

# HUMAN SERVICES

## SENIOR SERVICES DIVISION / COUNCIL ON AGING



The mission of the Senior Services Division and the Council on Aging is to promote quality of life for Concord's seniors (age 60 and older) by helping them to maintain their dignity, self-esteem, personal independence and their roles as full participants in the life of the community. The COA strives to fulfill this mission by providing opportunities for seniors to enhance their physical, emotional, intellectual and spiritual well-being.

According to the January 2019 Town Census, there are 4903 Concord residents over the age of 60 and representing 32% of the total population of Concord. The percentage is up from 22.5% in 2006. The 2010 Federal census showed that the state average was roughly 16%.

The following is a sampling of service statistics for FY 2019:

- 2074 seniors were active at the COA
- 215 new seniors began participating for the first time at the COA
- 247 seniors used the van service and received 9456 rides
- 541 seniors used Outreach/Social Services
- 183 seniors participated in a fitness class
- 3560 meals were served at the COA to 237 seniors

### *Outreach and Social Services*

Our professional staff provides advice, assessment,

consultation, and referrals to seniors and their support network (family, friends and neighbors) while adhering to strict standards of confidentiality. Their extensive and specialized knowledge of resources helps to assist seniors to live independently as long as possible. Strong working relationships with various town departments, hospitals, home health care agencies, aging service access points, housing authorities, and businesses provide the best comprehensive service.

### *Wellness and Fitness*

The COA offers a wide diversity of program and fitness opportunities (Aerobics, Tai Chi, Yoga, and Strength and Flexibility) that contribute to the overall health of Concord seniors. We offer regular health clinics and screenings as well as a variety of speakers on an assortment of health topics. We continue to offer the free loan of durable medical equipment and 287 seniors borrowed 740 pieces of equipment this past year. Our geriatric health nurse is available to do home visits for seniors who have complicated medical situations who need extra support and advice.

### *Social, Recreational, and Educational Opportunities*

Because the opportunity to interact with peers, stay intellectually active, and feel valued and needed by the community is key to emotional and physical health, we offer day trips, speaker's series, movies, parties, computer tutoring, discussion groups, craft workshops, book groups, cooking classes, games, music classes, and guided walks just to name a few. We make an effort to film our presentations for public broadcast so that our homebound residents can benefit from the information. We continue to produce a 12 page monthly newsletter that details the many choices of activities to engage in and explains the services that we offer. Seniors that opt to receive the newsletter may do so by e-mail or postal mail delivery.

### *Transportation*

Our vans provide weekday local transportation for seniors who no longer drive or who have a temporary limitation. We offer transportation daily Monday through Friday and offer two vans every day in order to meet demand. In addition to providing

transportation around town to medical appointments, banks, pharmacies, grocery stores, hospitals, etc. We continue to provide transportation to the Annual Town meeting and to vote on Election Day.

### *Lockboxes and File of Life*

The COA continues to offer the installation of a lock box on the residence of any senior who requests it. This box, installed by a COA volunteer allows the resident to place a key to their home inside in case of emergencies. Only the Fire/Ambulance Service and the COA have master keys. In the case of any emergency, the locked home can be entered without breaking a door or window. The COA also continues to encourage the use of “File of Life”, which is a red plastic folder for the refrigerator and the wallet with important medical information in case of emergency. The COA provides these free of charge to all Concord seniors.

### *Additional Support Services*

The COA offers these additional services thanks to cooperative arrangements with other agencies businesses and churches:

- “Ask the Lawyer” program which provides seniors with a free 30 minute consultation with an attorney
- SHINE (Serving the Health and Information Needs of Everyone) counselors to help seniors with issues related to their health insurance
- “Ask a Pharmacist”
- AARP tax return assistance program
- Fall clean up days
- Flower delivery to home bound seniors
- Delivery of buckets of sand for winter.

We continue to offer a very successful Caregiver Support group.

### *Social Media*

The COA Facebook page provides an opportunity for seniors to follow the activities of the COA and to read important and relevant tips on successful aging. We encourage readers to like our page and share our story with your family and friends.

### *Volunteers and Public Relations*

Volunteers greatly enhance and support the work of the staff and thanks to their efforts and talents, we are able to offer a rich mixture of programming. We are always looking for new volunteers for a variety of

possibilities and encourage residents to step forward and see where they can help.

### *Financial Support*

In addition to receiving funding from the Town’s General Fund, the COA is grateful to the following funding sources for their commitment to Concord seniors and the financial support of our work:

Concord-Carlisle Community Chest: Grant allocations provide partial funding the Volunteer Coordinator, Social Service Supervisor and Outreach Coordinator.

Executive Office of Elder Affairs: The Formula Grant, based on the number of seniors in our community, provides full or partial funding for the following positions: Geriatric Health Nurse, Outreach Coordinator, and Activity Coordinators.

Harvey Wheeler Treasure Chest Gift Shop: Thanks to the many residents who donate quality goods for re-sale, the patrons who shop there and the many dedicated volunteers, proceeds are used to support many COA programs.

### *COA Gift Account*

We are grateful to the many people who chose to make a donation to the COA gift account. Most offerings at the COA are free of charge, but with the assistance of the gift account, we are able to provide scholarships or partial assistance for the cost of an event or trip to folks who could not otherwise afford to attend something they are interested in. The gift account also helps with program and building expenses that are not otherwise covered with in the budget.

### *COA Board*

The COA Board, which acts in an advisory capacity to the Director, consists of nine full members appointed for three year terms and two associate members appointed for one year terms by the Town Manager. Members of the COA Board serve as liaisons to the following committees: Disability, Housing and Minuteman Senior Services.

## COMMISSION ON DISABILITY

2019 was a busy year for the Concord Commission on Disabilities. Major projects were working with the Town to ensure safe handicap accessibility to the newly remodeled building at 55 Church Street, getting information from the Concord Fire Department to enable us to offer free lockboxes to citizens with disabilities, monitoring of White Pond accessibility, and follow-up/resolution on various citizen complaints about accessibility.

In November the Commission sponsored a seminar on Emergency Preparedness offered by the Massachusetts Office on Disability. Twenty-eight people attended, and each person received information about keeping themselves safe during an emergency whether they needed to evacuate or shelter in place. Every attendee received a red backpack full of emergency supplies including water, a foil insulated blanket, flashlight/ phone charger, hygiene supplies, and other needed items.

Another major project of the Commission has been working with the Library Corporation on the issue of handicap parking for the planned new addition to the library. The Commission was very pleased with the original plans and accessibility accommodations the Library included. Later plans changed the parking which was a concern for Commission members. The Commission continues to work with the Library Corporation on this issue.



*Pictured (standing) are members Jennifer Brooke, Karen Young, Linda Corbett, Bonnie Albright, Selectboard Member Teri Ackerman, (seated) Lloyd Price, Janet Beyer, Chair Jean Goldsberry, and Meryl Schwartz. Not pictured is Marybeth Barker*

## COMMUNITY SERVICES

Bonny Wilbur, Community Services Coordinator

The Community Services Coordinator provides resources, referrals, consultation, and education to Concord and Carlisle residents. The Community Services Coordinator assists residents in accessing a broad range of local, state, and federal support related to economic, social, physical and mental health needs. Services are confidential and open to all Concord and Carlisle families and residents under the age of 60.

The position was established in 2005 by the Town of Concord, in collaboration with the Concord Carlisle Community Chest. The position, originally part-time, was made full-time after it was clear there was a growing need for services. The increase in hours allows for more time working directly with residents, as well as more involvement and collaboration with community agency programs.

As the hours have increased, so has the Town of Concord's contribution to the funding for the position. In FY19, the Town's General Fund contributed 67%, with 33% coming from Community Chest grant monies. The Town has committed to funding the position entirely by FY22.

The Community Services Coordinator works collaboratively with many agencies and town entities, including the Concord and Carlisle Public Schools, Concord Housing Authority, Domestic Violence Services Network, Concord Carlisle Community Chest, The Society of St. Vincent de Paul, Concord's Veterans' Agent, Hugh Cargill Trust Committee, Salvation Army, Concord Police and Fire Departments, Concord District Court, Corinthian Lodge of Concord, First Parish Church, Concord Municipal Light Plant, First Connections, Concord Recreation, Massachusetts Department of Developmental Services, Concord Adult and Community Education, Open Table, The Concord Free Public Library, Concord and Carlisle Councils on Aging, Minute Man Arc for Human Services, State Head Injury Program, Concord Department of Public Health, Holy Family Parish, South Middlesex Opportunity Council, and the Massachusetts Department of Transitional Assistance.

In 2019, referrals were made to state and local food assistance programs, job assistance agencies, mental health services, state and local fuel assistance programs, low-income legal services, disability advocacy agencies, low cost health care options, homelessness assistance resources, financial and budgeting assistance, after-school and summer camp scholarships, and parenting support services.

The Community Services Coordinator continues to be a point of contact, along with the Council on Aging, and Concord's Police and Fire Departments, for the Concord Cares Emergency Fuel Assistance Program. Concord Cares provides 75 gallons of home heating oil to low-income Concord residents in emergency need.

The Community Services Coordinator manages the Back-to-School Backpack Program, which provides brand new backpacks and school supplies to students from low-income families. School supplies and backpacks are generously donated each year by Concord and Carlisle residents. In 2019, over 45 backpacks were distributed to Concord and Carlisle students.

Over the holidays, the Community Services Coordinator once again collaborated with the Community Chest to provide assistance to low-income families. Beacon Santa, the Corinthian Lodge of Concord, and Concord's Silent Fund all provided gift cards or cash to over 85 families. In addition, several thousands of dollars' worth of gifts, donated by Town of Concord employees and residents through the town's Holiday Gift Drive, were distributed to over 130 children. Concord's Corinthian Lodge generously provided \$5,100 in gift cards to help low-income families provide a happy holiday for their children.

The Community Services Coordinator also manages camp scholarship programs offered by the Community Chest and Concord's Silent Fund. Lower-income families are encouraged to apply for scholarships to help make it possible for children to attend camp during the summer, while parents are at work. In 2019, 17 families representing 28 children benefited from these camp scholarships.

The Social Services Resource Guide is produced by the Community Services Coordinator and is available in

hard copy in various locations throughout the town. A link to the guide can be found online at [www.concordma.gov/community](http://www.concordma.gov/community).

The Community Services Coordinator's office is located at 55 Church Street in West Concord. The space affords privacy for Concord residents wishing to meet, and is located just a short walk from the West Concord train depot. There is also ample parking available.

Residents are welcome to speak to the Community Services Coordinator by phone, via email, in their home, or by appointment at the 55 Church Street office. For additional information, or to schedule a confidential appointment, contact Bonny Wilbur, Community Services Coordinator, at 978-318-3034 or [bwilbur@concordma.gov](mailto:bwilbur@concordma.gov).

## **HUGH CARGILL TRUST COMMITTEE**

Judy Terry  
Sally Clutter,  
Bob Abraham  
Lucy Rosborough  
Deena Whitfield

In 2019, the Hugh Cargill Trust Committee (HCTC) continued to implement the mission of the Trust, established over 214 years ago by Concordian Hugh Cargill. The Trust's purpose is to provide short-term emergency financial assistance to residents of the town. The Committee acts on behalf of the Select Board in receiving and reviewing requests for assistance and in distributing funds in accordance with the provisions of the Trust. Concord residents request aid by leaving a phone message at the Town House: 978-318-3100, ext. 2030. Calls are returned promptly. The Committee can also be contacted through email at [hctc@concordma.gov](mailto:hctc@concordma.gov). All requests are kept confidential.

In 2019 the HCTC was responsible for distributing financial support from the following funds: the Hugh Cargill Trust (HCT) and HCT Donors, the Concord

Municipal Light Plant (CMLP), Concord Cares, Tax Relief Fund and the Silent Fund. The HCTC met monthly in 2019. A total of \$91,322 was received in 2019 for these funds and a total of \$98,664 was distributed from them in 2019. These generous contributions were crucial to the Committee's efforts to meet the ever-increasing needs of Concord's residents. The breakdown for each fund follows below:

**Hugh Cargill Trust:** Private donors gave \$33,650 to the Hugh Cargill Trust Fund in 2019. The Committee approved 82 grants totaling \$25,134 from this fund. Typically grants were made for the payment of rent, medical expenses, water, telephone and car insurance.

**CMLP Fund:** The Concord Municipal Light Plant donated \$14,000 to the CMLP Fund which has supplied grants in 2018 and 2019. In 2019 the fund distributed \$5,192 for 23 grants.

**Concord Cares:** The HCTC also administers funds dispersed by Concord Cares for citizens in need of emergency fuel assistance. In 2019 the fund received \$3,252 through solicitations and grants. The total funds dispersed in 2019 were \$925 to 4 Concord residents. These emergency requests are granted by the Committee plus other Concord services including, the Community Services Coordinator, the Police Department, the Fire Department and the Council on Aging.

**Tax Relief Fund:** The HCTC has been designated by the Select Board to administer the tax-relief fund from monies raised in response to the Select Board's annual appeal. Donations to this fund totaled \$36,290 in 2019. This past year, between 45 and 48 Concord residents received a reduction in their real estate tax bill each quarter. The total tax relief given in 2019 was \$51,468.

**Silent Fund:** In 2017 the Select Board designated the HCTC to administer the Silent Fund. This fund supports summer camp tuition for Concord children experiencing financial hardship and distributes small gifts during the winter holiday season to families who do not have enough resources for holiday purchases. \$16,170 was distributed by the Silent Fund in 2019.

The Committee continues to make known its existence and its mission through local communications such as the Concord Journal and the Adult & Continuing Education publications and contacts with the Community Services Coordinator, the Concord Housing Authority, the Council on Aging, the Recreation Department, the Community Chest, Open Table, local clergy, and other local groups.

In light of the current economic conditions, the Committee anticipates 2020 could be another difficult year for many residents. We welcome private donations to continue the mission of providing short-term, emergency assistance to Concord residents. Donations may be sent to: The Hugh Cargill Trust at the Town House, P.O. Box 535, Concord, MA 01742. All contributions are tax-deductible.

## TAX RELIEF COMMITTEE

Eric Van Loon, Chair  
Helena Long  
Virginia McIntyre

In prosperous Concord, it is easy to forget that some of our fellow townspeople face significant economic challenges. Our taxes are high to support good schools and excellent town services but are a major strain for some of our neighbors.

In 2011, the Select Board created a Tax Relief Fund to enable more financially-comfortable residents to help financially-limited families meet their town tax burden. Currently, our neighbors are being helped to pay their taxes by modest subsidies from this fund. Funds are administered by the Hugh Cargill Trust Committee, which provides confidential assistance to Town citizens in need. Beneficiaries are means tested. And they may own only one property, which must be valued below the town mean. Eligible residents receive a \$325 quarterly tax bill credit (\$1300 annually).

Tax relief grants made by the Hugh Cargill Committee have helped 40 to 50 Concord households in recent years. Common situations our neighbors experience include longtime residents whose tax bills increase with rising land values, households affected by job loss,

and one-income single-parent families struggling to remain in the town they and their children love. The Town tax-relief measure voted at the 2017 Annual Town Meeting began in 2018 and applies to seniors only. And voluntary donations to the Tax Relief Fund continue to aid seniors who receive tax relief from the Town as long as they continue to meet an income test that includes other Town aid.

Over the first 11 years, annual contributions to the Tax Relief Fund averaged approximately \$60,000 - from an average number of 200 donor households. Our 2019 solicitation letter was mailed in November to avoid conflicting with October Community Chest fundraising.

Every three years, solicitations are made town-wide. In 2015, that larger mailing nearly doubled the number of contributors. In 2018, donations to the Tax Relief Committee and the Hugh Cargill Trust were solicited on a single sheet of paper in a single envelope with a separate letter from each committee on either side. The two-sided dual solicitation letter approach continued in 2019 in mailings to previous contributors and a limited number of new people. Donations for the current campaign will continue to be gratefully received through June 30, 2020.

The Tax Relief Committee met four times during the calendar year 2019. We continue to be impressed with the generous contributions of so many to this purpose. And we are thankful for the many caring hours of Town House support from Andrew Mara and Jeremy Romanul.

## **CONCORD FREE PUBLIC LIBRARY COMMITTEE**

Tara Edelman, Chair  
Susan Curtin  
Dennis Fiori  
Krysten Morganti  
Lindsay Howard  
Pat Nelson  
Mavourneen "Mav" Mav Pardee  
Susan Curtin

The seven-member Library Committee is appointed by the Select Board. Committee members serve for

staggered three-year terms and work with the Library Director to help maintain the Library's financial stability and well-being, provide short term and long-range planning support, support policy development and update existing policies, as needed. The Library Committee also works to enhance patrons' experience using the Library, consider and implement new technologies to enhance services and facilitate the work of the Library staff. The Committee continues to promote the Library's leadership in organizing active programming for all ages, drawing on in-house resources and community collaboration and support community sustainability efforts through education and organizational practice.

The Library Committee has been busy this year as it has supported the Library as it continues to excel as the social, cultural, and literary heart of Concord.

The Library of Things, a collection of non-book items that patrons can borrow from the library, launched this year and is thriving. Some popular Library of Things items include the GoPro Camera and video-to-digital converter. The Library looks forward to continuing the program and expanding the range of items patrons can borrow.

The Long-Range Planning process is well under way and has featured wonderful discussions with library patrons about what they would like to see in their Library as libraries take on new roles in communities as gathering places and places where people can create and explore. We are grateful to those who have already participated in focus groups and conversations and we will continue outreach in 2020 in order to identify the community's needs. These efforts will include a Library Census, discussions with the organizations with whom the Library partners, like the Minuteman Arc and the Prison Outreach Program, and focus groups with underrepresented groups in our community.

The Library Corporation's plans for the Library Expansion have continued to feature in our meeting discussions as the Public Phase of the fundraising Campaign was launched and the Architectural Plans went through the Town's formal review process. The Committee will continue maintain its strong interest in staying up-to-date and providing our thoughts on how the Library can best serve the community as the

Corporation continues to work toward the expansion in 2020.

The Library wished Curator Leslie Wilson a happy retirement after her many years of valued service to the town of Concord and the Committee participated on the hiring committee. We are pleased to welcome our new Curator Anke Voss to the Library and are excited about to learn more about her vision for the Library's Special Collections, especially her goal to expand the community's knowledge of and access to Special Collections.

We are grateful the Library Corporation, the "Trustees", for agreeing to have members participate in our monthly meetings in order to increase communication and collaboration between the two bodies in order to ensure that the Library is best-positioned to meet the needs of our community, especially as their plans for expanding the Library have become more developed. They are welcome guests and valued partners.

For the first time in many years, a Concord Resident requested the opportunity to speak at a meeting. Courtney Whelan shared information about exposure to wireless signals. The committee and the Corporation Trustees who were attended appreciated her thoughtful and informative presentation and the contributions of the additional community members who attended to provide their insights. The Committee enthusiastically welcomes speakers and guests at our meetings. Please contact Library Director Kerry Cronin if you would like to be included on the agenda.

We are also grateful to the community members, observers, and speakers who have attended our meetings this year in order to ensure that the Library is well-positioned to meet the needs of our patrons and our Town. We continue to hold open meetings on the Third Tuesday of the month at 7:00 in the Trustees Room at the main Library. We welcome and encourage interested members of the community to attend.

## CONCORD FREE PUBLIC LIBRARY ADMINISTRATION

Kerry Cronin, Library Director

In 2019, the Concord Free Public Library (CFPL) enjoyed another successful year with marked increases in most service areas. On average, the Library hosts 1,050 visitors daily, which is a 17% increase over the prior year. In the fall of 2018, library staff increased publicity efforts with both social media and traditional media channels and benefited from a marked increase in program attendance and general awareness of library services.

A commitment to providing innovative programs to attract new users and identifying potential services for underserved members of the Concord community continues to be part of CFPL's core mission. The addition of a new Teen/Reference position has strengthened CFPL's partnership with local public and private schools and increased teen program attendance by 156%! Also noteworthy, due to a generous donation for large print books, the Library was able to develop a collection of high interest low vocabulary books in large print format called "Living and Learning" for both library locations. In addition, CFPL offered a long-term deposit from this collection to Minute Man Arc for clients to enjoy on-site.

The year was also very busy with planning for future services. In the months leading up to Town Meeting, library staff participated in community forums about the Main Library expansion project. It was great to hear supportive comments about the vision for future services as well as thoughtful ideas for improvements that the architect incorporated into future iterations of the plans. With the public permitting process complete, the Library looks forward to breaking ground on the building project in 2020.

As the Library prepares for future services, CFPL held a community visioning session with consultant Jay Vogt toward the development of a revised multi-year service plan. Approximately thirty people attended the engaging session. Library staff will work closely with the Library Committee in the coming year to finalize the new plan.

Three long-serving employees retired from their positions this year, Leslie Wilson, Curator of the

William Munroe Special Collections, Karen Ahearn, Supervisor of Children's Services, and Linda Schreiber, Staff Librarian, whose collective tenure totals more than eighty-four years. Congratulations and best wishes as they begin this next stage in their lives.

### *Children's Services*

During 2019, Children's Services staff created a collection of diverse materials, provided help and readers' advisory for patrons of all ages and interests, and hosted numerous innovative and exciting programs to help young patrons learn, thrive, and grow.

Outreach was a priority in 2019 as the needs and interests of young patrons and their families have changed in recent years. Children's Services developed the foreign language collection in 2019, adding books that mirror the ethnicity of patrons, and began a Spanish/English Storytime. Children's Services also committed to outreach targeting students, both in the Library and school visits, including a monthly storytime with preschoolers at Concord's Carousel. Beede and Books remains popular. Additionally, Children's Services continues to take part in the Concord Carlisle Children's Center Babies and Books program. Children's Services is particularly proud of hosting a "Librarian for a Day" prize through an online auction provided by the Recreation Department for Concord's Carousel. Two lucky siblings won a behind-the-scenes look at the Library. The children helped process books for circulation, created a display of some of their favorite books, and helped check out materials. They received awards for their work. This prize collected the highest number of bids from the Recreation Department's auction.

Children's Services hosted many programs throughout the year. Ongoing programs include weekly storytimes, the monthly BookEaters Book Group for 3rd graders, Toddler Singalong with Ed Morgan at both the Main Library and Fowler Branch Library, Winter Stay and Play events, and Read to Luna the Dog, which allows children to read aloud in a judgment-free setting.

Children's Services also continued some annual favorite programs in 2019. The popular Fall Scarecrow Festival took place in October. Local schools and organizations created scarecrows that greeted patrons

as they came into the building. Origami Master Michael LaFosse visited the Library for his annual workshop on folding origami shapes. Thy Toeum illustrated his method of making colorful paper snowflakes to appreciative patrons of mixed ages. Yoga instructor Ann Vigne led a two session Storytime Yoga based on children's books. Finally, the Commonwealth Ballet Company performed a reading and short dances at the ever-popular Nutcracker adaptation for young readers.

Children's Services continues to plan science programs based on STEAM principles. The department created a popular 3D Print and Design Workshop for Kids that the department hosts monthly in the Children's Room. Another new STEAM program is Nature Connect, which connects children with self-directed and explorative nature-based activities. In honor of the 50th anniversary of the moon landing the Aldrich Society led a program called the Legacy of Apollo, author Martin Sandler provided a lecture on the Apollo program, Bedford's iRobot visited the Children's Room, and Chef Dan Charbonneau led an Out-of-This-World Cake Decorating Workshop for teens.

In honor of the new Little Women movie, Children's Services worked with Concord's Tourism Manager, Beth Williams, to create programs based on the story of Little Women. Popular youth author Heather Vogel Frederick visited and talked about her creation of the Mother-Daughter Book Club series. Louisa May Alcott's Little Women inspired the first book in her series. Additionally, the Library Conservator led an Alcott-Era Bookbinding Workshop for Kids, illustrating bookbinding techniques through the ages.

The 2019 Annual Summer Reading Program was the most successful yet, with over 500 children and teens registered for the program. It is possible the uptick in registered readers is due in part to Beanstack's the new tracking program's ease-of-use. Another factor that likely contributed to the uptick in readers was the department's outreach efforts. The engaging and fun programs throughout the Summer Reading Program also generated quite a bit of excitement. The summer began with a kickoff event complete with Star Wars costumed characters and ended with an ice cream party.

Each summer, Children's Services plans the Summer Concerts on the Lawn series. Song and Dance around the Planet with Sagit Zilberman (World Music) and Headin' Home with Dan and Christine Hedden (Celtic Music) took place outside, but rain kept Didgeridoo Down Under (Australian Music) and Rolie Polie Guacamole (Children's Music) inside. The 2019 series was as popular as ever.

Children's Services enjoys collaborating with local institutions. The department works with the Concord Museum on the annual Family Trees display which favorite children's books are the inspiration for. The department created a display to help generate interest in the Umbrella Community Arts Center's exhibit of original picture book art.

The children from the Concord Recreation Department worked with a staff member to engineer a Coinector, a Dr. Seuss-inspired contraption to collect children's change for the expansion project. When the expansion is complete, the children can proudly announce that they contributed to it.

### *Circulation*

From January through early December the Circulation staff fulfilled more than 43,000 requests for items to be picked up at the Main Library. The department also managed 2,624 museum pass reservations. Courtesy of the Friends of the Library, museum passes provide free or reduced admission to a variety of locations. This year, the Friends enhanced the selection of passes with the addition of the Harvard Museum of Natural History.

Circulation's most exciting initiative was the launch of the Library of Things. This popular new collection includes several technology related items. Some of the very popular items include a GoPro camera, thermal leak detector, and devices to transfer VHS tapes to digital format and photo negatives to digital.

This year the self-checkout stations received credit/debit card readers to enhance payment options and the computers received upgrades. The circulation software used by the Minuteman Library Network is frequently updated as is the Commonwealth Catalog system for borrowing and lending items to libraries in other Massachusetts consortia. At the beginning of 2020, Circulation is looking forward to the launch of a

new auto-renewal feature. In an average week, Concord puts close to 3,000 items into the delivery system.

Community outreach is a priority and this year the Library was pleased to repeat its annual Food for Fines program. For one week in March, the Library cleared late fines in exchange for non-perishable items to benefit Concord's Open Table Food Pantry.

Additionally, the Circulation Department works closely with the public and private schools, MCI Prison Outreach, FMC Devens, New England Deaconess, Drumlin Farm (old newspaper donations), and home delivery through the CFPL's Direct To You Homebound Delivery program.

Professional development remains an important element of the department's work. The ability to hone skills and stay up to date on the latest topics, meet with colleagues in other libraries, attend conferences, and meet with authors allows Circulation staff to offer the Concord community the best in customer service. In 2019, the Circulation Department welcomed new staff members Circulation Assistant Rachel D'Amore-Bonish and Library Assistant Madeline Klein and we said goodbye to Library Assistant Reni Cunningham. We also extend our thanks to our dedicated volunteers: Kathy Dwyer, Susan Birge, Hannah Yelin, Kristen Whitehead, and Emma Weltner.

### *Fowler Branch*

The Fowler Branch Library continues to be an important community resource. Patrons frequently comment on the helpfulness of staff and they appreciate the inviting and intimate space of the branch library. In addition to providing readers' advisory, reference help, technology assistance, and fulfilling requests, the Fowler Branch was very active in 2019 with programming for all ages.

At the beginning of the year, Fowler introduced Next Chapter Book Club, a new weekly program for adults with intellectual and developmental disabilities. This book club has been a welcome addition for a previously underserved population and has been a wonderful opportunity to collaborate with Minute Man Arc. Successful middle school programs included a Star Wars Escape Room, where kids in grades 4-8 worked in teams to solve puzzles to escape the room.

Fowler also hosted a number of successful adult programs. The Friends of the Library ran their annual Friday Flicks at Fowler, held a hands-on Soap-Making Workshop for adults, and a popular cooking program called “Feasting on Grain Bowls.”

Fowler also investigated and introduced a new collection format for children known as Vox books. These books are audio-enabled readers within a traditional picture book, allowing children to listen to the story while following along in the book. The initial order proved to be so successful that the Library ordered additional titles later in the year.

Fowler continues to host successful ongoing programs such as Cookbook Club, Book-a-Mystery discussions, NaNoWriMo, Family Storytime, Toddler Time, and sing-a-longs with Ed Morgan.

In January, Branch Librarian Stephanie Rivera completed her duties on the 2019 John Newbery Medal Committee, helping to select *Merci Suarez Changes Gears* by Meg Medina. Fowler saw some staff changes this year with the departures of Reni Cunningham and Melody Alvarez. Later in the year we welcomed Madeline Klein as a full-time Library Assistant and Michelle John as a Library Assistant on Saturdays.

### *Reference*

The Reference Department continues to deliver valuable services to patrons of all ages, offering research assistance and an essential inter-library loan service, assisting with technology-related questions, providing proctoring services and helping patrons to download digital media to their devices through OverDrive, Libby, Hoopla, RBDigital, New York Times Digital and Kanopy. This year, Reference Librarian Debbie Yong began creating curated popular booklists featuring books for various genres.

The Reference Department staff answered 4,963 in-person reference questions, 1,441 phone reference questions, and 56 email reference questions in 2019. Reference staff helped 1,370 patrons with computer questions, and reserved meeting rooms 1,843 times.

The department provided several excellent adult programs in 2019. Cookbook Club continues to be a very popular monthly event, attracting an average of 30 participants each month. The Literary Book

Discussion Group also continues to draw an enthusiastic crowd. In addition, the department continued its partnership with Debra’s Natural Gourmet to offer a second monthly book discussion, which takes place in the evening.

Other well-received programs included lectures about film noir, Hollywood comedies, Hollywood musicals, and Christmas movies, by Randall Warniers. Additional programs included a talk on the Molasses Flood of 1919 by Ronald Mayville, an origami workshop for adults with Lisa B. Corfman, a six-week genealogy workshop with Linda MacIver, a one-man show by actor Stephen Collins about author Herman Melville, and a one-woman show by Marla Welsford on the life of Lidian Jackson Emerson. The Library also hosted several mindfulness workshops with Lara Wilson of Be Well Be Here, an Indian Cooking program with Rita Kapadia, a Colonial Experience program called “Abigail by Gail” with Gail Hamley, and a talk by Brent Ranalli on “Thoreau’s Indian Stride.”

The Library also hosted several well-attended author talks during 2019. Notable talks included *Hit Hard: One Family’s Journey of Letting Go of What Was--and Learning to Live Well with What Is*, by Pat and Tammy McLeod, and *The Other “Hermit” of Thoreau’s Walden Pond: The Sojourn of Edmond Stuart Hotham*, by Terry Barkley. In addition, members of the department proudly took part in the planning process of this year’s Concord Festival of Authors.

The Reference Department creates monthly displays on current and relevant topics that support community interests. Popular display topics included a display of Oscar-winning films, a Hidden Treasures display, a “Blind Date with a Book” display for Valentine’s Day, a display celebrating the 50th anniversary of the Moon landing and space exploration, and a display of winners of the Nobel Prize for Literature from 1969-2019.

In 2019, Teen Services, housed within the Reference Department, built on its 2018 successes and expanded its offerings to local students in grades 6-12. Over the course of the year, the Library hosted 103 programs for teens, with attendance of 1,834 teen patrons. Over 160 subscribers now receive the monthly email newsletter specifically for teens and their parents.

One of 2019's program highlights included a visit with renowned YA author A. S. (Amy) King in October. She spoke quite passionately about both her writing and teen mental health to a crowd of 32 teens and adults, and made time afterwards to visit personally with members of the CCHS YA Galley Club. In addition, the CCHS Study Days for January and June remain very popular, attracting almost 850 students in total to the Main Library to study for midterms and finals.

A Super Smash Bros. video game tournament in June, conducted by One Up Games at the Fowler Branch, was very also popular, and teens from as far away as Upton, MA attended to compete. The Girls Who Code program is in its third year. For the 2019-2020 school year, the club is at capacity and introduced a teen "teaching assistant" to help the girls with their projects. Community partnerships with Concord's Department of Sustainability, Caffe Nero, Axiom Learning, the CFA Society, and local schools continue to develop.

YA/Reference Librarian Olivia Durant successfully applied for the club's participation in the "Little Brown Faculty Lounge" program, which connects YA Galley Club from CCHS with advanced readers' copies of teen books from publisher Little Brown and solicits their direct feedback.

Not only has circulation of teen materials increased 11% over 2018, but Olivia is also developing a more formal teen volunteer program to give teens a sense of ownership in their library. An extension of that is the "Teens Teach" program, where local students instruct their peers in a skill. Teens led three workshops during the summer and fall on such topics as blogging and techniques for solving a Rubik's Cube.

### *Special Collections*

The department hosted numerous groups throughout the year, and most notably featured the exhibit, Curator's Choice: A Personal Perspective on Two Decades of Collection Building Exhibition, on display in the Art Gallery from May 3 – July 25, 2019. The show featured one hundred items from the many gifts and purchases acquired by the retiring Curator Leslie Wilson for the William Munroe Special Collections throughout her twenty-three-year tenure.

Before her retirement, Leslie Wilson worked with the Assistant Curator, Jessica Steytler, to ensure a smooth

transition for the new Curator, Anke Voss, who joined the Concord Free Public Library staff as the new Curator for the William Munroe Special Collections in early October 2019.

In addition to providing public service to researchers and other members of the public, Anke had numerous opportunities to meet with stakeholders, including representatives from the Concord Historical Commission, the Concord Museum, the Visitor Center, the Town Clerk, and the Town's Municipal Archivist.

Anke also met regularly with the Library's Special Collections Committee, to review policies and procedures, review plans to update the Special Collections staff and storage areas as part of the upcoming Library expansion, and share ideas about strategic planning for Special Collections.

Doris Kearns Goodwin donated a large number of books from her and Richard Goodwin's collection to the Library, after selling their home on Monument Street. In just her first week, Anke assisted the Library Corporation and Friends in determining which books to retain in the Library's collection and which items to sell at the Friends book sale in December.

The Corporation approved the loan of the Library's The Philosopher's Camp in the Adirondacks, by William James Stillman to the Smithsonian for an upcoming exhibition, Alexander von Humboldt and the United States Art, Nature, and Culture, March 20, 2020 - August 16, 2020.

Special Collections received a request from the Providence Athenaeum to make a replica of the portrait bust of Louisa May Alcott by Walton Ricketson, which is on display in the Main Library Rotunda. In preparation for the loan, the Athenaeum agreed to pay for the restoration and cleaning of the bust.

A noteworthy addition to Special Collections in December was the donation of the Amedeo (Al) Armenti (1924-2019) Papers. Armenti played a significant role in Concord's many equal rights organizations. He was a lifelong pacifist and anti-war protester. Renee Garrelick interviewed Armenti in 2001 for the Concord Oral History Program.

Leading up to the opening of Greta Gerwig's film adaptation of *Little Women on Christmas Day*, CBS Morning News anchor, Rita Braver, interviewed Professor Anne Boyd Rioux (University of New Orleans), at the Library in November on Rioux's recent publication, *Meg, Jo, Beth, Amy: The Story of Little Women and Why It Still Matters*. This also included Rioux's analysis of Alcott's *Little Women* manuscripts held by Special Collections. The segment aired on Sunday, December 15.

The department handled slightly more than 1500 on-site research visits over the year, plus hundreds of inquiries by mail, phone, and e-mail.

#### Technical Services/Technology

The Technical Services/Technology Department is responsible for library material/resource management and technology enhancements. Book conservation is another important responsibility of the department. In addition to managing the repair of the general collections, the Library's Book Conservator repairs and restores valuable archival materials owned by the Library's Special Collections.

In 2019, the Department ordered, received, cataloged, processed, and added to the library collections and Minuteman Library catalog more than 11,000 books, spoken CDs, DVDs, Blu-rays, and more. Staff members upload new items to the New Arrivals page on the Library's website for online display immediately before they are made available to the public.

The Library's digital media collection continues to grow, as does the usage. As of June 30, 2019, the Library offered 874,982 items in downloadable and streaming formats to Concord patrons. This represents a 20% increase over 2018. During the same period, the department saw a 40% increase in eFormat usage compared to the prior year. Starting January 2020, Concord residents will have "unlimited access" to RB Digital Magazines (formerly Zinio magazines) with hundreds of titles in English and 60 other world languages.

The Library's 3D printing service is 2 years old. In 2019, the department continued to fulfill 3D printing requests from the public and coordinate with Toys in

Box 3D Printing Learning Center to offer 3D design and printing classes for the public.

Staff members continued to offer regular computer classes and Drop-In Tech Help sessions at the Main Library through July 2019. During the first 7 months of 2019, Technical Services offered several classes, including Introduction to the Library's 3D Printer and 3D Printing Service, Introduction to MS Excel 2016, Introduction to The Library of Things, Google Slides 101, and Google Sheets 101.

Technical Services completed a number of major technology upgrade projects in 2019. Computers were upgraded with large monitors and PC upgrades significantly improved library patrons' experience. In addition, the department installed a new Toshiba photocopier at the Fowler Branch Library, which offers a scan-to-email function.

Book Conservator Luisa Granitto continued to provide high quality book repair and restoration to the Library's Special Collections. In observance of National Preservation Week in April, the Library recorded Luisa showing all the steps involved in the rebinding of an early 18th century leather book from Special Collections that is available for viewing via YouTube.

In early 2019, Technical Services welcomed Kate Oh back to the CFPL as Staff Librarian for the Technical Services Department.

## CONCORD FREE PUBLIC LIBRARY CORPORATION

Sherry F. Litwack, President  
O. Mario Favorito, Vice President  
Richard D. Briggs, Jr., Treasurer  
Lowell S. Smith, Clerk  
Jeffrey W. Adams  
Cristina Coletta Blau  
John W. Boynton IV  
Diana W. Clymer  
Pamela Gannon



*Concord Free Public Library Corporation Board Members. Back: John Boynton, Jeff Adams, Di Clymer, Rick Briggs Front: Pam Gannon, Sherry Litwack, Cristina Blau, Mario Favorito, Sandy Smith (not pictured)*

The Concord Free Public Library Corporation is a Massachusetts charitable corporation created by the Massachusetts Legislature in 1873 for the purpose of forming and maintaining a public library in Concord, which it undertakes to do in collaboration with the Town and the Library Committee.

The primary responsibility of the Trustees is to preserve, maintain, protect, and enhance the buildings and grounds of the Main Library in Concord Center and the Fowler Branch in West Concord as well as to preserve, protect, develop, interpret, and share the Special Collections. In FY 2018-2019 the Corporation contributed over \$600,000 to the Library, including more than \$125,000 to supplement the Town Budget for library books and materials. The majority of these funds come from the Annual Fund and income from

the Corporation's Endowment. Funding for large projects, such as a major expansion, are raised through a capital campaign.

Six years ago, we reported that the Corporation purchased the Heywood-Benjamin house next door to the Main Library at 151 Main Street. Since making the purchase, we have been actively exploring how this additional space could enhance services and programs at the Library to meet the future needs of the community as reflected in the Library's long-range plan. We have solicited ideas from the Library staff, Library Committee, Friends of the Library, as well as a wide range of Town groups and individuals representing all age groups.

There has been a wide-range of public engagement including public forums; brainstorming sessions; and presentations to and discussions with the Select Board, League of Women Voters, community groups, and neighbors. Through this process, we have identified many exciting possibilities, including improvements and enhancements in children's services, teen services, technology, energy efficiency, meeting and collaborative workspace, program space, social space, and special collections. We have an exciting architectural plan that reflects the needs identified in the Library's long-range plan as well as through community engagement.

We are actively engaged in raising money to make these plans a reality and are close to the \$10,000,000 goal. This includes \$500,000 from Community Preservation Act and \$550,000 from the Town's capital budget for FFE's (furniture, fixtures, equipment) as voted at Town Meeting. We are especially proud of reaching the goals of \$1,000,000 from the community phase of the campaign and 1000 donors since this shows wide-spread community support and excitement for the project. While the Corporation is responsible for raising the funds for the project through donations and grants, we will continue to work closely with Town officials and managers, as we have since the opportunity to purchase the property presented itself in 2013. Since the Town is committed to an 80% by 2050 goal, we are especially dedicated to providing systems that help reduce emissions.

The William Munroe Special Collections continues to be an outstanding resource not only for the community but also for researchers from around the world. Leslie Perrin Wilson, distinguished Curator for 23 years, retired in July. To celebrate her career, we presented an exhibition called “Curator’s Choice: A Personal Perspective on Two Decades of Collection Building.” The community had an opportunity to show their appreciation for Leslie’s tenure at the Library during the Exhibition Opening and a community reception. This fall, after a nation-wide search, our new Curator, Anke Voss, joined us. Her strong experience with archives, education, and outreach will ensure that our Special Collections continue to thrive and be accessible.

As Trustees of the Williams Scholarship Fund, made possible by a bequest from Charles H. S. Williams, we continue to award grants to several college students pursuing studies in the arts. This year’s recipients included Elanna Honan (Visual Arts), Helen Wargelin (Music), Thomas Kim (Visual Arts), and Rebecca Pasley (Music) as well as Honorable Mention to Beth Fineberg (Music) and Lily Cratsley (Music). The launch of our revamped program that reflects Williams’s original vision was very successful and culminated with a wonderful salon at the Library where recipients performed or displayed their artwork.

This past year has been another busy and productive one for the Library as the Library increasingly fulfills its role as a cultural community center offering a wide range of programs, exhibits, and services free and open to the public. The Library Corporation is committed to supporting the growth and development of the Library by ensuring that our spaces meet the community’s growing and evolving needs.

To learn more about the Library’s work and items in this report, please visit [concordlibrary.org](http://concordlibrary.org). For more information on the Corporation, please visit [cfplcorp.org](http://cfplcorp.org).

## THE FRIENDS OF THE CONCORD FREE PUBLIC LIBRARY

The Friends of the Concord Free Public Library is a nonprofit organization of members who love the Concord Free Public Library. We serve the Library and the community in a number of ways including funding book and media purchases, special programs, Library staff professional development, and museum passes including the Isabella Stewart Gardner Museum, the Museum of Russian Icons, the New England Aquarium, and many more. The Friends also develop and present free programs at the Library, including concerts, readings, and film series. Free programs at the Library for children and youth are developed and presented as well as community outreach which includes providing donated books to Open Table, Peter Bulkeley Terrace, and other organizations.

The Friends’ Holiday and June book sales are much-loved and well-attended community events as well as our biggest sources of revenue. The June Book Sale on the lawn raised over \$27,000 and the Holiday Sale in December raised over \$14,000 – both breaking records once again.

With Board member Lara Wilson at the helm we continued the Concord Festival of Authors with more writing programs and an extremely full schedule of author events at the Library and at our partner organizations in Concord. After a one year hiatus we brought back a favorite event: Breakfast with the Authors at the Colonial Inn. The success of the Concord Festival of Authors under the Friends has inspired its founder, Rob Mitchell, to support the transfer of the assets of the Angela Arkell Mitchell Foundation for Literature to the Friends for the sole purpose of facilitating the Festival’s production in years to come.

In 2019, the Friends presented the annual Ruth Ratner Miller Award for Excellence in American History to John Stauffer, the Sumner R. and Marshall S. Kates Professor of English and of African and African American Studies at Harvard University and author of *Picturing Frederick Douglass: An Illustrated Biography of the Nineteenth Century’s Most Photographed American*.

The Friends received a grant from the Middlesex Bank that allowed them to co-sponsor the program “Unconscious Bias: Interrupting the Cycle” with Concord-Carlisle Adult & Community Education.

The group also screened foreign films for the Friday Flicks at Fowler. The Poetry at the Library series hosted acclaimed poets Joan Houlihan and Frannie Lindsay and more. The Music from the Library Series presented the pianist Yuan Sheng; the Myra Melford Trio; and sarod player, Ken Zuckerman, with tabla player Nitin Mitta in the Main Library’s Rotunda. Authors spoke at the Library. Summer concerts were performed on the lawn.

Our gifts and programs are funded through memberships, sales of donated books, and sales of Historic Concord and the Lexington Fight, a book published by the Friends by Allan French that was updated by Leslie Perrin Wilson, former curator in the Special Collections Department. Online sales are managed by Larry O’Connor, and books are for sale every day on the Friends Book Sale shelves at the Main and Fowler Libraries.

If you have books you’d like to donate for our sales please see the reference librarian at the Main Library – and thank you!

To learn more, or to join the Friends pick up a brochure at the Library or visit online at the Library’s website under the “How We Work” section at [concordlibrary.org](http://concordlibrary.org).

Follow us on Facebook

[www.facebook.com/concordlibraryfriend](http://www.facebook.com/concordlibraryfriend)

E-mail us at [friends@concordlibrary.org](mailto:friends@concordlibrary.org)

## RECREATION COMMISSION

Peter A. Hunter, Chair  
Casey Atkins  
Paul Grasso  
Jenn Lutz  
Jack Carlton  
Peter Ward

The Recreation Commission is a Town Manager-appointed, volunteer Committee of Concord residents that support the Recreation Department by providing advice and guidance on topics relevant to the town’s recreational pursuits. This year, the Commission played a critical role in supporting the Department as its management team navigated a variety of opportunities and challenges that faced our recreation community.

### *Strategic Planning*

The Recreation Commission, working with the Recreation Department continues to focus on strategic planning to help establish direction, set priorities and prepare for the future and to comport with the Town of Concord’s long term strategic plan - Envision Concord-Bridge to 2030 Comprehensive Long Range Plan. Thankfully, one of the many strengths of this year’s Recreation Commission is the members’ combined knowledge and expertise in the area of strategic planning. The Commission aided the Department in creating a shared vision that inspires and motivates a course of action and through this exercise the Department established a mission statement of, “supporting and promoting community through wellness and play”. When reflecting on the standards that serve as the foundation for which we work, the Department also defined “dedicated, innovative, inclusive, valued, and fun” as our values.

### *Finances*

Since the Recreation Department’s two primary budgets are primarily self-funded, managing the Department’s fiscal health continues to be a priority of the Commission. The Recreation Division operates with minimal tax support. In FY2019, the Department’s expenses (including the Beede Swim & Fitness Center) totaled \$4,534,118 for all programs and staff and received only \$204,306 from the General Fund (or under 5%) to cover the costs associated with the Director of Recreation and the operation of Hunt

Gym. According to data from the National Recreation and Park Association, the average Park and Recreation agency receives a tax subsidy of approximately 70-75% of their expense while our Department receives just over 5%. The Revolving budget experienced a healthy 2019 with \$2,191,500 in revenues and reporting a loss of (\$18,661) after expenses that included an atypical \$168,077 in Capital expenses. The Beede Enterprise Fund experienced a small surplus of \$23,427, after depreciation expenses.

### Awards

Since 1985, the Maureen Taggart Community Service Award has been presented annually to a high school student, public or private, who is a resident of Concord or Carlisle that has demonstrated a loving and giving spirit through voluntary service in the community. Maureen Taggart was a dedicated Concord Recreation Department employee for many years. She was passionate about giving back to the local community and volunteered frequently. The 2019 Maureen Taggart Community Service Award was presented to Lara Speer at the CCHS Class Act Awards in April. Lara has completed more than 250 hours of service for organizations such as Access Sports America, CCHS's pathways, open table and Concord Recreation, just to name a few. She has shown through her time and effort that her community is an important part of her life and she is willing to give

back to it. A main feature of this award is that the recipient has the privilege of designating a deserving organization to receive a financial grant in Maureen's name. Lara has chosen Access Sports America as this year's organization. This organization offers high intensity sports opportunities for people of all abilities.

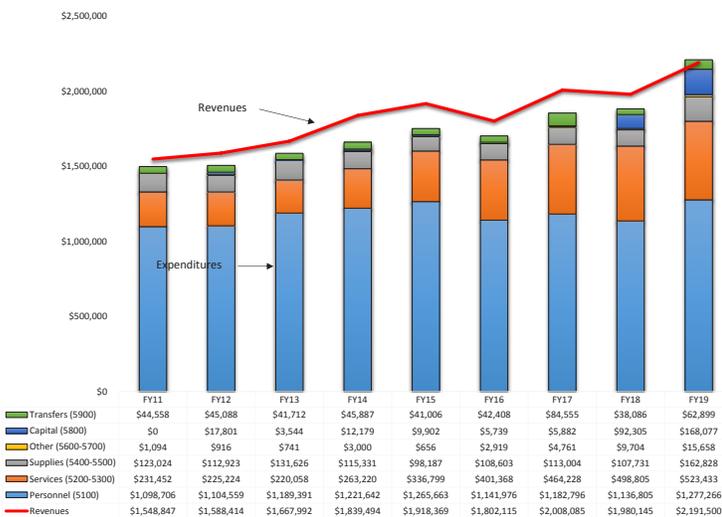
### Community Support

Thank you to our community sponsors and supporters that assure our events, programs and initiatives continue to thrive. Concord-Carlisle Community Chest, the Silent Fund, and the Alcott School Turkey Trot all provided funding towards scholarship programs in 2019. Additionally, many corporate sponsors assisted in offsetting event expenses including Abode, Adelita, Artemis Capital Partners, Black Birch, Concord Market, Concord Free Public Library, Dow Law Group, Greatscapes Landscaping, Lunig Construction, Middlesex Bank, Nashoba Brooks School, Orange Theory Fitness, Pure Barre, Sorrento's Pizza, Craft.ed, Dunkin', the Scout House, Strop & Blade Barber Shop, and Trails End Café. Lastly, a thank you goes out to Concord's schools that allow us to use space for programming, the Nashoba Brooks School, the Middlesex School, the Fenn School, and Concord Academy. And finally, the assistance from other Town Departments and committees that make things like Jazzfest, the Stow Street Block Party, and the Holiday Tree Lighting and Parade possible – the Department of Public Works, the Concord Municipal Light Plant, the Water Department, the Police and Fire Departments and the Facilities Department, the Public Ceremonies and Celebrations Committee to name a few.

### Projects

Recreation Projects completed in 2019 include: upgrades at Beede Swim & Fitness Center, White Pond upgrades for the operation of year 1, Phase 2 of Rideout Park updates (walking trails, batting cages, and fitness playground), repair & resealing of Emerson basketball and tennis courts, installation of the Minuteman Bike Share rental locations, renovation and revitalization of the Visitor's Center and the continued plans for development of the Gerow and White Pond properties. The Commission has continued to utilize the 2014 Recreation Facilities Strategic Plan as the guide for the direction of the Department and facilities improvements along the way.

Recreation Fund: Revenue and Expenditure History



## Employees

The success of the Recreation Department could not be achieved without the enormous commitment and dedication of the employees, led by Recreation Director, Ryan Kane, who make sure that all of the programs and events are of the highest quality and provide the citizens of the Town of Concord with healthy life style alternatives. The Commission is grateful for this commitment and dedication as it looks forward to continuing to provide guidance and advice. to the Recreation Department in the future.



*Summer Operation at White Pond*

## RECREATION DEPARTMENT

Concord Recreation is a leader in providing activities and facilities for the community to enjoy their leisure time. Recreation programs are the mainstay of the department and run the range from Carousel Preschool, Before/After School Care, Summer Camp, Youth Sports, Adult Sports, Community Special Events, and more. Additionally the department oversees the facility management of playing field permitting, playground management, basketball and tennis courts that the public enjoys in both organized and free play.

In 2019, the department focused on both continuing with the quality of program offerings for the community and to add new programs and facilities for the community. Some major accomplishments for the year include:

- Year 1 of operation as a public bathing beach at White Pond. 2,336 individual memberships were sold for the summer. New bathroom facilities were installed along with the lifeguard shed and updated parking lot and traffic paint.

- The addition of a New Visitor Center/Tourism Manager. Beth Williams joined the Recreation team in June and will be responsible for managing the Visitor Center and Tourism relations for the Town of Concord.
- The launch of the Minuteman bike share program, with two locations West Concord & Concord Centers. In the first year the bike share had over 300 riders.
- Concord Bike Fest became the newest Recreation Community event. The Bike Fest ran parallel with Stow Street Block party in May. Riders joined in on a bike parade, attempted the Concord Police Departments bike rodeo, experienced morning advanced rides, and more in this great community gathering.

Department-Wide Financial Assistance Concord Recreation wants to assure that all community members have access to participate in programming, regardless of their ability to pay. In total, the Department awarded \$75,705 in financial assistance to those in need. It will continue to be a priority of the Department to assure that no one is excluded for financial reasons.

With over 200 employees ranging from full-time to seasonal summer help, the Recreation team is committed to providing quality recreational experiences to the community. The passion that the staff and volunteers has for their work is visible in everyday events from the Before /After School program to Pickle ball coordinators. We are fortunate to have the quality, caring staff that make the programs come to light.



*A Recreation yoga class at 55 Church Street*

## BEEDE SWIM & FITNESS CENTER

The Beede Swim and Fitness Center, managed by the Recreation Division, is an affordable community swim and fitness facility. The Beede Center is self-supporting and does not receive tax dollars. Members and program participants provide all the funding to operate the Beede Center. The Beede Center welcomes an average of 500 visitors per day and is committed to serving the needs and interests of everyone in the community including children, adults, senior citizens, and individual with disabilities.

### Membership

A Beede Center membership gives members' access to all the aquatic and fitness facilities at Beede. In addition, a discount is given on any program offerings including: aquatic fitness, group exercise, personal training, and swim lessons. In addition to an Annual membership, the Beede Center also offers a 3 month membership and 10 visit pass. As of January 1, 2020 Beede Center has 1765 active memberships.

### Welcome New Beede Team Members

Two new Personal Trainers arrived at the Beede Center in 2019. Linda McGovern, a Concord resident, works with clients during weekday mornings. Nichell Latimore, also a Group Exercise instructor, works two closing shifts times and performs Point of Contact responsibilities. Recent hires on the aquatics side have been new swim coaches for both Masters and Otters.

### Program Offerings

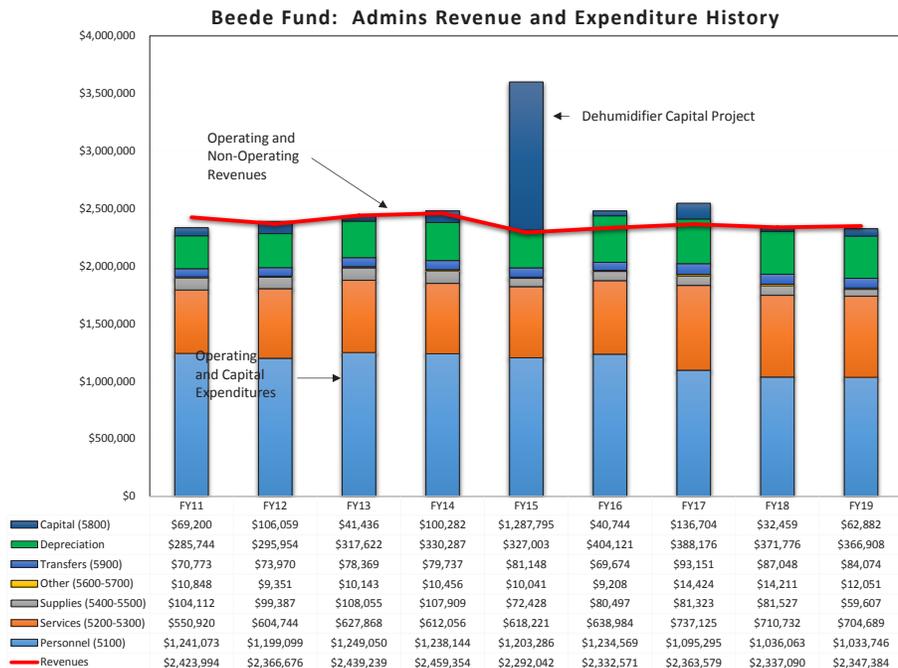
The Beede Center offers a wide variety of learn-to swim classes designed to meet a diverse range of needs and ability levels. The Center also offers a comprehensive water fitness program in deep and shallow water. Every member receives a free equipment orientation and workout plan from one of our certified trainers. The Beede Center offers affordable personal training and body composition testing. We also offer a large variety of group classes. Beede members receive a discount on classes. Our classes are open to non-members as well. The Beede Center also hosted many Community events including; the Egg Hunt, Trunk or Treat, and the CCHS Swim Boosters Masters Meet.

### Swim Teams

The Beede Center is the official home to both the CCHS Bobcats Swim & Dive teams, along with the Beede Centers own Concord Otters program. Both programs have an extensive number of swimmers CCHS (83) and the Otters (237). Making Beede a "hub" for local swim meets.

### Facilities

Improvements to the Beede Center in 2019 include the following: new Matrix treadmills, new Mondo flooring in the Cardio Room, expansion of the LED light program to all rooms, updated HVAC units, new energy efficient hot water tanks, new energy efficient hot water piping, and a Therapy Pool cover.



## PICNIC-IN-THE-PARK

Doug Ellis – Chair, Fund Raising  
Peter Gilman – Booths  
Johanna Ellis – Secretary  
George Herbolsheimer – Treasurer  
Maynard Forbes - Master of Ceremonies  
Karen Ahearn – Entertainment  
Jennifer Hatfield - Publicity  
Ann Lang – Children’s Parade  
Anne Edgar – Hot Air Balloon  
Michael Rudd – PA System, Posters

Concord’s annual July 4th celebration, Picnic-In-the-Park, was again a great success! It was a wonderful summer day full of smiles and great family times. The event took place at Emerson Field and the Hunt Gym. Once again, we had the REMAX hot air balloon and the kids parade led by the Concord Police.

Entertainment included David Polansky, Southern Rail Band, The Working Man’s Band, Lizzie the Clown, the Roving Railroad, yoyo performer Brett Outchcunis and the Concord Band. The 911 House was sponsored by the Concord Fire Department and the Concord Police timed baseball pitches and welcomed everyone to check out a cruiser.

Many local non-profit organizations provided information about their groups and a variety of food and beverages were available for purchase. The Picnic-In-The-Park committee members organize and seek donations for the event, but the day’s programs would not be possible without the invaluable assistance of the Town of Concord. The Concord Public Works Highway Division, the Concord Light Department, the Concord Fire Department and the Concord Police Department are essential to the day’s success. Concord resident Rob Beyer organized the field games.

Members of the Concord branch of the National Charity League, a national organization of mothers and daughters, provided tremendous assistance during the day. It was great to have Maynard Forbes as the Master of Ceremonies for the parade and announcements throughout the day.

The following corporate sponsors and private donors provided financial backing for the entertainment: Charles and Gloria Clough, Middlesex Savings Bank, Barrett/Sotheby’s Real Estate, Dunkin Donuts of Concord, Cambridge Trust Company and the

Picnic-In-The-Park Backers-private donors.

The Committee encourages Concord citizens to support this annual event with financial contributions and volunteer efforts both behind the scenes or on the event day, on the committee or during the day.

Thank you Concord for another great year! Visit us on Facebook at <https://www.facebook.com/PicnicintheParkConcordMa/> for more information.



## PUBLIC CEREMONIES AND CELEBRATIONS COMMITTEE

John Arena, III (Co-Chair)  
Julissica Navarro-Norton (Co-Chair)  
David Bell  
Tom Valle  
Sue McCrory  
Trish Ng

The Public Ceremonies and Celebrations Committee has the responsibility of organizing, coordinating and managing several ceremonies and celebrations sponsored by the Town of Concord. Celebrations for 2019 included: Honored Citizen Ceremony, Meriam’s Corner Exercise, Dawn Salute on April 19, Veterans’ Day Flag Retirement Ceremony on November 11, and Concord’s annual Tree Lighting. The committee is grateful to the many

people and organizations that helped make 2019 such a successful year!

These especially include Parade Marshall Robert Norton and State officials, various Town departments especially the Fire, Police and Public Works Departments, Honored Citizen Di Clymer, local Veterans, Concord Minutemen, Concord Independent Battery, Middlesex County 4H Fife & Drum Corps, participating clergy from Concord, Concord Girl and Boy/Cub Scouts, CCHS music volunteers, and the many others and organizations who participated in and attended the 2019 events. The committee is comprised of up to seven members who understand the importance of upholding these valued town traditions.

#### *Honored Citizen Ceremony & Reception (Honoring Di Clymer)*

Each year, since 1962, Concord honors a deserving citizen(s) who has demonstrated extraordinary town service and volunteerism by being selected as Honored Citizen.

A proud Concord resident for over 50 years, Di has “worked tirelessly and with quiet enthusiasm” to support the efforts of various town organizations. She has proved to be an active volunteer and contributor in many capacities, including the Concord Free Public Library, League of Women Voters, Concord Historic Districts Commission, Concord Art Association, and the Concord Cultural Council. As an active member of First Parish, her role on the church’s Social Responsibility Committee in the 1960’s began her mission to Concord Prison Outreach, and as an initiator of Communities of Restorative Justice, which has spread from a one-town program to a 24-town organization.

Of the many nomination letters and messages of support received, a common theme that was evident includes her high integrity, commitment, and concern for the town and its citizens. As one nomination letter states, “Everything Di touches turns to gold. And she has touched and helped so many people and organizations during her long tenure as a Concord resident.” Another nominator wrote “thanks to Di’s enthusiasm, commitment, energy, and charm, Communities for Restorative Justice has become a leader in the restorative justice movement. More

broadly, she has made our town a much better place to live for all of us.”

#### *Meriam’s Corner Exercise*

This ceremony commemorates the assembly and actions of militia and Minuteman units that arrived at Meriam’s Corner during the British retreat from Concord on April 19th, 1775. After the Regulars’ withdrawal from the Old North Bridge, they began a retreat back to Boston. By the time the Regulars arrived at Meriam’s Corner, at half past noon, there were reported to be about 1,100 Minutemen in the area from more than a dozen towns. On that April 19th, at Meriam’s Corner, a day of relatively small but violent skirmishes blossomed into a running, 16-mile battle that became the opening salvo to the eight-year American Revolutionary war.

#### *Patriot’s Day*

This year’s Patriot’s Day marked the 244th anniversary of the Concord Fight and the beginning of the American Revolution. The Town’s annual parade takes place in the morning with a 9 am step-off. The parade route covers a distance of about 3 miles over a period of approximately two hours. At least fifty units are expected to march this year. The parade begins at the Hunt Recreation Center on Stow Street and proceeds through Concord Center to the Old North Bridge where a brief ceremony commemorates the events and soldiers of April 19, 1775. The parade returns to the Hunt Recreation Center by way of Concord Center where each unit is officially acknowledged at the town reviewing stand.

#### *Dawn Salute*

The Dawn Salute is held at the Old North Bridge every year on April 19th to commemorate the opening battle of the American Revolution in 1775. Church bells toll at 5:45AM from the First Parish to sound the alarm. “Dr. Prescott” arrives at the Bridge after riding across the countryside warning towns and villages that the Regulars were on the march and their destination was Concord. Minutemen firing salutes, volleys by the Concord Independent Battery from Buttrick’s Hillside and a performance by the “Old Guard” contributed significantly to the event.

#### *Memorial Day*

Memorial Day parades and remembrance ceremonies were held in West Concord at Percy A. Rideout Field

## CONCORD LOCAL CULTURAL COUNCIL

and Kenneth J. Dunn Square and in Concord Center at Monument Square. Concord's proud Role of Honor was read at Monument Square. Commemorative wreaths were placed by Concord veterans at the West Concord locations as well as several monuments in the Square. The Concord Independent Battery and Concord Minutemen fired multiple times throughout the morning to commemorate the brave men and women who lost their lives in the line of service.

### *Veterans Day*

Concord's Flag Retirement Ceremony is held each year on Veterans' Day and provides Concordians with the opportunity to retire their worn American Flags in a respectful and appropriate manner. The ceremony was established in 1965 by James Carroll, Dr. Francis McDonald, Bernard Rushe, Former Fire Department Chief Thomas Tombeno, and Clark McClevin. This group of Concord residents, and the Town at large, felt that worn, torn and/or faded flags, left in place through the fall and winter months, honored neither our nation's colors nor our departed veterans. For the past fifty four years, this ceremony has been conducted to remedy this situation by properly retiring flags by burning with assistance from the Concord Fire Department and participation from veterans, local officials, Concord Independent Battery, Concord Minutemen, and the Military Family Support Group. Each year, local Girl and Boy Scout troops assist the committee with properly folding the flags at Hunt Gym, a few days prior to the retirement ceremony. The committee is grateful to the years of participation from our Concord Scouts!

### *Tree Lighting*

2019 marked the third year that the Public Ceremonies Committee assisted with the annual Tree Lighting and Parade. With additional assistance and direction from the Concord Recreation Department, the committee planned a small parade from Hunt Gym to Monument Square, with the grand finale featuring Santa on top of a Concord fire truck.

Tom Martin (Chair)  
Alicia Cleary  
Tracy Winn  
Terry Yanulavich  
Betsy Levinson

The Concord Cultural Council (CLCC), whose members are appointed by the Select Board, supports community cultural projects through its grant program. Funds are received from the Massachusetts Cultural Council (MCC) whose mission is "to promote excellence, access, education and diversity in the arts, humanities, and interpretive sciences in order to improve the quality of life for all Massachusetts residents and to contribute to the economic vitality of our communities." This year the CLCC received a combined total of \$6,859.00 from the MCC and the Town Of Concord, enabling the CLCC to enrich its support of the many cultural projects requesting funding. The CLCC received 33 grant applications this year and were able to issue 21 grants.

Individuals and organizations may apply to the CLCC for funding for projects and presentations in music, dance, visual arts, poetry, literature, drama, humanities, and scientific interpretation for all age groups. Preference is given to applicants who live or work in Concord or who offer programs, projects, or presentations that specifically benefit Concord.

Information about applying for FY 2019 grants was publicized in the Concord Journal and on the Massachusetts Cultural Council website ([www.mass-culture.org/Concord](http://www.mass-culture.org/Concord))

Guidelines and applications were available at the Town House and both locations of the Concord Free Public Library. The application deadline for FY 2019 was October 15, 2019. Public meetings were held in 2019 on September 04, October 02, October 23, November 20, December 04, and the Final meeting took place on January 08, 2020. On November 20, December 04, 2019, with the final vote taking place on January 08, 2020 applications were reviewed and voted on in accordance with both State and Local guidelines.

Additional information on the CCC grant program is available at <https://www.mass-culture.org/Concord>

## CONCORD-NANAE NETWORK JAPANESE SISTER CITY RELATIONSHIP

Jill Block  
Court Booth  
Heather Bout  
Leslie Burnard  
Holly Cratsley  
John Cratsley  
Lee Flight,  
Bev Gauthier  
Dick Gauthier  
Daisuke Matsukura  
Nancy McJennett  
Jack Nevison  
David Nurenberg  
Wade Rubinstein  
Jim Terry  
Sue Curtin

The annual delegation of Nanae, Japan adults and students arrived in Concord on October 28th and were welcomed at CCHS, sister high school with Nanae High School. Homestays hosts took the adults and students to their homes for the week's visit. On the 29th, the students went to school with their student hosts and the adults were greeted by Select Board members and the Town Manager at the Town House.

During the week of the visit the adults toured Monument Square and its learned of its history, Stow Street and the repurposed old school buildings, attended a welcome lunch at CCHS, Walden Pond where they met Henry David Thoreau (played by Richard Smith), visited the North Bridge and learned of its history, toured the Concord Museum, and the Orchard House where the adults were led on a tour by Louisa May Alcott (played by Jan Turnquist). They also received tours of the refurbished Umbrella by Jerry Wedge and the Main Library Branch by Library Director Kerry Cronin. The adults also visited the Thoreau Elementary School where they saw some Spanish, Art, Music, Library and Physical Education classes and toured the cafeteria to see the lunch preparation. The visitors shopped in Concord and West Concord.

Individual adults had special tours one morning that reflected their Nanae work and interests. These

included a tour by Holly Cratsley of architecture in Concord, and a tour by Town Manager Stephen Crane, of the Police and Fire Departments and the Waste Water Treatment Plant led by Superintendent Alan Cathcart.

On that Friday evening the Nanae visitors joined the Concord and Nanae students and the homestay families at a traditional Friendship Dinner at a home in Concord. Everyone joined in the traditional Hokkaido Ikka (squid) dance and the American Hokey Pokey dance. Homestay families hosted their visitors on Saturday and Sunday in different activities and site visits. On Sunday evening, the Nanae adults and their hosts joined the CNN Committee for a farewell dinner that included warm goodbye speeches by both the Japanese and the Americans.

Concord committee members and all homestay families joined in a traditional "Bye-o-nara" goodbye early Monday morning, as the delegation boarded a large bus that would take them to New York City for a short visit.

Concord-Carlisle High School has a unique sister-school relationship with Nanae High School, in the town of Nanae, Hokkaido, Japan. As an outgrowth of the Massachusetts-Hokkaido relationship begun in 1875 and formalized as sister states in 1990, Concord and Nanae became sister-towns in 1997. Since 1998, the Concord-Carlisle HS Concert Band has undertaken five concert tours to Japan, most recently in April 2019 involving 58 students and 12 adults. Highlights included full immersion through homestays and cultural activities as well as performances with the Nanae Middle and High School Bands and the Iai Joshi Womens Academy Brass Band of Hakodate. In the past, the Science-Fiction Club students have also traveled to Nanae and other parts of Japan on several trips.

## PEG ACCESS ADVISORY COMMITTEE

Scott Hopkinson, Chair  
Peggy Wargelin, Clerk  
Vince Carlson  
Eugene Chang  
Ruth Lauer  
Karlen Reed

Wally Johnston, School Committee Representative  
Jane Hotchkiss, Concord Select Board Liaison  
Erin Stevens, Concord Public Information and  
Communications, MMN Liaison



In 2019, the PEG Access Advisory Committee (PAAC) prepared the first PEG Survey for Concord and Carlisle and analyzed its results, created a budget subcommittee, adopted a position on the 2019 PEG Budget Warrant Article 44 and appeared before the Finance Committee and Town Meeting, and created the PAAC goals. The committee analyzed Comcast subscribership and complaint data and met with the Town's Comcast Representative. The committee also monitored the development of a regional school / MMN studio security protocol, celebrated the one-year anniversary of the founding of MMN.

### *PEG Access Advisory Committee 2019 Survey*

The PAAC extends its appreciation to Minuteman Media Network (MMN) and the Town of Concord for collecting and tabulating the 2019 PAAC Survey data. The results from this first-time survey of PEG viewer opinions offer these highlights:

1. The PAAC Survey garnered nearly 300 written or electronic responses to 11 standardized questions from citizens of Concord and Carlisle. While this appears to be a large sample size, the PAAC notes that the Survey

did not contain any detailed demographic questions ("What is your age bracket? Are you male or female? Do you have children enrolled in the Concord or Carlisle school system?"). The absence of this information prevents the data set from being characterized as a fairly representative sample of residents from Concord and Carlisle. Therefore, the data in the Report reflect the opinions only of those 300 people who chose to answer the survey; a broader assertion (i.e., "This is what Concord or Carlisle citizens as a whole want") is not supported. The committee has decided that the next PAAC Survey should include some demographic data so that the conclusions can be broader so that the data set will be more representative of Concord and Carlisle citizens' views.

2. Based on the responses to Questions 1-7, the Government channel is the most watched channel (77 responses), followed by the Public channel (30 responses) and the Education channel (10 responses). Many respondents (94) said it was not easy to find what programs are being broadcast over TV. The MMN videos are watched more on-line than on broadcast TV, and more PEG viewers have Comcast broadband service than the Town of Concord's municipal broadband service. Streaming video via other programs and devices (e.g., using Netflix, Apple TV, YouTube, or Hulu) is about as popular (50/50) an entertainment source as is cable television. A significant portion of the responses (66) said they intend to "cut the cable cord."

3. Based on the responses to Questions 8-9, the PEG services of MMN overall ranked somewhat less than good, with an average score of 2.27 on a scale of 1-5, where 5 = "good." This means there is room for improvement.

4. Based on the responses to Question 10, PEG survey respondents prefer TV programming about local issues (172), local news (169), and the local art scene (134) far more than showcasing local non-profits (86), local businesses (66), or school sports (43).

### *PAAC Recommendations*

Based on the 2019 PAAC Survey results, the PAAC made recommendations which included that the next PAAC Survey should include demographic questions to create a more representative sample. This survey should occur in 2021, using many of the same questions so that comparisons can be made to detect changes in PEG viewer preferences.

While the survey results may indicate that the MMN staff should focus its efforts on producing, airing, and archiving more Government meeting videos, this does not mean MMN should ignore the Public and Education components of its programming. Rather, MMN staff should consider the merits of all high-quality video productions, regardless of whether they fall under Public, Education, or Government category. This past year, MMN has been ramping up its coverage of government meetings, and perhaps it is now time to focus more on other types of programming. We don't know what the future PEG audience will want, so MMN should be open to new avenues, while preserving the past.

The survey respondents held little interest in the purchase of an alternative studio outside of the high school. However, the PAAC recognized that editing space is limited. Consequently, the Committee sees merit in encouraging the MMN staff to seek out and acquire additional editing space and to improve the audio and video capabilities and quality in other locations.

The survey respondents showed a preference for programs that reflect local news, our cultural assets, and the historical, artistic, and farming elements of Concord and Carlisle. The PAAC agrees that enhanced local programming will attract PEG viewers and will better promote Concord. Funding for videographers could be enhanced to meet a growing demand for programming.

Many respondents expressed difficulty in finding a TV schedule. The PAAC notes that MMN has deployed a new website that includes an on-line TV channel guide for Channels 8 (Public), 9 (Government), and 99 (Education). The PAAC supports MMN staff efforts to continue to monitor and improve this website and TV schedule.

A significant number of responses showed a willingness to eliminate their cable TV services, and subscribership drops will reduce the funding level for PEG services using the current funding sources. The PAAC recommends that MMN staff continue to search for additional funding sources while monitoring closely our cable TV provider's subscribership numbers, rates, and trends.

## VETERANS' SERVICES

Dick Krug, Veterans Services Officer

The Veterans' Services program is mandated by Massachusetts General Law, Chapter 115 and is administered under State guidelines to provide information, advice and assistance regarding benefits to veterans and their families. Every city and town in the Commonwealth is required to have a benefits program for its resident veterans and their dependents, as well as a Veterans' Services Officer. The Veterans' Services Officer must be a war-era veteran and be available to provide assistance.

The Town is reimbursed by the State for 75% of benefits paid under this mandated program. With the support of the Commonwealth's House, Senate and Executive Office, Massachusetts is now recognized as having one of the most comprehensive veterans' programs in the nation.

The Office of Veterans' Services, located at 55 Church Street, advocates for and provides critical services to those who have served and their loved ones. Current benefits extend to "natural disasters" where benefits may apply to a loss resulting from a hurricane, blizzard or tornado. The Veterans' Service Officer will help Veterans complete their application for Chapter 115 benefits which offers a need-based program of financial and medical assistance for Veterans and their dependents. The mission of the Veterans' Services Officer has grown to encompass the full range of VA federal benefits, rehabilitation, employment and educational opportunities, military records, tax exemptions, housing and shelter assistance, annuities, funeral assistance and care and decoration of veterans' graves. Financial assistance to qualified veterans and their dependents is provided, in accordance with State and federal regulations.

Our veteran population is dropping very rapidly but from 2001 to 2020 we have tens of thousands of new veterans in the Commonwealth. However, this is a very small amount returning compared to veterans that returned from WWII.

### *Program Implementation*

The Veterans' Services Officer responds to daily calls



*Veterans' Services Officer Dick Krug with  
U.S. Congresswoman Lori Trahan*

The following is a list of applications applied for or services requested from Concord Veterans' Services during the year 2019:

Prescription Benefits	81
Death Benefits	12
Housing Benefits	96
Assisted Living	5
Transportation	24
Aid & Attendance	9
Chapter 115	84
Fuel Assistance	48
VA Forms	24
Financial Assistance	108
Social Security	84
Well Being Checks	12
Hugh Cargill Trust	11
Military Medals and Flags	3
Military Records	24
Health Benefits	59
Employment	15
SNAP Food Assistance	21
Disability Filing	6
Disability Tax Abatement	49
Veterans' Outreach	9
Annuities	7
Post GI Bill	3
Veteran Grave Flags	2600

2019 Concord Veteran Count – 634\*\*  
 62 Veterans from World War II  
 177 Korea War  
 258 Vietnam War  
 137 Gulf War I and II

For information or assistance on Veterans' Services please call 978-318-3038 or e-mail [dkrug@concordma.gov](mailto:dkrug@concordma.gov).

For information about services, events, and other veterans' organizations please visit Concord's web page at [concordma.gov/clerk/veterans.htm](http://concordma.gov/clerk/veterans.htm).

\*\* Approximate numbers

requesting information, advice and assistance. With so many veterans and their families facing profound challenges related to their service and the current economy, the Veterans' Services Officer has become more important than ever.

The Veterans' Services Officer often helps veterans obtain assistance from veterans' organizations as well as other local, State and federal organizations, such as Concord Community Services and Social Security. The Veterans' Services Officer also has been called upon to provide transportation to and from medical appointments for veterans when there is no other transportation available. Currently there are six individuals receiving financial assistance for qualifying Chapter 115 benefits. This number changes annually as the veteran may have moved, gained employment, change of assets or passed away.

The Veterans' Services Officer has been networking with local civic groups, senior citizen groups and area veterans' organizations as well as families of service members currently deployed. He has assisted at veterans' funerals, worked with students and presenters at Veterans' Day and Memorial Day exercises, served as a guest speaker in some high school and elementary school classes as well as for Rotary Club of Concord, the Lions Club of Concord, Concord Deaconess, and Concord Park Assisted Living.

## REGISTRAR OF VETERANS GRAVES

Harold Nichols, Registrar

There were 37 interments of United States Veterans in Concord cemeteries in 2019. The names of the Veterans, their respective wars, date of burials, and place of burial are as follows:

<u>VETERAN'S NAME</u>	<u>PERIOD OF DUTY</u>	<u>INTERMENT DATE</u>	<u>CEMETERY</u>
Thomas Cain	Korea	January 12, 2019	St. Bernard's
Lawrence D. Lafreniere	Korea	January 26, 2019	St. Bernard's
Charles Vessey	Vietnam	February 9, 2019	St. Bernard's
Hugh Underhill	Vietnam	February 26, 2019	St. Bernard's
George L. Olsen Jr.	Korea	March 28, 2019	Sleepy Hollow
Richard F. Cook	World War II	April 29, 2019	Sleepy Hollow
Arthur E. Robinson	Vietnam	May 4, 2019	Sleepy Hollow
Steven Haut	Vietnam	May 4, 2019	Sleepy Hollow
John Foster	Vietnam	May 18, 2019	St. Bernard's
Howard E. Quinn	World War II	May 25, 2019	Sleepy Hollow
Burton S. Mosher	World War II	May 26, 2019	Sleepy Hollow
Charles J. Richards Jr.	Vietnam	June 5, 2019	Sleepy Hollow
Gerald Lauderdale	Korea	June 8, 2019	Sleepy Hollow
Armedio Armenti	World War II	June 15, 2019	Sleepy Hollow
Harry Clark	Korea and World War II	June 22, 2019	St. Bernard's
Kevin Wallace	Vietnam	June 26, 2019	Sleepy Hollow
Gilbert P. Wozney	World War II	July 10, 2019	Sleepy Hollow
Robert Menger	Vietnam	July 15, 2019	Sleepy Hollow
M. Frederick Johnson	Korea	July 21, 2019	Sleepy Hollow
Joseph L. Smith	Peacetime	July 29, 2019	Sleepy Hollow
David B. Porter	Korea	August 9, 2019	Sleepy Hollow
Emidio L. Di Clemente	Korea	August 16, 2019	St. Bernard's
James R. Tobey	Korea	August 24, 2019	Sleepy Hollow
Peter Selines	World War II	August 30, 2019	St. Bernard's
Terrence K. Murphy	Vietnam	September 4, 2019	St. Bernard's
James H. Elson	Vietnam	September 5, 2019	Sleepy Hollow
Margaret Callahan	World War II	September 16, 2019	St. Bernard's
Dennis J. Picard Sr.	Korea	October 26, 2019	Sleepy Hollow
Arthur Getsick	Korea	November 9, 2019	St. Bernard's
John Hyland	Vietnam	November 10, 2019	Sleepy Hollow
Bruce Ferris	Vietnam	November 18, 2019	St. Bernard's
Douglad J. Detweiler	Vietnam	November 21, 2019	Sleepy Hollow
James G. Howshan	World War II	November 23, 2019	St. Bernard's
Douglas A. Locke Jr.	Vietnam	November 26, 2019	Sleepy Hollow
James Moran	Vietnam and Gulf War	November 29, 2019	St. Bernard's
Daniel Puffer	Vietnam	December 10, 2019	Sleepy Hollow
Jeffrey W. Como Sr.	Vietnam	December 17, 2019	Sleepy Hollow

## COMPREHENSIVE SUSTAINABILITY & ENERGY COMMITTEE (CSEC)

Douglas Sharpe, Chair  
Julie Kleyn, Clerk  
Bradley Hubbard-Nelson,  
Sam Lines  
Karen Gibson  
Jerry Frenkil  
Janet Miller  
Bob Shatten

Kate Hanley, Concord Sustainability Director  
Terri Ackerman, Select Board Liaison



CSEC is an all-volunteer committee of informed and concerned Concord residents who work to support, advocate and be a watchdog for sustainable energy practices in our town. Our intention is to engage residents of Concord to become more aware of the role we all must play in the next three decades and beyond to become responsible for our energy future. We work in concert with Concord's Sustainability Director, Kate Hanley, to represent sustainability-focused practices in Concord and to volunteer with sustainability events being coordinated through her office.

CSEC's efforts continue to advocate for actions that meet the Town's goal to reduce greenhouse gas emissions by 25% by 2020 and 80% by 2050. In 2019, CSEC's efforts have focused on three main initiatives, energy efficiency of buildings, sustainable landscaping, and adoption of electric vehicles.

### *Home Energy Efficiency*

Kate Hanley successfully applied for a 2019 National Grid Community Initiative grant to support energy efficiency outreach in their communities. This grant required action by Concord each month to reach out to National Grid customers to request a home energy assessment. CSEC members participated in this effort at various events in Concord throughout the year. At the same time, we asked those people who were not National Grid customers to sign up for home energy assessment from Energy New England. As a result, Concord exceeded our 2019 goal with a total of 315 completed home energy assessments.

Heat Smart was a major effort in 2018 to encourage people to install ground-source or air-source heat pumps with the goal of transitioning away from fossil fuels. A report of that effort can be found at <http://wepowr.com/heatsmartcl>. Although the Heat Smart program has now ended, CSEC continues to support the adoption of heat-pump technology and one CSEC member is a member of a Heat Pump working group within an emerging nonprofit, Mass Energize, which has members from several towns surrounding Concord.

Brad Hubbard-Nelson also ran a successful program in the middle schools in which students build inexpensive window inserts and measured their effectiveness in reducing heat loss.

### *Sustainable Landscaping Fair*

A working group of three CSEC members and two community members organized and ran a very successful Sustainable Landscaping Fair in May 2019. The purpose of the fair was to demonstrate how residents can create a healthier garden for their families and pets, support local wildlife, and reduce Concord's carbon footprint. We feel that a sustainable garden is one that can sequester or store CO<sub>2</sub> and minimizes the use of machines that burn fossil fuels. An ideal garden has healthy soil free from pesticides and herbicides and is filled with living microorganisms. There were 22 organizations that tabled at the event, including Town departments (Natural Resources and the Water & Sewer), Town committees (White Pond Advisory Committee and the Pollinator Committee), non-profit organizations, and some commercial organizations that support sustainable landscaping. In addition, there were five

home gardens open for tours to demonstrate how Concord residents are transforming their yards into sustainable gardens. The fair was well received and many people hoped that it would be repeated. However, CSEC has decided not duplicate the Sustainable Landscaping Fair in 2020 but rather to incorporate it in another spring event with a broader focus on sustainability practices for residents aligned with CSEC's 2020 project, Your Sustainable Future Home NOW.

#### *Electric Vehicles*

CSEC has been collaborating with Town and CMLP in promoting the adoption of electric vehicles. Janet Miller has been participating in CMLP's electric vehicle working group and has helped out at several events where electric cars have been on display. The biggest of these events was a ride-and-drive event held at CCHS in early November in which 53 individuals pre-registered and another 83 signed up for electric vehicle test drives on site. Ten different models were on display and six were available to drive. At the end of the third quarter, there were 412 EVs registered in Concord, with a year-end goal of 444 EVs.

#### *Other Initiatives*

In addition to these projects, CSEC maintains liaisons with a number of Town committees that have an impact on sustainable goal development, including the Climate Action Advisory Board, the Light Board, and the Planning Board. We also stay abreast of and review any strategic planning and any legislation going on in town meetings involving Concord's move to a more sustainable, more adaptable community involving climate change issues. For example, CSEC has been following the ongoing energy use plans for Concord public buildings such as the Library and the new Middle School.