



# 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:** August 28, 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

## Stevens, Suzanne

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**From:** Jacques, Christopher  
**Sent:** Monday, August 27, 2018 10:06 PM  
**To:** Gill, David  
**Cc:** Stevens, Suzanne  
**Subject:** Fwd: Pecker Park

FYI  
In regards to work done at Pecker Park  
Chris

Sent from my iPhone

Begin forwarded message:

**From:** Lucile PATTEN <[pattallu@comcast.net](mailto:pattallu@comcast.net)>  
**Date:** August 27, 2018 at 9:56:05 PM EDT  
**To:** "Jacques, Christopher" <[cjacques@concordnh.gov](mailto:cjacques@concordnh.gov)>  
**Subject:** Pecker Park  
**Reply-To:** Lucile PATTEN <[pattallu@comcast.net](mailto:pattallu@comcast.net)>

Hi Chris, welcome back from your vacation. Hope it was a good one.

Want you to know we think your crew did a **fabulous** job in the park and we are very grateful. It looks so much more professional and they did a great job with pruning the trees, too. So much more than we ladies could have accomplished. Thank you, thank you, thank you. Lucile for all of us.

P.S. Sue Blossom and I have an appointment with Martha Rukka on Sept 11 to present our plan for the marker, Welcome to East Concord Village. Hope it will be accepted so we can complete that project.

## Stevens, Suzanne

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**From:** Andrus, Dan  
**Sent:** Monday, August 27, 2018 10:17 AM  
**To:** Stevens, Suzanne  
**Subject:** Positive Comment

Good Morning, Sue,

I was pleased to receive this communication this morning.

Dan

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**From:** \* Fire  
**Sent:** Monday, August 27, 2018 8:22 AM  
**To:** Andrus, Dan  
**Subject:** FW: Ambulance

**From:** Patricia Croteau [<mailto:pcroteau@sau8.org>]  
**Sent:** Sunday, August 26, 2018 9:30 AM  
**To:** \* Fire  
**Subject:** Ambulance

Chief Andrus. I would be remiss if i didn't compliment you and your men, especially Paul and his assistant on the ambulance. I have never ridden in an ambulance before, yet found the need yesterday. I was anxious and in pain. Your en calmed me down, all the while, taking care of my pain. Their calm demeanor went a long way to make it almost feel they were just friends giving me a ride. I just can't say enough about this extremely helpful and calm episode with these men and in turn , your leadership gave me. I will pass on my extreme thanks to everyone. Pat Croteau.

## Stevens, Suzanne

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**From:** Andrus, Dan  
**Sent:** Thursday, August 23, 2018 2:25 PM  
**To:** Stevens, Suzanne  
**Subject:** Positive Comment

Good afternoon, Sue,

A very welcome and very positive communication from Concord Hospital's EMS Director.

Dan

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**From:** Andrus, Dan  
**Sent:** Thursday, August 23, 2018 2:23 PM  
**To:** Robinson, Timothy; Abelli, Richard; Coleman, Craig; Pratt, James; Gagnon, Zachary  
**Cc:** McIntire, Aaron; Kelleher, Derek; Nault, Thomas  
**Subject:** FW: TEMSIS #18-5487

Capt. Tim Robinson  
Firefighter Paramedic Rich Abelli  
Firefighter Jim Pratt  
Firefighter Craig Coleman  
Firefighter Zachary Gagnon

I was delighted to receive the letter below from Concord Hospital EMS Coordinator Craig Clough on your excellent and very possibly lifesaving care of a stroke patient. I add my thanks to his for your care for the people of this community and will forward this to the City Manager's Office for inclusion in September's City Council packet.

Respectfully,

Dan Andrus  
Fire Chief

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**From:** Craig Clough [<mailto:cclough@crhc.org>]  
**Sent:** Tuesday, August 14, 2018 11:52 AM  
**To:** McIntire, Aaron; Andrus, Dan; Chisholm, John  
**Cc:** Anne Tyrol; Christina Swanberry; Nicholas Larochelle  
**Subject:** TEMSIS #18-5487

Good morning,

I wanted to extend a **THANK YOU** to the EMS crew on A4 yesterday on behalf of the Emergency Department and Stroke Program at Concord Hospital. The pre-hospital care and transport of the patient brought to us yesterday by Rich Abelli, NRP and Craig Coleman, EMT was outstanding and contributed to her improved outcome! This patient presented with stroke-like symptoms to your crew who recognized this and reacted urgently by conducting a stroke assessment, notifying us of a Stroke Alert and transporting the patient to the hospital with a total patient contact time of under 10 minutes! This patient was directed to CT for imaging and had a CTA done as well. Their prompt assessment, recognition and notification of this patient enabled us to administer tPA in 1 hours time for a stroke involving the left occipital region (L PCA) without complications. The patient has recovered well with improvement in her word recall and other symptoms, with only a visual field deficit at this time (NIHSS 1).

This is great work by your EMS crew! We appreciate their high-quality care of this stroke patient. On behalf of everyone here at Concord Hospital, we want to thank you for your assistance in treating and transportation of this patient. Our Stroke Program Manager Christina Swanberry has given me a small token of appreciation to give the crew the next time they are on duty. If you could please let them know the next time they are on shift to swing by my office, I will proudly give it to them!

Again, great job to CFD A4, Abelli and Coleman!

Regards,  
Craig

**Craig W. Clough, RP**  
**Emergency Medical Services Coordinator**  
**Concord Hospital**  
**250 Pleasant Street**  
**Concord, NH 03301**  
**603-227-7000 X3608 (Office) 603-230-7218 (Fax)**  
**603-686-4239 (Cell)**  
**[cclough@crhc.org](mailto:cclough@crhc.org) (Email)**



**Emergency Medical Services**



To Gene Blake

For all you've done...  
for all you do...  
thank you.

I know it took time  
to correct and change the  
generator testing at 1:30 a.m.,  
which tenants close to it  
endured for years. (Me too).

Sincere thanks for  
seeing it to completion.  
You were a **BIG** help!  
Kevin Davies

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

**I received services related to (circle all that apply): Total surveys completed: ( 14 )**

City Council	Elections	Vital Records	Dog Licensing
()	()	( 10 )	()
Voter Registration	UCC Filings	Other: <u>General Information</u> ( )	
( 1 )	()	( 3 ) Marriage License	() Purple Bags

**Were you greeted promptly and friendly?**

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

**Was your wait for service reasonable?**

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

**Was the staff person knowledgeable?**

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

**Was your transaction complete and accurate?**

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

**Comments and suggestion**

- You guys were very helpful!
- Helped us get what we needed to get done fast
- Very friendly on phone & in person!
- Staff very helpful with information in regards to getting copy of my brother’s death certificate. They deserve a raise!
- Very friendly
- Very pleasant
- Very easy process.
- The ladies here have been wonderful to us