



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: May 28, 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

Stevens, Suzanne

From: mjallard14@comcast.net
Sent: Friday, May 24, 2019 2:53 PM
To: * Assessing
Cc: * City Manager Office; Jean Clark
Subject: Beaver Meadow Village Association

Dear Kathy,

The owners and residents are most grateful for your informative presentation to our village on Saturday, May 18th. The response was very positive and folks came away understanding more about how the assessment and exemptions process works. Discussion of taxes can be a touchy subject yet you responded clearly to everyone's questions. Additionally, we appreciate your willingness to visit us on a non-work day for you.

I am thankful to Jean Clark, one of our villagers, who arranged your services.

Wishing you a wonderful Memorial Weekend! Feel free to contact me directly if you wish to enjoy a dip in our wonderful pool (slowly warming up to 82 degrees)!

Thank you,

Mary J. Allard
19 Amoskeag Rd
Concord, NH 03301

715-6823

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

From: Ken Cox [<mailto:kencox603@comcast.net>]

Sent: Tuesday, May 14, 2019 2:55 PM

To: * GeneralServices

Subject: Re: Yard and curb damage

Good afternoon Sir,

I can not thank you and crew enough for their efforts in restoring my lawn. The job your men did was outstanding! Wade was very professional and understanding. They must have spent at least an hour or more getting everything perfect. Thank you for taking this serious and please pass on my thanks to your crew. I am proud and grateful that these men work in Concord.

Respectfully, Ken Cox

Sent from my iPhone

> On May 7, 2019, at 12:28 PM, Ken Cox <kencox603@comcast.net> wrote:

>

> Good afternoon,

> I wanted to see if you had a date set for repairing my yard and curbs

> yet. I am getting the yard set up for spring and summer, but there is

> still heavy damage from your leaf removal efforts. I have a work order

> from you, but there is no date on it as to when the work will be done.

> My address is 17 Spruce St. and my phone number is 603-573-8995. Thank

> you Respectfully, Ken Cox

>

> Sent from my iPhone

Stevens, Suzanne

Subject: FW: Positive Citizen Comment on Social Media

From: Andrus, Dan
Sent: Thursday, May 9, 2019 1:07 PM
To: Stevens, Suzanne
Cc: Brown, Sean; McIntire, Aaron; Manning, Anthony
Subject: Positive Citizen Comment on Social Media

Good afternoon, Sue,

This comment appeared on our Facebook page this afternoon. The crews involved included

Engine 7: Lt. John McAuliffe, Firefighter Ron Piroso, Firefighter Chris Girard

Ambulance 7: Firefighter Paramedic Keith Richardson, Firefighter Scott McGrath

Ambulance 5: Firefighter Paramedic Matt Cole, Firefighter Chris Golomb

Thank you,

Dan

Lisa M. Lauze recommends Concord, NH Fire Department.

1 hr
Thank you to all on the team that were there to rescue my husband and I yesterday on Loudon Rd after our Trike accident. Especially I'd like to thank the lady that was holding my hand as my husband was carted off unconscious. You all were amazing thank you!!

 **Concord, NH Fire Department**

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Message

Comments



Concord, NH Fire Department Thank you for your kind words. Our thoughts are with you and your husband in his recovery and we will pass the message along to the crew of the Heights Station who responded to the call.

Service location Concord, NH -

Service date 5-2-19

Purpose of visit or description of services Questions on an address - zoning

Our staff was: ☒ courteous ☒ knowledgeable ☒ professional
☒ other and helpful w/ paper work -

Our service was: ☒ courteous ☒ knowledgeable ☒ professional
☒ other Informative w/ Informative

Additional comments: on the walls - for community

very pleasant experience

OPTIONAL

Name: Monica Address: 97 Snow Pond Rd Phone: 224-1720

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

Results based on total comment cards received for May 2019

I received services related (circle all that apply):

Motor Vehicle
(1)

Property Taxes
(1)

Utility Payments
(0)

Misc. Billing
(0)

Our staff was:

courteous
(2)

knowledgeable
(2)

professional
(2)

Other: Simply wonderful.

Our service was:

courteous
(2)

knowledgeable
(2)

professional
(2)

Comments and suggestions:

- 1) The people who work here are unfailingly pleasant and efficient. They make an annoying task pleasant. Kudos and thank you for good work. True every time for 5 years.
- 2) Dealing with this department has been a joy. They have made a bad experience so much easier on me. Thank you so much.