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Request for comment by 5:00 PM Fri. Nov. 20: RE @mayorofmalden Instagram

1 message

MaldenNewsNetwork <maldennewsnetwork@gmail.com> Thu, Nov 19, 2026 at 9:21 PM
To: Mayor Christenson <mayor@cityofmalden.org>, Mayor's Press Department <esavino@cityofmalden.org>
Bcc: Malden NewsNetwork <MaldenNewsNetwork@gmail.com>, William Muise <bill.muise@gmail.com>

Subject: Request for comment by 5:00 PM Fri. Nov. 20: comment settings on @mayorofmalden Instagram

Dear Mayor Christenson and Press Office,

I am writing for The Civic Broadside (civicbroadside.com), which is preparing a short article about a change to commenting on the Instagram account @mayorofmalden, where "City of Malden (Official)" appears as a tag on the ground-breaking photo of Nov 19.

We would like to include the City's response and ask for it by 5:00 PM on Friday, November 20.

What we observed
On Thursday, November 19, sometime after about 4:00 PM and by about 7:30 PM, the notice "Comments on this post have been limited." began appearing on posts across the account. It appears on recent posts, including today's groundbreaking post for the @asiancdc affordable housing development and the post of the Mayor with Santa before the Salemwood School Winter Wonderland Crafts Fair, and on older posts, including a May 17 Fishing Derby post. We have screenshots.

Separately, Amy Friedman emailed the Mayor and the Press Assistant at 1:09 PM on November 19, stating that her comments on the account were being hidden or removed. She has given us permission to refer to that email.

Questions
1. Were the account's comment settings changed on November 19? If so, when, and by whom (a role is fine)?
2. What setting is now in effect (for example, who may comment, word filters, restricted accounts, or comments turned off)? Does it apply to all posts or only some?
3. Why was the change made? Was it connected in any way to Ms. Friedman's email or to any other complaint or comment?
4. Has any comment on this account been hidden, deleted, or restricted by the Mayor's Office or anyone acting for it, whether Ms. Friedman's or anyone else's? If so, under what policy or criteria, and how many?
5. Did the Mayor's Office receive Ms. Friedman's email, and does the City intend to respond to her?
6. Does the City have a written social media or comment-moderation policy that covers this account? Who administers the account, and does the City consider it an official City account?
7. Will comments be restored to the prior setting? If not, how does the City intend residents to comment?

If the change was made by Instagram rather than by your office, please tell us that as well. Please also let us know who is responding and whether the response is on the record. We will report any response as received, and will note if we do not receive one.

Please preserve all records relating to the account's comment settings and moderation, and any communications about Ms. Friedman's email, including internal messages and any Instagram notifications. I will send a separate public records request for them.

Thank you for your time.

Brian DeLacey / Bill Muise
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