



CITY OF CONCORD

REPORT TO MAYOR AND THE CITY COUNCIL

DATE: December 28, 2016
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: Jack Shields <jack-shields@comcast.net>

Date: December 5, 2016 at 8:30:47 AM EST

To: Chris Jacques <CJacques@ConcordNH.gov>

Subject: Thanks to the Crew

Hi Chris,

Just wanted to extend my thanks to the foreman and crew for the great job of raking at the Penacook Riverside Park. Thanks especially for clearing the leaves from the parking lot curbs. That is a huge help, looks great!

Have a good winter!

Jack Shields



FIRE DEPARTMENT CITY OF CONCORD

24 Horseshoe Pond Lane
Concord, NH 03301
www.concordnh.gov/fire

RECEIVED

DEC - 1 2016

**CITY MANAGER'S OFFICE
CONCORD, NH**

**Lieutenant Christopher Andrews
Firefighter Paramedic Rob Ackerson
Firefighter David Currier
Firefighter Kris Otterson
Firefighter Adam Morris**

I received a phone call from Ms. Barbara Abbott on Monday expressing her gratitude for your care of a family member who was experiencing a medical emergency. I will forward her message through the Battalion Chief's office, but am always very happy when a citizen reports a positive experience with our people.

Thank you for your good work and for representing the Department so well.

Sincerely,

**Dan Andrus
Fire Chief**

**Copy: City Manager's Office
Deputy Chief Toomey
Deputy Chief France
Battalion Chief Saltmarsh**

Administration
(603) 225-8650
(603) 225-5833 fax

Prevention
(603) 225-8651
(603) 225-5833 fax

Fire Alarm
(603) 225--8667
(603) 225-8509 fax

Communications
(603) 225-8669
(603) 225-8507 fax

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

Results based on total comment cards received for December 2016

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

Motor Vehicle (2)	Property Taxes (0)	Utility Payments (0)	Misc. Billing (0)
----------------------	-----------------------	-------------------------	----------------------

Our staff was:	Courteous (2)	Knowledgeable (2)	Professional (2)
-----------------------	------------------	----------------------	---------------------

Other: Very accommodating and efficient.

Our service was:	Courteous (2)	Knowledgeable (2)	Professional (2)
-------------------------	------------------	----------------------	---------------------

Comments and suggestions:

1. With all the negative comments about local government, I am so pleased to tell you how proud I am of the staff working in the Collections Office. They were so professional.
2. Wonderful, lovely ladies at the desk. A recent novice to Concord, I can tell you I have never been treated so pleasantly at a City institution. A pleasure!