



CITY OF CONCORD

New Hampshire's Main Street™
City Manager's Office

Thomas J. Aspell, Jr.
City Manager

REPORT TO MAYOR AND THE CITY COUNCIL

DATE: August 31, 2023
FROM: Thomas J. Aspell, Jr., City Manager
SUBJECT: Citizen Comments

Recommendation:

Recommend City Council accept this report.

Background:

Attached for your information are citizen comments received during the past month.

/ss

Attachments

Stevens, Suzanne

From: Gill, David
Sent: Tuesday, August 22, 2023 2:05 PM
To: Stevens, Suzanne
Cc: Aspell, Thomas
Subject: FW: Thank You!

From: Sandra Hodgetts
Sent: Tuesday, August 22, 2023 10:52 AM
To: * Recreation <recreation@concordnh.gov>
Subject: Thank You!

Hi,

I just wanted to send a quick note to say thank you for installing the splash pad at White Park. My 3 year old has used it at least once a week all summer and loves it! And it's so much easier and less stressful than a pool for me with a newborn in tow.

I just wanted to send a quick note to say that your efforts and investments throughout the city are noticed and appreciated!

Take care,

Sandra

--

Sandra Hodgetts
Hodgetts Grant Consulting, LLC



Ms. Mary Ann Watt
21 Julie Dr
Concord, NH 03301

MANCHESTER NH 030

2023 PM 1 L



Manor Station
46 Village St
Concord, NH 03303



teamwork, and
Compassion made all the
difference, and for that
we are eternally
thankful. Thank you for
all you did for us and
for the rest of Concord.

Gratefully,

Mary Ann + Jim Watt

Dear Manor Station Crew,
We wanted to send
you a quick note to let
you know how incredibly
grateful we are for
your amazing care of
Mary Ann at our home on
Thursday, August 10. (If
we have the wrong station,
please forward.) Your
quick response, terrific

Golomb, Chris

From: Duckworth, James
Sent: Friday, August 18, 2023 6:24 PM
To: Golomb, Chris; Atkins, Samuel; McGrath, Scott
Subject: FW: Thank you!

From: Dolloff, Christopher <CDolloff@ConcordNH.gov>
Sent: Thursday, August 17, 2023 7:32 PM
To: Duckworth, James <JDuckworth@ConcordNH.gov>
Subject: FW: Thank you!

Please share this with your crew. Nice work.

Chris

From: Hirshfeld, John <hirshj@mc.man.upenn.edu>
Sent: Tuesday, August 15, 2023 2:49 PM
To: Dolloff, Christopher <CDolloff@ConcordNH.gov>
Cc: Barbara Hirshfeld <barbarah@mc.man.upenn.edu>; Mary Ann Watt <maryannwatt40@gmail.com>
Subject: Thank you!

This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Mr. Dolloff:

On Thursday, August 10, your crew responded to my daughter, Mary Ann Watt's life-threatening episode of anaphylaxis following an insect sting. I am delighted to tell you that, thanks to your unit's promptness and expertise, Mary Ann has recovered fully.

Those of us who are experienced in managing anaphylaxis know that prompt appropriate intervention is life-saving. This requires prompt arrival, correct recognition of the diagnosis, and immediate treatment initiation. Thanks to your unit's preparation, resourcefulness and skill, Mary Ann, who was barely conscious and in shock when your team arrived received state of the art care that turned her situation around.

All of Mary Ann's family are delighted and grateful to your crew. You can take great pride in your crew's professionalism and capabilities. Concord is fortunate to have such a highly professional EMS service.

I had intended to make a charitable donation to the Manor station as a token of our gratitude but was advised that that is not feasible. Instead, I will make a donation in Manor Station's honor to our local EMS service the Swarthmore Fire and Protective Association, which is a volunteer organization.

Thank you, again for saving Mary Ann. She is precious to a lot of people.

John W. Hirshfeld, Jr., M.D.
Professor of Medicine, University of Pennsylvania School of Medicine

Stevens, Suzanne

Subject: FW: Many thanks

From: Kathryn Robinson <krobinson1979@gmail.com>

Date: August 20, 2023 at 1:45:52 PM GMT+3

To: "Chisholm, John" <JChisholm@concordnh.gov>

Subject: Many thanks

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

Good morning,

We we visiting Concord a couple weeks ago and reached out to your department to ask for help in installing a new Booster Seat in our car for our granddaughter Chloe. Many thanks to Lt. Ken Kiehl for spending time installing the seat the proper way! We appreciate it and wanted to send a special thank you!

Matt and Kathy Robinson

Chisholm, John

From: Rebecca [REDACTED] <r[REDACTED]@rocketmail.com>
Sent: Thursday, August 31, 2023 2:53 PM
To: Chisholm, John
Subject: Thank You - [REDACTED] Rd, Concord

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

Dear Chief Chisholm,

In the early morning of August 17th, around 12:00am, my son [REDACTED] woke up in significant respiratory distress. We called 911 and your paramedics were dispatched to the scene ([REDACTED]). My son has a very complex medical history and also has Autism and an intellectual disability. The paramedics that arrived were INCREDIBLE. They were calm and patient, they listened to [REDACTED] and to his needs, they were reassuring and just kind. They were everything that we have worked to teach [REDACTED] that first responders are...people who care about us and want to help us when we need it most; people we can trust. They monitored his closely, worked collaboratively to help him understand what was happening, and just talked to him.

I wanted to take a minute and let you now how grateful we are to live in Concord with such an amazing team of first responders at the ready. [REDACTED] was diagnosed another severe case of croup and is doing much better. He enjoyed his first day of 5th grade yesterday!

Please thank all your first responders for everything they do but especially those who were there for us that night.

Rebecca [REDACTED]