



# 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:** July 30, 2019  
**FROM:** Thomas J. Aspell, Jr., City Manager  
**SUBJECT:** Citizen Comments

### **Recommendation:**

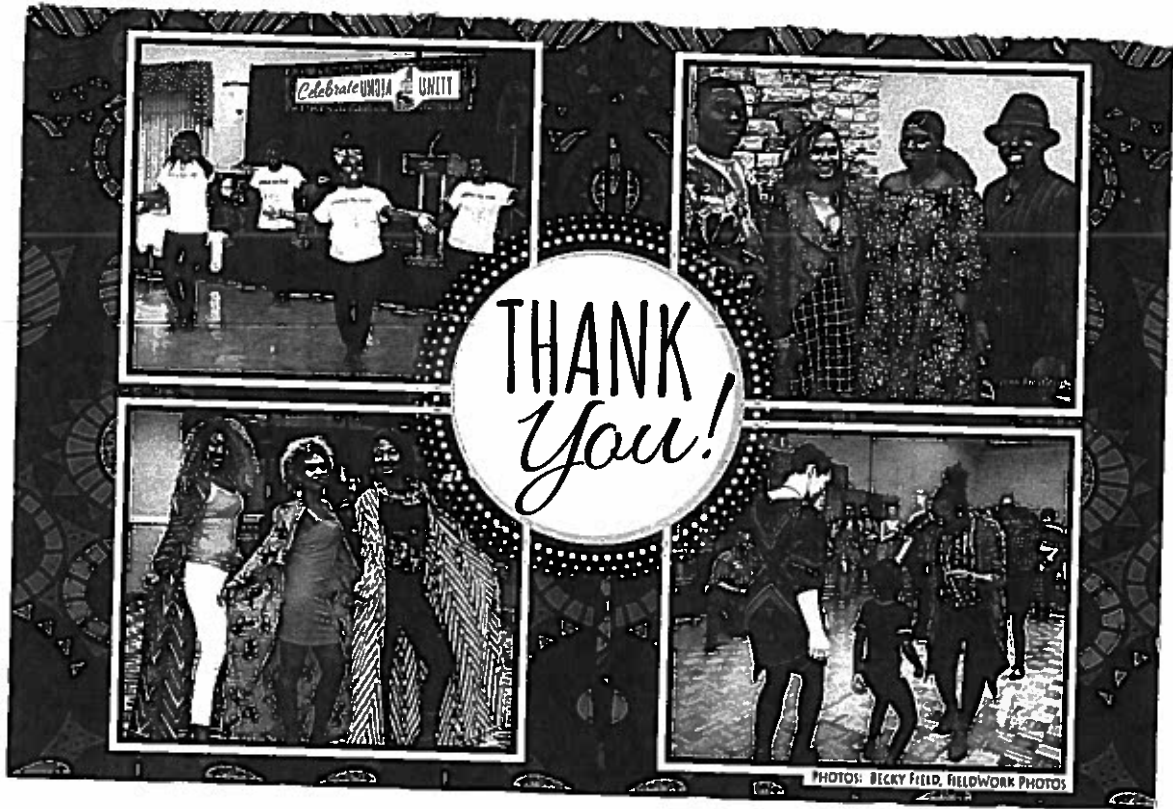
Recommend City Council accept this report.

### **Background:**

Attached for your information are citizen comments received during the past month.

/ss

Attachments



Mayor and the council of  
city of Concord;

NAA is so thankful for  
your consideration and  
supporting our work for one  
more year.

Thank You,  
Carolyn Musyimi-Kamau.



# Friends Program

FOUR PROGRAMS - ONE MISSION

*Serving Our Community Since 1975*

Mr. Tom Aspell  
City of Concord  
City Manager's Office  
41 Green Street  
Concord, NH 03301

July 3, 2019

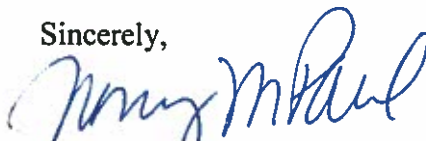
Dear Tom,

Thank you. The \$57,000 funding awarded by the City Council is critical to the Friends Emergency Housing Program's operations. Our signed voucher is enclosed for your countersignature.

Our shelter provides a warm, safe place for families to get back on their feet. The City's quarterly appropriation helps us ensure that families remain together as they work with shelter staff to identify community resources and reach their goal of finding and maintaining permanent housing. Your support is a vital part of this effort.

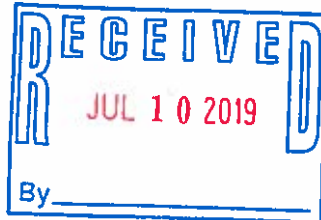
On behalf of our Board of Trustees, volunteers, staff and the people we serve, we are touched and honored by your generosity. We look forward to serving the City of Concord and its families in the coming year.

Sincerely,



Nancy M. Paul

Executive Director



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Nancy Paul  
*Executive Director*



## Stevens, Suzanne

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**From:** Andrus, Dan  
**Sent:** Tuesday, July 30, 2019 9:14 AM  
**To:** Stevens, Suzanne  
**Cc:** McIntire, Aaron; Brown, Sean; Manning, Anthony; Nault, Thomas  
**Subject:** Positive Citizen Comment

Good Morning, Sue,

I am pleased to forward this comment which appeared on social media yesterday from Mr. Paul D. Raymond, Jr. regarding a response to a carbon monoxide alarm at his home.

The crew members who responded to the call were:

Captain Alan Robidas  
Firefighter Jim Freitas  
Firefighter Chris Golomb

Thank you!

Dan

Paul D Raymond Jr is with Tim Robinson and 3 others.

July 28 at 11:23 PM -

I appreciate the Concord, NH Fire Department Engine 4 team coming to check my house for carbon monoxide tonight after my alarm went off... thankfully it turned out to be a faulty detector. Excellent customer service by a top-notch crew! Thank you! Concord residents are lucky to have such great emergency services teams!

Fun fact: turns out 11pm is early in the night for faulty alarms in Concord! 😊

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**From:** \* Recreation  
**Sent:** Friday, June 28, 2019 9:46 AM  
**To:** Gill, David; Bryant, Laura  
**Subject:** FW: Amazing day.

John Dennett  
Recreation Assistant  
Concord Parks & Recreation  
603-225-8690  
**From:** Patrick Fall [<mailto:fatpall00@gmail.com>]  
**Sent:** Wednesday, June 26, 2019 11:00 PM  
**To:** \* Recreation  
**Subject:** Amazing day.

To whom this concerns,

Thank you for creating the 48 hour pass. Went to white park pool. Staff was awesome. Pool and conditions were great. A perfect day. Thank you for your efforts! Have a good one.

Sincerely,

Patrick M. Fall

1,641 People Reached      242 Engagements      **Boost Post**

29 Reactions      2 Comments 3 Shares

Like      Comment      Share     

Most Relevant ▾

Write a comment

Kara Adams This was the very first week for my two daughters. They had the BEST time So much fun, they don't want to be on vacation with us next week. Great job to all the counselors for entertaining, teaching and making their experience an amazing one!  
Love Reply Message 4d

Concord Parks and Rec Department Thank you Kara! Our counselors are the BEST!  
Like Reply Commented on by Rec Rules [?] 2d

Concord Parks and Rec Department  
Published by City of Concord, New Hampshire [?] · July 12 at 8:30 AM ·

It's Game On at the City Wide Community Center for Park and Recreation Month. Did you know we offer Family Open Gym on Saturdays from 9-11 a.m.? (Runs through Aug. 31) Cost: \$2/child for residents, \$3/child for non-residents (parents are free). #GameOnJuly

Laura S Bryant  
Assistant Parks & Recreation Director  
City of Concord  
603-225-8690 (P)  
603-225-8589 (F)

*"We're serious about fun!"*

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

Results based on total comment cards received for June 2019

**I received services related to:**

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

<b>Our service was:</b>	Courteous (0)	Knowledgeable (0)	Professional (0)
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**Comments and suggestions:**

- 1) Nicole was extremely helpful during the transaction. My husband died in February of this year and she was so kind and helpful.