



CITY OF CONCORD

REPORT TO MAYOR AND THE CITY COUNCIL

DATE: August 30, 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

Stevens, Suzanne

From: Aspell, Thomas
Sent: Tuesday, August 2, 2016 3:29 PM
To: Stevens, Suzanne
Subject: FW: Pleased and Proud of Concord City STAFF

From: * City Manager Office
Sent: Thursday, July 28, 2016 8:38 AM
To: Aspell, Thomas
Cc: Baia, Carlos
Subject: FW: Pleased and Proud of Concord City STAFF

From the City Manager's website email!

From: Jack Watts [jlightbulb@yahoo.com]
Sent: Wednesday, July 27, 2016 3:27 PM
To: * City Clerk; jpbouley@comcast.net; * City Manager Office
Subject: Pleased and Proud of Concord City STAFF

City Councilors C/o Janice Bonenfant, City Clerk
Mayor Jim Bouley
City Manager Thomas Aspell, Jr.

cityclerk@concordnh.gov
jpbouley@comcast.net
citymanager@concordnh.gov

City of Concord, NH

City Hall
41 Green St.
Concord, NH 03301

Subject: Pleased and Proud of Concord City STAFF

Over the past two months I have needed information from and interaction with various City of Concord NH staff.

I need to share what accommodating, amazing, courteous, efficient, kind, knowledgeable, and pleasing staff you have.

I applaud and thank you for having each of them on your team.

I am listing some of the staff who I have had the pleasure of meeting over the past two months.

General Services

I had a problem with our street needing upkeep after the winter.

I called the General Services number and was connected with (1) **Kevin Demers**. He patiently listened to me and shared that he would have (2) **Fred Schaefer** call me.

When Fred called, I explained the issue and the street was repaired within a couple of weeks as he promised to try to accomplish.

While talking with Fred I learned that he was coordinating the repaving of the lower section of Manchester Street.

I don't know if you have observed it or not but there is absolutely no noise or vibration in that section of roadway.

HIGHEST praise for Kevin Demers and Fred Schaefer.

Engineering

Over the last ten or eleven years I have highest admiration and respect for (3) **Ed Roberge**. In fact, early on he oversaw the proper supervision of work being done on our lot.

Therefore , it should be no surprise that his department would have the same excellent service through his staff.

Ten years ago (4) **Denise Nobert** was very cordial, helpful kind, and reassuring. Her same wonderful nature was shared during my recent trips to the Engineering Department in the past few weeks.

(5) **Amy Duquesnoy** has been kind to me on a couple of occasions in helping me understand the mapping and documents relating to our property.

Amy was very knowledgeable and patient in her explanations and coping documents for me. I learned a lot from her and am appreciative for her help.

(6) **Yingchun Zhou**

Ying, as I understand she is affectionately called, was helpful to me ten years ago, five years ago, and even this month. With her help I was also to learn more about our lot and the surveyor's points.

(7) **Alec Bass**

Alec is yet another person who shared kindness with me in my search for information.

(8) **Paul Gendron** was kind enough to print a large site plan for me. He was even kind enough to show me how to fold the print properly so the identification would be shown on top when it was filed.

Code Enforcement

(9) **Daniel Clark**

When I went into the Code Enforcement office very early the other day, I asked to speak to Ted Evans. Daniel explained that Ted would be available in a minute but asked what I needed.

When I told him, he asked me to wait a minute. Apparently Ted was not the right person to talk with regarding my concern.

In my opinion, this was exceptionally kind and sensitive service.

(10) **Craig Walker**

Craig has a hero of mine for at least ten years. Whenever I need a smile, I turn the TV on and watch him on one of his committee meetings.

That day was no exception. Craig was able to direct me to the exact person that I needed to talk with. His guidance is ALWAYS accurate and helpful.

The City of Concord is blessed and very fortunate to have Craig on staff.

(11) Ted Evans

Ted has also been very helpful to me. That is why I came in to speak with him. If Ted did not know the answer to my questions, he would know who would.

I look forward to working with Ted in the future.

(12) Sue Golden

I have known Sue and her husband, Jay, for probably fifteen years. They make a GREAT couple and again the City of Concord is fortunate to have them on staff.

Sue has been to our home professionally in the past to follow up on a home improvement project we started ten or eleven years ago.

As I was going out of the City of Concord building the other day, Sue paused her entrance into her office area just so she could say hello to me as I was coming down the stairway.

This gesture is typical of what this letter is all about – City of Concord super staff.

Each City of Concord staff member mentioned in this letter had me leave with a good warm feeling and rejoicing that I was a City of Concord resident.

Thank you for each of them.

Appreciatorily and Respectfully,

Jack Watts
29 Ked Drive
Concord, NH 03301
225-2532
JLightbulb@Yahoo.com

From: Bossone, Angelina
Sent: Wednesday, July 27, 2016 11:03 AM
To: Major, James; Demers, Robert; Schaefer, Fred
Cc: Chesley, Chip; Bilodeau, Philip
Subject: Compliment

Hi All,

Just received a phone call from a John McConnell that wanted to give kudos for a job well-done with the prep work on Garvins Falls Road. He said he is a landscaper by trade and saw the effort and work being put in before the chip seal and the dedication with the storm drain. He says the work is greatly appreciated and to "keep up the good work!" – please pass this along to those involved with the project!

Thanks!

Angelina Bossone
Communications Coordinator
Concord General Services
311 North State Street, Concord, NH 03301
abossone@concordnh.gov
(603) 230-3907

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Gill, David

From: Chase, Bernard
Sent: Wednesday, August 10, 2016 11:08 AM
To: Gill, David
Subject: FW: Thank You from the NHWPCA Golf Outing

Categories: Orange Category

FYI

From: McNeill, Fred [<mailto:fmcneill@manchesternh.gov>]
Sent: Wednesday, August 10, 2016 11:05 AM
To: 'Jessica Martin'
Cc: Davis, Phillip; Chase, Bernard
Subject: Thank You from the NHWPCA Golf Outing

Jessica,

Many thanks to you and your staff for the outstanding job you did at our outing last Thursday. The breakfast and lunch were delicious and there was plenty food for all.....

We look forward to working with you again next year.....

Regards,

Frederick J. McNeill, P.E.
Chief Engineer
Environmental Protection Division
City of Manchester
300 Winston Street
Manchester, NH 03103

Office (603) 624-6341
Cell (603) 235-6626
Email: FMcNeill@ManchesterNH.gov

The Right-To-Know Law (RSA 91-A) provides that most e-mail communications, to or from City employees and City volunteers regarding the business of the City of Manchester, are government records available to the public upon request. Therefore, this email communication may be subject to public disclosure.

Gill, David

From: Davis, Phillip
Sent: Monday, August 08, 2016 1:34 PM
To: Gill, David; Chase, Bernard
Subject: Fwd: Thank you

Categories: Orange Category

Begin forwarded message:

From: Adam Schmidt <adamjschmidt@comcast.net>
Date: August 8, 2016 at 9:22:41 AM EDT
To: "pdavis@concordnh.gov" <pdavis@concordnh.gov>
Subject: Thank you

Mr. Davis:

My name is Adam Schmidt. I played at Beaver Meadow yesterday morning at 7:32. My foursome was one of the two which were involved in the verbal disagreement on the 9th tee/8th fairway. I was not involved in the back and forth but was part of the foursome.

I wanted to send you a note to thank you for your work to resolve the dispute. Your demeanor and professionalism alleviated the tension and allowed our foursome to enjoy the rest of our round. There were no issues the rest of the way and it seemed that both groups calmed down, to the point where the other foursome bought the most vocal guy in our group a beer afterward.

We had a great time on the course and will be back again in the future. Thanks again for your help.

Adam Schmidt

Sent from my iPhone

Gill, David

From: Andersch, John
Sent: Monday, August 08, 2016 10:56 AM
To: Gill, David
Subject: pool party - good comment

Categories: Orange Category

FYI

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

From: Stacy Perkins [<mailto:stacy@centerpointnh.org>]
Sent: Saturday, August 6, 2016 5:23 PM
To: Andersch, John
Subject: Re: Pool rentals

Thanks John,
We had a great morning with a smaller than expected group but it was great!! Thanks Again, Stacy

On Aug 5, 2016, at 8:49 AM, Andersch, John <JAndersch@Concordnh.Gov> wrote:

> Hi Stacey...
>
> Confirmed. Have a great weekend!
>
> Regards,
>
> John Andersch
> Recreation Assistant
> Concord Parks & Rec.
> 603.225.8690 (p)
> 603.225.8589 (f)
> www.concordparksandrec.com

> -----Original Message-----

> **From:** Stacy Perkins [<mailto:stacy@centerpointnh.org>]
> **Sent:** Friday, August 5, 2016 8:00 AM
> **To:** Andersch, John
> **Subject:** Re: Pool rentals

>
> Hi John,
> Just confirming that we are set for tomorrow at Garrison from 10-12 for a private swim.
> Thanks Stacy
>
> Sent from my iPhone
>

Gill, David

From: Davis, Phillip
Sent: Saturday, August 06, 2016 10:08 PM
To: Chase, Bernard; Gill, David
Subject: Fwd: Chamber Tournament
Attachments: image002.jpg; image003.jpg; image004.jpg; image005.jpg
Categories: Orange Category

Begin forwarded message:

From: Valerie Blake <vblake@concordnhchamber.com>
Date: August 5, 2016 at 2:44:14 PM EDT
To: "Davis, Phillip" <PDavis@ConcordNH.gov>
Subject: Chamber Tournament

Hi Phil –

Thanks again for a fantastic day, you and your team are just terrific. Always a pleasure to spend the day at the Beav! Wondering if I could have the winner list or at the first place team. Want to get it out with today's eblast.

Thanks – Valerie

Valerie P. Blake, Vice President
Greater Concord Chamber of Commerce
49 South Main Street, Suite 104, Concord, NH 03301
Tel 603.224.2508/Fax 603.224.8128
www.concordnhchamber.com

Gill, David

From: Chase, Bernard
Sent: Friday, August 05, 2016 7:21 PM
To: Gill, David
Subject: Fwd: Golf Tournament
Attachments: image006.jpg; image004.jpg; image005.jpg; image003.jpg
Categories: Orange Category

Original Message

Sent from my iPhone

Begin forwarded message:

From: "Chase, Bernard" <BChase@ConcordNH.gov>
Date: August 5, 2016 at 7:19:37 PM EDT
To: Valerie Blake <vblake@concordnhchamber.com>
Cc: "Davis, Phillip" <PDavis@ConcordNH.gov>, "19thholeatbeavermeadow@gmail.com" <19thholeatbeavermeadow@gmail.com>, Christina Baker <cbaker@concordnhchamber.com>
Subject: Re: Golf Tournament

Valerie,
Very much appreciated as well as your continued support.
It's always a pleasure to work with you and the Chamber.
Thanks again,
SID

Sent from my iPhone

On Aug 5, 2016, at 3:57 PM, "Valerie Blake" <vblake@concordnhchamber.com> wrote:

Afternoon –

I know you are busy today with the Black Ice Hockey Tournament but I wanted to extend our thanks for your help with the tournament. I doubt there is any golf course anywhere that is so gracious, helpful and fun to work with. You make it so easy for Christina and I to look good when you all deserve the credit.

Thank you again and looking toward 2017!

Happy Weekend – Valerie

Valerie P. Blake, Vice President
Greater Concord Chamber of Commerce
49 South Main Street, Suite 104, Concord, NH 03301
Tel 603.224.2508/Fax 603.224.8128
www.concordnhchamber.com

Gill, David

From: Gill, David
Sent: Thursday, August 11, 2016 4:09 PM
To: Gill, David
Subject: FW: ParksRec Swim Lessons

Categories: Orange Category

From: Kyle Pinette [<mailto:sowelie@gmail.com>]
Sent: Thursday, August 11, 2016 4:02 PM
To: Gill, David
Subject: Re: ParksRec Swim Lessons

Hello David.

We just finished swim team at Garrison and my kids did swim lessons earlier in the year as well. I just want to say we were extremely satisfied. The kids had a blast. They have shown huge improvements in their swimming abilities. Also, we loved the instructors. All of the life guards at Garrison are awesome. Please pass along thanks to Jess, Elliot and Meghan especially for their work with the swim team. They did a fantastic job and the kids really enjoyed it.

Keep up the great work with the Concord Parks & Rec. You guys are great.

Thanks.

Kyle Pinette

Gill, David

From: Inglis, Kari
Sent: Wednesday, August 03, 2016 10:45 AM
To: Gill, David
Subject: FW: Concord YMCA swim team

Categories: Orange Category



From: jvd0330@comcast.net [mailto:jvd0330@comcast.net]
Sent: Tuesday, August 2, 2016 9:51 AM
To: Inglis, Kari
Subject: Concord YMCA swim team

Hi Kari,

I just wanted to drop you a quick note to say thank you for another smooth season at Rollins Park Pool. Sarah, the guard, was terrific, always on time and very willing to help out, which wasn't always the case with other guards in the past. The pool was well maintained and we had no issues with equipment.

I stopped over there yesterday at 7:30 AM and noticed that the pool was closed. The guard, Bea, said that's because of swim team. Just so you know, we are done with our season so our practices are finished for the summer. If than opens more pool time for the lap swimmers and it's OK with Jen at the Y then you can use our time for additional lap swimming if that fits everyone's schedule.

Thank you again for a nice season and we would be interested in a similar arrangement for next summer, with similar dates.

John DeCaprio
Concord YMCA
Sailfish swim team

Gill, David

From: Andersch, John
Sent: Tuesday, August 02, 2016 12:31 PM
To: Gill, David
Cc: 'jwheeler21@comcast.net'; Jacques, Christopher; Follansbee, Jeffrey
Subject: FW: 2016 Season

Categories: Orange Category

David....

Over 40 League sent a compliment in about how nice the field has looked this year – I've highlighted it below.

John

From: Scott Harding [<mailto:SHarding@nobiseng.com>]
Sent: Tuesday, August 2, 2016 8:21 AM
To: Andersch, John
Subject: RE: 2016 Season

Hi John – Hope you are having a great summer.

I wanted to see if we could get the White Park baseball field for a second game this Sunday that 7th. We have a game at 9 on the schedule already that morning, but are looking to make up a game that was rained out (that was supposed to be played at another field). Would be great if we could start at 2pm (a 1pm start would work too).

Also – the field has been in great shape and your crew has done an awesome job getting it ready for games – all players have commented on how nice that field is.

Thanks - Scott
Angels - NHBL40

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

Results based on total comment cards received for August 2016

I received services related (circle all that apply):

Motor Vehicle (5)	Property Taxes (0)	Utility Payments (0)	Misc. Billing (0)
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Our staff was:	courteous (4)	knowledgeable (4)	professional (4)
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Other: Inefficient, disengaged, poorly led.

Our service was:	courteous (4)	knowledgeable (4)	professional (4)
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Other: Wrong.

Comments and suggestions:

- 1) Jan was great. Thank you.
- 2) Sarah was very nice and fast at her job.
- 3) Jan was so helpful and friendly.
- 4) Three out of three transactions were incorrect when I went to the State. Three clerks on the front are good. Every single other clerk is horrible.
- 5) Pam was very helpful.

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

I received services related to (circle all that apply): Total surveys completed: (24)

City Council	Elections	Vital Records	Dog Licensing
()	()	(12)	(7)
Voter Registration	UCC Filings	Other: <u>General Information</u> (1)	
(2)	()	(2) Marriage License	() Purple Bags

Were you greeted promptly and friendly?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	(1)	(23)	

Was your wait for service reasonable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	(1)	(3)	(20)	

Was the staff person knowledgeable?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(24)	

Was your transaction complete and accurate?

(Worst)	1	2	3	4	5	6	7	(Best)
	()	()	()	()	()	()	(24)	

Comments and suggestion

- Perfect!
- Very pleasant experience! Thanks
- Very positive experience
- Fast and friendly service
- Service was great
- Very outgoing and friendly. Nice atmosphere! Great job
- Great job
- Great service
- Everyone is lovely and helpful
- (Suggestions) Snacks
- Super friendly!
- You were all lovely and so kind! Thank you!