



# 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 30, 2020  
**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**

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**From:** Bonenfant, Janice on behalf of \* City Clerk  
**Sent:** Tuesday, November 10, 2020 11:39 AM  
**To:** Stevens, Suzanne  
**Subject:** FW: Blood Dr. Horace - State of NH Absentte Ballot Request

**Janice Bonenfant**  
**City Clerk**  
City Clerk's Office  
41 Green Street  
Concord, New Hampshire 03301  
(603) 225-8500 – phone  
(603) 225-8592 - fax

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**From:** JEANNINE BRYANT BLOOD [mailto:drbloody@comcast.net]  
**Sent:** Tuesday, November 10, 2020 10:57 AM  
**To:** \* City Clerk  
**Subject:** Re: Blood Dr. Horace - State of NH Absentte Ballot Request

**[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]**

Hi Janice,

Delay in getting back to you but did want to share a big thank you to you all for all of your kindness and help during the Election process for Horace especially. Beyond the call of duty from your office is what I share with people.

Thank you, thank you, thank you!

Hope to be able to see you sometime in the future for an in person thank you!

Jeannine

Sent from XFINITY Connect App

## Stevens, Suzanne

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**From:** City of Concord <do\_not\_reply@civicplus.com>  
**Sent:** Tuesday, November 3, 2020 9:56 AM  
**To:** Stevens, Suzanne  
**Subject:** New request received

**[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]**

**Category Other Concerns or Comments has received a new request.**

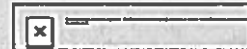
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*Here is what we have on file:*

### Other

#20958

Category:	Other Concerns or Comments	<b>SUBMITTER</b>
Priority:	3	<b>barry allen</b>
Assigned To:	Stevens (Admin) Sue	16 rolinda ave
Submitted:	11/3/2020 9:55 AM	, 03301
Source:	Website 50.204.111.122	<b>CONTACT</b>
		<b>barry1021@gmail.com</b>
		6175489188



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16 Rolinda Ave  
Concord, New Hampshire 03301-2256

#### REQUEST DETAILS

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##### Description

No concern here, just wanted to give a shout out to the town employees and volunteers at the Ward 7 voting today. Given all the craziness in the country, it is a demonstration of organization, efficiency and positive attitude. Makes me even more proud to be a Concord resident.

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##### Your Information

Name

**barry allen**

Fax Number

Email Address

**barry1021@gmail.com**

Preferred Contact Method

**email**

November 2, 2020

Janice Bonenfant  
City Clerk  
41 Green Street  
Concord NH 03301

Dear Janice:

I wanted to let you know how much I appreciated how efficiently and considerately you handled my request for a copy of my birth certificate last week.

My request came in last minute at probably the busiest time for your office and you could not have been more kind or accommodating. The fact that you allowed me to have my sister pick up the birth certificate was very helpful. You had poise and compassion. You are really a credit to your office. Thank you.

I am impressed that you are able to deliver such excellent customer/public service in the middle of a pandemic while navigating an election year.

Keep up the good work! Thanks again.

Very truly yours,



Tracy D. Hill  
110 Ocean Avenue  
Portland, ME 04103

**RECEIVED**

**NOV 04 2020**

Concord City Clerk's Office  
41 Green Street  
Concord, NH 03301

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

Results based on total comment cards received for November 2020

**I received services related to:**

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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<b>Our service was:</b>	Courteous (2)	Knowledgeable (2)	Professional (2)
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**Comments and suggestions:**

1. So glad to live in Concord and to be able to have such a pleasant, efficient place to do business. Thank you! Don't change!
2. Jan was incredible! I brought my 16 year old son with me to learn the registration process and Jan took her time to explain everything so that he understood. Phenomenal service!