

**Town Administrator**  
**Moultonborough, NH**  
6 Holland Street • Post Office Box 139  
Moultonborough, N.H. 03254  
(603) 476-2347  
e-mail: mborota@lr.net

LETTER TO: Whom It May Concern

FROM: Charles E. Connell, Town Administrator

DATE: October 1, 2006

SUBJECT: Cartographic Associates, Inc.

The Town of Moultonborough recently completed an 18-month project to digitize our tax maps and to provide the basis for geographic information (GIS) capability for the Town and its residents. Throughout this very complicated and challenging project, we benefited from the considerable expertise provided by Cartographic Associates, Inc. (CAI). One would expect cartographers to provide accurate maps to a Town. The greatest asset CAI provided was its people.

CAI personnel took the Town's elected and appointed officials through the development process in a very organized, logical manner. It was not necessary for us to become cartographers. Along every step of the development, CAI personnel trained, explained and coached us through the effort. They did so in a way that enabled us to understand what they did while we at the same time gained knowledge and ability.

CAI was extremely thorough in their research to confirm the maps developed. They were meticulous in searching our every applicable document in the Town's files. They then performed a very thorough and detailed search of the files maintained by the Carroll County Registry of Deeds. When their research was complete, they sought out and accepted primary source documents from property owners. With this process complete, they delivered a product that significantly improves the Town's tax maps and the information that supports them.

One consideration became of particular significance as we progressed through this process. Researching and recalculating acreage drew more interest from the property owners than any other factor. Many times we heard that the CAI product more closely reflected what the property owner thought was true when compared to our previous maps. Sometimes, property owners sought explanations of the change. CAI staff was very patient and responsive to concerns expressed. CAI demonstrated to the Town and its property owners that they wanted more to produce accurate maps than to prove themselves right.

Perhaps the most impressive aspect of the Town's reliance upon CAI was the effort they made to help integrate the new mapping data into the Town's CAMA program. CAI, with the Town's permission, worked directly with the CAMA software provider to transfer data and confirm accuracy in the transfer with as few problems as possible. They then helped us resolve the problems that did occur. In the final analysis, their efforts made for a smooth transition through an anxious and frightening transition. The Town could not possibly complete the transition and the translation in a timely manner without the extraordinary participation and guidance CAI provided.

The Town of Moultonborough owes a debt of gratitude to Cartographic Associates, Inc. I highly recommend this firm to any community seeking expert cartographic services – particularly to a community transitioning from hand-drawn maps to a digital system. I even more highly recommend the men and women who form the core of expertise presented by Cartographic Associates, Inc.

Please contact me directly if I can offer further comment regarding this recommendation of Cartographic Associates, Inc.

Sincerely,

A handwritten signature in black ink, appearing to read 'Charles E. Connell', written in a cursive style.

Charles E. Connell, *ICMA-CM*  
Town Administrator  
Town of Moultonborough