



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: November 29, 2021
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: Gill, David
Sent: Tuesday, November 16, 2021 8:31 AM
To: Stevens, Suzanne
Cc: Bryant, Laura
Subject: FW: Thank you!

Good morning Sue,

I was hoping you could include this in the next city council agenda under good news 😊

Thanks

David

From: Gretchen Pyles <gretchen.pyles@girlsontherun.org>
Sent: Monday, November 15, 2021 10:33 PM
To: Andersch, John <JAndersch@Concordnh.Gov>
Subject: Thank you!

Hi John. Thank you so much for all your help with our 5K Celebration this past Saturday! Justin and Craig were awesome! Justin helped me with measurements on Friday and then both Justin and Craig were there bright and early on Saturday to help move all the tables and chairs and trash barrels! We couldn't have done it without them! Please pass along our sincere thanks!

With gratitude,

Gretchen

--

Gretchen Pyles / 5K Coordinator
Girls on the Run New Hampshire
117 Water Street, Exeter, NH 03833
603-778-1389

From: Hogan, Chris
Sent: Wednesday, October 20, 2021 12:59 PM
To: Segalini, Therese <TSegalini@ConcordNH.gov>; Clark, Adam <AClark@ConcordNH.gov>
Subject: FW: Employee Comments - Ethan

Ethan gets another gold star.

Chris Hogan
Meter Operations Lead



Concord General Services
311 North State Street, Concord, NH 03301
chogan@concordnh.gov
(603) 230-3919

From: diane baxter <dsf0923@gmail.com>
Sent: Wednesday, October 20, 2021 9:42 AM
To: Hogan, Chris <CHogan@ConcordNH.gov>
Subject: Employee Comments - Ethan

Good Morning

First off, this is not a complaint.

My name is Diane Baxter. I own a condo in McKennas Purchase up on the heights.

Historically, my water bill is no more than \$28 per month. My September bill was \$99!!

I called the number on the bill and spoke with a very kind and patient lady who confirmed my bill was, in fact, accurate. She told me I could make an appointment to have someone take a look to see what the issue is and that's why I'm writing to you.

Last week, Ethan arrived promptly at the scheduled time. He was thorough, professional and very respectful of me and my property. I was extremely pleased, not only with his demeanor, but his help in discovering the problem.

In these days where so many people are angry and complaining, I wanted to share my positive experience with you. From the ladies that answer the phone (I regret I didn't get their names) to Ethan who came to my home.

You're fortunate to have such a young man in your staff representing the city. And the professional women that took my calls.

Ethan is definitely a positive representative of your department.

Thanks for reading!

Sincerely,
Diane Baxter
84 Branch Turnpike, Unit 118
Concord, NH 03301