



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: March 31, 2026
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

Subject: FW: Thank You for Your EMT Team's Professional and Rapid Emergency Response

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

Sent: Thursday, March 5, 2026 9:41 AM

To: Chisholm, John <JChisholm@ConcordNH.gov>

Cc: * Fire <Fire@ConcordNH.gov>

Subject: Thank You for Your EMT Team's Professional and Rapid Emergency Response

[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]

Att:

The Honorable John Chisholm, Fire Chief
The City of Concord Fire Department
24 Horseshoe Pond Lane
Concord, NH 03301

Dear Chief Chisholm:

I am writing to express my heartfelt thanks for your EMT team's rapid response to my 911 call Tuesday at around midnight and specifically to Officer Jared. The team arrived within minutes at the height of a snow storm, and the professionalism displayed from the moment the crew arrived was truly remarkable.

What stood out immediately was the calm, organized way the crew took control of the situation. The coordination inside the vehicle as Jared took my vitals and treated me reflected a level of training, discipline, and teamwork that was deeply reassuring in a stressful moment. The fact that two vehicles arrived so quickly during a snow storm spoke volumes about your department's dedication and readiness.

Just as meaningful was the way Officer Jared and the crew treated me—with dignity, respect, and reassuring professionalism throughout.

It was also impressive to note the coordination with the emergency room ahead of arrival and the seamless transition of care once at the hospital, ensuring that I was safely handed over and the loop of care fully closed.

It is difficult to fully put into words what it means to know that such a capable and committed team is on call in our community. The professionalism, precision, and compassion of this EMT team under your command make an enormous difference when people are at their most vulnerable.

Please accept my sincere appreciation for the lifesaving work your team performs every day. Our community is fortunate to have such a dedicated emergency response team with individuals like Officer Jared and his colleagues. May God bless and protect them and every single member of our beloved Fire and Police at all times.

With sincere gratitude,

M***** *. T*****
Concord, NH

From: Judy Mitchell
To: * City Clerk
Subject: Thank you
Date: Wednesday, February 4, 2026 11:48:15 AM

[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. I just wanted to send a note of thanks to your office, specifically Daniel and Lindsey for helping me this morning with my daughter's birth certificate. They were both so kind and professional!

Thank you
Judy Mitchell

Service location Concord City Clerk "Daniel" was our clerk
Service date 3/10/26

Purpose of visit or description of services Certified copy of Marriage License

Our staff was: courteous knowledgeable professional
 other AMAZING!!!

Our service was: courteous knowledgeable professional ""
 other _____

Additional comments: Kind
Helpful

OPTIONAL
Name: _____ Address: _____ Phone: _____