



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: February 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

March 1, 2022

Mr. David Cedarholm
41 Green St.
Concord, NH 03301

Dear Mr. Cedarholm:

I am writing to thank you, Karen Hill and the rest of the Traffic Operations Committee for your response to my concern regarding safely exiting driveways on Christian Avenue. I appreciate that all of you listened respectfully to the concern, discussed ways of resolving the issue, and developed a solution that should help improve visibility upon exiting the driveways.

While I am disappointed that the solution was not to move parking to the opposite side of the street, I recognize the decision was based on the important safety issues that the School Department identified regarding children boarding and exiting buses.

It can be intimidating to approach City officials and committees with citizen concerns but in this case the process went smoothly, communication was maintained regarding the progress of the report and the decision that was reached was shared and discussed. The professionalism of the entire committee was evident and I felt all of you heard and understood the concerns expressed by those of us who use the driveways.

I look forward to having the parking spaces painted on Christian Avenue in the near future.

Sincerely,
Sandi Lee

Stevens, Suzanne

From: * GeneralServices
Sent: Monday, February 7, 2022 8:34 AM
To: Stevens, Suzanne
Cc: Chesley, Chip
Subject: FW: Thank you plow people!

Hi Sue,

Another positive email for consideration in the next council agenda.

Thank you,

Angelina Zulkic
Communications Coordinator



Concord General Services
Administration Division
311 North State Street, Concord, NH 03301
www.concordnh.gov/generalservices
azulkic@concordnh.gov
(603) 230-3907



From: Mary Whitman <marywhitman39@gmail.com>
Sent: Friday, February 4, 2022 1:07 PM
To: * GeneralServices <generalservices@concordnh.gov>
Subject: Thank you plow people!

[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]

Hello I just wanted to give a shout out to you! You've been doing a great job today and this is a nasty storm! Thank you to the men that will do the sidewalks later! I really appreciate everything you guys do to make it safe for me to drive my car and to go for a walk! You got this!

Mary Whitman
9 Wiggin Street

Stevens, Suzanne

From: Brown, Sean
Sent: Thursday, February 17, 2022 12:47 PM
To: Stevens, Suzanne
Subject: FW: Citizen note of appreciation

Hi Sue,
Another positive citizen comment.
Thank you,
Sean

From: Kelleher, Derek
Sent: Wednesday, February 16, 2022 12:31 PM
To: Fire Distribution <FireDistribution@ConcordNH.gov>
Subject: Citizen note of appreciation

To those who made a difference,

Below is a text message from Meghan Merrill showing her family's appreciation of the Concord Fire Department and those who responded on several occasions.

Hey Derek!

I just wanted to send a personal note to you and your entire staff at the fire house. My father in law who has been sick with cancer and suffering this past year passed away on Tuesday night. The fire department was called on several occasions this past year and every time they came they were so wonderful to him and my mother in law. It is truly appreciated how they were so gracious and kind each and every time they had to come assist him. We sincerely thank each and every one of them!

-Meghan and JB

Just so you know he lived at 218 North State street.

Sent from my iPhone

Stevens, Suzanne

From: Brown, Sean
Sent: Tuesday, February 15, 2022 2:56 PM
To: Stevens, Suzanne
Subject: FW: Thanks to the Concord Manor Station Rescue Staff

Hi Sue,
Please see the following communication from Mr. Stephenson.
Thank you,
Sean

From: Dolloff, Christopher
Sent: Monday, February 14, 2022 11:28 PM
To: Otterson, Kristopher <KOtterson@ConcordNH.gov>; Johnson, Christopher <CJohnson@ConcordNH.gov>; Kelleher, Derek <DKelleher@ConcordNH.gov>
Cc: Brown, Sean <SBrown@ConcordNH.gov>; Hebert, Mark <MHebert@ConcordNH.gov>
Subject: FW: Thanks to the Concord Manor Station Rescue Staff

Nice work!

Chris

From: Deene Stephenson <Deene.Stephenson@outlook.com>
Sent: Monday, February 14, 2022 7:44 PM
To: Dolloff, Christopher <CDolloff@ConcordNH.gov>
Subject: Thanks to the Concord Manor Station Rescue Staff

[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]

Dear Captain Dolloff,

I am writing to thank the Concord Manor Station Staff for rescuing me on Sunday. At about 9:45 AM, I started down the path at the top of the ravine across from my house at 50 Cross Street for a routine empty of my woodstove ash can. Before I realized the danger of the snow having frozen into a solid sheet of ice, I found myself skating half-way down the ravine before making contact with a small tree that popped my left arm out of its socket. It broke my fall so contact with a larger tree ten feet later stopped my descent without further injury. Fortunately, I had my cell phone with me and was able to call my wife, who called 911.

The medic who attended me explained each step he took and what the team would be doing. Per my wife, it was a challenging job for the team to blaze a precipitous trail through the ice to rescue me for transport me to Concord Hospital. Everyone was kind and courteous to her and my married daughter who arrived soon after the rescue team.

When I returned home mid-afternoon, I noticed that my ash bucket and cover had also been rescued! The retrieval of the cover cost one of your crew a descent all the way down the ravine. (I'm sure this must have

involved the whole crew to let him down with a tether.) Now, that's really "going the second mile" beyond what is expected!

With great respect and warm regards,

Deene Stephenson

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

Results based on total comment cards received for February 2022

I received services related (circle all that apply):

Motor Vehicle (1)	Property Taxes (0)	Utility Payments (0)	Misc. Billing (0)
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Our staff was:	Courteous (1)	Knowledgeable (0)	Professional (0)
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Our service was:	Courteous (1)	Knowledgeable (0)	Professional (0)
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Comments and suggestions:

- 1) Why so many “picky charges?” Agent \$3.00, Clerk \$2.00, Transportation \$5.00, Waste \$3.00, \$13.00 x charge – why?? Then inspection???