



TOWN OF CONCORD

Town Manager's Report

Week of November 19th, 2019



TOWN OF CONCORD
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Stephen Crane, Town Manager

November 14, 2019

Dear Concord Community:

The Town of Concord takes seriously its responsibility to protect and manage the information entrusted to us. As part of that responsibility, I wanted to let you know about an incident that recently occurred.

On October 17, 108 computer hard drives that were removed from Town computers as part of a routine replacement program over the past two years were scheduled to be destroyed during the annual Swap Off/Drop Off event at Concord Public Works on Keyes Road. Unfortunately, the drives were improperly removed from the CPW facility; Town staff unsuccessfully searched for the drives onsite and then reported the incident to the Concord Police Department. Since that day, there have been active criminal and administrative investigations into the incident that have required confidentiality about this matter.

We have engaged outside experts who specialize in computer data analysis to work with Town staff to understand what types of information may have been stored on the drives. This analysis continues and, at this time, we are unable to accurately define the full extent of data that may be at risk. However, it appears that much of the information stored on the drives relates to current and former Town employees. Out of an abundance of caution, the Town is providing this notification to the community in *advance* of the conclusion of the investigations in the interest of transparency and to give employees and residents the opportunity to follow best practices for monitoring personal information.

Once the investigations are complete, the Town will issue formal notifications to those who may have been impacted by this incident and offer any appropriate personal protections in accordance with both State and Federal law. Employees and citizens who have provided personal information to the Town may be impacted and should closely review their bank and credit card statements. If you see anything suspicious, please report this immediately to your financial institution and the Detective Bureau of the Concord Police Department at (978) 318-3400. You may want to consider monitoring your accounts, placing a security freeze on your credit report and placing fraud alerts with the three credit bureaus. Please visit www.ftc.gov/idtheft for more information as well.

In closing, I want to express the Town's sincerest apologies for any inconvenience this may cause residents and employees. Town departments are doing everything possible to identify those who have been impacted personally and to determine what processes need to be improved to better protect Town property.

Sincerely,



Stephen Crane
Town Manager

AAA Northeast Award

Chief Joseph F. O'Connor is pleased to announce that on November 15, 2019 at a ceremony at Patriot Place in Foxborough, AAA Northeast recognized the Concord Police Department with their Gold Award for outstanding achievements in traffic safety and continuing efforts to educate and protect the community. Patrol Division Commander Lieutenant Kevin Monahan accepted the award for the Department.

Inspector Ronald Holsinger, the Department's Safety Officer was awarded AAA Northeast's Traffic Hero Of The Year Award for his efforts to educate and protect the community.



Holiday Gift Drive

Each year Concord's Community Services Division, in collaboration with the Concord-Carlisle Community Chest, organizes a town-wide Holiday Gift Drive to provide lower-income Concord residents an opportunity to 'shop' for a few gifts to give to their children in celebration of the holidays. This year, we are once again seeing a steep increase in need throughout our community.

If you are able, we would greatly appreciate any donations of new and unwrapped gifts. We are looking for toys, games, gift cards, etc. for children and young adults up to age 17. Typically, we receive many donations of toys and dolls for younger children, which are always welcome. But our 'inventory' for teens (ages 13-17) and tweens (ages 9-12) is usually quite slim. Of course all donations, for any age group, are always greatly appreciated.

Donations may be placed in the large wrapped boxes you will see around town located at: the Town House, the Beede Center, the Harvey Wheeler Community Center, the Concord-Carlisle Community Chest, Marx Fencing Academy, Willard School, Engel & Volkers, and Nashoba Brooks School.

For more information contact Bonny Wilbur, tel. 978-318-3034, bwilbur@concordma.gov

Concord Planning Board Zoning Initiatives Forum

SAVE THE DATE!

**Thursday, November 21st
6:30 pm to 8:30 pm**

Hearing Room, Town House

- Accessory Dwellings By-Right in Detached Structures
- Allow Two-Family Dwelling in Residence C
- Expand Open Space Criteria for Planned Residential Developments
- Thoreau Depot Business District Redevelopment

Hear about the latest changes proposed for Concord, and contribute your ideas!

