



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: February 28, 2023
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: Wednesday, February 1, 2023 10:23 AM
To: Stevens, Suzanne
Subject: FW: Snow removal

From: Comcast <jpbouley@comcast.net>
Sent: Wednesday, February 1, 2023 10:22 AM
To: Aspell, Thomas <TAspell@ConcordNH.gov>
Subject: Fwd: Snow removal

[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]

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From: Gary Stevens <gstevens@rowleyagency.com>
Sent: Wednesday, February 1, 2023 7:46 AM
To: jpbouley@comcast.net <jpbouley@comcast.net>
Subject: Snow removal

Mayor Bouley,

I am writing this email to express my heartfelt appreciation and admiration for the snow removal and clean-up workers of the city. The dedication and hard work shown by these individuals during the recent snowstorm are truly commendable.

Their tireless efforts in clearing the roads, sidewalks, and public spaces have ensured the safety and convenience of the citizens of Concord. Their commitment to their job and the city's well-being is a testament to their professionalism and sense of duty.

They truly deserve recognition for a job well done.

Best,
Gary

Gary M. Stevens
President
Office 603-410-1657
Cell 603-496-0911

Stevens, Suzanne

From: Aspell, Thomas
Sent: Thursday, February 9, 2023 9:19 AM
To: Stevens, Suzanne
Subject: FW: INFO: Community Trash Post

From: Chesley, Chip <CChesley@ConcordNH.gov>
Sent: Thursday, February 9, 2023 9:02 AM
To: Brian Groshon <Brian.Groshon@casella.com>
Cc: Aspell, Thomas <TAspell@ConcordNH.gov>; Clark, Adam <AClark@ConcordNH.gov>
Subject: FW: INFO: Community Trash Post

Good morning Brian,

I thought you might enjoy starting your day with this snippet from our social media platform regarding the friendly customer service Casella has been providing the community this winter. It's not all about throwing recycling bins!

Best,

Chip

From: Zulkic, Angelina <AZulkic@concordnh.gov>
Sent: Thursday, February 9, 2023 8:21 AM
To: Chesley, Chip <CChesley@ConcordNH.gov>; Clark, Adam <AClark@ConcordNH.gov>
Cc: Hoadley, Jeff <JHoadley@ConcordNH.gov>; Breton, Stefanie <SBreton@ConcordNH.gov>
Subject: INFO: Community Trash Post

FYI, saw this on the Concord NH Community FB Group:



Cindy Falabella

12h · 🌐



Juat wanted to give a shout out to the city trash collectors.

This morning the city trash trucks were a little late in their route, and the truck pulled up as I was chipping my car out of a block of ice. As they pulled up behind me, I went over to grab my recycling bin so that the guy emptying it didn't have to return it to my icy driveway. The young man stopped, and took the time to tell me that the road was a sheet of ice, and that there was an accident at the light. He ended with, "be safe ma'am!" He held up his already late truck to do this.

I'm thinking I probably reminded him if his mother and he didn't want me to break a hip 🙄, but it was still a kind gesture.



You and 123 others

6 comments



Care



Comment



Send

All comments ▼



Jesse Morrill

I own a trash company in a neighboring town. We try to be helpful to the community when we can and appreciate hearing when someone appreciate another person in the industry

Like Reply 12h



Brian Pfitzer

Glad I slept in!!

Like Reply 12h



Ty Landers

Wish they were as nice with my bins as they were with you

Like Reply 12h



Natasha Chiumento 🙌

I love our trash collectors!! They always wave at my toddler and a couple of times have gotten our bins even when we had forgotten to pull them out (granted it's only a few feet we're talking about but they didn't have to and it meant a lot)!!

Like Reply 11h



Diane Ricciardelli

I missed them a few weeks ago and was chasing after the truck, slippers and pjs. They saw me and ran toward me, "We can swing back around, you don't have to bring them to us." wow! my lucky day!

Like Reply 10h



Barbara Shelley Lemieux

Diane Ricciardelli too cute!

Like Reply 10h

Angelina Zulkic

Communications Coordinator



Concord General Services
Administration Division
311 North State Street, Concord, NH 03301
www.concordnh.gov/generalservices
azulkic@concordnh.gov
(603) 230-3907



Stevens, Suzanne

From: Aspell, Thomas
Sent: Monday, February 6, 2023 9:33 AM
To: Stevens, Suzanne
Subject: FW: Everett

From: Chesley, Chip <CChesley@ConcordNH.gov>
Sent: Monday, February 6, 2023 9:11 AM
To: Burgess, Jay <JBurgess@ConcordNH.gov>
Cc: Bardwell, Jeffrey <JBardwell@ConcordNH.gov>; Aspell, Thomas <TAspell@ConcordNH.gov>
Subject: RE: Everett

Hi Jay,

A great way to start the week. A tip of the hat to Jeff and the crew who make it happen.

Thanks for sharing,

Chip

From: Burgess, Jay <JBurgess@ConcordNH.gov>
Sent: Monday, February 6, 2023 7:44 AM
To: Chesley, Chip <CChesley@ConcordNH.gov>
Cc: Hoadley, Jeff <JHoadley@ConcordNH.gov>; Bardwell, Jeffrey <JBardwell@ConcordNH.gov>
Subject: FW: Everett

Chip:

Some unsolicited feedback from Freemont.

Kudos to Jeff Bardwell and his team at the Arena. As always, a job well done.

Jay

From: Bardwell, Jeffrey <JBardwell@ConcordNH.gov>
Sent: Sunday, 5 February, 2023 15:24
To: Karl Fredrickson <karl41f@gmail.com>
Subject: RE: Everett

Hello Karl,

The Everett opened in 1965 and we take great pride in keeping the arena clean and up to date with maintenance and ice quality.

Thank you for the feedback.

Best Regards,

Jeff Bardwell
Arena & Properties Manager
Concord General Services | Public Properties Division
Douglas N. Everett Arena
15 Loudon Road
Concord, NH 03301
jbardwell@concordnh.gov
Phone: 603-225-8525
Fax: 603-224-6729



From: Karl Fredrickson <karl41f@gmail.com>
Sent: Friday, February 3, 2023 6:41 PM
To: Bardwell, Jeffrey <JBardwell@ConcordNH.gov>
Subject: Everett

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Good Day Jeff:

Hope you are well.

Sometimes it takes going elsewhere to know how great something is.

As mentioned in my first email to you, the Everett is spectacular while Ron and Nate are fantastic.

I found a team and am playing weekly in other arenas within this region. Rather than disparage those facilities, I want you to know that they serve as a tremendous reminder how truly beautiful the Everett is.

The building is spotless, the paint is fresh, the shower is great, the bathroom is clean, the soap is full, the staff remains incredibly welcoming, and the ice is great!

These things don't happen by accident. It takes hard work and unimaginable attention to detail. The result is that the Everett is a great source of pride for hockey players everywhere and for the great state of New Hampshire.

Thank you and your team for providing such a wonderful place.

Best,

Karl Fredrickson
Fremont, NH

Stevens, Suzanne

From: Gill, David
Sent: Wednesday, February 8, 2023 1:22 PM
To: Stevens, Suzanne
Subject: FW: Thank You - NHSCOT Great Kilt Skate #2

Good afternoon Sue,

Another nice note, this time from the New Hampshire Scottish games related to the event we co-sponsored at White Park last Sunday. Was hoping you could share with Council under good news.

Thanks

David

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

From: Amy Lehman <amy@nhscot.org>
Sent: Monday, February 6, 2023 2:36 PM
To: Andersch, John <JAndersch@Concordnh.Gov>
Subject: Thank You - NHSCOT Great Kilt Skate #2

Hi John,

Thanks so much for the great skating conditions yesterday for our 2nd Annual Great Kilt Skate! We had a great turnout and the weather was amazing. I still can't believe how lucky we were to get that narrow window of great weather! We are posting photos online and will try to remember to tag parks & rec.

Thanks again and we will "see you again" next year - hopefully around the same time in early February.

Best,

Amy

Amy Lehman
Program Coordinator
NHSCOT
25 Triangle Park Drive, Suite 4
Concord, NH 03301
603-219-1772 (cell)
603/229-1975
www.nhscot.org

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September 15 -17, 2023

Stevens, Suzanne

From: Gill, David
Sent: Wednesday, February 8, 2023 1:20 PM
To: Stevens, Suzanne
Subject: FW: Learn-to-ski day

Good afternoon Sue,

Nice note from the New England Nordic Ski Association regarding their event last weekend. Was hoping you could share in next council packet under good news 😊

Thanks

David

From: Kait Miller <kait@nensa.net>
Sent: Monday, February 6, 2023 3:04 PM
To: Bryant, Laura <LBryant@ConcordNH.gov>
Cc: Lanman, Patrick <PLanman@ConcordNH.gov>; Joseph Ayotte <Joseph.Ayotte@gmail.com>
Subject: Re: Learn-to-ski day

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Hi Laura and Patrick,

The learn-to-ski event went quite well yesterday and we were very grateful for the opportunity to host it at Beaver Meadow. The grooming and terrain were perfect for the participants, the picnic tables worked super well, and everyone seemed to have a very positive experience. Thank you so much!

Cheers,
Kait

Kait Miller (she/her)
Youth & Introductory Program Director
New England Nordic Ski Association
kait@nensa.net
www.NENSA.net | [Instagram](#) | [Facebook](#) | [YouTube](#)

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

Results based on total comment cards received for February 2023

I received services related to:

Motor Vehicle (4)	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: Dedicated
So helpful
Super Fantastic Communicator

Our service was:	Courteous (4)	Knowledgeable (4)	Professional (4)
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Other: Very good
Friendly

Comments and suggestions:

- 1) Lindsay did a great job and was even training a person. Had problems with a boat registration but she hung in there and got the job done!
- 2) I moved up from RI to retire in NH. The process of registering a car is so much easier than in RI!! The staff here at Concord Town Hall are wonderful!
- 3) Lindsay is fantastic at her job!
- 4) The best City Manager Concord has ever had. The Tax Collections Department is top shelf!