



# 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 26, 2025  
**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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**Subject:**

FW: COMPLIMENT EMS 4 11/15/25 - Call for Service 91 Hall St

**From:** Jeffrey

**Sent:** Sunday, November 16, 2025 11:19:25 AM

**To:** Sinclair, Jonathan

**Subject:** COMPLIMENT EMS 4 11/15/25 - Call for Service 91 Hall St

**[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]**

Good Morning,

On November 15th, around 2030 I had to call for emergency services. Ambulance 4 showed up to my hotel at 91 Hall street for room xxx. Chris was my Paramedic for the call. I normally dont complain but I do send in compliments when deserved.

Chris and his partner were OUTSTANDING. Chris had a calm caring voice and bedside manner. He was very descriptive and detailed on everything that was going on and what he was going to do. He is the FIRST paramedic or really anyone to get an IV in my hand first time and it survive the whole emergency room visit, my veins suck.

Chris even checked back up on me at the hospital when he was finished bringing another patient. I have had a few ambulance rides in my day and this was the most comforting and calm and communicative ride I have experienced.

I want to say thank you to Chris, his partner and Concord as a whole for hiring someone so spectacular. He made a horrible day just a little better.

*Sincerely,*

**Capt. Jeffrey**

**National Rapid Response Manager**

**Vets Securing America**

**[www.Vetssecuringamerica.com](http://www.Vetssecuringamerica.com)**



**VETS SECURING  
AMERICA**

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October 11, 2025

City of Concord  
Heights Fire Station  
Engine # 7 | Battalion #3  
127 Loudon Rd.  
Concord, NH 03301

RE: October 10, 2025 Service Call

Dear Engine #7 Crew:

I would like to extend my heartfelt gratitude to the Engine #7 crew who were on duty on October 10, 2025. On that date, your team responded to a service call at the TJ Maxx store located at 12 Loudon Rd., assisting a new Concord resident who had accidentally locked herself out of her car.

The caller was my daughter, Michelle Chang. Understandably anxious after realizing she had left her keys inside the vehicle, she was unsure of what to do and believed her only option was to contact a 24/7 locksmith. In a moment of desperation, she reached out to the Fire Department's non-emergency line. She was informed that assistance might be available, though a resolution could not be guaranteed due to liability concerns.

To our relief your crew promptly arrived at the scene and was able to help Michelle gain access to her vehicle quickly, professionally, and without causing any damage. Your response not only solved the issue efficiently but also offered great comfort to my daughter, who is new to the community and currently attending the UNH Franklin Pierce School of Law.

As a public servant myself in local government in North Bay Village, Florida, I understand that we don't do this work for recognition. However, it's the simple, compassionate acts like this one that leave a lasting impact on residents and speak volumes about the dedication of your Department.

Please accept my sincere thanks to the men and women of Engine #7. Your assistance meant the world to both me and my daughter.

With gratitude,

*Alba L. Chang*

## Stevens, Suzanne

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**From:** Frament William <wframent@yahoo.com>  
**Sent:** Monday, November 3, 2025 7:45 PM  
**To:** \* City Manager Office  
**Subject:** Leaf clean up

[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]

I live over on the east side of concord on Hampton St. I was blown away my leaves down to the curb today when I noticed the leaf collection crew coming up our street. As I was trying to rake the leaves to the edge of the street a leaf collection person who was driving the front end loader got out of his machine with a rake and started to help me get the leaves onto the street. I asked him if the collection crew was coming this way and he told me that they already did my side of the street. I then told him that I would rake them up and throw them into the woods. He said not to worry and kept helping me rake them onto the street. He then used the front end loader to scoop them up and put them on the other side of the road so that the crew could pick them up. I, not sure who this young man was but he went above and beyond, his work ethic was great. The city could use more workers like that.

William Frament  
wframent@comcast.net