



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: April 30, 2018
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



Service location CONCORD, NH

Service date SEVERAL CALLS

Purpose of visit or description of services TO RECTIFY NON-PAYMENT OF TAXES BY MORTGAGE CO.

Our staff was: courteous knowledgeable professional
 other EXTREMELY HELPFUL, PATIENT EMPATHETIC, GREAT FOLLOW-UP.

Our service was: courteous knowledgeable professional
 other SUCCESSFUL EFFORTS

(Too much to put in this space)
Additional comments: EVA + SANDY PATIENTLY HELPED ME DEAL WITH MY MORTGAGE COMPANY WHO WERE INSISTING THAT I HAD TO CORRECT THEIR MISTAKE (OVER 3 WKS + 6+ PHONE CALLS). SANDY FOUND THE PROBLEM, THEY BOTH DESERVE A RAISE!! THANK YOU

OPTIONAL
Name: THOMAS E. POIRIER Address: 84 BRANCHTIRE #5 Phone: 603 491-3087

Stevens, Suzanne

From: City of Concord <do_not_reply@civicplus.com>
Sent: Friday, April 20, 2018 9:02 AM
To: Stevens, Suzanne
Subject: New request received

Category Other Concerns or Comments has received a new request.

Here is what we have on file:

Other

#14910

[View Request](#)

Category:	Other Concerns or Comments	SUBMITTER
Priority:	3	Paul Carignan
Assigned To:	Stevens (Admin) Sue	64 Blackwater Rd
Submitted:	4/20/2018 9:01 AM	Concord, NH 03303
Source:	Website 66.30.102.236	CONTACT
		p-k-c@comcast.net
		603-533-2619

64 Blackwater Road
Concord, NH

REQUEST DETAILS

Description

I just wanted to say, GREAT JOB to Kevin Rowell for his quick response and resolution to a damaged mailbox ticket I submitted. #14882.

It was refreshing to get a call from someone who really cares about your concerns and go the extra mile.

Kevin obviously take pride in his job and his love for the people and city of Concord!

Thanks Again,

Paul

Your Information

Name

Paul Carignan

Fax Number

Email Address

p-k-c@comcast.net

Preferred Contact Method

email

March 7, 2018

Daniel Andrus, Fire Chief

24 Horseshoe Pond Land

Concord, NH 03301

Dear Chief Andrus,

This letter is in reference to a call for help from my daughter, Mikal, last Saturday March 31, 2018. Mikal has a walking disability; she maneuvers around the house without her walker, for the last years she has been able to do this without very much difficulty. On this particular day from what she relayed to me was she attempted to cross the room and lost her footing trying to step over one of the dog toys. Her heel hit the toy with the result of her falling and breaking her leg, compound fracture of the lower leg. The responding firefighters and medical personnel were unable to get into the house easily, I had left my keys as I do when she stays home, anticipating there would be no problem as there never had been. To make a long story short when the men arrived they could not get in as she was on the living room floor. They attempted to pick the lock and could not gain access that way; all the windows were locked except the attic windows which I keep open year around. They proceeded to go in through the attic, this is an old, 3 story building, mind you so no easy task, and finally got to her. She ended up having a long surgery on her leg in which the Doctor had to put a rod.

This I found out after the fact of course which brings me to this letter I want you to know the names of the men I am so pleased that helped and took care of her. They are Lt. /Paramedic Keith Mulholland, FF/PM John McBride, FF/PM Greg Michaud, FF Ron Palmer and FF Matt Demers. If it was not for these great men I don't know what would have happened to her. I told them that if they had to break the window in the front door that would have been alright a window can be replaced easily enough. I do understand when they said they try to do the least damage when entering a home.

Over the years the men at the station house on Broadway have been wonderful to my husband, Alan Payne, who died 12/03/2016 and now my daughter. I have such admiration for the work they do as I know I could not, it takes a special type of person to do what they have to do every day.

I'm not sure all the letters you receive are appreciative ones, I would hope so but just so you know the men that serve under you are the best.

Sincerely

A handwritten signature in cursive script that reads "Jacqueline Payne". The signature is written in dark ink and is positioned above the printed name.

Jacqueline Payne

11 Gilmore St

Concord NH 03301

**City of Concord – City Clerk’s Office
Customer Service Surveys- March 2018**

I received services related to (circle all that apply): Total surveys completed: (15)

City Council	Elections	Vital Records	Dog Licensing
()	()	(7)	(7)
Voter Registration	UCC Filings	Other: <u>General Information</u> ()	
()	()	(1) Marriage License	() Purple Bags

Were you greeted promptly and friendly?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(15)	

Was your wait for service reasonable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(15)	

Was the staff person knowledgeable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(15)	

Was your transaction complete and accurate?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	(1)	(14)	

Comments and suggestion

- No complaints staff was very nice
- Great staff
- None keep up the good work ♥
- None everything was perfect!
- She was the best
- Always have prompt & friendly service
- None!
- Love when I’m able to license my dogs at the end of March
- The staff are all wonderful!
- Keep up excellent work
- Always nice, the very best people