



*Office of the*  
**BOARD OF SELECTMEN**  
272 Main Street, Townsend, Massachusetts 01469

Cindy King, *Chairman*  
James M. Kreidler, Jr.,  
*Town Administrator*

Gordon Clark, *Vice-Chairman*

Sue Lisio, *Clerk*  
(978) 597-1701

**MEETING MINUTES**  
**FEBRUARY 20, 2018 6:00 P.M.**

**I. PRELIMINARIES - VOTES MAY BE TAKEN:**

- 1.1 The meeting was called to order at 6:03P.M.  
Roll call vote taken showed (3) members present: Chairman Cindy King, (CK) Vice-Chairman, Gordon Clark (GC) and Clerk Sue Lisio (SL)
- 1.2 Pledge of Allegiance
- 1.3 CK announced the meeting is being tape recorded and inquired if any member of the audience would also be recording: Mr. Joseph Shank stated he would be recording the meeting.
- 1.4 There were no Chairman's additions or deletions.

**II. APPOINTMENTS AND HEARINGS - VOTES MAY BE TAKEN:**

- 2.1 6:05P.M. Joint meeting with the Library Trustees in accordance with the Townsend Charter 3-1 (f) (1) to appoint Judy Maider until the next Annual Town Election.  
The Board met with Valerie Goodrich and Alison Bird, Library Trustees in a joint meeting to make an appointment.

SL moved to appoint Judy Maider as a Library Trustee in accordance with the Townsend Charter 3-1 (f) (1) until the next Annual Town Election. GC seconded. Unanimous vote.

- 2.2 6:10P.M. Kathleen Spofford, Town Clerk, RE: #1 Dog Tag Contest  
Kathleen Spofford announced the winner of the contest to be Bella, a dog owned by Larry Lasko. He won the #1 tag and a new dog blanket.
- 2.3 6:15P.M. Mark Boynton, Fire-EMS Chief, RE: FY19 Budget  
Chief Boynton met with the Board and reviewed his budget, (see attached) Discussion included: requested increases due to continuation of multi-year plan of increasing the paramedic wages, balance of ambulance receipts, different levels of EMT accreditations, plan for future full time department, statistics and type of calls, presenting plan at a future meeting to present long term needs of the department.
- 2.4 6:30P.M. Karin Moore, COA Direction, RE: FY19 Budget  
Karin Moore met with the Board to review the COA budget, (see attached). Discussion included: additional \$1,000 for the new maintenance contract for the AV system,

statistics and programs, outreach coordinator, Medicare and counseling services, population projections, LRTA and the formula grant allocation.

- 2.5 6:45P.M. Mark Mercurio, Facilities Maintenance, RE: FY19 Budget  
Mr. Kreidler explained how the facilities budget was allocated and what departments were covered when the department was created, adding the Fire Department a few years later. Discussion included: lawn maintenance contract, additional consultants used with the new technology of the buildings. The Board agreed with the additional budget requests and would like a future discussion of planning and maintenance of the Buildings.
- 2.6 7:00P.M. James Smith, Acting Highway Superintendent, RE: FY19 Budget  
Mr. Kreidler updated the Board, stating Mr. Smith has filled the position of Acting Highway Superintendent for the last (7) and by all accounts has done an excellent job. Mr. Kreidler explained how the previous Highway Superintendent had adsorbed the Admin responsibilities in 2006, receiving additional compensation. Mr. Kreidler explained he would like to change that and allocated 17 hours per week for admin support at the Highway Dept. Mr. Kreidler stated Town Meeting did authorize the Selectmen to enter into an employment MOU with the Highway Superintendent. Mr. Kreidler informed the Board he would like to recommend Mr. Smith as the Highway Superintendent if an agreement to include a training program could be reached. Additional discussion included: snow & ice deficit & treatment program.
- 2.7 7:15P.M. Richard Bailey, Police Chief, RE: FY19 Budget  
Police Chief, Richard Bailey and Deputy Chief, James Sartell met with the Board to review this FY 19 budget, (see attached). Discussion included: SRO position and establishing a revolving fund, staffing, implementing more Reserve Officers, overtime appropriations, maintenance and repairs of the police station, body armor replacement, and capital lease program for fleet replacement and maintenance. The Board would like to schedule a work session to learn more about the idea of leasing a new fleet and for discussion of implementing the GPS tracking.

The Communications budget was discussed by the Police & Fire Chief: discussion regarding the greeter position and wages, additional administrative work and changed job descriptions, increase in regional costs for dispatch and the reasons for the change.

SL moved to recess the meeting for five minutes.  
The meeting was called back to order at 8:55P.M.

CK moved to address 5.1.5 out of order.

### **III. APPOINTMENTS OF OFFICIALS/PERSONNEL - VOTES MAY BE TAKEN:**

- 3.1 SL moved to designate Dave Henkel as the Environmental Certifying Officer for the CDBG grant application. GC seconded. Unanimous vote.
- 3.2 Appoint James Smith as the Highway Superintendent effective February 20, 2018 contingent upon successful negotiations.  
This agenda item was tabled to a future meeting, see 2.6 for discussion.

**IV. MEETING BUSINESS - VOTES MAY BE TAKEN:**

- 4.1 Discussion, RE: Annual recognition awards for a General Government and Public Safety employee. To be addressed at the next meeting, Mr. Kreidler to work with GC on how it would work and nomination process to be used.

- 4.2 Vote to open and close the Special Town Meeting Warrant.  
Discussion regarding the bylaw setting the warrant submission for the Annual Town Meeting ensued. Mr. Kreidler recommended the Board open the special and annual town warrant effective February 21, 2018 and close the warrant (s) on March 23, 2018, noting all annual town meeting articles should be submitted by March 1, 2018.

SL moved to open the Special Town Meeting and the Annual Town Meeting warrant at 9:00A.M. on February 21, 2018 and to close the Special Town Meeting and the Annual Town Meeting warrant on March 23, 2018 at 12:00P.M. GC seconded. Unanimous vote.

- 4.3 SL moved to approve an amendment to the Personnel Policies & Procedures, Article 30, s 30.3 Health Insurance to state: "the employee pays 25% share of the cost; the town pays 75% share of the cost". GC seconded. Unanimous vote.

**V. WORK SESSION - VOTES MAY BE TAKEN:**

- 5.1 Town Administrator updates and reports.

5.1.1 FY16 Management Letter.

The Board reviewed the management letter, (see attached). Mr. Kreidler explained the town has been working on removed the audits of material weaknesses noting in FY 16, the town has accomplished that goal. There are 2 recommendations outlined the Board reviewed. Mr. Kreidler suggested after Town Meeting he intended on meeting the with the Water Commissioners to facilitate the recommendation.

5.1.2 FY19 Budget Update.

5.1.2.1 North Middlesex E & D Calculation.

Mr. Kreidler read the E & D notification, (see attached). Mr. Kreidler informed the Board that he did speak with the Town Administrator, Mark Andrews of Pepperell and they both agreed the increases the school is asking are not affordable nor sustainable. Mr. Kreidler stated we are well in excess of net contribution and the talks with the schools will continue.

5.1.3 Reminder DOT Public Hearing, RE: West Meadow Bridge.

The Board reviewed the notice for the Bridge hearing, (see attached).

5.1.4 IT Grant Update.

Mr. Kreidler informed the Board, the IT Grant has been submitted and a copy is in the Board's packets. Mr. Kreidler informed the Board, Dean Tram, Senator, contacted him and together they submitted a capital expense for the bond bill for the renovations of the Hart Free Library.



#### 5.1.5 Public Authority Towing Discussion.

Mr. Kreidler explained the bidding process used, (see attached). The Board reviewed the qualification worksheet, (see attached). Mr. Kreidler outlined this issues within each bid submitted, recognizing Eastbound Towing and Harbor Auto Body as the top two qualified bidders.

Mr. Kreidler informed the Board, his recommendation is to issue to Harbor and Eastbound pending satisfactory CORI checks. Mr. Clark stated he would recuse himself from the discussion and vote regarding Harbor Auto Body due to pending issues. CK stated for the record she did file a 23 (b) ethics disclosure.

SL moved the Board designate Eastbound Transport as one of the police tow designations for public authority towing vendors. CK seconded. SL amended for a 3 years designation. CK seconded. Unanimous vote.

SL moved the Board designate Harbor Auto Body as one of the police tow designations for public authority towing vendors for a 3 year designation. CK seconded. Unanimous vote. NOTE\* Mr. Clark recused himself.

Mr. Kreidler recognized an issue in the public view was the DPU certification for Eastbound Transport, reading the confirmation of such from DPU.

#### 5.2 Board of Selectmen announcements, updates, and reports.

SL informed the Board she will like to submit a warrant article to stop all parking on the Town Common.

GC asked for an update on the destruction of public records and asked for it to be addressed at the next Selectmen's meeting.

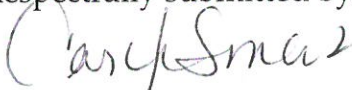
#### 5.3 GC moved to approve the meeting minutes for January 23, 2018. CK seconded. SL abstained as she was not present at the meeting. Unanimous vote.

#### 5.4 SL moved to review and sign the payroll and bills payable warrants out of session. GC seconded. Unanimous vote.

### VI. ADJOURNMENT:

SL moved to adjourn the meeting at 10:15P.M. GC seconded. Unanimous vote.

Respectfully submitted by,



Carolyn Smart, Executive Assistant

*Voted to approve the meeting minutes for the meeting of February 20, 2018, by the Board of Selectmen this 20<sup>th</sup> day of March, 2018.*



Board of Library Trustees Vacancy

January 11, 2018

RECEIVED  
JAN 12 2018  
OF TOWNSEND  
WN CLERK 3:34 PM

2!  
posting

The Townsend Public Library (TPL) currently has an c. \_\_\_\_\_ member of the Board of Trustees. The TPL Board of Trustees is comprised of five members, each serving a three-year, elected, staggered term. The Board establishes and oversees policy for the governing of the library. Monthly trustee meetings are held at the library.

If you are interested please contact Valerie Goodrich, Vice-Chairman at:

[valerie\\_goodrich@hotmail.com](mailto:valerie_goodrich@hotmail.com)

Thank You,

Townsend Public Library Board of Library Trustees

MARK

WE ARE

FREEING



Office of the  
**BOARD OF SELECTMEN**  
272 Main Street  
Townsend, Massachusetts 01469

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Sue Lisio, *Clerk*

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Office (978) 597-1701  
Fax (978) 597-1719

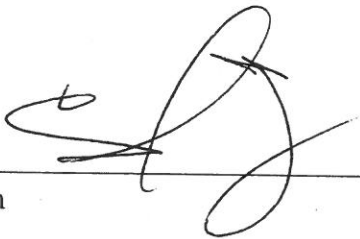
February 20, 2018

Re: Designation of Environmental Certifying Officer

PROJECT: FY18 Townsend Community Development Block Grant Program

- Housing Rehabilitation Program
- Home Heating Fuel Oil Assistance Project

In our capacity as the Board of Selectmen for the Town of Townsend for the FY18 Community Development Block Grant (CDBG) Program, we designate David Henkels, Conservation Agent, as the Town's Environmental Certifying Officer for the above stated projects.

  
Chairman

  
Vice-Chairman

  
Clerk





**Town of Townsend, Massachusetts**

**Management Letter**

**For the Year Ended June 30, 2016**

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To the Board of Selectmen  
Town of Townsend, Massachusetts

In planning and performing our audit of the basic financial statements of the Town of Townsend, Massachusetts as of and for the year ended June 30, 2016, in accordance with auditing standards generally accepted in the United States of America, we considered the Town's internal control over financial reporting (internal control) as a basis for designing our auditing procedures for the purpose of expressing our opinions on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of the Town's internal control. Accordingly, we do not express an opinion on the effectiveness of the Town's internal control over financial reporting.

A deficiency in internal control exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct misstatements on a timely basis. A material weakness is a deficiency, or a combination of deficiencies, in internal control, such that there is a reasonable possibility that a material misstatement of the entity's financial statements will not be prevented, or detected and corrected on a timely basis.

Our consideration of internal control was for the limited purpose described in the first paragraph and was not designed to identify all deficiencies in internal control that might be material weaknesses. Given these limitations, during our audit we did not identify any deficiencies in internal control that we consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

During our audit, we became aware of other matters that we believe represent opportunities for strengthening internal controls and operating efficiency. The recommendations that accompany this letter summarize our comments and suggestions concerning those matters.

The Town's written response to our comments and suggestions has not been subjected to the auditing procedures applied in the audit of the financial statements and, accordingly, we express no opinion on it.

This communication is intended solely for the information and use of management, the Board of Selectmen, others within the organization, and is not intended to be, and should not be, used by anyone other than these specified parties.

October 24, 2017

## **CURRENT YEAR RECOMMENDATIONS:**

### **1. Continue Improvements Over Monthly Reconciliations**

Over the past fiscal year, the Town made considerable progress in enhancing the completeness and frequency of monthly cash reconciliations between the general ledger and reconciled bank balances. This was driven primarily by more timely posting of receipts to the general ledger. While improvements were made we continue to stress the importance of adhering to documented reconciliations on a monthly basis. This will result in reporting more reliable financial information and reduce the risk that errors or irregularities go undetected.

In addition, the Town has reconciled property tax receivables between the Treasurer/Tax Collector's detailed account balances and the general ledger monthly consistently except for tax title receivables. Due to significant turnover in the Treasurer's office, the tax title receivable detailed account balances were not consistently reconciled with the general ledger control balance. The Treasurer and Town Accountant are aware of the variance and have been actively trying to determine the difference. We recommend that the Town continue to devote resources to researching this variance, and at a minimum reconcile annual activity between the Treasurer's records and the general ledger. This will help ensure the variance does not change and will provide a better opportunity to come up with a timely resolution.

Town's Response: During Fiscal 2018 the Treasurer/Collectors office has been successfully reconciling Receivables on a monthly basis with some Tax Title catch up still occurring. At the beginning of the Fiscal year, the Treasurer/Collector devoted some time in researching old tax title balances and has reduced the gap of what is in the tax software to the general ledger. We have a plan in place to devote additional time in the spring on this. It is our goal to completely resolve this by the FY2019 audit. There is a successful procedure in place that promotes the continued reconciliations of the banks statements and entering of receipts to the Town Accountant on time.

### **2. Consider Transferring Collections of Water Revenue**

The Water Department is currently responsible for all phases of the water revenue cycle, including billing, collecting, abating, and maintaining receivable records. This results in a lack of adequate segregation of duties and increases the risk that errors or irregularities could occur and go undetected. To mitigate these risks, the Town opened a lockbox account to simplify managing customer payments as they are remitted directly to the bank. The bank then provides the Town with related payment information to process.



We recommend the Town consider the collection of water revenue be transferred to the Tax Collector's Office. This will improve controls over water receivables and receipts by segregating the billing and collection functions, as well as align internal controls over all billed receivables.

Town's Response:

Currently the Town's Water Department receipts are collected via Century Lockbox and Unibank On-line Service. Rate payers may also make payments at the Treasurer/Collector's office in the Town Hall.

Lockbox payments are downloaded and posted directly to rate payers' individual accounts. Unibank payments are retrieved by the Office Administrator from a secured website. A spreadsheet is emailed from the Treasurer/Collector's office detailing accounts and amounts paid.

Payments from Unibank and Town Hall are posted to accounts manually.

The Water Department would like to hire a part-time office clerk to post payments. Therefore keeping with the recommendation to adequately segregate duties.

## ARTICLE 30

### 30. INSURANCE AND RETIREMENT BENEFITS

#### 30.1 Summary

This policy will govern the treatment of insurance's, that shall include Life, Health and Disability. Information on all insurance's, health plans and retirement benefits are available from the Treasurer's Office.

#### 30.2 Life Insurance

The Town provides two thousand (\$2,000.) dollars worth of term life insurance to all employees who work twenty (20) hours or more on a regular basis or 1040 hours per year. The Town pays 50% of the cost; Employee pays 50% of the cost. The insurance is not automatic. The insurance is not mandatory and employees may elect to take the insurance at a cost determined by the Treasurers Office on an annual basis. The Town Administrator or the Treasurer's Office shall offer the qualified employee the insurance during employee orientation. Employees at their option may purchase additional insurance at 100% of the cost.

#### 30.3 Health Insurance

The Town provides health insurance in conformance with Chapter 32B of the Massachusetts General Laws. Employees who work twenty (20) hours or more on a regular basis for ten (10) consecutive months per year are eligible. The insurance is not mandatory. Employees may elect to not take the insurance.

The employee may opt to join any of the policies offered at the time of employment within thirty (30) days of their effective date of employment. The employee pays 15% share of the cost; the Town pays 85% share of the cost. Any eligible employee not enrolling in any insurance offered through the Town shall sign a waiver of coverage. Employees may change status or plans during the open enrollment month occurring annually. Employees may not make changes other than in the open enrollment period unless they decide to drop the policy or they have a change in status. Examples of change of status are marital changes or the loss of insurance under another policy.

Employees upon retirement pay 100% of the cost on or before the fourth Monday of each month. Late payments may cause cancellation of insurance.

#### 30.4 Reduction in Hours

If an employee's hours are reduced below twenty (20) hours per week on a regular basis for ten (10) consecutive months per year, the following procedures shall be implemented.

A) Life Insurance - Policy for that employee shall be canceled on the effective date of change in the reduction of hours.

B) Health Insurance, Voluntary Reduction in Hours - If the reduction in hours is due to employee request or as a result to satisfy the needs of the employee, the current policy





5.1.2.1

SUBMITTED BY	Nancy Haines	DISTRICT	
PHONE	597-597-5713	DATE RECEIVED	12/01/17
FIELD REP	Bobbi Colburn	DATE SUBMISSION COMPLETE	02/13/18

**EXCESS AND DEFICIENCY CALCULATION**

**BEGIN:**

UNRESERVED FUND BALANCE/EXCESS AND DEFICIENCY	3,056,062
---	-----------

**LESS:**

OTHER RECEIVABLE, OVERDRAWN ACCOUNTS, DEFICITS

GF receivable	4,560
GF voluntary AFLAC w/h	614
GF BM life retiree w/h	1,414
Fd 038 Insurance claims	4,857
Fd 069 VBES presch recv	1,355
Fd 073 SMS BACK prgm recv	3,708
Fd 073 SMS BACK prgm	453
Fd 074 VBES BACK prgm recv	3,398
	-
	-

**OTHER ADJUSTMENTS:**

	-
	-
	-

TOTAL CERTIFIED UNENCUMBERED EXCESS AND DEFICIENCY	3,035,703
--	-----------

**UNENCUMBERED E & D IN EXCESS OF 5% CALCULATION**

OPERATING AND CAPITAL BUDGET	51,523,927
5% OF BUDGET	2,576,196
TOTAL IN EXCESS	459,507

Bobbi Colburn

REVIEWED BY:	PLEASE SEE CERTIFICATION LETTER
DATE: 02/14/2018	FOR DIRECTOR OF ACCOUNTS APPROVAL



5.1.5

**Town of Townsend, Massachusetts**  
**Commonwealth Community Compact- IT Grant**  
**February 15, 2018**

---

**Purpose: Describe the Proposed Project, Describe the Purpose of the Grant, Describe the Capital Assets Needed, Describe the Project Objectives, Describe the Challenges this Project Would Address:**

The Town recognizes the need to engage in a comprehensive refresh of its technology infrastructure. Based on the age and configuration challenges of the current network environment, the Town recognizes the urgency to begin the process of re-engineering and replacing its IT environment to meet its current basic and evolving business requirements.

The Town of Townsend has several security, hardware, software and backup related issues. The purpose of this project is to address the following IT related issues and concerns:

- The current domain server has reached end of lifecycle and is unsupported by the manufacturer.
- The custom-built PCs, which are used as servers, do not meet minimum standards requirement to run the Town application software.
- The main file server and mail server backups have not been taken properly and certain times have failed to take full backups due to disk space limitation.
- The backup state of the server at the water department is failing due to limited disk space.
- Backups, when they can be done, are being stored on non-redundant USB hard drives.
- Remote Desktop is being exposed directly to the internet through the firewall.
- Remote access should be accomplished via a secure, encrypted connection. There have been several incidents at other organizations recently where a machine exposed to the internet has provided the entry point for a ransomware infection.
- If the Town was to be infected with a ransomware, we have no faith that the current data set or infrastructure could be recovered.
- No central management or notifications of workstations that could potentially be infected with malware due to the use of a free antivirus solution across the environment.
- A wired Ethernet network at the Town Hall, connected via a set of older network switches.
  - The switches do not provide enough ports or Power over Ethernet capabilities to support the connection of a new IP phone system being planned for the Town offices.
- A Comcast cable Internet connection, shared using a Linux-based firewall running on a

dedicated PC.

- The single Internet connection means that there is no redundancy in the event of a cable outage.
- The outdated single firewall is also a potential point of failure without redundancy.
- A main server, running Windows Server 2008 and providing file sharing and domain control functions for the office network.
  - This server, built on entry-level hardware, lacks hot-pluggable hard drives and power supplies, meaning that repairs can involve several hours of downtime.
  - Windows Server 2008 will not be supported beyond 2020; this means important security updates and other patches will no longer be supplied by Microsoft.
- An email server, running Linux, and servicing approximately 100 mailboxes.
  - This machine is running on desktop PC hardware without redundant drives, putting email at risk of loss and downtime in the event the single drive fails.
  - The current email server software is not supported.
  - The Town is not using a spam filtering service, so there is no protection against receiving unwanted messages including malware. Spam can also clutter the server's drive with useless data.
- Backups of the servers performed using Windows Backup (for the Windows server) and a file copy script (for the Linux server) with the backed up data going to an external hard drive.
  - The current backup solution is hard to monitor and requires frequent intervention to ensure the servers are consistently backed up.
  - Restoring information in the event of a loss would be time-consuming and require many manual steps, with the potential for hours to days of downtime.
  - Backups are not being saved at a secure off-site location, providing inadequate protection from fire or other disasters.
- Much of the environment is running on a UNIX platform and requires very specialized skillsets to manage and maintain.

#### **Benefits:**

The Town will recognize a significant benefit to the re-engineering and installation of a new IT infrastructure in Townsend. The most significant benefits of such a project will be:

- Preserve and protect the town's digital infrastructure and data; move away from LINUX, new servers provide redundancy, back up that in addition to efficiency which will allow compliance with public records law.
- Implementing a consistent, centrally managed antivirus solution to protect all Town servers, desktops, and laptops and to provide updates against newly discovered threats.
- Providing high-quality wireless Internet access throughout the Town Hall, with a separate secure network for staff and Internet-only connection for guests.
- Establishing Virtual Private Network (VPN) links to the Water, Highway and Fire Department buildings while allowing for a future expansion of the network and phone systems to these locations.
- Enabling the Town employees to remotely access their work environment securely through VPN. Employee will be able to provide their duties all the time from anywhere, hence during severe weather conditions.
- Build, setup, and deploy a new robust modern virtual server infrastructure that will replace the physical server technology that has reached life span.
- Consolidate town-wide networks with domain server technology. This will allow a more secure, agile network environment.

#### **Cost Impact and Sustainability Plan:**

- Any additional cost for maintaining and operating this infrastructure will be absorbed by the town through the IT department budget and the newly implemented capital improvement plan. All on-going duties will be carried out and performed by the IT department.

#### **Measures of Success:**

- This initiative will allow the town network to be interconnected with other town buildings, including the police station, fire station, town hall, highway department, water department, library, senior center/council on aging, and cemetery & parks department.
- Centrally management network that improve collaboration across departments and reduces the risk of business disruption.

#### **Project Timeline:**

- Each component is a critical building block in the creation of a completely revamped technology infrastructure. As there are dependencies between some of the projects, they are presented in order of priority in the process. This roadmap document has been developed as a summary and preliminary guide to a smooth transition toward the full implementation of a dynamic, scalable, flexible re-engineered IT platform that will sustain the Town's needs for at least 7 years with minimal maintenance costs.
- This document outlines the nine (9) core initiatives and includes a proposal for Phase I of the overall IT initiative, along with estimates for the other Phases for discussion purposes, based on our initial understanding of the Town's needs. It is important to note that these estimates will likely be modified as more information is gathered.
  1. Replacement of an aging file server to store Town files.
  2. A more stable email server solution supporting up to 80 users.



3. Virus protection software for servers and workstations.
4. Implementation of local and off-site data backups to protect Town information.
5. A secure, highly available firewall to secure the network and improve Internet access.
6. Network switches capable of supporting a new IP phone system.
7. Virtual Private Network connections between Town buildings.
8. Ability for Town staff to securely access the office network from home.
9. Improved, more secure wireless network coverage in the Town Hall.

This the project will start once the grant is awarded and will be completed by May 2019.

**Project Budget:**

- See attached detailed budget estimate.

**Other Comments:**

The town will benefit and implement technology to improve transparency across Town government and buildings, below are the areas of improvement:

1. Replacement of an aging file server to store Town files.
2. A more stable email server solution supporting up to 100 users.
3. SAN storage that will improve the town backup and file sharing.
4. Virus protection software for servers and workstations.
5. Implementation of local and off-site data backups to protect Town information.
6. A secure, highly available firewall to secure the network and improve Internet access.
7. Network switches capable of supporting a new IP phone system.
8. Virtual Private Network connections between Town buildings.
9. Ability for Town staff to securely access the office network from home.
10. Improved, more secure wireless network coverage in the Town Hall.
11. Upgrade switching infrastructure to enable technology consolidation.
12. Transparency between all interconnected departments with equal access to common data files.
13. Transparency to the public to be able to better provide electronic access to budget data (budgeted and year to date), public records, meeting minutes, policies and procedures as well as town governing documents.
14. Transparency to the public in watching recorded public meetings hosted on our internal servers versus the system now where they are currently hosted out of our control on YouTube.



SERVING THE TECHNOLOGY NEEDS OF NEW ENGLAND SINCE 1988

# IT Assessment

Town of Townsend

Completed by: Bill Galeckas

5/26/2017

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**CONFIDENTIALITY NOTICE**

This document and its contents represent confidential information between AKUITY Technologies and Town of Townsend. As such, this document may not be shared with any outside party without the expressed consent of AKUITY Technologies and Town of Townsend.

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AKUITY Technologies – 1 Westec Drive, Auburn, MA 01501

P: (508) 756-9300 – F: (508) 756-9988

## SECTION 1 - OVERVIEW

This is an IT Assessment document from AKUITY Technologies, for Town of Townsend. Its purpose is to summarize the existing IT Infrastructure with the organization's business needs in mind, and make recommendations for possible changes to the environment, to improve performance, security, and manageability. The IT Assessment is not intended to be an all-encompassing evaluation of organization problems or issues, but meant to provide a technology roadmap for the customer.

### 1.1 THE AKUITY APPROACH

AKUITY believes that success is achieved by building partnerships with clients and employees based on dedication, loyalty, and mutual respect. These qualities, along with our business practices and the overall effectiveness of our solutions continue to drive our success and establish us as a leading solutions provider in our industry.

### 1.2 OBJECTIVES

To review of the existing network and server infrastructure taking into account the organization's business needs and objectives as they relate to technology, and make recommendations based on those findings with emphasis on the following:

- Server infrastructure
- Environment (Active Directory)
- Network infrastructure
- Wireless infrastructure
- Security infrastructure
- Data Protection (Backup)
- Email infrastructure

### 1.3 EXECUTIVE SUMMARY

The Town of Townsend has several security, hardware, and backup related issues. Issues of greatest concern are as follows (in no particular order):

- Most of the servers are unsupported, custom-built PCs that have no built-in redundancy.
- The OEM servers in the environment are also unsupported and almost all have a lack of redundant hardware.
- Much of the environment is running on a Unix platform and requires very specialized skillsets to manage and maintain.
- Backups on the main file server have been failing for a week.
- It is unknown if the mail server is backing up successfully.
- The backup state of the server at the water department is undetermined.
- Backups are being stored on non-redundant USB hard drives.
- Remote Desktop is being exposed directly to the internet through the firewall.
  - Remote access should be accomplished via a secure, encrypted connection. There have been several incidents at other organizations recently where a machine exposed to the internet has provided the entry point for a ransomware infection. If the Town was to be infected with ransomware, I have no faith that the current data set or infrastructure could be recovered.
- No central management or notifications of workstations that could potentially be infected with malware due to the use of a free antivirus solution across the environment.

The following pages contain a comprehensive review of the infrastructure as well an itemized listing of findings with the explanations and recommended resolutions.

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AKUITY Technologies – 1 Westec Drive, Auburn, MA 01501

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## SECTION 2 - SITE DOCUMENTATION

The Town of Townsend has four locations that were part of this assessment. Town Hall is located at 272 Main St, the Library and Senior Center is at 12 Dudley Rd, the Highway Department is at 177 Main St, and the Water Department is at 520 Main St. These sites are all connected to Town Hall via Site-to-Site VPN tunnels in a “hub and spoke” topology.

Town Hall has a Telco/Electrical closet that contains the demarcation point for the internet, the main switching for the building, and a backup FreeBSD system that acts as a firewall/router.

The IT office contains the remaining server hardware. The equipment provided by the State of Massachusetts for the election commission is located in the Clerk’s office. Several small workgroup switches are scattered throughout the building.

The Library and Senior Center has an MDF where both the internet and CWMARS demarcation points are located as well as both FreeBSD systems acting as firewalls/routers, the Library’s domain controller/file server, and the PC that controls the building’s HVAC, lighting, and security systems. Two Cisco switches are also located in this area.

The IDF contains more Library Cisco switching, the CWMARS router and switch, and the security cameras’ equipment.

The Water Department has a FreeBSD system that acts as a local file server and firewall/router and a workgroup switch.

The Highway Department has a FreeBSD system that acts as a local file server and firewall/router and a workgroup switch.

### 2.1 SERVER INFRASTRUCTURE

At Town Hall, the server infrastructure is made up entirely of physical servers. There are 6 servers: Five custom-built “black boxes” and a HP ProLiant DL320e Gen 8 server.

The Library and Senior Center has 3 servers: a Dell PowerEdge 2650, a Dell PowerEdge 2950, and an ASUS custom-built “black-box.” Additionally, there’s a Dell Optiplex 740 workstation.

The Water Department and Highway Department each have one HP/Compaq workstation acting as a server.

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Server details are in the following table:

Hostname	Location	OS	IP Address	Notes
<b>THDC01</b>	Town Hall – IT Office	Windows 2012 R2 Essentials		Domain Controller (townsend.local); File Server; Print Server
<b>NEWPATRIOT</b>	Town Hall – IT Office	Windows 2003		Patriot (Assessor's software)
<b>MAIL</b>	Town Hall – IT Office	FreeBSD		Mail server (townsend.ma.us)
<b>KATHYGW</b>	Town Hall – IT Office	FreeBSD		Firewall/Router between "State" network in Clerk's office and LAN; Supposed to allow VNC access from Clerk's "state" PC to the Clerk's "town" PC, but this doesn't work. Likely that this is unnecessary.
<b>FIREWALL</b>	Town Hall – IT Office	FreeBSD		Firewall; Router; Central VPN hub; DNS
<b>NEWDNS</b>	Town Hall – Telco/Electrical Room	FreeBSD		Backup Firewall; Router; DHCP server; DNS; Also used to facilitate new map imports for the Patriot software, which is used by the Assessor's Office.
<b>LIBRARYCOMCAST</b>	Library – MDF	FreeBSD		Unknown – No credentials; Likely firewall/router
<b>LIBRARYROUTER</b>	Library – MDF	FreeBSD		DHCP server; Unknown – No credentials
<b>SERVER</b>	Library – MDF	Windows 2008 Std SP 2		Domain Controller (townsendlibrary.org); File Server
<b>FM-MARKPC</b>	Library – MDF	Windows 7		HVAC system; Lighting system; Security system
<b>WATERSERVER</b>	Water Dept	FreeBSD		Unknown – No credentials; Likely File Server
<b>??? (Highway Dept Server)</b>	Highway Dept	FreeBSD		Unknown – No credentials; Likely firewall/router, DNS server

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## 2.2 ENVIRONMENT

The Microsoft Windows environment is running a mix of server OSs (1 x Server 2012 R2 Essentials, 1 x 2008 Standard SP 2, 1 x 2003 SP 2, and 1 x Windows 7).

The Active Directory domain at Town Hall (townsend.local) has 1 Domain Controller (THDC01). DC1 holds all of the FSMO roles. The Forest and Domain functional levels are both Windows Server 2012 R2. User accounts are separated into their own Organizational Unit, but Computer accounts are all in the default “Computers” folder. DHCP is run from NEWDNS.

The Active Directory at the Library and Senior Center (townsendlibrary.org) has 1 Domain Controller (SERVER). SERVER holds all the FSMO roles. The Forest and Domain functional levels are both Windows Server 2008. User accounts are in the default “Users” folder and most Computer accounts are in the default “Computers” folder, but there are a few Computer accounts sorted into individual Organizational units. DHCP is run from LIBRARYROUTER. Despite the domain, the workstations at the Library are not joined to it and function in a Workgroup.

## 2.3 NETWORK

At Town Hall, The network topology uses a linear design, with unmanaged Netgear and SMC switches. There are several small workgroup Netgear switches in the environment. The network is a single Layer 2 segment, but there are several Layer 3 networks running on it.

There is a single subnet each at the Library and Senior Center, the Highway Department, and the Water Department. The library has 5x Cisco 2950 24-port switches in a linear topology, while the Highway and Water Departments have a single workgroup switch each.

PURPOSE	LOCATION	SUBNET
LAN	Town Hall	
DHCP Clients (Wired & Wireless)	Town Hall	
State Network (Clerk's Office)	Town Hall	
Wireless Router Management	Town Hall	
? (On firewalls & Admin PC)	Town Hall	
? (On NEWDNS & Admin PC)	Town Hall	
? (On Admin PC)	Town Hall	
LAN	Library and Senior Center	
LAN	Highway Department	
LAN	Water Department	

Please see the included “Network\_Diagram” for a detailed network diagram.

## 2.4 WIRELESS

The wireless network at Town Hall uses a Linksys Smart WiFi WRT 1900 AC (in the Assessor's Office ceiling) and a Netgear AC1750 (in the Selectmen's Office). The SSID “TOWNSEND” provides wireless access to the LAN.

The Highway and Water Departments each have Netgear AC1750 routers that broadcast the SSIDs “HighwayDept” and “WaterDept,” respectively. These networks are bridged to the LAN at each location.

The Library and Senior Center has 5 access points: One Netgear wireless router, one Cisco-Linksys router, and three Ubiquiti APs. There is likely a software wireless controller located on a system on the premises, but we were unable to locate it.

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## 2.5 SECURITY

The internal networks at each location is protected from the Internet by a custom-built FreeBSD system acting as a firewall and router. Public IP Addresses are listed in the following table.

PURPOSE	LOCATION	IP ADDRESS
Default WAN IP	Town Hall	
Backup Firewall Public IP	Town Hall	
Mail Server Public IP	Town Hall	
Default WAN IP	Highway Department	
Default WAN IP	Water Department	
Default WAN IP	Library and Senior Center	

**NOTE:** Additional IPs may be in use at the Highway and Water Departments, and at the Library and Senior Center. I was unable to log into these devices.

AVG Free is used on many of the Windows workstations. AVG Business and Avira were installed on NEWPATRIOT and SERVER, but the licenses expired years ago.

Windows Updates are configured individually on each system. Supported Windows servers were up to date.

## 2.6 DATA PROTECTION

THDC01 is scheduled to use the built-in Windows Server Backup utility to an external USB hard drive nightly. That backup has failed for the past week.

NEWPATRIOT uses the built-in ntbackup utility to a share on THDC01. This appears to keep a daily backup of the server for a rolling three-day period.

MAIL is reported to back up to an external USB hard drive. I was unable to confirm this.

SERVER is scheduled to use the built-in Windows Server Backup utility to an external USB hard drive nightly.

## 2.7 EMAIL

The Town of Townsend uses a FreeBSD-based on-premises mail server.

It is unclear where the Library and Senior Center email is handled.

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### SECTION 3 - FINDINGS

The following is a list of Findings discovered during the data collection phase of the assessment. Findings may range from simple recommendations for improvement to critical issues that should be addressed as soon as possible. For each Finding we have provided a description of the problem, why it is a risk, and a brief description of how it might be remediated. Each Finding also contains a rating for Severity of the issue, estimated Cost to resolve and whether Downtime would be expected to implement the resolution. The High, Medium and Low ratings are purely subjective and relative only to the other Findings on the list.

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# FINDINGS

## Finding 1 Single Domain Controller

Severity **High**

Cost

**Medium**

Downtime

**No**

**Risk** Downtime

**Remediation** Domain Controllers should be deployed in pairs to protect against a single failure

## Finding 2 Network Cabling in Town Hall Meeting Room is unstructured

Severity **Medium**

Cost

**High**

Downtime

**Yes**

**Risk** Confusion, Downtime

**Remediation** Have professional structured cabling installed

## Finding 3 THDC01 has non-hot swappable HDDs and Non-Redundant Power supplies

Severity **Medium**

Cost

**High**

Downtime

**Yes**

**Risk** Downtime

**Remediation** Replace server with a model that has Redundant power and hot-swappable drives

## Finding 4 Most servers are unsupported custom-built boxes

Severity **High**

Cost

**High**

Downtime

**Yes**

**Risk** Downtime

**Remediation** Migrate servers and services to new, supported hardware

## Finding 5 Windows Updates not configured on THDC01

Severity **High**

Cost

**Low**

Downtime

**Yes**

**Risk** Security, Downtime

**Remediation** Enable and schedule regular Windows Updates



**Finding 6 THDC01 backups have been failing for a week****Severity****High****Cost****High****Downtime****Yes****Risk** Downtime, Data Loss**Remediation** Replace Windows Backup to External USB drive with an Enterprise Solution**Finding 7 No UPS for Firewall, Mail Server, Clerk's Router, and Assessor's GIS server****Severity****High****Cost****Low****Downtime****Yes****Risk** Downtime, Data Corruption**Remediation** All servers should be on a UPS, even though the outlet is supplied with an emergency generator**Finding 8 No AV on THDC01****Severity****High****Cost****Medium****Downtime****Yes****Risk** Downtime, Data Loss**Remediation** Purchase and install centrally managed AV on servers**Finding 9 Workstations use AVG Free****Severity****High****Cost****Medium****Downtime****Yes****Risk** Security, Data Loss**Remediation** Purchase and install centrally managed AV for workstations**Finding 10 NEWPATRIOT is Windows 2003 server, which is EOL****Severity****High****Cost****High****Downtime****Yes****Risk** Security**Remediation** Migrate application to new, supported hardware**Finding 11 Servers are piled on top of one another and chassis are open****Severity****Low****Cost****Low****Downtime****Yes****Risk** Downtime**Remediation** Organize servers, clearly labelling with server names and ips

**Finding 12 Running several Layer 3 networks on a single Layer 2 network segment**

Severity	Medium	Cost	High	Downtime	Yes
----------	--------	------	------	----------	-----

**Risk** Performance, Confusion

**Remediation** Install managed switches and install VLANs where appropriate

**Finding 13 Several systems have RDP exposed to the network**

Severity	High	Cost	Medium	Downtime	Yes
----------	------	------	--------	----------	-----

**Risk** Security, Downtime, Data Loss

**Remediation** A secure remote access solution should be put in place

**Finding 14 Several workgroup switches used in environment**

Severity	High	Cost	High	Downtime	Yes
----------	------	------	------	----------	-----

**Risk** Performance, Security

**Remediation** Enterprise-grade managed switching should be installed where appropriate

**Finding 15 No documentation**

Severity	High	Cost	Medium	Downtime	No
----------	------	------	--------	----------	----

**Risk** Security, Downtime, Confusion

**Remediation** Environment should be documented and passwords should be stored securely

**Finding 16 AVG on NEWPATRIOT is expired**

Severity	High	Cost	Medium	Downtime	Yes
----------	------	------	--------	----------	-----

**Risk** Security, Data Loss

**Remediation** Purchase and install centrally managed AV on servers

**Finding 17 Backup status for MAIL and NEWPATRIOT unknown**

Severity	High	Cost	High	Downtime	Yes
----------	------	------	------	----------	-----

**Risk** Data Loss

**Remediation** Purchase and install an Enterprise-grade, automated backup solution



**Finding 18 Avira on SERVER.townsendlibrary.org expired in 2012****Severity****High****Cost****Medium****Downtime****Yes****Risk** Security, Data Loss**Remediation** Purchase and install centrally managed AV on servers**Finding 19 Library workstations are all members of a workgroup, instead of a domain****Severity****Medium****Cost****Medium****Downtime****Yes****Risk** Security**Remediation** Workstations in a domain environment should be joined to the domain**Finding 20 Library server hardware is all well past EOL****Severity****High****Cost****High****Downtime****Yes****Risk** Downtime, Data Loss**Remediation** Migrate servers and services to new, supported hardware**Finding 21 Telnet and HTTP enabled on switches and weak passwords****Severity****Medium****Cost****Low****Downtime****No****Risk** Security**Remediation** Passwords should be strong and access should be restricted to SSH and HTTPS**Finding 22 DNS is configured incorrectly on THDC01****Severity****Low****Cost****Low****Downtime****No****Risk** Performance**Remediation** Domain Controllers should be configured to look at themselves, and also should have forwarders configured in DNS

Finding 23 No SPF record configured for townsend.ma.us					
Severity	Low	Cost	Low	Downtime	No
<p><b>Risk</b> Communication Issues</p> <p><b>Remediation</b> SPF records should be created to prevent emails being marked as SPAM incorrectly</p>					
Finding 24 SERVER.townsendlibrary.org only has one power supply plugged in					
Severity	Medium	Cost	Low	Downtime	No
<p><b>Risk</b> Downtime, Data Loss</p> <p><b>Remediation</b> Redundant power supplies should be used if available</p>					
Finding 25 Unix platform requires very specialized skillsets to manage and maintain					
Severity	High	Cost	High	Downtime	Yes
<p><b>Risk</b> Downtime, Data Loss</p> <p><b>Remediation</b> Unix training, or services need to be moved to a more commonly supported platform</p>					
Finding 26 A loop exists in the Library/Senior Center network					
Severity	Low	Cost	Low	Downtime	No
<p><b>Risk</b> Downtime, Performance</p> <p><b>Remediation</b> Risk is mitigated by STP on switching, but the reason for this loop is unknown</p>					



**Town of Townsend**  
**New Network cost pricing**

<u>Line</u>	<u>Qty</u>	<u>Description</u>	<u>Unit Amount</u>	<u>Ext. Amount</u>
1	1	<b><u>Storage</u></b>		
2	1	Dell SCv2020 (SAN)	\$23,870.00	\$23,870.00
3		SCv2020 iSCSI		
4		6Gb Mini-SAS to Mini-SAS Cable, 0.6M, Qty 2		
5		1Gb iSCSI Dual Controller		
6		SCv20x0 SCOS Base License		
7		SCv20x0 SSN License		
8		SCv20x0 Local Data Protection License		
9		SC2020 Regulatory Label		
10		Redundant Power Supply, 580W		
11		5-15P to C13, 10 amp, 6 feet wall plug Power Cord		
12		5-15P to C13, 10 amp, 6 feet wall plug Power Cord		
13		Rack Rails		
14		SCv2000/SCv2020 Bezel		
15		Dell SCv2020 Shipping		
16		US Order		
17		Dell Hardware Limited Warranty Initial Year		
18		Dell Hardware Limited Warranty Extended Year(s)		
19		ProSupport Plus: Mission Critical 4-Hour 7x24 On-Site Service		
20		with Emergency Dispatch, Initial Year		
21		ProSupport Plus: Mission Critical 4-Hour 7x24 On-Site Service with		
22		Emergency Dispatch, 2 Year Extended		
23		ProSupport Plus: 7x24 HW/SW Tech Support and Assistance, 3 Year		
24		Thank you for choosing Dell ProSupport Plus. For tech support, visit		
25		<a href="http://www.dell.com/contactdell">http://www.dell.com/contactdell</a>		
26		Installation by Certified Channel Partner		
27		(10) Dell 600GB, SAS, 10K 2.5", HDD		
28		(14) Hard Drive Filler 2.5in, single blank		
29				
30				
31		<b>Sub Total</b>		<b>\$23,870.00</b>
32				
33	2	<b><u>Servers</u></b>		
34	3	Dell PowerEdge R640	\$10,895.00	\$32,685.00
35		PowerEdge R640 Server		
36		PowerEdge R640 Motherboard		
37		Trusted Platform Module		
38		2.5 Chassis with up to 8 Hard Drives and 3PCIe slots		
39		PowerEdge R640 Shipping		
40		PowerEdge R640 x8 Drive Shipping Material		

<u>Line</u>	<u>Qty</u>	<u>Description</u>	<u>Unit Amount</u>	<u>Ext. Amount</u>
41		Intel Xeon Bronze 3104 1.7G, 6C/6T, 9.6GT/s 2UPI, 8M Cache, No Turbo,		
42		HT (85W) DDR4-2133		
43		Intel Xeon Bronze 3104 1.7G, 6C/6T, 9.6GT/s 2UPI, 8M Cache, No Turbo,		
44		HT (85W) DDR4-2133		
45		DIMM Blanks for System with 2 Processors		
46		Standard 1U Heatsink		
47		Standard 1U Heatsink		
48		2666MT/s RDIMMs		
49		Performance Optimized		
50		Unconfigured RAID		
51		HBA330 12Gb SAS Controller, Minicard		
52		No Operating System		
53		No Media Required		
54		iDRAC9,Enterprise		
55		OpenManage Essentials, Server Configuration Management		
56		iDRAC Group Manager, Enabled		
57		iDRAC,Factory Generated Password		
58		Riser Config 2, 3x16 LP		
59		Intel Ethernet i350 QP 1Gb Network Daughter Card		
60		IDSDM and Combo Card Reader		
61		Redundant SD Cards Enabled		
62		32GB microSDHC/SDXC Card		
63		32GB microSDHC/SDXC Card		
64		No Internal Optical Drive for x4 and x8 HDD Chassis		
65		8 Standard Fans for R640		
66		Dual, Hot-plug, Redundant Power Supply (1+1), 1100W		
67		Standard Bezel		
68		Dell EMC Luggage Tag		
69		No Quick Sync		
70		Power Saving Dell Active Power Controller		
70		Energy Star		
71		ReadyRails Sliding Rails With Cable Management Arm		
72		No Systems Documentation, No OpenManage DVD Kit		
73		VMware ESXi 6.5 NFI		
74		US Order		
75		Dell Hardware Limited Warranty Plus On-Site Service		
76		ProSupport Plus: Next Business Day On-Site Service After Problem		
77		Diagnosis, 3 Years		
78		ProSupport Plus: 7x24 HW/SW Technical Support and Assistance, 3 Years		
79		Thank you for choosing Dell ProSupport Plus. For tech support, visit		
80		<a href="http://www.dell.com/contactdell">http://www.dell.com/contactdell</a>		
81		On-Site Installation Declined		
82		(6) 16GB RDIMM, 2666MT/s, Dual Rank		
83		120GB SSD SATA Boot 6Gbps 512n 2.5in Hot-plug Drive, 1 DWPD, 219 TWB		
84		(2) NEMA 5-15P to C13 Wall Plug, 125 Volt, 15 AMP, 10 Feet (3m), Power		
85				



<u>Line</u>	<u>Qty</u>	<u>Description</u>	<u>Unit Amount</u>	<u>Ext. Amount</u>
86		Broadcom 5719 QP 1Gb Network Interface Card, Low Profile Cord.		
87		<b>Sub Total</b>		<b>\$32,685.00</b>
88				
89	3	<b><u>Network Switches</u></b>		
90	3	N3024	\$5,577.00	\$16,731.00
91		Dell Networking N3024, L3 ,24x1GbE, 2xCombo, 2x10GbE SFP+ fixed		
92		ports, Stacking, IO to PSU airflow, 1x AC PSU		
93		Power Supply, 200w, Hot Swap, with V-Lock, adds redundancy to		
94		non-POE N3000 series switches		
95		Dell Networking N2000/3000 Series User Guide		
96		US Order		
97		Dell Education Services - Dell Campus Networking - No Training Selected		
98		Thank you for choosing Dell ProSupport Plus. For tech support, visit		
99		<a href="http://www.dell.com/contactdell">http://www.dell.com/contactdell</a>		
100		Dell Hardware Limited Warranty Initial Year		
101		Dell Hardware Limited Warranty Extended Year(s)		
102		Lifetime Limited Hardware Warranty with Basic Hardware Service Next		
103		Business Day Parts Only on Your Network Switch		
104		ProSupport Plus: Mission Critical 4-Hour 7x24 On-Site Service with		
105		Emergency Dispatch, Initial Year		
106		ProSupport Plus: Mission Critical 4-Hour 7x24 On-Site Service with		
107		Emergency Dispatch, 2 Year Extended		
108		ProSupport Plus: 7x24 HW/SW Tech Support and Assistance, 3Year		
109		On-Site Installation Declined		
110		Stacking Cable, for Dell Networking N2000/N3000/S3100 series switches		
111		(no cross-series stack), 0.5m		
112		(2) Power Cord, 125V, 15A, 10 Feet, NEMA 5-15/C13		
113				
114				
115		<b>Sub Total</b>		<b>\$16,731.00</b>
116				
117	4	<b><u>VMware</u></b>		
118	1	vSphere Essentials Plus	\$9,868.00	\$9,868.00
119		VMware vSphere Essentials Plus		
120		US Order		
121		ProSupport for Software, VMware, Contract, 3 Years		
122		Thank you for Your Order		
123		Thank you for Your Order		
124		VMware vSphere Essentials Plus, 6CPU, 3YR		
125		ProSupport for Software, VMware, vSphere Essentials Plus, 6 CPU, 3 Years		
126				
127				
128				
129				
130		<b>Sub Total</b>		<b>\$9,868.00</b>



<u>Line</u>	<u>Qty</u>	<u>Description</u>	<u>Unit Amount</u>	<u>Ext. Amount</u>
131	5	<b><u>PoE Switches</u></b>		
132	3	N3024P	\$5,980.00	\$17,940.00
133		Dell Networking N3024P, L3, POE+, 24x 1GbE, 2xCombo, 2x 10GbE SFP+		
134		fixed ports, Stacking, IO to PSU air, 1x 715w AC PSU		
135		Power Supply, 715w, Hot Swap, Required for more than 550 watts of		
136		POE+, or for redundancy		
137		Dell Networking N2000/3000 Series User Guide		
138		US Order		
139		Dell Education Services - Dell Campus Networking - No Training Selected		
140		Thank you for choosing Dell ProSupport Plus. For tech support, visit		
141		<a href="http://www.dell.com/contactdell">http://www.dell.com/contactdell</a>		
142		Dell Hardware Limited Warranty Initial Year		
143		Dell Hardware Limited Warranty Extended Year(s)		
144		Lifetime Limited Hardware Warranty with Basic Hardware Service Next		
145		Business Day Parts Only on Your Network Switch		
146		ProSupport Plus: Mission Critical 4-Hour 7x24 On-Site Service with		
147		Emergency Dispatch, Initial Year		
148		ProSupport Plus: Mission Critical 4-Hour 7x24 On-Site Service with		
149		Emergency Dispatch, 2 Year Extended		
150		ProSupport Plus: 7x24 HW/SW Tech Support and Assistance, 3Year		
151		Stacking Cable, for Dell Networking N2000/N3000/S3100 series switches		
152		(no cross-series stack), 0.5m		
153		(2) Power Cord, 125V, 13A, 6 Feet, C15 to NEMA 5-15P		
154				
155				
156		<b>Sub Total</b>		<b>\$17,940.00</b>
157	6	<b><u>FireWalls</u></b>		
158	2	SonicWALL NSA 2650	\$1,890.00	\$3,780.00
159	2	SonicWALL NSA 2650 High Availability	\$1,478.00	\$2,956.00
160	3	SonicWALL TZ600	\$1,309.00	\$3,927.00
161	2	SonicWALL Global Management System Standard Edition	\$1,308.00	\$2,616.00
162				
163				
164		<b>Sub Total</b>		<b>\$13,279.00</b>
165	7	<b><u>Wireless Network</u></b>		
166	1	RUCKUS WIRELESS : ZoneDirector 1200	\$919.00	\$919.00
167	6	RUCKUS WIRELESS : ZoneFlex R510 dual	\$659.00	\$3,954.00
168		band 802.11ac Wave 2 Indoor Access Point		
169		<b>Sub Total</b>		<b>\$4,873.00</b>
170	8	<b><u>Software / SERVER LICENSING</u></b>		
171	25	MicrosoftWindowsServerSTDCORE 2016 English	\$88.00	\$2,200.00
172		Local Government OLP 2Licenses NoLevel CoreLic		
173	100	Microsoft Windows Server 2016 - License - 1 User CAL -	\$31.00	\$3,100.00
		Volume, Local Government		
	1	Microsoft Exchange Server 2016 Standard - Lic.- 1 PC - Local Government	\$565.00	\$565.00

<u>Line</u>	<u>Qty</u>	<u>Description</u>	<u>Unit Amount</u>	<u>Ext. Amount</u>
		Local Government		
100		Microsoft Exchange 2016 Standard CAL-Lic.- 1 User CAL-Local Government	\$70.00	\$7,000.00
1		SPAM FILTERING: Reflexion RADAR (Reflexion Archiving, Discovery and Recovery) – up to 80 mailboxes, annual	\$6,750.00	\$6,750.00
1		SSL CERTIFICATE FOR SECURE WEBMAIL: SSL Unified Communications Certificate License	\$885.00	\$885.00
100		ANTIVIRUS: ESET Endpoint Antivirus	\$38.00	\$3,800.00
		<b>Sub Total</b>		<b>\$24,300.00</b>
9		<b>DATA BACKUP AND RECOVERY APPLIANCES</b>		
2		Barracuda Backup Server 390 with 1yr Energize Updates	\$3,059.00	\$6,118.00
100		ANTIVIRUS: ESET Endpoint Antivirus 3-Year	\$38.00	\$3,800.00
		<b>Sub Total</b>		<b>\$9,918.00</b>
271		<b>ENGINEERING SERVICES &amp; LABOR</b>	\$160.00	\$43,360.00
		Windows Server Replacement (25 hours)		
		Exchange Server 2016 Email Migration FROM Linux (100 hours)		
		SAN Configuration and setup (25)		
		Antivirus Installation (20 hours)		
		Local Backups (20 hours)		
		Firewalls, ISP and Virtual Private Networks (22 hours) ☐		
		Off-Site Backups (15 hours)		
		Network Switch Upgrade (14 hours)		
		Wireless Network Upgrade (10 hours)		
		Hardware Installation (20 Hours)		
		Total Hours 271.00		\$43,360.00
		<b>Sub Total</b>		
				<b>\$196,824.00</b>
		<b>Grand Total</b>		





5.1.3

**DESIGN PUBLIC HEARING**

**FEBRUARY 27, 2018**

**AT**

**MEMORIAL HALL, SELECTMENS' CHAMBERS**

**TOWNSEND, MASSACHUSETTS**

**6:00 PM**

**FOR THE PROPOSED**

**WEST MEADOW ROAD OVER LOCKE BROOK BRIDGE REPLACEMENT**

**Project No. 608259**

**Bridge No.: T-07-013**

**IN THE TOWN OF TOWNSEND, MASSACHUSETTS**

**COMMONWEALTH OF MASSACHUSETTS  
MASSACHUSETTS DEPARTMENT OF TRANSPORTATION  
HIGHWAY DIVISION**

**JONATHAN L. GULLIVER  
HIGHWAY ADMINISTRATOR**

**PATRICIA A. LEAVENWORTH, P.E.  
CHIEF ENGINEER**



**THE COMMONWEALTH OF MASSACHUSETTS**  
**MASSACHUSETTS DEPARTMENT OF TRANSPORTATION – HIGHWAY DIVISION**  
**NOTICE OF A PUBLIC HEARING**  
**Project File No. 608259**

A Design Public Hearing will be held by MassDOT to discuss the proposed bridge replacement project of West Meadow Road Bridge over Locke Brook in the Town of Townsend.

WHERE: Memorial Hall  
Selectmen's Chambers  
272 Main Street  
Townsend, MA 01469

WHEN: Tuesday, February 27, 2018 at 6:00 PM

PURPOSE: The purpose of this hearing is to inform the public of the proposed West Meadow Road Bridge over Locke Brook bridge replacement project and to provide an opportunity for public question and comment. All questions and comments raised at the hearing will be reviewed and considered to the maximum extent practicable.

PROPOSAL: The proposed bridge replacement will have a similar vertical and horizontal alignment to the existing roadway. The new bridge will have a longer span with the new bridge abutments constructed behind the existing abutments to reduce scour potential and facilitate removal of the existing bridge foundation. The new bridge will accommodate a wider roadway width. The existing bridge will be removed in its entirety. Work within the brook will be required to remove the existing bridge foundations and install scour protection for the new bridge abutments. Roadway work will include pavement and guardrail improvements. The bridge will be closed during construction with vehicular traffic detoured to Routes 31 and 119.

A secure right-of-way is necessary for this project. Acquisitions in fee and permanent or temporary easements may be required. The Town of Townsend is responsible for acquiring all needed rights in private or public lands.

Written comments received by MassDOT subsequent to the date of this notice and up to five (5) days prior to the date of the hearing shall be displayed for public inspection and copying at the time and date listed above. Plans will be on display one-half hour before the hearing begins, with an engineer in attendance to answer questions regarding this project. A project handout will be made available on the MassDOT website listed below.

Written statements and other exhibits in place of, or in addition to, oral statements made at the Public Hearing regarding the proposed undertaking are to be submitted to Patricia A. Leavenworth, P.E., Chief Engineer, MassDOT, 10 Park Plaza, Boston, MA 02116, Attention: Bridge Project Management Section, Project File No. **608259**. Such submissions will also be accepted at the hearing. Mailed statements and exhibits intended for inclusion in the public hearing transcript must be postmarked within ten (10) business days of this Public Hearing. Project inquiries may be emailed to [dot.feedback.highway@state.ma.us](mailto:dot.feedback.highway@state.ma.us)

This location is accessible to persons with disabilities. MassDOT provides reasonable accommodations and/or language assistance free of charge upon request (including but not limited to interpreters in American Sign Language and languages other than English, open or closed captioning for videos, assistive listening devices and alternate material formats, such as audio tapes, Braille and large print), as available. For accommodation or language assistance, please contact MassDOT's Chief Diversity and Civil Rights Officer by phone (857-368-8580), fax (857-368-0602), TTD/TTY (857-368-0603) or by email ([MassDOT.CivilRights@dot.state.ma.us](mailto:MassDOT.CivilRights@dot.state.ma.us)). Requests should be made as soon as possible prior to the meeting, and for more difficult to arrange services including sign-language, CART or language translation or interpretation, requests should be made at least ten (10) business days before the meeting.

In case of inclement weather, hearing cancellation announcements will be posted online at <http://www.massdot.state.ma.us/Highway/>

JONATHAN GULLIVER  
HIGHWAY ADMINISTRATOR

PATRICIA A. LEAVENWORTH, P.E.  
CHIEF ENGINEER



Dear Concerned Citizen:

The Massachusetts Department of Transportation (MassDOT) is committed to building and maintaining a transportation infrastructure that is both safe and efficient for all who use our roadways, bridges, bicycle facilities and pedestrian paths, while maintaining the integrity of the environment.

As part of the design process for this project, we are conducting this public hearing to explain the proposed improvements, listen to your comments and answer any questions you may have. At the conclusion of the hearing, MassDOT will review all of your comments and, where feasible, incorporate them into the design of the project.

We recognize that road and bridge construction can create inconveniences for the public. MassDOT places a great deal of emphasis on minimizing the temporary disruptive effects of construction.

MassDOT encourages input from local communities and values your opinions. Please be assured that we will undertake no project without addressing the concerns of the community.

Sincerely,

Patricia A Leavenworth, P. E.  
Chief Engineer



## **WHAT IS A PUBLIC HEARING?**

### **WHY A PUBLIC HEARING?**

To provide an assured method whereby the Commonwealth of Massachusetts can furnish to the public information concerning the State's highway construction proposals, and to afford every interested resident of the area an opportunity to be heard on any proposed project. At the same time, the hearings afford the Commonwealth an additional opportunity to receive information from local sources which would be of value to the State in making its final decisions to what design should be advanced for development.

### **WHY NOT A VOTE ON HIGHWAY PLANS?**

The hearings are not intended to be a popular referendum for the purpose of determining the nature of a proposed improvement by a majority of those present. They do not relieve the duly constituted officials of a State highway department of the necessity for making decisions in State highway matters for which they are charged with full responsibility.

### **WHAT DOES A PUBLIC HEARING ACCOMPLISH?**

It is designed to ensure the opportunity for, or the availability of, a forum to provide factual information which is pertinent to the determination of the final alternative considered by the state to best serve the public interest, and on which improvement projects are proposed to be undertaken.

It is important that the people of the area express their views in regard to the proposal being presented, so that views can be properly recorded in the minutes of the meeting. These minutes will be carefully studied and taken into consideration in the determination of the final design.

## RIGHT OF WAY ISSUES

A secure right of way is necessary for this project. Temporary construction easements may be required. Your municipality is responsible for acquiring all necessary rights in private or public lands. If your property is affected, your rights are fully protected under law.

### 1. REASON FOR PROJECT

The completion of this project will serve local needs. The proposed enhancement will also be in the interest of others in the greater community, and provide for the public good.

### 2. WHO CONTACTS ME?

Representatives of the municipality have already contacted or will contact you. They will explain the procedures used in acquiring any necessary rights in land.

### 3. WHAT ABOUT DONATIONS? WHAT IS A RIGHT OF ENTRY?

Town officials will often seek donations, of parcels, where permanent rights are required. This procedure will minimize the acquisition cost for your community.

A Right of Entry is a document that is signed by the owner. It allows the Contractor to perform certain types of work on the owner's land. The work is usually minor in nature and frequently consists of loaming/seeding behind sidewalks, new driveway apron work, grading/sloping, and wetland protection, etc. The rights granted are temporary in nature.

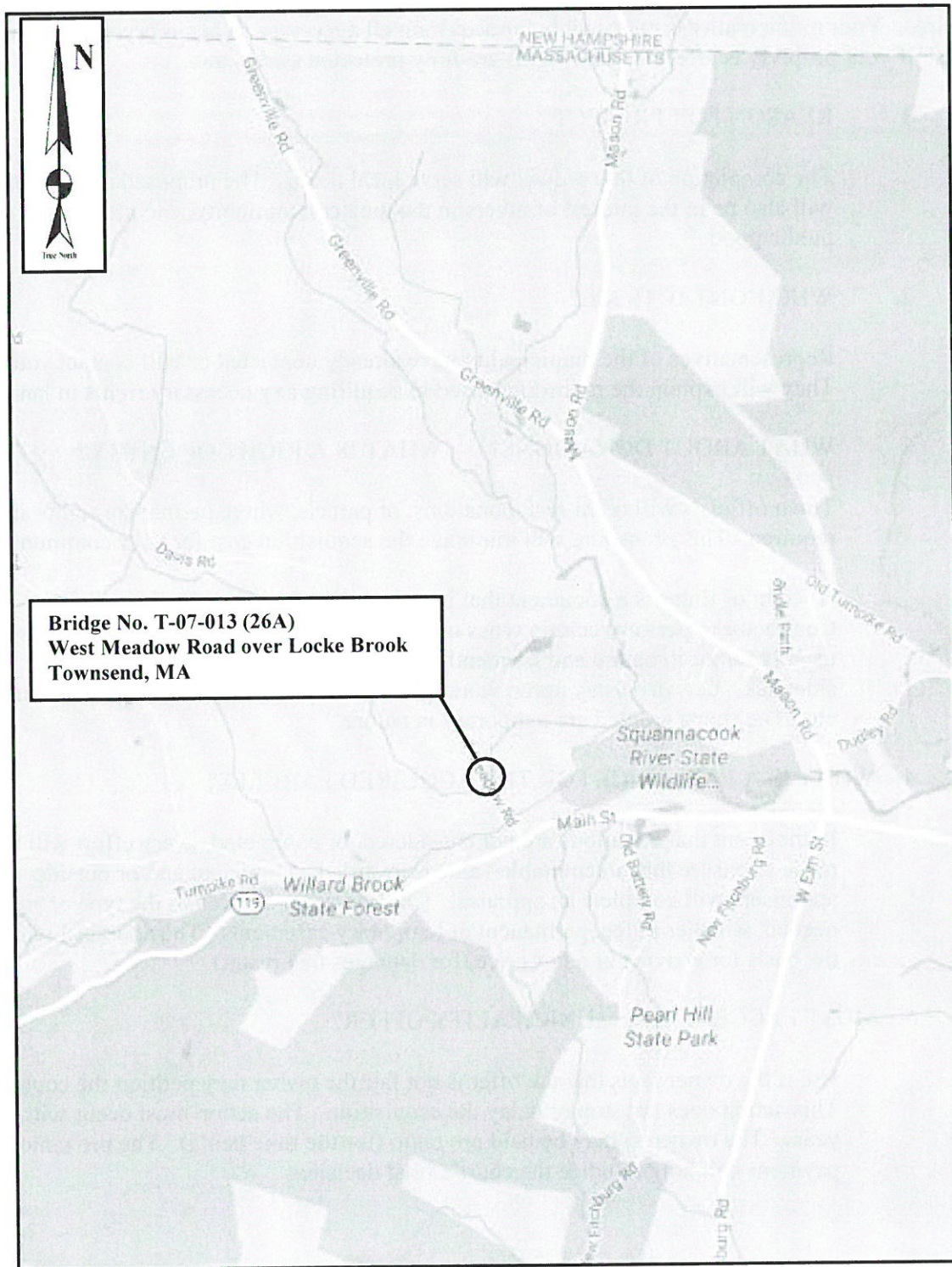
### 4. WHAT IS A FAIR PRICE FOR THE ACQUIRED PARCELS?

In the event that donations are not considered, or completed, every effort will be made to ensure that an equitable value is awarded. Municipal and/or outside appraisers will complete an appraisal. Consideration is given to the type of rights needed, whether in fee, permanent or temporary easements. The appraisal will be the basis for arriving at a fair price (for damages that result).

### 5. MUST I ACCEPT THE MUNICIPALITY OFFER?

No, if the owner feels that the offer is not fair the owner may petition the courts. This action does not stop or delay the acquisition. The action must occur within 3 years. The owner(s) may be paid pro tanto (for the time being). The pro tanto payment will not prejudice the court's final decision.

## LOCATION MAP



## PROJECT DESCRIPTION

**Purpose:** The purpose of this project is to replace the existing structurally deficient bridge on West Meadow Road over Locke Brook.

The bridge is located on West Meadow Road in Townsend, MA approximately 700 feet north of the intersection of West Meadow Road and Main Street (Route 119). The project limits extend approximately 50 feet on both ends of the bridge and include a portion of the existing private driveway on the southwest corner of the structure.

**Existing Conditions:** The existing bridge was originally constructed in 1917 and had repair work performed in 1988. The simple span superstructure consists of 7 rolled beams with a 6 ½ inch thick reinforced concrete deck slab and bituminous concrete overlay. The structure length is approximately 26 feet with an out-to-out roadway width of 22 feet. The bridge superstructure is supported on masonry abutments and wingwalls. The bridge is currently weight posted and is structurally deficient and functionally obsolete.

West Meadow Road is a two-lane road with a Functional Classification of “Rural Minor Collector” and services mainly residential uses. The corridor is a low speed collector, with a design speed of 30 mph, connecting Route 31 (Greenville Road) in Ashby, MA to Route 119 (Main Street) in West Townsend, MA.

West Meadow Road has typical roadway width of 22 feet beyond the bridge. There is steel W-beam guardrail on all four corners of the existing bridge. There is an existing gravel driveway on the southwest corner of the bridge.

The existing utilities at the site consist of overhead wires and a water (fire suppression) main. The overhead electrical wires are located on the west side of the bridge. The water main, located on the west side of the roadway, bypasses the existing bridge.

**Proposed Improvements:** The proposed bridge replacement will have a similar alignment, both horizontally and vertically, over Locke Brook. The proposed bridge will have a longer span length of 30.5 feet with the new bridge abutments constructed behind the existing abutments. The proposed bridge will accommodate a roadway width of 24 feet and will have an overall width of approximately 27 feet. The approach roadway width will be transitioned from the existing roadway width to the proposed bridge width. The existing bridge will be removed in its entirety. Work within the brook will be required to remove the existing bridge foundations and install scour protection for the new bridge abutments.

The project also includes:

- Installation of new guardrail on all four corners of the bridge.
- Riprap slope protection of the new bridge abutments.
- Full depth pavement reconstruction and pavement milling and overlay.
- Temporary relocation of the overhead utility wires to the west side of the bridge for the duration of construction. Overhead utility location will be similar to existing conditions after construction is completed.



**Maintenance of Traffic During Construction:** The roadway will be closed to traffic for the duration of construction and will be detoured to Route 31, in Ashby, MA and Route 119, in West Townsend, MA. Access to abutting properties and driveways will be maintained at all times. There may be intermittent periods of time when the private driveway, located on the southwest corner of the bridge, is closed.

**Right-of-Way:** Fee acquisitions as well as permanent and temporary easement will be required from private property.

**Project Cost:** The preliminary estimated construction cost for this project is approximately \$1,000,000. Funding for the construction will be by the Commonwealth of Massachusetts and the Federal Highway Administration.

**Project Status:** The plans on display this evening are at the 25% design stage. Comments received at this hearing will be incorporated into the final design to the maximum extent feasible. The project is currently scheduled to be advertised for construction in the Fall of 2019.



THE COMMONWEALTH OF MASSACHUSETTS  
MASSACHUSETTS DEPARTMENT OF TRANSPORTATION  
HIGHWAY DIVISION

FEDERAL AID PROJECT

Townsend, MA  
West Meadow Road over Locke Brook Bridge Replacement  
Project File No.608259

This sheet is provided for your comments. Your input is solicited and appreciated. Please return your sheet, with comments, to a staff member at the meeting, or mail to:

Patricia A. Leavenworth, P.E., Chief Engineer  
MassDOT – Highway Division  
10 Park Plaza, Boston, MA 02116-3973  
Attn: Bridge Project Management

The final date for receipt of written statements and exhibits for inclusion into the official hearing transcript will be ten (10) days after the Public Hearing.

**PLEASE TYPE OR PRINT LEGIBLY.**

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Name: \_\_\_\_\_ Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

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Please Fold and Tape

Please Place  
Appropriate  
Postage Here

Patricia A. Leavenworth, P.E.  
Chief Engineer  
MassDOT – Highway Division  
10 Park Plaza  
Boston, MA 02116-3973

RE: Public Hearing  
WEST MEADOW ROAD OVER LOCKE BROOK BRIDGE REPLACEMENT  
**TOWNSEND**  
Project File No. 608259  
Bridge Project Management



5.3

Office of the  
**BOARD OF SELECTMEN**  
272 Main Street, Townsend, Mass

Cindy King, *Chairman*  
James M. Kreidler, Jr.,  
*Town Administrator*

Gordon Clark, *Vice-Chairman*

Sue Lisio, *Clerk*  
(978) 597-1701

**MEETING MINUTES**  
**JANUARY 23, 2018 6:00 P.M.**  
**SELECTMEN'S CHAMBERS, TOWN HALL**  
**272 MAIN STREET, TOWNSEND, MA**

**I. PRELIMINARIES - VOTES MAY BE TAKEN:**

- 1.1 CK called the meeting to order at 6:00P.M.  
Roll call vote taken showed 2 members present: Chairman, Cindy King (CK), Vice-Chair, Gordon Clark (GC) and absent, Clerk, Sue Lisio (SL)
- 1.2 Pledge of Allegiance
- 1.3 CK announced the meeting was being tape recorded and asked if any other audience members would be as well.
- 1.4 There were no Chairman's additions or deletions.

**II. APPOINTMENTS AND HEARINGS - VOTES MAY BE TAKEN:**

2.1 6:05P.M. Public Hearing, RE: CDBG Application.

2.1.1 Authorize Cindy King to sign support letter for the application.

GC moved to open the public hearing at 6:05P.M.

GC read the legal notice into the records (see attached)

A sign-in sheet was circulated.

Mr. Keating met with the Board members to discuss the application process for the CDBG, reminding the Board there are two public hearings required as part of the application process. One hearing must occur prior to the application being submitted, and if funded, one must occur before expenditures. Mr. Keating informed the Board he was working with the folks at the Library for a public forum, to help with the current application and future year planning and application opportunities. Mr. Keating stated this year's application will be for housing rehabs and fuel assistance for low income families and was identified as a need here in Townsend.

Mr. Keating stated he would need a vote to designate an Environmental Certifying Officer, generally it's a Town Administrator or Town Manager. Mr.

Kreidler suggested waiting until the next meeting since the designation was not specifically on the agenda.

Discussions included: questions regarding the Environmental Certifying Officer, planning services, clarifying of uses of the grant being for low or moderate income residents, service agreements, timeline of review, and legal notices with time periods.

Mr. Kreidler reminded the Board, MRPC does have a list of folks that have applied and are qualified for the grant funding. Mr. Keating stated there's a long waiting list and the biggest point is the applicant needs to demonstrate the need. Further discussion included how the need is measured and weighed to determine who is funded, State mandates such as de-leading often take precedent and takes away the funds needed from an individual project, when the project begins is when many of the decisions are made with limited amounts available for each project.

Mr. Keating discussed the importance of the Community Development Strategy. This document is submitted to DHCD every three years and is an outline of community development projects that have been prioritized through community involvement. Mr. Keating noted that the housing rehab project and the fuel assistance program are both high priorities in the document. Mr. Keating relayed the Community Development Strategy Committee can help with future grant opportunities, in addition to CDBG for additional programs.

CK expressed concern with number of poverty level folks in Townsend and stressed the importance of programs and grant opportunities. Mr. Keating stated their strategy is to work with other programs to help make the CDBG funds stretch and using additional resources can help.

Several members of the audience present asked questions about the CDBG application and of the Community Development Strategy.

CK moved to close the public hearing of January 23, 2018 held in Memorial Hall for the CDBG to close. GC seconded. Unanimous Vote.

GC moved to authorize the Chairman of the Board of Selectmen to sign on behalf of the Board of Selectmen to fully endorse the application for the CDBG funding in FY2018. CK seconded. Unanimous vote.

Mr. Keating informed the Board, he was working to have the public forum for February 7, 2018.



### **III. WORK SESSION - VOTES MAY BE TAKEN:**

#### **3.1 Town Administrator updates and reports.**

3.1.1 GC moved to approve the hiring of Beth Faxon as the Planning Board/ZBA Administrator effective January 23, 2018 contingent upon the passing of a medical exam and a CORI check with a one-year probationary period. CK seconded. Unanimous vote.

#### **3.2 Board of Selectmen announcements, updates, and reports.**

GC would like put on the next agenda to discuss awards to be given at Town Meeting, one for public safety and one for general government. GC thanked Mr. Kreidler for his efforts to get the generator for Atwood Acres and the mobile generator.

#### **3.3 There were no meeting minutes to approve.**

#### **3.4 GC moved to approve and sign bills payable warrants out of session. CK seconded. Unanimous vote.**

### **VI. ADJOURNMENT:**

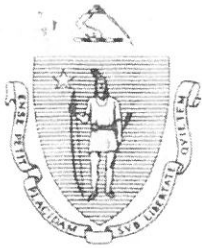
Respectfully submitted by,

Carolyn Smart, Executive Assistant

*Voted to approve the meeting minutes for the meeting of February 23, 2018, by the Board of Selectmen this \_\_\_\_\_ day of \_\_\_\_\_, 2018.*







THE COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF PUBLIC UTILITIES

February 20, 2018

VIA USPS AND EMAIL

Tim Morine  
L.H. Morine Services d/b/a EastBound Transport  
86 Lowell Road  
Pepperell, MA 01463

RE: Certificate No. 31872

Dear Carrier,

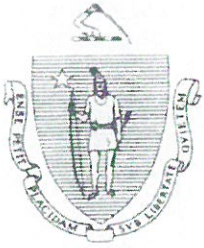
After a hearing on February 13, 2018, the Department of Public Utilities ("Department") approves the application of L.H. Morine Services d/b/a EastBound Transport for a Certificate of Compliance to transport property pursuant to G.L. c. 159B within the Commonwealth of Massachusetts. Your Certificate of Compliance and a copy of the Department's decision are enclosed.

If you have any questions, please contact the Department at (617) 305-3559.

Sincerely,

A handwritten signature in dark ink, appearing to read "Brian F. Cristy", written over a horizontal line.

Brian F. Cristy  
Director  
Transportation Oversight Division



THE COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF PUBLIC UTILITIES

Certificate No. 31872

February 20, 2018

In the Matter of the Application of L.H. Morine Services d/b/a EastBound Transport for a Certificate of Compliance.

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MEMORANDUM OF DECISION

On January 3, 2018, L.H. Morine Services d/b/a EastBound Transport ("Petitioner") an application for a Certificate of Compliance ("Certificate") with the Department of Public Utilities ("Department"). The Petitioner requested authority for motor vehicle transportation tow truck, if such transportation is performed without the prior consent or authorization of owner or operator of the motor vehicle, pursuant to public law 104-88, within the Commonwealth.<sup>1</sup>

On February 13, 2018, after due notice, a public hearing was held at the office of the Massachusetts Department of Public Utilities, Transportation Oversight Division in Boston, Massachusetts. Lon H. Morine appeared on behalf of L.H. Morine Services d/b/a EastBound Transport in his capacity as Owner. No party appeared at the hearing to oppose the application. The petitioner was provided with a copy of the maximum allowable rates, pursuant to 220 CMR 272.00 for such transportation, at the time of the hearing.

The Department finds that the petitioner is fit, willing and able to conform to all requirements of General Laws Chapter 159B, and all laws, rules and regulations relating to

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<sup>1</sup> On December 29, 1995, the United States Congress passed the ICC Termination Act of 1995 ("ICCTA"), which amended in part 49 U.S.C. § 14501. Section 14501 (c)(2)(c) is the portion of the ICCTA which allows states to regulate involuntary tows. Specifically, the section provides that "it does not apply to the authority of a state...to enact or enforce a law, regulation, or other provision relating to the price of for-hire motor vehicle transportation by a tow truck, if such transportation is performed without the prior consent or authorization of the owner or operator of the motor vehicle."

Certificate No. 31872

carrier safety and the transportation of property by motor vehicle upon the public ways of the Commonwealth of Massachusetts.

Accordingly, after due notice, hearing and consideration, and pursuant to the Order of Delegation in D.P.U. 94-154, and in accordance with G.L. c. 25, § 10, it is

ORDERED: That a Certificate of Compliance be issued to L.H. Morine Services d/b/a EastBound Transport authorizing motor vehicle transportation by a tow truck, if such transportation is performed without the consent or authorization of the owner or operator of the motor vehicle, pursuant to public law 104-88, within the Commonwealth; and it is

FURTHER ORDERED: That L.H. Morine Services d/b/a EastBound Transport shall carry cargo or garage keeper's liability insurance in an amount not less than five thousand dollars (\$5,000.00) per vehicle; and it is

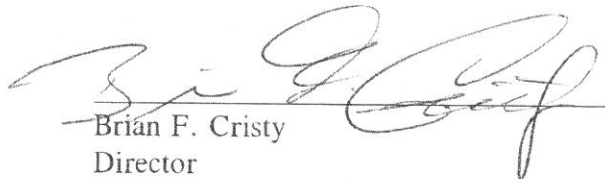
FURTHER ORDERED: That L.H. Morine Services d/b/a EastBound Transport shall apply for an identification device for each vehicle necessary for the conduct of its business, or provide proof of current registration in the Unified Carrier Registration Program ("UCR") for interstate carriers; and it is

FURTHER ORDERED: That L.H. Morine Services d/b/a EastBound Transport shall charge no rate in excess of the maximum allowable rate, pursuant to 220 CMR 272.00, for such transportation.



Certificate No. 31872

By Order of the Transportation Oversight Division,



Brian F. Cristy  
Director

Any appeal from this decision must be filed with the Secretary of the Department within **TWENTY DAYS** from the date of this Order, specifying the reason for the appeal and accompanied by a \$100.00 filing fee. A copy of the appeal must be filed with the Director of the Transportation Oversight Division. Such appeal shall be heard on the record of the hearing before the Transportation Oversight Division.

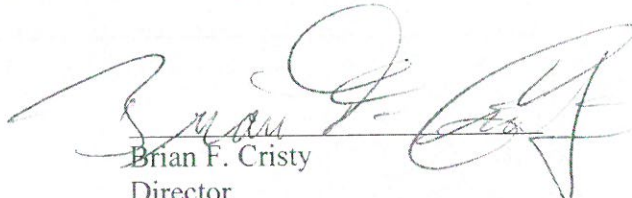
## CERTIFICATE OF COMPLIANCE

CERTIFICATE NUMBER: **31872**

After a hearing on February 13, 2018, the Department of Public Utilities ("Department") approved the application of L.H. Morine Services d/b/a EastBound Transport, having a principal place of business at 86 Lowell Road, Pepperell MA 01463 for a Certificate of Compliance.

This Certificate authorizes the authority for motor vehicle transportation by tow truck, if such transportation is performed without the prior consent or authorization of the owner or operator of the motor vehicle, pursuant to public law 104-88, within the Commonwealth; subject, however, to such terms and conditions as the Department may hereafter lawfully attach to the Certificate, and to such rules and regulations as the Department may from time to time prescribe, and to the right of the Department to suspend or revoke the Certificate for violations of any of the provisions of Chapter 159B of the General Laws, as amended, and the regulations and Orders of the Department made under authority thereof, after a hearing, at least ten days' notice of which shall be given to the holder of the Certificate.

This Certificate is restricted to the transportation of commodities described and within the limits set forth in Schedule "A" attached hereto and made a part hereof.



Brian F. Cristy  
Director  
Transportation Oversight Division

## SCHEDULE "A"

CERTIFICATE OF COMPLIANCE NO. 31872

This certificate is issued for motor vehicle transportation by a tow truck, if such transportation is performed without the prior consent or authorization of the owner or operator of the motor vehicle, pursuant to public law 104-88, within the Commonwealth.

### CONDITION OF ISSUANCE

The carrier is required at all times to maintain standards and conduct which in the opinion of the Department are satisfactory to establish proof of its continuing fitness, willingness and ability to conform to General Laws Chapter 159B and 220 C.M.R. §§ 272.00 et seq.

### CONDITIONS OF INSURANCE

This certificate is issued upon the condition that the holder thereof shall at all times be insured by an insurance company authorized to issue such insurance in the Commonwealth of Massachusetts against liability for loss of or damage to the motor vehicle(s) belonging to another and in possession of the holder of this certificate in connection with its transportation service, provided, however, that such insurance shall not be less than \$5,000.00 upon any one load and not less than upon any one claim for loss of or damage to the motor vehicle(s) transported on any one vehicle.

### COMPLIANCE

In order to ensure that the holder of this certificate is in compliance with M.G.L. c. 159B §6B and 220 C.M.R. 272.00 et seq. the Department may perform an audit of the certificate holder's involuntary tows, pursuant to the Department's authority under M.G.L. c. 25 §12F, M.G.L. c. 159B, and 220 C.M.R. 250.01. By accepting this certificate, the carrier agrees to comply with the Department's audit procedures. Failure to comply with the Department's audit may result in the suspension or revocation of this certificate.

