



# 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:** June 27, 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



New Hampshire  
Travel Council

Dear Tom, Sazi and the City of  
Concord. On behalf of the New Hampshire  
Travel Council I want to  
thank you for sponsoring  
the 2018 NH Travel Council's  
Governor's Conference on Tourism

Sincerely  
Pam Sullivan  
organizer.

**Stevens, Suzanne**

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**From:** Aspell, Thomas  
**Sent:** Monday, June 4, 2018 9:52 AM  
**To:** Stevens, Suzanne  
**Subject:** FW: Re: rollins park

Very good!

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**From:** Gill, David  
**Sent:** Sunday, June 3, 2018 3:51 PM  
**To:** Aspell, Thomas  
**Subject:** Fwd: Re: rollins park

Good news file.

David

*Sent from my Verizon Wireless 4G LTE DROID*

----- Forwarded message -----

**From:** "Gill, David" <[DGill@ConcordNH.gov](mailto:DGill@ConcordNH.gov)>  
**Date:** Jun 3, 2018 3:46 PM  
**Subject:** Re: rollins park  
**To:** [mbwnow@comcast.net](mailto:mbwnow@comcast.net)  
**Cc:**

Hi Mary,

Thanks for the note. Project was a true community project... good community input, city council support and great contactor.

Everyone gets high five on this one :)

Enjoy the day!

David

*Sent from my Verizon Wireless 4G LTE DROID*

On Jun 3, 2018 2:50 PM, Mary <[mbwnow@comcast.net](mailto:mbwnow@comcast.net)> wrote:

hi! I just came back from a walk through rollins park. what a difference! I was so sad when all the trees were cut down I stopped going thru it. today I went to see the new trees, and it looks great!!!! I was so happy to see you have also bricked the foot path!!!! it was tricky going at times, trying not to trip on roots and rocks. it was a pleasure to walk from Broadway to Bow Street. you have improved the park so much!!!

thank you so much! it all looks so nice!!!

Mary Whitman

you go beyond what  
you need to do and  
knew that it doesn't  
go unrecognized. The  
community is lucky  
to have someone who  
cares about the  
living and those  
who have left this  
earth.

I hope you have a  
great summer and  
get to have some fun.  
You deserve it!  
Shantro again -

Sincerely,

Jeanne Donovan Fogman

6/19/18

Dear Jill,

Just wanted to let  
you know that I rec'd  
the "adoption" info.  
Thanks for getting it  
out so quickly.

I was so glad I met  
you as my brother,  
Dan Donovan, speaks  
so highly of you and  
what an amazing job  
you do for everyone.

The grave marker  
project is such a wonder-  
ful idea and makes  
me feel so good that  
the baby, Charles,  
will be remembered.

Dear Jill,

Thank you for all  
your help planning my  
sister's burial. We  
truly appreciate your  
kindness and compassion.  
Nobody wants to bury  
their wife, mother or  
sister but I am  
thankful you were the  
one to help us during  
this difficult time.

Love + hugs,  
Lisa, Eric, Michel  
+ Zach

16 June 2018

Dear Jill —

My dad + I attended your latest presentation + cemetery tour through the Concord library, and we LOVED it!! We were both incredibly impressed — not just w/ your presentation, but the remarkable dedication — the hours + hours + hours of work + research — you have put into your job. WOW.

The City of Concord won the lottery when you applied for + accepted that job!!

THANK YOU for bringing the city's history to life. THANK YOU for sharing it w/ the public. THANK YOU for all you do!! Best regards,

Karen  
(Trammone)

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

**I received services related to (circle all that apply): Total surveys completed: ( 15 )**

City Council	Elections	Vital Records	Dog Licensing
( 1 )	( )	( 3 )	( 5 )
Voter Registration	UCC Filings	Other: <u>General Information</u> ( )	
( )	( )	( 6 ) Marriage License	( ) Purple Bags

**Were you greeted promptly and friendly?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( 1 )	( 1 )	( 13 )	

**Was your wait for service reasonable?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( 1 )	( )	( )	( )	( )	( 1 )	( 13 )	

**Was the staff person knowledgeable?**

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

**Was your transaction complete and accurate?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( )	( )	( 15 )	

**Comments and suggestion**

- Very friendly & pleasant staff. Thank you!
- The ladies in the office were very pleasant. Maybe make the parking 30 minutes instead of 20
- Thank you!
- Great job!
- Please put the requirements to include “17-” on website when attempting to renew dog license
- Very good team here.
- Very helpful!
- It was fast, informational and super friendly service! Thank you!
- Keep smiling!!
- They were very friendly & courteous!

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

Results based on total comment cards received for June 2018

**I received services related to:**

Motor Vehicle (5)	Property Taxes (1)	Utility Payments (0)	Misc. Billing (0)
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<b>Our staff was:</b>	Courteous (5)	Knowledgeable (4)	Professional (4)
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Other: Superb  
Very Friendly

<b>Our service was:</b>	Courteous (5)	Knowledgeable (4)	Professional (4)
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Other: Top notch service

**Comments and suggestions:**

1. Donna, as always, was fantastic to work with. Transaction was smooth as silk.
2. Donna assisted me and, as always, was courteous, friendly and extremely professional.
3. I have been going to this office for at least 20 years and the ladies are always awesome to deal with.
4. Sarah was so kind and helpful! Registering cars confuses me and she was great and so kind. Thank you!
5. They all deserve a raise.
6. Was served by Donna. Outstanding service! Fast, efficient, pleasant.