



# City of New Bedford

## Office of City Council

133 William Street • New Bedford, Massachusetts 02740

TEL: 508-979-1455 • FAX: 508-979-1451

### Hugh C. Dunn, Esq.

Councillor Ward Three  
July 10, 2019

The Honorable Jon Mitchell, Mayor  
City Hall  
133 William Street  
New Bedford, MA 02740

Dear Mayor Mitchell:

I am writing to request transparency regarding the recent cyberattack on our City's online municipal services. I am deeply troubled by the lack of information provided to our residents since the attack became apparent, last week on July 5<sup>th</sup>. Our City must provide prompt and thorough communication with residents on the occurrence of an incident when City functions may be jeopardized, and its citizen's lives may be negatively impacted. Breaches in municipal cybersecurity put our City at risk of losing control of our citizen's and employees' personal, and confidential information – including credit card information, social security numbers, voting records, legal documents and countless other data.

The operational impacts of this cyberattack on our services and systems must also be discussed, publicly. I encourage the following questions to be answered immediately in a public forum:

1. What virus spread through our online systems?
2. Have any ransomware demands for payment been made?
3. Have our public safety departments been compromised – to any extent?
4. How and why was the City targeted?
5. Can we **definitively** state that no personal data has been compromised?
6. Who have we reached out to for assistance?
  - Have we requested support from Attorney General's office?
  - Have we requested support from the Governor, the Office of Consumer Affairs and Business Regulation, and the Army National Guard's cyber security personnel?
  - Have we requested support from Federal Bureau of Investigation?
  - Who are the external consultants we are engaging?
  - Have we requested support from the IT community leaders? I.e. IBM, Microsoft, and local companies like MTSi etc.
7. Does the City have cyber liability coverage?
8. Will City employees be paid on time?
9. What is the estimated timeline for full recovery of city operations?
10. When was the City's last email protection/firewall software upgrade, and update?

Going forward, the City owes immediate transparency with all of those affected by this attack, a thorough explanation of what happened, and honesty regarding the scope of this attack.

City government must provide answers in times of uncertainty.

Sincerely,

Hugh C. Dunn, Esq.  
Councillor Ward Three