



# CITY OF CONCORD

## REPORT TO MAYOR AND THE CITY COUNCIL

**DATE:** July 28, 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

**Stevens, Suzanne**

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**From:** Gill, David  
**Sent:** Tuesday, June 27, 2017 2:08 PM  
**To:** Stevens, Suzanne  
**Cc:** Aspell, Thomas  
**Subject:** FW: swim meet

Good afternoon Sue,

Nice note from the YMCA regarding their swim meet we hosted at Rollins Pool last weekend. Hope all is well,

David

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**From:** JOHN DECAPRIO [<mailto:jvd0330@comcast.net>]  
**Sent:** Monday, June 26, 2017 6:07 PM  
**To:** Bryant, Laura  
**Subject:** Re: swim meet

Hi Laura,

The meet went well despite the rain. There was no thunder or lightning and since we are all swimmers, getting a little wet was no big deal! It was actually nice not getting baked by the sun while we were on the deck.

The two guards did a great job. I have known Denys since he was 12 as he swam for the Y team. I forget the name of the girl who was guarding but they were both very helpful and polite. We had no issues with any equipment and the new flags looked great!

Everything went well and we got done by just before noon so they got their break.

Thank you for ensuring that we had what we needed to have the meet and for scheduling two great guards to help us.

I'll be back there tomorrow morning to start our morning workouts!

Thanks for everything,

**John DeCaprio**

**Concord YMCA**  
**Sailfish swim team**

**From:** Kerrie and Ted Diers [<mailto:tkdiers@hotmail.com>]

**Sent:** Thursday, June 29, 2017 8:32 PM

**To:** Nyhan, Keith; Gill, David

**Subject:** Rollins Park

Hi Keith,

I attended the walking tour of Rollins Park this evening. I am extremely pleased with the design. The concept plan completely captures the desires of the neighborhood to keep the park in passive recreation, replete with trees and walkways. The tour went around the proposed paths and they are laid out in a pleasing way that fits nicely into the existing landscape. I hope that you will speak in favor of this concept at tomorrow's council meeting and encourage your fellow councilors to vote to approve so that the city can move forward immediately.

Thanks,

Ted

PS. David and Beth did an amazing job both creating the plan and explaining it to the neighbors.

From: Beth Corkum [beth.corkum@gmail.com]  
Sent: Thursday, July 27, 2017 6:46 AM  
To: Gill, David; Bryant, Laura  
Subject: Session 3 Swim Lessons- Merrill

Good morning, I just wanted to send a quick note to share that Jill Deland, WSI at Merrill Park has done a fantastic job this session with swim lessons for my 4 and 2 year olds.

In the preschool class the number of kids who comes has changed daily, on the days there have been a lot of kids she used her assistant very well and appropriately being assertive to give her directions in a kind way. On the days there were a few kids she adapted the lesson to those kids skills instead of sticking with the same routine and on the days it was cold and rainy she was fully engaged in the water and ran a full lesson instead of ending early or trying to stay out of the water.

In the splash tots class although it is difficult to do large lessons since the ages are so different she has been in the water working individually with the kids in a comforting and friendly way. It is obvious all of the kids are comfortable with jill.

Great job Jill, Merrill park and concord Rec! And thank you!

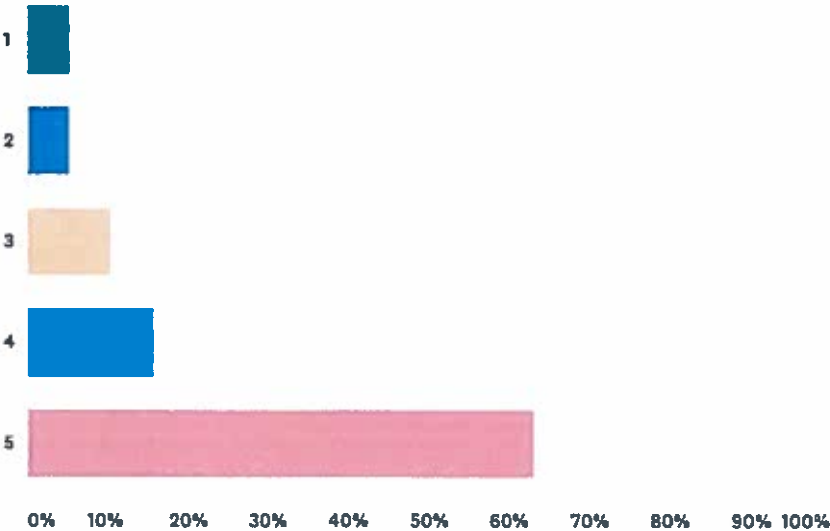
Beth Corkum

Sent from my iPhone

Sent from my iPhone

Q1 The program met by expectations

Answered: 19 Skipped: 0

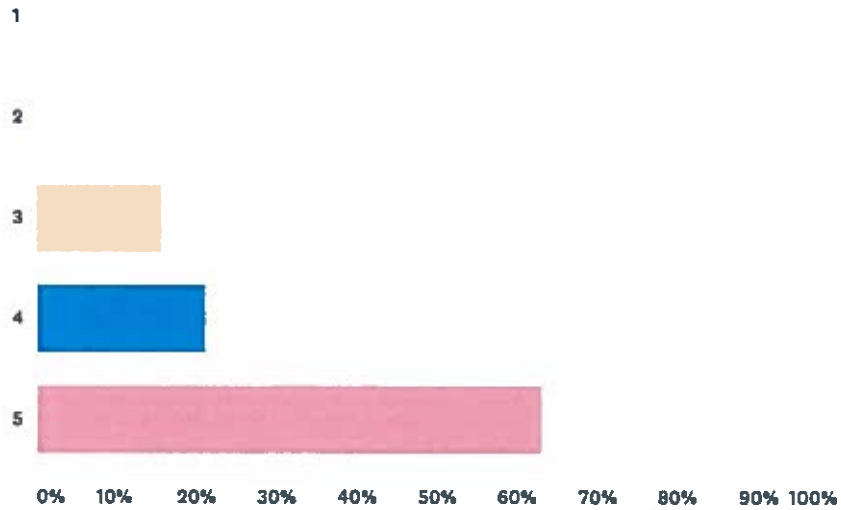


Answer Choices	Responses	
1	5.26%	1
2	5.26%	1
3	10.53%	2
4	15.79%	3
5	63.16%	12
Total		19

Copy of Concord Parks & Recreation -- Swim Lesson Program

## Q2 The length of the program was adequate

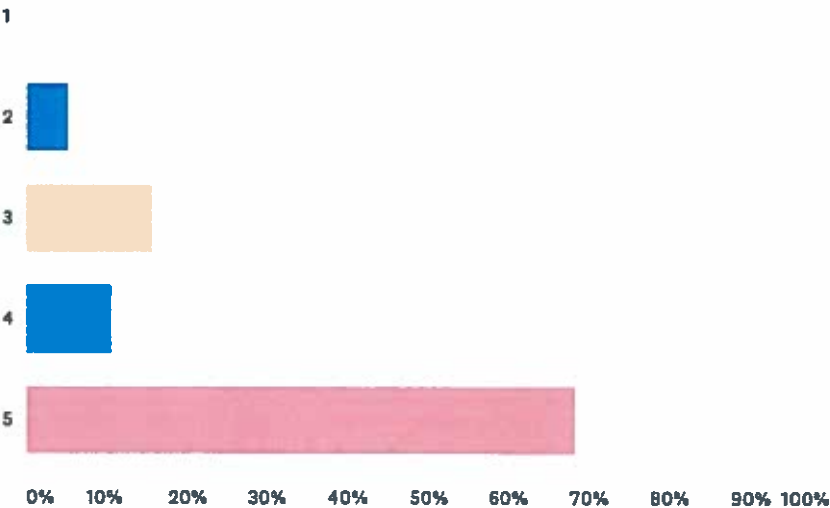
Answered: 19 Skipped: 0



Answer Choices	Responses	
1	0.00%	0
2	0.00%	0
3	15.79%	3
4	21.05%	4
5	63.16%	12
Total		19

Q3 The services offered were as advertised in the brochure

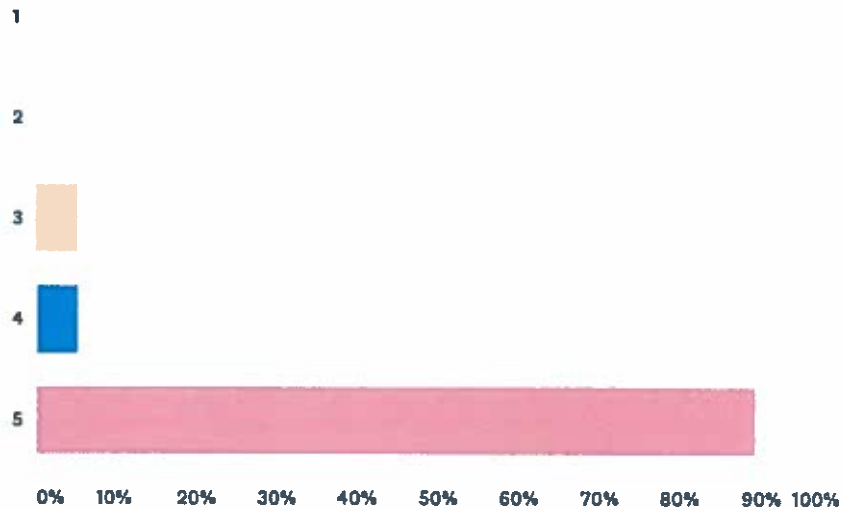
Answered: 19 Skipped: 0



Answer Choices	Responses	
1	0.00%	0
2	5.26%	1
3	15.79%	3
4	10.53%	2
5	68.42%	13
Total		19

## Q4 The facility was adequately maintained

Answered: 19 Skipped: 0



### Answer Choices

1  
2  
3  
4  
5

### Responses

0.00%  
0.00%  
5.26%  
5.26%  
89.47%

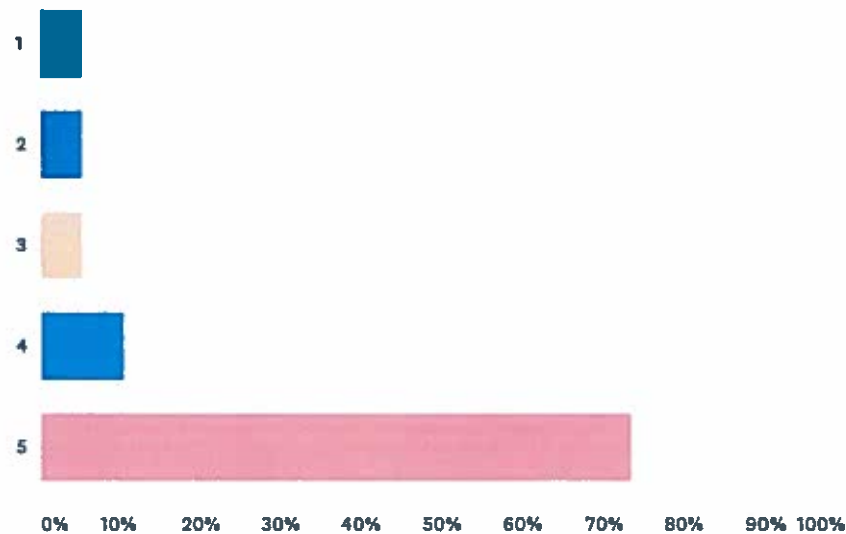
0  
0  
1  
1  
17  
19

Total



Q5 The instructors for the program were

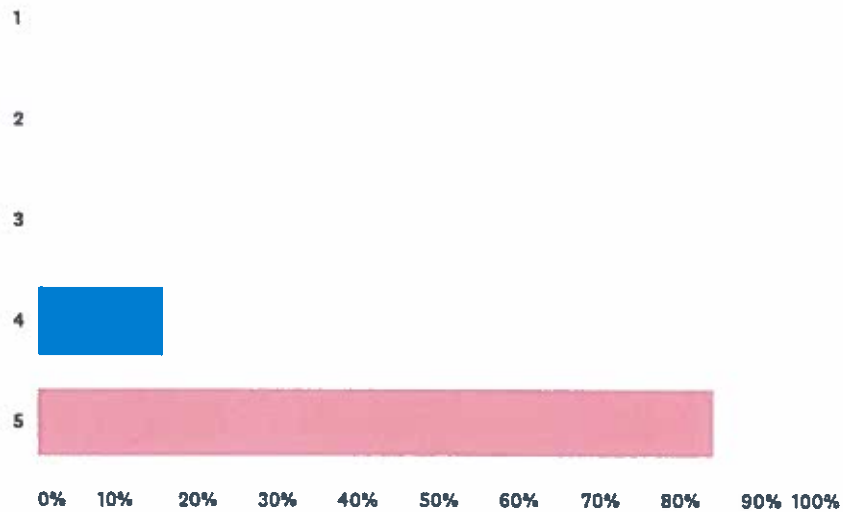
Answered: 19 Skipped: 0



Answer Choices	Responses	
1	5.26%	1
2	5.26%	1
3	5.26%	1
4	10.53%	2
5	73.68%	14
Total		19

## Q6 The level of customer service by the Parks and Rec office staff was...

Answered: 19 Skipped: 0



### Answer Choices

1  
2  
3  
4  
5

### Responses

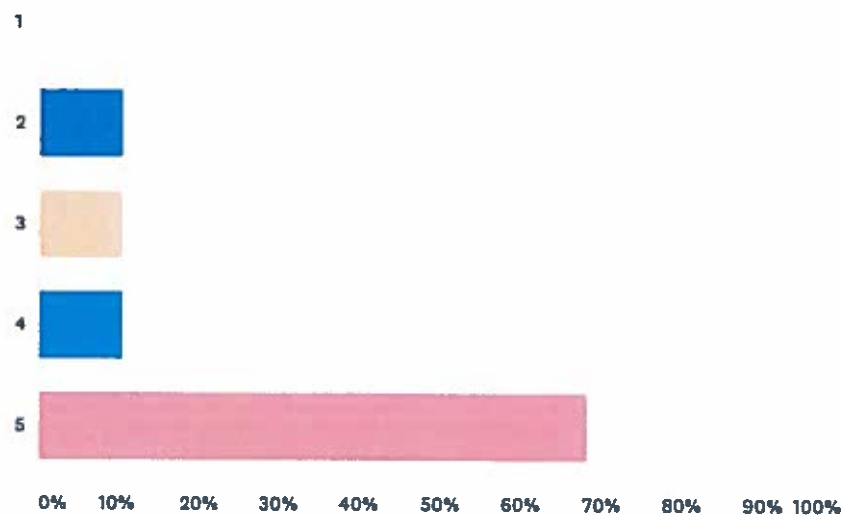
0.00%  
0.00%  
0.00%  
15.79%  
84.21%

0  
0  
0  
3  
16  
19

Total

Q7 My overall satisfaction of the program is

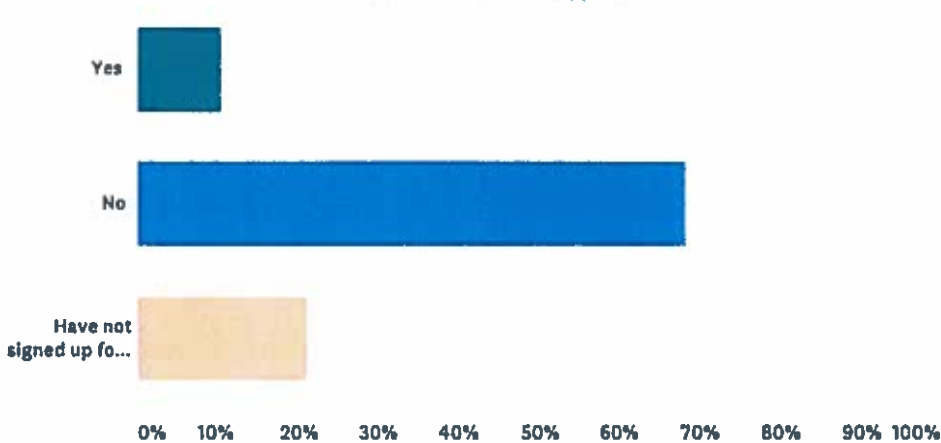
Answered: 19 Skipped: 0



Answer Choices	Responses	
1	0.00%	0
2	10.53%	2
3	10.53%	2
4	10.53%	2
5	68.42%	13
Total		19

Q8 Are you registered for any additional lessons?

Answered: 19 Skipped: 0



Answer Choices	Responses	
Yes	10.53%	2
No	68.42%	13
Have not signed up for more yet	21.05%	4
Total		19

Copy of Concord Parks & Recreation -- Swim Lesson Program

## Q9 How did you hear about our swim lesson program?

Answered: 14 Skipped: 5

#	Responses	Date
1	Parks and Rec Facebook page and mailer	7/17/2017 10:30 PM
2	Others in the community and parks and recreation catalog.	7/17/2017 9:25 PM
3	Brochure	7/16/2017 10:49 AM
4	I grew up participating in swimming lessons through Concord parks and rec, so when my children were old enough I signed them up as well (preschool)	7/15/2017 7:32 PM
5	We have signed up before	7/14/2017 10:33 PM
6	Friend	7/13/2017 8:56 PM
7	Facebook	7/13/2017 7:12 PM
8	Parks & Recreation newspaper	7/13/2017 6:14 PM
9	Brochure	7/13/2017 6:03 PM
10	Word of mouth	7/13/2017 5:54 PM
11	Through past lessons.	7/13/2017 5:54 PM
12	from neighbors years ago. I shared on my neighborhood page this year and my twin club to try to encourage more to sign up	7/13/2017 5:21 PM
13	concord parks and rec flyer sent home from school from ADS	7/13/2017 5:12 PM
14	We've been coming for years!	7/13/2017 5:05 PM

## Q10 Please let us know of any additional comments you may have!

Answered: 13 Skipped: 6

#	Responses	Date
1	My daughter did not pass her level and seemed surprised. I think there could have been more communication with the students on what was expected leading up to the test. I explained that she needed a little more practice and confidence but I think hearing it from the instructors would have helped.	7/17/2017 10:30 PM
2	Great instructor. My boys loved the lessons. Will be back next year and will sign up for more sessions next summer! How do we find out if our son passed a lesson and can do the next level next time he takes swim lessons?	7/17/2017 9:25 PM
3	The instructors were not engaged with the class. The instructors spent a significant amount of time talking to each other to decide what was next. There was little to know actual instruction on how to teach a child to swim or to help that child improve how to swim. We felt like the instructors were merely going down a list and not actually taking the time to engage the children on an individual level. We were extremely disappointed and although we had considered signing up for additional sessions, we will not be doing so.	7/16/2017 10:49 AM
4	Kelsey and Kelli were awesome. We have had kelsey a few time and love her. I am so grateful my children get to bond with their instructors. I was also happy that they had the same instructors through the 2 weeks and they didn't change. I feel as this way the instructors knew my children and their skills a lot better.	7/15/2017 7:32 PM
5	Jill was an awesome teacher. My son had a very positive and successful 2 weeks in the preschool program.	7/14/2017 10:33 PM
6	My children's teacher Jess at Garrison pool was wonderful!	7/13/2017 10:12 PM
7	Teachers of the 3 year old program mad fun games for kids. However, they only showed a kick or stroke once and then had kids try it. I think they need to do a better job explaining what is expected, as children this age cannot watch something once and then practice it correctly. My child was already comfortable in the water, so I was hoping for some better instruction.	7/13/2017 8:56 PM
8	Ian was a great instructor. He handled a challenge with my son and another child very well. Thank you!	7/13/2017 7:12 PM
9	Bathrooms need to be cleaned more regularly. Disgusting...and smells of urine all of the time!	7/13/2017 6:03 PM
10	Most importantly, offering free lessons is wonderful so complaints seem inappropriate. Suggestions for improvement would be; bit more consistency with instructors and perhaps a casual assessment at first lesson to see if kids in appropriate level. Range of level was dramatic in the group we participated in. Last year's level 2 seemed more challenging than this year's level 3. We felt level was correct spot of our child (based on last year's test, but the group was held back due to child who had far less swim experience and needed a lot more attention for safety. Again, we appreciate the lessons very much and skills were reinforced but the kid of levels did not seem right. Thank you	7/13/2017 5:54 PM
11	the lifeguards are amazing! The assistants could probably jump in to help a little more, some just sit back and watch while the main teacher had to give the kids turns individually. some were great as well though.	7/13/2017 5:21 PM
12	We love miss Jill at Merrill Park! This is my son's second year with her and she is so good with the kids! We hope she's back again next year!	7/13/2017 5:06 PM
13	Cailyn was an awesome instructor! Our kids learned a lot and had fun.	7/13/2017 5:05 PM

## Stevens, Suzanne

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**From:** Andrus, Dan  
**Sent:** Sunday, July 2, 2017 3:46 PM  
**To:** Stevens, Suzanne  
**Cc:** Toomey, Sean; France, Jonathan; Brown, Sean; Saltmarsh, Brian  
**Subject:** Positive Citizen Comment-St. Paul's School

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

Dear Sue:

I was pleased to receive the attached e mail from Mr. Tim McGinley of St. Paul's School commending our crews for responses to two medical emergencies on campus last week. The employees involved were:

Lt. Mark Hebert, Firefighter Paramedic Don Harpell and Justin Kantar, and Firefighters Jim Pratt and Jeremy Baldwin  
Lt. Alan Robidas, Firefighter Paramedic Jeff Schottler, and Firefighters Scott Marcotte, Pat Richardson, and Jim Freitas

Thank you for your assistance.

Dan Andrus  
Fire Chief

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**From:** Tim McGinley [<mailto:tMcGinley@sps.edu>]  
**Sent:** Tuesday, June 27, 2017 3:18 PM  
**To:** Toomey, Sean; Chisholm, John  
**Subject:** medical calls at St Pauls School

Gentlemen;

Just a quick email to send along our appreciations for the services of Engine and Ambulance 4 yesterday and today. Both teams did a nice job of patient care and treatment which I had the pleasure of observing first hand. While this quality of care was not unusual for CFD, it was good to witness it twice in two days.

Monday's chest pain – Lt Hebert and FF/PM Harpell and team  
Tuesday's diabetic emergency – Lt. Robidas and FF/PM Schottler and team

Much appreciated;

Tim McGinley  
Associate Director of Safety  
St. Paul's School  
Concord, NH, 03301

## Stevens, Suzanne

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**From:** Andrus, Dan  
**Sent:** Friday, June 30, 2017 9:45 AM  
**To:** Stevens, Suzanne  
**Cc:** Toomey, Sean; France, Jonathan; Brown, Sean  
**Subject:** FW: Thank You Note  
**Attachments:** bostrom1.pdf; Bostrom2.pdf

Executive Assistant Sue Stevens  
Office of the City Manager  
City of Concord, New Hampshire

Good morning, Sue:

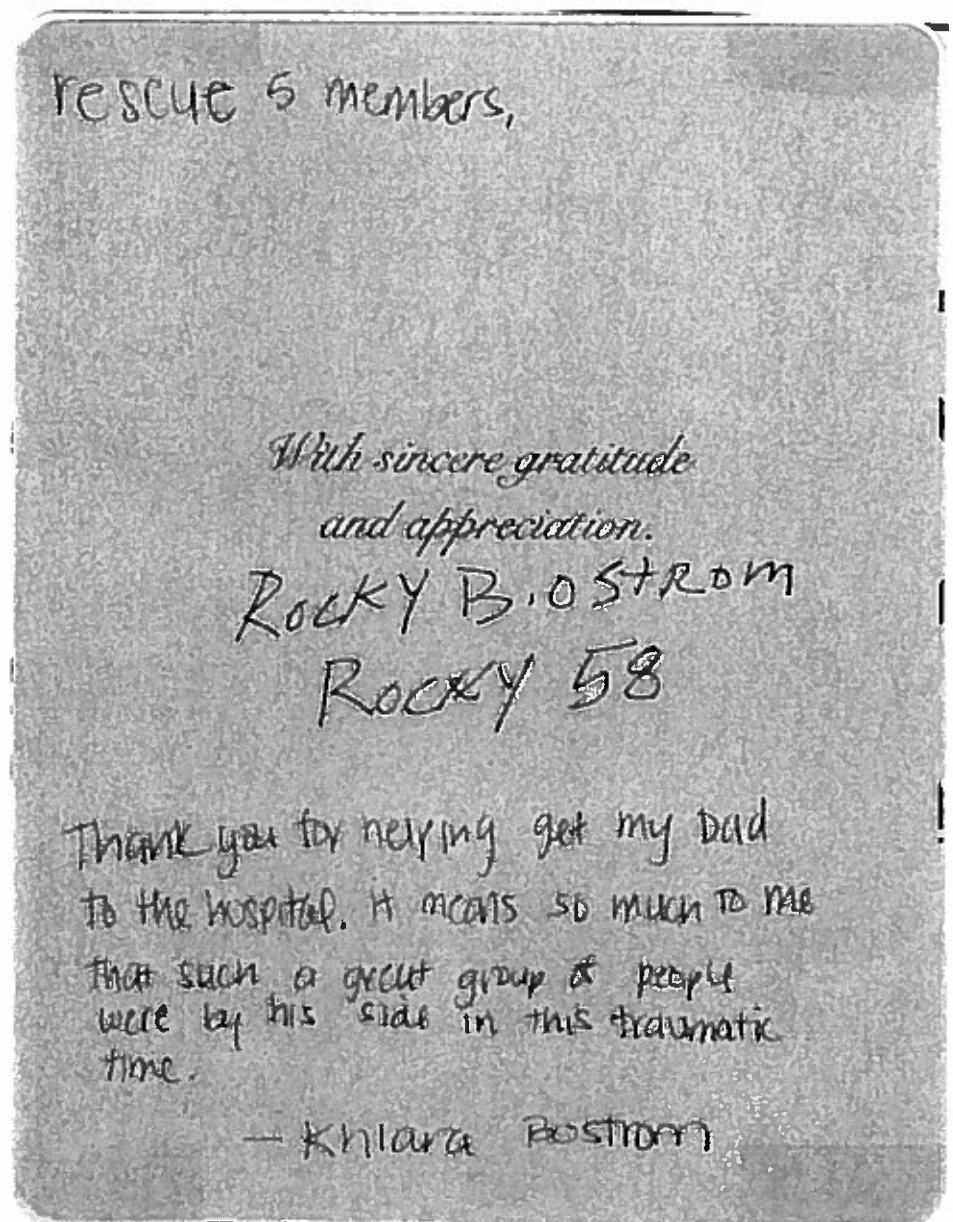
I am pleased to forward this thank you note from a family member commending the care that was provided to a relative during a recent medical emergency.

The crew members involved were

Paramedic Lieutenant Anthony Manning  
Firefighter Paramedic Paul Digeronimo  
Firefighter Paramedic Matt Gilman  
Firefighter Chris Golomb  
Firefighter Roman Bastek

Thank you for your assistance!

Dan Andrus  
Fire Chief





Margaret S. Wenzel

23 Primrose Lane  
Penacook, NH 03303  
pcgwenzel@gmail.com

July 21, 2017

Paul J. Sirois  
Fire Marshal - Fire Department  
City of Concord, NH  
24 Horseshoe Pond Lane  
Concord, NH 03303-5028

Dear Fire Marshal Sirois

On July 7th I was in the Sam's Club parking lot when I had an accident with my soft top bar on my Jeep hitting me in the head. I did have my 15 year old son with me and he noticed immediately that I was bleeding pretty bad. My hair, face and shirt were saturated with blood. Two "angels" stopped and put paper towels to my head as my son called 911. I would like to take this opportunity to thank the 911 dispatch personnel as well as the fireman/EMT that arrived at Sam's Club. The 911 Dispatcher kept my son calm and asked him yes and no questions to make it easier for him to get me the attention that I needed. Once the fire truck arrived, these 3 amazing men cleaned up my head, wrapped it and checked me for a concussion. They also stayed with me until my husband arrived and kept my son calm throughout the whole ordeal. Please thank the people that made this scary episode a lot more calm,

Sincerely yours,

MSW

Margaret Wenzel

*New Hampshire*

## LAW ENFORCEMENT OFFICERS MEMORIAL ASSOCIATION

*A memorial to remember N.H. Law Enforcement Officers who lost their lives in the line of duty*

June 19, 2017

Mr. Jay Burgess  
Public Properties Superintendent  
41 Green Street  
Concord, New Hampshire 03301

Dear Mr. Burgess:

In September of 1997, the New Hampshire Law Enforcement Officers Memorial Wall was dedicated to honor those Law Enforcement Officers who died in the line of duty. These Officers, and their surviving family members, gave the ultimate sacrifice while serving the State of New Hampshire. The New Hampshire law enforcement community honors each Officer and dedicates the Memorial Wall as a fitting tribute to their service every May since 1997.

In May, the Law Enforcement Officers Memorial Association organizes the Law Enforcement Officers Memorial Ceremony to honor those Officers who have died in the line of duty. It would not be possible to hold this Annual Ceremony without the assistance provided by individuals and organizations such as yourself who provide support to host the Annual Ceremony and Reception Luncheon.

As a nonprofit volunteer association, dedicated to preserving the memory of New Hampshire's finest who gave the ultimate sacrifice, the New Hampshire Law Enforcement Officers Memorial Association relies solely upon assistance from individuals and organizations such as you to aid us in ensuring the Fallen Officers are properly recognized.

On behalf of the New Hampshire Law Enforcement Officers Memorial Association, I would like to extend to you our sincere appreciation for graciously allowing the use of the Concord Community Center to host the Reception Luncheon which was attended by surviving family members, friends, dignitaries and law enforcement officers.

Sincerely,



Colonel Kevin J. Jordan, President  
New Hampshire Law Enforcement Officers  
Memorial Association

## Stevens, Suzanne

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**From:** City of Concord <do\_not\_reply@civicplus.com>  
**Sent:** Wednesday, July 12, 2017 9:09 AM  
**To:** Stevens, Suzanne  
**Subject:** New request received

**Category Other Concerns or Comments has received a new request.**

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*Here is what we have on file:*

### Other

**#13220**

[View Request](#)

<b>Category:</b>	Other Concerns or Comments	<b>SUBMITTER</b>
<b>Priority:</b>	3	<b>Tom Weston</b>
<b>Assigned To:</b>	Stevens (Admin) Sue	33 Clinton Street
<b>Submitted:</b>	7/12/2017 9:08 AM	Concord, NH 03301
<b>Source:</b>	Website 199.192.1.130	<b>CONTACT</b>
		<a href="mailto:tweston423@gmail.com">tweston423@gmail.com</a>
		603-228-6113

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33 Clinton Street  
Concord, NH

### REQUEST DETAILS

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#### Description

Just a thank you for the crew that cleaned up the debris of rocks and sand on South Fruit Street. As a bicyclist commuter, I appreciate the attention given to the bike lanes. This was a potentially hazardous situation that I noticed and was going to report, but you beat me to it.

Well done! Thank you.

**Tom Weston**

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#### Your Information

Name

**Tom Weston**

Fax Number

Email Address

[tweston423@gmail.com](mailto:tweston423@gmail.com)

Preferred Contact Method

**email**

From: George Pangakis [mailto:[pangakig@comcast.net](mailto:pangakig@comcast.net)]  
Sent: Saturday, June 24, 2017 11:39 AM  
To: Chesley, Chip  
Subject: Water Department Thank You

Dear Mr. Chesley,

I recently had to have the water shut-off valve in my front yard replaced.

I wanted to inform you that the crew that showed up under Marks' supervision were professional, worked safely and were hardworking. Both Mark and the crew took time to answer my questions and keep me informed and went out of their way to make sure they left the yard as they found it.

Also a thank you to those people behind the scenes that scheduled this project and made this repair happen.

Thank you for a job well done.

George Pangakis  
18 Wilson Avenue

Sent from my iPad



Dear Janice + Michelle,

Thank you so much for meeting with us today. We all found it very helpful to learn more about the mechanics of the election system and the various efforts you make to educate and help voters register, and to ensure a smooth process at the voting booths. Your dedication to this important work is inspiring!

We really appreciate your willingness to spend so much time with us, and look forward to meeting you both again down the road.

Thanks again, —

Mary Wike (Kent Street Coalition)

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

Results based on total comment cards received for July 2017

**I received services related to:**

Motor Vehicle (5)	Property Taxes (2)	Utility Payments (0)	Misc. Billing (0)
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Other: Assessing

<b>Our staff was:</b>	courteous (7)	knowledgeable (7)	professional (7)
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Other: Everything above and more.  
Friendly.  
Very fast and efficient!

<b>Our service was:</b>	courteous (7)	knowledgeable (7)	professional (7)
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Other: Everything above and more.

**Comments and suggestions:**

1. Sarah helped us today and she was absolutely delightful and so helpful!
2. Jan helped us today and was so sweet and friendly! She answered so many of our silly (and unrelated) questions, all with a smile. Greatly appreciated!
3. Wonderful staff!
4. Always a pleasure to come here. Sarah was great.
5. Sarah was relaxed and assuring when I thought I was going to have a lot of trouble and cost taking care of this.
6. Always friendly and answer all questions. Thank you!
7. Stephanie (Assessing) went above and beyond in helping me obtain critical information. As busy as she was, I was not rushed. I was treated with understanding and courtesy. With a smile on her face! Thank you!