

Atkinson Technology Committee

Atkinson, NH

Meeting Minutes

Date: March 11, 2009; 7:00 – 8:40 PM
Location: Atkinson Police Elderly Affairs and Department
Attendees: Todd Barbera, Joyce LaFrance, David Hammond, Wendy Barker, Chief Consentino. Don Roberts attended part of the meeting via telecom.

The Atkinson Technology Committee met with Police Chief Philip Consentino to tour the building, discuss the technology infrastructure and future computer technology needs for the PD.

Don Roberts participated via conference call. Don and the chief supplied the committee with a high level overview of the computer system, phone system and other miscellaneous systems. The IT Administrative support for the Atkinson Police Department is provided by Don Roberts who has administrative access to the primary computers that support police department functions. Mr. Roberts is the only person with root level permission and appears to be the only person who has access and passwords to key department servers. Mr. Roberts has been in this role for many years and the chief considers him a critical person in the role that he serves to the town and PD. Chris Ryan provides technical support for the Atkinson Police Department website. The PD website is informational and is not a critical part of the daily business operations of the PD.

Building: The building is a one story single-purpose structure for police department staff including one jail cell for detainees. The facility includes dispatch, office, lunch room/ training room, utility room, lockers and file storage, a single unisex bathroom. There are also three detached sheds for equipment and record storage for both the Police and Elderly Affairs divisions. The sheds are not weatherproof and Phil indicates there is a rodent problem in the sheds.

The facility is not used for an Emergency Operations Center (EOC) and when necessary, the Police Department relocates to the EOC at the Fire Department. The Police Chief has a generator and police radio equipment at his residence and operates from there when necessary, since the PD does not have a generator yet.

There is a rear parking lot with sufficient space for Police vehicles and other parking areas for visitors.

Utilities: The main water supply is via a private well, the building has a fire suppression sprinkler system with backup holding tanks for water, telephone service via land lines, electric, cable service, a generator, Ethernet, wireless internet, PA system, surveillance and alarm systems.

- Cable service provider is Comcast. The Police Department relies on Comcast as its email provider.
 - Email accounts (3)
 - Internet access for officers only
- Verizon Wireless Internet access
 - Wireless service to support 3 laptops used in the cruisers
- Verizon phone system
 - 911 calls go to Concord
 - no reverse 911 system
 - 2 land lines
 - ? cell phones
 - voice mail on one line
 - phone recording capability for one line
- Computers
 - 5 Dell desktops provide the officers access to CrimeStar software. Five licenses are provided for approximately \$1500.00 annually and are paid by the Town budget.
 - 1 Desktop, not on the network, for police Chief. Uses Q&A software, made obsolete in 1998 by Symantec, but it provides the Police Chief with the database and word processing software to which he is accustomed.

- 3 laptops in cruisers access State Police Online Telecommunications System (SPOTS). Data is uploaded to the main server at the station. This server has a firewall and anti-virus software. It is supported by a UPS for temporary power backup.
- Main Server is accessible by Don Roberts only. Don maintains and backs up the system and personally retains the data backups at his residence. Don stated he performs test and recovery to ensure the system can be restored. There are no documented recovery procedures. There does not appear to be a backup person to fill Mr. Roberts role if he is unavailable. He estimated worst case scenario response time as 24 hours, although he did not mention indicate what the practice if he were to be on vacation.
- Manual Business Practices
 - Juvenile reports are typed on a typewriter
 - Tickets and other forms are completed manually then transferred to the database
 - Paper files and records are stored in cabinets and sheds
- An inventory of all computer technology assets including hardware and software was not available
- Elderly Affairs Resident list contains the resident name and date of birth and is maintained by the Director of Elderly Affairs using the data in the Q&A software. The Police dispatcher assists the Police Chief with the birthday cards and the database.
- Most computers at the PD are aged and in need of updating

Operations: The Atkinson Police Department relies on the Concord for all 911 calls. They also rely on Plaistow Dispatch from 4PM thru 8AM daily and over the weekend. Plaistow dispatch also provides 24 hour communication with the Atkinson Fire Department since the Police and Fire Department cannot communicate directly. Phil indicates the Police use digital radios and the FD uses analog, and both departments use a different frequency inhibiting communications. Plaistow provides FCC record keeping, and call logging.

- Rockingham County also provides dispatch services not used by Atkinson
- Police reports and crime statistics are submitted to the State on a monthly basis by Lt. Baldwin

Motion to adjourn at 8:40PM.