



# 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:** January 27, 2022  
**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

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

Results based on total comment cards received for January 2022

**I received services related to:**

Motor Vehicle (6)	Property Taxes (1)	Utility Payments (0)	Misc. Billing (0)
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<b>Our staff was:</b>	Courteous (5)	Knowledgeable (4)	Professional (5)
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Other: Sonic

<b>Our service was:</b>	Courteous (6)	Knowledgeable (7)	professional (7)
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Other: Friendly

**Comments and suggestions:**

1. I did not have registration from previous vehicle and all employees were very patient and assisted with the process of locating the previous registration. The employee that assisted was new and did not know exactly how it was done. Other employees assisted her and it was a positive experience. I am grateful. Thanks to all of the employees that were working that day. Also appreciated that they were all wearing masks.
2. The clerk who assisted me is always courteous, smiling and happy to take care of each patron in her line. Many thanks for the willingness to go above and beyond.
3. Kari was sonic! I was out in less than 20 mins!! Had not transferred plates and registered vehicle for a long time. Last time I did was in the office a long time ago.
4. Jan, thank you for the great service today. You are so knowledgeable and helpful and definitely a pro at what you do!!
5. Lovely lady in training. She asked others appropriate questions to verify info. Very nice experience. Thank you,
6. Property taxes for my small parcel are way too high.

Sent: Wednesday, January 19, 2022 11:48 AM  
To: Hill, Karen <KHill@ConcordNH.gov>; Wollert, Richard <RWollert@ConcordNH.gov>  
Cc: Chesley, Chip <CChesley@ConcordNH.gov>; Breton, Stefanie <SBreton@ConcordNH.gov>  
Subject: INFO: SeeClickFix Compliment - Traffic Light Sensor

Hi All,

Another example of the success of SeeClickFix! General Services was tagged on this Instagram post: [https://www.instagram.com/p/CY6YIE\\_MEN3/](https://www.instagram.com/p/CY6YIE_MEN3/).



concordcommuter • Follow ...

concordcommuter Change can happen.

I didn't mind sitting at this light during the summer, chatting with my daughter waiting for a car to show up to trigger the sensor. But this winter when it's cold and dark and noisy it's unbearable.

I used to "see click fix" app to let the city know that the sensor needs to be fixed. AND THEY FIXED IT!!!!

Thank you @concordnhgs you have given me hope things can change and a warmer ride home this winter.

#concordnh #bikecommuter

2h

8 likes  
2 HOURS AGO

Add a comment...

Post

**From:** Coughlin, Cheri  
**Sent:** Thursday, January 13, 2022 1:19 AM  
**To:** \* GeneralServices <[generalservices@concordnh.gov](mailto:generalservices@concordnh.gov)>  
**Subject:** Compliment

Good morning,

I would like to thank members of your department for the grand job they did these past two storms (emphasis added).

I especially appreciate the rig (unknown what it is called) that clears the sidewalks!

I live at 40 Merrimack Street, Concord.

I'm getting on in age as well as my eleven year old Labrador.

I cannot tell you how delightful this service is through the city.

Thanks again for all you do and keeping us safe ~

Cheri Coughlin

## Stevens, Suzanne

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**From:** Brown, Sean  
**Sent:** Friday, January 7, 2022 12:07 PM  
**To:** Stevens, Suzanne  
**Subject:** FW: Thank you

Hi Sue,  
Please see the email we received at Fire HQ. The personnel involved were:  
Lt Jon Sinclair  
FF Ron Palmer  
FF Adam Morris  
Thank you,  
Sean

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**From:** \* Fire  
**Sent:** Thursday, January 6, 2022 9:16 AM  
**To:** Fire Distribution <FireDistribution@ConcordNH.gov>  
**Subject:** FW: Thank you

**From:** dale macintyre <[dale.macintyre01@gmail.com](mailto:dale.macintyre01@gmail.com)>  
**Sent:** Thursday, January 6, 2022 9:10 AM  
**To:** \* Fire <[Fire@ConcordNH.gov](mailto:Fire@ConcordNH.gov)>  
**Subject:** Thank you

**[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]**

Hello, my name is Dale MacIntyre and today there were a lot of accidents on I89 with the bad conditions, unfortunately I had to go to work and was almost one of those accidents. I somehow managed to swerve off the highway and avoid any damage and for that I am thankful. I am writing to you today because in my time of distress some firemen saw this happened and ran to help one in particular even got in my car and drove me to a better spot as I was panicking, I did not get his name nor do I know if this was even Concord fire department but I am trying to narrow it down so I can tell him how grateful I am he did this for me and that he stayed to calm me down with all that was happening. It truly truly means a ton

Thank you,  
Dale MacIntyre