



# 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:** April 27, 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

**Stevens, Suzanne**

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**From:** Gill, David  
**Sent:** Tuesday, March 22, 2022 4:35 PM  
**To:** Stevens, Suzanne  
**Cc:** Aspell, Thomas  
**Subject:** FW: Program Room #2

Good afternoon Sue,

Can you please include the positive comments in the next City Council packet – always great to hear good news 😊

David

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**From:** Andersch, John  
**Sent:** Tuesday, March 22, 2022 12:12 PM  
**To:** Gill, David <DGill@ConcordNH.gov>; Dennett, John <JDennett@ConcordNH.gov>  
**Subject:** RE: Program Room #2

The Daughters of the Revolution were very happy with their room rental – see below.

John A

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**From:** [normamm@comcast.net](mailto:normamm@comcast.net) <[normamm@comcast.net](mailto:normamm@comcast.net)>  
**Sent:** Tuesday, March 22, 2022 12:05 PM  
**To:** Andersch, John <[JAndersch@Concordnh.Gov](mailto:JAndersch@Concordnh.Gov)>  
**Subject:** Program Room #2

Hi John,  
I want to give you “two thumbs up” for the set-up for our DAR meeting earlier this month. We had a very successful meeting, the technology worked perfectly for my powerpoint and the table set-ups were great. What a wonderful venue for meetings and presentations!  
Thank you so much for helping us be successful.  
Best regards,  
Norma Milne  
Chapter Registrar

... my abilities were working before they left.  
I am very grateful!!

Sincerely yours,

Kathleen Phelan

Dear Fire Chief Chisholm,

Please accept my sincere thanks for all the work that the Heights Branch conducted at my house at 91 Mtn Rd, East Concord. The period was last week Feb into early March.

There was so much flooding in my basement! I know they did a lot of work which I probably didn't notice - pumping water from both outside & inside. And I didn't keep count of the times I called them in follow-up issues. I was so unprepared, as I had lived there 10 years, but never saw this before.

I am very appreciative of all their work, giving advice for handling it; running to find my own hoses on the property; turning off the appropriate switches for electricity.

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

Results based on total comment cards received for April 2022

**I received services related to (circle all that apply):**

Motor Vehicle (8)	Property Taxes (1)	Utility Payments (0)	Misc. Billing (0)
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Other:

<b>Our staff was:</b>	Courteous (9)	Knowledgeable (9)	Professional (9)
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Other: Very friendly.  
Patient.

<b>Our service was:</b>	Courteous (9)	Knowledgeable (9)	Professional (9)
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Other: Completed fast.  
Thorough.

**Comments and suggestions:**

1. Great job.
2. Kari waited on me and was very nice and very fast.
3. Kari Smith worked with me on registering my vehicle and explored the option of moose plates for me. Overall concern with the process was empathetic.
4. Kari was very helpful in transferring one registration and applying to new vehicle and she walked me through the process with the DMV (which saved me a lot of time) - 4 digit plate. Thanks so much.
5. Ladies behind the desk are awesome.
6. I can honestly say my visit was very pleasant. Thank you!
7. Collections staff always professional, had many visits over the years.
8. The lady that waited on me was fantastic. Her name was Kari.