



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, 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: Pegg, Suzanne
Sent: Tuesday, January 29, 2019 1:32 PM
To: Stevens, Suzanne
Cc: Baia, Carlos
Subject: FW: Winter Fest Debriefing Meeting

Sue

For citizen comments for council.

Thanks

Suzi

From: Chad Gamester [<mailto:chadcmj@gmail.com>]

Sent: Tuesday, January 29, 2019 1:04 PM

To: Jamie Simchik

Cc: Andy Juhasz; Roscoe, Christopher; Sue O'Donnell; events@intownconcord.org; Michael Dahood; Angie Lane; director@intownconcord.org; Breton, Stefanie; Miriam Carter; dkirk@nhcrafts.org; Sarah Nyhan; Scott Ouellette; Pegg, Suzanne; Hoehn, Amy; Michael J. Simchik; David Shamoian; Pillard, Cassandra; Demers, Kevin; Smiglowksi, Chris; Kiehl, Kenneth; Breton, Stefanie; Jarrod Gamester; Hilstro, Christopher; Sirois, Paul; Florence, David; Williams, Gwen
Subject: Re: Winter Fest Debriefing Meeting

I just want to put this out there so that everybody knows. Today we did final cleanup from the ice festival. Chris contacted me this morning after Jarrod and myself cleaned up broken ice sculptures and moved display boxes onto our trailer for transport. Chris discussed options with me to remove the remaining sculptures left at the co-op. We decided it was best to call him after I return from our warehouse around 1. As I returned into town,(at 12) I drove by the sculptures and they had already been cleaned up (including the ally next to Capital Commons). Basically I just want it on record that the City of Concord and everyone involved make it very easy to work in this town. I work in a few different towns and Concord stands out as probably the best in the state to work with. I thank the City and the employees for always being there to help.

Chad Gamester

CAM Property Management
(603)275-7787
Box 52
Exeter, NH 03833

INTOWN
CONCORD
COMMUNITY + EVENTS

February 4, 2019

Gwen Williams
City of Concord
37 Green Street
Concord NH 03301

Dear Gwen:

On behalf of the Intown Concord, Inc. Board of Directors, staff, and volunteers, we thank you and your amazing team for all your help and input during Winter Fest.

The inaugural event was a great success with over 1,500 in attendance and we look forward to bringing the event back again in 2020 with even more ice carvings and activities promoting our downtown community.

Thank you again for your generous support! Hope you enjoyed the ice carvings! It was a huge success!

Warmest Regards,



Dawn Badami
Executive Director

CODE ADMINISTRATION

FEB 06 2019

RECEIVED

From: Joseph Ayotte <josephayotte@gmail.com>
Date: Sat, Feb 2, 2019 at 8:32 AM
Subject: Beaver Meadow Cross Country Ski Trails
To: <cityclerk@concordnh.gov>

Dear Ms. Bonenfant,

I'm writing to express gratitude for the trails at Beaver Meadow Golf Course. The City has a real gem in these trails that more people should know about. Cross country ski trails have long been a part of the winter activities there, but there is a nexus of new activity that has made the trail network better than I can recall in the 3 decades I have been a Concord resident.

First, the Concord Nordic Bill Koch Youth Ski League (BKL), which I lead, has moved its operations to Beaver Meadow from Memorial Field (we have about 50 kids in the program annually and 10 coaches). This has resulted in significant improvements in our club. There is a club house with restrooms -- a must for kids K to 6th grade. There is food, and the vendor works with us to provide hot chocolate after each practice. Parents are thrilled with the location as it is easy to get to and has the amenities mentioned above, including a place to sit and work if they need to while their kids ski. Concord High School's Nordic Ski Team also shows up regularly to train and always makes an effort to ski with our kids at the end of their practice. Our kids love seeing them having fun on snow and giving us some attention.

Second, Sid and Dennis have been very receptive to our use of the golf course for Concord Nordic BKL. For the past few years, we meet regularly to map out ski trails, discuss improvements, and to discuss grooming plans. They are very helpful, always willing to talk, and do a great job providing us with the snow conditions we seek, even in the face of the highly variable weather that is a staple of our area. Dennis provides a very thoughtful approach to grooming -- to help ensure we have the conditions we need for each Friday afternoon practice. It has worked fabulously over the last few years.

Third, Parks and Rec, who administers our program, is wholly on board with our program. Laura Bryant, who I deal with regularly is very can-do and is always solution oriented. Her help has been invaluable. Sometimes we have no snow and can hold practice on the grass, but when ice renders conditions unsafe, we coordinate to use the Concord CWCC and its facilities. Dave Gill also is an important part of that support.

Lastly, as I set up and test snow for each Friday practice, I see more and more Concord residents--especially new and younger professionals--who are drawn to Nordic (cross country skiing) out for training. Yesterday, two such skiers stopped to talk to me and marveled at the trail network and the conditions.

Please let me know if I can provide any additional information at any time.

Best regards,
Joe Ayotte, Concord Nordic BKL Leader

From: Sam Evans-Brown <sevansbr@gmail.com>

Date: Sat, Feb 2, 2019 at 11:30 AM

Subject: Great Conditions at Beaver Meadow

To: <cityclerk@concordnh.gov>

Hello Mrs. Bonenfant and the City Council,

I'm writing to praise the staff at Beaver Meadow for their spectacular work preparing the ski trails there this week.

I'm the coach of the high school ski team, a role that I've held for three years now. Over those three years I've become increasingly frustrated with the trails that are available to us for training. There is very little here locally that has the right combination of geographical proximity, suitable and challenging terrain, and consistent grooming. However, towards the end of last year and into this season, it has become clear to me that Beaver Meadow is our best option for local skiing. The presence of the clubhouse, the varied terrain that's present, and the increasingly excellent grooming make it the clear favorite.

Yesterday at practice, my team was present, as was the entire Bill Koch League program, meaning that there were perhaps 50-60 kids getting out on snow on a very chilly day at this fantastic public resource. We had skied at Memorial Field and White Farm on Thursday, and through no fault of the heroic volunteer groomers who maintain those trails, conditions were nowhere near as good. This is in part due to the fact that when it's blowing, wind scours those trails clean no matter how much snow falls, but also because skiing around a hay-field can simply never be challenging enough for a successful competitive high school ski program. After skiing at Memorial Field on Thursday and Beaver Meadow on Friday, one of the captains of our team asked me, "Why don't we just ski here [at Beaver Meadow], every day?" I have to confess I didn't have a good answer, and we will likely be having practice at Beaver Meadow much more regularly through the end of the season.

Last year the Concord Nordic ski team was the fastest in the state, and it's my hope to continue the tradition of a strong competitive ski team in the capital city. However, it's been my observation that while coaches come and go, the one common denominator in teams that are fast year after year is a premium venue for practice, day after day. It's my hope that through collaboration between the city, school and all of the various volunteer ski groups in the city—such as the BKL program, and the Capital Ski and Outing Club—that we can continue this trend of improved ski conditions at Beaver Meadow. It is also my belief that with a few key improvements in its operation, the ski trails at Beaver Meadow could become the type of community resource that could attract paying skiers from surrounding communities, and entice young new residents to make Concord their home.

So to sum up, my compliments to the city staff for their work preparing the trails, and my thanks to the city for its continued support of this public recreation facility. If anyone at the city would like to sit down and discuss how we can continue to improve this city resource, I am full of ideas and happy to help!

Sincerely,

Sam Evans-Brown

Head Nordic Coach, Concord High School

30 Long Pond Road

603.498.3844

RECEIVED

JAN 28 2019

CITY OF CONCORD NH
ASSESSING DEPT

THE CITY OF CONCORD STRIVES TO PROVIDE HIGH QUALITY SERVICE.

Please take a few minutes to tell us how we are doing and help us maintain the service you've come to expect. Please pay them well & good work!

The staff at the assessing office are fantastic! I suffer ill health and am not able to communicate effectively or efficiently under stress. ~~The~~ purchased of my house under duress and "unwilling" staff have been patient - kind with me in the aftermath. Please tear along perforation and drop in comment card box or return by mail.

Service location Assessing Office

Service date 1/22/19

Purpose of visit or description of services Walk in - question on assessment

Our staff was: courteous knowledgeable professional

Sue Golden
 other exemplary

Our service was: courteous knowledgeable professional

Dixie Brown
 other exemplary

Additional comments: I presented to the office as a walk in, w/out discriminate, having a hard time expressing myself clearly and efficiently. Sue treated me with the utmost dignity & respect.

OPTIONAL. She was patient & knowledgeable, thorough.
Name: Carol Cannon Address: 193 Rockingham Phone: 856-1076

Stevens, Suzanne

From: ADAM CZAROWSKI <adam.czarkowski@comcast.net>
Sent: Wednesday, February 20, 2019 9:37 AM
To: * City Manager Office; jpbouley@comcast.net
Subject: City Collections Office

Good Morning Mr. Aspell

I wanted to provide some feedback on my experience today registering my vehicle. The staff at the collections department were wonderful. I would like to recognize Jan in particular. She assisted me with registering my vehicle and was extremely helpful. She explained the process and provided a great level of customer service. I would give your staff a 10 out of 10 for such a positive customer service experience.

Thank you and have a great day.

Adam Czarkowski

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

Results based on total comment cards received for February 2019

I received services related to:

Motor Vehicle (2)	Property Taxes (0)	Utility Payments (0)	Misc. Billing (0)
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Our staff was:	Courteous (1)	Knowledgeable (1)	Professional (1)
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Other: Kind

Our service was:	Courteous (1)	Knowledgeable (1)	Professional (1)
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Comments and suggestions:

- 1) Very good with new American.
- 2) Computers were down on 2/14/19 (Citywide). It is unacceptable that there was no way to do business. There needs to be a way to anticipate your computer failure and have a way to perform your municipal services in the event it goes down.