



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: December 28, 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

From: Muhlfelder, Lucie F. <LMuhlfelder@ConcordNH.gov>

Sent: Wednesday, December 7, 2022 1:58 PM

To: Chesley, Chip <CChesley@ConcordNH.gov>; Hoadley, Jeff <JHoadley@ConcordNH.gov>; Clark, Adam <AClark@ConcordNH.gov>

Cc: Segalini, Therese <TSegalini@ConcordNH.gov>; Hogan, Chris <CHogan@ConcordNH.gov>

Subject: happy resident

I just spoke with Don Walker at 129 Broadway. He said he's lived all over the country, and ours is the first city he's had dealings with, when someone says they will be there, they are actually there. He said that kind of service makes people happy, and he wanted me to pass it along. So I am.

Lucie Muhlfelder

Utility Customer Service Representative



Concord General Services

Utility Billing Office

311 North State Street, Concord, NH 03301

www.concordnh.gov/generalservices

lmuhlfelder@concordnh.gov

603-225-8693 phone



From: J or S Milender
Sent: Wednesday, November 30, 2022 10:30 AM
To: * Recreation <recreation@concordnh.gov>
Subject: Keach Park

Good Morning,

I just wanted to compliment the leaf clean-up on Newton Avenue (Keach Park) that the guys completed this morning.

It looks so nice.

Stephanie Milender
15 Newton Avenue

November 30, 2022

To: Chip Chesley, Director
Jeff Hoadley, Deputy Director
Jim Major, Superintendent

From: Wendy Lapham, Owner, 5 Marshall Street

Dear General Services Leaders:

I am writing to let you know about the excellent job done by Sewer System Supervisor Brian Pushee and his team on November 28 and 29 when I experienced a serious plumbing issue at my home at 5 Marshall Street in Concord. Brian was contacted early Monday morning by my plumber, who was concerned that the issue might involve the city sewer system. Brian promptly responded and met with my plumber at my house at 8:30 am, bringing a small crew with him. They were able to use a camera to diagnose the issue and quickly determined a plan for addressing it. He communicated that he would get an emergency crew together and would be back the next morning at 7:30 am. A much larger crew arrived at 7:30 am on Tuesday as promised with all the necessary equipment, tools, operators and vehicles. They spent the next 7 hours fixing the problem. By 2:30 pm the repair had been completed. It was an impressive operation.

The entire team that worked on this project deserves much praise for their hard work and dedication to the job, which was complex and difficult. They were extremely polite to me and to my neighbors, and went out of their way to be respectful of time and property. I would like to specifically thank Brian for taking time to clearly explain what needed to be done and answer all of my questions. He demonstrated a high level of professionalism and excellent communication skills in all of my dealings with him, and even went out of his way to text me to let me know when the crew would be arriving, and to keep me updated. This was a much bigger problem than I had anticipated, and I was very nervous about the whole process, but the competence and good humor of your employees helped ease my concern tremendously.

You are lucky to have such an excellent crew working for the City of Concord under the leadership of Brian Pushee. They approached the job, addressed it, and resolved it in a wholly professional way that makes me proud to be a Concord resident. Please accept my sincere thanks.

Wendy Lapham
5 Marshall Street
603-738-3833

Stevens, Suzanne

From: Bonenfant, Janice on behalf of * City Clerk
Sent: Monday, December 5, 2022 8:23 AM
To: Stevens, Suzanne
Subject: FW: Thank you

From: Laurel Horne <laurelwh@gmail.com>
Sent: Saturday, December 3, 2022 6:05 PM
To: Mori, Peter M. <PMori@ConcordNH.gov>; * City Clerk <cityclerk@concordnh.gov>
Subject: Thank you

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To Janice Bonenfant, City Clerk

A big shout out to Peter Mori for helping me and my daughter to enable her to vote absentee in the general election while hiking the Appalachian Trail. I really appreciated Peter's patience with my questions and his suggestions on how to make the process easier, faster, and less costly in terms of mailings. I'm amazed it all worked out.

Many thanks!

Laurel

Laurel Horne
16 Kimball St.
Concord