



# CITY OF CONCORD

## REPORT TO MAYOR AND THE CITY COUNCIL

**DATE:** October 30, 2017  
**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

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

From: Kathleen Sternenberg (<mailto:kas@Sternenberglaw.com>)

Sent: Monday, October 9, 2017 8:28 PM

To: McDaniel, Jill

Subject: Old Fort Work Day

10/9/2017

Dear Jill:

I want to thank you and your staff for all of your help in making it possible for us to work at the Old Fort. You are so helpful to us in every way. We had eight people working last Friday and we talked about trying to get another work day in October. We would like to do October 20, 2017 from 1-3pm if that works for you. I will arrive at 12 noon to be sure that the stones are treated and have a chance to sit. We would very much like to clean and reset some stones in danger of falling over. I spoke to your staff about four or five such stones and pointed them out. I hope you can accommodate our second October date. I would very much like to announce the work day at our Chapter meeting at 1:00pm tomorrow if possible. Could you please confirm by calling me? You should be able to reach me at work til 11 or so. 641-1048 or, my cell 724-7705. I welcome the opportunity to discuss some funding options for the broken stones and some repairs for the fencing at some time soon as well.

Thank you again.

Kathleen (Kay) Sternenberg

Old Fort Cemetery Committee

Vice Regent

Buntin-Rumford-Webster Chapter

Daughters of the American Revolution

**From:** Brenda Barth [mailto:bbarth@bownet.org]  
**Sent:** Wednesday, October 11, 2017 7:10 PM  
**To:** Inglis, Kari  
**Subject:** Re: Concord Parks & Recreation Soccer Season Check-In

Hi Kari,

This has been an awesome experience for Jack. He had a blast and he loved his coach. We did too! LJ was terrific! My husband, Rob, said "unbelievable" when describing LJ. He kept our 6 year old focused, engaged and happy. He was positive and encouraging all along the way! We will definitely be looking to sign Jack up for some programs like this one and hope to work with LJ again in the future.

Thanks so much for keeping everyone in the loop! We're so happy to be Concord residents and to have our children experience these programs.

Take care,  
Brenda Barth

On Wed, Oct 11, 2017 at 2:05 PM, Inglis, Kari <[KInglis@concordnh.gov](mailto:KInglis@concordnh.gov)> wrote:

Dear Parents & Guardians,

It's hard to believe that we are nearing the end of the fall soccer season. I am sending you this email to check in with you and touch base just in case you have any questions or concerns that you've not been able to address. Concord Parks & Recreation wants to make sure all of our participants are having a blast this season!

Please feel free to send an email or give me a call. [\(603\)230-4981](tel:6032304981).

I hope that this season has been a positive and happy experience for you all so far!

Thanks very much!

*Kari Inglis*, CPO  
Program Coordinator  
Concord Parks & Recreation  
[\(603\)225-8690](tel:6032258690) (p)  
[\(603\)225-8589](tel:6032258589) (f)

**From:** Michelle Fishwick [mailto:mfishwic@crhc.org]  
**Sent:** Thursday, October 12, 2017 5:48 AM  
**To:** Inglis, Kari  
**Subject:** Re: Concord Parks & Recreation Soccer Season Check-In

Hi Kari,

Thank you for checking in! My daughter Ella is in 5th grade and is on the purple team and I have to tell you that this has been the most positive experience! Between both of my daughters, we've been happily participating in Rec sports for about 13 years now, but I have to say that this team and these coaches are just amazing. Ella started off the season not really ever having played soccer before and she was a very timid player. Over the past weeks, she has gained so much confidence and has never once complained about or dreaded going to a practice or a game. In fact, she was inspired to sign up for indoor soccer with this same team and coaches.

I just wanted you to know that we have always had positive experiences, it's just that this one tops them all.

Thank you for all that you do!

Michelle Fishwick

**From:** Rebecca Duclos-McHugh [mailto:rduclosmchugh@gmail.com]  
**Sent:** Wednesday, October 11, 2017 7:38 PM  
**To:** Inglis, Kari  
**Subject:** Re: Concord Parks & Recreation Soccer Season Check-In

Thank you SO much for all you have done to make soccer so fun and wonderful for Clara. She has LOVED every second of it and is so sad that it's coming to an end. You and Nate have been incredible and I can't thank you enough for all you did to make this sweet group of girls, and mine particularly, so happy every Tues, Wed and Sat.

Clara has not had the easiest couple of years; her dad moved far away, she has had a lot of sadness about that and she has struggled to find something that she absolutely loves. Being able to play soccer with her best friend (Eliza) and with girls her age on a team that made her feel welcome, special, proud and good about herself has been enough to bring tears to my eyes multiple times a week as I watch her play.

When there aren't games or practices, Clara and Eliza (Eliza lives next door) are often in my yard or hers playing soccer, drawing about soccer, talking about soccer and reliving the latest game.

You have made Clara (and by association, me) happier than words can describe this fall. From the bottom of my heart, thank you so very much.

Rebecca

## Stevens, Suzanne

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**From:** Gill, David  
**Sent:** Friday, October 27, 2017 12:42 PM  
**To:** Stevens, Suzanne  
**Cc:** Aspell, Thomas  
**Subject:** FW: Rollins Park Project Update and the Adopt A Tree Program

Good afternoon Tom,

Just wanted to share some nice feedback regarding the Rollin's Park Project.

David

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**From:** Mary Wilke [<mailto:wilke.mary@gmail.com>]  
**Sent:** Friday, October 27, 2017 12:05 PM  
**To:** Gill, David  
**Subject:** Re: Rollins Park Project Update and the Adopt A Tree Program

Thank you, and I'd just like to commend the contractor on a job well done. The park looks beautiful, even as is, although we're definitely looking forward to seeing the trees planted (and will contribute toward that). Also, I appreciate how well you've included the community in the planning. Thank you very much.

Mary Wilke  
24 Bow St.

On Oct 27, 2017, at 11:46 AM, Gill, David <[DGill@ConcordNH.gov](mailto:DGill@ConcordNH.gov)> wrote:

Good morning Friends,

I just wanted to give everyone an update on the Rollins Park Project and the departments new Adopt a Tree Program for the Park.

This Fall the contractor has removed all the stumps, graded the area, installed the walkways, and will shortly seed the area. Once the seeding is completed, this phase of the project will be complete. In the spring we will begin replanting trees. Attached is a flyer with information on the new "Adopt A Tree Program" for the park. This winter our hope is to raise additional money to help increase the number of trees the city will be able to plant. Our current plans will include planting approximately 50 new trees and ideally we would like to plant another 100 trees through the adopt a tree program. (All donations welcome – large and small)

We have information regarding this project (CIP 56 – Rollins Park) and our other funded CIP projects located on our web

site([www.concordparksandrec.com](http://www.concordparksandrec.com)). Also, we just added the ability for community members to sign up and receive updates on our Capital Improvements Projects. For more information on Rollins Park Project, and other funded projects the Parks and Recreation Department are working on and register for our “Notify Me” please [click here](#). We also post updates on [the Departments Facebook Page](#).

Please feel free to share this email with family and friends and encourage everyone to register online for “Notify Me” to receive regular updates on our projects.

I hope everyone has a great weekend!

David

PS The Parks and Recreation Departments [Winter Brochure](#) is now online and registration is underway for all programs. Please note many of the programs have limited space.

City of Concord  
Parks and Recreation Director  
1 White Street,  
Concord, NH 03301

Phone: 603-230-3785  
[www.concordparksandrec.com](http://www.concordparksandrec.com)

<Adopt a Tree Program for Rollins Park.jpg>



## **Douglas N. Everett Arena Completes Energy Efficiency Upgrades**

*New LED lighting and updated refrigeration system reduce energy usage*

*October 4, 2017*

*Concord, NH*

Unitil, a provider of natural gas and electricity to New England customers, recently partnered with the City of Concord's Douglas N. Everett Arena to complete a comprehensive energy efficiency project, which will help save the facility approximately 78,300 kWh of electricity annually.

The facility completed a major upgrade to its refrigeration system. The brine chiller, which is a component of the arena's refrigeration system, was replaced to maximize efficiency. By substituting this component, the Everett Arena will save roughly 18,000 kWh annually.

Working closely with Unitil and Affinity Lighting on a two-year collaboration, the Douglas N. Everett Arena also completed an LED lighting conversion project throughout the facility. The LED conversion has allowed the facility to operate the lighting with a controller. By utilizing the efficient dimming capabilities, the Everett Arena has increased its foot candles. Experts anticipate that this transformation will save the arena 60,300 of kWh annually, the energy equivalence of about eight residential homes.

"The arena is self-supporting, even though owned and operated by the city, and typically has a substantial electric bill," said Jeff Bardwell, Everett Arena Site Manager. "We are thankful to have enhanced the efficiency of the arena. Our customers are thrilled with the change. Shifting to LED and replacing part of the refrigeration system has reduced our electric costs significantly."

Community members have noticed that the lighting quality has improved immensely. Since replacing the fluorescent lights, the LED bulbs last significantly longer and have reduced maintenance hours. The refrigeration system has made a substantial impact on the facility by improving the cooling capabilities of the refrigeration plant.

"Unitil enjoyed working with the Everett Arena on both projects," said Alec O'Meara, Unitil Media Relations Manager for Unitil. "Converting to LED presents some significant opportunities to save money and reduce its carbon footprint. We encourage businesses and residential customers alike to take advantage of these initiatives and optimize efficiency where possible."

**City of Concord – City Clerk’s Office  
Customer Service Surveys - September 2017**

**I received services related to (circle all that apply): Total surveys completed: (12)**

|                    |             |                                       |                 |
|--------------------|-------------|---------------------------------------|-----------------|
| City Council       | Elections   | Vital Records                         | Dog Licensing   |
| ()                 | ()          | (9)                                   | (1)             |
| Voter Registration | UCC Filings | Other: <u>General Information</u> ( ) |                 |
| (1)                | ()          | (1) Marriage License                  | ( ) Purple Bags |

**Were you greeted promptly and friendly?**

|         |    |    |    |    |    |    |      |        |
|---------|----|----|----|----|----|----|------|--------|
| (Worst) | 1  | 2  | 3  | 4  | 5  | 6  | 7    | (Best) |
|         | () | () | () | () | () | () | (12) |        |

**Was your wait for service reasonable?**

|         |    |    |    |    |    |    |      |        |
|---------|----|----|----|----|----|----|------|--------|
| (Worst) | 1  | 2  | 3  | 4  | 5  | 6  | 7    | (Best) |
|         | () | () | () | () | () | () | (12) |        |

**Was the staff person knowledgeable?**

|         |    |    |    |    |    |    |      |        |
|---------|----|----|----|----|----|----|------|--------|
| (Worst) | 1  | 2  | 3  | 4  | 5  | 6  | 7    | (Best) |
|         | () | () | () | () | () | () | (12) |        |

**Was your transaction complete and accurate?**

|         |    |    |    |    |    |    |      |        |
|---------|----|----|----|----|----|----|------|--------|
| (Worst) | 1  | 2  | 3  | 4  | 5  | 6  | 7    | (Best) |
|         | () | () | () | () | () | () | (12) |        |

**Comments and suggestion**

- Not one thing! The service was incredibly kind and friendly!
- Very friendly and pleasant
- None! We came for our marriage license-so far this has been the least stressful aspect of wedding planning thanks to their help!
- Very friendly & helpful <3
- None-great job
- Customer prior to my entrance tripped on top step and suggested it might help if bright color added.