



AGENDA

IT Committee Regular Meeting Agenda

June 15, 2016 at 3:00pm

Waterford Town Hall – BOE Conference Room

If you are unable to attend, contact Gail Miller by email (gmillier@waterfordct.org)

- 1) Call to Order
- 2) Approval of Minutes of April 27, 2016
- 3) Status Report of IT Director (Attached)
- 4) Consider and act upon a request to add link to Town website from Wheels for Wishes
- 5) Consider and act upon a request from the First Selectman to enter into an agreement with CTI Communications for their Community Video Program
- 6) Consider and act upon a request from Sally Ritchie, Senior Services Director for the purchase and installation of Honeywell Pro Watch System for the Community Center
- 7) Consider and act upon a request from Abby Piersall, Director of Planning for the purchase of Muncity Software
- 8) Discussion of Town Social Media Policy
- 9) Discussion - Technology Plan for the Town –
 - a) Update of Subcommittee Meeting (Verbal Abby)
 - b) Town Tech Plan provided by Ed Crane (Attached)
- 10) Update from the First Selectman regarding request to create a separate department for IT
- 11) Old Business
- 12) New Business
- 13) Adjournment

FIFTEEN ROPE FERRY ROAD



WATERFORD, CT 06385-2886

Minutes

IT Committee Special Meeting Minutes
April 27, 2016

Waterford Town Hall – LTA Room

- 1) The meeting was called to order at 2:35pm by Chairperson Maryanna Stevens and a quorum was declared. Members in attendance were as follows: Cheryl Larder, Marlana Montgomery, Maryanna Stevens, Mike Bekech, Brian Flaherty, Roslyn Rubinstein, Alan Wilensky, Abby Piersall, Kathy Peterson, Callie Merriman, and Craig Merriman. Also in attendance was Brett Mahoney, Dani Gorman.
- 2) Motion for the approval of Minutes of December 16, 2015 was made by Roslyn Rubenstein and seconded by Brian Flaherty. The motion passed unanimously.
- 3) Reviewed hourly labor reports submitted by IT Director
- 4) Motion by Brian Flaherty, second by Mike Bekech to approve request to surplus equipment from the Library and Finance Department. Motion passed
- 5) Discussion and action on CEN connection for Library and Youth Services
Roslyn reported that due to the State budget cuts, the funding for access to the internet through CEN for the Library and Youth Services may be cut. Discussion ensued and it was agreed that the cost of CEN if necessary should be paid for by the IT budget similar to the payment for CEN for the rest of the Town. Motion by Mike Bekech, second by Tali Soto to approve IT funding if necessary.
- 6) Request for a printer in the Veterans Park Garage from Ryan McNamara, Assistant Director R&P
Rec/Park has a printer that they would like to use in the Veteran’s field garage for the printing of timesheets from Kronos. Motion by Alan Wilensky, second by Tali Soto, motion approved
- 7) Discussion on Training
Discussion regarding the excel training that took place the week prior; as well as whether money should be set aside for Town wide training. There was also a discussion on the inconsistency in versions of MS Office between Town and BOE. Additional discussion on the IT shared services agreement.
- 8) Discussion - Technology Plan for the Town
Discussion ensued regarding the development of an Town Technology plan. Items noted were
 - BOE vs. Town discussion
 - Commonality of products
 - Unique systems
 - IT Agreement
 - Hardware vs. software updates/versions
 - MS Office upgrade
 - One time cost for strategic visioning?

Department heads present were asked to provide Maryanna Stevens with future IT goals for their department in order to provide IT with information to assist with the implementation of a Town Technology plan. A sub-committee was formed to meet with Ed Crane – members are Maryanna Stevens, Abby Piersall, Kathy Peterson, and Alan Wilensky

Alan Wilensky made a motion to recommend to the appropriate Board that the IT Department become its own department. All were in favor.

9) Old Business. No old business was noted.

10) New Business No new business was noted

11) Correspondence

Letter from Board of Education appointing Craig Merriman as liaison to the IT Committee

12) Motion to adjourn by Tali Soto, second by Brian Flaherty. Motion passed. Meeting adjourned 4:00.

Work orders:

April-May Attached:

Updates:

Finance server built and prepped for vendor setup. This is hosting the new Munis software.

Presented the Town Tech Plan recommendations to the sub committee (attached)

The town Workstation deployment is complete for this fiscal year. One workstation is on hold due to specialized software. 20 deployments are planned for next year.

Technical Preparation was done for the NextGen 911 upgrade at PD. (coordinated with vendors and provided info/resources as requested).

We are currently working with Police on setup/install of Trittech system. This involves moving from a 4 server system to 10 server system with improved capabilities.

We Installed a new server at PD that uploads accident reports to the cloud. This allows public to purchase and view the reports.

I am reviewing proposals for PD related to integration of tablets and in car video systems. Specifically the back end systems that manage and store the data. I'm Providing recommendations to LT Silva during our regular meetings.

We trained a group from emergency management how to remotely post urgent notices to the Channel 22 /cable tv public access channel. We provided written instructions for them to take.

Worked with LT Bellos to design a townwide fiber data Network for the radio system. It will also link the public works building to town hall. The town will realize benefits such as cost savings and increased network reliability. This will be complete in 5-6 months

Assist LT Bellos with integration of a new electronic /rfid card access system at the dispatch center. It will tie into the schools system to save costs.

SCADA servers were purchased, setup and prepped for the Utility Commission.

Help the town library with quote and spec for new wifi access points using library funds

Upcoming work:

Continue with above in process items.

Summary of IT Work - April 2016

Town of Waterford	Work Orders	Labor Hours
TOW Assessor	1	1.00
TOW Finance	3	8.75
TOW First Selectman	1	0.50
TOW Permitting/Planning-Zoning	5	5.15
TOW Public Works	3	2.75
TOW Registrar of Voters	1	0.25
TOW Senior Center	1	0.50
TOW Tax Collector	1	0.30
TOW Utility Commission	6	6.55
Town Emergency Ops Center	1	2.50
Town Fire Marshals Office	2	1.50
Town Waterford Police Station	14	87.20
Town Waterford Public Library	3	2.05
Town Youth Services	1	2.00
Townwide District	4	15.00
Total	47	136.00
Board of Education	Work Orders	Labor Hours
BOE Business Office	3	2.30
BOE Special Services	1	2.00
Clark Lane Middle School	28	63.00
Great Neck Elementary	16	12.05
J Building	5	92.50
Oswegatchie Elementary	8	5.25
Quaker Hill Elementary	12	13.10
School & Town	3	47.00
Schoolwide District	16	109.00
Waterford High School	32	15.75
Total	124	361.95

Summary of IT Work - May 2016

Town of Waterford	Work Orders	Labor Hours
BOE/TOW Human Resources	3	8.50
TOW Assessor	1	0.75
TOW Finance	4	6.75
TOW First Selectman	1	1.50
TOW Permitting/Planning-Zoning	3	6.60
TOW Public Works	3	3.00
TOW Senior Center	1	2.00
TOW Tax Collector	1	0.30
TOW Utility Commission	2	0.50
Town Emergency Ops Center	1	1.00
Town Fire Marshals Office	2	10.00
Town Waterford Police Station	19	60.80
Townwide District	4	62.00
Total	45	163.70
Board of Education	Work Orders	Labor Hours
BOE Administrative Staff	2	1.50
BOE Business Office	1	0.30
BOE Special Services	1	0.50
Clark Lane Middle School	43	61.90
Great Neck Elementary	13	11.05
J Building	2	1.00
Oswegatchie Elementary	14	8.25
Quaker Hill Elementary	13	9.75
School & Town	7	157.00
Schoolwide District	26	243.30
Waterford High School	41	40.50
Total	163	535.05

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Gail Miller

From: Kathleen Peterson
Sent: Wednesday, May 25, 2016 9:24 AM
To: Maryanna Stevens
Cc: Gail Miller
Subject: IT Committee agenda item

Hi Maryanna,

Could we add this to the IT committee agenda for June? I think the committee needs to discuss these types of requests.

Thanks,
Kath

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

From: Robin Mondloch [<mailto:robin@nfmndonations.com>]
Sent: Wednesday, May 25, 2016 9:01 AM
To: Kathleen Peterson
Subject: [Waterford CT] Nonprofit Recycling Resource

knunes,

Someone has sent you a message using your contact form on the Waterford CT site.

If you don't want to receive such e-mails, you can change your settings at <http://www.waterfordct.org/users/knunes>.

Message:

Good morning Kathleen,

My name is Robin and I work with the non-profit Wheels For Wishes & Wellness, which is a car donation and recycling program that benefits children's hospitals in Connecticut. I was on Waterford's website and I was wondering if you would be able to add our link. We are a free available resource for your residents who have a vehicle to recycle. Below is a link to our website if you would like to learn more about Wheels for Wishes & Wellness, or you can also email me with any questions.

<http://connecticut.wheelsforwishes.org/>

Thank you for your consideration!

Robin Mondloch

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Message sent by: Robin Mondloch (robin@nfmndonations.com)

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Maryanna Stevens

From: Dan Steward
Sent: Friday, May 27, 2016 1:10 PM
To: Maryanna Stevens
Cc: 'Robert Avena'
Subject: IT Committee agenda of June 15

Maryanna,

If you could add a discussion of IT policy regarding advertising on the Town Web site, it would be appreciated. We have a significant offer to have video pieces added to our web site enhancing our ability to market Waterford (Economic Development purposes). There is no cost for the video nor is there any load on our servers for storage of these items. Advertisement would be from local businesses which in turn pays for the video. I would like the policy to be adjusted to allow this type of advertisement. It is currently on line in Cheyene, Wyoming; Norwalk, CT and Thomaston, CT plus many others. I have reviewed this with the Town Attorney as well and he is supporting this ask.

Thanks, Dan

MEMO

TO: Maryanna Stevens, Finance Director
IT Committee Chairperson

FROM: Sally B. Ritchie, Senior Services Director

DATE: June 1, 2016

RE: June I. T. Agenda

Please place the following item on the June 15, 2016 IT Agenda for discussion.

Report of the Website/Social Media Sub-Committee concerning a request from First Selectman, Dan Steward, to enter into an agreement with CTI Communications, Inc. for their Community Video Program for 2016.

Thank you very much.

cc: Daniel Steward, First Selectman

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RECEIVED
JUN - 1 2016
FINANCE DEPARTMENT

MEMO

TO: Maryanna Stevens, Finance Director
IT Committee Chairperson

FROM: Sally B. Ritchie, ^{Sbf.} Senior Services Director

DATE: May 25, 2016

RE: Installation of Honeywell Pro Watch System for Community Center

While deploying new computers at the Community Center, IT technicians determined that the existing door access software could not be transferred from the old to the new machine at the Community Center's main desk. The computer and the software are original to the building (2005) and not compatible with the door access systems in other town buildings and schools. Removing the existing computer without installing the Honeywell Pro Watch System will render the electronic door access system at the center inoperable.

Integrated Technical Systems, Inc. has provided the attached quote to provide and install a Honeywell Pro Watch access control system to the community center. The new system will include one access controller with input cards for 2 card readers, a software license for this site, as well as labor and training. The system will connect to the existing WBOE Honeywell network. All software, configuration, programming and training will be included with the exception of programming the user access cards, which will be programmed by the Waterford IT group.

I ask that this matter be placed on the agenda of the next IT Committee Meeting for discussion and approval. I anticipate that the cost of this new system will be shared by Senior Services and Recreation and Parks as long as the various boards that provide financial oversight of the departments' budgets give their approval.

Encl. (1) ITS Quote

cc: Daniel Steward, First Selectman
Brian Flaherty, Recreation and Parks Director w/enclosures
Ed Crane, IT Director
Senior Citizens Commission w/o enclosures



Waterford Community Center
Ed Crane

May 25, 2016

Subject; Access
Control System

I-T-S will provide and install a Honeywell Pro Watch System for the Waterford Community Center. I-T-S will provide all equipment, installation labor, cabling, programming, testing, and warranties.

The Community Center building will include one access controller with input cards for 2 card readers and the capability to expand to 14. The system will connect to the existing WBOE Honeywell network and will not require a local computer at the site.

All software, configuration, programming and training will be included with the exception of programming all user access cards which will be programmed by the Waterford IT group.

1 Controller
1 Software License
1 Dual Reader Board
1 Power Supply
1 Configure/Program/Test

Total Project . 4,362.00

Bill Korbelak

Sally Ritchie

From: Bill Korbela [BKorbela@integrated-tec.com]
Sent: Tuesday, May 31, 2016 10:04 AM
To: Ed Crane; Sally Ritchie
Subject: Waterford Community Center Access Control
Attachments: Waterford Community Center Access Control.pdf

Sally

The updated attached proposal is for a Honeywell system connected to the Waterford site wide system which includes the WPS, WPD, and the WTH. The updated proposal excludes additional local software for use on a local work station. The system as proposed in the attachment will connect to the Waterford site wide system and utilize the server/software/license located at the WBOE. There are no software or License fees in the updated proposal, there were fees in the initial proposal. The WPD and the WPS will be covering the costs of the site wide system licensing fees.

Bill

Maryanna Stevens

From: Abby Piersall
Sent: Wednesday, May 25, 2016 8:34 AM
To: Maryanna Stevens
Subject: RE: June IT Committee meeting

Hello,

I'd like to discuss the Muncicity software with the Committee. Everyone who saw the demo gave positive reviews. I'm going to ask for a quote and run through some options. Based on the CROG numbers, we may be able to save significant money and have a better product with a three year contract for bundled services with Planning and Public Works. I'll try to pull numbers together by June 2nd so we can discuss this with Ed as well before bringing it to the Committee.

Thanks,

Abby Y. Piersall, AICP
Planning Director
Town of Waterford
15 Rope Ferry Road
Waterford, CT 06385
(860) 444-5813

From: Maryanna Stevens
Sent: Wednesday, May 25, 2016 8:08 AM
To: Abby Piersall; Alan Wilensky; Brett Mahoney; Brian Flaherty; Bruce Miller; Calley Merriman; Cheryl Larder; Craig Merriman; Dani Gorman; Ed Crane; Kathleen Peterson; Kristin Zawacki; Mark Wujtewicz; Marlena Montgomery; Maryanna Stevens; Mike Bekech; Neftali Soto; Roslyn Rubinstein; Ryan Cairns; Sally Ritchie; Stephen Bellos; Town Clerk
Subject: June IT Committee meeting

Hi Everyone

Brett has volunteered to chair the committee meeting in June. Our sub-committee will hopefully meet with Ed on June 2nd. If everyone is in agreement with a June meeting, please send me any agenda items. I will add Town Technology Plan as an item and include any information from our subcommittee meeting.

Thanks
Maryanna

Maryanna Stevens, CPA
Director of Finance
Town of Waterford
15 Rope Ferry Road
Waterford, CT 06385

(860) 444-5842 Phone
(860) 440-0579 Fax

Maryanna Stevens

From: Abby Piersall
Sent: Thursday, June 02, 2016 8:57 AM
To: Maryanna Stevens
Subject: RE: Muncity Demo in Waterford

Hello,

I'd like to include the quotes and the most recent two emails in the chain below (through Wil's email explaining the quote).

Thanks!

Abby Y. Piersall, AICP
Planning Director
Town of Waterford
15 Rope Ferry Road
Waterford, CT 06385
(860) 444-5813

From: Maryanna Stevens
Sent: Thursday, June 02, 2016 8:54 AM
To: Abby Piersall
Subject: RE: Muncity Demo in Waterford

Hi Abby
Do you want me to include the quotes as well as your original email in the IT Committee packet?

Thanks
Maryanna

From: Abby Piersall
Sent: Thursday, June 02, 2016 8:52 AM
To: Kristin Zawacki; Neftali Soto; Jim Bartelli; Mark Wujtewicz; Maryanna Stevens
Subject: FW: Muncity Demo in Waterford

Hello everyone,

Here is the proposal from Muncity. It is broken down into two sections: the base package for permitting and DPW and another package for the fleet tracking (GPS). We will be holding one more webinar with Wil at 1:00 on Wednesday, June 15th to review the permit process again and to ask him any further questions.

The IT Committee meets at 3:00 on the 15th, and I would like to discuss this software at that meeting.

Please take a look and let me know what you think.

Thank you,

Abby Y. Piersall, AICP
Planning Director
Town of Waterford
15 Rope Ferry Road
Waterford, CT 06385

(860) 444-5813

From: Wil [<mailto:wil@sca-corp.com>]
Sent: Thursday, June 02, 2016 8:13 AM
To: Abby Piersall
Subject: RE: Muncity Demo in Waterford

Abby,

Nice speaking with you yesterday. Attached is the Muncity proposal with the "Bundled" pricing which includes the base Muncity (Building, Permitting, Code Enforcement, Inspections, Planning, Zoning, etc.) and the DPW module. Bundled pricing also includes Muncity Mobile (software only). I'm checking with CRCOG on the ongoing fees for Muncity Mobile – after year 1 – and will get back with you on that. Speaking of CRCOG, they have two fees, a \$1,000 implementation fee and a 15% of your annual maintenance and support fee, or \$1,000, whichever is less. Both of these are paid in the first year so you could have a CRCOG fee of as much as \$2,000 in the first year and then around a \$1,000 in year 2 and thereafter.

I've included pricing for data conversion and integration. As I mentioned on the phone, these are not to exceed numbers. Once we see what all you have to convert and the complexities of the integrations we can give you more definite pricing.

I've also included a proposal for Muncity Fleet. There are two pricing options with Fleet, one where you purchase the hardware and have a lower monthly charge, and the other where we purchase the hardware and you have a larger monthly charge.

I've also included a sample contract for your lawyer to review. We'll fill the numbers in once we have the details from you.

The last document is a side letter agreement between the town and CRCOG. This is required by CRCOG.

Lastly, as for an implementation schedule. We normally create a schedule once we have the details of the installation (data conversions, integrations, departments to be trained, etc.), which is usually 2–4 months in length, depending on the complexity. We can certainly have the View Permit data converted and the basic system up in around a month. Some of the setup and training is dependent on your staff's availability (vacations and all), but if they are around we can get them trained. Let me know if you want to talk more about this. We definitely want to try to accommodate your budget and schedule requirements.

Let me know if you need anything else.

Sincerely,

Wil LaBossier
President
Software Consulting Associates
wil@sca-corp.com
845-758-0104



From: Abby Piersall [<mailto:apiersall@waterfordct.org>]
Sent: Tuesday, May 31, 2016 10:29 AM

To: Wil
Subject: RE: Muncity Demo in Waterford

Hi Wil,

Thanks again for the demo last week. I'm hearing really positive feedback from all who attended. I'd like to move forward with a quote so we can start to determine what our options are moving forward.

We are looking at the bundled package for Building/Planning (to include Zoning and Conservation) and DPW. We have our current ViewPermit data to convert. We'll also need to link to the Assessor's Vision database, the Tax Collector's database and the Utilities database so we can determine when tax and water/sewer accounts are delinquent. Public Works has a fleet database from their RTA software, an MS4 program called "Assist", GPMS for the road evaluations and a scale at the transfer station that is connected to a stand-alone computer. Right now they print scale data and bring it back to the office to enter manually. They would like to look at ways to automate this process.

The Building Department will have three i-pad users and to begin, Public Works will have two. We will also have i-phone users (up to 6) that may want to have access to the software as well.

The only question I am hearing from my team is how the software handles the entire process for planning/zoning/conservation permits, given that they are processed differently from building permits. Would it be possible to see an example of this type of permit from the time of application, through the public hearing process and final action? These permits are typically the ones that cause the most trouble during software setup, and I think our folks want to make sure they fully understand how they would manage these in Muncity.

Feel free to give me a call if you have any questions or need more information to develop a quote. I am hoping to have the quote in the next week or so to be able to see how a software change fits into our FY17 budget.

Thank you,

Abby Y. Piersall, AICP
Planning Director
Town of Waterford
15 Rope Ferry Road
Waterford, CT 06385
(860) 444-5813

Sent: Friday, May 20, 2016 4:
From: Wil [<mailto:wil@SCA-CORP.COM>] 04 PM
To: Abby Piersall
Subject: RE: Muncity Demo in Waterford

Sounds good. I'll see you Monday morning. I'll plan on getting there a little bit after 8:00 to setup. Is there a particular office of conference room I should go to?

Thanks,

Wil LaBossier
President
Software Consulting Associates
wil@sca-corp.com
845-758-0104



From: Abby Piersall [<mailto:apiersall@waterfordct.org>]
Sent: Thursday, May 19, 2016 3:58 PM
To: Wil
Subject: RE: Municipity Demo in Waterford

Hi Wil,

Here are some of the issues I'm hearing that folks will likely ask about on Monday:

Public Works- How can the software help Waterford comply with the new CT MS4 Permit? How can we use the program for illicit discharge detection, inspections and maintenance for stormwater infrastructure, maintaining and displaying water quality records, reporting and public education/outreach? How can the software help track other types of operations, like paving schedules, infrastructure as-builts, the CIP, snow operations, etc. Can the software be linked to GPS in trucks for live equipment tracking during snow or other emergencies? Can this software be used in emergencies for things like dispatch tracking tree cleanup in storms, identifying flooded roads for emergency services, or similar items?

Building- The online permitting process will be key, as will field inspections and keeping records consistent between the project sites and office files. Making sure properties can be flagged when no permits can be issued (tax or utility bill delinquency, ongoing violations, etc.). Helping track permits that should be closed and sending reminders to owners/applicants. Reporting for building statistics and monthly reports to Finance; we'd like to get a strong sense of how we can customize forms and reports. GIS capabilities as well as scheduling/Outlook integration are also important.

Planning/Zoning/Conservation- Similar issues to building. Also, how can we use the software for planning activities beyond permit/application management? Can we use this to support field data collection for sidewalk/trail plans, CIP or other projects? How can we export and import GIS data to and from the program to be able to work between the GIS interface in the software and ArcMap? Being able to customize letters and reports will also be key.

Let me know if you have any questions. We're looking forward to seeing you on Monday.

Thank you,

Abby Y. Piersall, AICP
Planning Director
Town of Waterford
15 Rope Ferry Road
Waterford, CT 06385
(860) 444-5813

From: Wil [<mailto:wil@SCA-CORP.COM>]
Sent: Friday, May 06, 2016 9:21 AM
To: Abby Piersall
Subject: RE: Municipity Demo in Waterford

Perfect. Thank you.

Wil LaBossier
President

Software Consulting Associates
wil@sca-corp.com
845-758-0104



From: Abby Piersall [<mailto:apiersall@waterfordct.org>]
Sent: Friday, May 06, 2016 9:09 AM
To: Wil
Subject: RE: Municipality Demo in Waterford

Great- let's go with the 23rd. We'll still plan to do asset management/Public Works at 8:30, building at 10 and planning/zoning/conservation at 1.

Thanks!

Abby Y. Piersall, AICP
Planning Director
Town of Waterford
15 Rope Ferry Road
Waterford, CT 06385
(860) 444-5813

From: Wil [<mailto:wil@SCA-CORP.COM>]
Sent: Friday, May 06, 2016 9:06 AM
To: Abby Piersall
Subject: RE: Municipality Demo in Waterford

Yes. I have a great projector and a small screen if needed, or we can project on a wall or something like that.

Wil LaBossier
President
Software Consulting Associates
wil@sca-corp.com
845-758-0104



From: Abby Piersall [<mailto:apiersall@waterfordct.org>]
Sent: Friday, May 06, 2016 8:55 AM
To: Wil
Subject: RE: Municipality Demo in Waterford

Hi Wil,

Do you have a projector that you would be able to bring for a demonstration? I'm looking for space to move our presentation to the 23rd and the rooms with AV equipment here are already booked.

Thanks,

Abby Y. Piersall, AICP
Planning Director
Town of Waterford
15 Rope Ferry Road
Waterford, CT 06385
(860) 444-5813

From: Wil [<mailto:wil@SCA-CORP.COM>]
Sent: Thursday, May 05, 2016 4:07 PM
To: Abby Piersall
Subject: RE: Municipality Demo in Waterford

No problem. I'm leaving both the 9th and 23rd open for now.

Thanks,

Will LaBossier

From: Abby Piersall [<mailto:apiersall@waterfordct.org>]
Sent: Thursday, May 05, 2016 3:59 PM
To: Wil
Subject: Municipality Demo in Waterford

Hi Wil,

I'm still waiting to hear from a couple of folks on the change of date. Right now I'm leaning toward Monday the 23rd. I'll let you know tomorrow mid-morning at the latest.

Thanks,

Abby Y. Piersall, AICP
Planning Director
Town of Waterford
15 Rope Ferry Road
Waterford, CT 06385
(860) 444-5813

From: Wil [<mailto:wil@SCA-CORP.COM>]
Sent: Thursday, April 14, 2016 2:26 PM
To: Abby Piersall
Subject: RE: Municipality Contact Information.

Great. That works for me. I'll keep an eye out for the priorities list.

Will

From: Abby Piersall [<mailto:apiersall@waterfordct.org>]
Sent: Thursday, April 14, 2016 2:17 PM
To: Wil
Subject: RE: Municipality Contact Information.

Hi Wil,

It was good to talk to you too. I just spoke with our Public Works Director and she would like to come in at 8:30 on the 9th for an hour or so. Her main focus is asset management, GIS/GPS features (so she can know where her trucks are and when) and creating a one-top-shop for town info.

I'll get you our list of priorities soon,

Thanks,

Abby Y. Piersall, AICP
Planning Director
Town of Waterford
15 Rope Ferry Road
Waterford, CT 06385
(860) 444-5813

From: Wil [<mailto:wil@sca-corp.com>]
Sent: Thursday, April 14, 2016 2:02 PM
To: Abby Piersall
Subject: Muncity Contact Information.

Abby,

Nice talking with you. My contact info is below.

In addition, my cell number is 845-430-4936.

I look forward to meeting you on the 9th.

Wil LaBossier
President
Software Consulting Associates
wil@sca-corp.com
wil@muncitysoftware.com
845-758-0104





MUNICIPITY
Software Consulting Associates

**MUNICIPITY
SOFTWARE PROPOSAL
FOR THE
THE TOWN OF WATERFORD, CT**

Town of  **Waterford** Connecticut

JUNE 2, 2016

**Prepared by:
Software Consulting Associates
54 Elizabeth St.
Red Hook, NY**

**Account Representative: Wil LaBossier
Phone: (845) 758-0104
Fax: (845) 758-0884
E-Mail: wil@sea-corp.com
Website: www.sea-corp.com**

WHY CHOOSE SCA MUNICIPALITY SOFTWARE?

Software Consulting Associates (SCA, creators of the Municipality Software Suite, has over thirty years of experience assisting municipal clients with a variety of parcel management products including Property Assessment, Tax Collection, Utility Billing, Permitting/Code Enforcement, Planning and Zoning, DPW/Asset Management.

Working with over 180 municipalities in six states, we are experts in helping municipal government offices organize information to meet their own needs and serve the needs of their constituents.

Municipality utilizes both state-of-the-art desktop programming technologies (full client/server) and HTML 5 web interfaces that connect to our relational database technology (Microsoft SQL Server).

SCA provides the training, support and technical services that allow municipalities to make the most of their investment, and to implement the software with maximum effectiveness.

SCA has successfully converted historical data from more than forty legacy software systems, as well as easily integrating existing MS Excel and Access data.

Software Consulting Associates' clients are the most loyal in our industry. This loyalty has been earned by consistently providing exceptional service before, during, and after every sale.

INVESTMENT

Site Licensing (Unlimited Users).

All Fees are one-time except for Maintenance/Support/Hosting which is to be paid each year.

Municipality 5 Bundled Pricing (Building, Permitting, Code Enforcement, Inspections, Planning, Zoning, DPW, Mobile)		No Commitment	2 Year Commitment	3 year Commitment
		1	1.1	\$ 17,960
	1.2	\$ 3,500	\$ 3,500	\$ 3,500
	1.3	\$ 3,592	\$ 5,837	\$ 7,184
3 Municipality Mobile				
	3.1	Included	Included	Included
	3.2	Included	Included	Included
	3.3	Included	Included	Included
5 Municipality Connect (Public Facing Portal) Basic Parcel Information, Simple Permit Applications, and Issue Reporting**		Parcels, Issues and basic Permits included		
	5.1	Included	Included	Included
6 Training - Initial for Implementation		Included	Included	Included
	6.1	Included	Included	Included
	6.2	\$ 1,200	\$ 1,200	\$ 1,200
7 Data Conversion*				
	7.1	Per Data Set to Convert View Permit	\$ 2,500	\$ 2,500
	7.2	Per Data Set to Convert RTA	\$ 2,500	\$ 2,500
	7.3	Per Data Set to Convert Assist	\$ 2,500	\$ 2,500
	7.4	Per Data Set to Convert GPMS	\$ 2,500	\$ 2,500
8 Integration*				
	8.1	Integration with Vision	Included	Included
	8.2	Integration with Tax System	\$ 1,500	\$ 1,500
	8.3	Integration with Utilities	\$ 1,500	\$ 1,500
	8.4	Other Integrations	\$1,500/Integration	\$1,500/Integration

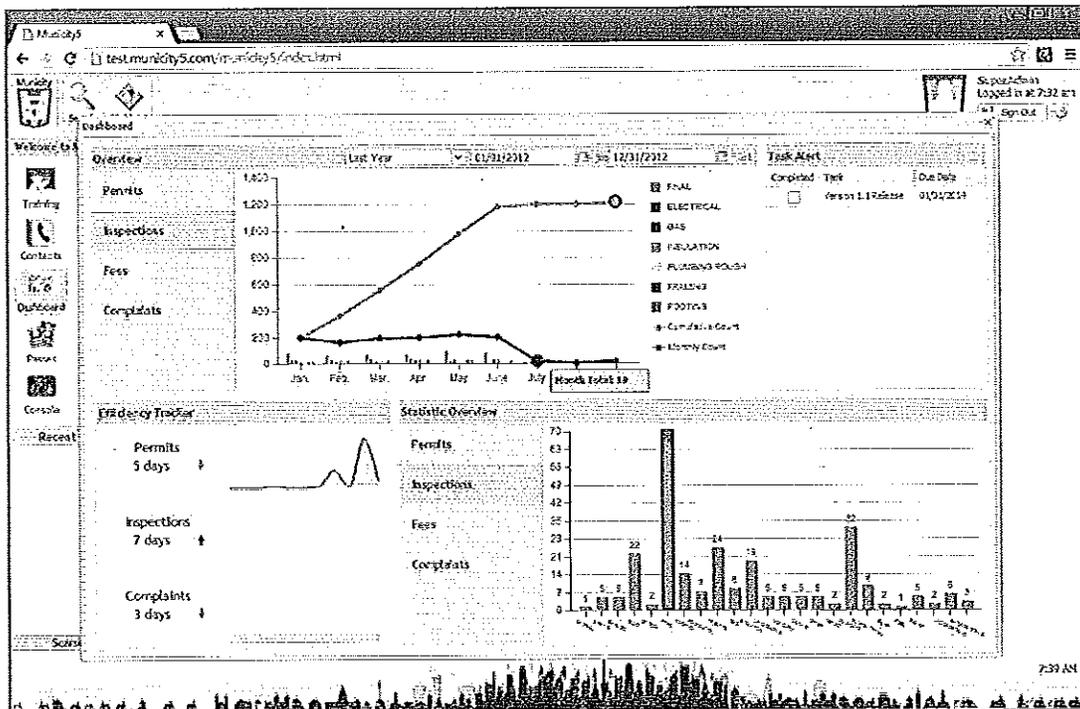
*Data Conversions and Integrations are not to exceed numbers. Actual costs for data conversion and integration will vary based on the complexity of the conversion or integration. After evaluating the requirements for each data conversion and integration SCA can provide more precise pricing.

MUNICIPALITY 5

MUNICIPALITY 5 – WEB BASED MUNICIPALITY

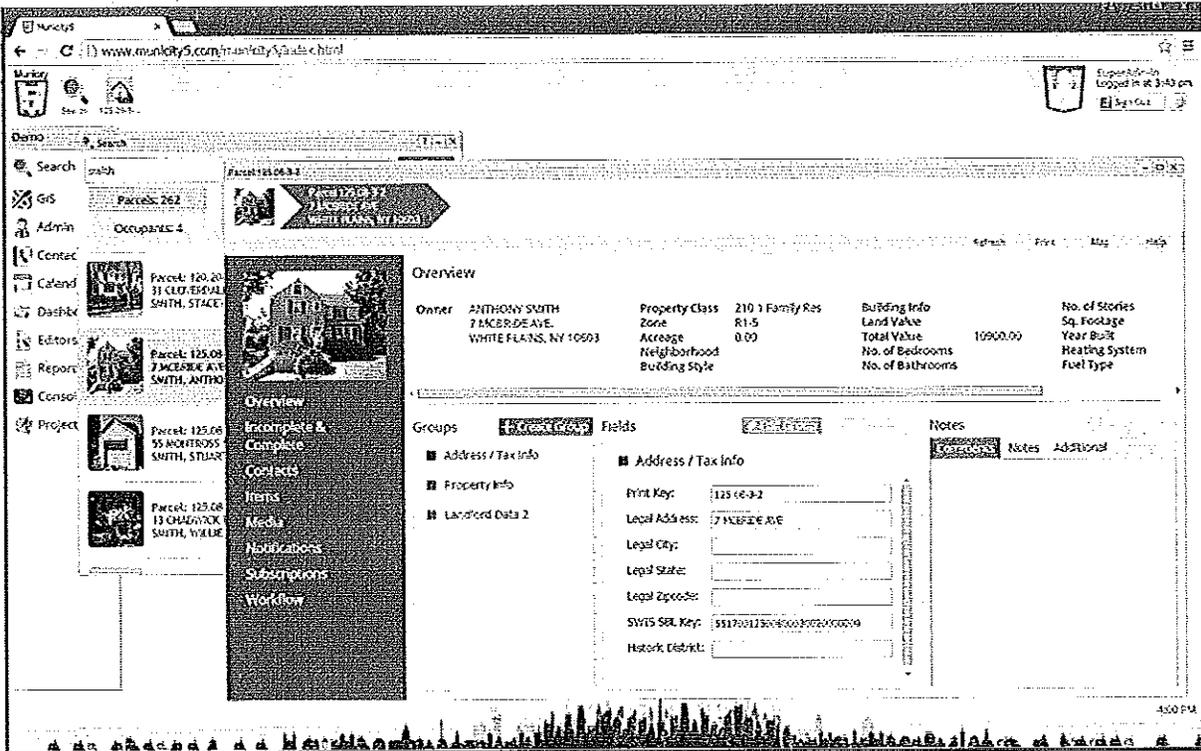
The Municipality Enterprise software package is a full client/server parcel management program that integrates all aspect of you building, planning, zoning, engineer, fire inspectors, and many other departments. There is no limit on the number of network workstations that can use the software within the municipality.

Dashboard / Analytics - View all the latest activities of your department, such as applications submitted, permit issued, complaints issued, inspections completed, etc. Customize the dashboard to your preferences by choosing from a variety of graphs and data views.



Municipality 5 - Dashboard

Parcel Information - Search for parcels by owner, address, parcel number and then view all parcel information such as owner, owner's address, zoning, property class, acreage, etc.



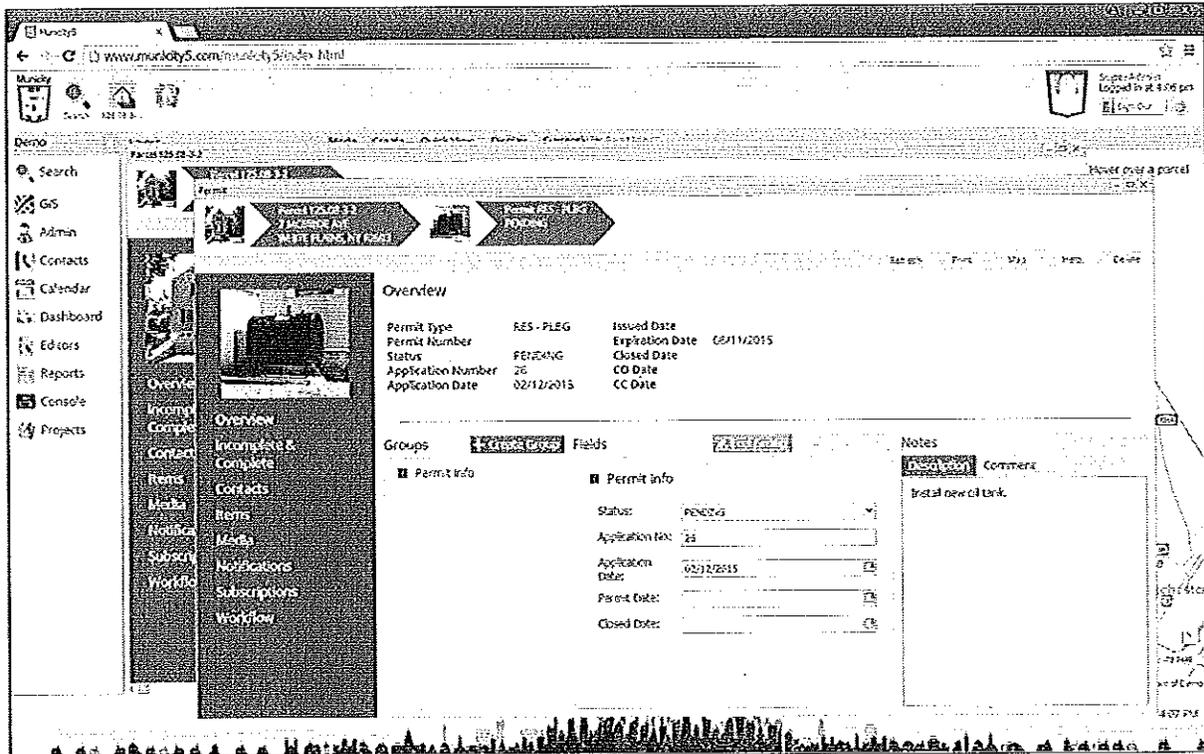
Muncity 5 – Parcel Editor

Posts - The Muncity 5 software has a fully integrated Posting/Notification system that allows users to follow all actions that have occurred on a parcel, permit or violation. This includes general comments added by users and program generated actions such as approving a permit or passing/failing and inspection. These posts are visible on each item in the program and optionally users (office staff / inspectors) can become a “follower” of an item and receive notifications via email, text messages or Twitter when an action has occurred. In conjunction with the Muncity 5 – Public Module residents and contractors can also “follow” an item and get notifications when something occurs such as their building permit being issued or an inspection being completed.



Muncity 5 – Posts/Notifications via Text Message

Permitting - The permitting module of Muncity allows users to track all activities on a permit including permit type, status, cost of construction, contractors, inspections, fees, and tasks. The permit editor is extremely flexible and can be customized by the users to display whatever information they require and arrange it in the order they find most convenient.



Muncity 5 - Permit Editor

Permits – Tracks all building permits from acceptance of an application through completion of inspections, and final issuance of CO's or CC's.

Permit Inspections – Full tracking and scheduling of inspections, including checklists, documents and pictures. Pre-defined inspection templates can be created for each permit-type to ensure all inspections are completed before a permit is closed.

Permit Fees – Track all fees related to each building permit.

Permit Tasks– Assign tasks that have to be completed prior to permit issuance. Create tasks based on templates and automatically assign them to the responsible parties. Get notification when tasks are completed.

Code Enforcement - Track all complaint activity including issuance of violations based on the town code, state building code or fire code. Create summons, track court appearances, levy fines, and attach pictures and documents. Create documents such as notice of violation, accusatory, affidavits of service.

107.23.104.209

Print

White Plains Building Department
 7-11 South Broadway, Suite 100
 White Plains, New York 10601
 Ph(914)422-1269 Fax(914)422-1471

NOTICE AND ORDER

Record Owner of Title: HABERMAN, J P & VA Complaint #: 13-0077
 Legal Address: 120 MILES AVE Date of Complaint: 2/11/2013
 SecBX/Lot: 130.20-12-14

PLEASE TAKE NOTICE THAT the property described above, including any improvements thereon, which is owned, occupied or operated by you or in which you have an interest, is in violation of the Code of White Plains Building Department.

YOU ARE THEREFORE DEFECTED AND ORDERED to rectify immediately and comply with the law and to remedy the conditions above mentioned days from the date of this notice if you have any questions, please contact this department between 9:30 am and 4:30 p.m. at Ph (914)422-1269 Fax (914)422-1471

Failure to comply with this order is punishable by a fine not exceeding two hundred and fifty (\$250.00) dollars or by imprisonment not exceeding fifteen (15) days, or both such fine and imprisonment. Each day of such violation shall constitute a separate offense.

Date: 2/11/2013 By Order Of _____

_____ being duly sworn, deposes and says that Deponent is over 18 years of age and is a _____ in the Building Department of the White Plains Building Department

That on the day _____ at _____ AM, Deponent served this Notice by Posting on the front door of said premises a true copy of said Notice, or by certified mail with return receipt requested.

_____ being duly sworn, deposes and says: That Deponent is over 18 years of age and is employed in the Department of Architecture, Land Use Development, Buildings, and Building Compliance of the White Plains Building Department. That on _____

You deponent served the Notice and Order set forth above, together with the Memorandum of Violations according thereto, on each of the parties above named at their respective addresses above set forth, by depositing true copies of the Notice and Order on each of the premises named in said and persons addressed by each of the parties named in said Notice and Order.

Municipality 5 Complaint - Notice Printout

Printing – Municipality 5 is delivered with several standard printouts. These documents include:

- Parcel Information / History.
- Permits.
- Approval / Denial Letters.
- Certificates (CO, CC, Temporary CO).
- Inspection Results (Passed / Failed Letter).
- Daily Inspection Schedule.
- Complaint Notice.
- Accusatory / Affidavit.
- Summons.

Village of Scarsdale
 1001 Post Road
 Scarsdale, NY
BUILDING PERMIT

Owner: MARSUUS TOGO
 Located At: 17 DOVEL RD
 Application Information
 MARSUUS TOGO
 17 DOVEL RD

SBL #: 15 05 31
 Permit #: 112333
 Permit Type: BUILDING
 Date: 3/12/07
 Cost of Comm: \$215,000.00

Fees:	Check #	Amount
Building Fee		3307.00
		Total: \$3,307.00

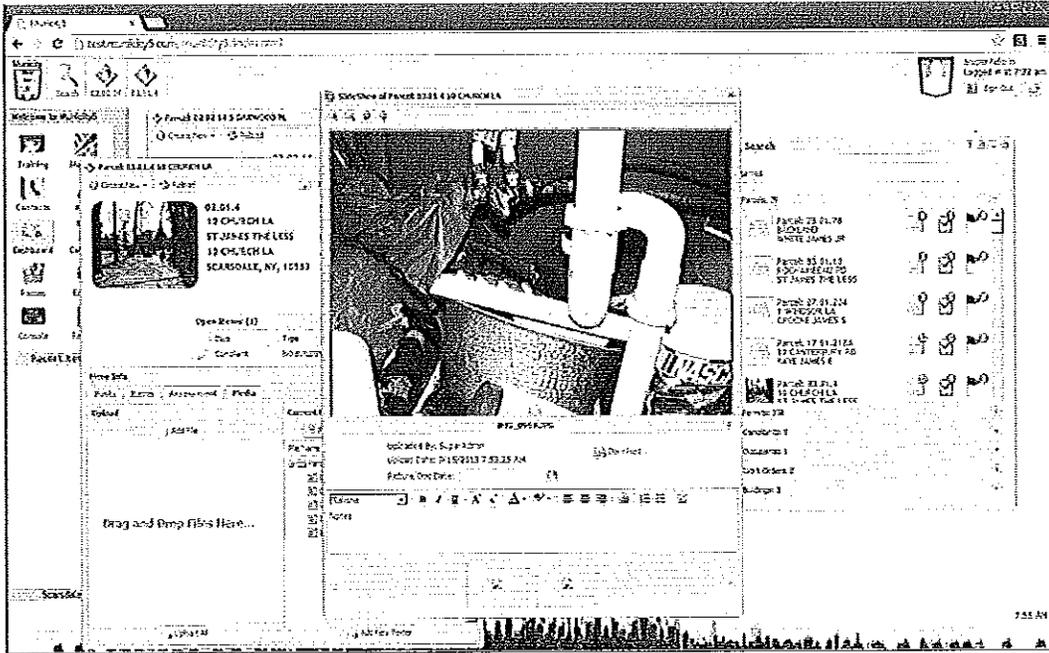
This is to certify that permission is hereby granted for:
 Addition / alterations and deck

Do not proceed beyond these points below until signed and dated by the Inspector.

The undersigned owner or authorized agent hereby: (1) agrees to conform to all the requirements of the Laws of the State of Connecticut and the Ordinances of the Town of Westport; (2) agrees to notify the Building Inspector of any alterations in the plans or specifications of the building for which the permit is issued; (3) warrants that this building shall be located at the proper distance from all street lines, side yard lines and required distances from all other zones and is located in a zone in which this building and its use is allowed; (4) warrants that this application and all maps and location surveys submitted for connection here with fully and accurately describe the premises and structures thereon and any conditions to approval of the same by Westport Planning and Zoning Commission; (5) applies for the issuance, upon satisfactory completion, of a Certificate of Occupancy for the use as herein stated; (6) requests plans upon issuance of

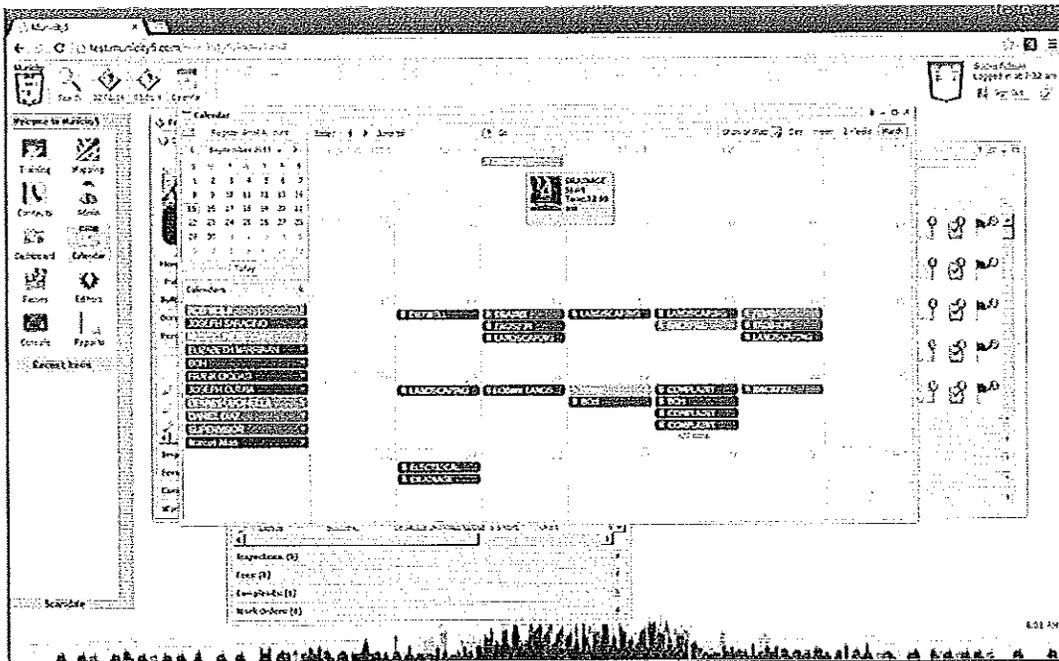
Municipality 5 - Permit Printout

Media – Attach any electronic files to you parcels, permits, inspections or complaints. Upload pictures, documents, pdf files, and videos, whatever and then rearrange into subdirectories. Print or email the files. View all pictures in a slideshow, add notes, or download to your computer.



Muncity- 5 - Media – slide show viewer

Appointment Calendar - Fully integrated appointment calendar for scheduling of inspections. With appropriate user rights you can view multiple inspectors from one calendar and re-assign or re-schedule inspections. Completing inspections from the calendar automatically completes the inspections on the associated permit.



Muncity 5 – Appointment Calendar

Reports – Municipality 5 comes standard with the following reports:

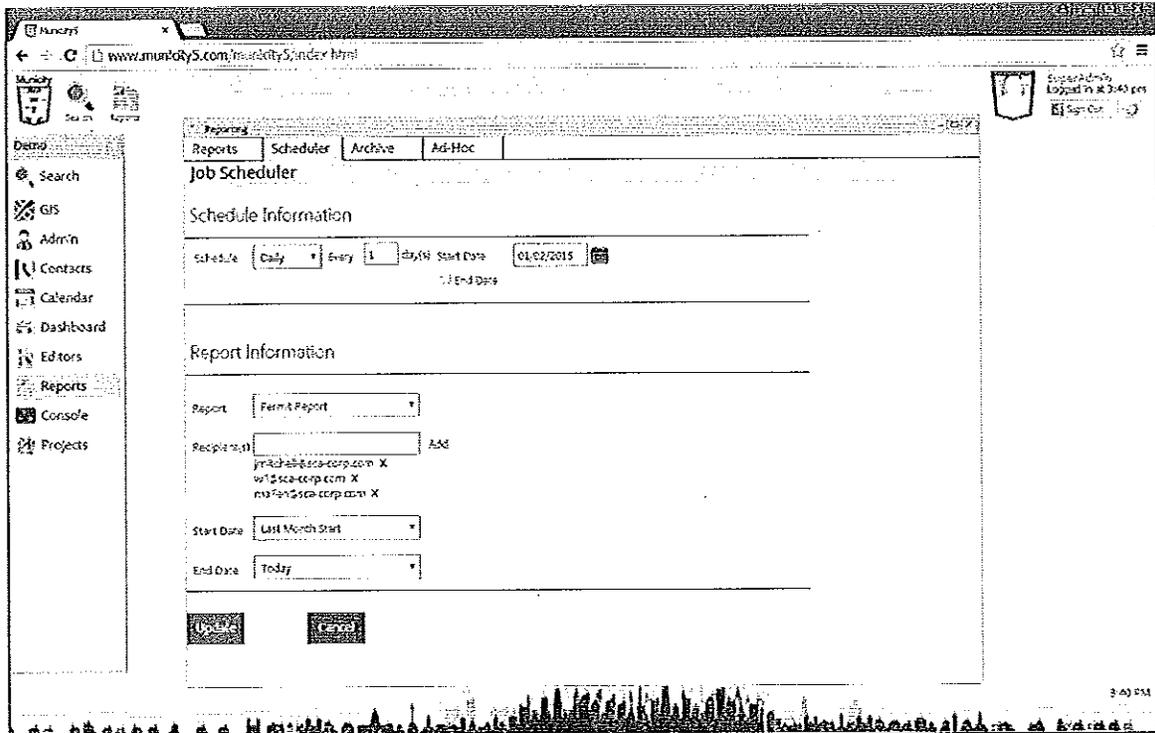
- Applications Submitted
- Permits Issued
- Permits Issued w/ Cost of Construction
- Expired Permits
- Certificates (COs/CCs) Issued
- Temporary COs Issued
- Complaints / Violations Issued
- Open Complaints / Violations
- Resolved Complaints / Violations
- Inspections Completed
- Overdue Inspections
- Fees Collected
- Unpaid Fees

Permit Report
From 01/01/2012 To 03/31/2012

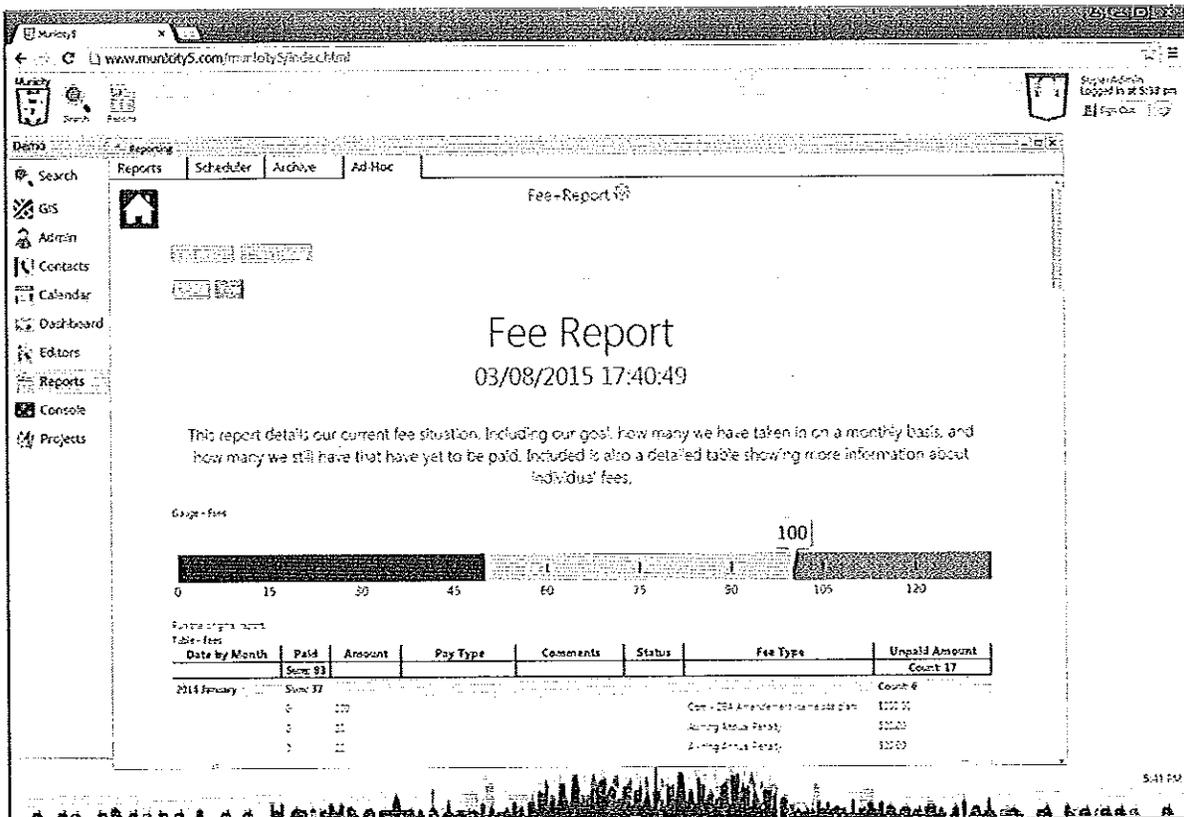
Permit #	Date	Type	SBL	Legal Address	Owner	Cost	Status	Expires
91773	11/20/12	PLUMBING	04.26.25	71170814	TK DEVELOPMENT INC		OPEN	11/19/12
Desc: PLUMBING FOR FIRE SPRINKLER AND BACKFLOW PREVENTOR								
50023	10/25/12	OIL GAS BURHERDLE TANK	13.32.19	31 OXFORD RD	GOFFBARTH		OPEN	10/19/12
Desc: NO INSPECTION LIMIT EP ISSUED - OIL GAS BURHERD PERMIT - INSTALL DIRECT VENTED GAS BOLER								
60099	10/20/12	SPRINKLER	14.34.18	5 PETER RD	ZINNEBERG		OPEN	11/19/12
Desc: SPRINKLER PERMIT								
111932	10/20/12	BUILDING	04.04.264	24 CHURCH LA	TREADAWAY JOSEPH	\$42,000.00	OPEN	10/23/14
Desc: BAR APP. MOODY DRIVEWAY, TWO STONE PERS WITH WROUGHT IRON GATES, FENCE								
025593	10/22/12	STREET OPENING	13.32.220.251A	51 SYCAMORE RD	F F H ROCK OVERST LLC		APPROVED FOR PERMIT	10/23/13
Desc: CONCRETE 1 OUT. NEW GAS INSTALLATION								
141553	10/22/12	BUILDING	14.31.5	3318 RAYHILL RD	COBURNERO	\$85,000.00	OPEN	10/23/14
Desc: BAR. SINGLE STORY ADDITION, BATHROOM, NEAR WOODEN DECK, ASBESTOS, INTERIOR BATHROOM AND KITCHEN RENOVATION-S, MODIFICATION OF WINDOWS AND DOORS ON REAR ELEVATION, REMOVAL OF EXISTING SHEDS								
035831	10/22/12	STREET OPENING	13.32.251A	51 SYCAMORE RD	F F H ROCK OVERST LLC		APPROVED FOR PERMIT	10/23/13

New Inspection Created
Created on Permit 91773
by Stephen@mh at 9:15:2013 8:16:35 AM

Municipality 5 - Permit Report



Muncity Advanced Reporting – Report Scheduling



Muncity 5 – Advanced Reporting – Sample Designed Report

www.municipy5.com/municipy5/index.html

SuperAdmin Logged in at 3:38 pm

Reports Scheduler Archive Ad-Hoc

Monthly Permit Report

Hide and show columns.

Addressway
 Parcel
 Current
 Address Name
 Permit Date
 Permit Type
 Status Type
 Legal Addr
 Permit No
 Property Class
 Description
 Legal City

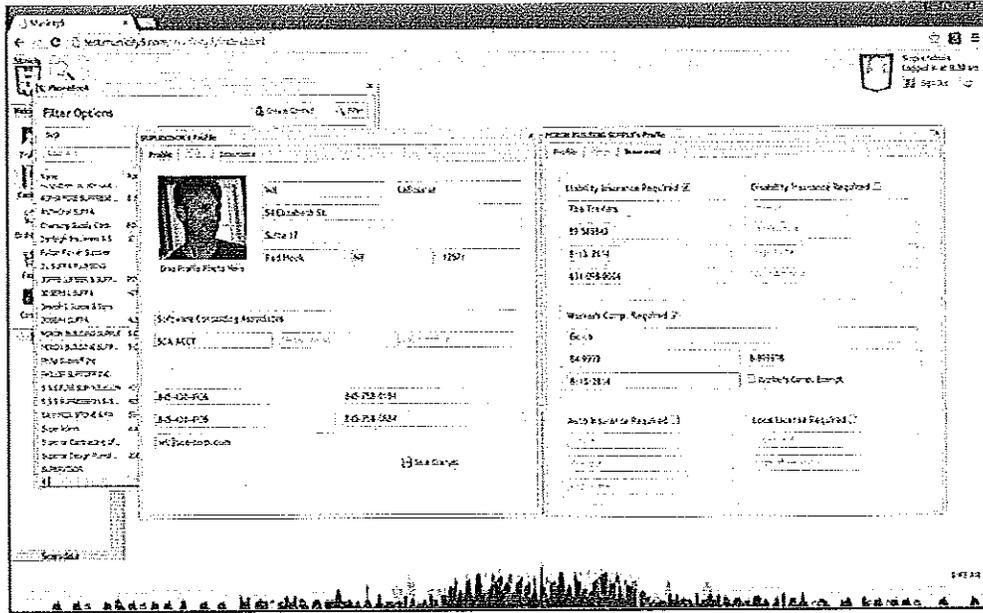
Table

Print Key	Legal Addr	Legal City	Parcel Owner Mapping Address Name	Permit No	Permit Date	Property Class	Permit Type	Description
				1	2/27/2014		CCFBI	
10000-2	FRANKLIN			10000-2	4/11/2014		COLL-ACCESS	
10000-2	AVE							
10000-2				10	4/29/2014		CCFBI	CONTRACTOR EROSION PRE
10000-2							ADD-MP	APPROVAL
10000-2	FRANKLIN			1	11/20/2014		RES-ADD	Residential Addition
10000-2	AVE							
10000-2	FRANKLIN			14	11/14/2014		COM-ROOFER	ROOF REPAIR/REPLACE
10000-2								
10000-2	FRANKLIN			15	8/28/2014		COLL-ACCESS	ATTACHED GARAGE/REAR PORCH
10000-2								

5:50 PM

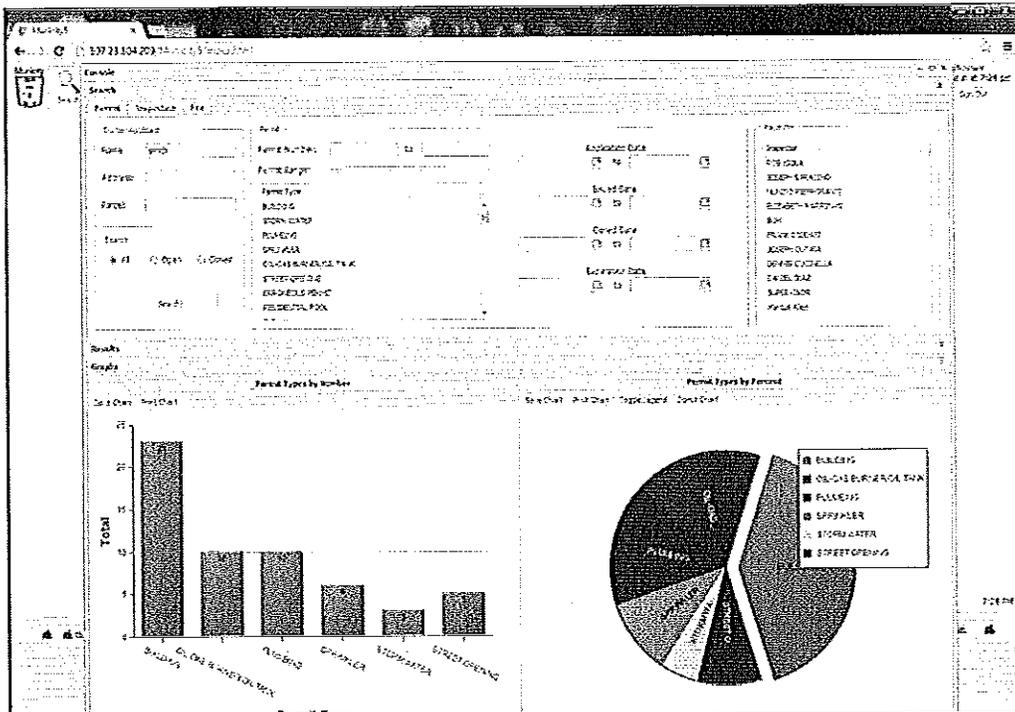
Municipy 5 - Advanced Reporting - Ad-Hoc Reporting

Contact Management – Fully integrated contact manager allows you to track all your contact information, including contractor insurance, worker’s comp. and basic licensing.

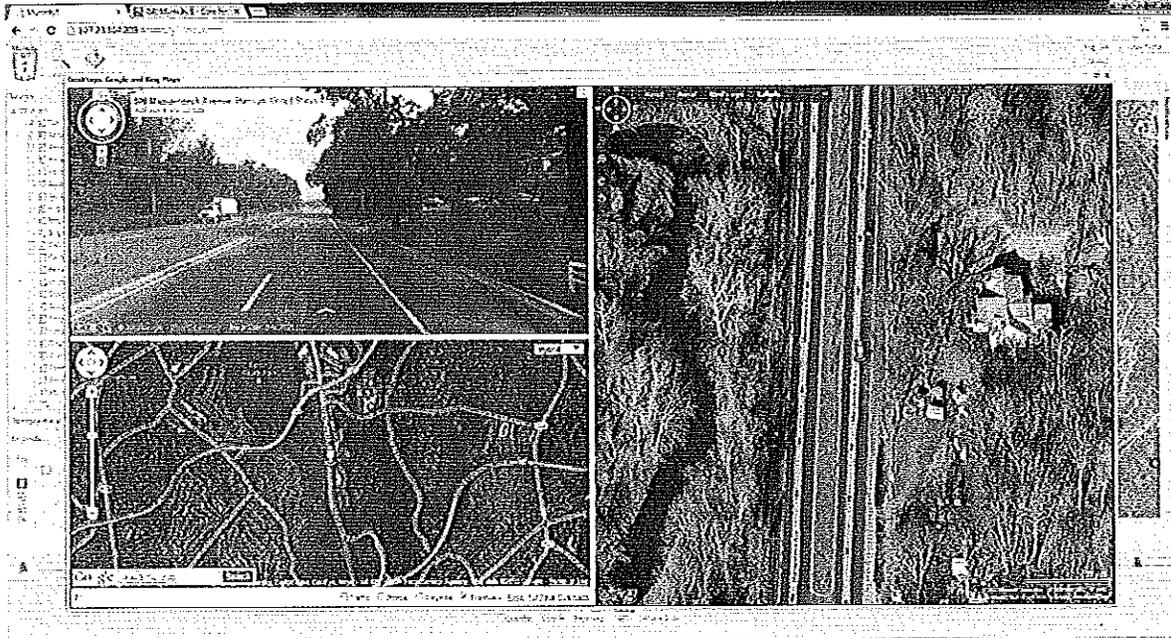


Muncicity 5 - Contact Editor

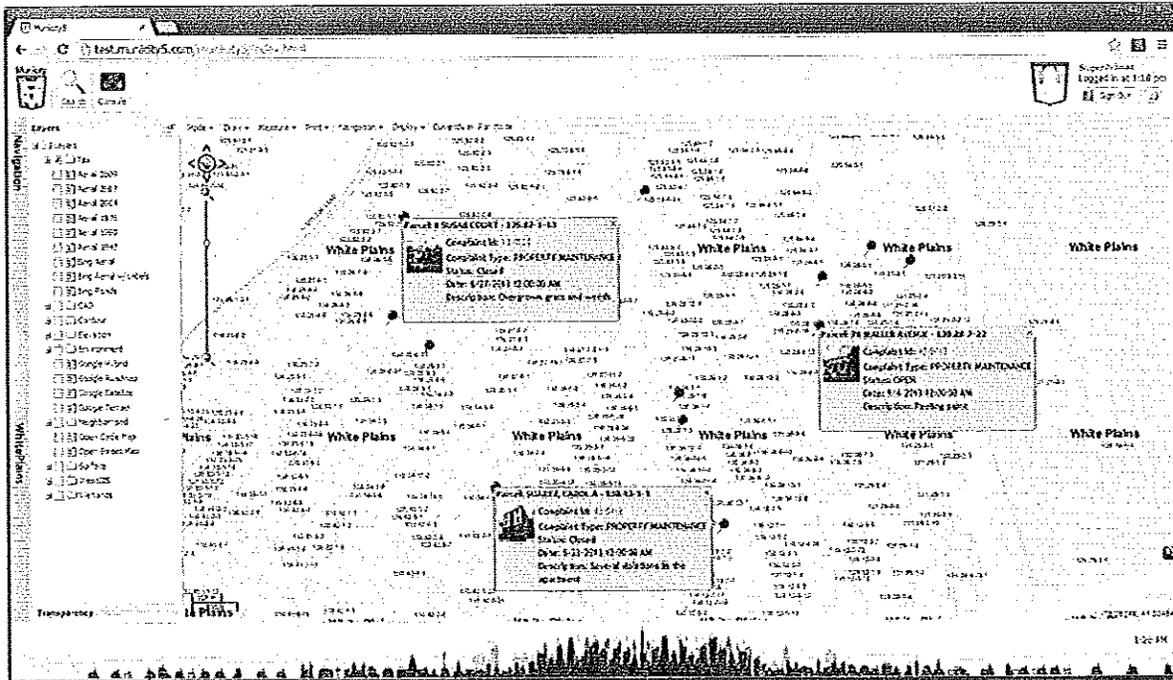
Console Module - The Muncicity Console is an extremely powerful way to view and interpret your municipality’s data. View permits, inspections, fees and more in customizable spreadsheet layout. Filter and search based on type, dates, status, inspector, names or addresses. Print reports, export to Excel or create Microsoft Word mail merged documents.



Muncicity 5 - Console



Muncicity5 Web-Based Integrated GIS w/ Streetview (Note: Streetview not available in some areas).



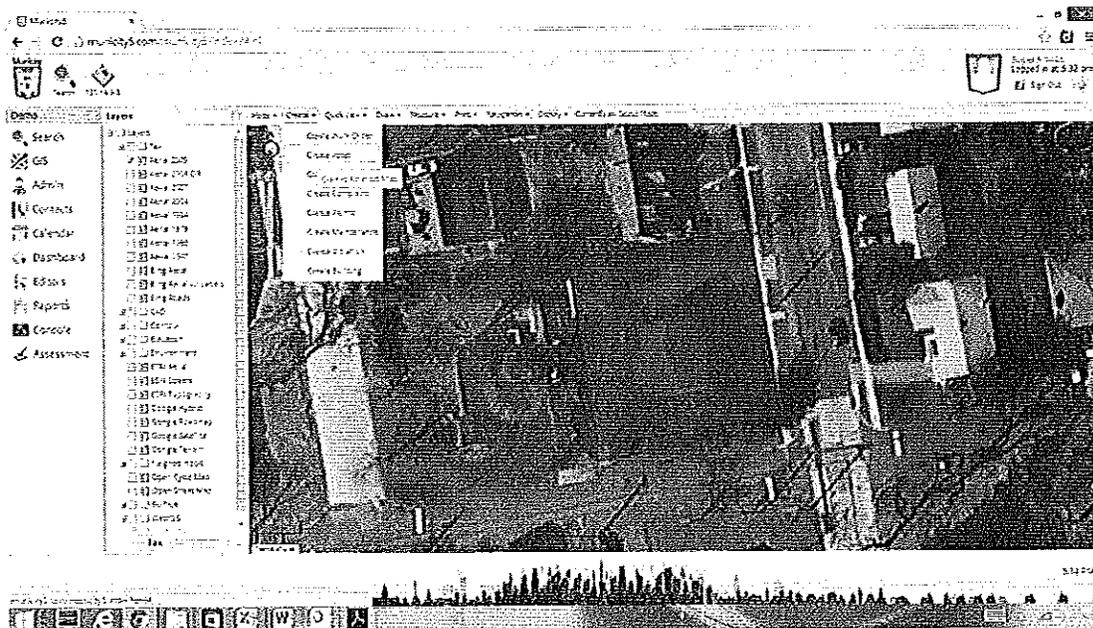
Muncicity5 – Plotting of Complaint Activity in the municipality

MUNICIPITY – DPW (ASSET MANAGEMENT, WORK ORDERS, AND MAINTENANCE)

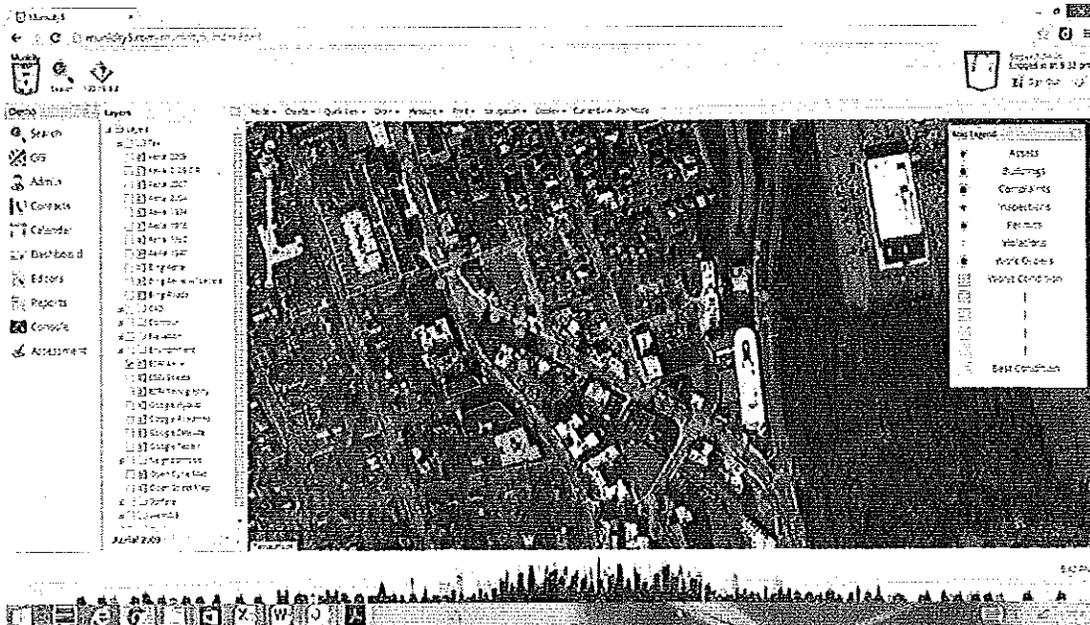
The Municipality 5 – DPW Module is an Asset Management, Work Order, and Maintenance tracking system that allows users to create, print, edit, and report on assets, generate work orders, and track maintenance activities. This can be accomplished through either a standard web-browser or via a mobile device such as a smart phone or tablet. The system is GIS centric, so users can see where assets are located, create view and manage these work orders and maintenance right from the GIS interface.

Asset Management

Assets can be created directly from the GIS system, or from a mobile device. Attached to assets are all their activities including; work orders, maintenance, inspections, fees (such as annual inspection fees), pictures and documents. The fields on an asset are fully customizable by Asset Type so you can record all of your pertinent data.



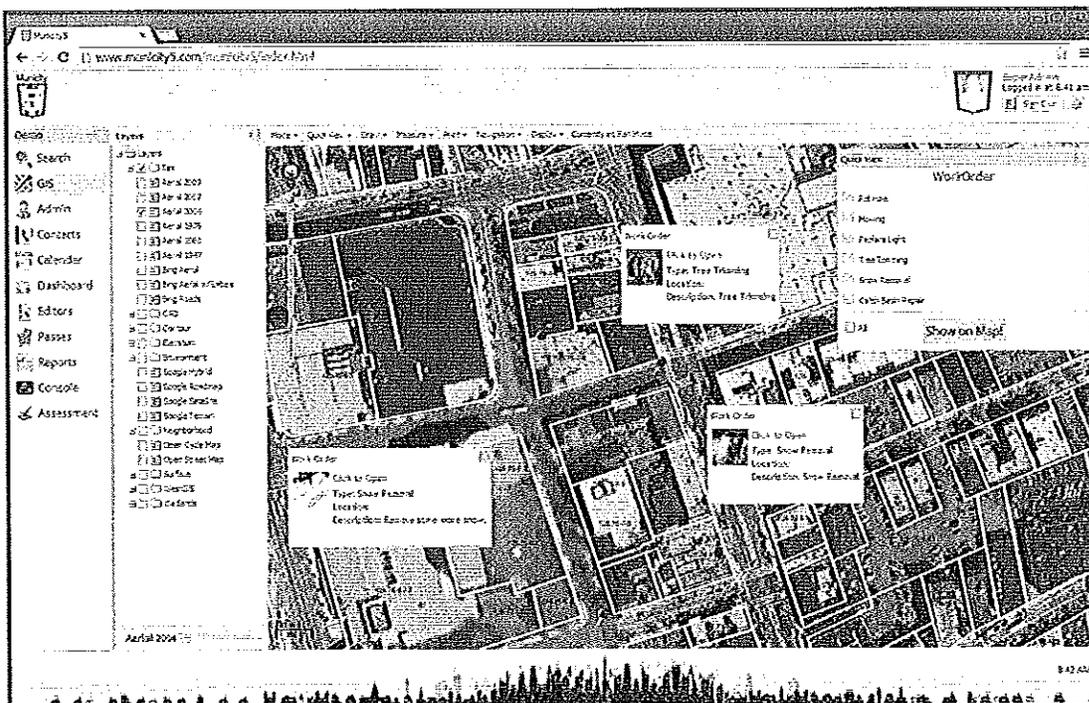
Asset Creation



Asset Tracking

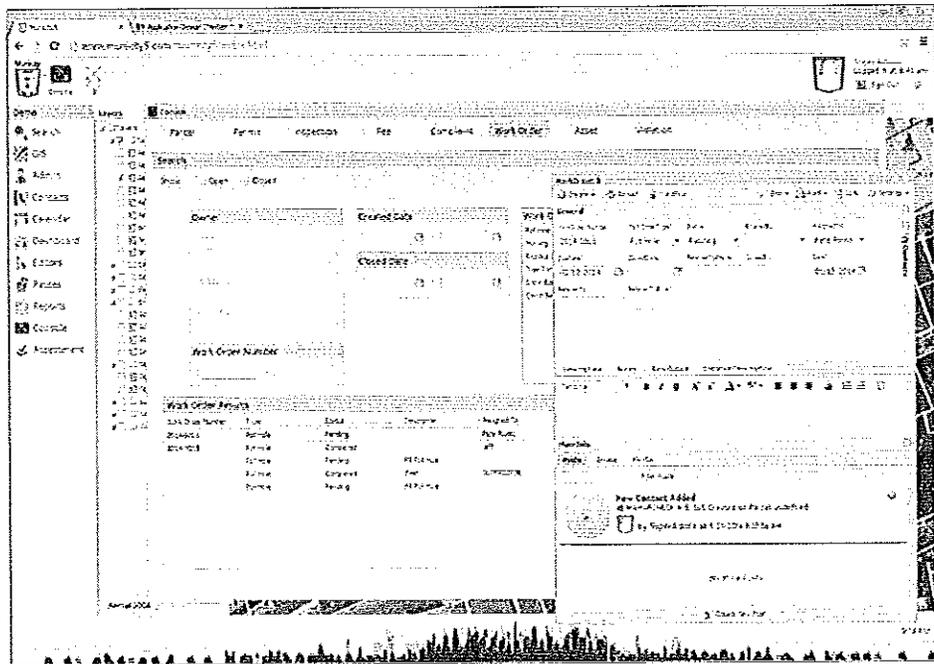
Work Orders

Create, view and edit all of your municipalities Work Orders via an intuitive graphical and GIS interface. The system utilizes your existing GIS (fully ESRI or other mapping systems such as Autocad compatible), and leverages other external GIS resources such as County, State and Federal Layers.



Work Orders on the GIS System

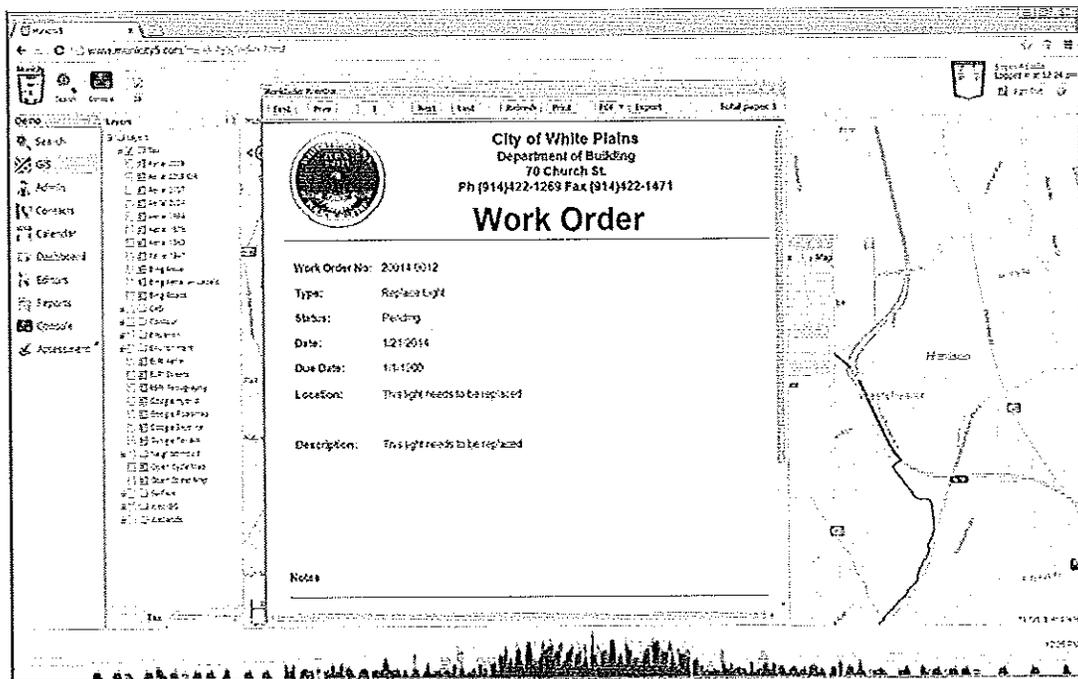
Work Orders and can be created, viewed and edited through a tabular console interface that allows for organizing the Work Orders based on type, status, date range or who they are assigned to. Work Orders can be assigned to a parcel or just placed geographically.



Work Order Creation

Additional items can be attached to Work Orders including inspections, tasks, pictures and documents. Inspection can be viewed via an integrated calendar.

Work Orders and many other documents can be printed out from the system.



MUNICIPALITY MOBILE

The Municipality Mobile application allows users to interact directly with the Municipality database via any mobile device, including smart phones and tablets (no need to synchronize once you get back to the office – you are working with live data).



Functions



- Create Complaints, Appointments, Violations, and more.
- Schedule and complete inspections.
- View your inspections schedule in a list or multi-pane view with Google street view.
- Pull up information on any parcel in your municipality.

- Search for items and parcels in the database using the advanced search option.
- Search items can be projected on the map and color-coded based on status.



Mobile Printouts

Connect via Bluetooth to any wireless printer to print out violations, inspection notices, tickets, appearance tickets and more. Take a picture and it automatically attaches to the item you are working with. We also offer Square credit card reader integration for processing payments in the field. We do not provide the hardware directly to the municipality — we let you choose. However, the program can work on any modern platform.



City of White Plains
 Building Department
 7-11 S Broadway, Suite 100
 White Plains, NY 10601
 Phone: 914-422-1269 Fax: 914-422-1471

APPEARANCE TICKET

Date of Complaint: 9/10/14
 Complaint #: 14-0512
 Occupant: CALORE, ARTHUR E
 Tax Map ID: 125.59-6-17
 Property Location: TRAYLOR, MARION 178 CHURCH ST
 WHITE PLAINS, NY 10601
 Owner: CALORE, ARTHUR E



YOU ARE HEREBY NOTIFIED to appear personally in the Court

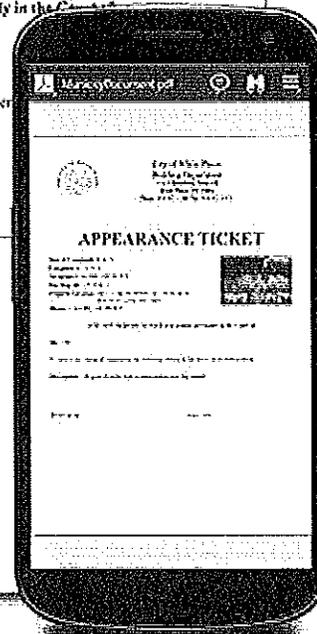
On: THU

To answer the charge of committing the following offense at the above mentioned

Description: The grass is really high in there snakes crawling around

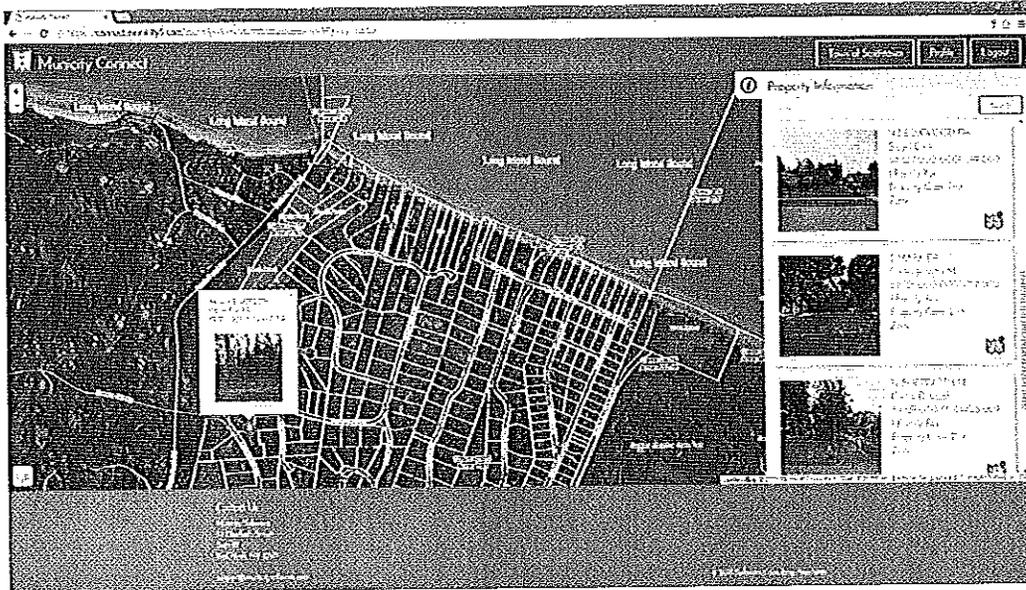
Received By _____

Supervisor _____

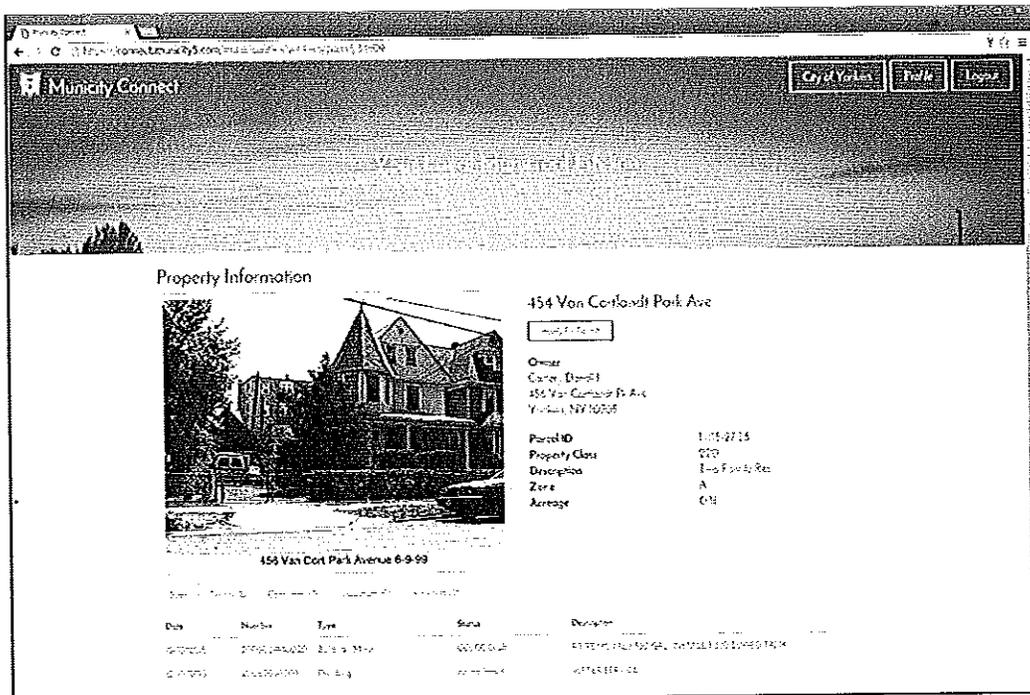


MUNICIPALITY 5 – CONNECT

The Municipality 5 – Connect module is a public-facing site that allows your constituent to view GIS and municipal data. Data displayed can include parcels (owners, addresses, property class, zone, acreage, assesses values, inventory, etc.), permits, violations, variances, inspections, documents and photos.



Municipality5 - Connect – Public Facing Portal with GIS



Municipality5 - Connect – Property Information

Optionally, the Muncity 5 – Connect system can be utilized to accept online permit applications. The system can include the acceptance of credit cards, electronic checks, and PayPal. Pricing for this option varies depending upon the type of permits (complexity) and the types of payments accepted.

Be sure to completed all of the checklist items before submitting your application

City of Yonkers Fees Alerts Dismisses Fees Certificates Submissions

Type Electrical Permit
Address 54 Elizabeth Street
Applicant Cully Wright
Date 11/02/2015
Status PENDING

Application Checklist ①

Upload affidavit

Fill out form

Electrical Application

Submitted

Property



Address	174 Hyde Ave
Parcel #	3-3034-49
Acreage	0
Zone	S-50
Property Class	220
Description	Two Family Res

Owner / Lessee Information

First Name

Last Name

Street

City

State

Zip

Phone

Alt Phone

Alt Email

Alt Address

Muncity5 - Connect – Online Permit Application

Additional Items – the following are standard features of the Muncicity Software System.

Data Conversion of Existing Vendor Information - SCA will load all pertinent data from your existing system. We have experience converting data from over forty different software systems and are confident we will be able to convert all of your data.

Parcel Database Update Feature – SCA's Muncicity system is pre-loaded with all of your property parcels on the day it is delivered. This means that the system already knows about all map numbers, owners, etc. in your municipality. We accomplish this by obtaining a master property file from the tax assessor and then loading the parcel database from that. In addition we include a feature, which provides the ability to update the master parcel database from the assessor's data on a regular basis. The assessor's data must reside on your computer network in order to implement this item.

Installation and Training - The Muncicity software system and database will be installed on the file server of your network and configured for your community. Workstation installations will be performed on all machines designated by the municipality. Training will be conducted at your offices. SCA will continue to provide unlimited startup assistance via telephone, modem and on-site visits until the system is fully operational and all users are proficient in its use.

Annual Service and Support - The annual service and support contract provides your installation with software service and support for 12 months. This includes advice for procedural questions, regular software updates (2 to 4 times per year), fixes for problems encountered and support for restoring the system to a production state after hardware failures or power outages. Support is delivered via telephone and Internet connection, or on site visits if required.

Financial Software Integration – The Muncicity Software Suite comes standard with a financial integration program that allows for all financial data generated by the Muncicity software to be exported to various financial programs such as Edmonds, Tyler (Munis) or Great Plains.

REFERENCES

Hebron, CT

Joe Summers, jsummers@hebronct.com
Zoning Enforcement Officer, (860) 228-5971 x142

Oswego, NY:

Sue Deary, sdeary@oswegony.org
Building Department/Assessor, (315) 591-2976

Belleville, NJ

Frank Delorenzo, fdelorenzo@bellevillenj.net
Building Department, (973) 450-3410

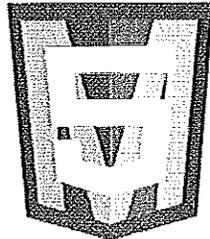
Carmel, NY

Michael Carnazza, mgc@ci.carmel.ny.us
Building Inspector, (845) 628-1500 ext 170



MUNICIPALITY
Software Consulting Associates

Municipality



**MUNICIPALITY 5
FLEET MANAGEMENT PROPOSAL
FOR THE
TOWN OF WATERFORD, CT**

JUNE 2, 2016

Prepared by:
Software Consulting Associates
54 Elizabeth St.
Red Hook, NY

Account Representative: Wil LaBossier
Office: (845) 758-0104
Cell: (845) 430-4936
Fax: (845) 758-0884
E-Mail: wil@sca-corp.com
Website: www.sca-corp.com

WATERFORD, CT - SOLUTION

SCA is proposing a Vehicle Tracking System for the Town of Waterford, CT. The Muncity 5 – Vehicle Tracking System can operate as either a stand along system or be fully integrated into the Muncity Suite. The system allows for the tracking of all GPS enabled vehicles via a simple user interface. The system includes notifications for a variety of conditions such as over speed, or leaving a designated area. Notification can be viewed in the user interface or sent via an email or text message.

WHY CHOOSE SCA MUNICIPALITY SOFTWARE?

Software Consulting Associates (SCA) has over thirty years of experience assisting municipal clients with a variety of software products and services.

Working with over 180 municipalities in six states, we are experts in helping municipal government offices organize information to meet their own needs and serve the needs of their constituents.

Muncity utilizes both state-of-the-art desktop programming technologies (full client/server) and HTML 5 web interfaces that connect to our relational database technology (Microsoft SQL Server).

The Muncity software utilizes the latest programming techniques for integration with other software and technologies such as Microsoft Office (Outlook, Word, Excel), Laserfiche document management software, PC Codebook online town code, etc.

SCA provides the training, support and technical services that allow municipalities to make the most of their investment, and to implement the software with maximum effectiveness.

SCA has successfully converted historical data from more than forty legacy software systems, as well as easily integrating existing MS Excel and Access data.

Software Consulting Associates' clients are the most loyal in our industry. This loyalty has been earned by consistently providing exceptional service before, during, and after every sale.

INVESTMENT / OPTIONS

Municipity 5 – Vehicle Tracking \ Fleet Management

Municipity 5 – Vehicle Tracking \ Fleet Management Module \$15.50/month/vehicle

Municipity 5 – Vehicle Tracking Hardware for Heavy Equipment such as Dump Trucks or Plow Trucks.

GPS Tracker – Calamp LMU42C5VJ-G1000* \$275/per vehicle
CDMA 1x, Built-in Hvy Duty Vehicle Diag Verizon

Jbus Deutsch Cable, Y Pass-through, 2 meters \$ 48/per vehicle

Window Mount Antenna, SMA/SMC, 3 Meter QuadBand \$ 25/per vehicle

Total: \$348/per vehicle

*All devices are activated on the Verizon LTE network. SCA is a Verizon partner and will manage all aspects of device activation and management.

SCA will work with your staff to get the units installed properly at no additional cost.

Monthly Option Including Hardware

With a three year commitment, SCA will cover the initial equipment purchase and charge a slightly larger monthly fee.

Total: \$30/vehicle/month

MUNICIPITY 5 – VEHICLE TRACKING

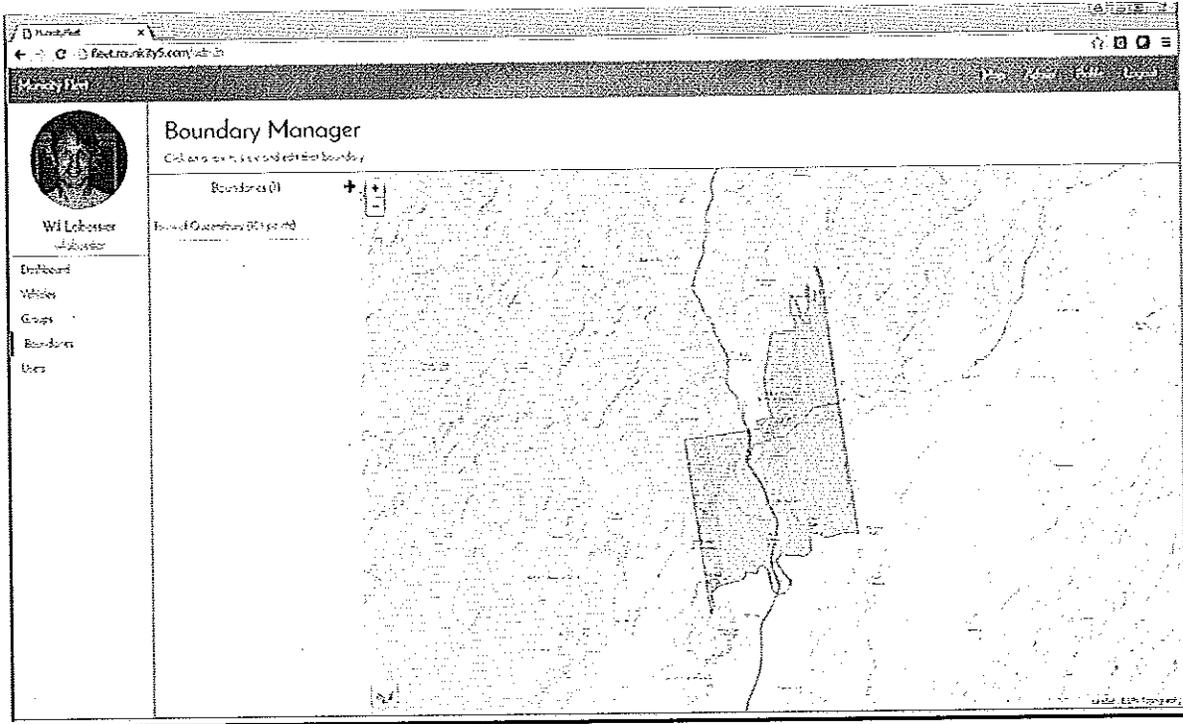
The Municipity 5 – Vehicle Tracking System is user friendly system for tracking all the GPS enabled vehicles of the municipality. You can track one or more vehicles at a time, view their historical data (bread crumbs),

- Pull up information on individual or the whole fleet.
- Choice of map view; map, satellite, or hybrid.
- Integrates with Google Streetview to show where vehicles are located.



Receive alerts based on configurable settings such as;

- Vehicle Speed (Speed, MPH over Posted, % over Posted, etc.)
- Vehicle Idle (Left Running and Not Moving for More than 10 min)
- Hard Braking (depends on GPS unit)
- Device Removal
- GPS Fencing (Vehicle has left its designated area).
- Plow Up/Plow Down



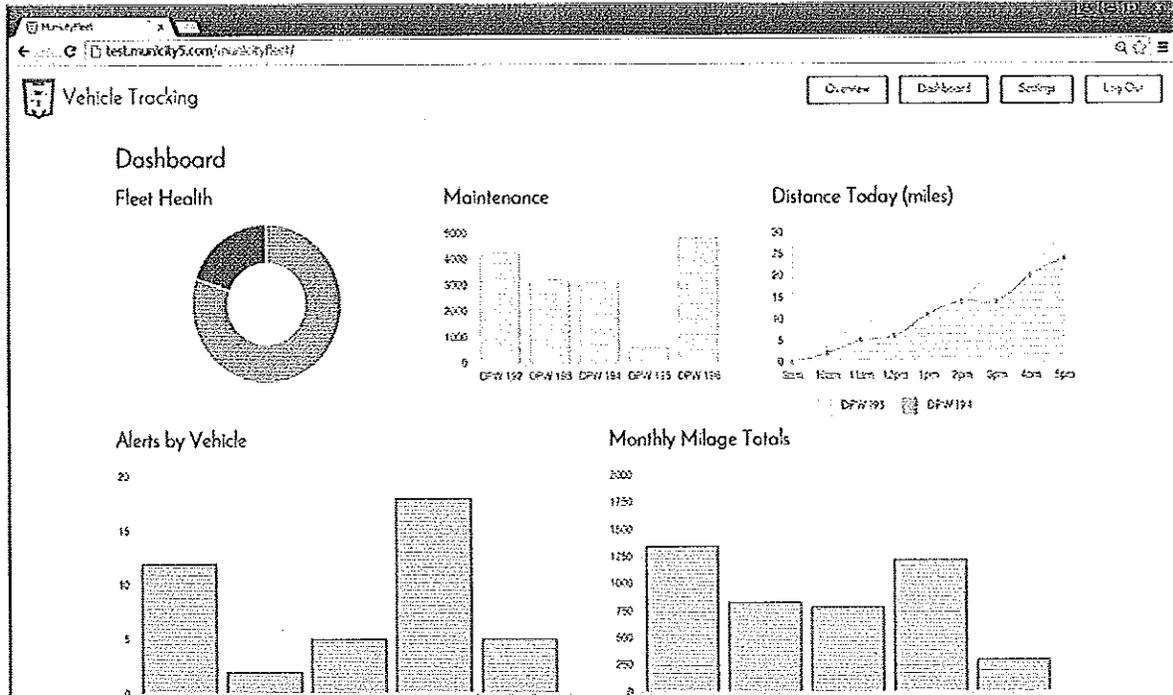
MOBILE DEVICE SUPPORT

The Muncity 5 – Vehicle Tracking module is compatible with smart phone and tablets including iPhone, iPad, Samsung and many others.



REPORTING

Generate reports of miles driven, alerts per vehicle (driver), alerts per time period, etc.



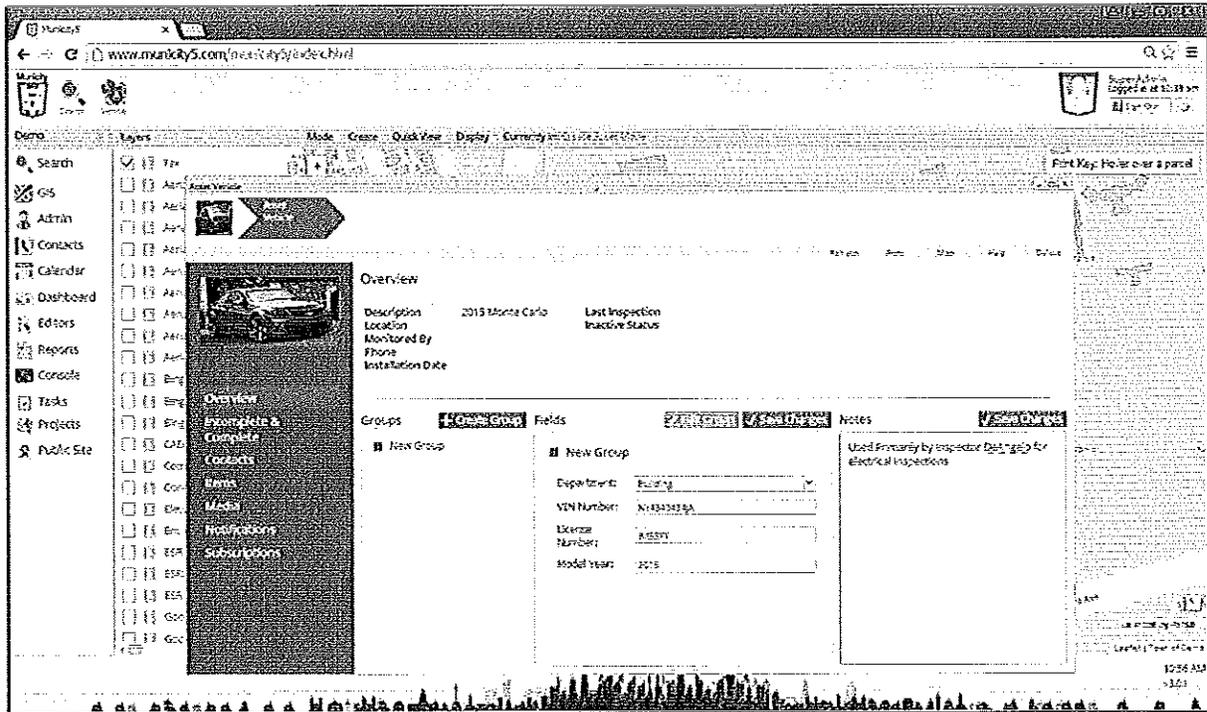
OPTIONAL - INTEGRATION WITH FUEL MANAGEMENT SYSTEMS

Muncity 5 – Vehicle Tracking can integrate with your existing fuel management system such as Gasboy or Fuel Master and all the fuel use data can be added to the reporting system.

OPTIONAL - INTEGRATION WITH MUNICIPALITY 5*

**REQUIRES PURCHASE OF MUNICIPALITY 5*

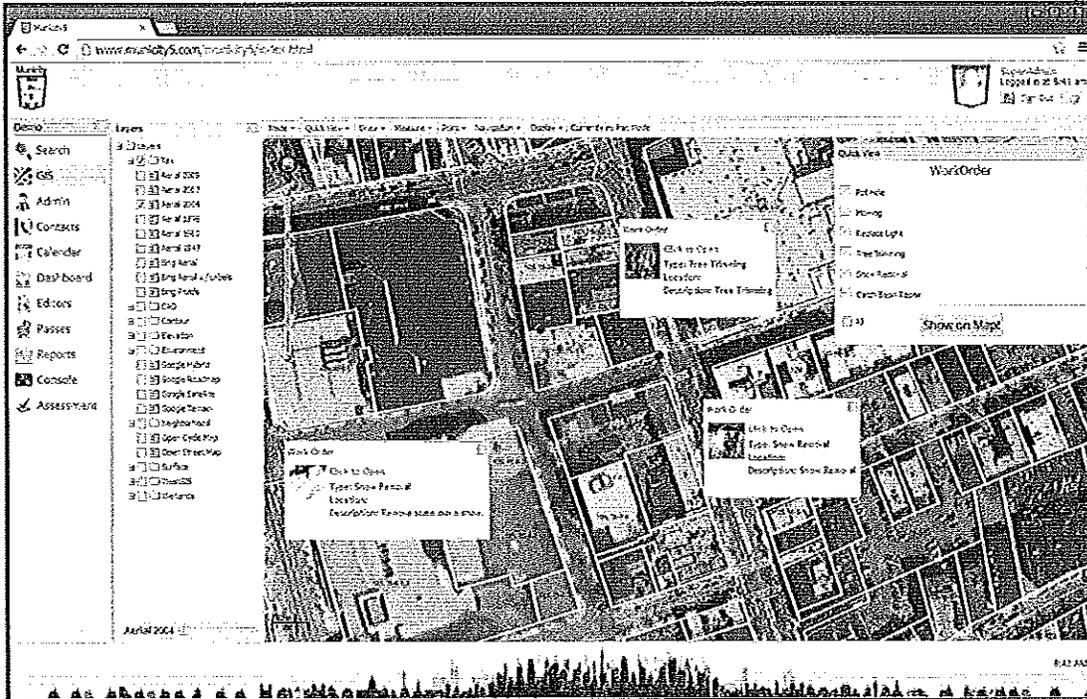
The Municipicity 5 – Vehicle Tracking Module integrates with SCA’s Municipicity 5 - DPW Module where every vehicle is treated as an “Asset” and, as such, the municipality can attach inspections, work orders, maintenance and documents and pictures to the vehicle record.



Other Features of Muncity 5 - DPW

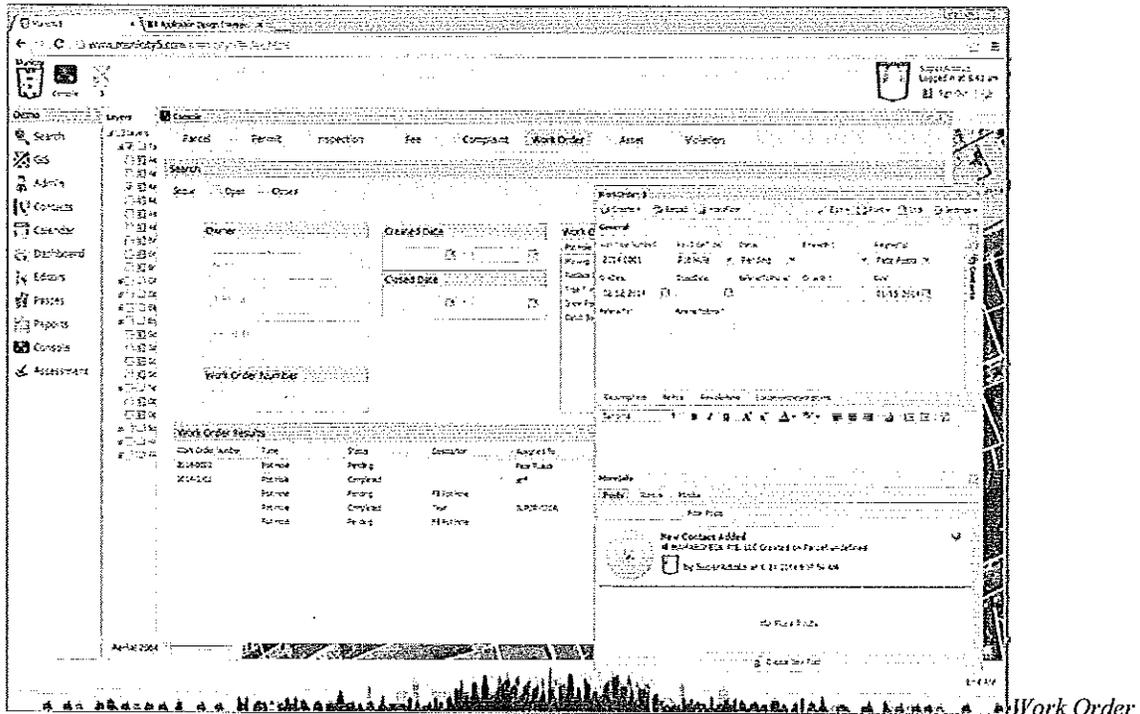
Work Orders

Create, view and edit all of your municipalities Work Orders via an intuitive graphical and GIS interface. The system utilizes your existing GIS (fully ESRI or other mapping systems such as Autocad compatible), and leverages other external GIS resources such as County, State and Federal Layers.



Work Orders on the GIS System

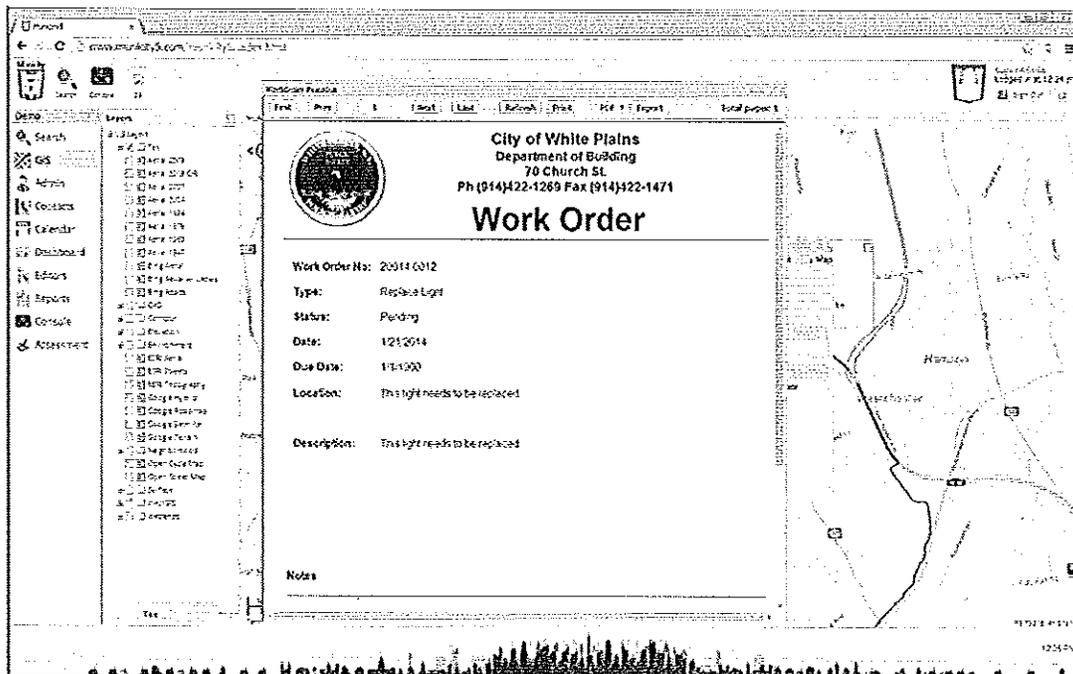
Work Orders and can be created, viewed and edited through a tabular console interface that allows for organizing the Work Orders based on type, status, date range or who they are assigned to. Work Orders can be assigned to a parcel or just placed geographically.



Creation

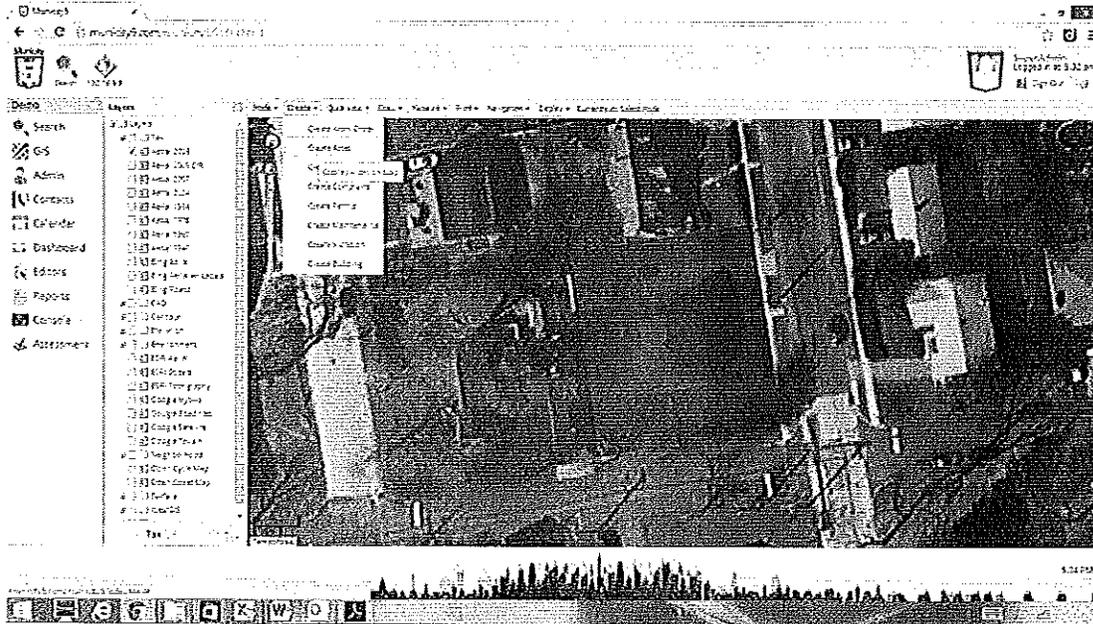
Additional items can be attached to Work Orders including inspections, tasks, pictures and documents. Inspection can be viewed via an integrated calendar.

Work Orders and many other documents can be printed out from the system.

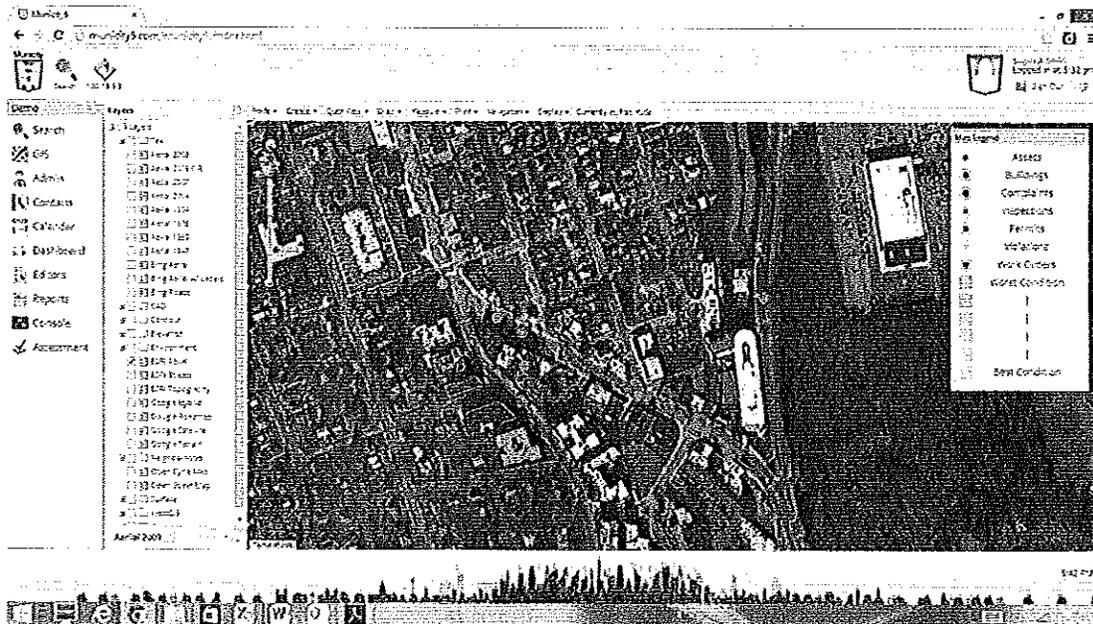


Fixed Asset Management

Similar to Work Orders, Assets can be created directly from the GIS system, or from a mobile device. Assets can include inspections, fees (such as annual inspection fees), pictures and documents. The fields on an asset are fully customizable so you can record all of your pertinent data.



Asset Creation



Asset Tracking

APPENDIX E
SIDE LETTER AGREEMENT

(Member Name and Address)

Re: Information Technology Agreement concerning the online permitting software and services to CRCOG as an agency and to member communities for an IT Services Cooperative to be administered by the Capitol Region Council of Governments ("CRCOG"); such services to be provided by the Software Consulting Associates ("SCA")

Dear _____ and SCA,
(Member) (Consultant)

This letter ("Letter Agreement") is intended to confirm the agreement of SCA (Consultant), CRCOG and the Town/Agency of _____ (the "Member") as one of the members of the IT Services Cooperative (each a "Member", collectively, the "Members") to participate in an Information Technology Sales Agreement (the "Agreement") for the provision of an online permitting system to CRCOG as an agency and to member communities for the period commencing _____ and ending June 30, 2021 with additional one year options to renew. By executing this side letter agreement, the undersigned Member agrees to be bound by the terms and conditions of the agreement.

IT Services Cooperative members are defined as members of CRCOG, the Capitol Region Purchasing Council (CRPC), or the Connecticut Council of Small Towns (COST). Other towns may access membership to the IT Services Cooperative through a \$250 annual fee, payable to CRCOG.

The parties to this side letter agreement agree that SCA (Consultant) will provide an online permitting system and services as required by the Member and agreed to by SCA. These services shall be provided during the term of the Agreement and under the terms and conditions contained in the Agreement to be attached to this letter and thereby incorporated herein by reference.

Further, the Member agrees to promptly pay all SCA invoices for such services at the agreed-to prices subject to and in accordance with SCA's quote and the terms and conditions of the Agreement any and all attachments thereto. If the Member fails to meet its obligations under this letter, SCA's quote and any and all attachments thereto, SCA agrees that it shall pursue its legal remedies against the Member and that SCA shall have no legal remedies whatsoever against CRCOG. The Member agrees to indemnify, defend and hold CRCOG harmless against any and all claims made by SCA, specifically including nonpayment, arising from this side letter agreement and/or any services rendered hereunder by SCA to Member.

The Parties agree that CRCOG has agreed to act as the administrator of the Agreement, which includes the duties to manage any renewal options, or other administrative tasks that exist under the Agreement.

Acting as the administrator does not include any of the following day-to-day management tasks: monitoring services, monitoring of town-based project work, billing arrangements or responsibility for any payments under the Agreement.

Please acknowledge your acceptance of the terms contained in this letter by **signing three copies** of this letter where indicated below, **retaining one original for your file, and returning two to my attention.**

Sincerely,

Lyle D. Wray
Executive Director, CRCOG

Accepted and agreed to:

Software Consulting Associates

Signature: _____

Name: Wil LaBossier

Date: _____

Accepted and agreed to:

Member Organization: _____

Signature: _____

Printed Name: _____

Date: _____

8

Maryanna Stevens

From: Kathleen Peterson
Sent: Wednesday, June 01, 2016 2:46 PM
To: Maryanna Stevens
Subject: RE: Town of Waterford Draft Social Media Policy

Thanks Maryanna!

From: Maryanna Stevens
Sent: Wednesday, June 01, 2016 2:44 PM
To: Kathleen Peterson; 'Robert Avena'
Cc: Sally Ritchie; Roslyn Rubinstein; Joyce Sauchuk
Subject: RE: Town of Waterford Draft Social Media Policy

Hi Everyone

I've copied Joyce on the email since Joyce already drafted a Social Media Policy for the police department. I believe we were going to use that one as a basis to draft the Town's policy.

I will forward the policy Joyce has prepared for the Police Department to the committee and add "Social Media Policy" as a discussion item to the agenda for June. I will not be there but would like to add that before the committee approves any social media policy, Joyce should review it and approve it.

Maryanna

From: Kathleen Peterson
Sent: Wednesday, June 01, 2016 1:26 PM
To: 'Robert Avena'
Cc: Sally Ritchie; Roslyn Rubinstein; Maryanna Stevens
Subject: Town of Waterford Draft Social Media Policy

Hi Rob,

I met with the other members of the Website/Social Media Subcommittee and the IT Committee did NOT approve the Social Media Policy last spring but moved to have additional discussion.

Please see the draft Town policy attached and the minutes of the 3-24-15 IT Committee Special Meeting. It is the consensus of the subcommittee that we adopt a social media policy for the Town as soon as possible.

Please advise.

Thanks,
Kathy

Kathleen Nunes Peterson
Executive Assistant/Veterans' Services Contact
First Selectman's Office
15 Rope Ferry Road
Waterford, CT 06385
Phone: 860-444-5834

Maryanna Stevens

From: Roslyn Rubinstein
Sent: Wednesday, June 01, 2016 3:46 PM
To: Maryanna Stevens; Kathleen Peterson; 'Robert Avena'
Cc: Sally Ritchie; Joyce Sauchuk
Subject: RE: Town of Waterford Draft Social Media Policy

It makes sense for the policy to come from HR and not the website or IT committee.

Roz

From: Maryanna Stevens
Sent: Wednesday, June 01, 2016 2:44 PM
To: Kathleen Peterson; 'Robert Avena'
Cc: Sally Ritchie; Roslyn Rubinstein; Joyce Sauchuk
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Kathy

Kathleen Nunes Peterson
Executive Assistant/Veterans' Services Contact
First Selectman's Office
15 Rope Ferry Road

Maryanna Stevens

From: Sally Ritchie
Sent: Wednesday, June 01, 2016 3:56 PM
To: Maryanna Stevens; Kathleen Peterson; 'Robert Avena'
Cc: Roslyn Rubinstein; Joyce Sauchuk
Subject: RE: Town of Waterford Draft Social Media Policy

Hi Everyone,

If HR is already working on the Social Media Policy and the PD's policy can be used as the basis for the Town's policy without having to do an extensive re-do then that is perfect. Speaking for the website sub-committee, we are certainly in support of instituting a policy on the Town side as soon as practicable.

Sally B. Ritchie
Senior Services Director
Municipal Agent for the Elderly
ADA Coordinator
Town of Waterford
15 Rope Ferry Road
Waterford, CT 06385
860-444-5839

From: Maryanna Stevens
Sent: Wednesday, June 01, 2016 2:44 PM
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Cc: Sally Ritchie; Roslyn Rubinstein; Joyce Sauchuk
Subject: RE: Town of Waterford Draft Social Media Policy

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Cc: Sally Ritchie; Roslyn Rubinstein; Maryanna Stevens
Subject: Town of Waterford Draft Social Media Policy

Hi Rob,

I met with the other members of the Website/Social Media Subcommittee and the IT Committee did NOT approve the Social Media Policy last spring but moved to have additional discussion.

Maryanna Stevens

From: Robert Avena [ravena@avenakeppelaw.com]
Sent: Wednesday, June 01, 2016 4:32 PM
To: Sally Ritchie; Maryanna Stevens; Kathleen Peterson
Cc: Roslyn Rubinstein; Joyce Sauchuk
Subject: RE: Town of Waterford Draft Social Media Policy

Thanks everyone for your input, we are considering putting the final policy before the Personnel Review Board after review by your IT Committee, in order that it can be added to the Employee Handbook, and be used in addition to the basic Computer Use Policy of the Town, Rob Avena, Esq.

Robert A. Avena, Esquire
Avena & Kepple, LLC
20 South Anguilla Road
P.O. Box 1445
Pawcatuck, CT 06379

Tel: (860) 599-3739
Fax: (860) 599-3778

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From: Sally Ritchie [mailto:sritchie@waterfordct.org]
Sent: Wednesday, June 01, 2016 3:56 PM
To: Maryanna Stevens; Kathleen Peterson; 'Robert Avena'
Cc: Roslyn Rubinstein; Joyce Sauchuk
Subject: RE: Town of Waterford Draft Social Media Policy

Hi Everyone,

If HR is already working on the Social Media Policy and the PD's policy can be used as the basis for the Town's policy without having to do an extensive re-do then that is perfect. Speaking for the website sub-committee, we are certainly in support of instituting a policy on the Town side as soon as practicable.

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Sent: Wednesday, June 01, 2016 2:44 PM
To: Kathleen Peterson; 'Robert Avena'
Cc: Sally Ritchie; Roslyn Rubinstein; Joyce Sauchuk
Subject: RE: Town of Waterford Draft Social Media Policy

Maryanna Stevens

From: Joyce Sauchuk
Sent: Tuesday, March 01, 2016 7:14 PM
To: 'Robert Avena'; Maryanna Stevens; Dan Steward
Subject: FW: Social Media Policy final
Attachments: Waterford Police Department Social Media Policy (01262001xA119E).doc

Hi,

We worked with the police union and have finally agreed on a social media policy for the police department. (see attached).

We can use this as a model for the Town policy- that was plan correct? Let me know and we can work on it.

Thanks

Joyce

From: Eileen Duggan [<mailto:eduggan@sswbqq.com>]
Sent: Monday, February 29, 2016 9:10 AM
To: Brett Mahoney
Cc: Joyce Sauchuk; Mary Wyatt
Subject: RE: Social Media Policy final

Morning –

Attached is the updated policy ☺

Eileen

Eileen Duggan
Suisman Shapiro, PC
2 Union Plaza – Suite 200
PO Box 1591
New London, CT 06320
Facsimile: 860 442-0495
Direct Ext: 860 271-2241
Cell: 203 736-3456

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From: Brett Mahoney [<mailto:bmahoney@waterfordct.org>]
Sent: Monday, February 29, 2016 8:19 AM
To: Eileen Duggan
Subject: Social Media Policy final

Eileen –

When you can, please send me the word document of the final social media policy so I don't mess up with our official version – I want to include the right one in the policy manual.

Thanks and happy Monday!

Brett



Chief Brett Mahoney
Waterford Police Department
860-442-9451 x2301



**Waterford Police Department Policy:
Use of Social Media On/Off Duty and
Electronic Monitoring of WPD Computer and/or Other Electronic Devices**

I. PURPOSE OF POLICY

“Social media” (i.e., forms of electronic communication such as websites for social networking and microblogging, through which users create online communities to share information, ideas, personal messages, and other content) provides a valuable means of assisting the Waterford Police Department (“WPD”) and its personnel in meeting community outreach, problem-solving, investigative, crime prevention, and related objectives. The WPD endorses the secure use of social media to enhance communication, collaboration, and information exchange; streamline processes; and foster productivity. This Policy outlines the Town of Waterford and WPD’s positions on electronic monitoring (including on-duty use of social media), establishes the WPD’s positions on the utility of social media, provides guidance on the management, administration, and oversight of the WPD’s use of social media, and identifies social media uses which may result in disciplinary action.

The WPD also recognizes that outside of work employees use social media for personal purposes and in their personal capacities. The personal or off-duty use of social media, however, can have bearing on WPD operations and/or WPD personnel in their official or work capacities. As such, this Policy identifies certain prohibitions on the use of social media off-duty, due to the work-related impact of such use, and notes that certain off-duty social media use (consistent with analysis of other off-duty conduct) may result in disciplinary action.

II. PRIVACY EXPECTATIONS AND ELECTRONIC MONITORING

A. Privacy Expectations When Using the Internet and/or Social Media Sites On-Duty

1. While employees may engage in incidental personal use of social media and/or the Internet while on-duty, such use:
 - a. Shall not interfere with operations and productivity;
 - b. Shall not violate other Town and/or WPD rules, regulations and/or policies;
2. Employees who utilize Town and/or WPD computers, cell phones and/or other electronic devices shall have no expectation of personal privacy in any work-related and/or personal communication through social media and/or the Internet.

B. Privacy Expectations When Using the Internet and/or Social Media Sites Off-Duty

1. WPD personnel shall have no expectation of privacy in any information created, transmitted, downloaded, exchanged, or discussed in a *public* online forum; such information may be accessed by the WPD at any time without prior notice.
 - a. WPD personnel shall be aware that privacy settings on social media sites are constantly in flux, and shall never assume that personal information posted on such sites is protected.

C. Electronic Monitoring Policy

1. The Town of Waterford and/or WPD reserves the right, in their discretion and pursuant to Connecticut General Statutes Section 31-48d, to conduct electronic monitoring, as follows:
 - a. Electronic monitoring means the collection of information concerning employees' activities and/or communications by any means other than direct observation of the employee.
 - b. Electronic monitoring may involve, for example, the use of computers, telephones, radios, camera, GPS, and other devices and/or technologies.
 - c. Electronic monitoring may be used in the workplace for a number of reasons, including, but not limited to:
 - (1) Monitoring of e-mail, internet use (inclusive of social media use) and/or other components of the WPD's computer and/or electronic device system for compliance with usage policies, quality control and/or performance assessment;
 - (2) Monitoring of employee blogging and/or personal social media activity;
 - (3) Video surveillance of employee parking areas for security purposes; video surveillance of employee work areas where monetary transactions and/or interactions with the public occur for security purposes, quality control and/or performance assessment; video surveillance of remote and/or isolated work areas, for security purposes, quality control and/or performance assessment;
 - (4) Telephone monitoring for quality control and/or performance assessment; and/or

- (5) Use of GPS on Town vehicles for security purposes, quality control and/or performance assessment.
- d. Electronic monitoring may always be used, whether or not listed above, when the Town of Waterford and/or WPD have reasonable grounds to believe that an employee is engaging in conduct that (a) violates the law, (b) violates the legal rights of the Town of Waterford, WPD and/or its employees, or (c) creates a hostile work environment, and that the use of electronic monitoring may produce evidence of misconduct.

III. USE OF SOCIAL MEDIA ON-DUTY AND/OR FOR WORK-RELATED PURPOSES

A. Establishing a WPD Presence on Social Media Sites

- 1. Determine Strategy for Social Media Presence
 - a. Social media page(s) shall be designed for target audience(s) such as the Waterford community, youth or potential police recruits.
 - b. Where possible, each social media page shall include an introductory statement that clearly specifies the purpose and scope of the WPD's presence on the website.
 - c. Where possible, the page(s) should link to the WPD's official website.
- 2. Procedures for Creating Social Media Presence
 - a. All WPD social media sites or pages shall be approved by the Chief or his or her designee and shall be administered by WPD's Administrative Support Services, or as otherwise determined.
 - b. Where possible, social media pages shall clearly indicate they are maintained by the WPD, and shall have WPD information prominently displayed. Information posted by the WPD is the responsibility and online property of the WPD.
 - c. Social media content shall adhere to applicable laws, regulations, and policies, including, for example, laws, regulations and policies related to information technology, freedom of information, records retention schedules, and e-discovery.
 - d. No arrest photographs associated with press releases shall be on WPD social media outlets for more than three (3) days to ensure compliance with any laws or regulations regarding court proceedings related to nolle and/or dismissals.

- e. Where possible, social media pages should state that the opinions expressed by visitors to the page(s) do not reflect the opinions of the WPD.
 - (1) Pages shall clearly indicate that posted comments will be monitored and that the WPD reserves the right to remove posts which contain, for example:
 - Profane, sexually explicit or obscene language or content;
 - Off-topic comments;
 - Defamatory comments;
 - Content that promotes, fosters, or perpetrates discrimination on the basis of protected class status as defined under state and/or federal law, including, for example, race, national origin, color, age, religion, gender, marital status, national origin, physical or mental disability, or sexual orientation;
 - Solicitations of commerce;
 - Infringement on copyrights or trademarks; and/or
 - Confidential or non-public information.
 - (2) Pages shall clearly indicate that any content posted or submitted for posting is subject to public disclosure.

3. Basic Guidelines for WPD Employee Use of WPD Social Media Sites

- a. WPD personnel representing the WPD via social media outlets shall do the following:
 - (1) Conduct themselves at all times as representatives of the WPD and, accordingly, adhere to all WPD rules, regulations and/or standards of conduct and observe conventionally accepted protocols and proper decorum.
 - (2) Identify themselves as a member of the WPD.
 - (3) Not make statements about the guilt or innocence of any suspect or arrestee, or comments concerning pending prosecutions, nor post, transmit, or otherwise disseminate confidential information, including photographs or videos, related to WPD training, activities, or work-related assignments without express written permission of the

Chief and/or his/her designee.

(4) Not conduct political activities or private business.

(5) Not post:

Profane, sexually explicit or obscene language or content;

Off-topic comments;

Defamatory comments;

Content that promotes, fosters, or perpetrates discrimination on the basis of protected class status as defined under state and/or federal law, including, for example, race, national origin, color, age, religion, gender, marital status, national origin, physical or mental disability, or sexual orientation;

Solicitations of commerce;

Infringement on copyrights or trademarks; and/or

Confidential or non-public information.

- b. The use of WPD computers and portable devices (cell phones, tablets, etc.) by WPD personnel to access WPD social media pages and other relevant job related social media pages is authorized. Employees are required to comply with all Town Policies and Police Rules and regulations in regard to the use of computer equipment, network or electronic devices when accessing personal social media sites through Town owned computers and portable devices.
- c. WPD employees' use of personally owned devices to manage the WPD's social media activities (e.g., make entries and/or remove posts which violate this policy in a timely manner) in the course of official duties is allowed with the permission of the Chief and/or his/her designee.
- d. Any Officer or citizen who has a picture taken that is to be used in WPD social media outlets shall be asked if this is acceptable to them prior to posting.

B. Potential Uses of Social Media by the WPD

- 1. Social media may serve as a valuable investigative tool when seeking evidence or information about, for example:
 - a. Missing persons;

- b. Wanted persons;
 - c. Gang participation;
 - d. Crimes perpetrated online (i.e., cyberbullying, cyberstalking);
and
 - e. Photos or videos of a crime posted by a participant or observer.
2. Social media may be used for community outreach and engagement by, for example:
- a. Providing crime prevention tips;
 - b. Offering online-reporting opportunities;
 - c. Sharing crime maps and data; and
 - d. Soliciting tips about unsolved crimes
3. Social media may be used to make time-sensitive notifications related to, for example:
- a. Road closures;
 - b. Special events;
 - c. Weather emergencies; and
 - d. Missing or endangered persons
4. Social media may serve as a valuable tool in the WPD recruitment and hiring process, for example:
- a. Social media outlets aid in notifying and attracting potential candidates of WPD employment or volunteer opportunities;
 - b. As the WPD has an obligation to include Internet-based content when conducting background investigations of job candidates, social media outlets are used as part of the vetting process, as follows:
 - (1) A non-decision maker, who is deemed as holding a sensitive or confidential position, is assigned to conduct Internet searches;
 - (2) Search methods do not involve techniques which violate existing state and/or federal law;

- (3) Vetting techniques are applied uniformly to all candidates.
- (4) Information pertaining to protected class status obtained during Internet searches is filtered out prior to sharing with decision makers;
- (5) Every reasonable effort is made to validate Internet-based information considered during the hiring process.

IV. USE OF SOCIAL MEDIA OFF-DUTY OR FOR PERSONAL PURPOSES

A. Basic Off-Duty Conduct Guideline

1. Off-duty use of social media is governed, in general, by the same Town and/or WPD rules, regulations and/or policies which may apply to other off-duty conduct.

B. Specific Off-Duty Use of Social Media Guidelines

1. Posts and/or communications on social media sites, whether one-time and/or ongoing, may leave significant and/or long lasting footprints on the Internet and/or worldwide electronic domain. WPD personnel are free to express themselves as private citizens on social media, to the extent that their speech does not:
 - a. Interfere, disrupt, or undermine the operation of the WPD, impede the performance of duties and/or negatively affect the public perception of the WPD;
 - b. Constitute defamatory comments;
 - c. Contain content that promotes, fosters, or perpetrates discrimination on the basis of protected class status as defined under state and/or federal law, including, for example, race, national origin, color, age, religion, gender, marital status, national origin, physical or mental disability, or sexual orientation;
 - d. Contain profane, sexually explicit or obscene language or content;
 - e. Constitute threatening;
 - f. Create a hostile work environment based on protected class status as defined under state and/or federal law;
 - g. Breach work-related confidentiality obligations and/or divulge

information related to any investigation being conducted by any law enforcement agency;

- h. Make any statements, speeches, appearances, and endorsements, or publish materials, that could reasonably be considered to represent the views or positions of the WPD without express authorization from the Chief and/or his/her designee;
 - i. Undermine or impeach an officer's testimony in criminal proceedings;
 - j. Violate the state and/or federal law, Town and/or WPD rules, regulations and/or policies
2. The WPD is proud of its department and the officers who serve within it. In general, an officer may post information and/or photos which identify him/her as a WPD officer. For safety reasons, however, the WPD:
- a. Requires that any officer who is working, or may reasonably be expected to work, in undercover operations, refrain from posting any form of visual or personal identification and/or connection to the WPD;
 - b. Reminds officers that, in the current public climate where misconduct by police officers, or actions perceived by the public as misconduct, predominate media coverage of police work, divulging limited information regarding affiliation with the WPD may, unfortunately, be prudent.

V. CONCLUSION

Social media may serve as a powerful and positive means to connect with Town of Waterford citizens, as well as to enhance the WPD's ability to protect and serve. While this Policy is intended to be comprehensive in nature, social media changes rapidly, and in the absence of specific guidance in this Policy or in the event you have questions regarding this Policy, contact the Chief and/or his/her designee.

9a

Town Tech Plan Information

Town Inventory/Replacement Cycle & Replacement Costs

Annual Support and Renewals

Technology Plan Recommendations

Recent Accomplishments

Workstation Replacement Plan 2015-16

Workstation Replacement Plan 2016-17

VOIP Diagram

Fiber Diagram

Virtual Server Diagram

Physical Server Diagram

Network Diagram

Town Inventory and Replacement Cycles

Town Desktop Computers		Lifecycle	Annual Est. Replacement cost	Public Lab Computers		Lifecycle	Annual Est. Replacement cost
Desktop	159	6 Years	\$ 18,550.00	Desktop	31	6 Years	\$ 3,616.67
Win XP	21			Win XP	12		
Win 7	158			Win 7	19		
Win 10	1						

Town Laptops Computers		Lifecycle	Annual Est. Replacement cost	Printers		Lifecycle	Annual Est. Replacement cost
Laptop	18	5 Years	\$ 2,520.00	Town	60	6 Years	\$ 5,000.00
Win XP	3			Public/Lab	3	6 Years	\$ 250.00
Win 7	15						

CISCO Phones		Lifecycle	Annual Est. Replacement cost	Infrastructure		Lifecycle	Annual Est. Replacement cost
Phones 7965	177	15 Years	\$ 20,000.00	Physical Servers	18	6 Years	\$ 18,000.00
Phones 7965	8	15 Years		Virtual Servers	31	6 Years	\$ 29,166.67
Phone System	1			Switches	25	10 Years	\$ 5,000.00
				WIFI AP	16	7 Years	\$ 1,600.00

Total Town Computers	
Desktop	190
Laptop	18

Total Estimated Annual Replacement Costs:	
All Computers and Printers	
\$	29,936.67
IP Telephone Systems	
\$	20,000.00
Infrastructure	
\$	53,766.67

As of 5/6/16

Estimated Annual Support and Renewals

		Cost
Cisco Smartnet	Cisco equipment	\$16,700.00
Maintenance contract for Cisco equipment (Software&replacement)		
Eplus MSC	Phone System. etc	\$34,157.00
Proactive and Emergency support for the Phone System&Network		
VMWARE	Vitual Servers	\$5,400.00
Software upgrades and support for VMWare products		
Pure Storage	Begins in 2019	\$8,000.00
Software upgrades and support Pure data storage system		
Sonicwall	Firewalls	\$3,000.00
Software upgrades and support for the 3 firewalls. Police/Muni complex/Library		
SSL	4 Security Certificates	\$1,500.00
Renewal of SSL Security certificates for town agencies and departments		
Domain Renewals	4 Domain Names	\$500.00
Renewal of Domain names for town agencies and departments		
Deparmental Software	Specific to each Departme	\$0.00
Renewal, Upgrades, support of Departmental software. A survey is needed here.		
Prowatch/Pelco	Security & Cameras	\$4,000.00
Software upgrades and support for Security Cameras, Door access, Alarms.		
Town Website	Town Website Hosting	\$3,000.00
Support and Hosting services		
Microsoft Office	200 stations	\$9,000.00
Cost Based on a 6 yr useful life (Office 2007 currently in use)		
Microsoft Server	49 Servers	\$5,251.17
Software upgrades for Micosoft operating systems based on 6yr cycle		
Estimate Total Cost:		\$90,508.17

Town of Waterford Tech Plan Recommendation:

This 5 year recommendation will bring the town network up to date and allow growth as needed. The new technology will improve performance, security, reliability and quality of use.

- Review IT Department responsibilities as defined in the current Standard Operating Procedures. The town has grown significantly and changes need to be defined as well as addressing the staffing needs to meet the expectations.
- Automate the helpdesk
- Build on the new VMware virtual server system to scale with town needs. Continue to convert physical server to Virtual saving hardware costs.
- Implement VLANs to meet state police mandate and better protect the local networks.
- Replace legacy T1 network with a town wide fiber network. Network will carry data, voice, security and digital police radios.
- Upgrade all legacy operating software such as Windows and SQL.
- Replace, upgrade or remove all desktop computers running legacy operating systems.
- Replace, upgrade or remove all laptops running legacy operating systems.
- Operationalize Munis system to meet the town needs.
- Review Data flow and eliminate duplicate work by automating data flow between key systems. Purchase/Deploy current version of MS office town wide. This will provide a consistent system and eliminate sharing problems with employees and public.
- Install a web filter system to protect, control and monitor as needed.
- Implement Email server Exchange 2016 with HD array. The Town currently utilizes Exchange 2010. Replacement should be scheduled within 3 years.
- Expand the Towns WIFI network to serve key areas. Tie the systems together to establish consistency and security.
- Expand the VOIP system to the EOC.

- Deploy a current EOC system management application to replace the outdated and unsupported FoxPro system.
- Replace VPN system with more secure and user friendly VDI desktop access system.
- Determine if the Community Center computer lab will stay or go. Consider Chromebooks as an economical solution.
- Update the disaster recovery plan.
- Develop a process for departmental software purchases working with IT to ensure proper implementation and future success.
- Implement a print management system to improve the efficiency of repairs and reduce printing costs.

Recent IT accomplishments for the Town

- Upgraded the town infrastructure to support new technologies. Rip and replaced all network infrastructure (switches). This enhanced security and made the network infrastructure current.
- Switched the Town and Police over to the State for internet services. Town and Police now have improved internet performance that is more secure and at a lower cost.
- Installed an entire new IP phone system for the Town, Community Center, Police, Library, Public Works and Town Hall. Leveraged existing WPS phone system infrastructure to save costs.
- Implemented systems that allow PD to use iPads to access records, cameras and other information remotely.
- Integrated and improved the Town ID badge system. Used RFID technology to enhance town employee access control.
- New CMS Town website implemented. This allows departments to manage their own web page vs static pages.
- Built the state registrar of voters network into the town network. For many years the registrars would have to use dedicated state computers for voter tasks and town provided computers for town work. Now they can do it all via a laptop computer.
- Installed a WIFI bridge between Rec/Parks building and Town Hall. This allows employees to clock in without running wires to that location.
- 50 Town computers deployed in 2016 (25 at the complex, 25 throughout the Town)
- Designed and implemented a state of the art virtual server system residing at PD. Including flash based SAN. Over 30 town servers will reside on this flash based NAS system.
- Installed WiFi system at Police and EOC using donated equipment from New London Schools.
- Installed new server rack and equipment at EOC for future systems
- Installed new Inform dispatch server for testing
- New Laptops were installed for EOC operations
- A new Town firewall was installed. This enhanced security and performance. A state grant paid for it.
- Installed an auto attendant structure into the PD phone systems as requested by the Chief.
- Provided server specs and planning for Maryanna regarding Munis and Tritech and SCADA
- Provided quotes to upgrade town network software to current levels (Windows, SQL, Firewall, Storage, Cisco)

Town Desktop XP computer replacement 2015-2016 (Quantity 25) *revised 3/2016

Senior Services (6)

Front Desk Checkin
Gail Beckham
Donna Payne
Diane Driscoll
Ellen Fougere
Sally Ritchie

Dispatch (4)

Dispatch 1 collect
Dispatch 2 collect
Dispatch 3 collect
Dispatch Shared Unrestricted

War Room(1)

EOC-Channel22 (This needs special rca out video card)

Tax Collectors Office(4)

Alan Wilensky
Public Access Lookup
Temp Help Workstation
DMV Workstation

PLAN(1)

Wayne Frazier (added per Maryanna)

FMO(3)

FMO Bruce Miller
FMO Linda Finnegan
FMO Nancy Long/Christine Jones

PD(3)

Collect4
Collect5
Collect6

Town Clerks Office(3)

Dave Campo
Town Clerks Office Machine
Town Clerks Office Machine2 (added per Maryanna)

Town Desktop XP computer replacement 2016-2017 (Quantity 21) *revised 5/2016

Remaining XP Machines

EOC (1)

Karen Ferrara

Fire Marshalls office (4)

FMO Peter Schlink

FMO Mark Parker note: fire department officers use this machine

FMO Safety Educator

Tax Assessors Office(5) -Schedule 1st week august 2016

Mike Bekech

Assessor Desk 1 – Diane Wall

Assessor Desk 2 – Angela Hayes

Assessor Desk 3 – Charlie Lobacz

Assessor Desk 4

Youth Services(6)

Andrew Staunton

Linda Cunningham

Eileen Dishaw

Meaghan Lineburgh

Christopher Gigliotti

Dani Gorman

Planning Zoning(2)

Frank Hoagland

Front Counter

Human Resources (1)

Joyce Sauchuk (dual monitor)

WPL – Maintenance computer (1)

Muni Complex MC-SCANNER Computer (1)

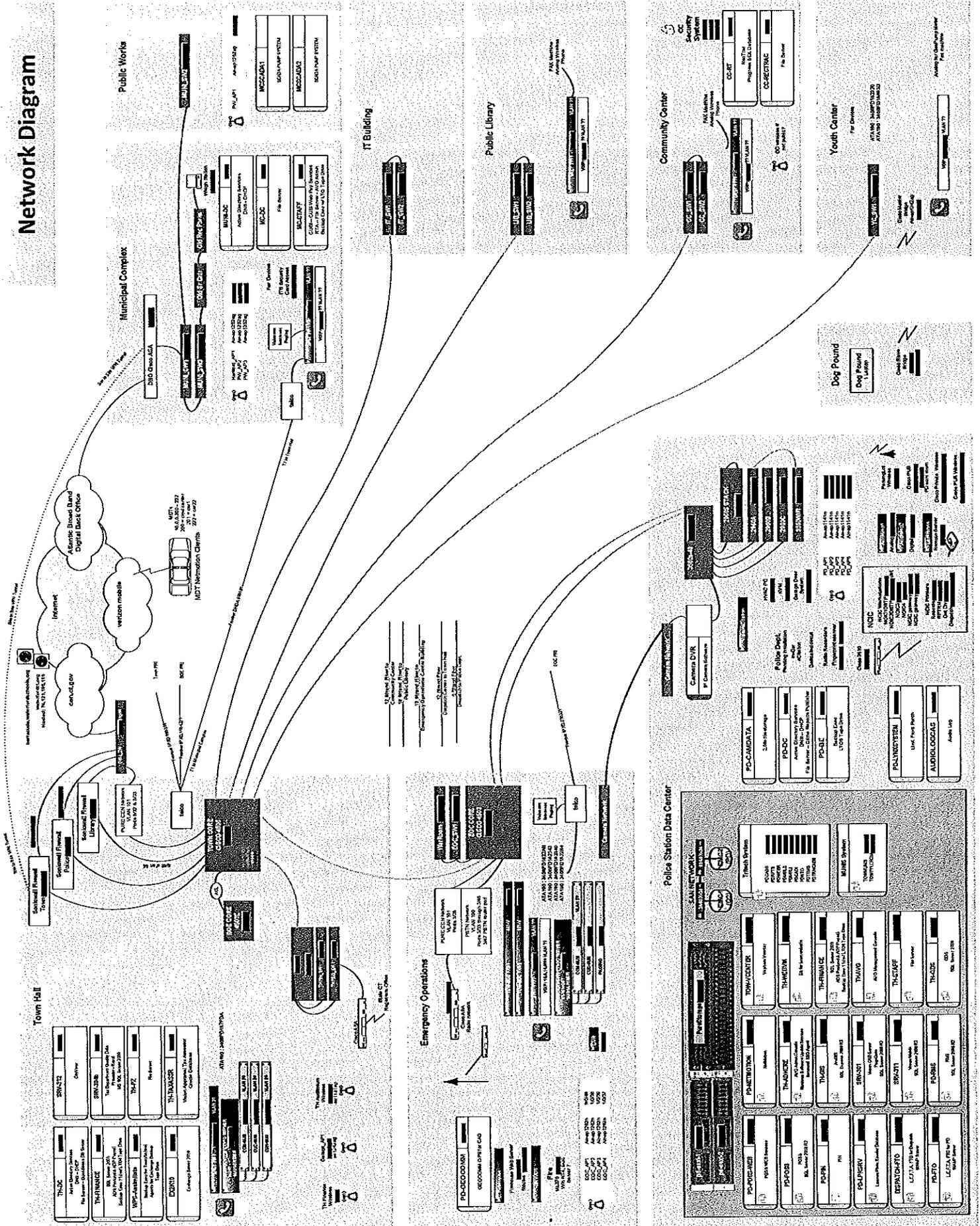
Virtual Servers

DISPATCH-FTO Windows 7 Professional SP1 VMWARE GUEST 1.5gb - 80gb storage FTO for Dispatch WAMP Server	TH-ADHERE Windows 2008 R2 Standard SP2 VMWARE GUEST 2gb - 100gb storage AVG Admin Console Windows Software Update Services Sonivell SSO Agent	SRV-301 Windows 2008 R2 Standard SP2 VMWARE GUEST 4gb - 100gb storage Vision CAD Server PageGate SQL Server 2008 R2	PDCADS Windows 2012 R2 Standard VMWARE GUEST 16gb - 500gb storage	TOWVCENTER Windows 2012 R2 Standard VMWARE GUEST 10gb - 100gb storage
DISPATCH-FTO Windows 7 Professional SP1 VMWARE GUEST 1.5gb - 80gb storage FTO for Police Department WAMP Server	TH-GIS Windows 2008 R2 Standard SP1 VMWARE GUEST 8gb - 250gb ArcGIS SQL Express 2008 R2	SRV-311 Windows 2008 R2 Standard SP2 VMWARE GUEST 4gb - 100gb storage Vision Mobile SQL Server 2008 R2	PDRPTS Windows 2012 R2 Standard VMWARE GUEST 24gb - 650gb storage	TOWAVG Windows 2012 R2 Standard VMWARE GUEST 4gb - 50gb storage
PD-LPRSRV Windows 2008 Standard SP2 VMWARE GUEST 3.5gb - 280gb storage	TH-WEBVM Windows 2008 R2 Standard SP1 VMWARE GUEST 4gb - 80gb IIS for town website	PD-RMS Windows 2008 R2 Standard SP1 x64 VMWARE GUEST 4gb - 300gb storage RMS SQL Server 2008 R2	PDWEBR Windows 2012 R2 Standard VMWARE GUEST 4gb - 100gb storage	TOWMUNIS Windows 2012 R2 Standard VMWARE GUEST 32gb - 600gb storage
PD-NETMOTION Windows 2008 R2 Standard SP1 x64 VMWARE GUEST 4gb - 130gb storage NetMotion	TH-TAXASSR Windows 2008 R2 Standard SP2 VMWARE GUEST 3gb - 100gb Vision Tax Assessor Oracle Database	TH-QDS Windows 2008 R2 Standard SP1 x64 VMWARE GUEST 16gb - 100gb QDS SQL Server 2008	PDMBLS Windows 2012 R2 Standard VMWARE GUEST 4gb - 200gb storage	TOWMUNIS Windows 2012 R2 Standard VMWARE GUEST 24gb - 300gb storage
PD-POSS Windows 2008 R2 Standard SP1 x64 VMWARE GUEST 4gb - 80gb storage POSS SQL Server 2008 R2	PD-PIN Windows 7 Professional SP1 VMWARE GUEST 1.5gb - 80gb storage PIN	TH-STAFF Windows 2008 R2 Standard SP1 x64 VMWARE GUEST 4gb - 300gb File Server	PDMBLL Windows 2012 R2 Standard VMWARE GUEST 4gb - 100gb storage	TOWWP Windows 2012 R2 Standard VMWARE GUEST 8gb - 100gb storage
PD-POSS-WEB Windows 2008 R2 Standard SP1 x64 VMWARE GUEST 4gb - 64gb storage POSS WEB Services			PDCADI Windows 2012 R2 Standard VMWARE GUEST 4gb - 100gb storage	PDIRNCADS Windows 2012 R2 Standard VMWARE GUEST 16gb - 600gb storage
			PDRTG Windows 2012 R2 Standard VMWARE GUEST 16gb - 100gb storage	PDDATA Windows 2012 R2 Standard VMWARE GUEST 4gb - 400gb storage

Physical Servers

THDC Windows 2003 Standard SP2 3.06Ghz Xeon 2gb  Active Directory Services DNS - DHCP File Server - QuickBooks DB Server	PD-BE Windows 2008 R2 Standard SP1 x64 dual 2.66Ghz AMD Opteron ZL18 16gb LTO5 Tape Drive  Backup Exec	MUNI-DC Windows 2008 R2 Standard SP1 x64 2.12Ghz Xeon X3210 4 cores 4gb  Active Directory Services DNS - DHCP	MC-STAFF Windows 2008 R2 Standard SP1 x64 2Ghz Xeon E5-2620 6 cores w/it 32gb SAS LTO5 Tape Drive  CUSI - CUSI Web Pay Services RTA - File Server AVG Admin Console - Backup Exec
TH-PZ Windows 2003 Standard SP2 3Ghz XEON 1gb  File Server	PD-LYNX SYSTEM Windows XP Professional SP2  LinX Front Porch	MC-DC Windows 2003 Standard SP2 3.05Ghz Xeon 2gb  File Server	PD-DC Windows 2003 Standard SP2 3.06Ghz Xeon 2gb  Active Directory Services DNS - DHCP File Server - Crime Reports Publisher
SRV-304b Windows 2003 Standard SP2 2.8Ghz XEON 4gb  Quality Data Prowater - Reval MS SQL Server 2000	PD-GEOCOMM Windows 2003 Standard SP2 3.2Ghz Xeon 2gb  GEOCOMM GPS for CAD	CC-RETRAC Windows 2003 Standard SP2 3Ghz XEON 2gb  RecTrac Progress SQL Database	EX2K10 Windows 2008 R2 Standard SP1 x64 dual 2.93Ghz Xeon X5670 32gb  Exchange Server 2010
SRV-312 Windows 2003 Standard SP2 1.2Ghz Pentium III 1gb  CityView	TH-FINANCE Windows 2003 Standard SP2 2.33Ghz Xeon (4 cores) 4gb LTO4 Tape Drive  SQL Server 2005 ADS Profund & ADP Payrol Backup Exec 11d	CC-RT Windows 2012 Standard XEON 9gb  RecTrac Progress SQL Database	
AUDIOGCAS Windows 2003 R2 Standard  Audio Log	MCSCADA1 Windows 2012 Standard  SCADA	MCSCADA2 Windows 2012 Standard  SCADA	

Network Diagram



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Maryanna Stevens

From: Dan Steward
Sent: Tuesday, May 17, 2016 11:16 AM
To: 'Robert Avena'; Maryanna Stevens
Cc: Kathleen Peterson
Subject: RE: IT as a separate department

Works for me.

Thanks, Dan

From: Robert Avena [<mailto:ravena@avenakepplelaw.com>]
Sent: Tuesday, May 17, 2016 11:12 AM
To: Maryanna Stevens; Dan Steward
Cc: Kathleen Peterson
Subject: RE: IT as a separate department

How about a few minutes after the debt collection meeting this Friday just to review, or a few minutes before that meeting ? Rob Avena, Esq.

Robert A. Avena, Esquire
Avena & Kepple, LLC
20 South Anguilla Road
P.O. Box 1445
Pawcatuck, CT 06379

Tel: (860) 599-3739
Fax: (860) 599-3778

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From: Maryanna Stevens [<mailto:mstevens@waterfordct.org>]
Sent: Tuesday, May 17, 2016 10:53 AM
To: Dan Steward
Cc: Robert A. Avena - Avena & Kepple, LLC. (ravena@avenakepplelaw.com); Kathleen Peterson
Subject: RE: IT as a separate department

Hi Dan

I spoke with Rob last week about IT being set up as a separate department for FY2018. He had some thoughts on how to proceed. Please let me know your availability next week so we can discuss with Rob.

I have a few meetings next week but am otherwise open.

Thanks
Maryanna

From: Dan Steward
Sent: Thursday, May 12, 2016 3:01 PM
To: Maryanna Stevens
Subject: RE: IT as a separate department

I am fine with you calling him and I would agree that we can begin the process. I do not think it would require that much to change it, but we would need to discuss personnel issues aligned with it.

We can talk with Rob when he comes in either tomorrow or Monday with the contracts that I need to sign.

Thanks, Dan

From: Maryanna Stevens
Sent: Thursday, May 12, 2016 2:47 PM
To: Dan Steward
Subject: IT as a separate department

Hi Dan

At one of the Board of Finance meetings, the board had asked me to do what was necessary to set up IT as a separate department. At the IT Committee meeting, there was also discussion on that topic and it was voted that I look into how to proceed.

I don't think that is something that I should initiate but I'm not sure. Are you ok with me calling Rob Avena or do you want to call him.

Thanks
Maryanna

Maryanna Stevens, CPA
Director of Finance
Town of Waterford
15 Rope Ferry Road
Waterford, CT 06385

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