



# CITY OF CONCORD

## REPORT TO MAYOR AND THE CITY COUNCIL

**DATE:** September 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

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**From:** llbrig@comcast.net  
**Sent:** Tuesday, September 08, 2015 4:17 PM  
**To:** Gendron, Paul  
**Cc:** \* City Manager Office; Roberge, Edward; Chesley, Chip; Nyhan, Keith  
**Subject:** Large tree limb - significant public safety issue

Thank you Paul,

When I called you around 7am today, I was very concerned about a large tree limb which had broken late yesterday, and was still hanging precariously in a tree over the intersection of Dwinell Drive and Spaulding Street.

When the tree limb first broke, my thought was to call someone as soon as any city agency opened this morning. But, when I woke up around 5:30, I started thinking about the need to eliminate the potential hazard still in the tree, as quickly as possible. So I did call the police department around 6am. They sent an officer out, but when she assessed the situation, she suggested that I call general services. I tried them at 7am, but couldn't get any response, other than to leave a message, so decided to call you, since you had helped me in the Spring with tree questions. Fortunately, you were in the office and took my call.

Just to let you know, about 2:30pm today, a city crew showed up and quickly removed the large limb. I had been very concerned about the possibility of this limb coming down, and due to its size and weight, severely injuring someone, or worse. Due to your response to my call, the problem was resolved - and before anything serious could happen. Thank you for your responsive action!!

As a compliment to all those I have CC'd on this email, I want to say that once again, the personnel who came out to take care of this issue acted in very professional and courteous manner, and eliminated a significant public safety hazard very quickly. And while they were here, they saw other large broken branches in front of a neighbors yard (also hanging over the street), and took care of that potential problem before leaving the area. Having worked for many years in private industry, as well as recent years with the state (in management positions), I was once again very impressed with the performance and the initiative of the employees of the city. Management, and employees too, should be proud of the work culture that seems to be evident throughout the city work force. Keep up the good work!

Thank you again,

Larry Brigden



# FIRE DEPARTMENT CITY OF CONCORD

24 Horseshoe Pond Lane  
Concord, NH 03301  
[www.concordnh.gov/fire](http://www.concordnh.gov/fire)

September 25, 2015

Lieutenant Ian Holm  
Firefighter Jim Cournoyer  
Firefighter Dan Randall

I am most often the one receiving letters about the superior customer service provided by the members of this Department. Last night, I saw it for myself.

At 11:25 p.m., you responded to a home on Kensington Road for a malfunctioning smoke alarm. What you did not know is that it was the home of some close friends of ours, and that the husband had died the previous day. I heard the call and wanted to make sure that his wife was alright and responded to the scene in my personal vehicle.

What I saw when I got there will always be a source of great pride for me. The three of you were working throughout the house, checking alarms for dead batteries, and assuring the woman that you would make sure that the alarms were working and that she would not be further disturbed by low battery alerts.

You spent almost 40 minutes on scene, taking care of the problem and reassuring this woman that she would be alright. After you left, she told me how much your diligence and kindness meant to her, in one of the very hardest times of her life.

Thank you for your care of our friend. I will always remember last evening as an example of the best the fire service can be.

Respectfully,

Daniel L. Andrus  
Chief of Fire Department

Administration  
(603) 225-8650  
(603) 225-5833 fax

Prevention  
(603) 225-8651  
(603) 225-5833 fax

Fire Alarm  
(603) 225--8667  
(603) 225-8509 fax

Communications  
(603) 225-8669  
(603) 225-8507 fax

68 Sutton Rd  
Newbury NH

Officer W. Carroll  
Officer F. Mensah

**RECEIVED**

AUG 31 2015

CONCORD, NH POLICE  
DEPARTMENT

8/28/15

I want to thank the officer who stopped  
by 15 Wyman # 43 last night about  
7 AM. My daughter went into an hysterical  
meltdown upon cutting her finger.  
Neighbors reported the screaming.  
The officer calmed her down and  
helped her bandage the finger.  
He was very kind. Someone said  
"Cops are social workers with badges."  
I appreciate that you have people like  
this officer on your force.

Marilyn Doyle



# The Senate of the State of New Hampshire

107 North Main Street, Concord, N.H. 03301-4951

August 18, 2015

ORIGINAL

Officer Bill Carroll  
35 Green Street  
Concord, NH 03301

Dear Officer Carroll,

Thank you for allowing me to join you during your shift and taking the time to show me the ropes of Concord. It was remarkably insightful learning about the ins and outs of a typical shift within the Concord community; I thoroughly enjoyed my time and am thankful we didn't see too much action. I look forward to working with you and CPD in the future in order to further aid the safety of Concord. Keep up the great work and thank you for your service.

Sincerely,

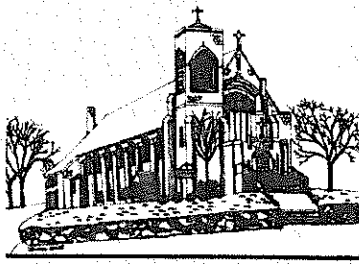
A handwritten signature in black ink, appearing to read "Dan Feltes".

Senator Dan Feltes

**RECEIVED**

SEP 21 2015

CONCORD, NH POLICE  
DEPARTMENT



## *Saint Agnes Church*

186 Woburn Street  
Reading, MA 01867  
781-944-0490

September 22, 2015

Mr. David Gill  
Director Parks and Recreation  
14 Canterbury Road  
Concord, NH 03301

Dear Mr. Gill,

I'm writing this letter to commend Jill McDaniel for her outstanding service to the community. A few months ago I discovered that my Great Great Grandfather, John C. Keenan, was from Concord and had served in the Civil War. To make a long story short I went to the cemetery office and spoke with Jill about finding his grave, of which there was no record. She couldn't have been more helpful looking up various old books. As she was having no luck I thought I'd check in Nashua since that's where my Grandparents were from. She suggested that before I do that, that she would contact Waters Funeral Home as they have records going back to 1900 and managed most of the Irish Catholic burials. Jill called me a few days later, "we found him!" A week later I came by and she gave me copies of the paperwork from Waters Funeral home and showed me where he was buried.

I asked her about getting a Veteran's marker? I gave her copies of his Pension Record and she took care of the whole thing. A few weeks later I heard from the Veterans Administration and last month Jill's team installed the marker, just incredible. Even though her desire to go the extra mile for me was wonderful what impressed me even more was the way she cared for someone else who was in the office while I was filling out the VA forms. An elderly gentleman came in wanting to exhume his daughter and move her to another cemetery closer to the rest of his family. With the emotion of revisiting her death and now moving her body Jill was so graceful and gentle with him in explaining what needed to be done. I know that public servants get a lot of bad press but Jill McDaniel makes up for many of them. The city of Concord is lucky to have a woman of her caliber in a very sensitive position.

Sincerely yours,

Very Rev. Stephen B. Rock, V.F.  
CAPT, CHC, USN, ret.

9-28-15  
Great work Jill!  
DRL

September 2, 2015

Dear Mr. Aspell and Mr. Gill,

I am writing at this time concerning Jill McDaniel, our city's Cemetery Administrator. I have recently been to Blossom Hill Cemetery and I was very pleased with the street signs that have been installed. In the past following the map provided made for some challenges finding plots. I hope that this project is completed to make that process easier for everyone; it really is a great addition and also provides a measure of safety in knowing where you are if there ever was an emergency.

I have requested assistance from Ms. McDaniel in the past in finding family plots and she has always been most helpful. In her research in the Common Ground and the Baby Section, she was able to find my great uncle who died as an infant. We had made inquiries to the church mentioned in the death certificate and always came up empty-handed. Had she not done this, we never would have known where this family member was.

I attend the dedication of the stones erected in May 2011 in the Common Ground as well as the Baby Section. I was amazed at how thoughtful the whole dedication and service was, it really touched all those present and gave many of us closure to a terrible unknown, of our lost family members.

The city has a wonderful asset in Ms. McDaniel and I hope that she is recognized as such.

Sincerely

Suzanne Isabelle

18 Thompson St.

Concord, NH 03301

**Gill, David**

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**From:** Inglis, Kari  
**Sent:** Thursday, August 13, 2015 10:41 AM  
**To:** Bryant, Laura; Gill, David  
**Subject:** FW: Concord REC Swim Lessons

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**From:** Aaron Sommers [<mailto:adsommers@hotmail.com>]  
**Sent:** Wednesday, August 12, 2015 7:26 PM  
**To:** Inglis, Kari  
**Subject:** RE: Concord REC Swim Lessons

Hello Ms. Inglis,

Just wanted to drop you a line re: feedback from a parent whose child took swim lessons this summer.

My daughter Poppy is 3 (will be 4 this month) and this was her first experience re: swim lessons at Garrison. We live near Garrison Pool and thankfully have a great history of lifeguards there. I've been to other pools in the city, and, while they all have great staff, the crew at Garrison was again exceptional this year.

It just so happened that we had Sarah there again, and I have to say that continuity makes a difference. Having the same lifeguards every summer makes a huge difference for the younger kids. It's a familiar face and thus they feel comfortable and therefore acclimated and will also be more willing to learn how to swim. I know it's now always possible to coordinate this, but this year I was so relieved to see her there. She was a fantastic instructor, a natural teacher, had both patience and compassion with my daughter Poppy.

Likewise, Tim, Lucky, Katy, all had fantastic demeanor, welcoming, friendly and always interacting with my daughter. They also kept the pool safe and that was obviously appreciated.

My only complaint is the lesson length (2wks) was not long enough. I understand the pool needs to close so it can be drained/cleaned. But I bet if you offered to extend the year for those willing to pay a fee, you'd see people take up that offer. Most importantly, the two weeks is more of an introduction really, and while my daughter has taken other lessons before, I have to say again she is familiar with the crew at Garrison so she learned more with your staff than others (re. YMCA). So maybe have lessons for 4 weeks? Perhaps later in the day if need be? It is worth trying out. Also, as I said the general consensus among parents is the season is short, the pools open later than they could and close early, and if they introduced a fee people would pay (those who could) and the city would cover cost and perhaps make a profit.

Anyway, I hope this feedback helps, and again thanks to the crew at Garrison Pool for a great season!

Best,

Aaron Sommers



**From:** Dina Sawyer [<mailto:15humphreyst@gmail.com>]  
**Sent:** Thursday, July 23, 2015 10:25 AM  
**To:** Dennett, John  
**Subject:** Re: Level 3 Swim Lesson Moved

Hello Mr Dennett,

I just wanted to extend a big THANKYOU for a wonderful swim program! This is I believe our 4th year and we look forward to it every summer! Our instructors have always been outstanding!

This is our first year with Kevin for levels 3, 4 and 5 and he is just amazing. He is great with the kids, focused, professional and fun! My girls have learned so much in a short period of time! We feel very lucky! Many parents have shared their enthusiasm about Kevin and this program!

So THANKYOU and we can't wait for next year!

Sincerely,

Dina Sawyer

Sent from my iPhone

**From:** Jen Hurley [mailto:[nicenirish@tds.net](mailto:nicenirish@tds.net)]  
**Sent:** Friday, July 24, 2015 9:08 PM  
**To:** Bryant, Laura  
**Subject:** Re: Concord Parks & Recreation

Hi Laura!

Thank you for your email. My daughter Elizabeth was enrolled in camp for the past two weeks. She looks forward to this camp every year, (did the rec camp last year, and loved it) and this Summer was her first time in the "teen" camp. She had such a blast! And honestly, that's an understatement. I think this camp is wonderful. The trips/adventures they go on each day are great! (Sometimes I wish I could go to teen camp... Lol). Besides her scathing sunburn the first day of the two weeks... (which I rectified with a longsleeved bathing suit...she's very fair) Everything else was great. She loved her counselors, and had fun each and every day. I wish I could send her every week of the summer, but that's just not in the schedule/budget. Next year I will aim for three weeks. Other people that I have told about the camp were very impressed. Impressed with where they went, and what they did... And impressed with the price☺. I thank you and everyone involved in the Concord Park and rec's facility for hosting this great camp each year. I know there is a lot of effort that goes into this. Although as parents, we wonder/worry what is going on each and every day....my child came home happy, tired (that's a good thing), and eager to return the next morning. That's all good! I applaud your counselors for being patient and kind. We cannot wait to return next summer☺

Thank you!  
Jen Hurley

Sent from my iPhone

On Jul 24, 2015, at 2:14 PM, Bryant, Laura <[LBryant@ConcordNH.gov](mailto:LBryant@ConcordNH.gov)> wrote:

Dear Parent (s),

Thank for enrolling your child in Concord Parks & Recreation day camps.

We hope your child had a great time. Please consider posting a review to tell everyone about your child's experience - we really appreciate the praise and future campers want to hear from YOU.

We would also appreciate hearing from you if we didn't live up to your expectations so we can make improvements and keep your child as a camper. Feel free to respond to this email so your concerns can be answered directly.

**[Click here](#)** to become a Concord Parks & Recreation Fan on Facebook and stay up-to-date with the latest events and programs.

## Gill, David

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**From:** Inglis, Kari  
**Sent:** Wednesday, August 12, 2015 4:21 PM  
**To:** Gill, David; Bryant, Laura  
**Subject:** FW: Concord REC Swim Lessons

**From:** Alyson Holt [<mailto:alysoneholt@gmail.com>]  
**Sent:** Wednesday, August 12, 2015 1:41 PM  
**To:** Inglis, Kari  
**Subject:** Re: Concord REC Swim Lessons

Kari,

My daughter had a wonderful experience at Merrill with Bea and Kat. They were so nurturing and patient. Bea really gets young kids and kept the crazy 3-5 year olds right in line by moving quickly and clearly from one activity to the next. They truly did a great job.

I think it was just bad luck on our part, but 2 out of the 3 times that we tried to go swim in the afternoon, the pool was closed. The first time due to cloudiness, and the second we couldn't figure out because it was super hot and White's park was closed as well.

Thanks for your work,

Alyson

On Wed, Aug 12, 2015 at 12:43 PM, <[kinglis@concordnh.gov](mailto:kinglis@concordnh.gov)> wrote:  
Dear Swim Parents,

As we end the pool season, we would like to touch base with our swim participant parents to see how swim lessons went this season. Input on our lessons will help us improve them for the following summer, as well as give us insight on what is going well and what parents would like to see. We truly appreciate any and all feedback that you are able to provide us.

<https://www.surveymonkey.com/r/CDVW5RF>

Have a wonderful weekend and enjoy the weather!

Thank you very much,

Kari Inglis  
PROGRAM COORDINATOR  
POOL SUPERVISOR  
Concord Recreation Department

14 Canterbury Road  
Concord, NH 03301

**Gill, David**

---

**From:** Inglis, Kari  
**Sent:** Wednesday, August 12, 2015 4:21 PM  
**To:** Gill, David; Bryant, Laura  
**Subject:** FW: Concord REC Swim Lessons

**From:** Cate Simms [<mailto:catesimms@gmail.com>]  
**Sent:** Wednesday, August 12, 2015 1:41 PM  
**To:** Inglis, Kari  
**Subject:** Re: Concord REC Swim Lessons

We had a great time at the pools this summer. My children took lessons and I was so happy to see that there were plenty of instructors/helpers. The kids learned a lot. We are a household with 2 working parents, so it was a challenge to find lesson times that would work for us, but we did! Though we live 2 blocks from Rollins, our lessons were at Merrill, which is a fantastic pool, especially for lessons for little kids. In fact, we usually drive to Merrill to swim and play, instead of walking to Rollins. My kids prefer it and so do I.

I think a splash pad is a fantastic idea! I'd also love one or two days a week or weekend with morning swim times.

Thanks for all of your hard work, and for seeking our input!

Regards,  
Cate Simms

On Wed, Aug 12, 2015 at 12:47 PM, <[kinglis@concordnh.gov](mailto:kinglis@concordnh.gov)> wrote:  
Dear Swim Parents,

As we end the pool season, we would like to touch base with our swim participant parents to see how swim lessons went this season. Input on our lessons will help us improve them for the following summer, as well as give us insight on what is going well and what parents would like to see. We truly appreciate any and all feedback that you are able to provide us.

<https://www.surveymonkey.com/r/CDVW5RF>

Have a wonderful weekend and enjoy the weather!

Thank you very much,

Kari Inglis  
PROGRAM COORDINATOR  
POOL SUPERVISOR  
Concord Recreation Department

14 Canterbury Road  
Concord, NH 03301

## Gill, David

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**From:** Inglis, Kari  
**Sent:** Wednesday, August 12, 2015 4:20 PM  
**To:** Gill, David; Bryant, Laura  
**Subject:** FW: Concord REC Swim Lessons

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

**From:** Maureen DiOrio [<mailto:toddreen@comcast.net>]  
**Sent:** Wednesday, August 12, 2015 1:13 PM  
**To:** Inglis, Kari  
**Subject:** Re: Concord REC Swim Lessons

I will gladly take this survey. I've been meaning to call all summer since my son had his swim lessons at Rollins. This is our second summer at Rollins Park & we could not be more impressed!!! Kevin was superb! Bravo Concord Parks & Rec!  
Sincerely,  
Maureen DiOrio

Sent from my iPhone

> On Aug 12, 2015, at 12:41 PM, <[kinglis@concordnh.gov](mailto:kinglis@concordnh.gov)> <[kinglis@concordnh.gov](mailto:kinglis@concordnh.gov)> wrote:

>  
> Dear Swim Parents,  
>  
> As we end the pool season, we would like to touch base with our swim participant parents to see how swim lessons went this season. Input on our lessons will help us improve them for the following summer, as well as give us insight on what is going well and what parents would like to see. We truly appreciate any and all feedback that you are able to provide us.  
>  
> <https://www.surveymonkey.com/r/CDVW5RF>  
>  
> Have a wonderful weekend and enjoy the weather!  
>  
> Thank you very much,  
>  
> Kari Inglis  
> PROGRAM COORDINATOR  
> POOL SUPERVISOR  
> Concord Recreation Department  
>  
> 14 Canterbury Road  
> Concord, NH 03301  
>  
> Concord Recreation Department  
> 1 White St  
> Concord, NH  
> 225-8690

## Gill, David

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**From:** Inglis, Kari  
**Sent:** Wednesday, August 12, 2015 4:21 PM  
**To:** Gill, David; Bryant, Laura  
**Subject:** FW: Concord REC Swim Lessons

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

From: Stephen and Megan [<mailto:stephenandmegan@tds.net>]  
Sent: Wednesday, August 12, 2015 1:59 PM  
To: Inglis, Kari  
Subject: RE: Concord REC Swim Lessons

I completed your survey and also wanted to thank you for the great swim team my son participated in. Sarah at Garrison is an exceptional instructor/coach with a fantastic attitude. Her enthusiasm and energy were contagious! We were thrilled with the experience.

Thank you,

Megan Piercey

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

From: [kinglis@concordnh.gov](mailto:kinglis@concordnh.gov) [<mailto:kinglis@concordnh.gov>]  
Sent: Wednesday, August 12, 2015 12:46 PM  
To: [stephenandmegan@tds.net](mailto:stephenandmegan@tds.net)  
Subject: Concord REC Swim Lessons

Dear Swim Parents,

As we end the pool season, we would like to touch base with our swim participant parents to see how swim lessons went this season. Input on our lessons will help us improve them for the following summer, as well as give us insight on what is going well and what parents would like to see. We truly appreciate any and all feedback that you are able to provide us.

<https://www.surveymonkey.com/r/CDVW5RF>

Have a wonderful weekend and enjoy the weather!

Thank you very much,

Kari Inglis  
PROGRAM COORDINATOR  
POOL SUPERVISOR  
Concord Recreation Department

14 Canterbury Road  
Concord, NH 03301

## Gill, David

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**From:** Martin, Ella  
**Sent:** Monday, August 03, 2015 2:23 PM  
**To:** Bryant, Laura; Gill, David  
**Subject:** Positive feedback from parent

Laura & David –

I received a call this morning from Shreen Reizek with positive feedback for our summer camps. She said her children Lara and Daniel had a wonderful experience at camp and were missing Danika, Olivia, Cassidy, Holly and Matt. Their family could not attend more weeks, but the kids wished that they could. They were even begging their mother to go to the pool today just so that they could see and have fun with their counselors again.

I encouraged her to post on Facebook and thanked her for the call.  
-Ella

**From:** [grampe3@aol.com](mailto:grampe3@aol.com) [grampe3@aol.com]

**Sent:** Monday, September 21, 2015 5:16 PM

**To:** Gill, David

**Subject:** Beaver Meadow

Hi Dave,

My wife and I played golf at Beaver Meadow for the first time Sunday. It was a very pleasant experience. What contributed to that was a young man at the counter for our check in/out.

His name was Andrew. Please pass this on to his boss.

Sincerely,

Larry Phillips



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

Results based on total comment cards received for September 2015

**I received services related (circle all that apply):** Total comment cards completed:

Motor Vehicle (5)	Property Taxes (0)	Utility Payments (0)	Misc. Billing (0)
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Other:

<b>Our staff was:</b>	courteous (4)	knowledgeable (4)	professional (5)
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Other: Just wonderful-very kind and efficient.  
Pleasant and helpful.

<b>Our service was:</b>	courteous (4)	knowledgeable (4)	professional (5)
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Other: Nice, kind, friendly.

**Comments and suggestions:**

1. We are so fortunate to have such good-natured, upbeat professionals in City Hall.
2. Jan keep the lovely smile. Glad to meet you.
3. I hope you know about your terrific staff. Always good!!
4. The person who served me was Sarah. She deserves a raise!
5. Excellent.

**Results based on total surveys received for August 2015**

***City of Concord – City Clerk's Office***

***Customer Service Survey***

**I received services related to (circle all that apply):** (Total surveys completed: (21))

City Council	Elections	Vital Records	Dog Licensing
(1)	( )	(14)	(4)

Voter Registration	UCC Filings	Other: <u>General Information</u>
(1)	( )	(1) Marriage Licenses

**Were you greeted promptly and friendly?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	(1)	( )	( )	( )	(1)	(19)	

**Was your wait for service reasonable?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	(1)	( )	( )	( )	(2)	(18)	

**Was the staff person knowledgeable?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	(2)	( )	(19)	

**Was your transaction complete and accurate?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	(2)	( )	(19)	

**Comments and suggestion**

“Everyone was very friendly and I truly enjoyed my experience here! Thanks!”

“All is well! Very helpful & kind. Thank You.”

“Staff is the best.”

“Hire more police officers, City is running too short. Same numbers as 1980’s.”

“Online the website says to be here by 4:30 pm. The office says to be here by 4 p.m. The clerks were very pleasant and helpful.”

“Very painless-thank you!”

“Made my life easier today! Thanks!”

“Keep up the great service!”

“Very friendly & helpful.”

“Fantastic services – could not be better.”

“Give the staff more money.”

“You were all wonderful! Thank You!”

“Very friendly staff and incredibly helpful!”