



# CITY OF CONCORD

## REPORT TO MAYOR AND THE CITY COUNCIL

**DATE:** May 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

Merwyn and Carol Bagan – 173 School Street – Concord, NH 03301 – May 28, 2017

Mr. Thomas Aspell, City Manager  
City of Concord  
37 Green Street  
Concord, New Hampshire 03301

RECEIVED

MAY 30 2017

CITY MANAGER'S OFFICE  
CONCORD, NH

Dear Tom,

**RE: THANKS AND ACCOLADES TO THE SEWER SYSTEMS DIVISION!**

The Rest of the Story: Last Wednesday we had a major disaster at our house: sewerage backed up to the second floor, a puzzled plumber whose roto-rooter wasn't rooting, a 90-year old house currently undergoing renovations, and a very sleepless night with no idea what to do.

At a 7am Thursday morning breakfast meeting I mentioned the problem at home and was advised to call the City. I went directly to the COMF. Hope Udley said that the Sewer Systems personnel could help solve the problem, and Cameron Chatfield quickly took all the information.

I drove home and was reporting the good news to Merwyn when the doorbell rang and Cameron appeared with 'good news and bad news', having already run a camera up from Rum Hill Road, finding a major block under the wooded area 57 feet from the road – perhaps halfway to the house! He gave good advice and offered to have a computer printout at the COMF by noon. The plumber returned, still stymied, and grateful for the help. All water was turned off.

At the COMF at noon, Hope had a printed report ready for me and she introduced Robert Demers, the Sewer Systems Supervisor. Mr. Demers' assistance was extraordinary. He showed me the photographic report of our property on his computer and described the options for correcting the situation, including a list of contractors and plumbers. We gave his information to the plumber, Nathan Luce of Laconia, who followed Mr. Demers' advice. Rowell's Service was called, arriving at 6p, and led by their Safety & Service Manager Keith Bryant, the team had two stubborn blocks cleared and water running, in and out, by 8:30pm.

And then on Friday – Mr. Demers phoned to follow up the situation, and offered very wise advice and referrals to assure that the situation does not happen again. Amazing Service! We are so grateful to Mr. Demers and Mr. Chatfield and Ms. Udley and the whole Sewer Systems Department for their immediate and complete assistance. We had no idea of the scope of engineering resources offered – so promptly and graciously – to the citizens of Concord.

Thank you. Thank you. Thank you.

Sincerely yours, 

cc: Chip Chesley, General Services Director  
Mayor Jim Bouley  
Robert Demers, Sewer Systems Supervisor



**Concord General Services**

Published by Angelina Zulkic | 17 | May 23 at 8:58am

### CONCORD PUBLIC WORKS CELEBRATION


Attend our Public Works Celebration today from 11:00am to 12:30pm at Memorial Field in celebration of National Public Works Week! It is a free and public event featuring Mayor Bouley, Touch A Truck, display tables, career opportunities, live demonstrations, a pay-as-you-throw trash bag raffle, and Battle of the Backhoe! Come meet some of our dedicated employees who provide the important public works services that keep the Concord community running and resources flowing. View the event flyer at [www.concordnh.gov/PublicWorksCelebration2017](http://www.concordnh.gov/PublicWorksCelebration2017). #NPWW

**CITY OF CONCORD**  
*New Hampshire's Main Street™*

## Public Works Celebration

Celebrate National Public Works Week (May 21-27, 2017)  
with the community's public works department...

**Concord General Services**



**Tuesday, May 23, 2017 | 11:00am - 12:30pm**  
**Memorial Field | 70 S. Fruit St., Concord, NH**

861 people reached

Boost Post

Like Comment Share

12

Top Comments



Write a comment...



**Heather Marie** My son went with his class and had so much fun and now where ever we go he shows me what he learned while sitting in construction He saw someone from that day at a construction sight and was so happy to see him working.



Love · Reply · Message · 1 · 17 mins · Edited

**Concord General Services** That's awesome! We're so glad your son enjoyed our Public Works Celebration and was able to see some live demonstrations. We are happy to hear it was a fun and educational experience. What a great photo! Thanks for sharing this with us! 😊

Like Reply Commented on by Angelina Zulkic (?) · Just now

## Stevens, Suzanne

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**From:** Andrus, Dan  
**Sent:** Tuesday, May 23, 2017 11:24 AM  
**To:** Stevens, Suzanne  
**Cc:** Toomey, Sean; France, Jonathan; Dumas, David; Gill, Ian; Keeler, Travis; Freitas, James; Richardson, Patrick; McIntire, Aaron; Brown, Sean  
**Subject:** Positive Comment

Ms. Suzanne Stevens  
Executive Assistant  
Office of the City Manager  
City of Concord, New Hampshire

Dear Ms. Stevens:

The Fire Department recently hosted a visit from officials from the City of Cambridge Fire Department. Cambridge is interested in the features of the Pierce fire engines and requested the opportunity to see the two engines in our fleet that are manufactured by Pierce. Deputy Chief Sean Toomey has overseen the acquisition of four vehicles and has made several factory visits to oversee the construction of each vehicle. He was able to share his considerable expertise with the Cambridge officials. As well, several members of the Concord Fire Department were on hand to provide their perspectives. Assistant Chief Paul Sheehan of Cambridge was kind enough to send us the following note.

I am proud of the professionalism and hospitality extended to our visitors and how much this cements our reputation for excellence in New England and beyond. Thank you for including this communication in the City Council packet for June.

Sincerely,

Daniel L. Andrus  
Fire Chief

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**From:** \* Fire  
**Sent:** Tuesday, May 23, 2017 9:18 AM  
**To:** Andrus, Dan; Toomey, Sean  
**Subject:** FW: Site Visit

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**From:** Sheehan, Paul [<mailto:PSheehan@CambridgeFire.Org>]  
**Sent:** Monday, May 22, 2017 10:06 AM  
**To:** \* Fire  
**Subject:** Site Visit

Chief Andrus,

I wanted to take a moment to show my appreciation for the congeniality shown to myself and our Mechanic on a recent site visit to your Broadway fire station. We were there to meet with Deputy Chief Toomey so that he could show us your Engine 5, the 2016 Pierce Arrow XT. Not only did he summon Engine 5, but he also had Engine 4 respond so that we could compare the 2016 to E-4's 2014. Both crews were extremely knowledgeable on the topic of their apparatus and

it's capabilities. D.C. Toomey's expertise at spec'ing and purchasing apparatus was obvious. Thank you and please thank D.C. Toomey and the members of the group who worked this past Thursday.

Respectfully submitted,

**Assistant Chief Paul Sheehan**  
Cambridge, MA Fire Department  
(617) 349-4976 Office  
(781) 258-7715 Mobile  
(617) 349-4999 Fax

Dear Chief ANDRUS & CHIEF BROWN,

THANK YOU FOR ALL THAT YOU DO - AND  
A SPECIAL THANK YOU FOR MAKING  
THE EASTER HUNT AT THE STATE HOUSE  
SUCH A GREAT SUCCESS!

WITH GRATITUDE,  
VALERIE & GOVERNOR SUNUNU



TOWER

**From:** Holm, Ian  
**Sent:** Tuesday, April 25, 2017 5:20 PM  
**To:** Andrus, Dan  
**Cc:** Weinhold, William  
**Subject:** Thank you note received

Chief,

I want to pass along a thank you note from Cheryl and Michael Tucker. Their cat Rosario was stuck in a tree on April 9<sup>th</sup>. They called dispatch for assistance. FF Newbery, FF Scarpino and I were working on Engine 4 that day. The following is the narrative from the Firehouse report;

"On a bright, sunny, early evening, we were dispatched on a service call for a cat in a tree. On arrival we met the owner of the aforementioned cat in the tree behind 27 Concord St. The cat was approximately 20 feet up in a maple tree. The owner says that the cat has been there for about 5 hours. She has tried to entice it down with food and coach it down to no avail. The cat looked like it was getting exhausted from being there.

I expressed concerns to the owner that in attempting to throw a ladder we might scare him further up the tree. The tree was not large and I was concerned about swaying, as well. I told the owner that we would make an attempt, but if the cat began going further up the tree, we would have to stop. She seemed to appreciate the thought.

FF Newbery and FF Scarpino retrieved the 24 foot Duo Safety extension ladder from the side of Engine 4 and returned to the back yard. The ladder was footed and extended to its last and fullest stop. The cat appeared to understand what was happening and leaned out as if to say "Save Me!" The ladder was lowered to the tree and the cat did not climb higher. FF Scarpino swiftly and skillfully scaled the ladder, as FF Newbery and I footed. The tree flexed under the weight of the ladder and FF Scarpino. Once at the top, FF Scarpino, ever so gently, cradled the cat and began to descend the ladder. We called the owner over to receive the cat from FF Scarpino. She was happy he was down.

The owner returned the cat home, FF Scarpino and FF Newbery returned the ladder to the Engine. The owner came back to the Engine and asked "What unit are you?" I replied "Engine 4, Ma'am..."  
Engine 4 clear, in service."

The thank you card came directly to the station. I know how you like to hear about these types of thing, so I have attached a scanned copy.

I hope you enjoyed reading the narrative as much as I did writing it.

Lt. Ian Holm  
Concord Fire Department  
Broadway Station  
[iholm@ConcordNH.gov](mailto:iholm@ConcordNH.gov)  
(603) 225-8664



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We thank you so much for helping Rosario as  
you can see he's very fun.

You all went above  
and beyond. No wonder  
you do what you do.

The Rescue Team

Michael

+ Cheryl Tucker



**THANK YOU!!!**

⋮⋮⋮      ROSARIO      ⋮⋮⋮

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

**I received services related to (circle all that apply): Total surveys completed: (36)**

City Council	Elections	Vital Records	Dog Licensing
( )	( )	(10)	(22)
Voter Registration	UCC Filings	Other: <u>General Information</u> (2)	
( )	( )	(2) Marriage License	( ) Purple Bags

**Were you greeted promptly and friendly?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( )	(3)	(33)	

**Was your wait for service reasonable?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( )	(6)	(30)	

**Was the staff person knowledgeable?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( )	(2)	(34)	

**Was your transaction complete and accurate?**

(Worst)	1	2	3	4	5	6	7	(Best)
	( )	( )	( )	( )	( )	(3)	(33)	

**Comments and suggestion**

- Amazing job to you all!
- So pleasant!
- Very helpful and friendly.
- Great staff!
- Give Sarah a raise
- Being able to get my dog license online would be great! 😊
- It is great
- Good folks doing a good job!
- Janice was wonderful!
- All the ladies were super sweet, Sarah and Michelle
- Refreshing customer service from a city office
- Great
- All the time I come in, it has been nothing but the best service
- They were very kind, knowledgeable and helpful
- Awesome
- Love the email reminder!
- Keep up the good work
- Always courteous and friendly

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

Results based on total comment cards received for May 2017

**I received services related (circle all that apply):**

Motor Vehicle (3)	Property Taxes (1)	Utility Payments (0)	Misc. Billing (0)
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<b>Our staff was:</b>	courteous (3)	knowledgeable (3)	professional (3)
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Other: Smiling  
Pleasant

<b>Our service was:</b>	courteous (3)	knowledgeable (3)	professional (3)
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Other: Expedient

**Comments and suggestions:**

1. Donna was very friendly and helpful!
2. This was the first time since I moved back to Concord several years ago that I had to register a vehicle in person. My experience from the last place I lived in was horrendous. This was a breeze!!
3. Super people!! The same every time. They never change.

RECEIVED

**Daniel E. Donovan, III**

APR 21 2017

**307 Marden Road**

CITY MANAGER'S OFFICE  
CONCORD, NH

**Wilton, New Hampshire 03086**

Thomas J. Aspell, Jr.  
City Manager  
City of Concord  
41 Green Street  
Concord, NH 03301

Re: Jill McDaniel  
Cemetery Administrator

Dear Mr. Aspell,

I could never have imagined circumstances under which I would feel compelled to write a letter heaping praise on the administrator of a cemetery, of all people, but I want you to know what a treasure Jill is.

I first met her about four years ago as I made arrangements for burial of my mother. Jill was kind, supportive, efficient and simply a delight.

Shortly thereafter, my aunt died and my cousin made the arrangements for her through Jill. He came away expressing the same degree of enthusiasm I had.

A couple of years ago I undertook a project to trace my Donovan ancestors, the first of whom settled in Concord around 1850. A few are in Blossom Hill, but the majority are in Calvary.

My research led me to names I had never heard the family speak of. I became a frequent visitor to Jill's office and I was always met with a warm smile, a kind manner, and showing enthusiasm for her job and sensitivity for those she regarded as being under her care.

During my research, I've dealt with genealogists, research librarians and fellow amateur researchers who have benefitted from having contact with her. Superlatives flow whenever she is mentioned.

Today I went to the state archives and met with a man named Steve Thomas. He pulled some documents and suggested that the cemetery may have some further information. "There's this incredible woman there, Jill...." I interrupted "McDaniel. Never heard of her." An enthusiastic discussion ensued.

Jill's enthusiasm and sensitivity are infectious and are reflected in her grounds crews. A couple of months ago I identified some other relatives. Jill confirmed they were in Blossom Hill and Calvary and gave my wife and me highlighted maps, but we were unable to find one of the graves. Reluctantly, I went back a couple of weeks later and asked that she point me in the right direction. She immediately called a gentleman whose name I believe was Dave Pierce. He took me to the grave and asked if there



were others for which I need help. When I remembered that there was another, he offered to give me a few minutes of privacy at the first grave.

This letter has been copied to the Parks and Rec Director, but not to Jill or Mr. Pierce as I feel it would be best that they are acknowledged by someone in an official capacity.

These are two really special people.

Sincerely,

  
Daniel E. Donovan, III

Cc: David Gill, Director  
14 Canterbury Road  
Concord, NH 03301

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**From:** [myblackdog@aol.com](mailto:myblackdog@aol.com) [<mailto:myblackdog@aol.com>]

**Sent:** Thursday, April 27, 2017 10:56 AM

**To:** Bryant, Laura

**Subject:** Re: Feedback

Hi Laura,

I am in my second year of Gentle Yoga with Alison Murphy. I am stronger and more flexible as a result, with a deeper understanding of anatomy and safe stretching postures. As a former teacher, I can assure you that Alison knows how to individualize instruction and adapt to diverse learning styles. She demonstrates postures, guides us through our own, and gently challenges us to push but learn our own limits. It is a fun and nonjudgmental class with top regard for safety. She is an engaging and knowledgeable instructor. I am grateful to Concord Parks and Recreation for continuing to offer this class and particularly glad that Alison has continued to teach it!

Sincerely,

Merry Fortier

## Stevens, Suzanne

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**From:** Gill, David  
**Sent:** Tuesday, May 16, 2017 8:28 AM  
**To:** Stevens, Suzanne  
**Subject:** FW: Fwd: plant exchange

Good morning Sue,

Nice note regarding the successful perennial exchange the Friends of the Audi hold annually.

David

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**From:** Stevenson, Terri  
**Sent:** Tuesday, May 16, 2017 8:18 AM  
**To:** Gill, David  
**Subject:** FW: Fwd: plant exchange

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**From:** Carol Bagan [<mailto:carolbagan@comcast.net>]  
**Sent:** Monday, May 15, 2017 4:50 PM  
**To:** Fine, Allwynne; Gish, Adriane; Karon Devold; Bagan, Merwyn; Stevenson, Terri; Chesley, Chip  
**Subject:** Fwd: Fwd: plant exchange

The PXC was good news all around, and here's a nice note from a new gardener, just fyi. Thanks to all. Carol

----- Forwarded Message -----

**Subject:** Fwd: plant exchange  
**Date:** Mon, 15 May 2017 15:54:41 -0400  
**From:** [postmaster@concordcityauditorium.org](mailto:postmaster@concordcityauditorium.org)  
**To:** [carolbagan@comcast.net](mailto:carolbagan@comcast.net)

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

**Subject:** plant exchange  
**Date:** 2017-05-15 08:34  
**From:** Denyce Gagne <[denyceg@hotmail.com](mailto:denyceg@hotmail.com)>  
**To:** "[info@concordcityauditorium.org](mailto:info@concordcityauditorium.org)" <[info@concordcityauditorium.org](mailto:info@concordcityauditorium.org)>

Just wanted to say a big THANK YOU to the Friends for organizing the plant exchange on Saturday--it made my weekend! I only learned of it Friday night but managed to bring a few plants; next year I'll be more prepared. I'm just starting out, converting a little more of my lawn each year, but on a very small budget so opportunities like this go a long way for me and I was so happy to be able to give a little back too. Keep it up--can't wait to see what everyone brings in 2018!

Thank you,

Denyce



## Stevens, Suzanne

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**From:** Gill, David  
**Sent:** Wednesday, May 17, 2017 6:18 AM  
**To:** Stevens, Suzanne  
**Cc:** Aspell, Thomas  
**Subject:** FW: Thank you!!!

Good morning Sue,

Please include in the good news file. This league uses Rolfe Park.

Any questions please let me know.

David

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**From:** Jen Lacasse [jen.lacasse@tds.net]  
**Sent:** Tuesday, May 16, 2017 8:49 PM  
**To:** Gill, David  
**Subject:** Thank you!!!

Mr. Gill...

I am Jen Lacasse, the VP of Softball for MVYBS. I wanted to send a note of appreciation for your crew, specifically Chris Jacques, who bent over backwards to get our girls out on the field this week. I am grateful for their efforts, in what I see to be above and beyond expectation. And this benefited our softball teams tremendously.

Thanks again for all the hard work that Concord Parks and Rec does. And I hope you let Chris know how grateful we are!!!

Take care,  
Jen Lacasse