



Town of Hermon
Public Safety Meeting Room
December 7, 2023
Town Council Meeting
7:00 PM
MINUTES

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*****ALL ITEMS ARE SUBJECT TO APPROPRIATE COUNCIL ACTION*****

I. CALL TO ORDER BY CHAIRPERSON:

II. PLEDGE OF ALLEGIANCE:

Councilor Snyder led those in attendance in the Pledge of Allegiance

III. ROLL CALL:

Members Present: Richard Cyr, Christopher Gray, Danielle Haggerty, Ronald Murphy, John Snyder III and Derek Wood

Members Absent: Steven Thomas: Excused

Others Present: Town Clerk Kristen Cushman, Chief Cody Sullivan and 8 residents/guests

IV. PUBLIC ITEMS OR COMMENTS: (ITEMS NOT ALREADY ON THE AGENDA)

Greg Newell, Stage Rd: Provided a handout to the council regarding the school IT and the challenges the school will be facing. Handouts are below.

Chair, Town Council members and Mr. Berry.

I am here tonight in hopes on what I have to say does not fall on deaf ears, like at the school committee meeting on December 4th. I have handed you the superintendent report, my school committee speech, IT Director job description, and this speech.

I have completed 22 years of active-duty Army service. When I moved back to this great state, I found this wonderful small town. I have worked hard to be part of this community and be involved. I have two kids here in the schools, and I think we have a great group of teachers and principals. Over the past two and half



years, when I have found issues or problems in the school district I have tried NOT to accuse or point blame, but a solution to the problem. I have offered my 25+ years of IT experience, knowledge and even physical labor to the district for free many times. I was always pushed away until the last few months.

DNS Albany did a technology Audit/scan which covered the network and systems. I have not read the DNS Albany report, the following was said in the public technology sub-committee meeting.

Here are some key points. I will come back to the next town council meeting and talk more depth about each of these major issues. If you have questions, please ask.

750 windows machines, (laptops, desktops computers) 20%-40% of them need to be replaced because they can no longer run current software.

900 apple devices (Laptops, desktops, tablets). About 10% to 20% of them need to be replaced, because they can no longer run current software.

27 physical servers, and 55 virtual servers. Unknown on why the school has so many. A school district only needs 2-3 physical servers and at most 10 virtual servers. The newest physical server is 5 years old, and the oldest is 18 years old. Servers have a life span of 5 to 6 year. Servers are using software that is 11 years old. Which is no longer being supported.

There is no system wide Antivirus and malware software installed across the district. The only devices that are running it are the window systems. Majority of all hardware have original software installed and has never been updated, which means *NO security updates*.

Firewall is a good product. But it has not been setup and configured correctly. Not all the capabilities are turned on. Which means it is not protecting the school and everyone on the network from hackers, viruses, malware and predators.

I asked for a list of issues by levels; Critical, High, Medium and Low from DNS Albany he did not create one. He gave an example of a spaghetti colander/strainer and trying to figure out (count) which holes the water is going through when you strain the spaghetti. (This is my rough estimate of what he said). So basically, there are so many issues and problems, it is too big to list out. He said there are too many unknowns.

Now on top of all this the School Committee just hired a new IT director. This person has never been an IT director and only has at most 4 years of real-world IT experience.

This person most likely has never done the following:

Create Internal IT policies (the district has none)

Hire and learn how to manage personnel (if anyone will work for inexperienced IT Director)

Create a help desk and manage it (the district has none)



Create a life cycle plan for all IT equipment (the district has none)

Create a short- and long-term IT plan/strategies for the district (the district has none)

Create a budget for the IT department

Create a plan to fix all the issues that DNS Albany found

If I were in charge over the whole thing. This is what I would do. First fire all the IT staff, fire the superintendent and tell every committee member that has allowed this to happen to resign immediately. I would then limit student access to all school devices. I would hire an outside company to come in and work nights and weekends to fix everything. And I would have started this process within a day of getting the DNS Albany report.

That is how bad this is.

And I know people are going to say, it can't be that bad. I am blowing it out of proportion. Well go to the 4 December School committee packet where Superintendent put in the report about the ransomware attacked and how the school was running a 2012 R2 server software and 2003 window desktops software!! That software is 20+ years-old!

Thank you for your time.



Micah Grant, Superintendent of Schools
Cindy Badger, Director of Special Services
Jamie Youngblood, Business Manager

Superintendent Report

From: Micah Grant

To: Hermon School Committee

Date: 11/29/2023

Facilities: We have scheduled our first facilities committee meeting with Facilities Director Jason Davis to highlight the building needs and begin planning for possible bids and CIP projects.

IT: As you can see from the agenda, I am excited to have completed the job search for IT Director and welcome aboard Alex Bridges, pending committee approval. At the writing of this report, I am anticipating Firstlight to finish fiber slicing by December 1st. Barring any unforeseen delays, MSLN will then begin final preparations and provide the district with a router to connect to.

PowerSchool: We have been planning for a PowerSchool migration over the last several months to cloud hosted (PowerSchool would host our data on their servers, instead of the district hosting its own SIS data). The migration was initially planned for Thanksgiving week. However, due to a ransomware attack that occurred around November 5th and 6th that migration occurred on November 13th. Thankfully, we were able to quickly resolve the issues with the help of DNS Albany (please see their attached memo and timeline). I have and am currently working with our insurance company and Cipriani & Werner PC Attorney's at law who advice in all proceedings related to communication, research, retention of forensic, public relations, investigations, and communications with employees, attorneys general and other governmental entities required in connection with the case.

Finance: Per the finance committee meeting, we have been reviewing cost centers and are "right on track" with most of our expenditure cost centers at the 5-month mark into the FY '24 budget. Additionally, I have scheduled meetings with building principals and directors to review personnel requests for the FY '25 budget. Jamie and I will begin building the budget with those proposals in mind and present those preliminary additions at the January 2nd finance committee.

Trainings: Over the past week district administration has completed two trainings around improving school safety through research-based techniques. On November 20th, middle school and high school teachers were trained on ALICE. This stands for Alert, Lockdown, Inform, Confront, Evacuate. This is in case of a violent critical incident. Over the next 6-9 months additional staff will be trained across the district. This is in contrast to the past method of having a lockdown and moving towards the corner of the classroom which research does not support.



This week, all district administrators, counselors, along with RSU 87 counterparts were trained on CSTAG. This stands for Comprehensive School Threat Assessment Guidelines. This is a team-based approach for reviewing school safety threats. It is a multidisciplinary approach centered communication, teamwork, and prevention.

We continue to strive towards providing a safe school environment; these two trainings will help support all three campuses in making informed decisions student and staff safety.

Next Meeting Dates:

Tech Committee- January 2, 2024 3 p.m.- 4:00 (HHS),

Finance Committee- January 2, 2024 4 p.m. (HHS),

Policy Committee- January 2, 2024 5 p.m. (HHS)

Facilities Committee- December 14th 4:30 (HHS)

Respectfully Submitted,
Micah Grant, Superintendent



HERMON SCHOOL DEPARTMENT
Job Description

Title: Director of Information Technology

Qualifications:

1. A minimum of Bachelor's degree in ~~Educational~~ Technology or related field with Master's degree preferred, **or commiserate certifications.**
2. Five years of successful experience with technology in a ~~public education environment~~ with at least two years in a technology leadership role.
3. Such alternatives to the above qualifications as the School Committee may find appropriate and acceptable.

Reports to: Superintendent of Schools

Supervises: IT Staff

Job Goal:

To provide leadership, direction, expertise and assistance in all aspects of technology for the school department, ~~municipal offices, and hermon.net community network.~~

Performance Responsibilities:

1. Confers with school administrators, teachers, office and maintenance staff to plan strategically for future IT developments and coordinates the implementation of technology initiatives, system upgrades, **network security**, and maintenance with the overall goals of assuring systems integration and aligning IT capabilities with the organizational and educational objectives of the school department.
2. Supervises team members and is responsible for managing and maintaining the day-to-day operations of the IT infrastructure, both physical and virtual. Working closely with the database management staff, technicians, classroom integrators, and technical consultants, the Director prioritizes system needs, establishes work roles, and allocates tasks. A strong teamwork ethic is emphasized with a high level of respect for the users of IT systems in the school department. The Director oversees help-desk support responses and user training.
3. Engages with vendors, suppliers, software and hardware technical support services and external consultants to specify and purchase IT assets, ensure the productive operation of the IT infrastructure, and manage warranty programs, **and oversees contracts and/or contracted services.**
4. Responsible for maintaining up-to-date documentation of the IT system infrastructure, practices and policies, software licensing compliance, system hardware and software inventories. The Director promotes best practices and compliance with regulations relating to data security, the Child Internet Protection Act, **other applicable State and**



Federal Statutes and the school department's acceptable use policy for computers and the Internet.

5. Monitors network operations and performance. Tracks trends in IT systems use. **In conjunction with the tech committee, uses the technology mission to D**develop needs assessments and plans for future expansion, resource development, and disaster recovery.
6. ~~Oversees the ordering, receiving, configuration, and deployment of new and re-purposed computer hardware.~~
7. ~~Administers the day-to-day operation of the network server environment supporting the HSD and Town Office networked applications, IT services, security components, and student information systems.~~
8. **6.** Establishes configuration specifications for computers and other IT hardware and software for various use cases in the HSD ~~and Town Office.~~
9. **7. Oversees the ordering, receiving, configuration and deployment of new technology.** Generates requests for technology purchases. Manages vendor choice by pricing, specifications, and bids. Works with vendors to coordinate ordering, delivery, configuration, and setup of hardware and software products.
10. ~~Manages the web content filtering systems in compliance with school department policies and the federal regulations in the Children's Internet Protection Act.~~
11. **8.** Oversees **and tracks** network and system data security strategies and responses to security issues.
12. **9.** Oversees the maintenance and operation of the IT physical plant, fiber demarcations, wiring cabinets and closets, the server room and the configuration of network switches and connection to Internet service providers.
13. ~~Investigates~~ **10. Researchers** and applies for education technology grant opportunities that align with the Hermon School Department goals.
14. **11.** Manages the district-wide phone system. ~~which is also implemented in the Town Office and Public Safety buildings. Initiates technical support from outside vendors as needed. Plans for future replacement and expansion of the system.~~
15. **12.** Manages the district-wide proximity systems that control external doors in the schools, ~~Town Office and Public Safety buildings.~~ Initiates technical support from outside vendors as needed. Plans for future integration and expansion of the system.



16. ~~13.~~ Manages and maintains video surveillance cameras and video archive system for the District., ~~Town Office, and Hermon.net public network. Initiates technical support from outside vendors as needed. Plans for future expansion for academic security, municipal~~

Director of Information Technology - Job Description

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~~security, and economic development. Provides video footage as needed to support security needs and economic development.~~

17. ~~14.~~ Performs other duties and responsibilities as may be assigned by the Superintendent or designee.

Terms of Employment:

Salary and work year to be established by the School Committee per contractual agreement.

Evaluation:

Performance of this job will be evaluated in accordance with provisions of the School Committee's policy on Evaluation of Professional Personnel.

Approved by: Hermon School Committee Date: April 2, 2018

Reviewed and agreed to by: _____ Date: _____



Chair, School Committee members and Superintendent.
My Name is Greg Newell, and I live here in Hermon.

I am very shocked that this school committee still has not had an executive meeting about the ransomware attack that has happened to this school a month ago.

For the people who do not understand this. My guess is a BAD person got past our firewall and placed software that attacked our systems. If a hacker or a virus can get in, that means a Predator can also get in. I know this because of my 25 years of IT work and being on the Army's Red and Blue teams. Which means I worked with Units to test and help them fix IT problems, and to stop hackers from getting in the Army's network.

Now I wasn't privileged to read the actual DNS Albany IT Audit report. It was shared in tech sub-committee over a month ago, and it was VERY alarming information. I even recommended that the full committee needed an executive session right away. But this committee still has not seen a need to have one.

I am not sure if you all understand, but the attack and the IT Audit are directly related. There seems to be no sense of urgency on these two matters. I mean this district does not even have a plan or a contractor picked to fix it all the problems. DNS Albany said it would take their company a year to fix it all. Your current staff does not have the skill, knowledge or time to fix this mountain of problems.

Do you understand that you are putting every staff member, teacher and CHILD at risk?

From what was brief by DNS Albany, it would not even surprise me if there are unauthorized people in the schools' network and systems right now. Our IT environment is in such terrible shape, no one would even know it. The virus was only found because it started causing issues for the staff.

And now you are about to hire a young adult to be our next IT director? This committee is setting that person up for failure. If I were to take this job, it would be difficult for me, and I have 25 years' worth of IT management and training. This new IT director probably hasn't even been alive that long.

I have tried to stay out of picking a side on many issues. My only goal is to help this district have an IT system that students and teachers could actually use and it be safe.

I have literally been trying to help for years and was pushed away until very recently. I believe people wanted me to avoid knowing how bad it actually is. I appreciate those who have helped advocate for my involvement.

This is serious!! If this was a military unit. Everyone associated with IT would be fired... All the IT Personnel, Superintendent, and this committee for allowing it to get this bad.

After watching you month after month, it seems the only thing this committee wants to do is the opposite of anything that Mrs. Keezer is asking for.

I would like to end with the Policy BCA School Committee Member Code of Ethics. Letter B

I will at all times think of children first and base my decisions on how they will affect children, their education and training.



Jeanne Jacques, Fuller Rd: Regarding a FOAA request received regarding the mailing list used to mail out the book survey the council requested. Mrs. Jacques stated she received the list used by the printer and the two lists do not match. Why does the list not match?

Councilor Haggerty: Mrs. Haggerty sent the incorrect list to the printer for use on the book survey. The list sent to the printer was an old campaign file and not the governmental file supplied from the State of Maine Elections database.

Rick Burgess, Crogan Rd: Would like review of the Town Charter regarding the two representatives from SAD 87(Carmel/Levant) who are allowed to vote on secondary items at the School Board. Mr. Burgess stated that the two representatives do vote on other items that are not secondary. Also, there are no term limits for the SAD representatives. Currently the contract is up for review between the school and SAD representatives and due by June 2024.

V. REVIEW CONSENT CALENDAR: REGULAR BUSINESS, APPOINTMENTS, SIGNATURES, AND APPROVAL OF MINUTES:

MINUTES	-APPROVE	11/9/23
SIGNATURES	-APPROVE	
RESOLVES	-SIGN	
WARRANTS	-SIGN	11/24/2023, 12/8/2023

Councilor Snyder moved to approve the Consent Calendar as presented. Councilor Gray seconded the motion. Motion passes 6-0.

VI. NEWS, PRESENTATIONS AND RECOGNITIONS:

VII. PUBLIC HEARINGS:

VIII. COMMITTEE REPORTS:

IX. SCHEDULED AGENDA ITEMS:

A. OLD BUSINESS:



B. NEW BUSINESS:

FR23-24-08 Consider approving transfer of funds from reserve to expense account for Fire Department furniture

Councilor Snyder moved to approve FR23-24-08. Councilor Wood seconded the motion. The motion was accepted. Motion passes 6-0.

FR23-24-09 Consider approving funds for the CPKC Holiday Train event

Councilor Snyder moved to approve FR23-24-09. Councilor Wood seconded the motion. The motion was accepted. Motion passes 6-0.

R23-24-11 Consider scheduling a public hearing on the Comprehensive Plan

Councilor Snyder moved to approve R23-24-11. Councilor Wood seconded the motion. The motion was accepted. Motion passes 6-0.

C. WORKSHOPS:

Discussion on Fire Department cost recover billing – Chief Sullivan

Fire EMS Cost recovery Q&A 12/07/ 2023

Are there federal laws regulating non-EMS cost recovery? **Not to our knowledge. Each state regulates that.**

Are there state laws, regulating non-EMS cost recovery? **According to the state of Maine municipal home rule, Title 30-A, MRSA Section 3001, individual towns/cities have the legal right to seek reimbursement for the services provided. Article 2 states “There is a rebuttable presumption that any ordinance enacted under this section is a valid exercise of a municipality’s home rule authority.” A rebuttable presumption is an assumption made by a court that is taken to be true unless someone comes forward to contest it and prove otherwise. Here is the link to the Maine Statute below:**
<https://legislature.maine.gov/statutes/30-A/title30-Asec3001.html>

What do our mutual aid agreements say about non-EMS cost recovery? **I did want to mention that if you share mutual aid with a department that is working with us, we can combine your reports and bill the insurance company for both departments. If they are not working with us we can still bill for your costs if that is what you want us to do.**

Have we purchased equipment with grant money, and if so, what do those grants say about non-EMS cost recovery **It has never been an issue.**



What has legal counsel advised us regarding non-EMS cost recovery? We will be reaching out to legal counsel for input before any agreement or contract is signed.

Is there a proposed service fee schedule? The fee schedule is something you will need to create. I think I sent you examples from other towns. You also can go to our website CMCRLLC and click on each town to see their fee schedules. It will ask for a password which is the word Insurance (with a capital I) Just a note about your ordinance or policy. If you put in the ordinance that residents will not be billed the insurance company may use that as an excuse that they do not have to pay any accident costs. We can have the agreement as far as billing or not billing residents between the FD or town and us. You can control what reports you want billed anyway but sending or not sending them, or by not marking them "ready to bill" on MIFIRS.

If non-EMS cost recovery, had been in effect last year and for the first 11 months of this year, what would be the expected 2022 and YTD 2023 billing?

What is the average time to collect? Varies by insurance company. Some pay quickly some may take a few months or longer.

What is the average collection rate? It depends on the insurance company. Some pay 100% some a certain percentage.

On average, what percentage of billed is collected? Would estimate 50 to 60%

In what situations would services be billed for? When you roll equipment and personnel to any vehicle accident and perform services such as extraction, cleanup, directing traffic, etc. Many insurance companies now have in their policies money for the FD when responding to structure fires. If you want us to try to recover that we can, it is up to each town.

Would an individual ever be responsible for part or all of a bill? Only if you request us to bill the individual if the insurance company will not pay. Some departments have us do that and even set up a payment plan with them, other departments only want us to go as far as the insurance company. We will do as you direct us.

Where are the supporting documents stored:

- Supporting documents for invoicing
- Invoices sent for payment
- Remittance of payment
- Follow up letters
- Summaries of phone calls
- Responses
- Other items

All records relating to each incident report are stored securely in our protected software. If an issue comes up we can provide you with copies if needed. When a check is sent to you, it will have a full explanation, including copies of the incident reports that were paid and any deductions taken such as our 20% fee.

Who receives the physical payment from the insurance carrier TPA or Hermon? We receive the payment, deduct our percentage and cut a check to your department.



Hermon

R13-14-116

Fire Department Fee Schedule

Be it resolved by the Hermon Town Council in town assembled that the fees to be charged by the Hermon Fire Department for providing services that are determined to be billable by the Fire Chief and are consistent with the minimum fees adopted by the Penobscot County Fire Chiefs Association shall be set as follows:

Personnel	\$15 per hour (or actual cost, if greater)
Engine	\$150 per hour
Tanker	\$100 per hour
Non-transporting rescue	\$125 per hour
Cascade	\$100 per hour
4 X 4 (w/o tank & pump)	\$50 per hour
Brush truck	\$50 per hour
Fuel spill	\$250 minimum plus materials
Boat	\$100 per hour
Fire Report	per state law

SIGNED this May 8, 2014 by the Hermon Town Council:

Chief Cody Sullivan will set up a meeting with Danielle Haggerty, 1 additional council member, Town Manager and himself with Cost Recovery.



D. OTHER ITEMS: (FROM TABLE PACKAGE)

X. APPOINTMENTS:

XI. MANAGER STATUS REPORT:

XII. FINAL PUBLIC ITEMS OR COMMENT: (ITEMS NOT ALREADY ON THE AGENDA)

XIII. COUNCIL ITEMS:

Danielle Haggerty: Thank you to Josh Berry for assisting with traffic flow at the Elementary School.

Richard Cyr: Thank You to Chief Sullivan and crew for their assistance at his home.

Chris Gray: Pearl Harbor Remembrance Day and thank you to all who served and perished, we do remember you.

Ronald Murphy: Thank you to the public for the discussion.

XIV. EXECUTIVE SESSION:

XV. ADJOURNMENT:

Councilor Snyder moved to adjourn the meeting at 8:02 PM. Councilor Wood seconded. With no objection the meeting was adjourned at 8:02 PM.

Respectfully Submitted,

**Kristen Cushman
Town Clerk**

Please see the complete video at [Town Council Meetings | Hermon \(hermonmaine.gov\)](https://www.hermonmaine.gov)

Explanatory note #1: All items in the CONSENT CALENDAR are considered routine and are proposed for adoption by the Town Council with one motion without DISCUSSION or deliberation. If DISCUSSION on any item is desired, any member of the Council or public may request the removal of an item for it to be placed in the regular agenda prior to the motion to approve the Consent Agenda.

Explanatory Note #2: In the interest of effect decision-making: At 10:00 p.m., the Chairman shall poll the Council and Town Manager to identify remaining items which shall be carried forward to the next Regular Meeting.

Explanatory Note #3: A Councilor who feels the need for the Council excusing his/her absence will make the request to the Town Manager or the Town Clerk prior to the meeting.