

Appendix

On March 1, 2020, the City identified a ransomware infection in its network. Upon learning this, the City notified law enforcement, retained Baker & Hostetler, LLP (“BakerHostetler”) to provide legal advice and assistance investigating and responding to the incident, and BakerHostetler, on behalf of the City, engaged cybersecurity professionals to conduct a forensic investigation to allow BakerHostetler to provide legal advice to the City.

While the investigation was still ongoing, the City learned that someone claiming responsibility for the ransomware incident had posted data to the internet that was purported to be from the City. On April 28, 2020, the City decided to notify all of its employees, while also continuing to review the data posted on the internet in the event that non-employee information was contained in the data as well. On May 8, 2020, the City determined that some data posted on the internet included individual names, Social Security numbers, driver’s license numbers or state identification numbers, and financial account information of some non-City employees.

After the initial notices were mailed on May 15, 2020, the review of data continued to identify additional individuals whose information was contained in the data. On August 4, 2020, the review concluded. However, addresses for many of the individuals were not located during the review process. The City then conducted additional research to locate addresses for the affected individuals. That process concluded at the end of September. The City notified one individual in Maine on October 13, 2020.

The City has established a dedicated call center where all individuals may obtain more information regarding the incident. Notification of this incident is being provided as quickly as possible, following the completion of the investigation, which was performed without unreasonable delay, despite significant challenges faced by the City due to the COVID-19 pandemic.

To help prevent a similar incident from occurring in the future, the City is implementing additional technical safeguards and reconfiguring some network appliances. In addition, the City continues to cooperate with law enforcement to investigate this incident.