



# CITY OF CONCORD

## REPORT TO MAYOR AND THE CITY COUNCIL

**DATE:** August 30, 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

AUG 18 2017

CITY MANAGER'S OFFICE  
CONCORD, NH



Ruth Judd Miller ▸ Concord General Services

9 hrs · 🌐

I would like to salute Joe Demers and the General Services Department of the City of Concord, NH. While on a visit to my hometown, I was walking downtown with my family. As I pushed my son's stroller over a storm drain on the sidewalk, my iPhone slipped off the stroller and fell through the grate into the water below.

My mother ran to City Hall (as one can only do in a small city like Concord) and was given the name and number of the right person for the job. (Mini shoutout to the good people at City Hall for being so helpful!) We only had to wait a short time before Mr. Joe Demers showed up. He fished out my phone and we were on our way!

This may sound like a public servant just doing his job, but it was far more than that! I felt foolish for having lost my phone, and Joe was so pleasant and didn't make me feel bad for having done such a stupid thing or that I was inconveniencing him at all. The General services department has so much responsibility and a lot to do, especially this time of year so it was remarkable that somebody was able to help me with something seemingly unimportant (though not to me!) in such a timely manner. Thanks to Mr Demers' help, my phone was recovered and worked well enough to get us through the rest of our vacation and until I could get a replacement. Thank you, Concord General services!

👍 Like    💬 Comment    ➦ Share    💬 Message    🗨️

👍❤️ Catherine Wickham Gillis, Regina Planchet and 8 others    Chronological



**Catherine Wickham Gillis** When I need to go pay a bill at City Hall, the staff in that office are unfailingly helpful and pleasant, and I've often thought "so much for the proverbial rude lazy government worker!" Concord is a great little city!

Like · Reply · 🌐 1 · 1 hr



Write a comment...



**Donna Alexander**  
Concord General Services  
311 N State St  
Concord, NH 03301  
603-230-3908

Visit Us: [Web](#) | [Facebook](#) | [Twitter](#) | [YouTube](#) | [Google+](#)

**From:** Pete Jones [mailto:[peterspjones03303@yahoo.com](mailto:peterspjones03303@yahoo.com)]  
**Sent:** Friday, August 18, 2017 8:59 AM  
**To:** Major, James; Peters Jones  
**Subject:** Terrific job done by Fred Schaefer

Jim Major:

I asked Fred Schaefer to give me the best person to inform regarding Fred's merits and he gave me your name Jim. I hope I got the email right, but I'll probably call also.

I'm one resident on Broad Cove Drive where our road is (finally ha ha) being repaved. I want to say that they've done so much more than just 'repave' our road and I think a lot of the credit goes to Fred.

The company that got the contract has been complete, professional and great. Fred has been terrific. He's gone 'out of his way' to make sure that their work was wonderful and we the residents are beyond satisfied with the project. At his oversight they've built terrific sides, rebuilt, reseeded, re-loamed and refilled so that not only have they not hurt our property, I can honestly say they've improved it!!

Fred is an asset to the City of Concord as an engineer and as a gentleman. His professionalism and concern is refreshing. For this he should be recognized and rewarded.

Peters (Pete) Jones  
166 Broad Cove Drive  
Concord NH 03303-4003  
603-753-4174  
[peterspjones03303@yahoo.com](mailto:peterspjones03303@yahoo.com)

**From:** Anne Roberts [<mailto:anneroberts08@gmail.com>]  
**Sent:** Sunday, July 30, 2017 3:50 PM  
**To:** Inglis, Kari  
**Subject:** Re: Session #3 Swim Lessons -- We want to hear from YOU!

This was an amazing experience! The girls at Merrill Park knew exactly how to meet each family at their own level of comfort while letting toddlers expand their own skill set in the water. My daughter had a wonderful time and loves seeing the lifeguards at Merrill!

Anne Roberts

Sent from my iPad

On Jul 30, 2017, at 9:02 AM, Inglis, Kari <[KInglis@ConcordNH.gov](mailto:KInglis@ConcordNH.gov)> wrote:

Dear Parents & Guardians,

Congratulations to all of the kiddos out there who finished their swim lessons this past weekend! Concord Parks & Recreation would like to hear from you regarding how your child's Session #3 lessons went. You can take our survey here and let us know how we did!

If you have any questions, please don't hesitate to touch base with us via email or by calling our friendly office staff at (603)225-8690.

Thank you very much for your time and your input!!

*Kari Inglis*, CPO  
Program Coordinator  
Concord Parks & Recreation  
(603)225-8690 (p)  
(603)225-8589 (f)

<image001.png>

<image002.png>

<image003.png>

## Stevens, Suzanne

---

**From:** Gill, David  
**Sent:** Tuesday, August 15, 2017 5:57 PM  
**To:** Stevens, Suzanne  
**Subject:** FW: Picnic Tables at Pancake Breakfast

Good afternoon Sue,

Please see below:

Nice thank you note for our assistance with Intowns Pancake Breakfast as part of the Rock On Fest last weekend.

Good news file.

Thanks

David

---

**From:** Andersch, John  
**Sent:** Tuesday, August 15, 2017 3:46 PM  
**To:** Gill, David  
**Subject:** FW: Picnic Tables at Pancake Breakfast

Good email below ☺

(Grounds brought 12 picnic tables down to Main St. during Rock on Fest for this)

---

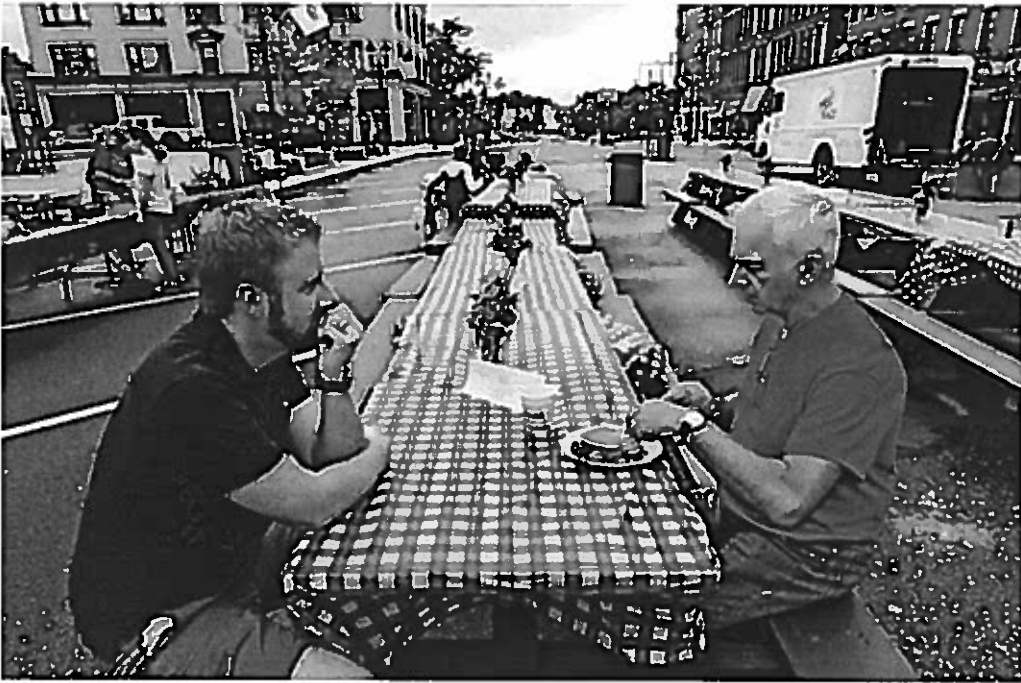
**From:** Kate Fleming [<mailto:kate@intownconcord.org>]  
**Sent:** Tuesday, August 15, 2017 3:38 PM  
**To:** Andersch, John  
**Subject:** Picnic Tables at Pancake Breakfast

Hi John!

Michelle and I wanted to send along our sincere thanks in helping make the Intown Concord Pancake Breakfast a huge success! Having the picnic tables there set up in community family style was perfect, and we had a huge turnout! We honestly could not have had a better seating arrangement, so thank you again to you and your team we appreciate the continued partnership!

Here are a few pics!

Best,





**Kate Fleming**  
Events & Outreach Coordinator  
Intown Concord  
49 S. Main Street, Suite 202  
Concord, NH 03301  
603-226-2150

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

Results based on total comment cards received for August 2017

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

Motor Vehicle (5)	Property Taxes (0)	Utility Payments (0)	Misc. Billing (0)
----------------------	-----------------------	-------------------------	----------------------

<b>Our staff was:</b>	courteous (3)	knowledgeable (3)	professional (3)
-----------------------	------------------	----------------------	---------------------

<b>Our service was:</b>	courteous (3)	knowledgeable (3)	professional (3)
-------------------------	------------------	----------------------	---------------------

**Comments and suggestions:**

1. Concord needs to stop extorting money from the people by charging for permits they have a legal right to register. It is extortion.
2. Ms. Simonds was very kind, explained everything. Was efficient and pleasant. Excellent customer service.
3. Handicapped entrance is perfectly terrible for a handicapped person who is attempting to walk - far too long.
4. Sarah waited on me. She was very friendly and helpful. I always have good experience with your staff.
5. Wonderful attitude and funny. Incredibly helpful.