



CITY OF CONCORD

REPORT TO MAYOR AND THE CITY COUNCIL

DATE: November 30, 2015
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

Subject: FW: Water hazard at 40 Oakmont Drive

From: Brian M Tauscher PLLC [<mailto:bmt@tauscherpllc.com>]
Sent: Monday, November 16, 2015 10:23 AM
To: Chesley, Chip
Cc: Aspell, Thomas; Stevens, Suzanne; Major, James; Hundley, Hope
Subject: RE: Water hazard at 40 Oakmont Drive

Dear Chip,

I wanted to write back to thank you and your team for such excellent and prompt work. Last week's rain was light but long, and we didn't see any water collecting at the end of our driveway at all. Your team lowered the storm drain and regraded the asphalt so that water now flows into the drain. They cleaned up the site perfectly.

Please accept our family's thanks for a job well done.

Very kind regards,

Brian M. Tauscher
40 Oakmont Drive | Concord, NH 03301 | bmt@tauscherpllc.com
Direct: 603.225.5552 | Cell: 603.369.9679

From: Chesley, Chip [<mailto:CChesley@ConcordNH.gov>]
Sent: Wednesday, November 04, 2015 1:28 PM
To: 'bmt@tauscherpllc.com'
Cc: Aspell, Thomas; Stevens, Suzanne; Major, James; Hundley, Hope
Subject: FW: Water hazard at 40 Oakmont Drive
Importance: High

Good afternoon Mr. Tauscher,

I have been forwarded your electronic correspondence to the City Manager's office.

Our staff has visited the site and is planning to adjust the existing catch basin frame and grate within the next several weeks to mitigate the existing drainage problem you note. The roadway is currently scheduled to be reclaimed in the summer of 2017.

We appreciate you bringing this matter forward. Please don't hesitate to contact me in the future.

Best regards,

Chip Chesley
General Services Director

From: Brian M Tauscher PLLC [<mailto:bmt@tauscherpllc.com>]
Sent: Thursday, October 29, 2015 2:05 PM
To: * City Manager Office
Subject: Water hazard at 40 Oakmont Drive

Dear Mr. Aspell,

My wife, Elise Salek, and I live at 40 Oakmont Drive in Concord, Map/Lot/Bldg 121B/3/81. I write to inquire about how we can deal with a growing water hazard in front of our property on the public street.

I have attached 4 photos that I took this morning, following the rain storm. As you will see, whenever it rains a large puddle forms directly at the end of our driveway. It can be as long as 40 feet, and usually is 4-7 feet wide. The reason it accumulates is that the storm drain just to the east of our driveway is the high point, rather than the low point, on our stretch of Oakmont. While it was no doubt the low point at one time, the many years of lack of maintenance to our street have resulted in subsidence of the surrounding roadbed, leaving the storm drain a small island when there is any rainfall.

This is a nuisance in the summer, as hopping over the puddle usually results in wet (albeit usually bare) feet. In winter, the problem is more severe. The puddle turns into a solid block of ice that defies both chipping and the snowplow. When we have mini-thaws, my wife, children and I are at the end of the driveway pushing the water and slush uphill into the drain in an attempt to reduce the hazard.

I say "hazard" advisedly. It does not take a great deal of imagination to posit any number of circumstances where such a large amount of free-standing water, ice or slush can result in property damage or bodily injury to my family, our property, or the persons or vehicular property of neighbors or passersby.

I believe that Oakmont Dr is slated for repaving (?) in the next few years. I do not know if the storm drain at the end of my driveway should be left so long, but in any event, I thought it important to let you know that repaving will not solve this problem if the storm drain is not lowered. Without lowering the storm drain, repaving will simply reduce the height differential between the end of my driveway and the roadbed, resulting in storm waters and debris washing down my driveway rather than into the drain. This problem already occurs when we have significant rainfall; it will be exacerbated with a simple repaving.

Please take a look at the photos, come out to the property, and let us know what can be done to correct the problem.

Very truly yours,

Brian Tauscher
40 Oakmont Dr
Concord, NH 03301
603-225-2385

Stevens, Suzanne

From: Aspell, Thomas
Sent: Friday, November 20, 2015 11:13 AM
To: Stevens, Suzanne
Subject: FW: Reflecting upon an outstanding road reclamation job done

From: Chesley, Chip
Sent: Friday, November 20, 2015 10:30 AM
To: Aspell, Thomas
Subject: FW: Reflecting upon an outstanding road reclamation job done

One pleased customer!

From: b [<mailto:bouchard.robert@gmail.com>]
Sent: Thursday, November 19, 2015 2:25 PM
To: Chesley, Chip; jpbouley@comcast.net
Cc: scottthibeault437@gmail.com; Schaefer, Fred
Subject: Reflecting upon an outstanding road reclamation job done

Hi Jim and Chip,

I wanted to send you feedback as a resident of Concord, NH and a benefactor of the quality work performed on a recent road reclamation project managed by a member of your General Services team, Fred Schaefer and complimented by the the outstanding professionalism and respectful approach of the Continental team you hired managed by Scott Thibeault.

As a resident my wife and I along with many neighbors could not ask for more in the way they handled the 2+ month project. Fred kept the residents aware through pre-project letters along with his presence in the neighborhood to answer any questions or address any concerns that someone might have. Scott likewise managed a pretty talented and very respectful team from the Continental organization. His team was always polite, respectful and a pleasure to have in our neighborhoods. Their work quality was outstanding and appeared to team well with the Concord General Services team.

Again thank you for allowing us the opportunity as residents to benefit from professionalism of these two individuals and their teams.

Robert Bouchard
17 Quail Ridge Rd
Concord, NH 03301

Mr. David Gill
City of Concord – Parks + Recreation Dept.
14 Canterbury Road
Concord, NH 03301



Celebrate Concord's 250th
CITY CELEBRATION WEEK
MONDAY, AUGUST 10 - SUNDAY, AUGUST 16, 2015

Dear David,

Concord City Celebration Week was a terrific success, thanks to generous supporters like the City of Concord's Parks + Recreation Dept.!

Concord 250 is exceptionally grateful to Parks + Rec. for investing in the week-long, city-wide celebration of our community. We heard from so many attendees that the festivities left them feeling a new or renewed sense of pride in, and connection to, the City of Concord. Event attendees also reported they learned a great deal about our shared history, and had a fantastic time in the process.

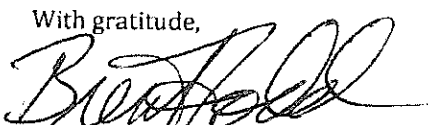
From August 10th – 16th, residents and friends of Concord enjoyed:

- Tours of Concord Monitor*
- Penacook Village Farmers Market*
- Concord Coaches from Abbot-Downing Historical Society*
- Concert by Village Harmony Youth Group*
- Agricultural Heritage Farm Day*
- "2015 Concord" Documentary*
- Open House at Concord's First Church*
- History Walk from Pierce Manse*
- Old North Cemetery Interactive Tour*
- Celebrate of Natural Resources with NH Audubon*
- Tour of Johnny Prescott & Son's Concord Coaches + History Barn*
- Weekend Kick Off Concert with Nevers' 2nd Regiment Band*
- Concord Farmers Market*
- Rock On Fest with Rock On Foundation*
- Concord Through the Ages 250th Anniversary Celebration Parade*
- Concord City Celebration Week Grand Finale*

The celebration of Concord's 250th anniversary year continues into the fall and winter! Concord Chats, the roving history series, is in full swing, unveiling of the Mosaic 250 community art project is coming up, and the Concord Historical Society will bury the 2065 time capsule on November 7th. On December 31st, we hope you can join us at *Cheers to the Next 250 Years!*, the New Year's Eve Gala presented in partnership with the Concord Family YMCA.

Thanks again for playing an important role in delivering an action-packed week of festivities to our community as part of the year-long celebration of Concord's 250th!

With gratitude,


Brent Todd, President


Kim Murdoch, Project Manager

THANKS SO MUCH FOR YOUR SUPPORT DAVID! 😊

Concord 250 | www.Concord250.org | ConcordNH250@gmail.com



Images by Corey Garland Photography

From: Christos Lillios <foxshankone@gmail.com>

Date: Nov 15, 2015 10:18 PM

Subject: Beaver

To: "Chase, Bernard" <BChase@ConcordNH.gov>,"Gill, David" <DGill@ConcordNH.gov>

Cc:

Sid thanks for another great year of golf. You and your crew did an outstanding job.again this year

©Results based on total surveys received for OCTOBER 2015

City of Concord – City Clerk’s Office

Customer Service Survey

I received services related to (circle all that apply): (Total surveys completed: (11))

City Council Elections Vital Records Dog Licensing

() () (11) (0)

Voter Registration UCC Filings Other: General Information

() () ()

Were you greeted promptly and friendly?

(Worst) 1 2 3 4 5 6 7 (Best)

() () () () () () (11)

Was your wait for service reasonable?

(Worst) 1 2 3 4 5 6 7 (Best)

() () () () () () (11)

Was the staff person knowledgeable?

(Worst) 1 2 3 4 5 6 7 (Best)

() () () () () () (11)

Was your transaction complete and accurate?

(Worst) 1 2 3 4 5 6 7 (Best)

() () () () () () (11)

Comments and suggestion

“Great service. Very thankful & grateful.”

“It was great.”

“No suggestions. Great job!”

“Thank you for putting up with 2 teenage parents.”

“No suggestions to improve. Keep up the good work!”

“No suggestions. Excellent service by Mrs. Osgood.”

“Your staff was wonderful. I think the services were perfect.”

“Keep being so friendly and helpful!”

“Great staff!”

“No suggestions. Perfect service.”