



# 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:** December 29, 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**

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**From:** Drew Guay <drewguay@gmail.com>  
**Sent:** Wednesday, December 20, 2023 12:59 PM  
**To:** \* City Manager Office  
**Subject:** Kudos to Janice

**[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]**

Hello,

I just wanted to reach out and send a message to give Janice in your office a major shoutout for her customer service and kindness in helping me navigate getting a copy of my birth certificate. She was so kind and helpful in the process and I am so grateful that you all have a culture to really do what you can to support the customer. While this was a pretty simple request, I am appreciative that she took the time to help me instead of telling me that the information is online. With the holiday season in full force, I know everyone is busy but the amount of times I have had someone tell me to figure things out online instead of giving me the information that they likely have has been maddening lately so I wanted to share just how grateful I am for her stellar service.

Thank you for creating that type of culture within the office. Have a great holiday season!

Drew Guay

## Stevens, Suzanne

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**From:** Chisholm, John  
**Sent:** Sunday, December 24, 2023 4:23 PM  
**To:** Stevens, Suzanne  
**Subject:** Positive citizen comments

Sue,

Please include this in positive citizen comments for City Council. This was received via the 1045 IAFF Facebook page in reference to several people that were saved from a homeless encampment due to rising river levels. Our crews waded through chest deep water and pulled the victims to safety in a boat on two consecutive days.

I'm not sure if you guys were the firefighters who rescued us at the Healy park homeless encampment yesterday but I wanted to thank you guys so much personally for saving our lives and being so supportive, compassionate, kind and gentle during the whole rescue and give an extra big shoutout to the firefighter who carried me on his back to the boat due to my boots being frozen all week, he was amazing and super gentle and normally I'm petrified of being picked up by anybody for even 2 seconds but on his back I felt safe and secure! Thank you again!! And thank you for saving more people there today!!! Yesterday morning I woke up and felt death in the air and was so so scared I was going to die by my worst fear of a way to die, drowning/hypothermia and I'm glad I didn't have to have that fate!! I hope nobody who was/is in the camp is still stuck and I hope everyone made it out alive!!! But you guys are AWESOME!!!! Once I'm in a better place regarding finances and housing I'll definitely support you guys in any way I can but for now I'll support you guys by praising yall to anybody who'll listen 💖💖💖

## Stevens, Suzanne

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**From:** Chisholm, John  
**Sent:** Tuesday, December 5, 2023 12:08 PM  
**To:** Stevens, Suzanne  
**Subject:** FW: Webelo's tour

Sue –

Please include with positive citizen comments.

Thank you,

**John A. Chisholm**  
Fire Chief / Warden  
Emergency Management Coordinator  
Concord Fire Department  
24 Horseshoe Pond Lane  
Concord, NH 03301  
Phone: (603) 225-8650  
Fax: (603) 225-5833

*New Hampshire's Main Street™*



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**From:** Johnson, Christopher <CJohnson@ConcordNH.gov>  
**Sent:** Monday, December 4, 2023 9:30 PM  
**To:** Chisholm, John <JChisholm@ConcordNH.gov>  
**Cc:** Kelleher, Derek <DKelleher@ConcordNH.gov>; Acres, Christopher S. <CAcres@ConcordNH.gov>  
**Subject:** FW: Webelo's tour

Chief,

See below for positive public comment re: a station tour and first aid class this evening for these three Cub Scout Pack 86 Webelos to complete their "First Responder Adventure" requirements. Tour and training provided by FF/AEMT Acres, Engine Co. 4/Battalion #1.

Thank you,  
Chris

Christopher S. Johnson  
Fire Captain – Engine & Ambulance Co. 4

City of Concord, NH Fire Department  
Broadway Station  
15 Broadway

Concord, NH 03301

603.225.8664

[cjohnson@concordnh.gov](mailto:cjohnson@concordnh.gov)

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**From:** A. J. Kierstead <[kiersteda@gmail.com](mailto:kiersteda@gmail.com)>

**Sent:** Monday, December 4, 2023 8:14 PM

**To:** Johnson, Christopher <[CJohnson@ConcordNH.gov](mailto:CJohnson@ConcordNH.gov)>

**Subject:** Re: Webelo's tour

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Thanks again for this evening, it meant a lot to the Pack 86 Webelos!

## Stevens, Suzanne

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**From:** Aspell, Thomas  
**Sent:** Monday, December 18, 2023 3:44 PM  
**To:** Stevens, Suzanne; Breton, Stefanie; Walsh, Matthew; LeBrun, Brian  
**Subject:** FW: A big thank you to everyone ...  
**Importance:** High

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**From:** Tony Schinella <tony.schinella@patch.com>  
**Sent:** Monday, December 18, 2023 3:37 PM  
**To:** Aspell, Thomas <TAspell@ConcordNH.gov>  
**Cc:** Osgood, Bradley <BOsgood@concordpolice.com>; Thomas, John <JThomas@concordpolice.com>; Chesley, Chip <CChesley@ConcordNH.gov>; Chisholm, John <JChisholm@ConcordNH.gov>; jpbouley@comcast.net; BYRON CHAMPLIN <chamby@comcast.net>; Amanda Grady Sexton <amandakgrady@gmail.com>; Keach, Fred <FKeach@ConcordNH.gov>; Fennessy, Nathan <NFennessy@ConcordNH.gov>; sbrown@concordnh.gov  
**Subject:** A big thank you to everyone ...  
**Importance:** High

**[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]**

Hi everyone,

I hope you are all doing well.

Tom: I want to send a quick "thank you" and praise to all of your teams for assisting me-us with (another) crash and clogged drain up here on Little Pond Road this afternoon.

Around noon today, a driver, clearly going way too fast, crashed into our row of mailboxes (yes, there is a story on Patch about it now; couldn't resist). I know he was traveling too fast because the granite pillars the mailboxes were on cracked in multiple pieces and some of those pieces were thrown more than six feet from the crash scene (he has priors, too; says he will be back tomorrow to start fixing it ...).

I called police and dispatch sent officers and fire and rescue teams, who arrived in minutes, despite it being an insanely busy day due to the storm. While outside, pouring buckets, I saw that the storm drain was stopped up again, and I couldn't find the general services number on my phone. So, I called Sue at your office, and requested her to call CGSD.

I'm so sorry to have bugged her, but please thank her for assisting me.

Officer Audet was awesome through the entire experience and officers were here, directing traffic, through the area, since we were down to a single lane.

CGSD came later, unclogged the storm drain, and picked up the broken street sign, too.

I don't know what more we can do to get drivers, especially those traveling east, to slow the eff' down. This is the fifth time, in 21 years, our mailboxes have been knocked out with multiple crashes, too, into them without knocking them out. Since my family has owned this house, it has happened about seven times now. Also, a driver crashed into our driveway, driving into the back end of a rental car I had in the 1990s. I don't think putting another 20-mph sign will make any difference. Maybe I'll get a custom-made "SLOW THE EFF DOWN YOU IDIOTS!" Sign. j/k.

I'll close by saying, thank you, again, for all of your team's help today. I know how crazy things are in our city right now. But I'm so grateful to all of you and the leadership you provide that clearly trickles down to your teams during an emergency.

Merry Christmas and Happy Holidays, everyone.

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Best, Tony

Tony Schinella

Senior Field Editor, NH/RI, Patch Media

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**Phone:** 603-219-8115 (please email before calling)

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