



# 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, 2018  
**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:** Aspell, Thomas  
**Sent:** Thursday, November 15, 2018 10:20 AM  
**To:** Stevens, Suzanne  
**Subject:** FW: Thank You

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**From:** Carolyn Tracy [<mailto:ctracy1948@live.com>]  
**Sent:** Thursday, November 15, 2018 10:18 AM  
**To:** \* Fire  
**Cc:** Sirois, Paul; Aspell, Thomas  
**Subject:** Thank You

I would like to thank Paul Sirois for his recent outstanding service. I was a recipient of the free smoke/co alarms about a year ago. This was a wonderful service from the Fire Prevention Division.

About a week ago one of my alarms needed attention. Paul immediately responded to my home and advised me of how to order a replacement alarm.

In less than 24 hours Paul returned my phone call, and came to my home to install the new alarm.

Paul is a dedicated, very professional, and responsive city employee. As a member of the Fire Department he should be commended for his 'above and beyond' service to the residents of Concord.

Sincerely,  
Carolyn Tracy

Sent from [Mail](#) for Windows 10

**Stevens, Suzanne**

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**From:** Bonenfant, Janice  
**Sent:** Thursday, November 15, 2018 11:38 AM  
**To:** Stevens, Suzanne  
**Subject:** FW: Vital Record Request

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

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**From:** Clark Curtis [<mailto:ccurtis620@comcast.net>]  
**Sent:** Friday, November 9, 2018 5:07 PM  
**To:** Breton, Vanessa  
**Subject:** Re: Vital Record Request

Dear Vanessa,

I received my birth cert. in the mail today and I wanted to thank you for the quick response time. As I have worked in State government, previously, I appreciate the tremendous workload that you have, on a daily basis.

I would request that you send this email to your supervisor. I would like them to know how pleased I am with your kind attention to my request and the process, as well. Your Department is very efficient.

All the best,  
Clark Curtis

Sent from my iPhone

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

Results based on total comment cards received for Nov 2018

**I received services related to:**

Motor Vehicle (1)	Property Taxes (1)	Utility Payments (0)	Misc. Billing (0)
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<b>Our staff was:</b>	Courteous (1)	Knowledgeable (1)	Professional (0)
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Other: Best customer service

<b>Our service was:</b>	Courteous (1)	Knowledgeable (1)	Professional (1)
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Other: Service with smile!

**Comments and suggestions:**

1. Thank you Nicole. It was so nice to have a willing person to help me with getting a copy of my tax bill. Customer service is a very hard thing to reach from a consumer's point in the times of high tech (automated phone systems and all.) It was such a pleasure to have a public servant like yourself helping me. Your customer service was above average.
2. Nicole and Donna used other resources/staff to effectively resolve the problem(s) and concerns. Worth-rewarding for the whole team/workforce, indeed! Outstanding job performance!