



# 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, 2021  
**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.  
**Sent:** Wednesday, July 7, 2021 9:08 AM  
**To:** Major, James <[JMajor@ConcordNH.gov](mailto:JMajor@ConcordNH.gov)>  
**Cc:** Chesley, Chip <[CChesley@ConcordNH.gov](mailto:CChesley@ConcordNH.gov)>; Hoadley, Jeff <[JHoadley@ConcordNH.gov](mailto:JHoadley@ConcordNH.gov)>; Clark, Adam <[AClark@ConcordNH.gov](mailto:AClark@ConcordNH.gov)>  
**Subject:** happy customer

Good morning Jim,

I wanted to pass along a compliment from one of our customers.

Cindy Cann @ 36 Roger Ave said that there's work being done on her street. Last Tuesday, a very nice young gentleman knocked on her door to say they had to shut her water off. Asked her if she was in the middle of anything before he shut her off. Once the work was completed, he knocked to let her know service was restored and that she should run her spigot to remove any sediment. He then turned her spigot on for her, went back later to shut it off and knocked again to let her know he was done. She said she was very pleased and that he went "above and beyond" anything that she would have expected. She wanted us to know because too often, people complain but don't take the time to provide good feedback.

**Lucie Muhlfelder**  
Utility Customer Service Representative



Concord General Services  
Utility Billing Office  
311 North State Street, Concord, NH 03301  
[www.concordnh.gov/generalservices](http://www.concordnh.gov/generalservices)  
[lmuhlfelder@concordnh.gov](mailto:lmuhlfelder@concordnh.gov)  
603-225-8693 phone



## Stevens, Suzanne

---

**From:** Gill, David  
**Sent:** Thursday, July 1, 2021 12:27 PM  
**To:** Stevens, Suzanne  
**Cc:** Aspell, Thomas; Chesley, Chip  
**Subject:** FW: Rollins Park pool

Hi Sue,

Was hoping you could include this nice note regarding one of GSD - Pubic Properties employees in the next City Council agenda.

Thank you,

David

**From:** JOHN DECAPRIO <[jvd0330@comcast.net](mailto:jvd0330@comcast.net)>  
**Sent:** Wednesday, June 30, 2021 12:31 PM  
**To:** Bryant, Laura <[LBryant@ConcordNH.gov](mailto:LBryant@ConcordNH.gov)>  
**Subject:** Rollins Park pool

**[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]**

Hi Laura,

I just wanted to take a second and compliment an employee that was at Rollins Park this morning when I got there. His name is Tucker and he works for the maintenance department. He was vacuuming the pool when I got there at 6:30 and doing an excellent job of it, it has never been this clean since we've been there! He was getting done when we started to set up the lanes and he saw how dirty the storage area was and completely cleaned it up, including scrubbing the concrete floor of the entire area. It is now spotless and well organized. He was cheerful, respectful and had an awesome can do attitude that should be recognized. If there is some sort of "employee of the month" thing that the city does, he gets my nomination for that! Very impressive employee.

Happy 4th!

**John DeCaprio**  
**Concord YMCA**  
**Sailfish swim team**



NEW HAMPSHIRE INTERSCHOLASTIC ATHLETIC ASSOCIATION

Established 1947

251 Clinton Street • Concord, N.H. 03301-8432

(603) 228-8671 • Fax (603) 225-7978

[www.nhina.org](http://www.nhina.org)

---

Jeffrey T. Collins  
Executive Director

July 2, 2021

Concord Parks and Recreation  
Attn: John Andersch  
14 Canterbury Rd.  
Concord, NH 03301

Dear Mr. Andersch:

I want to take this opportunity to personally thank you for all that you did for our Association during this past spring tournament season. Our mission of providing the best possible experiences for our student athletes would not be possible without the able assistance of individuals like yourself.

It is a real thrill for our student athletes and fans to compete at your outstanding facility. The manner in which your staff assisted with the event was also key to the success of this year's tournament.

Thank you, again, for your assistance and for allowing the NHIAA to utilize your facility. We look forward to many future events with your organization.

Sincerely,

A handwritten signature in black ink, appearing to read "Jeffrey T. Collins", is written over a printed name and title.

Jeffrey T. Collins  
Executive Director

JTC:jas

From: Amanda Grady Sexton <[amandakgrady@gmail.com](mailto:amandakgrady@gmail.com)>  
Sent: Friday, July 16, 2021 11:17 AM  
To: Bryant, Laura <[LBryant@ConcordNH.gov](mailto:LBryant@ConcordNH.gov)>  
Subject: Re: Nature Camp week 4

**[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]**

Hi Laura,

My kids are absolutely \*loving\* Nature Camp.

Thanks for everything you do to keep all of these kiddos active and happy throughout the summer! You guys are the best.

-Amanda

Amanda Grady Sexton  
City Councilor At-Large  
41 Green Street  
Concord NH 03301  
603.548.9377