



# CITY OF CONCORD

## REPORT TO MAYOR AND THE CITY COUNCIL

**DATE:** October 30, 2015  
**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



October 15, 2015

David Gill,  
Director  
Parks & Recreation  
City of Concord  
14 Canterbury Road  
Concord, NH 03301

Re: Buntin-Rumford-Webster Chapter, DAR Old Fort Cemetery Project

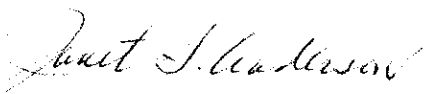
Dear Mr. Gill:

As you may know, the B-R-W Chapter of DAR has been working with your Cemetery Administrator, Jill McDaniel, to improve the Old Fort Cemetery in East Concord. Chapter members have, for several months, been digitizing cemetery records, obtaining a flag, pole and solar light, and planning a day of service at the cemetery to celebrate the 125<sup>th</sup> Anniversary of the National DAR.

Jill McDaniel has been extremely helpful and supportive of our efforts. She is a delight to work with and her cheerful attitude is much appreciated. She has kindly assisted us in planning and executing our service day on October 10, 2015. With her direction, we learned how to properly clean and reset gravestones at the Old Fort Cemetery. We were able to clean four stones, reset one large stone and one small stone. We could not have had such a productive day without the able assistance and support of your staff including Jill McDaniel and her staff members, Jeff Abbott, Mike Andosca, and David Pierce. We look forward to continuing to work at the cemetery to clean and reset more of the stones. Jill and her staff have been extremely generous with their time and commitment to our project.

We wanted to commend you on your very knowledgeable and caring staff. It was heartwarming for us to see the care and commitment your staff has for honoring this hallowed ground.

Sincerely,

  
Janet Anderson  
Corresponding Secretary  
Buntin-Rumford-Webster Chapter  
Daughters of the American Revolution

*Great Job Jill!*  
*EM*

**From:** Chuck McGee [<mailto:chuck@spectrummarketing.com>]

**Sent:** Thursday, October 22, 2015 9:54 AM

**To:** Gill, David

**Subject:** Concord Polls Survey

Dear David, several months ago I felt like I read something about parks and rec doing a survey about Concord pools.

I failed to follow-up, but if I might share here, please see below:

For the McGee family, the pools of Concord are invaluable. The variety, splash pools for the little ones and the deeper pools for swim meets, are a tremendous asset.

The number of pools gives us flexibility for lessons and provide for refreshment and education. We recently bought our first single family home and our city pools were a factor in deciding to stay in Concord.

Chuck McGee  
11 Appleton Street  
Concord, NH 03301

Please use or share if of any use to you. Sincerely, Chuck

Chuck McGee  
Vice President  
Political & Corporate Communications

**Spectrum Marketing Companies, Inc.**

Direct Mail | Printing | Signs | Publishing | Graphic Design | Web Design | Email Marketing

95 Eddy Road, Suite 101, Manchester, NH 03102

(603) 627-0042 (603) 627-1637 fax (603) 496-0639 cell

[chuck@spectrummarketing.com](mailto:chuck@spectrummarketing.com)

<http://www.spectrummarketing.com>

RECEIVED

OCT 13 2015

CITY MANAGER'S OFFICE  
CONCORD, NH



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858 Boston-Providence Turnpike, Norwood, MA 02062 – Phone: 781-769-7810 - Fax 781-769-5750

October 9, 2015

Mr. Thomas Aspell, Manager  
City of Concord  
41 Green Street  
Concord, NH 03301

Dear Mr. Aspell:

ISG wishes to express its appreciation for the use of the meeting space at the community center on September 22, 2015 where we made a presentation before the New Hampshire Coalition for Community Media (NHCCM). The presentation was made at the invitation of Concord Community Television.

Our topic was on New Video Products and Technologies.

We believe your community center is a valuable multi-use resource that offers great potential to governmental, educational and non-profit users.

Best regards,  
Marty Feldman, VP  
Integrated Solutions Group  
THE CAMERA COMPANY, INC.

## Duval, Carrie

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**Subject:** FW: Officer Kristopher Begin, Badge 39

**From:** Osgood, Bradley  
**Sent:** Wednesday, October 14, 2015 9:24 PM  
**To:** Mitchell, Keith; Guarino, Michael  
**Subject:** Fwd: Officer Kristopher Begin, Badge 39

**From:** Sara Zamora [REDACTED]  
**Date:** October 14, 2015 at 9:09:32 PM EDT  
**To:** <[bosgood@concordpolice.com](mailto:bosgood@concordpolice.com)>  
**Subject:** Officer Kristopher Begin, Badge 39

Dear Chief Osgood,

We arrived into Boston's airport on the night of September the 23<sup>rd</sup>, 2015. We had a minivan reserved and planned on doing some driving: just enough to get us into New Hampshire, close to the Franconia Gorge where we hoped to hike the next day. We would continue from there into Quebec to board a cruise ship. We were didn't book a hotel because we didn't know just how far we would make it. We made it into Concord and found the Fairfield Inn just off I 93.

It was late (after 11:00pm) and we were tired and hungry. The hotel receptionist told us the only thing open would be a McDonald's. Not our idea of dinner, but it was something. Only problem was we turned the wrong way when we exited the street that lead to the hotel. We suspected we were going the wrong way, but since we were not sure, we pulled over onto the side of the road and started to do a search for it's location on our cell phones.

That's when an officer pulled up behind us and actually surprised us when he approached the driver's window. He was most courteous but obviously suspicious of these out of town people (there were four of us) who stated they were from Miami, but driving a minivan with a Colorado tag, as he pointed out. We didn't even realize we our rental had a Colorado tag. We did notice that just up ahead was a convenience store with some shady individuals standing around out front. We reassured him we were tourists and lost and looking for something to eat. We explained that our final destination was Quebec for a cruise (minivan was packed with our suitcases). From that point on we had a very nice conversation with him and were so impressed with his professionalism and the courtesy he extended. Coming from the city of Miami where police officers don't tend to engage in conversation with drivers, this was a welcome surprise and one none of us will forget.

He gave us directions to McDonald's and was sure to instruct us, for our own safety, to pull into the convenience store parking and carefully turn ourselves around which we did. As we pulled away, we saw a back up cruiser had pulled up behind him and both officers waved as we turned ourselves around on our way to McDonald's. While we munched on food we couldn't help but talk about our encounter with the officer and how it was a pleasant one. While we know Concord doesn't have to deal with the varied and ongoing challenges of a big city like Miami, there is no doubt Officer Begin made our encounter a positive one because of character.

Officer Kristopher Begin, Badge 39, was professional while also incredibly polite and welcoming. Once he was assured we were, in fact, from out town and lost, he extended us a warm welcome and provided the directions we needed. He left us with a wonderful impression and we felt the need to let you know, and to recognize him with this letter.

Sincerely,

Jerry and Sara Zamora

Miami, FL

## Stevens, Suzanne

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**From:** James Culp <spencerculp@gmail.com>  
**Sent:** Tuesday, October 27, 2015 8:27 PM  
**To:** \* City Manager Office; Osgood, Bradley  
**Subject:** Thank you

Dear Mr. Aspell and Mr. Osgood,

My daughter came home today to find that our home had been broken into. It was terrifying to her, to us, and to our neighbors.

However, the officers that came to our house to interview, investigate, and process were professional, kind, and comforting. Officers Shaughnessy and, I believe, McNutt were a relief to a family that was scared and concerned about our new situation. They took time to ask questions. They patiently listened to each of us. They thoroughly took pictures and dusted for prints. As a family we are thankful for their help this afternoon.

I don't know what will happen with the report but I know any progress that will be made is because of the Concord Police Department's dedication to the little things, like this. I am never disappointed in meeting Concord City employees. Thank you!

Laura Culp  
17 Federal Street  
856-7104

## Stevens, Suzanne

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**From:** Andrus, Dan  
**Sent:** Tuesday, October 13, 2015 11:25 AM  
**To:** Stevens, Suzanne  
**Cc:** Toomey, Sean; McIntire, Aaron; Weinhold, William; David Hirsch (dhirsch@crhc.org)  
**Subject:** Positive Citizen Comment

Good Morning, Sue,

I am pleased to share a positive citizen comment from Mr. Ted Slayton for the care he received during a recent sporting event.

Thank you,

Dan

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**From:** \* Fire  
**Sent:** Tuesday, October 13, 2015 8:59 AM  
**To:** Andrus, Dan; Toomey, Sean; McIntire, Aaron  
**Subject:** FW: Thank you Concord Fire Dept. !!!!

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**From:** Slayton, Ted [<mailto:tslayton@libertylanesvc.com>]  
**Sent:** Monday, October 12, 2015 10:34 AM  
**To:** \* Fire  
**Subject:** Thank you Concord Fire Dept. !!!!

Dear Chief, On Sunday October 4<sup>th</sup> I ran the New England Half Marathon with my sister in Concord. At the end of the race I felt pretty good. I was then sitting on the

Wall behind the State house talking with my Sister. I suddenly felt sick to my stomach and a little dizzy. I passed out and fell off the fairly small wall. The next thing I remembered was

Waking up surrounded by EMT's and my Sister. John Dejoy, Michael Pepin, Brad Newbury and David Hirsh were on scene and gave me great care. After a bad EKG I was transported to

Concord Hospital for an overnight stay followed by a stress test to check my Heart. It turned out to be Dehydration. I want to thank your team for the great care and attention they gave

Me that day. They told me that I picked a good place to pass out due to all of them being there!! Ha Ha! Please feel free to share this with the Department. Thanks again.

Ted Slayton



## Stevens, Suzanne

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**From:** Andrus, Dan  
**Sent:** Monday, October 26, 2015 1:29 PM  
**To:** Wollert, Richard  
**Cc:** Toomey, Sean; Kiehl, Kenneth; Stevens, Suzanne  
**Subject:** FW: Walk button.....thank you

Superintendent Rick Wollert  
Fire Alarm and Traffic Bureau

Dear Superintendent Wollert:

The City Manager forwarded this communication to me, recognizing your very timely and diligent work on the "walk button" on Centre Street. Thank you for your good work and for keeping the City and its residents safe.

Dan Andrus  
Fire Chief

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**From:** Bonner, Sharon  
**Sent:** Friday, October 23, 2015 10:05 AM  
**To:** Aspell, Thomas  
**Subject:** Walk button.....thank you

I just want to thank and tell you how efficient whoever fixes the walk buttons are....yesterday morning the button was gone for me to cross from Union St onto Green....lots of traffic....but I made it. Went home for lunch and on the way back was like oh yeah the walk button is broken.....no it was not....it was magically already fixed.....

So I just wanted to let you know how fast it was fixed and how much I appreciated it.

Have a nice day.

Sharon Bonner  
[sbonner@concordnh.gov](mailto:sbonner@concordnh.gov)

Service location ENGINEERING DEPT.

Service date 10/6/15

Purpose of visit or description of services NEEDED SITE PLAN MAPS

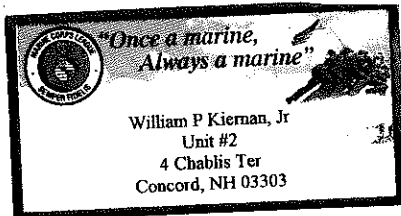
Our staff was:  courteous  knowledgeable  professional  
 other \_\_\_\_\_

Our service was:  courteous  knowledgeable  professional  
 other \_\_\_\_\_

Additional comments: I dealt with two wonderful, helpful & courteous women, Patty & Amy. You have wonderful public employees

OPTIONAL

Name: W. Kiernan Address: 4-2 Chablis Ter Phone: 391-2468



CHESTER NH 03033

OCT 2015 PM 11



THOMAS J. ASPELL, JR., CITY MANAGER  
CITY HALL  
41 GREEN STREET  
CONCORD NH 03301-9828

03301425512



**©Results based on total surveys received for SEPTEMBER 2015**

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

**I received services related to (circle all that apply):** (Total surveys completed: (35)

City Council	Elections	Vital Records	Dog Licensing
( )	(1)	(25)	(2)
Voter Registration	UCC Filings	Other: <u>General Information</u>	
( )	( )	(7) Marriage Ceremony	

**Were you greeted promptly and friendly?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( )	(1)	(34)	

**Was your wait for service reasonable?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( )	(4)	(31)	

**Was the staff person knowledgeable?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( )	( )	(35)	

**Was your transaction complete and accurate?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( )	( )	(35)	

**Comments and suggestion**

“Keep it up! It works.”

“The ladies are always wonderful, helpful & friendly.”

“Always greeted with positive attitude. Awesome website”

“Thank you so much for your kind service both in person and on the phone. We drove 35 minutes to Concord because the clerk’s office staff was so much more pleasant than our town office!!”

“Thank you for going above and beyond your job to help me.”

“Everyone was very polite and helpful!! Thank you very much!”

“Very pleasant people.”

“Great customer service.”

“No suggestions. The lady was perfect.” Thank you so very much for having these records here. It saved me so much time & money.”

“Very hot and stuffy. Bigger, cooler office.”

“No suggestions, service was great. Very satisfied. Colette is very nice.”

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

Results based on total comment cards received for Oct 2015

**I received services related (circle all that apply):** Total comment cards completed:

Motor Vehicle (2)	Property Taxes (1)	Utility Payments (0)	Misc. Billing (0)
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<b>Our staff was:</b>	courteous (3)	knowledgeable (2)	professional (3)
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<b>Our service was:</b>	courteous (3)	knowledgeable (2)	professional (2)
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**Comments and suggestions:**

1. Sarah was very helpful and provided excellent customer service. Very knowledgeable.
2. Property taxes way too high.
3. Sarah was excellent! She smiled, spoke eloquently, and serviced what I needed.