.

Tim

Timothy McGinley
Director of Environmental Health and School Safety
St. Paul's School
Concord, NH. 03301
(603)229-4601 desk
(603)568-4922 cell



Loudon Fire Department

55 South Village Road - STE 5

Loudon, NH 03307

Telephone (603) 798-5612

Fax (603) 798-5628

Chief Tom Blanchette



August 18, 2020

Chief Newbery,

I wanted to take a moment to Thank Your Team at Concord Fire Department for all of their support and assistance provided to the Loudon Fire Department in preparation and execution of the NASCAR Foxwoods 301 event conducted at New Hampshire Motor Speedway on August 2, 2020. I think that the efforts that were placed on planning this year during these unprecedented times of the Covid-19 Pandemic allowed for the largest sporting event in New England to take place and keep everyone who participated safe as well as the local communities.

We appreciated having Deputy Brown & Yourself in attendance at Station 1 the day of the event. Having the two of you covering the southern district provided me with solid level of comfort while I was handling my duties at the Unified Joint Operations Center. I hope the hospitality provided at station 1 was sufficient and that the assigned crew worked well with you.

In closing if Deputy Brown or you have any suggestions for planning of future events to be managed out of the U.J.O.C. at Station 2 or the operations of the Traffic Control Plan please do not hesitate to forward them along to us for review. We will be planning on operating in a similar fashion moving forward as from our prospective although the system was not truly tested everything ran very smoothly. We will be adding additional technology to station1 which will help address a few issues previously known and identified during the event. This will allow you to view traffic cameras as well as Webeoc at all times. Thank you for your continued support and assistance and as always please let us know if there is anything we can do to assist you.

Sincerely,

Chief Blanchette

Cc. Loudon Board of Selectmen



Henniker Fire & Rescue

216 Maple Street
Henniker, NH 03242
Phone: 603-428-7552
Fax: 603-428-7628
E-mail: Hennikerfd@gmail.com

Guy Newbury
Concord Fire Chief
Concord Fire Department
24 Horseshoe Pond Lane
Concord, NH 03301

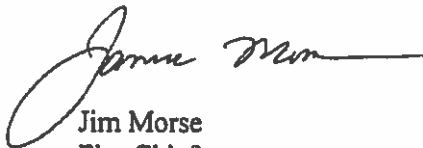
August 10, 2020

Chief Newbury:

On behalf of the Henniker Fire Department, I would like to express sincerest gratitude to your members that responded to the fire incident on 596 River Rd on July 30, 2020. The calls for assistance came in the early morning hours. Battling fires is hard enough, especially on little sleep.

The fire that destroyed a barn and a two family house in the early hours on Thursday morning was devastating to the young families who lived there. Even with little sleep all the crews worked diligently and we made a great stop. Thank you for responding so quickly and helping to extinguish the fire in a timely fashion. Your outstanding work and commitment to the community is truly appreciated.

Sincerely,



Jim Morse
Fire Chief

From: Johnston, Jennifer
Sent: Monday, October 26, 2020 4:04 PM
To: Burgess, Jay; Aspell, Thomas; Bonenfant, Janice; Sleeper, Eva; Enwright, Dawn
Subject: FW: appreciation

I just wanted to share the below feedback. It was nice to get a pat on the back in the chaos that is our lives.

Eva-if you could pass this on to Brian, Mo, Jeff and Chris, that would be great!

From: Penni Perri [<mailto:pperri@crhc.org>]
Sent: Monday, October 26, 2020 3:58 PM
To: Johnston, Jennifer
Subject: appreciation

[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 Jen,

In recent weeks I've had the occasion to both register a car and vote at the City.

I have been so impressed with the way you guys are managing things and keeping everything safe. The customer service has been excellent, and I can tell a lot of creative thought went into how to serve the public safely.

Others have echoed this in conversation, and I wanted to make sure you heard this too. Bravo!

Penni

Penni Perri, MSW, CEAP
Director, Employee Assistance Program
Concord Hospital
T: 415-6674; F: 228-7291

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

From: bogaardcj@gmail.com [mailto:bogaardcj@gmail.com]

Sent: Monday, October 12, 2020 11:12 AM

To: * City Clerk

Subject: Thank you!

[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]

Dear Janice-

I wanted to thank you for all of your hard work and dedication this election season. There has been a lot of energy around this year's election. I know that you and your staff are doing your very best each day on the voters' behalf to ensure that we have a safe and secure election. I'm a military spouse who votes absentee and am grateful for your assistance while I'm away from my local ward.

Stay safe

Claire Bogaard

Ward 5

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

Results based on total comment cards received for Oct 2020

I received services related to:

Motor Vehicle (4)	Property Taxes (0)	Utility Payments (0)	Misc. Billing (0)
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Our staff was:	Courteous (4)	Knowledgeable (4)	Professional (4)
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Other: And kind.
Lindsay helped me with the State.

Our service was:	Courteous (4)	Knowledgeable (4)	Professional (4)
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Other: Great

Comments and suggestions:

1. Thank you to all.
2. Lindsay took the time to help me with registering my new car and did a great job. She went out of her way! Thank you.
3. Lindsay was extremely helpful in registering a vehicle for a third party. She made sense out of our confusion. Thanks again.
4. You guys are awesome! Nicole and Sandy were super great and efficient. Thanks so much. Also, great triage outside!!