



Gregory C. Hudon
Superintendent


Mark LeBlanc
Deputy Superintendent

Frank Nobrega, Jr.
Deputy Superintendent

Stephen Gendreau
Deputy Superintendent

MEMORANDUM

TO: Thomas A. Golden, Jr., City Manager 

FROM: Gregory C. Hudon, Superintendent 

DATE: September 19, 2023

SUBJECT: MOTION RESPONSE: 4.1 C. Gitschier Req. City Mgr. Update the City Council on Status Of The Computers In Police Vehicles And Precincts Since the Cyber-Attack.

As a result of the April 24, 2023, cyber event, the Lowell Police Department has had to rebuild its technology infrastructure to meet or exceed new security requirements. For a period following the event, all reports needed to be handwritten while the computers were collected, repaired, and redeployed.

The communication room (dispatch) was identified as part of our critical operations and was prioritized in the redeployment of computers and was brought back online sometime around the end of May or early June.

The ability to connect Lowell Police Department Cruisers to the City network was shut down in conjunction with the City's response to the cyber event. While the CAD/RMS (Larimore) system has not been available in patrol cars, officers have been able to query "in house" record histories for persons, addresses, and vehicles in our CAD/RMS system, via dispatch since the communication room was brought online.

As of this report, officers can access/write departmental reports in our CAD/RMS (Larimore) Incident Reporting System at any of the following locations:

- Bridge Street Precinct has 3 report writing stations.
- Broadway Street Precinct has 2 report writing stations.
- Central Street (Bank) is being decommissioned and the 2 report writing stations located there are being moved to the Gorham Street (Housing) location.

- Pine Street Precinct has four report writing stations.
- Headquarters has seven report writing stations.

There are a total of 18 report writing stations available.

Separately, Lowell Police Department cruisers have **NEVER** lost functionality in connecting to CJIS (Criminal Justice Information Systems). This is because the CJIS network is separate from the City network and is run and maintained by the State (DCJIS). The ability to connect to CJIS allows officers in cruisers the ability to access both State and Federal databases to query persons, motor vehicles, firearms, etc. for all applicable checks through those systems (i.e. warrant checks, criminal history, motor vehicle status, gun ownership, etc.) These queries can also be run over the radio via dispatch where officers may be out of their cruiser or on foot, segway, or bicycle patrol.

While the City infrastructure was being rebuilt to increase the security posture, we analyzed and evaluated the cruiser connections to the City network. It was determined during the evaluation process that the current cruiser connections could not meet the security requirements.

For the past several months, we have evaluated several possible solutions to this issue and in conjunction with other similar sized organizations determined the best course of action. In the past two weeks several cruisers have been fitted with the new technology on a trial basis to determine functionality. Thus far, the solution seems to be working and we expect a full roll out as soon as appropriate quotes can be obtained, and appropriate funding sources can be identified. This sequence of events was unforeseen and was not budgeted and we are trying to be fiscally responsible and forward looking to ensure that any new technology integrated into the cruisers will meet our future needs.