



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 27, 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: Temchack, Kathryn
Sent: Thursday, March 26, 2020 9:47 AM
To: Stevens, Suzanne
Subject: FW: Positive comments for department

Sue,
Attached is an email we got regarding Lynn's working with someone on the elderly exemptions.
Kathy

From: * Assessing
Sent: Thursday, March 26, 2020 9:25 AM
To: Temchack, Kathryn
Subject: Fw: Elderly Exemption

Just a little positive note to hopefully bring a little "sunshine" to an otherwise "dark" time in our society!

From: cdillon802@gmail.com <cdillon802@gmail.com>
Sent: Thursday, March 26, 2020 9:07 AM
To: * Assessing
Cc: 'elizabeth gadbois'
Subject: RE: Elderly Exemption

[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]

Lynn -

Thank you for the comprehensive reply. I have to say that our 3 outreaches to City of Concord have been extremely rapid, helpful, thorough and pleasant encounters!

I am sure we will have more questions in the future - we appreciate your help along the way to navigate this with our family.

Chip Dillon

From: Nicholas Brodich <nbrodich@tarbellbrodich.com>
Sent: Friday, April 3, 2020 9:43 AM
To: * Library
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 Concord Library,

I just went onto your website to renew my current book and learned that you have automatically extended all due dates. I also learned that you are continuing to serve our community electronically with e-books, music, movies, etc. If you are not an "essential service" during these times, I don't know what is. In my opinion, you are catering directly to our mental health, which tends to get overlooked during such crises, but which can be as debilitating as physical ailments. I sincerely wish to thank you for the time and effort you continue to put into our library and our community.

Nick

Nicholas Brodich, Esq.
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From: Sue Cassidy [<mailto:fieldhockeyref@gmail.com>]
Sent: Tuesday, April 14, 2020 10:37 AM
To: Burgess, Jay
Subject: parks cleanup

[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]

Kudos to park clean up crew for great job at Merrill and Eastman parks! As a nearby neighbor who recently wrote about the conditions at Eastman Park, we appreciate the quick response to our concerns concerning its overdue need for a complete cleanup. Whether or not this was in the "works" to be done, we nevertheless are thrilled with the results. Thanks again...Tom & Sue Cassidy 47 Eastman St.

Stevens, Suzanne

From: Gill, David
Sent: Tuesday, February 25, 2020 7:25 AM
To: Stevens, Suzanne
Cc: Aspell, Thomas
Subject: FW: Congratulations

Good morning Sue,

Was hoping you could include nice email with City Council regarding our new travel basketball program for Concord residents.

Thanks

David

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

From: Mike Vlacich [<mailto:mvlacich@gmail.com>]
Sent: Monday, February 24, 2020 9:17 AM
To: Bryant, Laura
Cc: Gill, David; Liz Purdy
Subject: Congratulations

I wanted to take a moment to compliment you and the coaches you recruited for the first year of city travel basketball. Our daughter Abbie played on the 3/4th grade girls team, but I have connections to several of the other boys and girls teams.

As you may know, both my daughters had to play travel ball through a different local travel league in the past, this experience was infinitely better.

Having also experienced MSBL over the years, I know they aren't great at communicating with their teams, so that made your start up even more challenging. Yet, you did so terrifically.

What was so appreciated by many of the players and families was the quality of coaches you selected, the strong communications, the great facilities(I love our city gyms), and adherence to fairness that the league states. And...we showed that you can be fair and win, winning a league tourney and finishing as runner up in a local tourney.

I hope we can keep these coaches together for years to come.

Liz and I were happy to help and as always, if you ever need support, let us know.

My best,

Mike

RECEIVED
FEB 27 2020
By _____



PGA™

Plant Me

Mr. Aspell,
On behalf of the NH Chapter of
the NEPGA we would like to say
Thank you for hosting a Pro Am at
Beaver Meadow in 2019. Our players
love having the opportunity to play
the course. Thank you again and we
look forward to playing again in 2020.

Tim Riese, PGA
Riese Golf Course

Results based on total surveys received for March 2020

*City of Concord – City Clerk’s Office
Customer Service Survey*

I received services related to (circle all that apply): (Total surveys completed: (12)

City Council (1) Elections () Vital Records (9) Dog Licensing (3)

Voter Registration () UCC Filings () Other: General Information ()

Were you greeted promptly and friendly?

(Worst) 1 2 3 4 5 6 7 (Best)
(12)

Was your wait for service reasonable?

(Worst) 1 2 3 4 5 6 7 (Best)
(12)

Was the staff person knowledgeable?

(Worst) 1 2 3 4 5 6 7 (Best)
(12)

Was your transaction complete and accurate?

(Worst) 1 2 3 4 5 6 7 (Best)
(12)

Comments and suggestion

Everything was great!!!!
Always like coming in, employees are so friendly.
So fast! Thank you!
They're awesome.
Awesome help! Very friendly. Best service I had in building.
Very nice!
Keep your staff, they are awesome. Very friendly, helpful staff.
The employees are very friendly.
Great people here!
Always helpful & friendly.

**City of Concord – City Clerk’s Office
Customer Service Surveys - February 2020**

I received services related to (circle all that apply): Total surveys completed: (19)

City Council	Elections	Vital Records	Dog Licensing
(1)	(5)	(7)	(5)
Voter Registration	UCC Filings	Other: <u>General Information</u> (2)	
(1)	()	(1) Marriage License	() Purple Bags

Were you greeted promptly and friendly?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(19)	

Was your wait for service reasonable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(19)	

Was the staff person knowledgeable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(19)	

Was your transaction complete and accurate?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(19)	

Comments and suggestion

- Excellent, friendly service. A++.
- Excellent customer service-as always.
- Wonderful.
- Keep up the great work.
- Very pleasant, good service.
- Keep smiling.
- Awesome!
- Stay the same. Visit was wonderful.
- Always courteous, efficient, professional.
- Clerk very kind, very professional.
- Excellent.
- Great office.