



# CITY OF CONCORD

## REPORT TO MAYOR AND THE CITY COUNCIL

**DATE:** January 31, 2017  
**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

RECEIVED

JAN 24 2017

CITY MANAGER'S OFFICE  
CONCORD, NH

THE CITY OF CONCORD STRIVES TO PROVIDE HIGH QUALITY SERVICE.

Please take a few minutes to tell us how we are doing and help us maintain the service you've come to expect.

I was on the Steering Committee for the NH Women's Day of Action and Unity on ~~1/21~~ 1/21/17. The Code office which issued us permits was outstanding to work with. It made me proud to be a citizen of this town to know that our city depts work so hard to ~~support our~~ make it possible to pull off our day.

Please tear along perforation and drop in comment card box or return by mail.

Begin forwarded message:

**From:** <jimplaceconst@aol.com>  
**Date:** January 14, 2017 at 2:55:01 PM EST  
**To:** "jmajor@concordnh.gov" <jmajor@concordnh.gov>  
**Subject:** Nat Jones and Bob Demers

Hi James my name is Jim Place longtime resident of Penacook, Saturday morning I experienced a sewer backup into my cellar and called the city emergency line Nat called me right back and tried to figure out the problem to make a long story short he and Bob Demers came out and found the problem and fixed on the spot.

I cannot say enough about their great attitude and professional work they deserve a big Atta boy.

I am very thankful for our city employees.

Sincerely  
Jim Place  
18 Hullbakers Place  
Penacook NH 03303  
6034968941

t from Mail for Windows 10

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

From: Peggy Lynch [mailto:[plynch1223@icloud.com](mailto:plynch1223@icloud.com)]

Sent: Friday, January 06, 2017 10:47 AM

To: Major, James

Subject: Plowing

I just want to let you know that the plow man for Larkspur Place is doing a great job this year. I have lived at #14 for 35 years. Way back when the plowing was excellent and it is now. He plows in the right direction so no one on the cul de sac really gets plowed in too much. The best thing that he does is plowing the snow into the middle of the circle. Not only does this keep the drain clear but it makes a great hill for the neighborhood kids to slide down. I don't know the gentleman's name but I did go outside today to praise his hard work. Peggy Lynch

Sent from my iPad

Category: **General Services - Street Maintenance**      **Donna Alexander for Joe Johnson**  
Priority: **3**      **4 Grove St**  
Assigned To: **Unassigned**      **Concord, NH 03301**  
Submitted: **1/24/2017 7:19 AM**      **CONTACT**  
Source: **Website 70.109.162.87**      **[dalexander@concordnh.gov](mailto:dalexander@concordnh.gov)**

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**4 Grove St  
Concord, NH 03301**

**REQUEST DETAILS**

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Description  
**Other (see below)**

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Please select the best description of the problem from the following  
**Other (see below)**

Use this space for any issue not listed above or to provide any additional comments that may be appropriate.

**Galled to let us know that "you guys do a great job". He has lived in the city for 40 years and really appreciates our work! GOOD JOB**

Your Information

Name  
**Donna Alexander for Joe Johnson**  
Fax Number  
Email Address  
**[dalexander@concordnh.gov](mailto:dalexander@concordnh.gov)**  
Preferred Contact Method  
**email**

## Stevens, Suzanne

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**From:** Andrus, Dan  
**Sent:** Thursday, January 12, 2017 3:05 PM  
**To:** Brown, Sean  
**Cc:** Toomey, Sean; France, Jonathan; Stevens, Suzanne  
**Subject:** Positive Citizen Comments on Response to Concord Community Music School

Battalion Chief Sean Brown  
Lieutenant Alan Robidas  
Lieutenant John McAuliffe  
Firefighter Scott Marcotte  
Firefighter Ron Piroso  
Firefighter Pat Richardson  
Firefighter Jon Sinclair

I received this communication from the City Manager's Office this morning commending you on your response to a burst sprinkler line at the Concord Community Music School on Tuesday afternoon. I am proud of your work and the positive impression that you create within the community for our Department and most of all for your excellent service to our customers.

Thank You!

Respectfully,

Dan Andrus  
Fire Chief

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**From:** Aspell, Thomas  
**Sent:** Thursday, January 12, 2017 10:18 AM  
**To:** Andrus, Dan  
**Subject:** FW: An update on the CCMS building damage

FYI

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**From:** Peggy Senter [<mailto:psenter@ccmusicsschool.org>]  
**Sent:** Wednesday, January 11, 2017 5:30 PM  
**To:** BoardofTrustees; Faculty; Staff  
**Cc:** Nick Perencevich; Rick Simpson; Peter Bloomfield; Tiffany Dodd; Brown, Sean; Kiehl, Kenneth; [epalson@sheerr.com](mailto:epalson@sheerr.com); Anthony Mento, SMP Architecture; [mark@nhpianos.com](mailto:mark@nhpianos.com); [msnell@davistowle.com](mailto:msnell@davistowle.com); Vicki MacLaughlin; Tim Sink  
**Subject:** An update on the CCMS building damage

Hi everyone,

I'm building on a message Diane wrote to the faculty earlier today. For those of you new to the situation, we've had quite a bit of water damage from a burst sprinkler in the Community Room at 1:20 pm yesterday. It looks like the main floor and the basement floor of the new wing will not be usable for probably 4-6 weeks, maybe until after February vacation, but that's guessing. The top floor of the new wing was not affected at all, and none of the older building was damaged.

The great news is **WE'RE TEACHING AS USUAL, STARTING TOMORROW, AND ALL CONCERTS ARE ON**, including tomorrow's **Bach's Lunch!!** Jazz in January on Jan. 20 will be in the Recital Hall (instead of the Community Room) at 7 pm, with no 9 pm show. We've almost figured out the Hermanos piece of J in J.

Please see Diane's message for the initial happenings – here are my additions and updates:

I am *in awe* of the Concord Fire Department (on the scene within several minutes) who got everything under control and instructed us to immediately call **1) ServPro, 2) our electrician, and 3) Hampshire Fire Protection (our sprinkler guys)**. I am also *in awe* of all of these second arrivals, who were here within 30 minutes – James and his crew from ServPro, Stevyn Dodd (our electrician), and Josh and his crew from Hampshire Fire. Steve made everything safe for us all, ServPro and Hampshire Fire worked late into last night, and ServPro has been here all day and probably through the next week. Humidity in the Community Room was reduced from 75% last night to 30% this morning, totally miraculous. Many thanks for the 2<sup>nd</sup> day's needs to ServPro, Hampshire Fire, and the Fire Department for making all the steps happen to make it safe and legal for us to open so quickly by tomorrow.

The other heroes of the day were the faculty and staff who were literally racing the water to save CCMS' and faculty's personal equipment, instruments (lots of percussion and heavy amps!), and music. Enormous thank yous to David Surette, David Tonkin, Matt Langley, Scott Kiefner, Tim Gilmore, his alum Joe McCaffrey, Bozena O'Brien, Jackie Morin, Liz Faiella, Rebecca Herst, Kathy Southworth, Diane Covell, Kristin Selesnick, Nina Coldwell, and Phil Piroso. We would have had many more losses were it not for their unbelievable hustle and caring. Staff called every Tuesday student and teacher right away. Many, many thanks.

Here's today's rundown:

- Mark Dierauf, our piano technician, was here all morning assessing the pianos.
- I had lengthy calls with Mary Ellen Snell (our insurance agent, who was super helpful and educational) and Tim Swartout (Hanover insurance adjuster), as well as Jessica from Clarion Insurance (our instrument insurers). Claims were filed with Hanover and Clarion yesterday, and the Hanover adjuster is coming tomorrow morning at 9 am. He anticipates that it will be passed off to the large loss adjuster rather than him after tomorrow.
- Met with Eric Palson of SMP Architecture, the firm who designed the building and continues to advise.
- Spoke with our lenders – Ed Caron at MCSB, and Bonnie Payette at NH HEFA.
- Did a walk-through with Nick Perencevich.
- Lots of great learning from James of ServPro.
- David Tonkin started working on assessing the recording studio damage.
- Got official word from the Fire Department that we were good to go for tomorrow's Bach's Lunch and teaching.
- Kristin and I figured out alternate teaching spaces for the Thursday/Friday teachers and will work on the complete weekly schedule tomorrow with Kathy.
- Once we see what we can't accommodate here, we might need to reach out to our friends downtown for additional space for some of the teaching days, but we will know that tomorrow.
- Almost figured out the final details for Jazz in January, which is always in the Community Room.
- Got a documentation process going within staff.

Going forward after this initial drying phase (which has gone really well), next week will be demolition, then contractor plans and estimates, then rebuilding, especially in the basement.

I can't thank everyone involved enough – for what seems like an awful event, it has been pretty beautiful to see this organization these last two days. As we said way back in the 80's during all of our multi-building shenanigans, it's not about the building -- the organization is all these great people, who are absolutely wicked awesome.

Thank you all so much!  
Peggy

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**From:** Diane Covell  
**Sent:** Wednesday, January 11, 2017 2:00 PM  
**To:** Faculty <[Faculty@ccmusicsschool.org](mailto:Faculty@ccmusicsschool.org)>; Staff <[Staff@ccmusicsschool.org](mailto:Staff@ccmusicsschool.org)>  
**Subject:** An update on the CCMS building

Good afternoon all,

As you all know by now, we had a pipe within the sprinkler system break yesterday afternoon which resulted in about 3 inches of water gushing into the basement and main floor areas of the newer part of the building. The Concord Fire Department arrived quickly on-scene to contain the situation and shut off the water. ServPro was then called in to help further mitigate the damage and immediately begin the clean-up.

We're happy to report that the building looks one thousand percent better today! The affected part of the sprinkler system has been capped off and the remainder of the system is back up and running. The carpets on the main floor are almost dry. Once they've got the main floor in a bit better shape they will turn their focus fully to the basement.

Recommendations from ServPro on drying your personal items, especially music and books, and insurance tips:

While Peggy will be sending out a more detailed message about our teaching and event plans for the near future, I wanted to pass along some things we've learned so far and some advice we've received that may be beneficial to you all. Until such time as the insurance adjustor is able to come in and assess the full amount of damage throughout the building, folks should not remove anything but personal items from their respective studios/offices. During our hurried but thorough attempt at damage control yesterday, we were able to move all of the important equipment and instruments to dry places. However we were not able to salvage much in the way of paper materials. Therefore you may find that much of your paper music and other materials are soaked. The rep from ServPro suggests that in order to try to preserve these soaked materials you can put them in the freezer for at least a month as a solid mass. Once frozen a month or more, remove from the freezer and allow to thaw. Once they begin to thaw, take care to try to pull the individual pages apart and put toothpicks between them so the individual pages will dry separately and once dry, you can make photocopies of the damaged pages and throw out the originals. This is a type of freeze-drying process they have found works best for paper. If you do come in to retrieve items from your studio, please take great care as many of the ceiling lights have fallen and things are strewn about.

Additionally, in speaking with our insurance rep they strongly suggest that faculty members have their personal instruments insured as they are not covered under the School's policy. You may also want to check with your own insurance provider to see if perhaps your instruments are covered under your own homeowners policy. For those seeking insurance for their instruments, you can check with the School's provider – Clarion Insurance at 1-800-Vivaldi.

As we learn more about progress, process or other helpful information, we'll be keeping you all informed. What looked like a pretty dismal situation yesterday looks much better today in light of the hard and persistent work of many people and service providers. Thanks so much to everyone who pitched in yesterday. We couldn't have pulled off the feat of moving all that "stuff" without you.

Onward and upward!

Diane

Diane E. Covell  
Executive Assistant  
**Concord Community Music School**  
23 Wall St.  
Concord, NH 03301  
603-228-1196 ext.103  
[dcovell@ccmusicsschool.org](mailto:dcovell@ccmusicsschool.org)



**Stevens, Suzanne**

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**Subject:** FW: Response to fire

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**From:** Weston, Thomas  
**Sent:** Tuesday, January 03, 2017 12:23 PM  
**To:** 'fire@concordnh.gov'; 'stoomey@concordnh.gov'; 'citymanager@concordnh.gov'  
**Cc:** Nyhan, Keith  
**Subject:** Response to fire

**01/03/2017**

**Concord Fire Department  
Concord City Manager  
RE: Fire Department Response**

Just a note of sincere thanks and deep appreciation to the crew who responded to my house fire at 33 Clinton Street in Concord, NH on January 2 in the early morning hours. While my smoke detector worked properly to save my life, and I was able to extinguish the fire to save my house, the immediate response by the Fire and Rescue squad was both professional and reassuring. These kind people attended to my burned foot and thoroughly examined the house to remove smoke and ensure that the fire was extinguished and the property was safe for me to return.

It is harrowing to come so close to accidental death. The response team made sure I knew exactly what they had done and laid to rest any concerns I might have had. These professionals employed procedures to check things I would not have thought of, and did not leave the property until they knew and made sure that I knew the premises were safe.

Thank you to the men and women of the Concord Fire Department for your service and the important work that you do.

Sincerely,

Thomas Weston, Jr.  
33 Clinton Street  
Concord, NH 03301

Jan. 14, 2017

CARLOS BAIÁ, Dep. City Mgr.,  
City of Concord NH  
47 GREEN ST  
CONCORD, NH 03301

Re: 37 ALICE DR U61, CONCORD, NH

Dear Mr Baiá,

I want to thank you for your extremely kind and generous offer to replace my furnace. Actually "thank you" doesn't express my gratitude to you and your staff, especially Mrs Donna Muir, sufficiently.

My home heating and hot water were lost on Jan. 6 and I was in a terrible situation, not knowing how I was going to afford to replace it. I reached out to Celeste Lovett at the Dept. of Energy not knowing where else to turn.

She called me on Jan 12 and referred me to BMCA where I filled out an application for assistance. I met with Barbara Chellis, who honestly wasn't sure they could help me but she told

ME TO GO OVER TO CITY HALL, I CALLED  
FIRST AND SPoke TO DONNA MUIR, WHO  
TOLD ME TO COME IN RIGHT AWAY.

I MET WITH MRS MUIR, WHO TOOK TIME  
OUT OF HER DAY AT A MOMENT'S NOTICE TO  
GO OVER PAPERWORK AND SHE MADE ME  
FEEL HOPEFUL FOR ONCE (SINCE GOING  
ALMOST A WEEK WITHOUT HEAT AND HOT  
WATER) THAT I MAYBE ABLE TO OBTAIN  
A LOAN OR GRANT THROUGH THE CITY OF  
CONCORD.

When SHE CALLED ME THE VERY NEXT  
DAY TO TELL ME A GRANT HAD BEEN APPROVED  
I WAS HAPPY AND VERY RELIEVED. MRS.  
MUIR WAS TOTALLY PROFESSIONAL, KIND,  
VERY CAPABLE AND NEVER ONCE MADE  
ME FEEL BENEATH HER, OR THAT I WAS  
LOOKING FOR A "HAND OUT."

I WILL FOREVER BE VERY GRATEFUL TO  
YOUR COMMITTEE AND MRS. MUIR FOR  
EXTENDING A HELPING HAND TO ME.  
Thank YOU AND MRS, MUIR FOR YOUR  
KINDNESS AND GENEROUSITY.

FOREVER GRATEFUL,

Conale Boardman

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

Results based on total comment cards received for January 2017

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

Motor Vehicle (2)	Property Taxes (0)	Utility Payments (0)	Misc. Billing (0)
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<b>Our staff was:</b>	courteous (2)	knowledgeable (2)	professional (2)
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Other: Friendly and patient

<b>Our service was:</b>	courteous (2)	knowledgeable (2)	professional (2)
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Other: very competent and efficient

**Comments and suggestions:**

- 1) Thanks Sarah! Always a pleasure! I love doing business in person even though I could do it online! Merry Christmas! Happy New Year!
- 2) Donna has waited on me before, so polite, always has the answers to my many questions. Always a positive experience annually!
- 3) Jan was great! We did not know much about the process, but she got us through it, step by step, in a very competent way and was extremely gracious and friendly. Thank you Jan.

**City of Concord – City Clerk’s Office  
Customer Service Surveys- December 2016**

**I received services related to (circle all that apply): Total surveys completed: (6)**

City Council	Elections	Vital Records	Dog Licensing
( )	( )	(4)	(1)
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)
	( )	( )	( )	( )	( )	( )	(6)	

**Was your wait for service reasonable?**

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

**Was the staff person knowledgeable?**

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

**Was your transaction complete and accurate?**

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

**Comments and suggestion**

- Everyone was so nice! Great experience!
- Thank you for your time
- Great job and thank you!