



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, 2021
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: Osgood, Bradley
Sent: Tuesday, August 3, 2021 12:09 PM
To: Stevens, Suzanne
Subject: FW: Officer Cristy

-----Original Message-----

From: Tammy Conte <nhtc21@yahoo.com>
Sent: Tuesday, August 3, 2021 12:04 PM
To: Osgood, Bradley <BOsgood@concordpolice.com>
Subject: Officer Cristy

[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 Chief Osgood,

I wanted to take a moment to let you know our family had to call on your Department last night for assistance with locating my father, who has early stage dementia. He had left his home hours earlier without his cell phone and had not reached out to any of us. Officer Cristy came to my parents home and spent time gathering information, speaking with my Mother in such a kind manner and was thoroughly professional. My father eventually returned home on his own accord and when Officer Cristy returned, he spoke with my father with kindness and respect and I witnessed an Officer who clearly had an understanding of dementia and the dynamics of dealing with this dreadful illness.

My father is retired Navy and retired Law enforcement, Officer Cristy thanked him for his service. Please extend my thanks to Officer Cristy for his service.

Sincerely,

Tammy Conte
Nashua, NH

Sent from my iPad

Stevens, Suzanne

From: Osgood, Bradley
Sent: Friday, August 6, 2021 10:51 AM
To: Stevens, Suzanne
Subject: FW: compliment re: Officer Joshua Franklin. Badge #61

From: Sean Dugan <srpdugan@verizon.net>
Sent: Friday, August 6, 2021 10:22 AM
To: bosgood@concordpolice.com <bosgood@concordpolice.com> <bosgood@concordpolice.com>
<bosgood@concordpolice.com>
Cc: Sean Dugan <srpdugan@verizon.net>
Subject: compliment re: Officer Joshua Franklin. Badge #61

[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 Osgood,

I would like to write a letter to note the professionalism of one of your officers who was quite professional when he came to the scene of an accident I was involved in, Officer Joshua Franklin. He was courteous, professional, and knowledgeable and helpful.

Sincerely,

Sean Dugan

10 River Rd.

Concord

Stevens, Suzanne

From: Brown, Sean
Sent: Thursday, August 5, 2021 10:55 AM
To: Stevens, Suzanne
Subject: FW: Thank You

Hi Sue,
Here is an email we received at HQ. Responding personnel were:
Capt Derek Martel
FFP Greg Michaud
FF Jim Pratt
FF Ryan Odom
FF Zach Lobdell
Thank you,
Sean

-----Original Message-----

From: Rebecca Searles <rlsearles@rocketmail.com>
Sent: Tuesday, August 3, 2021 5:34 PM
To: Brown, Sean <SBrown@ConcordNH.gov>
Subject: Thank You

[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 Brown,

On Saturday, July 24th our son, Daniel, awoke and was struggling to breath. We contacted 911 and your fire department was dispatched to assist. The team that showed up was so caring and compassionate with our son who has a significant medical history as well as developmental delays. Your guys were reassuring to him and helped him feel safe. We are so grateful to our amazing first responders. I just wanted to pass along our gratitude and let you know how wonderful this team was in helping us in the wee hours of the morning.

Rebecca
70 Birchdale Rd
Concord

Stevens, Suzanne

From: Aspell, Thomas
Sent: Monday, August 9, 2021 2:36 PM
To: Stevens, Suzanne
Subject: FW: Kiwanis, Thank you

From: kenan2@tiac.net <kenan2@tiac.net>
Sent: Monday, August 9, 2021 2:20 PM
To: Brown, Sean <SBrown@ConcordNH.gov>
Cc: Aspell, Thomas <TAspell@ConcordNH.gov>; 'Lester, Mark' <M.Lester@easternbank.com>
Subject: Kiwanis, Thank you

[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 Afternoon Chief Brown,

I am writing to compliment Paul Sirois, Fire Marshal, for his presentation to the Kiwanis Club of Concord today @ noon.

He gave a clear and informative picture of his roles and responsibilities as the Fire Marshal, which as you know , I became exposed to on the night of 10APR21 at the fire at my son's house.

His professionalism reflected well upon himself, the Concord Fire Department and the City of Concord. We appreciate his time and explanations.

Please, keep up the good work !!

V/r
Ken Georgevits
496-1200

Stevens, Suzanne

From: Gill, David
Sent: Thursday, August 5, 2021 8:31 AM
To: Stevens, Suzanne
Subject: FW: Lifeguards and Swim Lessons - good news file

-----Original Message-----

From: Alexandra Stewart <stewart.ali@gmail.com>
Sent: Thursday, July 29, 2021 10:15 AM
To: Bryant, Laura <LBryant@ConcordNH.gov>
Subject: Lifeguards and Swim Lessons

[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]

Laura,

Just want to pass this along since my daughter is finishing her two week swim lessons at Rollins Park today in the preschool sessions at 5pm and she has absolutely loved it. I've told the lifeguards there this too, but they have done such a great job with the kids, patient and kind while also encouraging them to try new things. I've been really impressed. Great program.

Thank you,
Ali

Sent from my iPhone

Stevens, Suzanne

From: Gill, David
Sent: Friday, August 13, 2021 12:45 PM
To: Stevens, Suzanne
Subject: FW: Rollins pool lifeguards

-----Original Message-----

From: bob bob <bels_bels_bels@yahoo.com>
Sent: Thursday, August 12, 2021 9:51 PM
To: * Recreation <recreation@concordnh.gov>
Subject: Rollins pool lifeguards

Too often people are quick to complain but compliments and a job well done seem to be few and far between.

Over the past few weeks I have been taking my son to the pool at Rollins park 2,3 sometimes 4 times a week and I can say it was one of the highlights of our summer. It did not go unnoticed the great job the pool staff did.

They did such a good job balancing the duties of keeping the guests safe as well as being kind and polite. I recently saw a Facebook post stating how the staff was rude and cold. Clearly that person doesn't understand that the safety of each guest is a higher priority than making sure that feelings might get hurt.

On the rare occasions when the pool was nearly empty I had the opportunity to talk to some of your staff. We chatting about how the summer was going and about their job. One young man told me he was surprised how much he had to tell adults to behave and be more responsible. I wish I was also surprised but I wasn't.

I was also present one evening when two boys (I'm guessing were 13) were acting as boys that age sometimes act. With just a handful of people left in the pool used the classic "time out" with the boys as a teaching moment. The boys who probably aware of the differences in gender identity but not aware that such language could be used in a way that could be hurtful. Instead of kicking them out of the pool (which is what I probably would have done) they put the boys in a timeout to try to explain in a very polite way that they should be more cognitive of their choice of words. It probably fell on deaf ears but the attempt was noticed and I hope my son won't act that way, but if he does I would welcome a similar attempt.

In closing again I would like to say the young men and women at the Rollins park pool were a great team. And if you could please share with them my thanks.

Kevin Belval

(Or as they would know me) Alexander's dad.